





# Contents

- 4 Snapshot
- 5 Chair's report
- 7 Manager's report
- 9 Community development report
- 14 Education report
- 15 Financial report
- 16 Our team
- 17 Thanks & acknowledgements

## 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 33 different language backgrounds in North Melbourne and surrounding areas.

# 2016 snapshot



**85%**

85% of our students are women. The number of me accessing our programs continues to increase.



**63%**

Nearly two thirds of our students are 40 years old or older.



**33**

Our students come from 33 different backgrounds. 86% are from either Africa or Asia.

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



# Chair's report

It is with great pleasure and pride that I present my report on another successful year at North Melbourne Language and Learning (NMLL). 2016 was a year of transition for NMLL with considerable change occurring throughout the organisation. Nonetheless, with a terrific past record, a wonderful new General Manager and excellent relationships with our community and stakeholders, I am confident and enthusiastic about the direction NMLL is headed.

In the beginning of 2016, the Committee of Management created two sub-committees: the Finance and Risk Management sub-committee and the Nominations and Remuneration Sub-committee. The implementation of this structure has allowed for a more efficient distribution of workload and allowed more time for robust discussion in committee meetings. A highlight of this approach is the work that has been undertaken on the new strategic and business plans. The committee are confident that the plans lay an achievable framework for ongoing success and future growth. This will allow NMLL to continue what it does best; enriching and empowering the lives of people from the CALD community of North Melbourne and surrounds.

In late March, Joanne Goodman, Manager of NMLL, left to take up a role at Melbourne Polytechnic following 21 years of service. Joanne was a superb manager who was instrumental in building NMLL into a very significant community focused organisation with a terrific record over that 21 year period. I am sure that I can speak on behalf of everybody that has been involved with NMLL during Joanne's time in providing a final thank you, it is a remarkable legacy.

In acknowledgment of Joanne's legacy and in the spirit of NMLL's value of celebration, the Committee of Management introduced the Joanne Goodman Award to be presented annually, at the end of the calendar year, to one individual or organisation within the NMLL community who has made a significant contribution to NMLL's CALD community. Joanne was present to announce the inaugural winner of the award, Betty Jimmy, who celebrated by serenading the audience. Congratulations again Betty.

During April the Committee of Management went through a rigorous process using a recruitment expert to find the best General Manager possible. The Committee was extremely pleased to appoint Cliff Rundle, who comes to us with significant education and management experience. Cliff has been a steady hand throughout the final half of 2016, working through a challenging transition and strategic planning period, while demonstrating commitment to the values of the organisation. The committee is confident Cliff is the right person to lead the organisation in 2017.

Our excellent staff continued to make significant, positive impacts to the community in 2016. I was fortunate enough to open the Community Learning Champions (CLC) celebration held at Melbourne Town Hall late last year. The highlight of the event was hearing first hand, the value the CLC program has provided community members. So impressive is the program that it was recognised through a nomination as a finalist at the Victorian Learn Local awards. I'd like to once again acknowledge Loretta Asquini and her team for their continual great work in the community development space.

Our work this year was shaped by consultations with the student body. Together, we identified four themes that helped shape the work of the Education and Community Development teams throughout the year: Term 1 - Learning in Australia, Term 2 – Health & Wellbeing, Term 3 - Celebrations and Culture, Term 4 – Out and About & Getting Involved.

I take this opportunity to thank the Committee of Management, acknowledging that the events of the last 12 months has seen a greater than usual time investment. The committee and I have been very proud of the way in which the administrative team and all the educators have met the challenges of 2016 with good will. I would also like to thank all the students and community members for their patience and ongoing commitment to NMLL during this, at times, challenging past 12 months.

A special acknowledgment and thank you also goes to Glenys Crawford who departs the Committee following eight years of voluntary service, most of which were served as Treasurer. Glenys has been instrumental in the financial oversight of NMLL and a large part of why the organisation continues to be in a sound position today. More than that, Glenys has embodied the values of the organisation, never losing focus of the mission and vision of NMLL. Her love of North Melbourne and its people is infectious and will be sorely missed.

Finally, I would like to thank the current and past committee members whose wisdom, judgement, support and wise counsel has been essential to me over many years. Although there are uncertain times ahead, I am confident that as I leave the role of Chair, NMLL is an outstanding organisation marked by sound and prudent financial management, excellent governance and staffed by talented and diligent people and directed by excellent management and Committee of Management.

**Marcel Mihulka, Chairperson**

#### 2016 Committee of Management

Glenys Crawford (Treasurer), Catherine Lander (Secretary),  
David Lansley, Marcel Mihulka (Chair), Sammy Moneer  
(Vice Chair), and Greg d'Arville

# Manager's report

North Melbourne Language and Learning's mission is... "To give adult residents of North Melbourne and surrounding areas the learning needed to build a better life for themselves and their families".

Its achievement is not a linear progression, more a complex dance of steps forward, sideways and backwards in response to the complex and dynamic social, political and economic environment in which NMLL operates. Public debates, some ignorant and dangerous, some informed and wise are another part of the mix.

Despite the complexity 2016 saw NMLL make significant progress towards the Mission, instigating and performing good work to a high standard. The following is a summary of some of the highlights and learning's from the year.

At the organisational level NMLL experienced almost 50% staff turnover. This included Joanne Goodman who had lead, managed and grown NMLL for 21 years; the Education Coordinator, one member of the Community Development team, the Administration Coordinator and several teachers. Pleasingly NMLL has recruited well and once again has a full, committed and skilled staff. Importantly the staff turnover created the opportunity for one Community Learning Champion (CLC) to join the teaching team and another to temporarily join the CD team to assist organise community events. Despite all that change several important social issues noted in the 2015 Annual Report continue to influence the work of NMLL. These include debates about migration policy, including the size and composition of the intake in the face disasters and wars across the globe, racism, assimilation, domestic violence and the role of women. Although not NMLL's core business these issues have a direct effect upon our constituents and directly affect our work and priorities.

There were several highlights throughout the year including the development of the revised Strategic and Business Plan for 2017 and 2018, the recognition of the Community Learning Champion (CLC) program's value through being a finalist at 2016 Victorian Learn Local Awards, winning the Micro Business Funding from the VMC, and the end of year celebration for students. As illustrated elsewhere NMLL also delivered to target in key areas, a significant achievement given the difficulty of the targets, let alone the challenges arising from the organisational changes.

Within the local area NMLL maintains a significant profile through the leadership of the North Melbourne Agency Collective (NAC) network meetings, web site and communication channels. NMLL's participation in the Inner North Cluster (INC) cooperative with other Learn Local organisations (LLO) is also important and expected to grow in influence through 2017.

Many people contribute to the work of NMLL and I'd like to acknowledge assistance from the following. Firstly, my thanks to the members of the Committee of Management and the office bearers in particular, for their commitment, contribution and support.



Secondly NMLL engages about 25 volunteers at any one time as in-class assistants, one on one English tutor, to assist the CD team and to reach disengaged communities and new arrivals. The volunteers are lead and resourced by Loretta Asquini, do a marvellous job and make a significant contribution.

Thirdly I'd like to thank my INC colleagues who have assisted NMLL to work through the staff transitions and stood ready to assist NMLL whenever asked.

Finally I'd like to thank everyone who works at NMLL staff. As a new comer to the ACFE sector it has been a steep learning curve. I have been well supported and have learned from everybody. The NML workers, paid and unpaid, are a wonderful group of people making a significant contribution to the local community. Their diversity of culture, language, age and gender is a shining example of the benefits of diversity and multiculturalism at work.

### Looking forward

In the face of VET policy failures Federal and the Victorian State government implemented policy settings to better manage the VET training market and RTOs awarded training contracts. These changes are demonstrated by the stringent selection process for the 2017 Skills First funding contracts and Government's plan to improve the standards of education delivery through rigorous Quality audits and continuous improvement processes throughout 2017 and 2018.

The Victorian Government's revised policy settings specifically mention the vital role Learn Local organisations make to achieving Governments' policy goals and, significantly, indicate extra resourcing will be available for specific activities aligned with the Government's agenda.

North Melbourne will undergo significant redevelopment over the next few years, a consequence of the Arden- Macaulay redevelopments and continued gentrification. NMLL will have an important role in working with local communities to ensure their needs are understood, represented, heard and that the benefits of the changes are shared.

Together these are a pointer to the value and increasing importance of NMLL's future work.

To conclude, the work of NMLL occurs at the nexus of complex and difficult social, political and economic debates. This makes the work of NMLL difficult but all the more important. Fortunately, as the difficulty of 2016 illustrates, NMLL has the capacity to adapt to the demands and changes and continue with its important work toward its mission.

The lesson going forward is that external adaption and internal cohesion and alignment create a stronger organisation able to work with its constituent communities and together rise to the challenges of the future.

**Cliff Rundle, General Manager**



Thank you to all our volunteers, who make an invaluable contribution to NMLL.



# A connected community

## community reach



**320**

Community members  
participated in  
community events



**230**

Community members  
participated in NMLL  
consultations

## volunteer engagement



**32**

Volunteers operating  
each term



**18**

Volunteers from  
CALD backgrounds



**2,835.50**

Hours contributed by  
volunteers



**\$70,887.50**

Value of volunteer  
contributions\*



**79**

Enquiries from  
potential volunteers

\* Based on \$25/hour.

## Working to engage the local community – 2016 Annual Report

2016 was both a period of consolidation and change for NMLL's community development work. Even in the face of immense organisational change the community development team continued to effectively deliver a range of community development activities and programs as well building meaningful and deep connections with our community members.

2016 achieved a continued growth in community engagement: over 400 community members from over 14 cultural backgrounds attended and participated in NMLL community events and activities; many had not visited NMLL before.



## 2016 Highlights

The Community Development team run several events throughout the year, each with a specific purpose.

### Volunteer Program

NMLL's Volunteer Program has become a very important feature to all of NMLL activities, whether supporting our students or learners in the English classes or supporting the community development team to deliver cultural and community activities and events.

In 2016 our community were able to participate as volunteers in the following ways:

- Classroom Support Volunteers
- Community Learning Champions
- One to One English Tutors
- Event Support Volunteers
- Community Development Support Volunteers.

In summary,

- 32 volunteers actively participated in NMLL volunteer programs per term
- Volunteers contributed 2,835.5 hours or \$70,887.50 of value to NMLL community programs
- Over half (56%) of NMLL's volunteers come from culturally and linguistically diverse (CALD) backgrounds.

The CLCs in particular were positive about their experience as a volunteer, as illustrated by the following quotes.

*"I felt empowered and content each time I could pass on authentic information regarding free legal services or other important information to other members in the community (and heard back from them that they passed it on to others) someone who needs help will get it, and I also played an indirect role in making that happen!" NMLL CLC*

*"Being a CLC meant that I got to have new experiences like going to the Diwali afternoon tea. This gave me an opportunity to mix with others and learn about the cultural celebrations and practices of the diverse cultures of the people who live locally" NMLL CLC*

*"I (have) learnt more about my local community, I was a student at NMLL but didn't know much about my community and what the community centre (NMLL) offered. Now I know more about my community and what the community centre does." NMLL CLC*

*"Being a CLC has given me a new experience and new skills" NMLL CLC*

## Mix & Mingle Community Get Together

The purpose of the Mix & Mingles is to engage NMLL students and the local culturally and linguistically diverse communities around important topics of interest for them, providing direct benefits to those who attend and or their family members.

In 2016 Mix & Mingle Community Get Togethers were based on themes addressed in class prior to the event. This practise increased students' engagement and understanding. A wide range of experiences and information was addressed throughout the year including volunteering, dental health and cultural celebrations.

Some benefits were immediate. For example after the volunteering forum 15 community members signed-up for volunteering opportunities and the dental health forum resulted in dental appointment waiting periods at cohealth being waived for forum participants, allowing people immediate access to dental care.

With an average of over 60 participants, each gathering reflected the cultural diversity of this vibrant community. These community gatherings were a great success and will continue into 2017!

## Connecting Cultures

Connecting Cultures – funded through RE Ross Trust and City of Melbourne – celebrates the diversity of Melbourne's inner north and promotes the shared understanding of cultures through events.

Connecting Cultures program in 2016 delivered:

- Two cultural celebrations: International Women's Day and the Diwali Festival
- Two workshops: Indian vegetarian cooking and card making
- Two excursions: Collingwood Children's Farm and Cherry Picking.

Through these activities:

- 300 plus community members were engaged
- People from 14 different cultural backgrounds were engaged
- 6 community members were employed casually in delivering these activities and events
- 57% of participants were new to NMLL (had never been to NMLL events before).

## Community Learning Champions (CLC)

Funded by the Helen Macpherson Smith Trust, the CLC volunteer program trains and supports local people to help members of their community to connect to learning and to get involved in their communities. CLCs also actively participate in the design and development of new courses, programs, activities and events run by NMLL and CNLC. In 2016, the CLC program:

- Recruited 15 volunteers, 5 men and 10 women, who between them spoke 15 different languages
- Engaged 517 community members. Referring people to:
  - o Employment and training,
  - o Volunteering, VET courses,
  - o English language courses,
  - o Lifelong learning,
  - o Community programs and provided advocacy support
- Supported NMLL events and activities including excursions and cultural events
- 67% of CLCs supported a disengaged learner to enrol in learning and
- Contributed over \$16,000 in value in volunteer hours.

## Future directions

In 2017 the community development team will repeat the above activities and work to consolidate the future of the community learning champion and connecting cultures programs.

The CD team will also continue to explore ways to address the communities' broader expressed needs. Accordingly the CD team are very excited to have received funding to pilot a microbusiness course in 2017 and 2018. This provides potential pathways into employment and, possibly, the rationale for additional courses and qualifications.

**Loretta Asquini, Community Development Coordinator**



# Education Report 2016

In 2016 NMLL Education continued to provide to its students accredited and pre accredited programs that addressed their learning needs and learning preferences on suitable days and times. The education program itself is modular, allowing ease of access to it during each term. Based on the broader learner engagement survey conducted at the end of the year, NMLL students responded very positively to programs, resources, teaching and learning opportunities and the learning experience which the centre provides.

The interface between Education and Community Development (CD) also continued to deliver benefits to participants. The thematic approach adopted for the year by Education and CD ensured focus and continuity, relevant content, and a meaningful structure. The themes covered were Australia, connecting communities, the health system, and culture and celebration. The themes were enriched by speakers and presentations, excursions and events that bring students and the community together and promote greater understanding and knowledge. The classroom volunteers too brought a slice of community and life experience appreciated by students and teachers alike. They provide welcome assistance and support in our classes.

It is the features outlined above that have made for a learning program that is relevant, enjoyable and beneficial to NMLL participants, and we hope to enhance the program even further in the future.

I am a relative new comer to NMLL, starting in the role of Education and Compliance Coordinator in late October 2016. There is a strong sense of purpose and direction at NMLL, which combines well with the welcome and support felt the moment one steps into the centre. I am delighted to be able to contribute with the education team to its NMLL's work and wellbeing.

**Sam Navarria, Education and Compliance Coordinator**

# Financial report

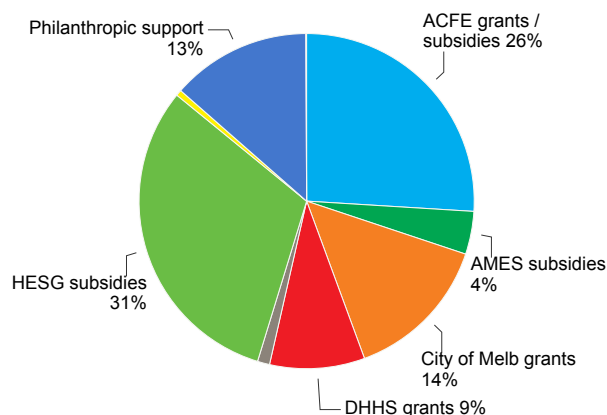
For the year ended 31 December 2016

North Melbourne Language & Learning (NMLL) recorded income for the year of \$608,897 and expended \$606,693, posting a small surplus for the year of \$2,204.

The main sources of income were:

- Higher Education Skills Group (HESG) funding for delivery of accredited courses.
- Adult Community & Further Education (ACFE) funding for pre-accredited courses and community learning programs.
- City of Melbourne community services funding for neighbourhood house activities and community development programs.
- Philanthropic support, including from the Helen Macpherson Smith Trust and the RE Ross Trust.
- Department of Health and Human Services funding for neighbourhood house coordination.
- Adult Migrant Education Services (AMES) funding for English classes for newly arrived migrants and refugees.

## TOP REVENUE CONTRIBUTORS - Year-to-date



	2016	2015
<b>Income</b>	608,897	569,568
<b>Expenditure</b>	(606,693)	(616,533)
<b>Net Result</b>	2,204	(46,965)
<b>Cash held at end</b>	165,295	197,199
<b>Other short-term assets</b>	25,418	62,033
<b>Long-term fixed assets</b>	225,503	236,811
<b>Total liabilities</b>	(101,635)	(183,661)
<b>Net assets</b>	314,585	312,382

The net assets for the organisation at the end of the year totalled \$314,585, of which \$225,503 is tied up in long-term physical assets (including building improvements). The balance of \$89,082 is made up of a combination of restricted and general cash reserves.

Available cash at year-end was \$165,295. This includes funds tied to specific purposes such as grants and other committed amounts.

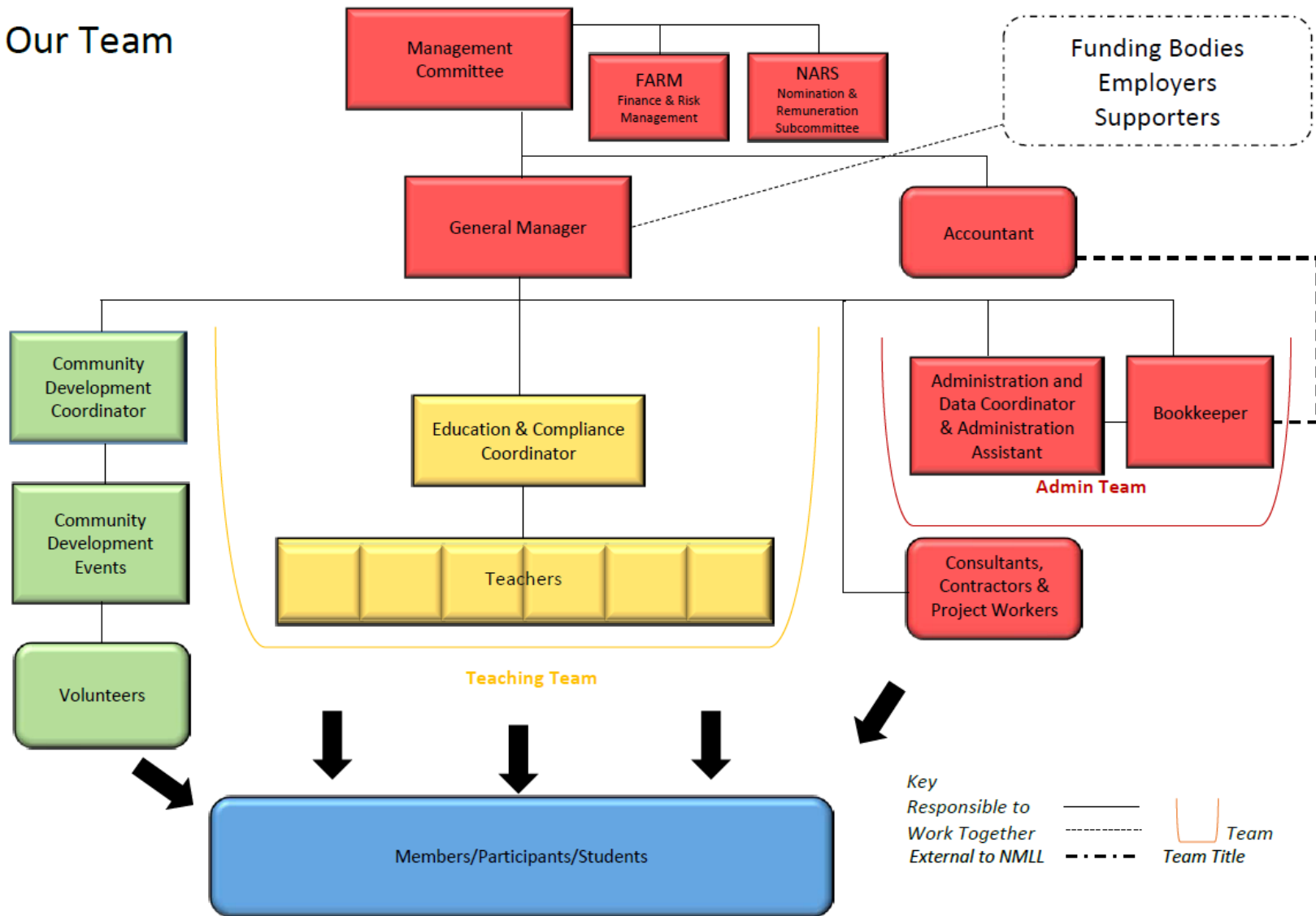
Throughout 2016 the committee, management and key personnel worked together to finalise the organisation's Strategic and Business Plan for 2016 to 2018. New business initiatives are planned. For example, with assistance from the Victorian Multicultural Commission, we are developing a micro business course for women, to be delivered over the next two years.

We continue to build on the success of our community and educational programs. This is only made possible through the generous support and true dedication of our funding partners, staff and volunteers. This has enabled us to serve a growing number of people in our community. Sincere thanks for the support.

### Note:

The full annual accounts of North Melbourne Language & Learning for the year ended 31 December 2016 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





# Thanks & acknowledgements



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 funding providers

Higher Education Skills Group (HESG) | Victorian Government  
Adult Community & Further Education (ACFE) | Victorian Government  
Adult Migrant Education Program (AMEP) | Australian Government  
Skills for Education and Employment Program (SEE) | Australian Government  
Moonee Valley Community Grants Program  
City of Melbourne Neighbourhood House Strategic Partnership Grants  
Neighbourhood House Community Program (NHCP) funding | Victorian Government  
RE Ross Trust  
Helen Macpherson Smith Trust

## Sponsors & donors

CRG Essentials  
Officeworks  
North Melbourne Community Centre (Leisure Programs)

The North Melbourne Community Connector ([northmelbourne.net](http://northmelbourne.net)) is an online local information resource that was developed by NMLL with funding and support from the City of Melbourne's community grants program.

Over a four-year period NMLL worked with local providers to develop the site, which supports their work and that is accessible to all members of the community.



## Our partners, supporters and contributors

**ACFE** | David Harris

**AMES** | Boriana Dobрева & Maria Sango

**City of Melbourne** | Ian Hicks

**cohealth** | Kate Kooman, Carl Rogowski & Sujata Joshi

**DHHS NM Housing Office** | Valda Cupido, Nick Elmes, Shane Foyler & Edinha Tchong

**Eris Centre** | Khalid Mohamed

**Helen Macpherson Smith Trust** | Lin Bender & Lea-Anne Bradley

**Hotham Mission** | Greg Hill, Beth Stewart-Wright

**INC Cooperative**

**Inner Melbourne Community Legal** | Melanie Dye

**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

**Jesuit Social Services** | Gayathiri Jambulingam

**Moonee Valley City Council** | Community Grants

**North Melbourne Agency Collective (NAC)**

**North Melbourne Community Centre** | Chloe Davis

**North Melbourne Football Club –The Huddle** | Mairead Hannon & Sarah Bourke

**Pitchmark** | Simon & Marlo Litchfield

**RFP Business Services** | Robert Pisano

**RE Ross Trust** | Maryanne Pearce

**SynekaMarketing** | Alex Makin

**Service Stars** | Jane Farrell

**Victorian Immigrant and Refugee Women's Coalition** | Melba Marginson

**Victorian Multicultural Commission** | Dominique Szantyr

**Victoria Police - PCCC** | Nick Parissis

**Wordsmithing Services** | Michelle Deans



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