



2015 ANNUAL REPORT

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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 30 different language backgrounds in North Melbourne and surrounding areas.

2015 snapshot



80/20

4 out of 5 of our students are women. The number of men accessing our programs continues to increase.



25%

Around a quarter of our students are either over 50 or under 30, reflecting our broad offer.



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

On behalf of the Management Committee of North Melbourne Language and Learning Inc. I am pleased to present the Annual Report for the year ending 30 June 2016.

As an organisation, we strive to give adult residents of North Melbourne and surrounding areas the learning needed to build a better life for themselves and their families. The dedication and commitment of the people who work for and with NMLL is an inspiration to me, the committee and the many people who undertake classes and access our programs.

The past year has been a solid one as the organisation fulfils the strategic objectives set out in 2013. This leads NMLL into a new phase of strategic planning that will continue to focus on providing high quality education with an increasing focus on building engagement within the community. The Committee of Management has shown great stability with no turnover of members thus allowing for a great amount of experience to guide our strategic direction and planning which is currently being undertaken at time of writing.

The 2015 year has seen the continuation of our gold standard Accredited and Pre-accredited classes as well as the progression of projects including the Community Learning Champions (CLC) program and Connecting Cultures. There have also been a number of exciting and engaging events such as the Inaugural Mix and Mingle Coffee and Tea Ceremony, Eid Celebration and Lantern Making Workshop. There are a number of new and continuing events planned for the upcoming year and I encourage all to get along and see the great work that our organisation and its people do firsthand.

...a new phase of strategic planning will continue to focus on providing high quality education with an increasing emphasis on building engagement within the community

I would like to take the opportunity to thank our wonderful and dedicated administration, community development and education team whose contribution to a successful year for the NMLL has been critical. Another important thank you goes to our sponsors and funders who provide us with the backing we need to achieve our work. I would like to thank my fellow committee members for their ongoing commitment, contribution and support throughout 2015. I would also like to once again pay tribute to our Manager, Joanne Goodman, for her leadership, commitment and continuing enthusiasm that has enabled NMLL to continue to develop and thrive in an ever changing not-for-profit education environment.

Marcel Mihulka, Chairperson

2015 Committee of Management

Glenys Crawford (Treasurer), Catherine Lander (Secretary), David Lansley, Marcel Mihulka (Chair), Sammy Moneer (Vice Chair), Rory Nathan and Emma Pollett-Sutton.

Manager's report

In 2015 Australia was gripped by two very significant social issues in relation to how we treat the most vulnerable: the circumstances of asylum seekers and the shocking prevalence of family violence across the community.

Both issues need government, whole of community and local responses. At NMLL we responded by focusing on our most recently arrived CALD communities in North Melbourne. We are witnesses to the impact of people from around the world suddenly seeking refuge from war and brutal regimes that deny freedom of speech and basic rights. Finding themselves in Australia, these people feel lucky to be alive and luckier still to be living in the community, but many have no support. No work rights, no financial support and no access to the health system or education. An impossible situation that requires compassion and a community response. Many charities are assisting with basic survival needs. At NMLL, we are offering a number of free places in our English classes: a link to normality. These students taking up these places are delighted to be able to get on and live a more normal and engaged life, and are always amongst the most conscientious of NMLL's students.

NMLL also responded to the largely hidden issue of family violence in our community. Assisting CALD communities adjust to their new communities is central to what we do at NMLL. Arriving in a country with cultural practices and norms that are unfamiliar and a whole new set of laws can cause families great distress and even lead to family breakdown and violence. Responding to this sensitive issue requires close consultation with the community before acting. NMLL was a member of the organising committee for the *Family Violence Has No Boundaries: Cultural Diversity and Prevention Conference* held in October at the University of Melbourne Law School. The conference provided extensive insights, giving all participants an increased understanding of the complexity and extent of the issue across Melbourne and internationally. It also led to the formation of the African Australian Family Violence Prevention Working Group, which has established some very clear directions and focus areas, including:

- Eliciting further community informed guidance to develop the strategic direction in line with commitments from the conference
- Development of a community education and information program that supports and articulates protection of human rights in the family
- Communicating and supporting policy initiatives of entities such as the Multicultural Women's Health, Ethnic Communities Council, and Victorian Multicultural Commission.

In fact, 2015 'takes the cake' for significant outcomes achieved. Not only did we successfully pass four different audits (all of which affirmed the high standard of operation and delivery NMLL is known for), our Community Development program also added some very successful events, bringing many people to our centre for the first time. Community Development is central to what we do at NMLL. All of our work is focused on strengthening the community, with community engagement the key to success. We are in a continuous cycle of review and consultation, and it is the voice of the community that really guides our work. Conversely, flexibility and responsiveness are essential to remaining relevant and serving the community.

Our partnerships are vital to our success and we thank every one of them for their ongoing support of the NMLL community. Thank you too, to our dedicated staff and volunteers. So many of the staff at NMLL have performed to an exceptionally high standard in 2015, and I thank them sincerely for their work. It has been a hectic but extremely rewarding year.

Joanne Goodman, Manager

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A connected community

NMLL's community development work has grown significantly since 2012, due especially to the three year funding secured through Philanthropic Trusts for our Community Learning Champions program, and to the vibrant **Connecting Cultures Program**. Along with the regular CD programs, these programs have contributed significantly to the community's engagement and participation at NMLL. Other highlights for the 2015 year include our volunteer program, the **Family Nutrition Project** and 'Mix and Mingle' community get-togethers. **Mix and Mingle** events have included:

- Ethiopian coffee ceremony coupled with a 'come and try' Chi Kung session and facilitated by local community members. The fusion of these two activities truly reflects the cultural diversity within our community.
- Teaming up with **the Connecting Cultures Program** to deliver a lantern-making workshop and afternoon tea in the lead-up to the mid-autumn festival.
- A community health and wellbeing event involving a student-led walk of North Melbourne, fruit smoothies freshly made with pedal power, and a range of prizes from swim passes and packs to free come and try sessions. Thank you to our sponsors for supporting the health and wellbeing outcomes of the local community through their generous offerings!

Our **Volunteer Program** continues to grow, engaging people from diverse backgrounds. Community members are volunteering in:

- Classroom Support
- Community Learning Champions program
- One to One English tutoring
- Event support

Launched in June 2015, **the Mix & Mingle Community Get Togethers**, provide informal opportunities for the community to engage with each other and NMLL. With an average of 60 participants from diverse backgrounds, these events were a great success and will continue in 2016.

The **Family Nutrition Project**, delivered in partnership with cohealth and the Water Well Project, ran a series of 7 workshops on healthy eating for local Vietnamese families. Sessions offered practical information and hands-on cooking demonstrations. Two bilingual resources were also published.

Over 90% of **Family Nutrition Project** participants said they enjoyed the sessions and that they used the information learnt in their everyday lives. In particular, participants indicated an increase in knowledge of:

- Reading nutritional panels and ingredients listed on food labels (91%)
- Limiting fast / takeaway foods in their everyday diet (100%)
- How to choose healthier packaged cereals for their families (65%).

The program has also help forge closer ties between Vietnamese playgroups, NMLL and cohealth.



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



26

Volunteers operating each term



14

Volunteers from CALD backgrounds



\$62,752

Value of volunteer contributions*



79

Enquiries from potential volunteers



2509

Hours contributed by volunteers

In 2015, NMLL continued to expand reach and grow engagement with the community. We attracted large numbers of people to events and consultations in 2015, with a significant number of them new to NMLL.

Most excitingly, many of the achievements and milestones reached were a direct result of work done by volunteer community members.

I especially love the creative side that seems to have come my way gradually...staff photos, notice boards...signage and posters and developing learning resources for students (in liaison with qualified staff).

Mira Rešetar, Volunteer since 2008

I have been with NMLL so long now, it has become my second home. And every year anew I appreciate being here. I like being involved with an organisation that helps people with their real needs.

* Based on \$25/hour.

Community Learning Champions (CLCs) are volunteers who help adults learn in their communities. They do this a number of ways: through individual engagement and support, advocating on behalf of their community to learning organisations and service organisations, and initiating and facilitating events and activities based on community demand.

After a successful pilot, 3-year funding was secured to continue and expand the project. This year the program was run across two host sites: at North Melbourne Language & Learning and at the Carlton Neighbourhood Learning Centre. Seventeen CLCs speaking 11 different languages participated in the program, engaging over 175 community members.

Outcomes for CLCs include being accepted into the prestigious [African Leadership Development Program](#), casual employment with NMLL, being accepted into external volunteer roles, providing paid consultation on local issues, and enrolling in further education.

We thank our program funder, the Helen Macpherson Smith Trust and partners Carlton Neighbourhood Learning Centre, Brotherhood of St Laurence, City of Melbourne and City of Moonee Valley for their support.

Outcomes resulting from engagement and support of CLCs include:

- 517 hours volunteered by CLCs
- Over 70 direct referrals to employment and learning services*
- At least 9 referrals resulting in enrolment and commencement in English Language or VET courses.

* Employment support, volunteering, VET courses, English language courses, and lifelong learning opportunities which included the local library, craft classes and sport.

"I didn't know what I wanted to do. [My CLC] took me to uni to get some information and now I start my course next year."

– Community member supported by a 2015 Community Learning Champion

Connecting Cultures celebrates the diversity of Melbourne's inner north and promotes the sharing of cultures through events and activities. Funded by the RE Ross Trust, this year the Connecting Cultures program delivered six activities which engaged over 280 community members from 14 cultural backgrounds.

Activities included a sweet making workshop, Eid al-Fitr community celebration, Lantern making workshop, Mid-Autumn festival, Werribee Zoo excursion and Aboriginal Heritage walk.

Community capacity building is a focus for the Connecting Cultures program, with new casual employment and volunteer positions being created as part of the program. Eight community members from Culturally & Linguistically Diverse (CALD) backgrounds were employed to share skills and cultural expertise. Additionally, over \$4,500 worth of in-kind hours was donated by 32 volunteers.

Women's art registry

The learning that has emanated from our NMLL Embracing Distance sculpture continued in 2015. Due to the Women's Art Register celebrating a 40 year anniversary of providing support for Australian women artists, a schedule of events were held from August to November 2015. This celebration was called *AS IF: 40 years and Beyond, Celebrating the Women's Art Register*.

As part of this celebration, Rosa Tato, the artist for our Embracing Distance sculpture, returned to NMLL to meet with the community and discuss their interpretations of the sculpture. Once again this offered a rich opportunity for the community to learn of new and interesting realms that they may not have experienced before. In response to this consultation, Rosa created a whole new version of the Embracing Distance work with new and distinctly different materials. An exhibition of this version of the NMLL Embracing Distance work was held at the Melbourne City Library, running from August to November 2015.

NMLL Manager Joanne Goodman addressed the group, focusing on the development of the sculpture and how it came to reflect the migration experiences of community members. The audience then had a lively discussion and many questions were asked.



Another part of the celebration was the program of artistic walks on offer. NMLL's sculpture was included in a sculpture walk of Parkville and North Melbourne. Created by Rosa Tato, this sculpture walk began at a work rarely seen by the public – a 1958 mural by the co-founder of the Women's Art Register, Erica McGilchrist. The mural *Legend of Being Located* at the University College dining hall, University of Melbourne is quite a unique piece of history. The walking group then moved through the University and across Parkville, viewing many magnificent works created by talented women sculptors and ending at NMLL to see our own Embracing Distance sculpture.

We are enormously grateful to artist Rosa Tato, the Women's Art Register and the City of Melbourne Arts & Culture for providing the funding for the work in 2011. Like all successful sculpture, NMLL's Embracing Distance sculpture continues to invite comment and controversy. It also continues to be one of the many daily delights experienced when entering NMLL.

A year in the life



NMML, 2015



2015 Committee of Management:
Rory Nathan, David Lansley, Catherine Lander, Marcel Mihulka, Emma Pollett-Sutton, Glenys Crawford & Sammy Moneer

Language & learning

2015 was yet another responsive, exciting year in education at NMLL. A restructuring of our timetable provided students with increased opportunities to further develop their English language and computer literacy skills, which saw an increase uptake of our pre-accredited classes. Through partnerships with external organisations such as Service Stars and St Albans Heights Primary School, NMLL reached out to learners in the wider community to deliver pre-accredited courses in Preparation for Employment as well as English for Hospitality.

Excursions to the Melbourne Museum, Sea Life Melbourne Aquarium, Melbourne Fire Brigade and Williamstown Beach, as well as to the local shops facilitated fun and interesting courses and provided opportunities for learners to engage in language learning in real-world environments.

A partnership with Victoria Walks assisted learners to express feelings about, and connect with, their local environment in the North Melbourne public housing estate. This partnership culminated in students leading a tour of the local community to a group of local residents.

Classroom volunteers, coordinated by the Community Development team, were an invaluable asset to both students and teachers throughout the year. Volunteers not only assist students with their learning, but also engage in cross-cultural interactions which benefit all. The fact that many volunteers have continued on past the requested six month commitment is just one indication of the enjoyment and benefits received from participation in classes.

...our timetable provided students with increased opportunities to further develop their English language and computer literacy skills, which saw an increase uptake of our pre-accredited classes.

The quality of our training, not only in the classroom but also at an administrative level, was resoundingly affirmed with three accreditation audits being passed with flying colours in the second half of the year. These not only provided assurances for our continuing VRQA registration and AMEP and HESG funding, but also gave us confidence that what we've been doing is of a high standard and that it meets the standards set by our funding and regulatory bodies.

On a personal level, the experience of undertaking the Education Coordinator position was immensely satisfying and one that provided many rewards. Having decided to step down from the position in 2016 to focus more on my teaching and personal pursuits, I was extremely happy to welcome Jill Lewis into the position in January 2016. Jill brings with her a wealth of experience working in the adult training sector and has hit the ground running, immediately becoming a highly valued member of our team.

With a great team of teachers, we look forward to the new opportunities that 2016 brings.

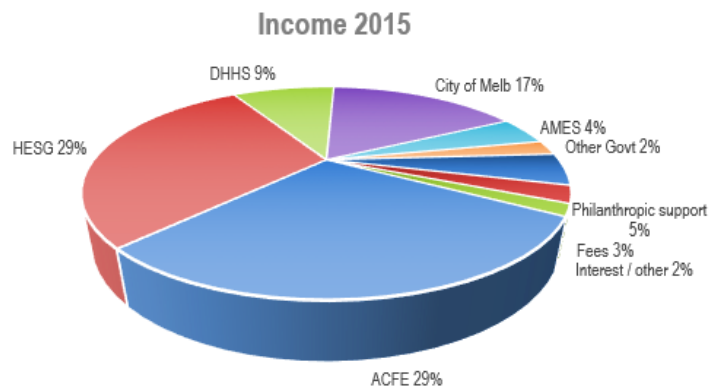
Stephen Pollard, NMLL Education Coordinator (2014 - 15) & Teacher

Financial report 2015

North Melbourne Language & Learning (NMLL) recorded income for the year of \$569,568 and expended \$616,532, posting a net expense for the year of \$46,964. This result was anticipated and budgeted for and reflects the use during the year of philanthropic funds received in the prior year.

The 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
- All other sources, including grants (Victorian Multicultural Commission, City of Moonee Valley, Hotham Mission) and earned revenue such as student course contributions and other fees, and bank interest.



	2015	2014
Income	569,568	566,240
Expenditure	(616,532)	(547,656)
Net Result	(46,964)	18,584
Cash held at end	197,199	213,649
Other short-term assets	62,032	23,660
Long-term fixed assets	236,811	251,206
Total liabilities	(183,661)	(129,170)
Net assets	312,381	359,345

The net assets for the organisation at the end of the year totalled \$312,381, of which \$236,811 is tied up in long-term physical assets (including building improvements). The balance of \$75,570 is made up of a combination of restricted and general cash reserves.

Available cash at year-end was \$197,199. This includes funds tied to specific purposes such as grants and other committed amounts.

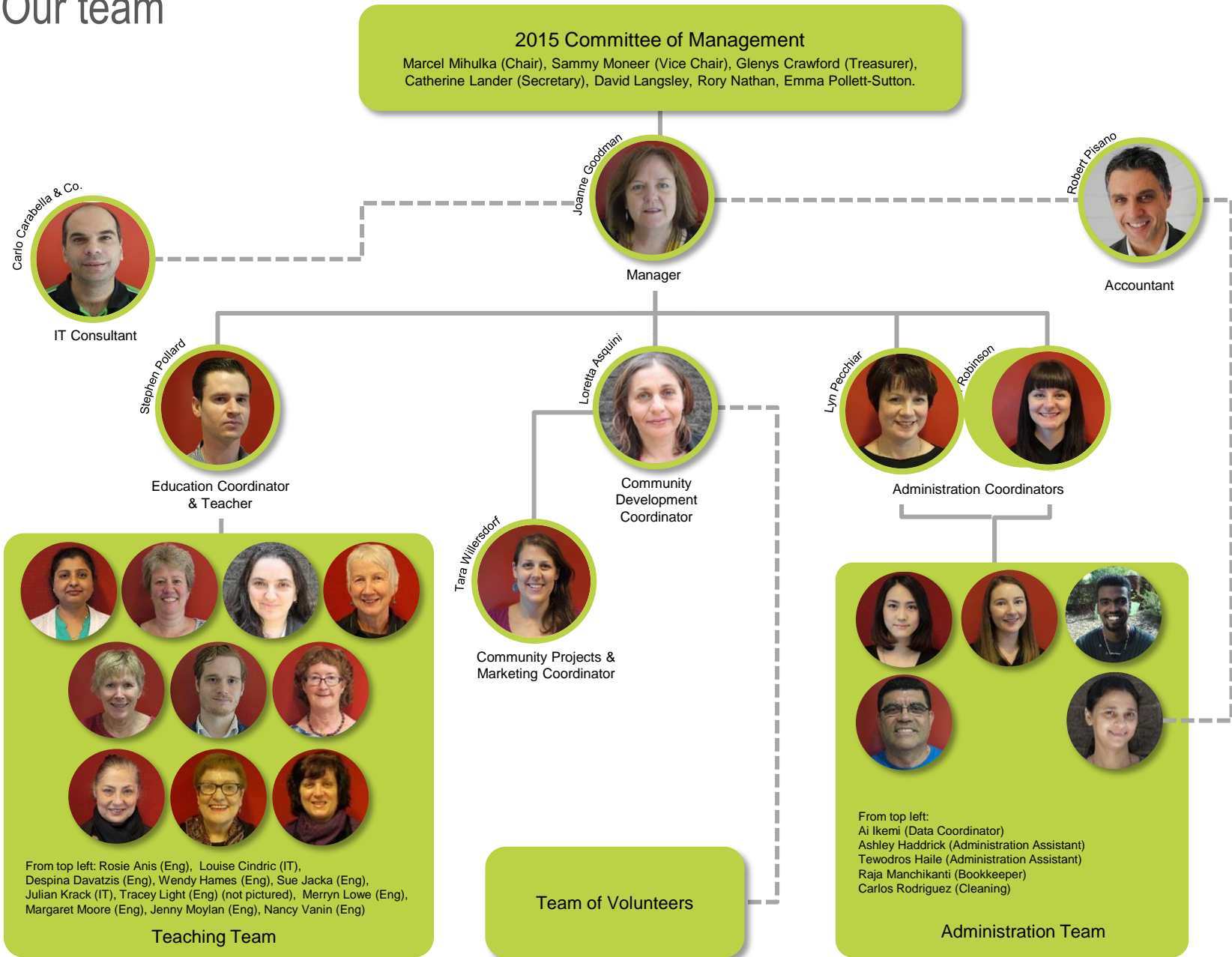
The diverse sources of program funding allow NMLL to strengthen the way it provides its services and classes within a community context. Supporters like the Helen Macpherson Smith Trust and the RE Ross Trust have contributed strongly to this, supporting NMLL's Community Learning Champions and Connecting Cultures project initiatives which are creating strong leadership and connectedness outcomes for our members.

The committee of NMLL is grateful to all in the NMLL team for their collective efforts and dedication to promoting the organisation so as to serve the needs of our participants. A sincere thank you goes to our funding partners and to the members of our community for their continued support. Together we continue to achieve great things.

Note:

The full annual accounts of North Melbourne Language & Learning for the year ended 31 December 2015 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

A-Mart Sports
Officeworks
North Melbourne Community Centre (Leisure Programs)
Ascot Vale Leisure Centre
Baker's Delight
Masters Braybrook

The North Melbourne Community Connector (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, Voula Sarhanis & Steven Weir

cohealth | Kate Kooman, Carl Rogowski & Sujata Joshi

DHHS NM Housing Office | Valda Cupido, Nick Elmes, 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, Beth Stewart-Wright

INC Cooperative | Craig Barry CEO

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

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

Pitchmark | Simon & Marlo Litchfield

RFP Business Services | Robert Pisano

RE Ross Trust | Maryanne Pearce

SyneaMarketing | Alex Makin

Service Stars | Jane Farrell

Victorian Immigrant and Refugee Women's Coalition | Melba Marginson

Victorian Multicultural Commission | Community Grants

Victoria Police - PCCC | Nick Parissis

Women's Art Register | Sally Northfield & Rosa Tato

Wordsmithing Services | Michelle Deans

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