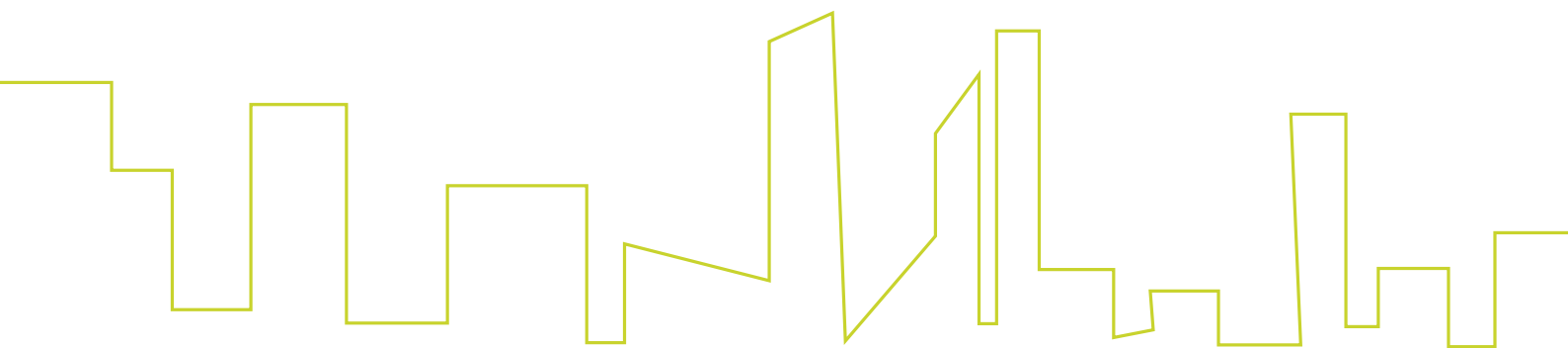


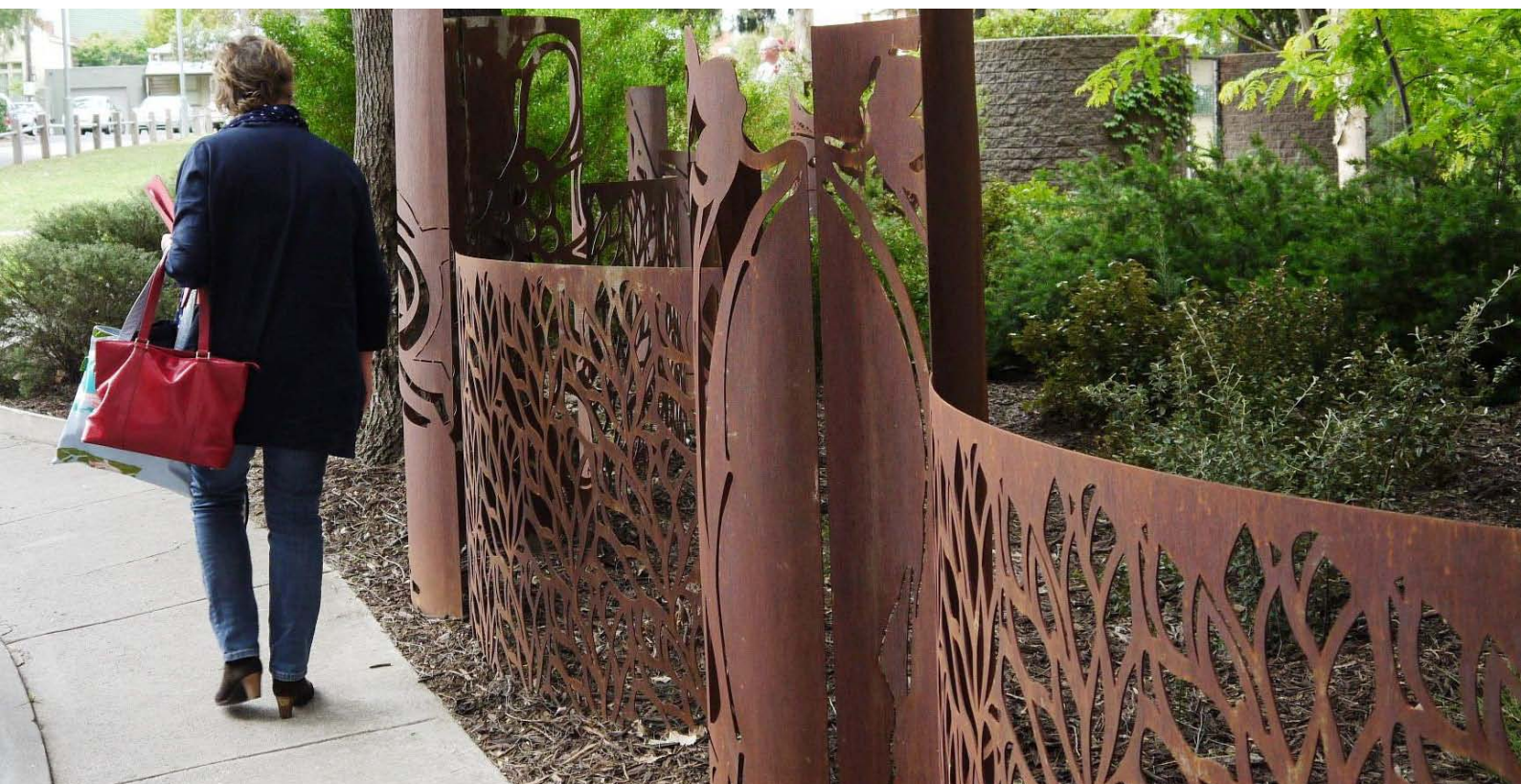
North Melbourne Language & Learning



Connecting People and Communities



2012 ANNUAL REPORT



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Our mission

To give CALD residents in the North Melbourne area the English-language and life skills they need to build better lives for themselves and their families.

North Melbourne Language & Learning (NMLL) is a not-for-profit Learn Local organisation, Neighbourhood House and RTO (Registered Training Organisation).

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

At NMLL we offer a friendly, welcoming work environment and have a strong tradition of developing initiatives in consultation with the community.

Located within the City of Melbourne, We operate in a diverse and dynamic community on the North Melbourne housing estate, delivering learning opportunities with an emphasis on community connectedness.

Our primary focus is to develop the community. We achieve this by providing opportunities including English as a Second Language (ESL) education*, vocational courses, IT training classes and a range of other innovative community development initiatives.

*Accredited and pre-accredited.



Our Values

We value and are committed to:

Compassion

Sensitive, understanding and caring in our service of each other and all people.

Integrity

Honest, accountable, transparent and fair in all our work and relationships.

Respect

Treating each person as we expect to be treated and offering acceptance and support in the face of challenges.

Perseverance

Finding effective, innovative and sustainable ways to fulfil our mission.

Diversity

Building social cohesion by creating opportunities for intercultural experiences between people of all ages, gender and cultural backgrounds.

Celebration

Recognising and celebrating the efforts and achievements of our students and participants, their families, and our staff and volunteers.



CITY OF MELBOURNE



Neighbourhood Houses
The heart of our community



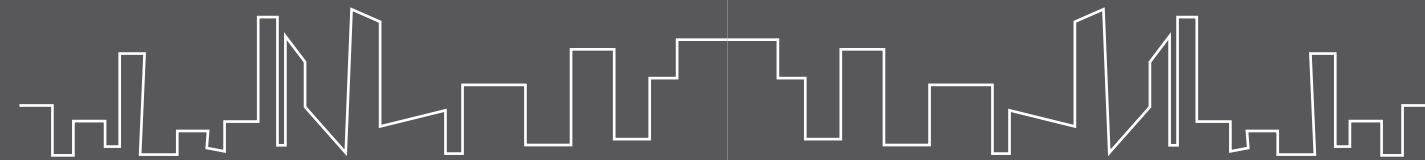
Learn Local



NATIONALLY RECOGNISED
TRAINING

Cover image: 'Embracing Distance' sculpture by artist Rosa Tato. This project was funded by the City of Melbourne and supported by the Department of Human Services. Images on this page: Victoria Market excursion.

OUR COMMITTEE OF MANAGEMENT



2012 Committee of Management

In 2012 the members of the Committee of Management and their areas of expertise were:

Ms Ros Conroy (Chair)

Education management, recruitment and leadership.

Ms Glenys Crawford (Treasurer)

Finance, business strategy and development.

Mr Jon Lawrence

Project management, business development, relationship development/management and online marketing.

Mr Gavin Blakemore

Business development and strategic planning.

Dr Rory Nathan

Finance, risk management and strategic planning.

Ms Kay Oke

Health and wellbeing management.

Ms Helen Slonek

Social work, planning and youth engagement.

Ms Christine Laught (Secretary)

Education and social justice.



Visit from Minister Peter Hall

On behalf of the Committee of Management, congratulations and thank you to the staff and community volunteers of NMLL for their truly wonderful work over the last year.

2012 was not only a year of consolidation in implementing the program and funding arrangements through Skills Victoria; it was also the year in which the new Strategic Plan was developed, setting the priorities for the next three years.

In setting the new Strategic Plan, NMLL was able to look back on the preceding years with an analytic lens ensuring that we know better how to set worthwhile goals, assess achievements and identify emerging needs. The Committee of Management thanks all staff for their contribution in this important and essential task. We also note the creative and effective support of Michelle Deans in developing, for the second time, a process and structure for our Strategic Plan.

The interface between NMLL and the Committee of Management is Joanne Goodman, NMLL Manager. We are fortunate in having Joanne's leadership, forward-thinking focus and sheer hard work to ensure that NMLL meets the high targets it sets itself. Reaching the finals of the 2012 'Melbourne Award' is a testament to Joanne's talents and achievements.

The assistance of Robert Pisano in the deliberations of the Management Committee is inestimable – we greatly appreciate his thoughts as well as his work in the ongoing financial operations of NMLL.

It is with regret that we farewell three of our Committee Members. Gavin Blakemore is changing his professional responsibilities and relocating to a different part of Melbourne. We will miss his expertise in planning and development, as well as his commitment to ensuring that social justice always remained at the forefront of our work. Helen Slonek has tendered her resignation due to work and other commitments, and Kay Oke, after many years of commitment to NMLL, is retiring to attend to her other extensive community commitments. We wish them all well in their future endeavours.

As Committee Members we have had the privilege of attending a range of functions, including student awards, the launch of the garden art installation, and meetings with other community education and support agencies. Each time, we are strengthened in our understanding of the pivotal work done by NMLL in building community engagement, and providing the skills and support that an individual may need to more fully connect with this local community.

Thank you to all who have contributed – our students, staff, volunteers, Government agencies, and community and welfare organisations – for continuing to strengthen our community.

Ros Conroy
Chair



Visit from Minister Peter Hall



2012 Melbourne Awards

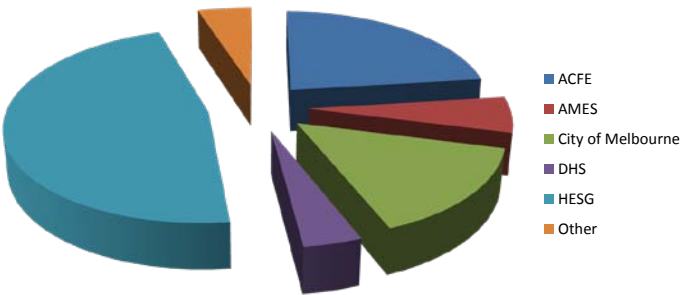
FUNDING & FINANCIALS

NMLL is primarily funded by government grants and subsidised training.

Key funding providers in 2012:

- HESG: Higher Education Skills Group (Department of Education & Early Childhood Development) – fund delivery of accredited English courses on a per-student basis.
- ACFE: Adult Community & Further Education (Department of Education & Early Childhood Development) – funding used to provide pre-accredited English courses.
- City of Melbourne – provide grants for community development programs through a Community Services Funding Agreement.

NMLL funding sources 2012



We recognise the importance of maintaining a broad funding base in order to continuously offer services and best meet the needs of our students.

Other valued funding providers in 2012:

- Adult Migrant Education Services (AMES) – funds those NMLL students who are newly arrived migrants to attend on-arrival English classes.
- Department of Human Services – provides funds for Neighbourhood House coordination.
- Philanthropic sources – any donation, big or small, goes a long way to helping us continue to offer education programs and services. We specifically thank Hotham Mission for its ongoing support, which assists us in providing classes in digital literacy.

Glenys Crawford
(Treasurer)

2012 Financial Results

NMLL's net result for 2012 was a small deficit of \$4,758 on revenue of \$552,529. This result includes the impact of annual depreciation (with the majority of depreciation relating to the 2010 major capital improvements program). Excluding this depreciation, NMLL generated a surplus result of \$23,949 for the year, similar to that for the prior year.

2012 represented the second full year of operations under the new contestable educational funding environment, which has allowed NMLL to respond to community learning needs with a greater assurance of targeted government support. In addition, NMLL continued to invest in its community development program. Both income and expenditure were equally up on the prior year: income was up due to the impact of increased delivery, and expenditure was up in support of the increased program requirements.

Net assets at year-end totalled \$331,731. Of this, \$286,049 related to long-term assets (including the value of leasehold improvements from the 2010 capital improvements program). The balance of \$45,682 was made up of cash and liquid items. The Committee of Management held \$25,000 in its contingency reserve at year-end.

Available cash at year-end, including both committed and general purpose funds, was \$112,837, an increase of \$23,320 from the level recorded at the end of 2011, mainly for increased receipts from operating activities.

Robert Pisano
Accountant



Summary results

	2012 \$	2011 \$
Financial performance		
Revenue	552,529	514,595
Expenditure excl. depreciation	(528,580)	(487,820)
Net result before depreciation	23,949	26,775
Depreciation expense	(28,707)	(28,678)
Net result after depreciation	(4,758)	(1,903)

Financial position

Cash and other short-term assets	139,021	118,194
Long-term assets	286,049	304,103
Short-term liabilities	(92,483)	(80,292)
Long-term liabilities	(856)	(5,516)
Net assets	331,731	336,489

Cash flows

Cash receipts	553,604	529,487
Cash payments	(530,284)	(466,462)
Net increase in cash held	23,320	63,025
Cash at start	89,517	26,492
Cash at end	112,837	89,517

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 2012.

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 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.

OUR TEAM

“In the 18 years that I have worked at NMLL I have done quite a bit of travel — both overseas and around Australia. Returning from trips, I always feel a very strong pull to get back to the vibrant atmosphere at NMLL. There are so many varied backgrounds and personalities – I learn as much at NMLL as I do on my travels! Students feel safe and develop real understanding of others from cultures all around the world, and I believe this contributes significantly to the health and well-being of all.”

Liz Skinner
ESL teacher

“I have been with NMLL since January 2013 working as the Project Officer for the ‘One to One’ English Program. I became a NMLL volunteer because I wanted to use my skills to actively contribute to my local community. I chose NMLL as the setting to do my volunteering because of the organisation’s strong focus on supporting the enrichment of people’s lives through learning and empowerment.”

Kashka
Volunteer

“While working as an ESL teacher has its challenges, I always feel it is a privilege to assist adults towards their goals through education. Immersing myself in this North Melbourne community, I have developed significant empathy and understanding of the learners. There is a strong sense of belonging at NMLL, and this encourages a calm, cohesive learning environment where whatever experiences the learners bring are valued.”

Despina Davatzis
ESL teacher

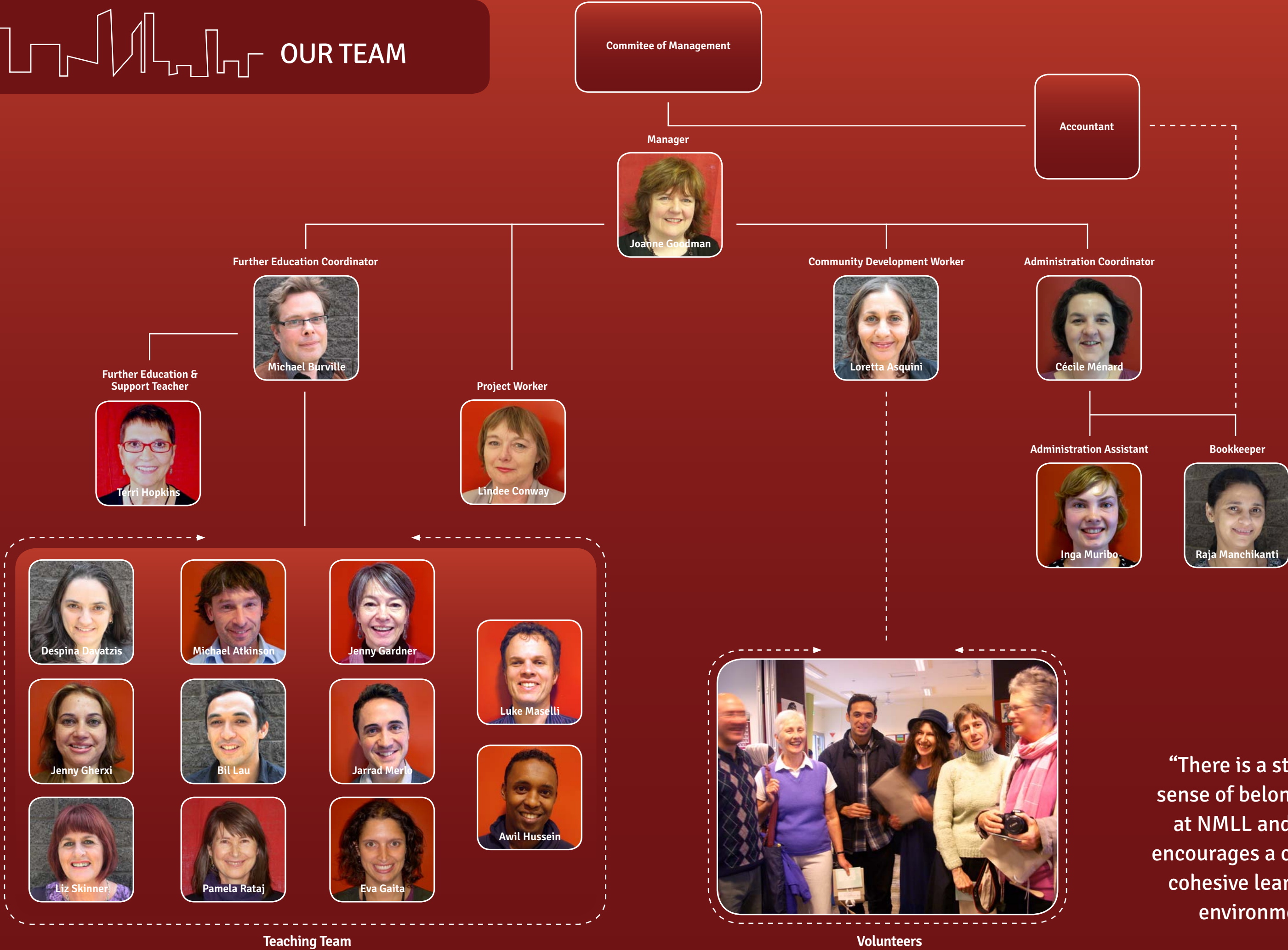
“Trying to figure out the best way to teach a group of people from such diverse backgrounds is an endlessly interesting process. What’s more, the individuals themselves are abundantly fascinating, as each and every one of them has had such remarkable life experiences. Teaching at NMLL is, as you might imagine, a delightfully human experience.”

Jarrad Merlo
ESL teacher



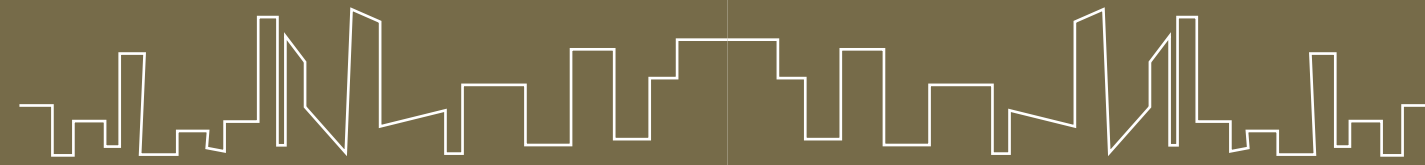
“Teaching at NMLL is a delightfully human experience.”

OUR TEAM



“There is a strong sense of belonging at NMLL and this encourages a calm, cohesive learning environment.”

THE YEAR THAT WAS & THE YEAR AHEAD



Members of the NMLL team talk about 2012 highlights and their focus for 2013 and beyond.

Joanne Goodman
NMLL Manager

Highlights:

- Development of the Marketing Plan and the 2013 –15 Strategic Plan.
- Redefinition of all administration roles and the development of clearer process and procedure documents. This has increased the professionalism of NMLL and resulted in operations that more efficiently meet the demands of our funding environment. Evidence of this was our HESG 2013 application being approved without amendments.
- The INC (Inner North Cluster) Shared Services partnership. Many of the INC Strategic Plan actions delivered in 2012 were developed in collaboration with the other five partner Neighbourhood Houses.

Future focus:

Implementation of the Marketing and Strategic Plans, including:

- reviewing all policies and our constitution
- securing additional community operational space
- completing building works at the NMLL centre
- developing a clear operational framework for the INC shared services partnership.



Visit from Minister Peter Hall

Michael Burville
Further Education Coordinator

Highlights:

- Increased HESG and ACFE funding.
- A significant increase in the number of students completing a full certificate in one year.
- Successfully transitioning the core curriculum from ESL Frameworks to CSWE.
- Development of easily adaptable assessment tools for regular in-class observational assessment.
- Development of more efficient processes for attendance monitoring, enrolment and assessment.
- Re-development of the NMLL website.

Future focus:

- Development of a staff intranet.
- Introducing a simple model of project-based blended delivery and e-learning.
- Introducing e-portfolios and new ways to collect student work.
- Improved processes for assessment validation and moderation.
- Introducing mixed-level classes to allow students to progress through certificates at their own pace.



COM Cr Foster presenting certificates

Loretta Asquini
Community Development Coordinator

Highlights:

- Embracing Distance Project: Installation of a 30-metre sculptural installation at the NMLL entrance representing the personal histories of people from 16 countries. The public launch of the installation was an inspiring event, with a large gathering of NMLL friends, students and supporters.
- Health Literacy and Needs Project: NMLL consulted 47 people from 10 different language groups to better understand their health needs and knowledge of the health system (health literacy). Our research shows that, while the NMLL CALD community is well informed about general practice, hospital and dental services, there remain significant gaps and barriers to their ability to access health services and information. In response, NMLL organised presentations on how to use helplines, as well as on health and nutrition.

Future focus:

- Pilot of the 'One to One' English Program that provides individual tutoring with trained and experienced volunteers.
- Consolidation on 2013 work, especially ensuring that we are 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.



'Embracing Distance' project

Cécile Ménard
Administration Coordinator

Highlights:

- 2012 at NMLL saw the Administration team expand with the arrival of Inga, our Administration Assistant. Inga brought us order and patience by the bucket-load, and her contribution was invaluable.
- We have seen a more streamlined enrolment process in 2012 with the introduction of new software and administration tools.

Future Focus:

- Our relationship with Employment Services Providers (ESP) has increased and we look forward to a very fruitful 2013 where we can help more people find their path into employment with the help of referrals from ESPs.
- We also look forward to welcoming more new migrant arrivals through the AMEP program, as well as helping to get new courses aimed at new community audiences off the ground.



THE REASON WE'RE HERE



Najib Gide

"I like studying English at NMLL. Computers are good here and English is good here. Teachers are good here. After I finish studying, I want to work – any kind of work. English is very important."

Mariam Nafi

"NMLL is a friendly place. I like to be in school, speaking with people from other cultures. I like mixing with all the Arabic, Chinese, European people – everyone! This way I make many friends. The teachers are my friends too. We would all like to have more learning how to use the computer."



Joyce Li

"I like to go to school to study English. Here they have nice teachers – very good teachers. I study English to find a job. In this English country, I need to speak English. I am from China and I speak Mandarin."

Mohamed Boru

"At NMLL the teachers are good at explaining the language to me. I like to learn all English vocabulary and new words. This NMLL school, when I compare it with other schools, it is better for me to continue in – it is good. I want to learn more on the computer and use it to explain new words."



Barbara Cinelli

"I am new to NMLL. I have come to live in Australia from Italy. For me, it is important to learn speaking, writing and listening, especially to help me to get a job."

We asked some students to tell us about their experiences at NMLL.



Aquarium excursion



Parliament House excursion



Parliament House excursion

PARTNERS & PROJECTS



Partnering and collaboration is a key strength of our organisation and is vital to achieving outcomes for the North Melbourne community. We partner with relevant organisations to increase our capacity to identify, research, respond (and at times rationalise) actions and operations that will meet the needs of the community we serve.

North Melbourne Legal Service

NMLS provides legal advice, information, referrals and casework assistance in general family, criminal and some civil law matters. They also provide a number of community outreach services and are involved in community legal education and law reform work.

Members of NMLS regularly come and speak to students and staff at NMLL information forums.



Doutta Galla Community Health

Doutta Galla provides high quality, culturally appropriate and accessible primary, community and mental health services with a particular focus on the most vulnerable and disadvantaged in the cities of Melbourne and Moonee Valley.

Staff from Doutta Galla are regular presenters at NMLL and in 2012 partnered with NMLL to conduct health literacy consultations.



City of Melbourne and Department of Human Services

In 2012 a recycling program trial saw small yellow bins given to every household at 33 Alfred Street and a large collection bin placed in the foyer.

With support from Environment Victoria staff, 'champions' from NMLL visited all the households and were very successful in selling the recycling message.



Inner Northern Cluster (INC) Partnership

This consortium of six Learn Local organisations operating in the inner north of Melbourne works to improve outcomes for their shared community. INC partners include the Kensington Neighbourhood House, Carlton and Farnham Street Neighbourhood Learning Centres, Wingate Avenue Community Centre and The Centre. Managers, training coordinators, community development workers and administrators from each organisation meet regularly and work together to improve service to the community.

Improving economies of scale is INC's core focus, and in 2012 the partnership went from strength-to-strength with the development of shared Business, Strategic Action and Marketing Plans, as well as a series of shared projects.

NMLL Health Literacy and Needs Project

In 2012, NMLL undertook a Health Literacy and Needs Project with funding from the City of Melbourne Community Grants Program.

Our research shows that many barriers still exist for the CALD community in accessing health services. This is due largely to a lack of knowledge in the community about allied health services, health support programs and access to interpreters and translated health materials. In some cases there are also gaps in understanding about rights as a health consumer.

The project has been very successful and well received. As one participant commented at a focus group, 'good health is more important than diamonds'.



THANKS & ACKNOWLEDGEMENTS

Learn Local

Department of Education & Early Childhood Development (DEED) — Higher Education & Skills Group (HESG) and Adult, Community & Further Education (ACFE)

As a result of the State Government restructure in 2012, NMLL became part of a very large DEED region that extends from the inner north of Melbourne to the South Australian border. The South Western Victoria Region is ably managed by a team led by **David Harris**. David is the Stakeholder & Regional Support Officer in the Pathways & Participation Division of the Higher Education & Skills Group (HESG) (now part of DEED, Department of Education & Early Childhood Development). The team, now located in Geelong, provides very useful information and support to all providers in the region and, when needed, very prompt and helpful individual assistance to NMLL. All pre-accredited programs at NMLL are funded by ACFE and the accredited programs are funded by HESG.



Department of Human Services (DHS) — North Melbourne Housing Office

In 2012 NMLL worked closely with the North Melbourne Housing Office to advance the needs of the community. The office was ably led by **Peter Mandrel**, who initiated regular meetings with NMLL to ensure that community needs were being responded to. This resulted in a number of improvements to the local community space infrastructure and assisted both parties in developing an understanding of some of the longer term facility and community needs.

Thanks go to Peter for his interest and focus. Thanks also to **Nick Elmes** who oversaw the improvements. We look forward to continuing this effective approach with the new manager in 2013 and beyond.



Department of Planning & Community Development (now DHS)

Ten hours per week of funding continues to be the limit that we are granted under the State Government Neighbourhood House Coordination Program. This funding source is used to provide much needed community development support. In 2012 we worked hard to put our case to DHS for a funding increase, and in 2013 this will continue to be our challenge.



City of Melbourne

The City of Melbourne is now a key partner with NMLL in the advancement of the significant needs of the North Melbourne public housing community. We wish to thank **Kristen Proud**, the new and dynamic Neighbourhood Development Officer in the Community Development Division. Her energy and enthusiasm are already bearing fruit for our community. Thanks also go to **Ian Hicks** (Manager Community Strengthening, Community Development Division) and **Voula Sarhanis** (Community Development Grants & Sponsorship Officer) for their support and guidance. Thanks also to Lord Mayor **Robert Doyle**, Cr **Cathy Oke**, Cr **Beverley Pinder-Mortimer** and the COM council, all of whom have offered support and guidance in the work of NMLL.



Adult Migrant Education Service (AMES)

NMLL delivers on-arrival English classes administered by AMES and funded by the Federal Government Department of Immigration & Citizenship. This funding is provided to deliver 510 hours of English-language learning when migrants first arrive in Australia. NMLL has delivered these classes for many years and it continues to attract support in this program.



Hotham Mission

In 2012, NMLL continued its valuable partnership with Hotham Mission. The funding support is of great assistance in delivering learning to the North Melbourne community. In particular, it allows us to offer greater opportunities for residents to develop digital literacy skills. This year we sadly farewelled **Gavin Blakemore**, who has been a valuable member of the NMLL Committee for the last 5 years.



Flemington Neighbourhood Renewal — Moonee Valley Council

Thanks to **Sarah Davis**, Flemington Neighbourhood Renewal Employment & Learning Coordinator. Throughout 2012 Sarah worked closely with NMLL and other organisations in the Inner Northern Cluster (INC) to help line up the needs of employers and residents with Learn Local courses and programs.



ERIS Centre

Collaboration with the ERIS Centre to identify the needs of local communities has resulted in a very clear focus on lobbying local and state government bodies to increase the community space available to groups. Thanks go to all the ERIS members who volunteer their time so willingly.

North Melbourne Agency Collective (NAC)

Over 30 North Melbourne organisations participate in the work of the NAC. In 2012, a formal approach to documentation resulted in greater outcomes and progress for the NAC. With the new NAC framework, terms of reference and Workplan much was achieved. City of Melbourne council briefings in relation to development plans in the North Melbourne area, and more regular discussion and consultation with council, has proven the effectiveness of the collaborative partnering approach offered by the NAC.



Inner North Cluster (INC) partners

2012 was a year of consolidating this partnership that really has the potential to maximise the delivery of services and outcomes to the community. The collegiate support that has been offered by the managers at each of the INC organisations has made 2012 a very productive year for the INC partnership.

Thanks to **Mary Parfrey** at Carlton Neighbourhood Learning Centre, **Carolyn Webster** at Kensington Neighbourhood House, **Jan Thorpe** at Wingate Avenue Community Centre, **Cathy Connop** at Farnham St Neighbourhood Learning Centre, and **Michael Halls** at The Centre.

We now have an INC Strategic Business Plan and are working our way through it. There is now also an INC Marketing Plan, and both of these documents are guiding our work towards increasing our responses to the needs of the inner north communities of Melbourne.





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North Melbourne Language & Learning

