



2014 ANNUAL REPORT



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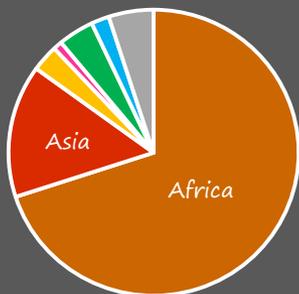
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Our Vision

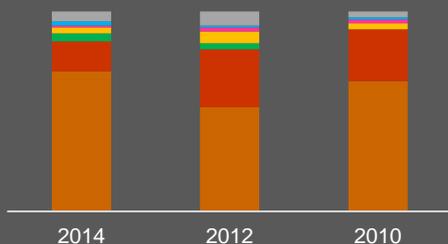
Our vision is to be North Melbourne's leading learning centre for the culturally and linguistically diverse community, recognised for enriching and empowering the lives of the people we serve.

It's a vision we continue to live up to and advance as we work to meet the needs of people from 26 different language backgrounds in North Melbourne and surrounding areas.

Facts & Figures



In 2014, students born in **Africa** made up 70% of our enrolments, with those from **Asia** at 15%. Other key regions were **South America** (4%), the **Middle East** (3%), **Eastern Europe** (2%) and **India** (1%).



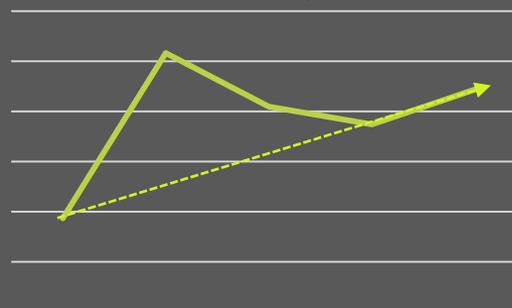
Country of birth

Gender



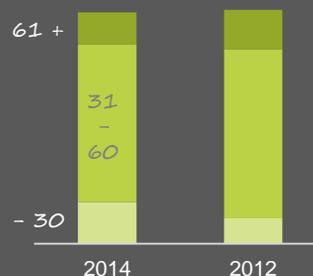
Growing the proportion of men accessing our programs has been a key strategy, and we are achieving slow but steady success. As we continue to focus on appealing more effectively to all segments of the community, it is also pleasing to see a trend toward a more even age group distribution.

Enrolment numbers



The impacts of changes to training and funding models in recent years have presented planning and resourcing challenges. However, we are now seeing a steady increase in enrolments and are confident of our ability to meet community needs.

Age



Understanding the demographics of our student population and emerging trends helps us to plan and better respond to their needs and learning goals.

Facts & Figures

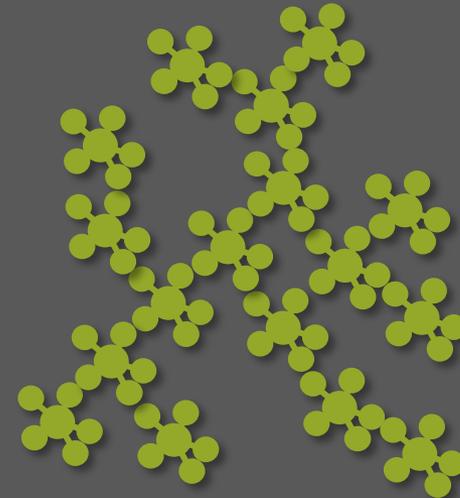
Our volunteers

NMLL volunteers gave **2,125** hours in 2014 – that's equivalent to more than **\$53,125**.



An expanding reach

Around **100** community members participated in NMLL consultations in 2014.



Working with the CALD community



In 2014 nearly **50%** of our active volunteers were from the local CALD community. Of these, **10** were recruited as leaders or emerging leaders for the Community Learning Champions pilot.

Community Development funding

Budget increases are helping us reach more and do more. In 2014 our CD budget was **\$219,000** – up from \$100,000 in 2012.



Our Community Development program continues to grow, with more and more people from our community participating in learning opportunities, events and consultations. None of this could happen without our supporters, sponsors and very generous volunteers.

Chair's Report

As with every year, 2014 presented both successes and challenges for North Melbourne Language and Learning. NMLL has not been immune to the financial difficulties faced by our sector, but a number of noteworthy projects and programs were successfully adopted in this tight fiscal environment, testament to the hard work and commitment of our staff and volunteers. Importantly, I am very confident we enter 2015 in a good position with a terrific past record due to the financial management of Robert Pisano, the work of our wonderful Manager Joanne Goodman, and our excellent relationship with key stakeholders.

During 2014 the Committee of Management also saw a number of changes. Catherine Lander, Sammy Moneer, David Lansley and Emma Pollett-Sutton all joined the committee and we believe their expertise will be invaluable to the progression of the organisation. We have also seen some good people depart and we thank them for their contribution.

The NMLL constitution was formally reviewed in 2014, with a special meeting held in August to pass the new Rules of Incorporation, and the revised document endorsed in the second half of the year. Constitutional change resulted in a refocus of NMLL's objectives, with a broadening of our target group. In particular, we are committed to providing benevolent relief through education, training and other support programs for individuals experiencing disadvantage, including poverty, misfortune, sickness, disability or other barriers to participation or attainment. In delivering these services, our primary focus is on individuals from a culturally and linguistically diverse background. These changes to our constitution and objectives aim to align the organisation more closely with the changing demographic of the North Melbourne community, increasing our ability to provide people with excellent opportunities and much-needed services.

NMLL continues to provide outstanding services to the community as stated in our objectives. We are particularly pleased with the progress of projects including *English for Asylum Seekers*, *One-to-One English* and the *Community Learning Champions* (CLC). The CLC program has received a generous donation from the Helen MacPherson Smith Trust, indicating how highly the program is regarded in the community. These sorts of initiatives and achievements are only possible because of the commitment and endeavour of our staff and volunteers, and I sincerely thank each and every one of you for your contribution over the past year.

Marcel Mihulka
Chairperson

Changes to our constitution aim to align NMLL more closely with the changing demographic of the North Melbourne community, increasing our ability to provide excellent opportunities and much-needed services.



2015 Committee of Management
From left, Rory Nathan, David Lansley, Catherine Lander (Secretary), Marcel Mihulka (Chair), Emma Pollett-Sutton, Glensy Crawford (Treasurer) and Sammy Moneer (Vice Chair)

Manager's Report

2014 has been another year of responding to change and of furthering our commitment to staying closely connected to the community. We have a strong commitment to collaboration and a clear focus on achieving outcomes for the community. In 2014 this approach was evident in all of our work, and we are proud of the many successful outcomes achieved.

Events always extend our engagement with the local community, and the *Community Learning Festival* in particular was a great opportunity for us to gather information on learning needs in North Melbourne. We also took part in many local events held by members of the North Melbourne Agency Collective (NAC) and other local service providers. This increase in engagement is a direct result of the very effective *Community Learning Champions* pilot, a project which promoted learning opportunities in the community and also helped those community members selected as Champions to develop their own skills. The introduction of coffee ceremonies also proved engaging. These ceremonies give us the opportunity to interact with both existing and new community members, and are a perfect opportunity to learn about community learning and support needs.

Collaboration is also the focus of the NAC. NMLL is lead agent of this group, which facilitates communication between local not-for-profits and helps them work together. In 2014, our focus was on developing an effective and efficient communication tool for use by agencies and individuals working with the local community. This tool is to be launched mid-2015 and includes a user interface for the community to access and a 'back end' for service providers. This will aid cooperation and mean improved efficiency and less duplication in service provision. Steven Weir, the newly appointed and very skilled City of Melbourne Neighbourhood Development Officer, has worked closely with us on this project and is helping the NAC achieve greater levels of collaboration.

We partner with a number of organisations to create opportunities for the community. For many years Hotham Mission and the Uniting Church have been committed partners, helping NMLL support CALD community members and provide access to opportunities they may not otherwise have. Other new partners include the Victorian Immigration & Refugee Women's Coalition (VIRWC). This group conducted a women's leadership course at NMLL, creating real opportunities for CALD members of the North Melbourne community to lead and achieve.

After a very rigorous Registered Training Organisation (RTO) process, NMLL was approved as a Foundation Skills Delivery Organisation. The success of this application was further confirmation of the professionalism of our team and our reputation for a thorough approach to service delivery. We are proud of the high standards maintained at NMLL, particularly given the constraints we often operate within. My thanks to everyone involved in this process, and in the ongoing delivery of learning and skills development.

My thanks also to the community. We understand the local community because we consult and talk with members as often as we can. Their contribution leads to appropriate learning being offered, and to take-up of these opportunities.

Joanne Goodman
Manager



A Connected Community

Community Learning Champions

The *Community Learning Champion* (CLC) project was piloted in 2014 with funding through the Adult Community Further Education (ACFE) Board's *Capacity & Innovation Fund* and the City of Melbourne's Community Grants Program.

During the pilot program, ten Community Learning Champions were engaged on a volunteer basis from the North Melbourne and Flemington communities. Following a period of training at NMLL, the Champions took information about learning and employment pathways back to their communities, consulting with community members about their learning and development needs.

In addition, the Champions have supported the design and delivery of NMLL celebrations including the *Community Learning Festival*, Eid and an NMLL volunteer celebration. Their involvement has helped us continue to build and nurture strong networks with the community.

The outcomes of the program have been positive and very encouraging, both for the Champions and their communities. Over 200 people from the community participated in the inaugural *Community Learning Festival*, seventy of whom attended a learning needs consultation at the event.

Other outcomes include the participation of CLC members in the African Leadership Development Program (ALDP) and in the North & West Melbourne Women's dinner.

As a result of the success of the pilot, NMLL has received three years' funding from the Helen Macpherson Smith Trust to continue and expand the project. NMLL has partnered with the Carlton Neighbourhood Learning Centre and the Brotherhood of St Laurence to deliver the program in the North Melbourne, Flemington and Carlton communities.

For more information and to read the Evaluation Report, please visit our [website](#).



“Often people from my community...may not have the awareness, information or confidence to connect with what is out there...I’ve been able to help them with that and also helped raise awareness within my community of what quality learning and training opportunities are available.”
Volunteer Champion

“Before I never approached people to ask questions and to invite people to do things. (Now) I learn things, I can think about new things in the community...There is always a solution, if you talk about it”
Volunteer Champion

A Connected Community

Community Learning Festival

In May we opened our doors to the local community for the inaugural *Community Learning Festival*. The event was a huge success and, with around 250 members of the local community participating, a highlight of the 2014 NMLL community calendar.

The day had something for everyone, including a BBQ with a healthy twist, art and craft activities and a petting zoo for the children (also a hit with 'old' kids!), soccer and football clinics for our active and sporty community members, and many prizes and giveaways.

The cultural offerings were also extremely popular and included an Ethiopian coffee ceremony, henna painting and African drumming workshops. There were a range of interactive demonstrations for the adults, including cooking sessions, an introduction to computers, English sessions and a 'Legals 101' workshop.

Melbourne Fire Brigade (MFB) officers attended in a larger-than-life MFB fire truck and demonstrated cardio-pulmonary resuscitation, while the Urban Bush Carpenters gave a carpentry demonstration.

The day also included community consultations conducted by our NMLL Community Learning Champions in partnership with IMPRINT, a Melbourne University Student Volunteer group.

Acknowledgements

This event was made possible by our very generous sponsors and by our partners and the community members who support us. Thank you all.

Partners: City of Melbourne Library Services, HIPPY, IMPRINT, Inner Melbourne Legal, MFB, Urban Bush Carpenters, Victoria Police and the YMCA.

Sponsors: Bakers Delight, Bendigo Bank, Bunnings Warehouse, Cultivating Communities, Masters Hardware, North Melbourne Football Club and Officeworks.



Language & Learning

2014 saw a number of developments in NMLL's Language & Learning programs. We successfully delivered full courses from *Course I in Spoken and Written English (CSWE)* to *Certificate III in Spoken and Written English (CSWE III)*, and saw significant numbers of learners awarded certificates. With a new curriculum, we reviewed our training and assessment strategies and have made substantial improvements in both areas.

To improve learner energy and motivation in accredited English classes, we re-structured the timetable by shortening the length of the class times and adding an extra day. We have also provided learners with additional options to work on any particular area of language that needs extra focus by enrolling in targeted pre-accredited courses. We now provide a range of targeted pre-accredited courses in *Reading & Writing*, *Speaking & Listening* and *Digital Literacy*, all at both beginner and post-beginner levels.

A range of innovative new approaches to creating learning opportunities through partnering have also been developed. Partnerships with Service Stars, Good Cycles and the Victorian Immigrant and Refugee Women's Coalition (VIRWC) have seen our community develop skills in preparing for work, bicycle maintenance and women's leadership respectively. NMLL-led courses have included the *One-to-One* volunteer tutor initiative and the development of *English in Action* courses. The *One-to-One* volunteer tutor program provides intensive personal development of language skills, whilst the *English in Action* course engages learners so they connect with language learning outside of the classroom. During the year, NMLL also added a new and very useful resource for English classes with the acquisition of a class set of iPads; students are already enjoying exploring the new tool.

Significantly, the collaboration between our Language & Learning programs and our Community Development program has resulted in a well organised and professional classroom volunteer program. This support has real benefits for both students and teachers and is highly valued. Our team of seven classroom volunteers facilitate learners' development by providing genuine interactions for students and supporting teachers in their duties and also by demonstrating the benefits of volunteering. A very big thank you goes to all the volunteers who have assisted in our classrooms over the last year.

On a personal level, it has been a rewarding six months for me as NMLL's Further Education Program Coordinator. Combining this role with the teaching of *CSWE II* and *SWE III* has given me an excellent insight into our approach and the needs of our students. We are continually improving what we do, and I look forward to exploring future possibilities for our program.

Stephen Pollard
NMLL Further Education Coordinator and Teacher



Financial Report

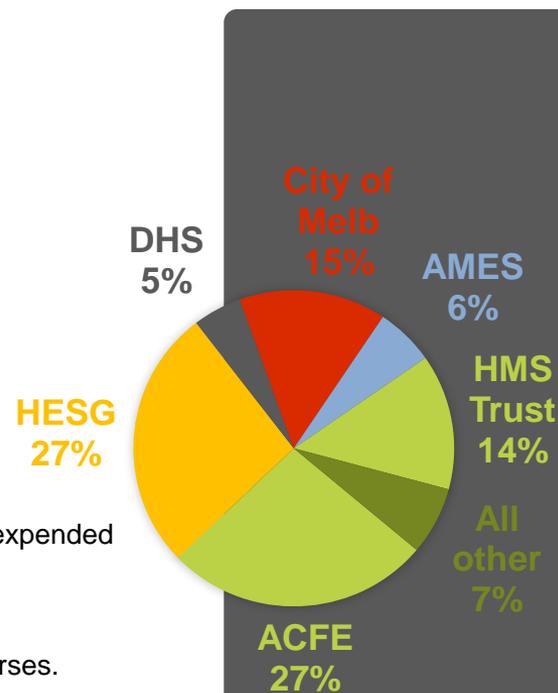
	2014	2013
Income	566,240	528,705
Expenditure	(547,656)	(519,675)
Surplus (deficit)	18,584	9,030
Cash held at end	213,649	198,167
Other short-term assets	23,660	60,490
Long-term fixed assets	251,206	266,075
Total liabilities	(129,170)	(183,971)
Net assets	359,345	340,761

Treasurer's Report

North Melbourne Language & Learning recorded income for the year of \$566,240 and expended \$547,656, posting a small net surplus for the year of \$18,584.

As in recent years, income came from several sources as follows:

- Higher Education Skills Group (HESG) funding for delivery of accredited courses.
- Adult Community & Further Education (ACFE) funding for pre-accredited courses.
- City of Melbourne community services funding for Neighbourhood House activities and community development programs.
- Helen Macpherson Smith (HMS) Trust funding for the *Community Learning Champions* project.
- Department of Human Services (DHS) funding for Neighbourhood House coordination.
- Adult Migrant Education Services (AMES) funding for English classes for newly arrived migrants.
- All other sources, including small grants and other funding support and earned revenue such as student course contributions and other fees, and bank interest.



Financial Report

Treasurer's Report, continued

The net assets for the organisation at the end of the year totalled \$359,345, of which \$251,206 is tied up in long-term physical assets (including major building improvements undertaken in 2010) with the balance of \$108,139 made up of a combination of restricted and general cash reserves, critical for NMLL's financial stability.

Available cash at year-end was \$213,649. This includes both funds restricted for specific purposes, such as grant and other amounts still to be utilised, and general purpose funds.

A three year grant received from the Helen Macpherson Trust has meant we have been able to increase our community development initiatives. This, along with continuing our education and training programs, supports the significant role NMLL plays in providing support for the culturally and linguistically diverse members of the community.

Changes to funding for the higher education classes combined with increased market pressures significantly increased the challenge within this sector; outcomes were strong although enrolment numbers were lower than the previous year. Pre-accredited programs continue to be an important option for our students and delivery of these has been consistent over recent years.

We continue to achieve significant outcomes with limited resources, all of which is made possible by the ongoing support of our funding partners, and the good will, dedication and commitment of our management, staff and community members.

Note:

The full annual accounts of North Melbourne Language & Learning for the year ended 31 December 2014 provide more details on the financial performance and position of NMLL, including a description of the accounting policies adopted, explanatory notes, and the independent auditor's report.



Our Team

2014 Committee of Management

Steven Burston-Ryan, Ros Conroy, Que Loan Banh (Secretary),
Jon Lawrence, Ben Lin, Catherine Lander, Marcel Mihulka (Chair),
Sammy Moneer and Rory Nathan.

Joanne Goodman



Manager

Robert Pisano



Accountant

Stephen Pollard



Further Education
Coordinator

Loretta Asquini



Community
Development
Coordinator

Lyn Pecchiar



Administration & Data
Coordinator

Georgia Jacobs



CLC Project Coordinator

Tara Willersorf



Community Programs
Project Officer

Ashley Haddrick



Administration Assistants

Tewodros Haile



Rajja Manchikanti



Bookkeeper

Volunteers



From top left, Jennifer Andison, Louise Cindric, Robbie Cottrill, Despina Davatzis, Jenny Gherxi, Sue Jacka, Julian Krack, Merryn Lowe, Susan Scalise, Liz Skinner, Kylie White

Teaching Team

Our Team

Volunteers

We couldn't achieve what we do without our team of volunteers.
Thank you all for your wonderful contribution.



"Since early 2014 I have been fortunate to volunteer with NMLL.

In my role as a classroom support volunteer in the English classes, I spend three hours each Monday helping students to improve their English. I enjoy seeing the students improving each week and becoming more confident in conversation. NMLL has allowed me to improve my skills in communication and has exposed me to a diverse working environment, and the few hours I spend there each Monday are amongst the highlights of my week. How many people can say that about their Monday mornings?"

Ash Thomas, Volunteer



Thanks & Acknowledgements



* The Centre *
Connecting Community in North & West Melbourne



Helen Macpherson Smith Trust



CITY OF MELBOURNE



A sincere thank you to all our supporters from the North Melbourne community and beyond. Your contribution makes an immeasurable difference to the lives of so many.

Our Partners, Supporters and Contributors

ACFE | David Harris
AMES | Borianna Dobрева & Maria Sango
City of Melbourne | Ian Hicks, Voula Sarhanis & Steven Weir
cohealth | Kate Kooman, Carl Rogowski & Sujata Joshi
DHS NM Housing Office | Shane Foyster & Edinha Tchong
Eris Centre | Khalid Mohamed
Eritrean Community in Australia | Berhan Ahmed & Yasseen Musa
Eritrean Young Mother's Group | Shadia Mohamed Aly
Flemington Neighbourhood Renewal | Crystal Tallent
Good Cycles | Loretta Curtain
Helen Macpherson Smith Trust | Lin Bender & Lea-Anne Bradley
Hotham Mission | Greg Hill, Carmel Murphy & Beth Stewart-Wright
INC Cooperative | Craig Barry CEO
Inner Melbourne Community Legal
Inner North Cluster (INC) partners:
 Carlton Neighbourhood Learning Centre | Mary Parfrey & Sarah Deasey
 Farnham St Neighbourhood Learning Centre | Cathy Connop
 Kensington Neighbourhood House | Carolyn Webster
 The Centre | Michael Halls
 Wingate Avenue Community Centre | Jan Thorpe
Moonee Valley City Council | Community Grants
North Melbourne Agency Collective (NAC)
North Melbourne Community Centre | Rosemary Brett & Olivia Manzart
North Melbourne Football Club – The Huddle | Mairead Hannon & Sarah Bourke
RFP Business Services | Robert Pisano
RE Ross Trust | Maryanne Pearce
Syneka Marketing | Alex Makin
Victorian Immigrant and Refugee Women's Coalition | Melba Marginson
Victorian Multicultural Commission | Community Grants
Victoria Police | Nick Parissis
Wordsmithing Services | Michelle Deans

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