



2022 Annual Report

**North Melbourne
Language & Learning**







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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 Culturally and Linguistically Diverse Community recognised for enriching and empowering the lives of the people it serves.



Our Values

Compassion

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

Integrity

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

Respect

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

Perseverance

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

Diversity

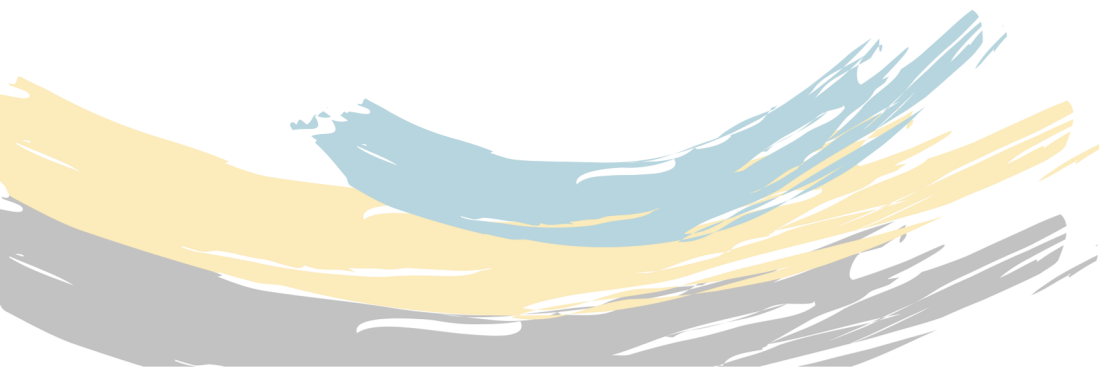
Building social cohesion by creating opportunities for inter-cultural experiences between people of all ages, gender and cultural background.

Celebration

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

Acknowledgement of Country

NMLL acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, water and community. We pay our respects to First Nations Peoples and their elders past, present and emerging.



CHAIR'S Report

As for many, the past few years have presented extraordinary challenges for NMLL and its staff, however, as Chair of the Committee of Management, it is my pleasure to report yet another successful year for North Melbourne Language and Learning (NMLL).

Our exceptional community of staff, volunteers and partners have ensured that we continue offering services that enriched and empowered the lives of all who come into contact with NMLL.

It is an understatement to say that I am extremely proud of the way NMLL's dedicated staff, led so ably by Cliff Rundle, NMLL's General Manager, have demonstrated compassion, professionalism and agility in responding to changing ways of work and service delivery. It was and is an incredible effort by everyone.

This is not to say that NMLL does not face challenges in the year ahead but I am confident that with the strong leadership of Cliff, the continued commitment of our staff and volunteers and the support of our partners and community we will continue to deliver exceptional services to everyone within our diverse and exciting community.

Thank you to the Committee of Management for their ongoing insight, dedication and support and to our funding organisations and sponsors who enable us to provide critical services to our community.

Catharine O'Grady

Committee of Management

David Lansley (Treasurer), Catherine Lander (Secretary), Catharine O'Grady (Chair)

Committee members

Abdiqadir Muhamed, Ashwini Chand, Andrew Brooks, Christopher Harding, Louise Newton



TREASURER'S *Report*

Moving out of the lockdown phase of the COVID-19 pandemic brought new challenges for NMLL and the community sector more broadly. Despite these, and the end of some COVID-19 financial assistance, NMLL was able to finish 2022 with a small surplus and healthy cash reserves. Achieving this outcome was helped significantly by the support provided by the Victorian Department of Education through its Business Continuity Grant funding, an additional Skills First support payment, assistance from the Department of Jobs, Precincts and Regions, and contractual flexibility afforded by the Adult, Community and Further Education (ACFE) Board, the City of Melbourne and the Scanlon Foundation.

The pandemic highlighted the need for NMLL to continue to be innovative and flexible with the courses and services we provided in order to generate income and meet the changing needs of our communities. Services beyond our core education program included the Homework Club, Tech Connect, working with the Jobs Victoria Employment Network to help students transition to employment, having a Reconnect case worker on site one day a week, and improving digital inclusion through access to laptop computers. With these and other services, there has been careful monitoring to assess how well they meet the requirements of our students and others in the community.

A highlight of our work in 2022 was NMLL's continued role as lead manager in the Victorian Government's Paving the Way Forward initiative. While the funding for the first phase of the program has largely finished, it has provided NMLL with valuable connections with residents, community groups, local government and service providers in the Flemington and North Melbourne public housing communities.

An unexpected feature of 2022 was the impact of the strong economy on NMLL's finances and operation. The buoyant labour market meant that a number of students were able to find employment. This was a very good outcome, although it did place pressure on enrolment numbers and thus income from training courses. It also meant that finding and retaining staff was a challenge, with longer term implications for course delivery and development.

Once again, careful management of spending through the year was important given the pressure on some of NMLL's main income streams. Recurrent spending was well contained. Spending on long-term assets focused initial work associated with the new Catch Up project, replacement of desktop computers for staff, and upgrades to the wireless network.

Importantly, the overall good financial outcome in 2022 would not have been possible without the energy, commitment and dedication of our staff, and the faith that our funding partners continued to place in the organisation. And while 2023 will continue to bring new challenges, we look forward to continuing to work together to help our students and community achieve life-changing outcomes in a still difficult time.



Income and expenditure in detail

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

For the first time, NMLL recorded both income and expenditure above \$1 million dollars. For 2022, income was \$1,167,420, which was 37 per cent above 2021. Expenditure in 2022 was \$1,166,230, also up 37 per cent on the previous year. The surplus of \$1,190 was the seventh successive operating surplus achieved by NMLL. This was a good result in light of the challenges encountered through the year.

Income was boosted by a number of one-off payments, and the income from the Paving the Way Forward program. On the expenditure side, spending on contractors and consultant costs increased significantly, but this was due to the way funding for Paving the Way Forward was accounted. As the lead organisation for the Community Engagement part of the program, NMLL was responsible for distributing funding to other organisations which were treated as contractors. Staff costs increased during the year, mainly due to higher award rates. Expenditure in other areas was tightly controlled.

NMLL again finished the year with a good cash buffer to meet possible future shocks and provide funds for the investment necessary to maintain and improve our service delivery and community development work. Net assets at the end of the year totalled \$357,440, of which \$35,490 was in long-term physical assets (including building improvements). The retained earnings of \$321,950 effectively represent the working capital required to support NMLL's ongoing operations.

Financial Report

For the year ended
31 December 2022
Summary of results

Note: Summary figures in this report are extracted from the full annual financial accounts of NMLL for the year ended 31 December 2022.

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.

	2021	2022
Income	853,657	1,167,419
Expenditure	852,395	1,166,226
Net surplus for year	1,262	1,193
Cash held at end of year	681,933	623,970
Other short-term assets	64,890	67,501
Long-term fixed assets	30,338	35,489
Total liabilities	420,912	369,518
Net assets at end year	356,249	357,442

David Lansley

GENERAL MANAGER'S *Report*

It's late April 2023, time to reflect upon all that has happened in the 2022 calendar year and capture its essence for the 2022 Annual Report. Each year I'm really surprised at what a small organisation with a dedicated staff team, a supportive governance body, working with a range of community organisations and a diverse range of local residents actually achieves. 2022 was no exception.

Overall 2022 was another year of significant achievement: the delivery of quality education programmes; co-designed community development activities; broader community engagement; the management of considerable student and staff movement, and ultimately finishing the year in the black. Each of the following reports and the above Treasurer's report details these achievements.

NMLL responded and grew to meet the challenges. As a result, it is better and more broadly engaged with local communities. **NMLL also became stronger, more resilient, more capable and a more influential advocate to decision makers.**

These achievements would be significant in an ordinary year but after two exhausting years of COVID and lockdowns I think they are remarkable.

Once again I'm exceedingly proud of what has been achieved, the result of a partnerships with communities and a huge whole-of-organisation effort.

Acknowledgements

Firstly, I'd like to acknowledge and thank the entire NMLL staff for their contributions, commitment, professionalism and good spirits throughout the year. Throughout 2020 and 2021 there was an exciting sense of unity and common purpose that drove extraordinary collective and individual efforts. This has carried over into 2022, ensuring NMLL remained a vital, valued and responsive local service.

Secondly, I'd like to thank every member of the Committee of Management (CoM) for their support and guidance. Significantly, four new members joined at the May 2022 AGM, joining four others who have been involved for many years.



Thirdly, I'd like to thank colleagues at the ACFE Board, the ACFE Board's Sector Expert Panel, ACEVic, NHVic, the INC, The River Nile Learning Centre (RNLC), and Mission Australia and Drummond Street, our PtWF consortium colleagues.

Fourthly, a big thank you to the hosted services operating from NMLL. These include the Jobs Victoria Employment Service (JVES) and the Reconnect service, The Centre for the NMLL Homework Club, The Venny for the Adventure Play activity, the Inner Melbourne Community Legal and for a period, Homes Victoria.

It would be remiss not to acknowledge the support NMLL received from Government and funding organisations: the Department of Education and Training (DET) for Skills First; Homes Victoria; Melbourne Polytechnic for AMEP; the Adult Community and Further Education (ACFE) Board for the ACFE funding; the City of Melbourne for community development funding; the Department of Fairness Families and Housing (DFFH) for Neighbourhood House funding. And for project funding, NMLL thanks The Scanlon Foundation, the City of Melbourne, Melbourne Airport, the Association of Neighbourhood Houses of Australia (ANCHA) and the Paving the Way Forward project, an initiative of DFFH.

NMLL's strategic plan has been an important organisational guide and framework over the last four years. The plan is due for review and renewal and preparatory work, since delayed, commenced in late 2022.

The strategic plan set ambitious objectives around connections; engagement and responsiveness to local communities; organisational sustainability; advocacy and partnerships, and innovations to create pathways to education and employment.

Throughout 2022, NMLL again made progress on these objectives. Arguably, winning and delivering the Paving the Way Forward (PtWF) project for North Melbourne was the most significant.

NMLL led a consortium of Mission Australia and Drummond Street to work in partnership with the DFFH PtWF team to deliver a transformational pilot project for and with residents of the North Melbourne Public Housing Estate. The project brought new resources to North Melbourne and also allowed for the recruitment and employment of four community development officers. Three were recruited, with support from the JVES, from the North Melbourne public housing estate and another from North Richmond public housing estate. After the project ended all four gained alternative employment.

It was a difficult, complex project, made more so by COVID lockdowns but in the end, clearly demonstrated NMLL's capability to meet the challenge of the strategic plan and make a significant and positive difference. More importantly, the project demonstrated the value arising from modest social investments in place-based services and communities.

Loretta Asquini took on the key operational role and did an outstanding job delivering the project objectives and building relationships with local communities. Many thanks Loretta.



Transitions

A lot of NMLL's work is about transitions but here I refer to staff transitions.

Firstly, Sam Navarra who worked as the education coordinator for nearly six years. Sam managed a difficult job very well and supported many students' transition to further education. Sam established NMLL's excellent AMEP program. He was also a mentor to new, younger staff. His experience, knowledge and understanding are missed.

Secondly, Manatosh Chakma. As outlined in the Administration Coordinator's report, Manatosh made a significant contribution throughout his period of work in the administration team. Manatosh commenced as a volunteer, became employed as the administration assistant then as the administration coordinator, studied, became a father, took a mortgage and was snapped up by a school near his home. Along the way he mentored his successor. Manatosh is an inspiration to others.

I'd also like to thank the following staff for their various contributions during 2022: Constance de Silva, Angela Connell, Claudia Gonzalez Diaz, Sarah Butterfield, Wei (Nicole) Li, Tania Daniels and Appexa Zhao.

A great deal was achieved in 2022. Many challenges and opportunities are ahead of us. I'm confident NMLL can continue to make a difference in its own right, in collaboration with other organisations and, most importantly, with local communities.

It is a privilege to lead an organisation that makes positive contributions to improve local people's lives.

Cliff Rundle



COMMUNITY DEVELOPMENT COORDINATOR'S *Report*

The first half of 2022 presented many challenges for the Community Development (CD) team's work, as COVID was still prevalent and impacted our ability to engage with communities and deliver programs. Initially, a hybrid delivery of smaller face-to-face and online activities continued to influence the work of the CD team. Whenever the weather allowed, the CD team planned smaller community events using the outdoor spaces on the housing estate. This way of working gave our team inspiration and motivation to improve the outdoor space immediately surrounding the NMLL centre and this has become as an ongoing focal point of our work.

The following summarises the CD team highlights for 2022.

Paving the Way Forward (PtWF) – North Melbourne Community Partner

NMLL – in partnership with Drummond Street Services and Mission Australia – were successful in winning a contract as the North Melbourne PtWF Community Partner.

PtWF was a 12-month pilot program to support communities residing at the North Melbourne public housing estate to recover and rebuild from the COVID-19 health emergency and deliver housing services that better met the needs of residents. Secondly, it was to test new ways of working with residents, local government and delivery partners, where residents were involved in the decisions that impacted them.

As the **consortium lead**, NMLL collaborated with DFFH to provide engagement opportunities in the planning, development and delivery of the PtWF initiative. Activities included:

- Clean-up Australia Day
- Harmony Day
- Tai Chi on the lawn area
- Pampas St Board Games sessions (this led to the Neighbourhood Networking initiative)
- Services Fair
- Parents Playgroup (this continues in 2023)
- Submissions and presentations to the City of Melbourne Council meeting on 14 June
- Meetings with City of Melbourne Lord Mayor, Councillors and council staff
- Establishment and support of the Resident Led Organisation (RLO) Working Group (which is ongoing)
- Planning and consultations contributing to the North Melbourne Local Area Plan which lead to additional services being funded and provides a framework for longer-term resource allocation
- Participating in a review of employment support services operating in North Melbourne.

PtWF Community Partner work was highly successful and amongst other things produced deeper connections between NMLL and many people living on the North Melbourne public housing estate.

Integrate

Due to COVID, the Integrate project pivoted from a culinary-based program supporting local cooks to gain industry recognised qualifications, to providing wrap-around support for community members in the post-COVID era. Our thanks to the Scanlon Foundation, the funding organisation, for approving the change.

Integrate has two foci: the weekly Neighbourhood Networking program, and the provision of individual support by connecting participants to relevant local services. The support addresses local needs including housing assistance - both homelessness and housing transfers within the public and social housing systems - employment, welfare, education pathways, navigating in-home aged care services, referral to family violence services and mental health referrals.

Neighbourhood Networking

Neighbourhood Networking (NN) was piloted in May-June 2022 in response to feedback from community consultations for Integrate and PtWF. Women in particular expressed concerns about the difficulty making connections and feeling socially isolated as a result of COVID. The pilot was so successful that NN continues to be a feature of NMLL community development activities into 2023.

Neighbourhood Networking runs weekly during school terms for residents to gather, try new activities and socialise with each other. Local services were also invited to promote their services, provide information, establish connections, encourage awareness of issues and causes, and services' availability. The City of Melbourne Libraries and Cohealth were regular attendees.

City of Melbourne Libraries attended weekly, strengthening relationships with community members through conversation, games and digital literacy activities in addition to promoting library programs and memberships to participants.

Representatives from Cohealth engaged with participants through conversation and encouraging the use of their services like physiotherapy and the free dental van.

Carers Victoria's visit was hugely successful in identifying carers amongst community members, which led to a number of these carers receiving formal support for what they do.

In addition to providing access to local services, participants have enjoyed bonding over activities, particularly mahjong (a Chinese, strategy-based tile game), cooking, exercise, celebrations, crochet and knitting. Our end of term party in June which also celebrated the Harvest Moon Festival was an exciting hit, with students and community members coming together to provide a multicultural pot luck lunch to remember. Many of these activities have been successful in encouraging socialising outside of established cultural or friendship circles.

MelVan – City of Melbourne Library Services

The CD team have strengthened the relationship with City of Melbourne Libraries, who now attend the weekly Neighbourhood Networking sessions. MelVan staff also have supported other NMLL sponsored events, providing information and access to library membership and services, games and digital literacy activities, and when required, their fairy floss machine to engage with families.

VicRoads

Community consultations identified that the lack of a driving license significantly restricted employment opportunities and limited individual freedom to engage. The cost of driving lessons was also identified as a significant barrier for low-income and single-income households.

In response, NMLL sought and was granted funding to run VicRoads Road Safety Program in December to provide community members with access to free driving lessons.

This program involved six compulsory theory-based driving lessons delivered over two days, and three free driving lessons with Drivers Education and Training School. Participants found the theory-based sessions extremely useful. Participants appreciated visits from driving instructors Carol and Gino, and Fay, a community lawyer who presented on law enforcement related to driving.



As a result of this program, two participants gained their full licence, two passed their learner permit tests, and five more are working toward receiving their full license.

This project addressed a missing piece from NMLL's Pathway to Employment and Education strategy. Unfortunately, the program is underfunded, however NMLL will consider reapplication in a future round.

Gathering@33 and Catch-up initiatives

Successful capital works submission to the Victorian Government's Living Local Grant for NMLL's fund the Gathering@33 and Catch-up initiatives. These aim to improve the outdoor space around NMLL so it is accessible and useable all year round.

The works reflect needs identified through community consultation and include enclosing the open "shed" area with clear outdoor café blinds, two sheds to support our gardeners and for additional storage, more fixed and portable tables and chairs, drinking fountain, and electrical works to enable external power, lighting and heating. The majority of the capital works will be completed in the first half of 2023.

Digital Inclusion

The digital divide is a form of social inequality which became very apparent during the COVID lockdowns. In response, NMLL developed its Digital Inclusion Strategy.

The strategy seeks improved digital technology access for NMLL students, public housing residents and other digitally excluded community members. A key activity has included participation in the Community Agencies for Digital Inclusion (CADI) network. CADI has focused on advocating for improved digital access for public housing residents including:

- Supporting Ellen Sandell (local MP) with a budget bid for low-cost wi-fi plans for public housing residents
- Supporting Australian Communications Consumer Action Network (ACCAN) advocacy initiatives
- Supporting advocacy to state and federal members of parliament including meetings with the former Federal Communications Minister's Office and the former Victorian Minister for Housing
- Preparing and distributing digital exclusion case studies to advocate to decision makers and supportive peak bodies.



Tech Connect

Tech Connect was the dominant onsite component of the Digital Inclusion Strategy. In essence, Tech Connect was about NMLL becoming an IT hub for local residents. This took the form of an after-hours service providing free access to work space, wi-fi, computers, printing services and expert advice from IT specialist and NMLL staff member, Awil Hussein.

Later in the year, NMLL partnered with the City of Melbourne to offer a second Tech Connect session for over 55's as part of their Aging Well program.

Unfortunately, Tech Connect was underutilised and the supporting funding finished at the end of 2022. However, digital inclusion remains an organisational priority and other components of Digital Inclusion Strategy will continue.

Communities Reconnecting

NMLL received funding from the City of Melbourne to run a series of excursions and incursions to facilitate reconnection amongst community members during the COVID recovery period. These excursions included two zoo visits, a visit to Melbourne Aquarium, a cooking demonstration with Cultivating Communities, an Indigenous Welcome to Country incursion, and our popular annual cherry picking event to Wandin East.

These excursions facilitate deeper level engagement with community members and support COVID-recovery activities. In addition to the sheer joy of participating in these fun excursions, community members took the opportunity to reconnect with friends and neighbours and develop stronger social networks. This program demonstrated that further work is needed to engage isolated community members who remain nervous about re-engaging with their friends and neighbours.



Volunteers

NMLL's volunteer program was challenged by the impacts of COVID in 2022, as existing volunteers experienced their own health issues and, in some cases, were caring for vulnerable friends or family members. As a result, 2022 started with a new cohort of volunteers who were keen to jump in and contribute.

2022 began with eight new volunteers who contributed to classroom support, administration and community development. The CD volunteers supported a number of activities, including the weekly Neighbourhood Networking and gardening programs, our hybrid Living Traditions events and our annual cherry picking excursion. The classroom support volunteers provided individual and group support in the classroom under the teachers' direction. The administration volunteers assisted the administration team with a range of activities including post COVID organising, restocking and a massive clean-up.

The benefits for our volunteers have been significant, with volunteers gaining relevant industry experience in pursuit of employment, and incredibly valuable life-learning that comes from working with diverse communities.

Loretta Asquini



ADMINISTRATION COORDINATOR'S *Report*

Another remarkable year passed, and it is time for the NMLL Annual Report. The year 2022 saw a lot of memorable events as well as changes to NMLL. Although this is the third Administration team report, it is my first time preparing the report as Administration Coordinator.

All COVID-19 restrictions were gradually lifted, allowing students to come back to face-to-face classes without any concerns and NMLL's popular events to be resumed onsite. We were pleased to see more students enrol in courses delivered by NMLL and residents living in North Melbourne engage in social events organised by the Community Development (CD) team. In this year, we welcomed new staff to NMLL and said farewell to some staff who had made a huge contribution to NMLL for years, including Manatosh Chakma, the former Administration Coordinator.

I was promoted to Administration Coordinator after Manatosh resigned from his position to start a new chapter of his career. Manatosh's outstanding achievement is such a great inspiration to a lot of people like him, who have migrated to Australia and made their best effort to settle their lives here. He started as AMEP (Adult Migrant English Program) student at NMLL right after moving to Australia in early 2017 and was a volunteer in the Community Learning Champions program run by the CD team at the same time.

He was employed by NMLL as an Administration Assistant in mid-2017 and became Administration Coordinator in February 2020.

With his expertise, he led the administration team to give the best support to the General Manager, NMLL staff and students during the tough years from 2020 to 2022 when the pandemic occurred and had severe impacts on normal activities of NMLL. After five years with NMLL, he decided to challenge himself in a new role at a secondary college. Thank you, Manatosh, your inspiring story will continuously be told to NMLL students.

Despite the staff changes, [the Administration team continues operate at a high level in collaboration with the Education and CD teams to run the existing activities as well as deliver the new ones.](#)



Broadened range of activities

Accredited courses under Skills First and AMEP funding, namely EAL (English as Additional Language) at different levels, were the main programs offered at NMLL. In the first half of the year, we still needed to use facilities at West Melbourne Baptist Church and Community Centre, and North Melbourne Community Centre due to the limited access to the community room at 33 Alfred Street. However, from semester 2 onwards, all classes were brought back to NMLL, making it more convenient for students to go to school.

Pre-accredited courses, normally known as ACFE courses, including General English and Digital Literacy classes, were run at both NMLL and River Nile Learning Centre (RNLC). During the year, NMLL successfully delivered new short courses such as online English and Digital Literacy for senior Mandarin speakers, Introduction to Healthcare for Women at RNLC, Introduction to iPad at Emerald Hill Library (City of Port Phillip) and Horticulture at Launch Housing.

The famous cherry picking end-of-year excursion was held by the CD team with the participation of about 100 people. Unlike last year when the excursion was for NMLL staff and students only, this year it was opened to not only NMLL students but also local residents. Everyone felt excited and enjoyed the trip.

After hour use and hosted services

Some popular existing services were hosted weekly at NMLL, namely Jobs Victoria Employment Service (JVES) on Mondays and Thursdays, and RECONNECT on Tuesdays. Those services supported eligible people seeking jobs by helping them prepare their CVs and introducing suitable job opportunities. A new service run by Homes Victoria on Wednesday afternoons assisted local residents with public housing issues such as applications, house maintenance requests, cleaning and concerns about the grounds.

Another new service for community members hosted and delivered by NMLL was PSB3 (Power Saving Bonus, third round) that helped Victorian households claim \$250 for their electricity bills.

The Homework Club organised by The Centre was still loved by a lot of parents and children. It saw a dramatic increase in the number of participants. This service was run every Wednesday afternoon from 4pm – 5.30pm for grades 5 – 9 students.

At the same time, children could also take part in the Venny's mobile playground with a lot of fun activities, including a bike riding program, operating in the grassed area in front of NMLL.

In terms of IT services, the laptop loan scheme remained open to NMLL staff and students, allowing them to borrow a laptop with or without fee (eligibility applied) and return at the end of school year. In cooperation with the City of Melbourne and Lively, NMLL introduced Tech Connect on Wednesdays with afternoon (3.30pm – 6.30pm) and evening (6.30pm – 8.30pm) sessions. Participants could access free wi-fi, free laptops and free expert IT assistance.

Acknowledgment

I would like to take this opportunity to say thank you to Furdus Suliman, our new Administration Assistant, for her great effort to quickly adapt to the new workplace and give the best support to myself in particular and NMLL staff and students in general. I also acknowledge and highly appreciate the help and support all the time from the NMLL General Manager, Education Coordinator and teaching staff, CD staff, IT, finance and all students and community members. Together we overcame a year full of challenges and changes. I look forward to working with all of you in 2023.

Hoang Nguyen

At the time of writing the Education Coordinator position was vacant. This report was prepared by the NMLL General Manager.

Every year presents its unique challenges and opportunities. 2022 saw the gradual return by students to classroom-based delivery from the remote delivery offered during the COVID lockdowns.

The COVID lockdowns were a significant challenge. The end of the lockdowns and restrictions brought new challenges to education delivery. Students interrupted their study for long periods to visit family overseas and /or accept employment. For individuals these were welcome and pleasing developments.

From a business, organisational and educational delivery perspective these developments were very disruptive and posed significant challenges to business viability. For teachers, it was difficult to continually welcome new students into ongoing classes. This pattern was repeated across Victoria, weakening the sector.

Thankfully, the Victorian Government responded to the concerns by extending business support and relaxing some contractual requirements. As a result, NMLL finished the year with a modest surplus.

Despite these challenges, the 2022 RTO survey results were very pleasing. NMLL's performance in almost all relevant categories was above the state average. **The results are a testament to NMLL's teaching and support staff. The report can be viewed from the Quality Indicators section of the NMLL website.**

As advised in previous reports, the **connection between learning English and becoming digitally competent is essential for participating in today's world**, both locally and globally. NMLL's Digital Inclusion Strategy has several components, each contributing to this intent. One is the Tech Connect service which provides for after-hours access to space, free wi-fi, laptop for on-site use and expert assistance. Several students made use of the service.

A second component is the availability of a laptop computer loan for enrolled EAL students. Several students made use of this service throughout year.

The Education team also launched several new initiatives in response to expressed needs. These include:

- Training in Compass: Compass is an internet-based tool used by many schools for internal communications and also for external communication with parents, including notices of meetings, excursions and the like. Parents are also expected to use Compass to report their children's absences

NMLL delivered training for parents of the Debney Meadows Primary School who did not understand how to use the system or have an internet-enabled device:

- Horticulture: NMLL delivered a horticulture course for men living in Launch Housing's CBD facility
- NMLL delivered an introductory iPad course for itinerant people using the South Melbourne Library
- NMLL delivered Mandarin/English conversation courses for elderly local residents. A Mandarin/English based digital literacy course was a spin off.

NMLL also delivered English and Digital Literacy classes at the River Nile Learning Centre's women's program. Delivery at the West Melbourne Community Centre also continued during semester one. Attempts to establish an AMEP program at this site were unfortunately unsuccessful.

In June 2022, Sam Navarria retired from the Education Coordinator role.

As reported elsewhere, Sam made a major contribution across all NMLL's activities. In the Education portfolio he instigated and drove the focus on adult learning practices, the integration of digital literacy and English, the AMEP program, significant RTO compliance improvements, the development of many pre-accredited courses addressing expressed local needs and the student teacher placement program.

Constance de Silva was recruited into the Education Coordinator role in June 2022 but resigned in January 2023.

Cliff Rundle





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.





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