

2011 Annual Report



Contents

About Us	2
Chair's Report	3
Manager's Report	5
A History of Networking and Collaboration	6
Further Education Report	7
Community Development Report	8
In Their Own Words — Students talk about NMLL	9
Our Team	11
Summary Financial Report	13
Thanks and Acknowledgements	15



Cover image: 'Pegged Photos of NMLL'.

Images on this page:

Hanging Rock excursion, lunchtime knitting group, distribution of knitted rugs in Protea South.

About Us

Experts in English

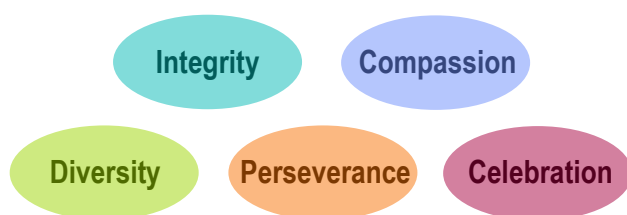
NMLL was founded in 1989 with a clear purpose: to deliver English classes to the Culturally and Linguistically Diverse (CALD) residents of North Melbourne with the aim of enhancing opportunity. Twenty years on, the NMLL focus is still firmly on teaching English, not just as a pathway to employment, but as a foundation skill that changes lives.

NMLL aspires to engage adult students marginalised by low levels of English, with an aim to increase language skills and enable communication with everyone from a neighbour to the local doctor. Proficiency in English empowers people to be more engaged and active in their community.

NMLL teaching staff have years of experience in teaching English as a second language and specialise in teaching adults who need extra support, guidance and understanding in order to gain the confidence to use English in their daily lives. English as a Second Language teaching is our core focus, and we are continuously seeking better ways to support our students and engage the wider CALD community by promoting and building on our reputation as true 'experts in English'.

Twenty years on, the NMLL focus is still firmly on teaching English, not just as a pathway to employment, but as a foundation skill that changes lives.

Our Values



Our Vision

Our vision is to provide an accessible, inclusive and relevant service that anticipates and responds to the needs of the community we serve and:

- empowers individuals to make successful life choices
- strengthens individuals, families and the community
- connects with other agencies and local, state and federal government services
- creates intercultural experiences that build understanding and a more resilient community.



Speaking and Listening Class



Community Consultation Dinner

2011 NMLL Committee of Management

Chair

Ros Conroy

Members

Gavin Blakemore, Glenys Crawford, Rory Nathan, Kay Oke, Merryn Prince, Helen Slonek and Alan Williams

2011 saw the successful implementation of significantly different funding arrangements through Skills Victoria. The Committee of Management recognises the impact of this on all staff at NMLL, and particularly on the work of Manager Joanne Goodman and those responsible for managing data from all aspects of the organisation.

Once again, the work and support of our Accountant Robert Pisano was integral to NMLL's financial management.



NAC Meeting



Bendigo Bank Morning Tea

In addition to meeting different demands in terms of accountability, the teaching staff have continued to deliver programs to meet the needs of our students.

Teaching in an adult environment, where the students have extremely diverse skills and life experiences, requires constant re-adjusting of the program to ensure successful outcomes.

The Committee of Management is grateful for the dedication of all staff and also welcomes those new staff members who joined the centre in the past year.

This last year has also, to a significant degree, marked a change in the focus of the Committee of Management's work.

The COM recognises the impact on all staff of the significantly different funding arrangements through Skills Victoria.



While the streamlining of NMLL's policies and procedures has continued, the Committee has assisted and supported the Manager in developing a strategy for gaining ongoing sponsorship, partnerships and support from philanthropic organisations.

Each student who participates in a NMLL program leaves with not only the specific skills of that program, but also with a greater connection to other people in the community.

I am sure that I speak on behalf of all the Committee of Management members when I say that it is a privilege to support the work of an organisation that contributes so greatly to building the social capital of our community. Each student who participates in a NMLL program leaves with not only the specific skills of that program, whether it be

English or a vocational skill, but also with a greater connection to other people in the community.

The Committee accepted with regret the resignation of Alan Williams. As Chair of the Committee of Management, Alan brought knowledge and clear-sighted vision to the work of the Committee through a time of considerable change. However, academic responsibilities prevented him continuing on the Committee. The Committee of Management extends thanks to Alan for his leadership and commitment and wishes him the best in future pathways.



Thank you to all who have contributed — staff, volunteers, sponsors, Government agencies and, most of all, students — to building on the success of previous years and setting higher standards in all we do. Well done!

Ros Conroy
Chair, Committee of Management



Excursion to the Immigration Museum



Certificate Presentation



Community Consultation Dinner



Manager's Report

In 2011, NMLL's clearer marketing identification as '*Experts in English*' helped us to increase our focus on what we do best: responding to the needs of the Culturally and Linguistically Diverse (CALD) community of North Melbourne.

As a community development organisation we are committed to three important steps that have resulted in very tangible outcomes: staying closely connected to the community, listening carefully and developing responses to what we learn.

The networks, partnerships and connections in the community ensure we stay in touch with our target groups and develop the most appropriate responses.

These three simple yet effective steps have led to significantly increased satisfaction from NMLL participants.

The networks, partnerships and connections in the community serve us well in ensuring that we stay in touch with our target groups and develop the most appropriate responses.

As the Collaboration Charts on the opposite page demonstrate, we are networking and collaborating

with ever increasing numbers of organisations and services.

As an adult-focused community development organisation our most effective tool is the development of well-targeted education programs. In 2011 we focused on ideas and initiatives that would refresh and renew our responses to community need. Continuous consultation with current students along with wide networking and collaboration means our responses are well targeted and, most importantly, well received by the community.

The role of manager is always a tricky balance between keeping some of the old whilst maintaining a keen eye for new approaches that will improve outcomes for our community. The 'Ideas for Change at NMLL in 2012' review program involved consultation with staff and community members. This process, which began in mid 2011, led to more than forty change action initiatives, all of which are now being implemented.

The NMLL staff embraced these changes and, with the guidance of Further Education Coordinator Michael Burville, developed the plans and documents needed to deliver well structured courses that make it possible for any student with commitment and focus to complete a full certificate over one year.

Many thanks must go to the 2011 teaching staff: Despina Davatzis, Michael Atkinson, Robbie Cottrill, Terri Hopkins, Pamela Rataj, Liz Skinner, Kat Sullivan and Natalie Warren. Thank you also to accountant Robert Pisano who, along with Raja Manchikanti, brings clarity and order to the NMLL finances.

This year the members of the Management Committee have again guided the work of NMLL through policy development, and have supported and encouraged me in my role. Thank you for your invaluable contribution.

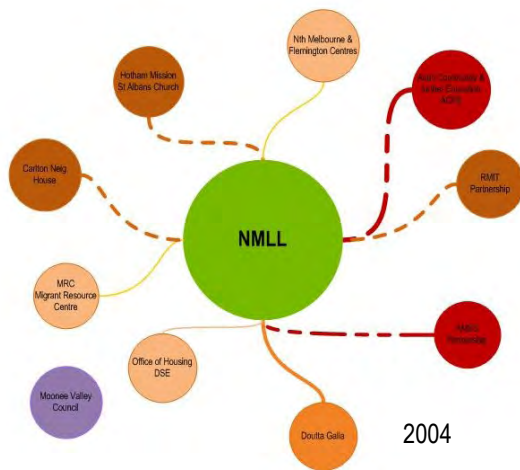
In 2011 we farewelled some valued staff. Natalie Warren developed NMLL's first formal Community Development program and has been a great support over her 16 years here. Over three years at NMLL, Office Manager Valerie Adams successfully set NMLL on a path to developing much improved and more professional administration approaches. As Further Education Coordinator, Kat Sullivan began many of the much needed changes, before switching roles and leading the insightful 'Pathways to Learning' project that continues to inform our work.

A review of the 2009 – 13 Strategic Plan shows the growth that has been achieved and I look forward to the development of a new plan in the coming year. With the dynamic nature of NMLL there is certainty that we will embrace and respond with enthusiasm to the challenges ahead, whilst always maintaining our focus firmly on building and enabling the development of the Culturally and Linguistically Diverse (CALD) community of North Melbourne.

Joanne Goodman
NMLL Manager



A History of Networking & Collaboration



These collaboration charts show how NMLL's networks and connections with the community have developed over the last eight years.

Key:

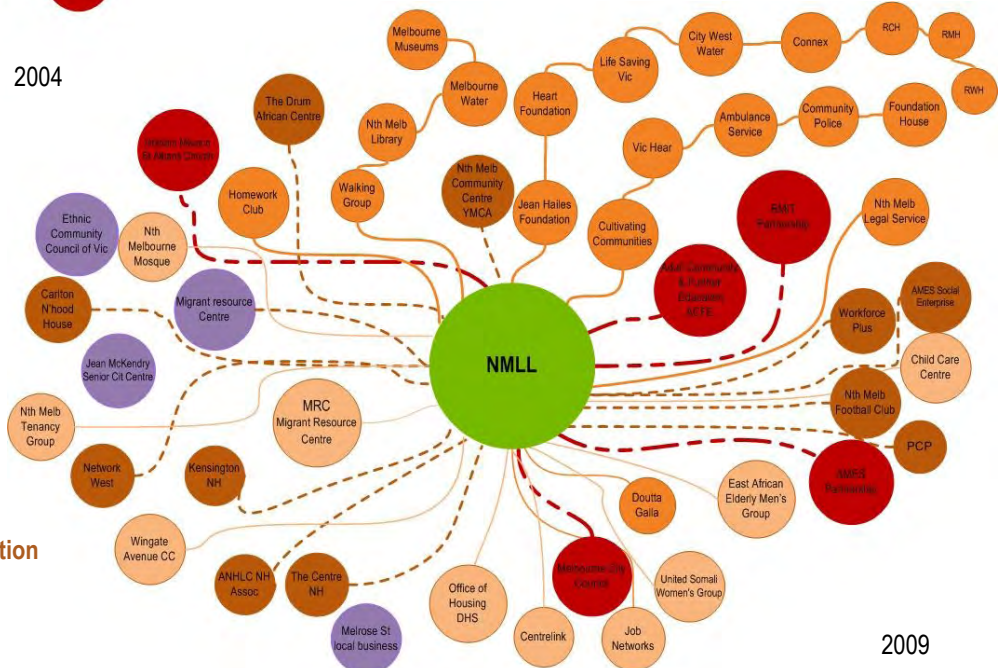
No Relationship

Communication

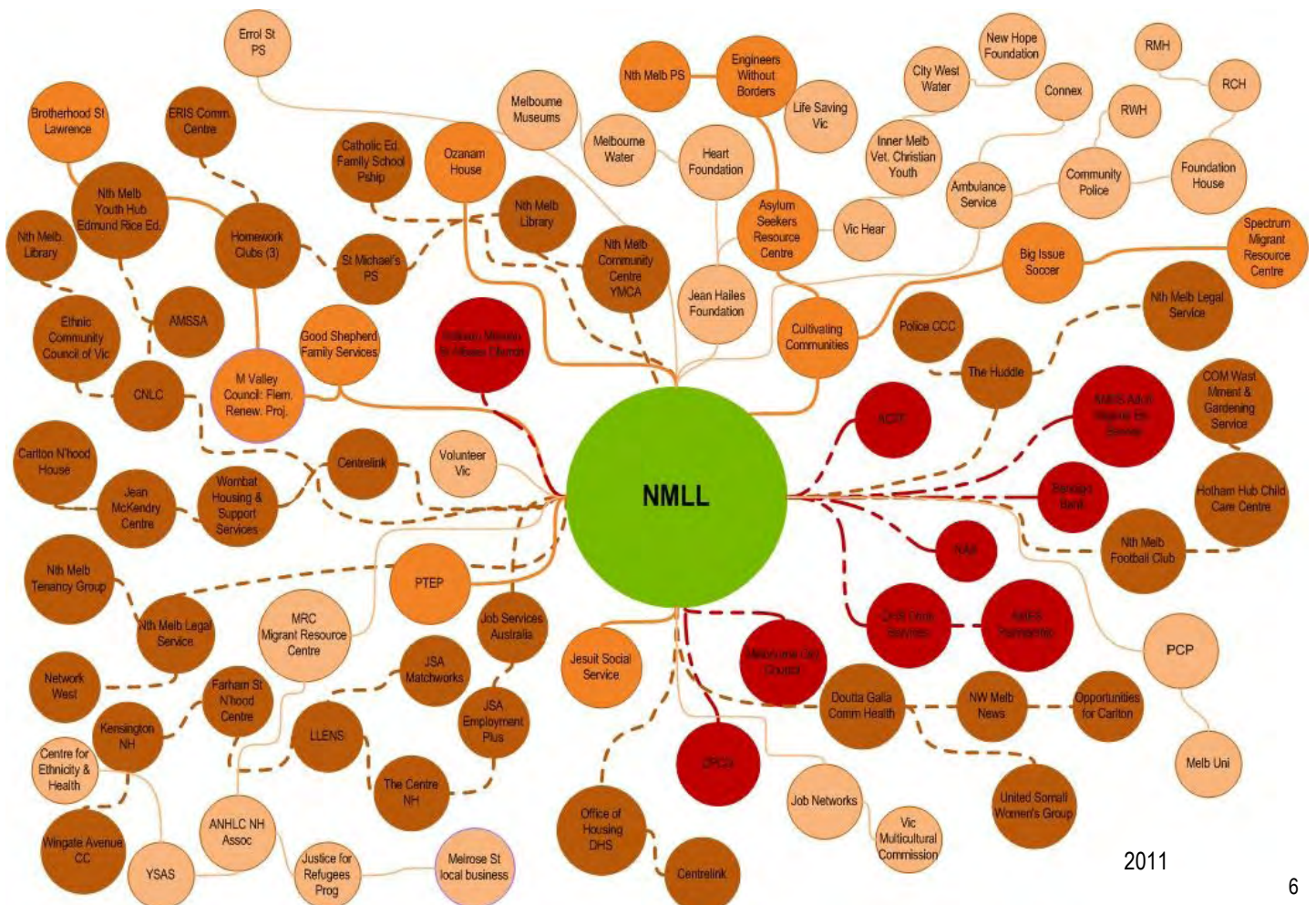
Communication & Collaboration

Active Collaboration

Direct Funding



2009



2011

came to the Further Education role in June 2011 with the challenge of not only filling the very big shoes left by Kat Sullivan, but hitting the ground running in them. There is a lot I could say about funding reform and the many changes and improvements in 2011, but nothing speaks to the further education program as well as the student testimonials you will read in the 'In Their Words' section on pages 9 and 10. Of course change inevitably brings challenges, but across the organisation, from teaching to administration, everyone's hard work in 2011 is now bearing fruit.

Outcomes of increased confidence and the ability to fully participate in Australian life frame the delivery of courses at NMLL.

Outcomes of increased confidence and the ability to fully participate in Australian life frame the delivery of courses at NMLL. These are the true drivers of any changes we make. As demonstrated in the Student Opportunities chart below, the number of students at NMLL has remained fairly constant over the years. What has changed significantly is what is offered to students. In NMLL's early days only pre-accredited classes were available and resources, in terms of both time and equipment, were limited. Today students are able to undertake full certificate courses, there is flexibility in our opening times, and courses are well resourced, both for our teachers and students.

It is a very positive story and I look forward to another challenging but exciting year.

Michael Burville

Further Education Coordinator



- English Classes only
- Non-accredited & Accredited

- Full certificates in 1.5 years
- Half day classes
- Accredited ESL Frameworks & Pre-accredited computers

- All day classes & night classes
- Workbook & stationery kit for every student
- CSWE, ESL Frameworks, Pre-Accredited English, Accredited Computer Classes & International Computer Drivers License
- Partner courses with Kensington Neighbourhood House & Red Cross College
- Projectors and screens installed in two classrooms & dedicated website with multimedia ESL resources

Student Opportunities at NMLL



2008



2010



2012

Further Education Report





Community Development Report

Change is inevitable in organisations, and we are no exception. 2011 saw the departure of Natalie Warren who was with NMLL for 16 years as the CD Worker and as an English language teacher. Natalie was instrumental in getting many Community Development programs off the ground and also provided students with much one-on-one support. Over the coming years I hope to build on this work and on the relationships she developed.

As with any new beginning, this change also provides a chance to review the way we do things, and one of my first tasks has been to look at our CD Program and identify new directions and opportunities. These include:

- developing a community profile to gain a clearer picture of who our community is and how we can respond to their needs
- being more strategic in our responses to the development needs of our target community
- expanding our reach amongst people from CALD backgrounds in the North Melbourne Housing Estates
- developing referral processes to improve student access to local support agencies and educational institutions
- consolidating and refining our Volunteer Program.

Opportunities include developing a community profile so we have a clearer picture of who our community is and how we can better respond to their needs.

I am very excited to be a member of the NMLL team and taking the Community Development program in this new direction.

We will of course continue to provide and expand upon the creative community development and language programs that deliver outcomes for our CALD community. Highlights of the program in 2011 included:

- our Community Consultation Dinner
- forums on subjects including health issues, home fire safety and living in remote Aboriginal communities
- 'Get Ready to Read!' parenting course
- presentations from groups and organisations including Victoria Police, the North Melbourne Legal Service and Rotary



- puppet making and Bollywood dancing
- excursions to the Werribee Treatment Plant, Hanging Rock, museums, a mosque, an AFL football game and Williamstown beach
- Iftar Ramadan celebration
- 'Big Morning Tea' and 'Clothes Swap' fund raisers.



Excursion to AFL game

Loretta Asquini,
Community Development
Worker



We asked some students to tell us about their experiences at North Melbourne Language and Learning, and explain how improved English language skills are impacting on their lives.



'I am happy to go to classes at NMLL because my teacher is teaching very seriously and I want to continue going to English classes that finally help me to speak and write properly. I want to understand English better because it is the only way I can survive.' Jose

'I like reading books but before I couldn't understand the words and meanings'
Nura



'I started learning English at NMLL last year. I feel more confident now when I talk with someone on the street or anywhere. I am getting much better with my writing and reading because I like reading books but before I couldn't understand the words and meanings. I can send a message to my friend and understand the messages she sends. I am very happy about this.' Nura



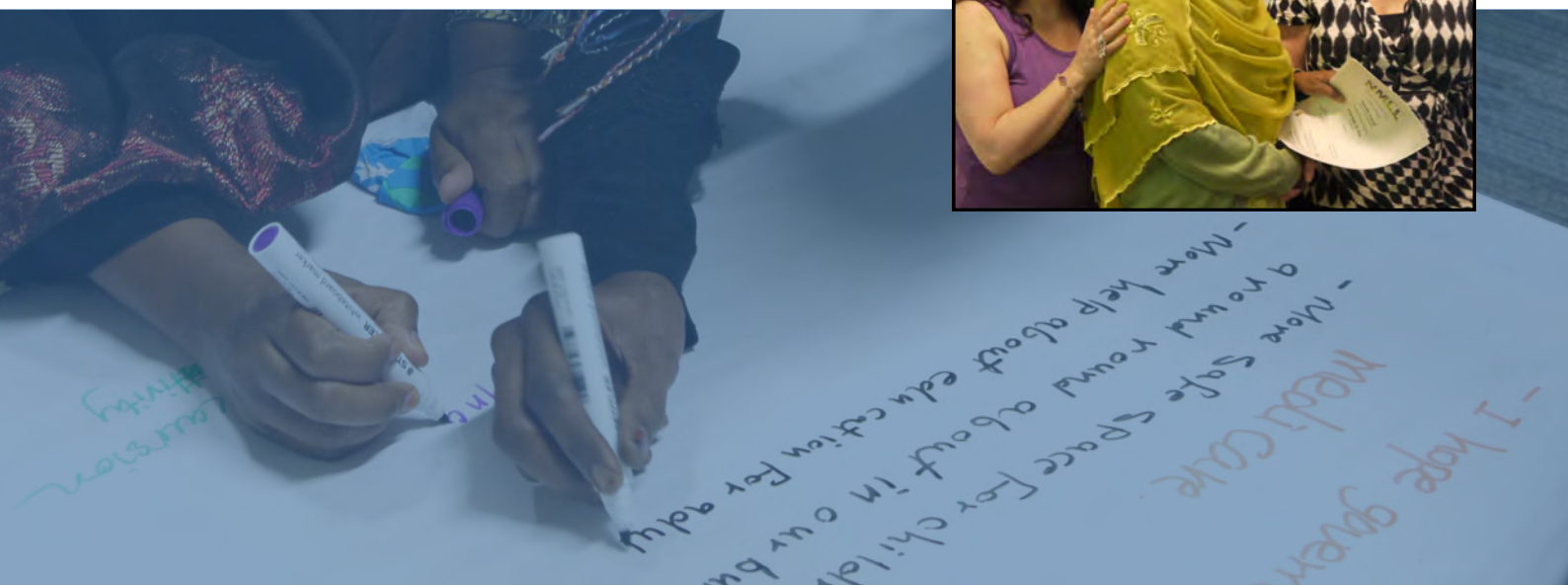
'I enjoy learning at NMLL. I like to learn to use the computer but it's not easy to remember all the buttons. My Case Worker says my English is getting better.' Endang

'I have been in NMLL three months. I know some new words and have been able to become more organised. I like the teacher in class because she is serious. I think all NMLL teachers are serious.' Semira



Certificate presentations

'Before I don't have confidence but now I have more confidence in speaking, writing and asking questions. I like my teacher. She is happy with me and has helped me improved my English.' Fatuma





In Their Own Words

'First, when I started at this school I didn't have self-confidence with my English. Now I'm feeling more confident with my English. I have learnt many things from this school. I can speak to anyone I want with English.'

Nasra

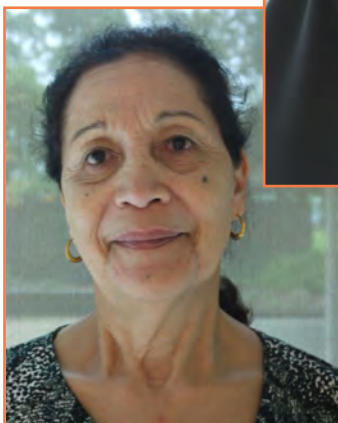
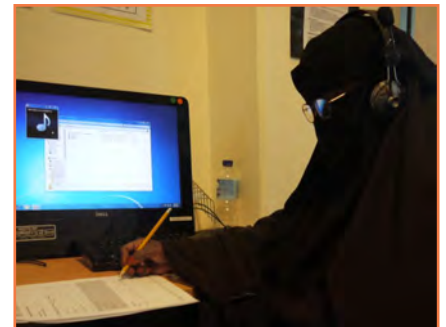


'I am very happy to be a student of NMLL because it is a good community school and also they have good programs. The thing I like about NMLL is the timetable, it suits me. Also they have excellent teachers.'

Hodan

'At NMLL I have an opportunity to learn to speak English well and how to use a computer to send emails everywhere around the world. I will improve my English and I feel better than before.'

Nurto



'The teachers are very friendly and understanding. Now I feel more confident with myself because I now can speak with someone and understand them.'

Arinda

'I started at NMLL in 2011 in level II. Now I have passed to level III and at this level the schools has changed many things and the teaching techniques solve our problems. I have improved a lot. I am happy with my teacher and the students as well.'

Hindia

'I come from Eritrea. Before I came to NMLL my English was very low. Now my English is much better. I like learning speaking, writing, reading and grammar. Now I can fix my own mistakes without anyone helping me. I am very happy to improve my English. Thank you very much to my teacher and to NMLL, my beautiful community.'

Khadija



Parenting Craft: Story Reading



Teacher Michael Atkinson has been at NMLL since June 2011.

'NMLL's key focus on language learning and literacy has again shown results in 2011 with two students not only achieving the completion of the Level III certificates but also being accepted into Certificate IV in Library/Information services at Victoria University. Other classes have also achieved success with certificates completed at the preliminary level and levels one and two. These successes and achievements are so significant for us as teachers.

A major focus of our English language courses is on student outcomes and ensuring students get the best value for their time as they acquire the necessary skills to participate in the broader society. With this in mind, both teaching and administration staff spent a lot of time in the second half of 2011 making a range of changes, including delivery of the nationally recognised Certificates in Spoken and Written English. I look forward to 2012 as we focus our efforts on providing the best learning environment for our students to develop their English language skills and increase their confidence and ability to fully participate in Australian life.'

Our students' successes and achievements are so significant for us as teachers.

Volunteer Bill Lau has been volunteering at NMLL since March 2011.

'I help out in the beginner ESL class once or twice per week. The beginner students typically work on building their vocabulary, conversation skills, basic grammar and comprehension. Ideally, students at this level would receive one-on-one assistance and thus I think it is important to lend a helping hand in the beginner classroom. In return for giving my time I get to meet a lot of inspirational students, whose stories give me great perspective on life. Also, I get to learn from and observe an experienced ESL teacher, which is invaluable as I work towards my goal of becoming an ESL teacher.'



Hanging Rock Excursion



Embracing Distance Art Project



Our Team

Administration Coordinator Cécile Ménard joined the NMLL team in October 2011.

'My background as a trainer in Adult Education and the Community Sector, mostly in the UK but also here in Australia, makes me well aware of the challenges our students and teachers face in their learning and teaching journeys. I enjoy providing them all with the support they need to enhance their experience at NMLL.

In the last six months, the office organisation has seen important changes. Inga, the new Administration Assistant, has joined our team which has allowed us to be open during some evenings to give our new evening classes some

administrative support. This allows students who work full time to enquire about our services and enrol outside of work hours. We now also have an office presence during school holidays so that students and community members can still interact with NMLL even when classes are not running. We are implementing new processes every term to ensure that all enrolments and classes run as smoothly as can be and that we can satisfy as many of our students and community members as possible.'



Big Morning Tea



Lunchtime knitting group

2011 Staff Members

Joanne Goodman: Manager

Michael Burville: Further Education Coordinator

Natalie Warren: Community Develop. Worker / English Teacher

Kat Sullivan: Project Worker

Michael Atkinson: English Teacher

Despina Davatzis: English Teacher

Jenny Gardner: English Teacher



2012 Teaching Team

Terri Hopkins: English Teacher

Pamela Rataj: English Teacher

Liz Skinner: English Teacher

Robert Pisano: Accountant

Raja Manchikanti: Bookkeeper

Valerie Adams: Office Manager

Cécile Ménard: Administration Coordinator

Summary Financial Report

Summary Results

	2011 \$	2010 \$
Financial Performance		
Revenue	514,595	714,227 *
Expenditure	(516,498)	(437,856)
Net result	(1,903)	276,371
Financial Position		
Current assets	118,194	56,178
Non-current assets	304,103	328,912
Current liabilities	(80,292)	(46,145)
Non-current liabilities	(5,516)	(553)
Net assets / equity	336,489	338,392
Cash Flows		
Operating activities: cash inflow	504,229	333,292
Operating activities: cash outflow	(462,593)	(428,545)
Investing activities: cash inflow	25,258	260,202
Investing activities: cash outflow	(3,869)	(308,799)
Net increase (decrease) in cash held	63,025	(143,850)
Cash at beginning of year	26,492	170,342
Cash at end of year	89,517	26,492

* Includes \$332,562 of capital grants received for 2010 capital improvements program.



Review of Results

NMLL's net result for 2011 was a small deficit of \$1,903 on revenue of \$514,595. This result includes the impact of annual depreciation stemming from the 2010 capital improvements program. Excluding this depreciation, NMLL generated a surplus result for the year.

2011 saw the introduction of a new contestable government funding environment for NMLL. This model provides for funding support that is more closely aligned to actual program delivery. Excluding the year-to-year reduction for capital funding (recorded in 2010), overall income was up in 2011, due mainly to the impact of the new funding model on NMLL's program delivery. Expenditure was also up for additional program support requirements.

Net assets (equity) at year-end totaled \$336,489. Around 90% of net assets related to fixed and intangible assets (including leasehold improvements from the 2010 capital improvements program), with the balance pertaining to cash and liquid items.

Available cash at year-end, including both committed and general purpose funds, was \$89,517, an increase of \$63,025 from the level recorded at the end of 2010, mainly for operating activities.



Important notice:

Information used in this summary financial report is extracted from the full financial report of North Melbourne Language and Learning Inc. ("NMLL") for the year ended 31 December 2011.

The information shown is for summary purposes only. For a complete understanding of the financial performance, financial position and activities of NMLL, the full financial report should be referred to. The full financial report also includes a full description of the accounting policies adopted by NMLL, and explanatory notes to the financial statements.

The full financial report, including the independent auditor's report, is available free of charge on request from NMLL by calling 03 9326 7447 or emailing enquiries@nml.org.au.



Thanks and Acknowledgments

Adult Community & Further Education (ACFE)

ACFE provides funding that supports our pre-accredited programs. To all the staff at the North Western Metropolitan Regional office of ACFE, including Julie Hebert (Regional Manager), Susanne O'Brien (Project Worker) and Angelo Pietrobon (Program Officer), thank you for all your support in the transition to Skills Victoria.



Department of Human Services (DHS)

DHS provides NMLL with an operational space on an ongoing lease. The security this offers significantly contributes to the sustainability of NMLL. Our very sincere thanks also go to the DHS staff here on the North Melbourne Housing Estate who are of great support and assistance to NMLL in so many ways. Thanks to Valda Cupido, Peter Mandrel and Ken McGraw who are our main contacts, and also to those staff behind the front desk and the ground staff who so willingly provide assistance and support.



Department of Planning & Community Development

In 2011 NMLL was again granted funding to pay a worker for ten hours per week under the Neighbourhood House Coordination Program. We are working with Government departments, Ministers and members of parliament to increase this funding, which is used to provide much needed community development support. Thanks go to James MacIsaac (DHS Director Community Participation), and the staff at the office of Hon Mary Wooldridge (Minister for Community Services), Craig Ondarchie MLC and Scott Ryan MLC who have all been of assistance in our quest to secure a funding increase that will more closely reflect the level of need across North Melbourne public housing. We look forward to working closely again in the future to achieve this goal.



City of Melbourne

Funding support from the City of Melbourne has made growth and development possible through the provision of more appropriate levels of infrastructure. We wish to thank Lord Mayor Robert Doyle, Cr Jennifer Kanis and the COM council, Ian Hickie, John Harris and Jennifer Torrance who all offer support and guidance in their work to strengthen communities with appropriate Community Development programs and responses. Via the Community Services Funding Agreement (CSFA) and Community Grants Program, COM has shown interest in and support for NMLL programs and initiatives.



Streetsmart

Streetsmart provided a much needed grant for the *Get Ready to Read* project, which promotes a love of books and reading amongst North Melbourne's Culturally and Linguistically Diverse (CALD) parents. This important initiative allows parents to support their children in becoming 'school ready'.

Adult Migrant Education Service (AMES)

AMES provides funding to NMLL for on-arrival English classes for newly-arrived migrants to Australia (eligible for 510 hours program). One of the first ACE organisations in Melbourne to develop a partnership program with AMES, it has now been in place at NMLL for more than ten years and is a great opportunity for residents new to the country to access English close to home. Thanks go to Myra Feldman, AMES Field Officer, for her support with this program.





Hotham Mission

We thank the Hotham Mission for continued funding support towards our thriving computer classes. We have gone from one class per week to three, and interest continues to grow. This funding increases our capacity to close the digital literacy divide. Thanks go specifically to Gavin Blakemore for the support he offers NMLL.



Bendigo Bank

Bendigo Bank sponsored NMLL for some new and much needed computer resources. Three computer programs were purchased to use in classes. These programs are very effective as they allow each student to work at their own level and pace with the support of a classroom teacher.



ERIS Centre

The ERIS Centre is located in very close proximity to NMLL and has been a good friend to us for many years. In 2011 we worked with the centre's secretary, Amer, to further development initiatives that will assist the North Melbourne community. This included both the refurbishment of the ERIS centre and the development of the Digital Inclusion Project. Thanks to Amer Mohamed Saeed for his extensive voluntary work.

North Melbourne Agency Collective (NAC) participating organisations

The NAC is made up of 80 individual members from more than 30 different North Melbourne agencies. Many individuals contribute to the success of the NAC but particular thanks must go to the workers at two of the principle agencies of the NAC — Khoi Lam North Melbourne Legal Service (NMLS) and Pippa Sowman of Capital city LLENS — who have committed time and energy to ensure that the NAC is an effective and sustainable collective that continues to strive towards its vision.



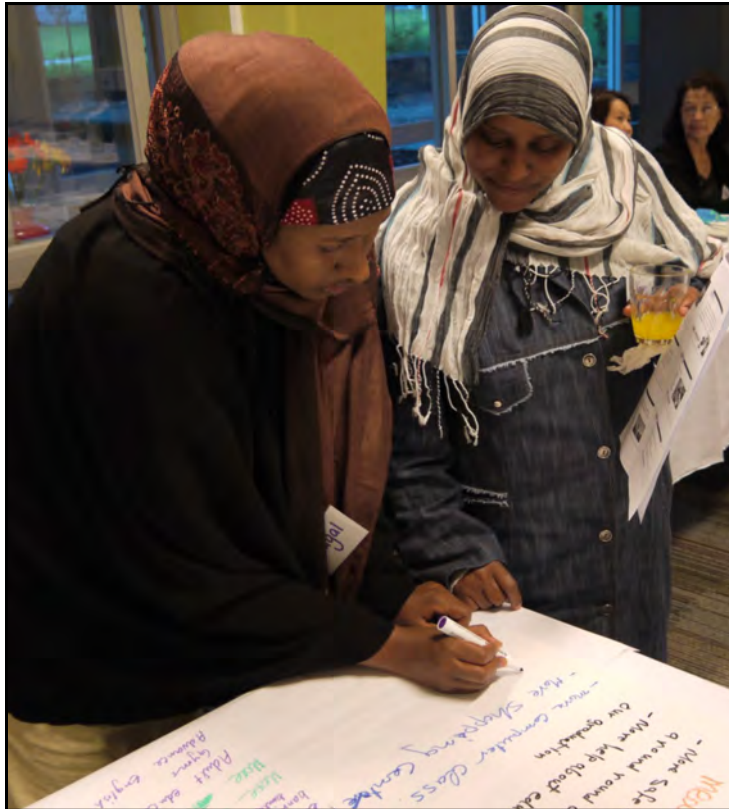
Inner North Cluster (INC) partners

Much gratitude also goes to all the people of our INC partner organisations for the time and energy that has gone into developing this trusting and productive partnership.

In 2011 the key people included: Carolyn Webster and Sandra McCarthy at Kensington Neighbourhood House, Jan Thorpe at Wingate Avenue Community Centre, Mary Parfrey and Sarah Deasey at Carlton Neighbourhood Learning Centre, Robbie Cottrill at The Centre: Connecting Community in North and West Melbourne and Cathy Connop and Mark Brophy at Farnham St Neighbourhood Learning Centre.

Together we have achieved so much already and now with a very exciting INC Strategic Plan 2011-2014, all the partner organisations are set to move forward together into an improved and more sustainable financial and professional position. Always with our focus on producing increased and better responses to community need.





Students have their say at the Community Consultation Dinner

North Melbourne Language and Learning
33 Alfred Street North Melbourne 3051
t 9326 7447 | f 9329 7446
www.nmll.org.au
enquiries@nmll.org.au