



# 2020 Annual Report

**North Melbourne  
Language & Learning**





# CONTENT

## Page

Mission and Vision	3
Chairperson Report	4
Treasurer Report	5
General Manager Report	7
Administration Coordinator Report	9
Community Development Report	11
Education and Compliance Report	15
Thanks & Acknowledgements	18



# Our Mission

To give adult residents of North Melbourne the language and learning needed to build a better life for themselves and their families.

# Our Vision

NMLL will be North Melbourne's leading centre for the CALD Community, recognised for enriching and empowering the lives of the people it serves.





# CHAIRPERSON'S

## Report

On behalf of the Committee of Management, thank you to the staff and community volunteers of North Melbourne Language and Learning (NMLL) for their truly wonderful work over the course of 2020, a year that we will all remember for the pandemic, social distancing, restrictions and lockdowns. Congratulations to all who helped us get through such a difficult time for all of us in our local community with special thanks to our management team led by Cliff Rundle who have performed in an exemplary manner despite never before seen challenges.

**Despite 2020 being a year of considerable disruption, we have succeeded in the continuing implementation of our programs, secured our funding arrangements and stuck to our Strategic Plan.**

But these things have not been achieved without considerable hardship in our community.

**In July the residents of North Melbourne's housing estates, where a great many of our students live, were forced into Australia's toughest lockdown restrictions, during which time residents were not allowed to leave their homes.**

Police set up camp outside the towers to enforce the hard lockdown and there were reports of some residents going days without receiving food and care packages. I cannot thank our staff and volunteers enough for their efforts to stay in touch electronically with our students and for the pressure they put on government to communicate with residents in a wide variety of their native languages. Teachers worked out ways right throughout lockdown to teach classes remotely and the Committee of Management met regularly by Zoom to keep on top of developments.

The assistance of Robert Pisano in the deliberations of the Committee of Management has once again been invaluable – we greatly appreciate his insights as well as his work in keeping us abreast of our JobKeeper eligibility and ensuring the ongoing financial stability of NMLL.

Once again, I am pleased to report that our Committee of Management membership is stable and working extremely well together. As Committee Members we usually have the privilege of attending a range of student and community functions. Sadly, this has not been possible in recent times but we look forward to more face-to-face meetings that always strengthen our understanding of the crucial 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 for your resilience – our wonderful students, staff, volunteers, Government agencies, and community and welfare organisations – in working hand-in-hand with us and continuing to strengthen our community.

It is my privilege and pleasure to share with you the Annual Report for the year ending 31st December 2020.

*Mark O'Neil, Chairperson*



# TREASURER'S *Report*

2020 was a year like no other for NMLL. The coronavirus (COVID-19) pandemic had a direct and large impact on NMLL's financial position in both expected and unexpected ways.

COVID-19 disrupted NMLL's activities through lockdowns and social distancing requirements, reducing scheduled activities and limiting overall service delivery. These changes had the effect of reducing operating revenue. Fortunately, the Federal and Victorian governments and funding partners announced a range of measures that significantly reduced the negative financial impact of COVID-19 on NMLL. Most important were the JobKeeper Payment and the Boosting Cashflow for Employers scheme.

The JobKeeper Payment was a wage subsidy that allowed businesses and not-for-profit organisations significantly disadvantaged by COVID-19 to continue to pay their staff. To be eligible, not-for-profit organisations had to experience a fall in turnover of 15 per cent or more compared to an earlier comparable period. Organisations were able to self-assess their eligibility for the payments and were required to report monthly to the Australian Taxation Office (ATO). JobKeeper began on 30 March 2020 with a flat payment of \$1500 per fortnight for each eligible employee, payable until 27 September 2020. The payment was reduced to \$1200 per fortnight for full-time workers and \$750 per fortnight for part-time employees for the period 28 September 2020 to 3 January 2021. From 4 January 2021 until JobKeeper ended on 28 March 2021, payments were further reduced to \$1000 per fortnight for full time employees and \$650 per fortnight for part time workers. NMLL believes it was eligible for JobKeeper payments until 3 January 2021. Entitlement to JobKeeper payments is subject to possible audit by the ATO as part of its compliance activities.

The Boosting Cashflow for Employers scheme, administered by the ATO, provided payments to eligible employers of up to \$100,000, delivered as credits in the ATO's activity statement system. Eligibility for this assistance was automatic on lodgement of activity statements. No self-assessment was required to determine eligibility. The association's key funding partners also provided COVID-19 financial responses to support core operations.

**The government assistance allowed NMLL to retain its operating capacity and continue its direct community support. It also helped facilitate increased agility in program delivery and ensured that the organisation was able to start 2021 in a financially viable position.**

Activity levels were gradually restored in the latter part of the year and are expected to further return to more normal levels in line with improvements in the operating environment. Notwithstanding, management continues to assess the current and potential implications of COVID-19 for NMLL, and invest further in the capacity needed to deliver flexible services and respond to future disruptions. The commitment, support and goodwill of our funding partners, our loyal and dedicated staff, and our volunteers have been critical in meeting the extraordinary challenges that NMLL has faced. What we have achieved would not have been possible without their exceptional commitment. We look forward to working together to realise our aim of helping our participants achieve life-changing outcomes at this especially difficult time.

## Income and expenditure in detail

(Note: Dollar amounts are rounded to the nearest \$10.)

NMLL recorded income for the year of \$968,990 and incurred expenditure of \$930,210, resulting in a surplus for the year of \$38,780. This is the fifth year in a row that NMLL has achieved an operating surplus, and represents a good outcome in a challenging operating environment.

Income was higher than the previous year mainly due to government COVID-19 related assistance. The higher than usual income in 2020 allowed the organisation to invest in assets that allow more flexible and tailored delivery of education and community development programs, and bring forward some asset depreciation expenses. It also provided a buffer to meet the ongoing uncertainties facing NMLL 2021.

Net assets at the end of the year totalled \$354,990, of which \$14,960 was in long-term physical assets (including building improvements). The balance of \$340,030 effectively comprised the working capital required to support NMLL's ongoing operations.

## Financial Report

For the year ended  
31 December 2020  
Summary of results

*Note: Summary figures used in this report are extracted from the full annual financial accounts of NMLL for the year ended 31 December 2020. The full accounts 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.*

*David Lansley, Treasurer*

	2020	2019
Income	968,987	676,914
Expenditure	930,207	675,754
<b>Net surplus for year</b>	<b>38,780</b>	<b>1,160</b>
Cash held at end year	587,589	278,286
Other short-term assets	75,175	72,822
Long-term fixed assets	14,961	169,000
Total liabilities	322,738	203,901
<b>Net assets at end year</b>	<b>354,987</b>	<b>316,207</b>



# GENERAL MANAGER'S

## Report

If ever there was a pivotal year and test of an organisation it was 2020.

The year started as normal but became a huge test of leadership, individual professional commitment and tenacity and organisational capability. Of course, the year was even more difficult for our students, especially those living in the Alfred St tower subjected to the hard lockdown.

### Thankyous

First and foremost I want to thank the entire NMLL staff for their commitment, innovation and tenacity throughout the year, particularly between April and November when NMLL was closed. The teachers were amazing and made the rapid and difficult transition from classroom based delivery to remote delivery within weeks. Significantly they improved their skills through professional development and the learning models evolved over the duration.

The community development staff pivoted from engagement and events to consultation, information provision (which was lacking early in the COVID crisis) and advocacy.

The administration team were wonderful and continually found ways to support the education and CD team. Their efforts were especially commendable as Manatosh was new in the coordination role and Hoang was new to the organisation.

I'd like to thank the Committee of Management who seamlessly transitioned from face to face governance to zoom based meetings. Throughout, the management committee were steadfast in their direction, advice and support of the organisation and me.



I'd also like to thank the team coordinators. Throughout the lock down period Loretta Asquini, Sam Navarria, Manatosh Chakma and I met on zoom once per week to plan, coordinate, problem solve and develop ways to support NMLL staff and students and the external networks. Their individual reports outline the challenges they each dealt with.

During COVID NMLL also proceeded through the VRQA RTO Re-registration audit. This audit occurs every 5 years and normally involves a 1-2 day on-site inspection. On this occasion the process switched to online, meaning all documentation, some of which was only available in hard copy, had to be provided electronically. This was particularly difficult with NMLL locked down. The development of a three year financial projection taking account of the effects of COVID was particularly arduous. I'd like to acknowledge and thank Robert Pisano, NMLL's long term accountant, for his huge effort and expertise in successfully completing the task.

A big thankyou to the hosted services who resumed at NMLL late in 2020.

It would be remiss not to acknowledge the support NMLL received from Government and funding organisations. This support took several forms. Skills First and AMEP provided additional funding, ACFE and the City of Melbourne allowed staff to be diverted from teaching to supporting students and the communities. The Scanlon Foundation, the RE Ross Trust, Victorian Multicultural Commission, Moonee Valley City Council and the City of Melbourne allowed project funding to be carried forward to 2021.

## Reflections

At this point I'm still processing the experience of 2020 and gaining insights as events cause me to consider the year from a variety of perspectives. What is clear is that COVID has provided impetus and new opportunities to address long standing issues. In no particular order I'd like to share a few insights.

**First, COVID affirmed NMLL's Strategic Plan, objectives and the underlying organising principle of external adaption and internal cohesion.**

**Second, NMLL is an organisation that is valued by the local communities.**

**Third, NMLL works with amazing, strong, resilient individuals and communities.**

**Fourth, COVID highlighted social inequalities and created a desire for a fairer society.**

**Fifth, NMLL is well positioned and has the profile and networks to instigate ambitious social change projects.**

Sixth, at the beginning of the crisis some commentators said "don't waste a good crisis." In my opinion, NMLL took the initiative and thrived. An outstanding example is the development of the Digital Inclusion strategy, developed in response to the digital exclusion experienced by many local people during the COVID lock down. A complementary development was the creation of a new suite of pre-accredited digital literacy courses. These will be progressively rolled out as funding allows.

My comments skim the surface of an eventful year. Its repercussions are still being felt at the time of writing (May 2021).

I'm proud to work at and lead an organisation that makes a positive difference to people's lives. There is much to do. I'm looking forward to working with you and the communities over the next 12 months.

*Cliff Rundle, General Manager*





# ADMINISTRATION COORDINATOR'S

## Report

This is my first report as the Administration Coordinator and the first administration team report in an NMLL Annual Report. 2020 was a very significant year for the administration team. The team went through a major change in 2020. I started in the coordinator role in February 2020 and Hoang Nguyen started as the Administration Assistant at the same time.

Our main stakeholders are culturally and linguistically diverse (CALD) communities with incredible socio-cultural backgrounds. It has been a privilege to work with amazing staff, volunteers, teachers and students who bring a lot of expertise and experience in everyday life. The best part of our job is to combine our experience and expertise and assist the people in need in terms of learning English, engaging them into the community and the workforce, and supporting their social wellbeing.

### COVID impact and the administration team's adaption to working off-site

We started our Term 1 enrolment in mid-January and we made sure the whole process was done smoothly, along with flawless data reporting. Before the lockdown and pandemic hit Melbourne we were covering front reception queries, handling numerous phone calls and collaborating with our CALD community on a regular basis. Once the lockdown started we had to change the mode of providing support and services from face to face to remote online access.

Melbourne, Victoria was in stage 4 lockdown for most of the school period in 2020. COVID- 19 has required our teachers, students and administration to immediately adapt to a new way of learning and operating. In a matter of days, we created and implemented remote delivery alternatives to the conventional model of teaching in the classroom. We encountered numerous problems and challenges which impacted the adaptation of new modes of teaching and learning, but the fact that it was even possible, and successful, is a significant achievement in itself.

Online based remote learning is a fairly new concept to NMLL and comes with considerable challenges, including 'reduced' engagement between teacher and student, social isolation and the difficulty of supporting students' wellbeing. Different levels of access to the internet and devices suitable to facilitate learning were also immense challenges.

Instructions, support and training were provided by the administration team to the teachers and the students about accessing technology tools such as laptops, zoom subscriptions, video conferencing and virtual assessments. Physical copies of the learning modules were sent to all the students via post. It was very challenging to organise printing and posting materials to the students. The Education and Compliance Coordinator and all the teachers played a vital role to make it possible.

Working from home, as an administration coordinator also has its own challenges. We had our weekly staff meeting via Zoom Video conferencing. All the official calls were diverted to a mobile number handled by me. I have been a direct contact for all the primary enquiries from teachers, students and other stakeholders. We also had to cancel all the events for community development that were designed and planned earlier in 2020. Our priority was to keep the students and the community safe and sound in this global pandemic.

We are still unsure of the future as it seems the pandemic is not going to end anytime soon. However, the pandemic helped us to understand and adopt a new way of living, made us more patient and compassionate and introduced many alternative ways to keep our community safe together. If any more lockdowns happen we are definitely more experienced now and prepared to face them with our available resources.

Despite the challenges we faced during the lockdown, students' online class participation was surprisingly good. At the beginning, students were reluctant to join digital classes because of their lack of digital skills. Most of our students now are comfortable with email, zoom and other online learning platforms. We also provided iPads and laptops to students who did not have digital devices to attend classes. The withdrawal number was next to zero despite the issues we had to face. Reasons for withdrawal were mainly sickness, not having childcare, and schools were closed during the pandemic. We had very few new enrolments which was very normal at that time.

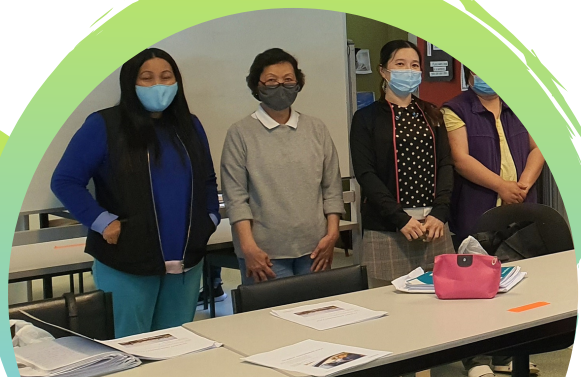
## Acknowledgement

Carlo Carabella, NMLL's ITC contractor, played a vital role to make our online classes and working from home possible.

I would like to acknowledge and appreciate all the support I had from Hoang during the lockdown. Her expertise in administration made it easier for me to manage all the administration duties off-site.

Finally, many thanks to the NMLL manager Cliff, education, CD staff, finance, and all the students and community members for their help and support in 2020.

*Manatosh Chakma, Administration Coordinator*





# COMMUNITY DEVELOPMENT

## Report

No doubt 2020 was a very challenging year for everyone! The success of NMLL's Community Development (CD) programs and activities has historically relied on face-to-face interactions with our communities. When it became clear in mid-March that community events and activities couldn't be delivered in the ways of previous years the CD team quickly changed focus to prioritise communications, support and advocacy for our students, community development participants and our local communities.

On a regular basis, NMLL distributed information about COVID, services and community activities to our communities and students. NMLL did this through:

Establishment of a **community information board**, where NMLL posted the latest information about COVID and COVID restrictions for our communities. This was specifically to ensure that our students and communities who were not digitally connected could come to the NMLL windows and read the most up-to-date information about COVID and community services, events and activities.

Regular Facebook postings. NMLL invited students and our community to keep-up-to date with COVID information by following our Facebook page. We know that those students and community members who followed our Facebook page were key in passing information to their community networks.

### Key learnings, activities and advocacy campaigns during 2020

#### Digital Exclusion

It was clear right from the beginning, that our students and communities faced a range of challenges because of COVID and COVID lockdowns. One challenge was poor access to digital technologies (devices and internet) and varied digital literacy skills. We can say that the majority of the people we worked with were **digitally excluded**. Those who did access the internet did so through their mobile phones. Mobile phone only access to the internet was problematic because the mobile data is more expensive than broadband data, the difficulties associated with accessing websites and using online platforms through a mobile phone.



Throughout 2020 (and this work continues in 2021), NMLL advocated for access to **free Wi-Fi for public housing residents** and **access to data and devices for adult learners** learning remotely. Although digital resources for primary and secondary school students were “quickly” activated and distributed, adult learners were not supported to help them to continue with their remote and online learning. This issue was never resolved during the height of the pandemic and continues without resolution.

**Digital Inclusion (DI) Action taken** (and continuing) by NMLL includes:

- Active member of CADI (Community Agencies for Digital Inclusion) group. CADI is a DI advocacy group, comprising community organisations concerned with **digital inequality** experienced within our communities. CADI’s first priority is to advocate for **free Wi-Fi for public housing residents**.
- Submitted several funding applications to purchase laptops to loan to students enrolled at NMLL (this work continues in 2021). By the end of 2020, NMLL received funding to purchase **50 laptops needed for NMLL learners**.
- Integrating **digital literacy** classes for all NMLL EAL (English as an Additional Language), pre-accredited and community development courses (this continues in 2021).
- Securing funds to pilot NMLL’s **Tech Connect digital drop-in program**. In 2021, this pilot program will provide free internet access to participants, loan of devices, access to a quiet space for work and learning, and to support the community to build upon their digital skills.
- Secured a Melbourne University Community Fellowship to undertake research in 2021 on the impact of **digital exclusion** as a result of COVID for NMLL learners and community development participants.

## Communications – first language and multi-modal

Throughout 2020, NMLL staff vigorously advocated to government and government representatives for timely multilingual resources and communications about COVID in a range of mediums (such as audio and film) to take into account the inequitable access to digital technology and literacy challenges (literacy in English and first language literacy).

## Communications – advocacy

Relevant actions include:

- Contact with the Victorian Multicultural Commission (VMC) Chair Vivienne Nguyen and staff about the **gaps in COVID information for the multicultural communities**. Advocating for information to be provided in a range of community languages, including Arabic, Amharic, Chinese, Oromo, Somali and Tigrinya.
- Representation of community issues through the **Regional Advisory Committee (RAC)** of the VMC.
- Participation in the **North Melbourne and Flemington Towers Working Group** that met online twice a week until December 2020 in response to community concerns directly related to the hard lockdown.
- Representation of community issues to the **local elected representatives** – Adam Bandt (Federal) and Ellen Sandell (State) and Cesar Melham (State Parliamentary secretary for Education).
- Development of **Plain Language Information** about COVID and COVID restrictions where translated materials were not available or there was a delay in information being provided in a timely manner.

## Supported North Melbourne and Flemington Public Housing Residents during and after the hard lockdown

The community development team led NMLL’s response in support of residents of the North Melbourne and Flemington Estates during and after the hard lockdown. Within days of the hard lockdown, NMLL created the “**Friends of NMLL**” **WhatsApp group** as a communication and information exchange mechanism for our learners and community contacts subjected to the hard lockdown.





As a result of the **“Friends of NMLL” WhatsApp group** NMLL was able to support and advocate for residents in the following ways:

- Provide a mechanism for mutual support and sharing of information
- Provide follow-up support for those in need of material aid
- Made follow-up calls to the public housing tenants hotline number on behalf of residents
- Advocated for urgent medications for residents during hard lockdown
- Referred residents to legal support
- Advocated for resident concerns to Public Housing Towers Working Group meetings and elected community representatives
- Promoted a range of services, community meeting and employment opportunities.

NMLL still operates the **“Friends of NMLL” WhatsApp Group** where community members provide mutual support for each other, and exchange information about community events, activities and services. NMLL continues to regularly post to this group regarding services, events, employment opportunities and community activities.

In addition to this group and individual advocacy support:

- NMLL compiled messages of support and solidarity to residents through the **Lockdown Video Project**. Messages of care and solidarity were sent to public housing residents through the **“Friends of NMLL” WhatsApp Group** and **NMLL Facebook** page
- NMLL made a submission to the Victorian Ombudsman about the **Victorian Public Housing Lockdown** compiled from feedback and interactions from residents who were subject to the hard lockdown.

The following were the main themes and issues identified through direct experience of NMLL staff: Lack of engagement of social services, local community groups, networks and community leaders before, during and immediately after lock down:

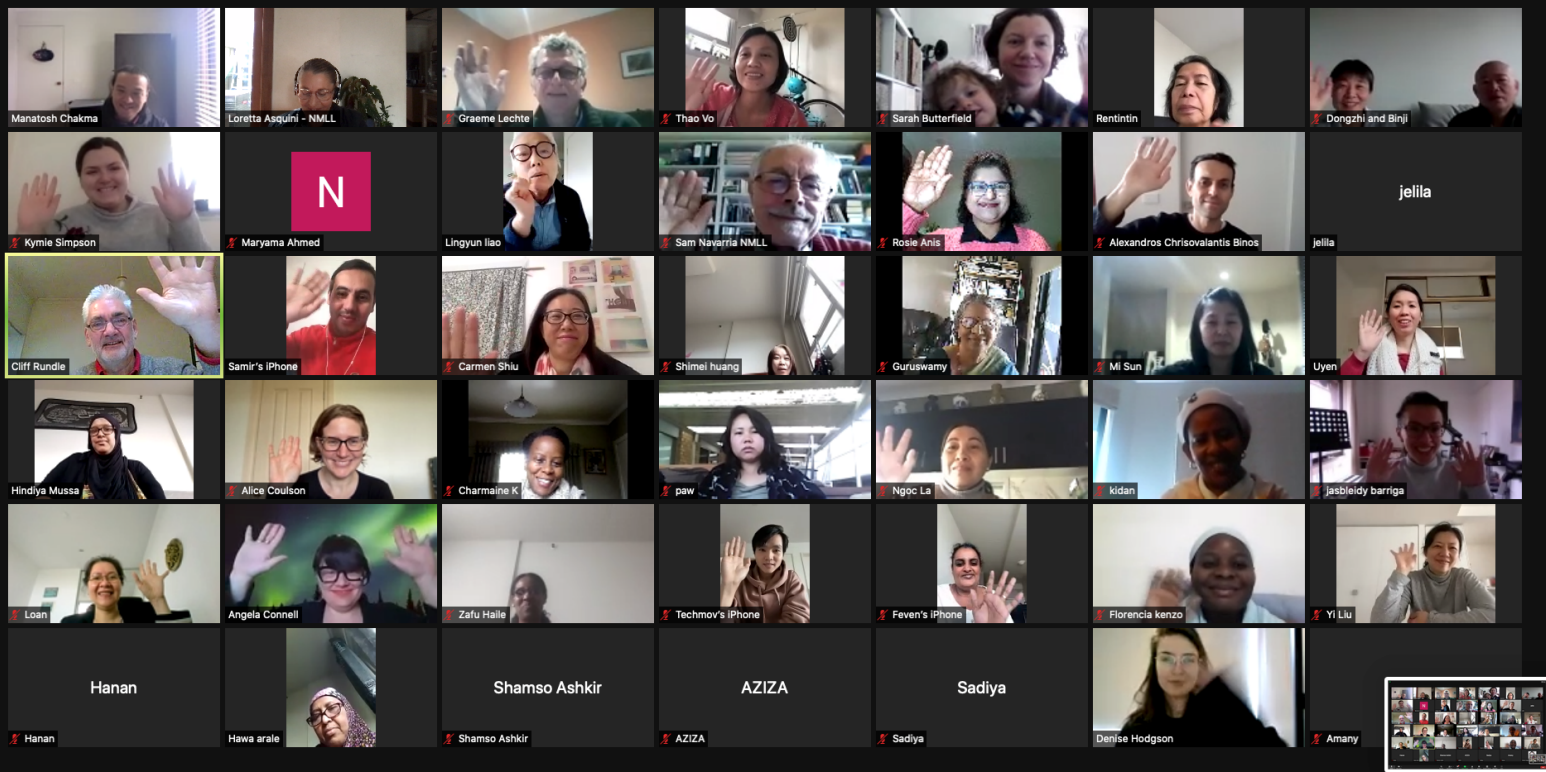
- Essential services and supports delayed for residents – including: food, medical, access to communication tools and devices, appropriate and timely communications with residents, access to fresh air and exercise and access to PPE
- Problems with the 1800 number for public housing tenants – lack of responsiveness and no way of tracking the progress of requests made
- Lack of decision-making and service provision transparency during and post hard lockdown.

## Learnings from COVID

The many voices of public housing residents and multicultural communities came through loud and clear as a result of the hard lockdowns. To borrow a phrase from the disability movement “not about us (for us) without us” captures the sentiment and the lessons that need to be (and hopefully have been) learned by government, government departments and service providers.

**Public housing residents made it clear that when it comes to issues that affect them they need to be part of the decision-making and solution identification process.**





A range of priority issues were identified during COVID, the hard lockdowns and post-COVID lockdowns – these include:

- The need for ONGOING resident representation and voices to be heard on a range of important issues and policy directions (especially those that impact on them)
- Employment
- Education
- Mental Health
- Digital Inclusion (or more accurately Digital Exclusion)
- Public health concerns relating to cleaning and overcrowding in the public housing towers.

The need to continue to **prioritise, develop and foster relationships** with our communities. Although NMLL has and continues to have good connections with our students and program participants it is clear that NMLL needs to build stronger and broader relationships and connections with local communities and community leaders or representatives.

Reflecting these concerns, 2021 priorities for the community development team include:

- Refinement of the principles and practices of NMLL's community development model
- Developing models and processes for communities' voice and representation
- The development of projects and services embracing the above
- Building stronger and broader relationships and connections with local communities and community leaders or representatives.

*Loretta Asquini,  
Community Development Coordinator*

# EDUCATION AND COMPLIANCE

## Report

Every year presents its unique challenges and opportunities. Significantly, 2020 was no exception, and the education team delivered the programs with passion and innovation. 2020 will be remembered as the year of Covid-19, a pandemic that has had a destructive impact the world over, and continues to test nations in their social, economic and political activity and, for NMLL and education providers large and small, in the delivery of vocational education and training.

For NMLL, 2020 began with a focus on digital literacy and its prominence in the English as an Additional Language (EAL) curriculum. Developing digital skills to support learning English and enhance further study and employment prospects has been a feature of NMLL programs for some time. What was a significant step forward compared to the previous year was the integration of the teaching of digital literacy with the EAL courses and certificates. **The goal is clear: the intrinsic connection between learning English and becoming digitally competent is essential for participating in today's world**, both locally and globally. The integrated delivery approach is likely to be a continuing feature of NMLL programs for some time to come.

From term 2, and for the rest of 2020, due to Covid-19, teachers developed student course books which were provided to students in hard copy, and we focused our efforts to teach using online platforms. The course books were broken down into daily lessons for each week of the whole of each term's work. The printing of student course books itself was a considerable logistic task due to the fact that access to the NMLL copier was not possible because of lockdown, and so all printing had to be commissioned externally; posting too was not a straightforward task for the same reasons. These obstacles were nonetheless overcome and students continued with their studies throughout the year.

It is the focus on digital literacy due to the impact of Covid-19 that I would like to highlight. In fact **Covid-19 expedited our efforts to skill up students to use digital devices and to take advantage of whatever digital communication and learning platforms were available or accessible**. Not every student was comfortable working remotely and engaging online, but all in all the overwhelming majority of students did, and this in itself is a truly magnificent outcome. For some students who lacked digital devices, NMLL provided laptops and iPads. We cannot shy away from the fact that some students could not participate due to personal circumstances, mainly family commitments relating to caring for preschool and school age children. As we were in lockdown for most of the year, with the exception of gaps prior to the end of semester 1 and the end of semester 2 when we were able to welcome the students back to NMLL to undertake class room based assessments, the student engagement and continuity of learning and teaching are to be applauded. The results have been positive in terms of education outcomes. It is important also to acknowledge the students' own sense of comfort and appreciation when contacted by teachers. Checking on each individual student's wellbeing cannot be underestimated, and during this time it was just as important as education results.



There are tangible reasons why as a whole the program worked despite Covid-19 pressures. First and foremost was the fact that **teachers were determined to ensure that each and every student was followed up and engaged**. This involved individual contact, family support, and group tuition using WhatsApp, Zoom, Google Classroom, videos, individual mobile contact, and the student course books which, as noted above, were made available to each student. Secondly, the excellent uptake by teachers of professional development focusing on teaching online. Professional development equipped teachers with the extra tools and skills to effectively work with students. No longer was teaching digital skills the province of the digital teacher within the integrated delivery approach mentioned above, but it became the responsibility of everyone. This was a mighty effort, and evidenced in the number of groups that were using Zoom, for example, from the beginning of term 2 to those that were using it in terms 3 and 4. The staff skills development, and comfort with particular communication and teaching platforms, was remarkable. Thirdly there was a strong effort for the NMLL team to work together to support the NMLL community through this trying period which commentators have described as a once in a century event. It was important to keep track of the public housing community, which includes a number of our students, and what they were going through, through the Friends of NMLL WhatsApp group that was put together and supported by the Community Development arm of NMLL.



In the previous NMLL annual report, I noted the importance of digital literacy as a necessary condition to fully participate in society, for social inclusion in a digitally driven world. COVID-19, apart from shining the spotlight on the needs and gaps in health services and other main stream services, highlighted the importance of the digital world, and revealed what has been known for some time: requisite for digital inclusion for full participation is availability of digital devices, data, and the opportunity to develop digital skills. With this in mind, NMLL embarked on a Digital Literacy project which at the end of 2020 was almost completed. The Digital Literacy project as part of the NMLL Digital Inclusion policy work, centred on identifying the digital skills' needs of staff and students, suggesting and recommending professional development for staff, developing course and delivery plans and digital resources for various levels of digital competence. The Digital Literacy project resources will be available early in 2021 to further support the learning and education options for NMLL students, and will be shared with adult education providers. Practitioners in the not for profit adult education sector will have access to the resources developed by NMLL staff.

To conclude the year that was, the Victorian Registration and Qualifications Authority (VRQA), conducted its 5 year re-registration audit of NMLL. Re-registration is mandatory for continuing to deliver accredited programs – it is the licence to trade. The audit was massive work undertaken by administration and management, and it was pleasing to note that the auditor appointed by the VRQA stated in online audit meetings that she had experienced a 'dream audit', so good were the findings relating to policies, procedures and other aspects of NMLL's operations to satisfy the Australian Quality Training Framework's (AQTF) Essential Conditions and Standard for Continuing Registration and the VRQA's Guidelines for VET Providers. No no-compliances were found by the auditor, and this was a remarkable endorsement of NMLL's attention to the requirements of re-registration and the delivery of quality education. The official result of the re-registration audit is expected in early 2021.

**I would like to praise my fellow colleagues, both staff and volunteers, for what was a year like no other, and I am most grateful for having had the privilege of working with them to deliver a memorable program.**

*Sam Navarra, Education and Compliance Coordinator*





# THANKS AND 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 many.



Collier  
Charitable  
Fund \*







North Melbourne  
Language & Learning

[www.nmll.org.au](http://www.nmll.org.au)  
P: 03 9326 7447  
[enquiries@nmll.org.au](mailto:enquiries@nmll.org.au)

North Melbourne Language & Learning  
Ground Floor, 33 Alfred Street, North Melbourne  
Victoria, 3051



[www.facebook.com/northmelblanguagelearning](https://www.facebook.com/northmelblanguagelearning)



[www.nmll.org.au](http://www.nmll.org.au)