



ALAMEIN NEIGHBOURHOOD & LEARNING CENTRE INC.

Learn Laugh Live

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2018

ANNUAL REPORT

ABN 14634 097 750

Incorporation No. A 1801D



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PRESIDENT'S FOREWORD

It's been another exciting and busy year at ANLC.

For me it is a privilege to be alongside those who really are working hard to make a difference. ANLC's strategic objectives are to further community participation, lifelong learning and sustainability. These objectives guide our initiatives and effort. Our ANLC Values of respect for others, trust and honesty and diligence guide our behaviour as we work to achieve these objectives. I believe that a high performing organisation contributes its best to the community when it places as much emphasis on the what (objectives) as the how (values).

This year, I've really noticed how often I've seen or heard about our strategic objectives and ANLC Values in action. This balance has often been struck through the partnerships we form with other organisations so that we can deliver on our objectives.

Two partnerships that we have strengthened a great deal this year are with the Craig Family Centre and Ashburton Community Centre. Under the banner of the Sustaining Ashburton Project we held sustainable living and community connection classes and activities across the three Centres. Together we have supported and promoted the collective classes and activities through each other's venues with the goal of collaborating to offer a broader range of opportunities for our community. Whilst the three Centres have always worked together on occasion, this year the Sustaining Ashburton Project (funded by a City of Boroondara Community Strengthening grant) as well as a renewed commitment to collaboration from Centre Managers has resulted in a much stronger partnerships and shared Centre and community benefits. Future collaboration will focus on potentially sharing resources and activities such as marketing and continued cross collaboration with classes and activities at respective centres.

Other initiatives which I believe strongly demonstrate our Values and objectives include:

- gaining new ACFE funding to deliver financial literacy training for women - particularly those escaping family violence. This training will be delivered at Camcare and further the work already underway through our joint Family Learning Partnership
- a variety of community functions and services including 3MBS music days, the expansion of our Men's Shed hours and the very successful Scarecrow Day which was the result of an internal collaboration between community programs and the Family Learning Partnership. More than 100 people attended this Day and they were all busy making scarecrows, lanterns and stencils, and bike powered smoothies. The Day was topped off with a scavenger hunt for the children and a BBQ.

Finally, I would like to make a special mention of our funding organisations, including the Victorian Government and City of Boroondara, and our dedicated volunteers. We are so grateful for the support

of these organisations and people. In 2018, approximately 4000 hours of volunteer work was contributed to ANLC and our community through:

Classroom support Administration support – including stewardship of the Tiny Library

Gardeners – front yard and in our community garden Housekeeping

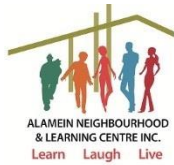
Men’s Shed Committee of Management Events such as community lunches.

Many of our volunteers of course also spread the word and support ANLC by promoting our classes and activities amongst their own networks.

So in conclusion, thank you to the many organisations and people who have made a difference in our community.

Leanne Lawrence

President



AGENDA

2018 Annual General Meeting
Alamein Neighbourhood & Learning Centre Inc
Tuesday 9th April 2019

1. Welcome / Apologies
2. Confirmation of minutes of the previous AGM
3. Business arising from the minutes
4. President's and Manager's report
5. Treasurer's report and presentation of audited financial statement
6. Appointment of the Auditor
7. Election of Committee of Management Members
8. Guest speakers: Fiona Brown and Kate McClure from the City of Boroondara

Meeting close



Alamein Neighbourhood & Learning Centre Inc.

Annual General Meeting 2017

Minutes of Tuesday 17th April 2017

1. Welcome and apologies

Leanne Lawrence, ANLC President, opened the 41st Annual General Meeting on Tuesday 17 April 2017 at 4pm and acknowledged the traditional owners of the land.

Leanne Lawrence welcomed all present.

Present: Graham Watt MP, Cr Garry Thompson, Alana Smith (City of Boroondara), Carol Berger (Power NH), Carol Mayell, Cate Doolan (AAC Public Tenants' Group), David Cooke (Camcare), David Towl (Access Health and Community), Edward Toh, Gillian Cohen (Surrey Hills NC), Jai Lim, Janet Shortal (City of Boroondara), Jill Hitchcock, Karen Ward-Smith, Kate McClure (City of Boroondara), Leanne Lawrence, Margaret Smith, Mark Zentgraf (SAAS), Natalie Rabey (AAC Public Tenants' Group), Pat Griffith, Peter Ferguson, Sally Holdsworth, Shima Ibuki (Surrey Hills NH), Stephanie Raper, Sue Braint, Theresa Bonasera, Tony Crawford, Tony Falkingham (City of Boroondara), Tuncay Bekler, Emily Ward-Smith.

Apologies: Mayor of City of Boroondara, Cr Jim Park, Carolyn McLean and Dr Helen Molnar, Ria Mountford (City of Boroondara), Janet Hills, Isabel Ho, Sandii Ingham, Peter Miller, John Somerville, Ruth Cruttendon, Linda Trikarso, Marion Baker (Waverley Garden Club), Jenny Fuge, Mary Liston (Bowen Street Community Centre), Larissa De Silva (Commonwealth Home Support Program, Nikki Maddern (NIECH Networker), Mim Markovic, Rebecca Verratti, Anjanette Barret, Joe Battista, Lara Rutherford

Minutes of the 2016 AGM

That the minutes of the 2016 AGM as circulated be accepted as a true record of the meeting.

Moved: Pat Griffith.

Seconded:

Sally Holdsworth

Carried

2. Business Arising from the minutes:

Nil

3. Guest Speaker: Alana Smith, Team Leader - Volunteer Support and Development City of Boroondara.

Alana spoke about volunteering in the City of Boroondara, which has a very high rate of participation in volunteering activities. She mentioned the benefits of volunteering and the many opportunities available to volunteers in neighbourhood houses. Alana outlined the role of the Boroondara Volunteer Resource Centre in attracting volunteers for organisations

throughout Boroondara, as well as the provision of training and support to volunteer managers.

Pat Griffith thanked Alana for her most informative presentation and presented her with a small gift.

4. President's and Manager's Report

Leanne Lawrence and Jill Hitchcock spoke briefly to the President's and Manager's Report and thanked all staff, volunteers and Committee of Management for their work throughout 2017.

That the 2017 President's and Manager's Report be accepted.

Moved: Pat Griffith Seconded: Sally Holdsworth Carried

5. Treasurer's Report including the Financial Statement for 2017

Karen Ward-Smith spoke to the Treasurer's Report. ANLC recorded a surplus for the year of \$1,028 (2016: \$4,255).

That the 2017 Treasurer's Report be accepted.

Moved: Leanne Lawrence Seconded: Sally Holdsworth Carried

6. Appointment of the Auditor

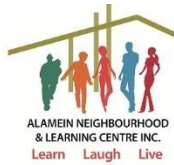
That JL Collyer and Partners be appointed Auditor for 2018.

Moved: Karen Ward-Smith Seconded: Leanne Lawrence Carried

7. Election of Committee Members

There were five vacancies on the Committee. Nominations were received from Leanne Lawrence and Peter Ferguson. As there were fewer nominations than positions available, it was declared that Leanne Lawrence and Peter Ferguson were duly elected to the Committee of Management.

There being no further business, the meeting closed at 4.40pm.



Alamein Neighbourhood and Learning Centre Inc. Teams

Committee of Management

President	Leanne Lawrence
Vice President	Sally Holdsworth
Minute Secretary	Pat Griffith
Acting Treasurer	Karen Ward-Smith
Secretary	Jill Hitchcock
Committee	Jai Lim Janet Hills Peter Ferguson

Staff

Manager	Jill Hitchcock
Further Education Coordinator	Sandii Ingham
CHSP Coordinator	Margaret Smith
Men's Shed Facilitator	Stuart Milligan
Administration Officers	Isabel Ho Theresa Bonasera Barbara Richter-Kirk Yuriko Franks Alyssa Hennessy Tony Crawford
Bookkeeper	Sandii Ingham
Project Officers	Theresa Bonasera Isabel Ho Sue Leavesley Lois Best
Bus drivers	Dimi Papadakis Peter Miller John Somerville

Further Education Tutors

Kerina Alter	Valerie Barling	Lois Best
Sue Braint	Tom Fagernes	Pandora Fernandez
Deb Langley	Sue Leavesley	Kirsten Majidi
Sue McBride	Scott Moran	Kat O'Reilly
Dimi Papadakis	Irena Poloczek	Lyn Pound
Lara Rutherford	Louise Simon	Sybella Sullivan

Leisure Tutors

Vrinda Fernando	Barbara Richter-Kirk	Valerie Barling
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Volunteers

Sarah Austin, Anjanette Barrett, Mandy Batey, Joe Battista, Tuncay Bekler, Ruth Cruttenden, Linda Davis, Peter Ferguson, Rodney Fielden, Yuriko Franks, Pat Griffiths, Alyssa Hennessy, Janet Hills, Sally Holdsworth, Andrew Howells, Heath Jarvis, Doug Johnson, Sue Kellow, Frank Koukounas, , Leanne Lawrence, Jai Lim, Melissa Lombardo, Mei Mak, Ron Mansell, Dimi Papadakis, Chris Peters, Joyce Petrie, Michele Poulton, Marg Rawlings, Sonja Sampieri, Anne Sidari, Margaret Smith, Edward Toh, Marek Trzaskowski, Laura Van der Werff, Rebecca Verratti, Karen Ward-Smith, Shane Taudevin, Michelle Thorne, Rohan Wimalasuriya.



Adult Learners' Week



One of our volunteers
Ruth



Patrick, our public
housing officer



Australia's Biggest Morning Tea prepared by
our Cooking Group



A Bee House made by the Men's Shed



Pat Griffiths awarded Higgins
Community Volunteer Award



Composting and Gardening Workshops



PRESIDENT'S AND MANAGER'S REPORT 2018

2018 was a wonderful year of growth and change at the Alamein Neighbourhood & Learning Centre (ANLC). The Centre saw the introduction of a range of new activities and programs, and we welcomed many new faces in our staff and volunteer teams and of course new participants, and so it is with great pleasure that we present this account of our work and progress over the past year.

Capacity Building

During 2018, ANLC undertook a number of activities designed to build capacity in the organisation and to attract new participants to our activities. As a Learn Local organisation, we receive funding from the Department of Education under the Adult Community and Further Education (ACFE) program, and deliver pre-accredited funding to students who are seeking employment or going on to further study. We also had the opportunity, under the ACFE Capacity and Innovation Grants program to develop the "Get Set @ Alamein project". This project, which began in 2017, involved the establishment of a volunteer mentoring program for students requiring additional support in our pre-accredited program. A range of resource materials were developed as part of this project to support and guide the mentoring role, and professional development sessions focusing on privacy and the importance of establishing and observing boundaries were delivered. This project has supported students who otherwise may not have been able to complete their course, and the program remains part of the suite of programs at ANLC designed to support learners.

The Family Learning Partnership project, another ACFE funded project, continued in collaboration with Camcare and the Camberwell Community Centre and we ran a number of successful engagement activities designed to promote education and to encourage learners to consider pre-accredited learning at ANLC. These activities took place at Camcare as part of their established emergency relief program and proved to be very popular, focusing on fun, educational activities for children and adults. We would like to thank Camcare and Camberwell Community Centre for their support with this project which has not only assisted in bringing more participants to ANLC but has also provided a stronger link between the organisations, and we look forward to extending some of these activities to the Craig Family Centre.

Partnerships

We were very pleased to present the Sustaining Ashburton project which was a partnership with Ashburton Community Centre and the Craig Family Centre. This project represented a collaboration across the Centres' sustainable living activities and was funded by the City of Boroondara under the Community Strengthening Grants program. The Ashburton Centre conducted activities at their Green Deck, the Craig FC held a swap day and chook day, and ANLC held a worm farming class, building a worm farm which is now available for use by the local residents who do not have the room for their own worm farm. As part of this sustainability project, ANLC reviewed some of its practices – kitchen composting, use of compost bins, partnering with the nearby Habitat café to collect their coffee grounds, and applied (unsuccessfully) for a grant for solar panels. Perhaps the highlight of the Sustaining Ashburton project was the Scarecrow Day, which was a joint activity with Family Learning Partnership project and was

attended by over 100 people with participants making scarecrows, bike powered smoothies, enjoying a sausage from the BBQ and taking part in the FLP scavenger hunt.

Once again, partnerships were critical to many of our successful activities in 2018 and we were very pleased that many of these partnerships involved staff from various Departments at the City of Boroondara. Our sincere thanks to the staff in the Community Planning and Development Department including Dr Helen Molnar, Fiona Brown, Kate McClure, Ria Mountford, Tony Falkingham and Anne Warner for their interest in and support of activities at ANLC. Rachel Kronic and her team have once again supported our activities for older people in the Commonwealth Home Support Program, and we would also like to acknowledge and thank Chad Henry and the Facility Maintenance Team, Heath Aromataris from Parks and Gardens for our wonderful newly landscaped front garden, and the team at Ashburton Library. The Boroondara Volunteer Resource Centre team, headed up by Alana Smith, have once again been a valuable resource for ANLC, and we have enjoyed the many opportunities provided in the regular networking meetings and training. ANLC, together with the Kew NLC, also attended the Village Community Festival event to launch the Boroondara Community Plan, with our respective Men's Shed contributing to the popular Bee Hotel display, and we look forward to continuing our close collaboration with the City of Boroondara.

Other partnerships and networks have also supported and informed our work at ANLC during 2018. We attend the Eastern Metropolitan Region (EMR) Alliance meetings to inform our work under the Commonwealth Home Support Program, and have had closer contact over the year with the Council on the Ageing (COTA) who delivered a seminar on Consumer Directed Care Planning and assisted with ideas for service delivery. The Ashburton Strategic Alliance of Providers (ASAP) met on an irregular basis but, the a group ,comprising local service delivery organisations such as Camcare, Access Health and Community and Samarinda Aged Services, the Craig Family Centre and the City of Boroondara is well placed to address such important issues as the redevelopment of the Markham estate. We would also like to thank Access Health and Community's Owen Pietsch for his work with the valuable Ashburton Community services Network and the opportunities for networking and community development afforded by this group.

During 2018 Neighbourhood Houses (NHs) Boroondara) welcomed another house in the municipality, namely Trentwood at the Hub in North Balwyn, bringing the number of neighbourhood houses in Boroondara to eleven. This group of houses meets on a regular basis at Manager Level but also at marketing/program coordination level to promote collaboration and mutual support across the network. NHs Boroondara again collaborated to have a table at the BVRC Volunteer expo, recruiting a number of volunteers across the network. At a local level, the three houses in Boroondara worked together closely over the past 12 months, not only with projects such as the aforementioned Sustaining Ashburton, but also in other activities such as a joint marquee for the Ashburton Festival, support and planning. We invited Committee members from the Ashburton Community Centre to attend a meeting with our Committee of Management during which Dr Tanya Styles from the City of Boroondara provided a demographic snapshot of our area and this opportunity to explore this information was appreciated by all. We welcomed Rachel Morley to Ashburton CC and Elana Bonner to the Craig FC and we would like to thank both Centres for their support, and in particular the Ashburton Community Centre for supporting our cooking club in their kitchen during 2018 and for accommodating our classes undertaking field trips to Ashburton Library. Our partnerships with other Centres occur at both formal and informal levels, for example, we were pleased to offer support to Power Neighbourhood House and their

Children's Christmas Toy Drive by providing volunteers to assist with wrapping the gifts and acting as a collection point for local families.

The Network of Inner East Community Houses (NIECH) network has continued to offer an important source of support and information throughout 2018. Our new networker, Nikki Maddern, has worked tirelessly to support the Neighbourhood Houses and has brought a wealth of skills and expertise to the network for which all the Centres are very grateful. A NIECH highlight for 2018 was the bus trip, which took participants from across the network to various Centres, including ANLC, where intrepid travellers were treated to a tour of the centre, our men's shed and the community garden. These trips, aimed at new staff and committee members, provide an overview of the broad network and range of activities across the houses and foster a spirit of collaboration across the houses. We look forward to many opportunities arising from this collaboration, both at a programs level but also with regard to training and support. Another highlight for 2018 was a visit from NHVic CEO Nicole who has been working hard with her team to deliver much appreciated resources and training opportunities for neighbourhood houses across the State.

Community Programs and Activities

Over recent years, and as a result of the various projects we have had in place, we have significantly grown the range of community based activities at the centre. These include a craft group, a gardening group and a cooking group. Such activities are offered at no or minimal cost and are designed to encourage participation on an informal basis. Some participants attend on a regular basis whilst others drop in, but all enjoy the semi-structured nature of these activities in a friendly environment. We work hard to ensure that visitors to ANLC enjoy a welcoming and comfortable environment. Our "drop in" program operates every day and we invite participants to make tea or coffee, use the public access computer, read the paper, seek information or assistance with other services or referrals and just enjoy the space. The number of people "calling in" to Alamein has grown steadily over recent years and we now have participants from the wider Boroondara community attending with nearly 2,300 visitors during 2018.

Our Men's Shed, located on the platform at the Alamein Railway station, has continued to offer a welcome and popular program on a twice weekly basis, with activities ranging from woodworking to social support. We were pleased to welcome our new Men's Shed facilitator, Stuart Milligan, to our staff team to develop further opportunities for this important community based activity. We would also like to thank Bunnings for their support and assistance during 2018, which took the form of not only donations of equipment but also much needed work in our community garden.

The Alamein Tiny Library continues to be a much-loved feature at Alamein, with a seemingly endless supply of donated books from local residents for which we are so grateful. Our thanks to volunteers Marg, Sarah, Yuriko and Anne who have assisted with the stewardship of the library. A highlight of the year in the Tiny Library was Children's Week during which time we dedicated all of the space to children's books and advertised activities happening at our neighbouring centres. It was so pleasing to see so many children, parents and grandparents enjoying the pleasure that reading books together can bring.

During the year we once again held a series of events to engage our community. We enjoyed a fabulous Harmony Day with presentations from students and everyone resplendent in orange as we reflected on

the meaning of Harmony Day amidst our wonderfully diverse community. Our Adult Learners' Week comprised a series of mini workshops from students presenting on their own areas of expertise. The Biggest Morning Tea event was again a most successful event, raising funds for the Cancer Council and allowing students, participants, volunteers, staff and our Commonwealth Home Support Program participants the chance to enjoy a delicious morning tea at "Café Alamein".

Our final event for 2018 was an end of year community lunch. For many years, the Alamein Christmas party had been the social event of the year; however, with the retirement of our wonderful community lunch volunteer we needed to find a new format. The Community lunch combined the Family Learning Partnership and community programs and we provided a sit down lunch, which was attended by students, volunteers and local residents. During the course of the event we had lots of fun with door prizes and, in keeping with the Alamein tradition of lunchtime quizzes, a Christmas quiz. The day was a great success and we plan to continue into the future.

ANLC as an organisation began as a service operating out of a small Housing Commission flat on the Alamein Estate, and it is fitting that to this day we continue to offer services to local residents and enjoy our close partnerships with organisations supporting the local community. To this end Patrick Fitzgerald, a housing officer with Department of Health has attended ANLC on a Thursday morning throughout 2018 and has seen many local public housing residents during this time; indeed, we estimate that since Patrick's colocation we have seen a 30% increase in the number of public housing tenants coming into the centre, many of whom we have not before met. ANLC has also continued to enjoy a close partnership with the Ashburton, Ashwood and Chadstone (AAC) Public Tenants' group. The group convened a meeting at ANLC in March, with a representative from the Department of Health and Human Services, and this was attended by more than 50 people. This group is the largest public housing group in Victoria and we are grateful to President Natalie Rabey and her volunteers for their support and dedication. We have also been pleased to partner with the YMCA CROP (Community Recreation Outreach Program) to support their free activity class in the park next to our Centre to encourage local residents to get active, and with the Family Drug Health support group which meets fortnightly at our Centre.

Developing ideas for new activities and programs is often no easy task but ANLC has been fortunate to benefit from the creative ideas for projects from a range of sources. For example, the radio station 3MBS developed a wonderful City of Boroondara community strengthening grant proposal to present a series of concerts in community venues, entitled "Music at Your Door". ANLC was delighted to support one of these events and we held a highly successful concert to coincide with neighbourhood house week in May. The concert was attended by students from across our various classes as well as volunteers, local residents and was enjoyed by all. The success of this concert was the basis for our 2019 Community Strengthening grant which will deliver "Four Seasons at Alamein", exploring the powerful connection between music and learning and providing opportunities for our local community, some of whom have never before been to a concert, to enjoy live music in a relaxed and welcoming community setting.

Students

In 2019 we continued our collaboration with the Capstone project at Swinburne University. This project is undertaken by final year students in the School of Design and involves creating effective design strategies that are relevant to local organisations. One group of students came up with proposals which

particularly resonated with the shed - promotional material and an innovative engagement activity – for which we successfully applied for a grant with the Australia Men’s Shed Association. This project will be rolled out during 2019.

Students always bring a new perspective and energy to Alamein and in 2018, we were fortunate to have community services students on placement from Holmesglen TAFE. Stephanie Raper and Christopher Potter assisted us with different activities including the establishment of our walker’s project to deliver course guides, and supporting activities with the AAC Public Tenants’ group and the Men’s Shed. We are also pleased with the links with Holmesglen arising from these placements, which assists us in developing pathways for students. We also hosted a Maternal and Child Health Nurse placement during the year.

Alamein Volunteer Program

The Alamein Volunteer Program has continued to grow and during 2019 we were fortunate to have 40 volunteers assisting in various roles. Some volunteers are local residents who saw an opportunity to assist a local organisation, while others are looking to build their skills and gain experience to stand them in good stead for a future paid position. Our volunteer program now comprises a diverse group of participants ranging in age from 22 to mid 80s, from a variety of cultural backgrounds and a wonderful array of skills and experience. We have enjoyed new connections with organisations including disability employment services resulting in a number of new volunteer placements during 2018. The development of the Volunteer program prompted the development of new courses such as the introduction to Volunteering and Introduction to ESL tutoring, to further support our volunteers. No volunteer program is complete without opportunities for volunteers to meet others and consequently we provided various social occasions to celebrate our volunteers including a high tea and a volunteer lunch. We were also delighted to support long time Committee of Management member Pat Griffith in receiving her Higgins Community Services Award from the Hon. Kelly O’Dwyer.

Staff

Finally, our thanks go to all of the wonderful ANLC staff, including our teachers and our CHSP staff, without whose dedication and commitment the Centre would not be able to manage. We said good-bye to some excellent teachers in 2018 - Lyn Pound, who retired from teaching, Lara Rutherford, who took on full-time work at Swinburne TAFE, and Tom Fagernes, who took on more work for his business – and we will welcome new teachers in 2019 in the hope that they too enjoy the satisfaction of supporting the ANLC community.

The opportunity for an upgrade of the ANLC building by the City of Boroondara is an exciting prospect for staff, volunteers, students and participants. The consultation phase for this project will take place during 2019, and we look forward to being able to report on this at our 2019 AGM.

Leanne Lawrence

President

Jill Hitchcock

Manager



FURTHER EDUCATION AND LEISURE PROGRAM REPORT 2018

Alamein Neighbourhood & Learning Centre's Further Education and leisure programs continued to be vibrant in 2018, with both regular and newly designed courses being offered. We explored various ways of delivering sessions in order to attract and support a variety of participants, and we designed and implemented the 'Get Set @ Alamein' program, to engage and assist those students vulnerable to dropping out and not completing their study.

In 2018, we ran 25 Adult Community & Further Education (ACFE) funded pre-accredited courses, five full year, 19 over 1 term or longer and 1 intensive course. In the Further Education Program, 206 students attended 1 or more classes and 228 enrolments in total. We delivered just under 9000 student contact hours (SCH) in pre-accredited courses. ACFE funded Alamein for 9055 SCH.

As a small organisation, we faced some challenges in 2018, which had an impact on our course delivery. There were staff and teacher absences due to bereavement, illness, vacationing and resignation, with some teachers finding full-time work, retiring or moving away from the area. At times, it was difficult to replace a staff member to teach a class. One such issue was finding an appropriate teacher for our Literacy for Practical Purposes course for a group of students with varying disabilities. Unfortunately, we were unable to employ anyone, which meant this full-year class did not run as was originally scheduled in 2018. We were able to deliver this course in a modified form later in the year, but to a different group of students over a shorter, period of time.

As well as running our regular courses, many of which again proved popular, including Introduction to Computers, Introduction to Excel, Marketing Through Digital Media and Pathways to Employment, we also rebranded and delivered a course we had not run for a several years due to low student numbers. Introduction to Retail ran as Introduction to the Service Industry (and Barista Skills), and we worked with Berengarra School to deliver the barista component in the Café Ed café. Feedback from the students was extremely positive, with a number of them returning to the café after the course to get a free coffee, which they, of course, had to make themselves. Feedback included:

'I enjoyed this course. Sybella made the sessions go so quickly!'

'Everything was amazing and excellent.'

Another course we rebranded was Literacy for Practical Purposes, mentioned previously. We ran this course as a "stealth" literacy course for ESL students, and called it, 'English for Everyday Use in Australia'. The course covered a number of topics including, nicknames, currency, government, media and art. All the students were positive about the course and requested it continue in 2019. Feedback included:

'We learnt a lot in this course and didn't just stay in the classroom, we got to see and hear and experience outside. We really need this kind of knowledge to help us be involved in this city and country.'

'I am so happy to study this course because the teacher, staff and students are so friendly. I will recommend this to some of my friends.'

'All the topics I have learnt in this course are like the windows my teacher has opened for me to look into this world. I really appreciate it. Thank you.'

'This course makes me enjoy, understand and be happy to live in Australia, which is a new country for me.'

As well as the regular and rebranded courses, we also designed and delivered new courses. These included Introduction to ESL Tutoring Support, Introduction to Web Design & Maintenance, and Introduction to Volunteering & Beyond. All of these courses were quite popular and helped skill people up for future volunteer work, paid employment, growing a business or for further study.

The Introduction to ESL Tutoring Support course run twice in 2018. Many of the students were interested in supporting ESL learners in the classroom. Some students used this course as a pathway into further study for employment in teaching ESL. Students were extremely positive with what they learnt and how they could use this new knowledge and skills in their future. Feedback was:

'Lois is an excellent teacher.'

'Very informative, a good pace and very enjoyable.'

'Warm, enthusiastic environment. Excellent teacher.'

Once again, our language and literacy courses were extremely popular. Our ESL teachers created welcoming environments and built on this to support students to improve their literacy, numeracy and English skills. The Basic Literacy and Numeracy students, created a book related to their lives, which was launched in Adult Learners Week with a morning tea and speeches from Sue Braint, the teacher, as well as Pat Griffith, from the Committee of Management.

A major success we have with our language and literacy courses is that students love their classes and are the best publicity for the program. They tell friends and family about Alamein and what we do, and bring friends along to join the program. Students in the language & literacy classes were happy with the goals they achieved and their feedback was excellent:

'I have been improving in English and my spelling from this course.' (Adult Literacy & ESL through Computers)

'I love this class because it helps me improve a lot of things.' (English Communication Skills)

In September and October, we applied for 2019 pre-accredited funding. New courses were designed and written into A-frames, then submitted to ACFE along with the funding application and A-frames from previously run courses. The new courses included Microsoft Office Skills (an employment skill course covering Office software) and short taster courses, aimed at supporting students to pathway into longer courses offered at Alamein. These included, 21st Century PA (Word skills for a personal assistant), Leap into Literacy (form filling), and Leap into Marketing. We were successful in our funding application with a total of 9305 SCH funded for 2019.

ESL classes for the International parents at Lauriston Girls' School continued in 2018, with Sue McBride again teaching this fee-for-service class, and Irena Poloczek, stepping in to teach the class when Sue was on leave. We received very positive feedback from the school and participants about the classes.

In 2018 we ran a number of fee-for-service classes, including 'eBay', 'Facebook Advertising for Business', 'NBN Basics', 'Introduction to iPads', 'Kokedama Balls', 'Vision Boards', and a 'Japanese Tea workshop'. The Japanese Tea Workshop was aesthetically beautiful and introduced a new clientele to Alamein. Participants observed and participated in a tea ceremony, and then learnt how to make the tea. We also continued our mosaics class each term with some new participants joining the all-abilities class. All participants were supportive of each other, and while creating their beautiful mosaics they enjoyed music from Barbara Streisand to Metallica and everything in between.

In 2018, our leisure courses continued to be very popular. Yoga and Pilates went from strength to strength with many classes at capacity. Meditation continued with seasonal interest (some terms had more participants than other terms.) Many of our new participants joined after friends or family recommend the program. Weekly in 2018, we ran 1 meditation class, 2 Pilates classes, 2 yoga classes and 1 yoga with mediation class. We also introduced Holiday Pilates and continued our holiday Yoga classes.

Who were our students in 2018?

Alamein's students came from far and wide. 52% of students were Australian born, 12% were Chinese born, and 4% were from Vietnam. Other countries where some of our students came from included Columbia, Cyprus, Latvia, Myanmar, New Zealand, UK, India, Algeria and Thailand.

38% of our students spoke a language other than English at home, with 11% being Chinese speakers and 5% Vietnamese. Other languages spoken included Arabic, Greek, Japanese, Spanish, Thai, Ukrainian, Khmer and Sinhalese.

Approximately one quarter of our further education students were seeking employment. While a little over one third of our further education students were not seeking employment, many of them were working on their literacy, ESL and/ or digital skills in order to be able to move into further study or employment.

Almost 68% of the further education and leisure programs participants were Boroondara residents. Many participants in our programs came from areas close to Alamein, with 34% living in Ashburton or Ashwood, 11% in Glen Iris and 4% in Burwood. We did have a number who traveled to us for our pre-accredited courses. Some came from as far as Cranbourne, Rye, Rosanna and Altona.

Get Set @ Alamein

A challenge that we face at Alamein NLC is the disparate student levels in classes. This may be language, literacy, digital and/or learning ability related. Our teachers and classroom volunteers do a fantastic job of supporting students. However, we recognised that some students were at risk of dropping out of their course due to a lack of confidence and little belief in themselves. With this in mind we researched, designed and implemented the Get Set @ Alamein program. The program had a mentor work with the student outside of their course hours, encouraging them in their classroom work goals, supporting them in their foundation skills, and reporting back to the Further Education Coordinator if a recognised need for external support was identified. For the program we consulted students, volunteers and local support organisations. We trialled and created a package suite made up of:

- Role description of the mentor role
- Expectations of the mentor and mentee role

- Handbook to volunteering and a handbook specific to the mentor role.
- Process for joining the program
- Agreement form for the mentee
- Process once in the program
- Measuring tools to join the program and to ascertain its impact
- Mentor/ mentee session plans and guides
- Professional development training
- Information tools to support training needs
- Publicity material
- Referral partners.

To support the program we ran professional development on working with and as a volunteer for both staff and volunteers. This included boundaries and challenges. We also looked at other program models and consulted stakeholders to ascertain the best approach for our centre.

Prior to joining the program, some of the mentees said:

'I'm stupid.'

'You must think I am really backwards.'

'At the moment, I am a zero.'

With the support of Alamein and a Get Set @ Alamein mentor, these students managed to complete their course, and some then continued on to further study. One of the students stated:

'I like the opportunity to do it (study)... I love it! Hopefully, I can keep doing it as I learn new things every day I'm here.'

This program has added to our reputation as a centre of excellence in student support. We see that it will help us to create stronger relationships with students, local organisations and their clients.

Events

We had a range of events over the course of the year, including:

- Ashburton Festival: Alamein ran a stall in conjunction with the Craig Family Centre and Ashburton Community Centre.
- Academy Awards @ Alamein. Staff dressed up for the 'Academy Awards' and volunteers received various awards in class.
- Harmony Day: ESL students told traditional stories from their countries, and made a Japanese box.
- Neighbourhood House Week:
 - Music at Your Door: in conjunction with 3MBS, professional musicians (a pianist and saxophonist) played a concert to centre participants and visitors.
 - Massaging the hand. Training in various relaxation points in the hand.
- Adult Learners Week: Q&A @ Alamein: ESL students taught participants various skills, including taking 'flying' photos, juggling, Vietnamese food, and making stars.

Program engagement

In 2018, to support with planning, programing, collaboration and promotion, I attended various meetings and met with different organisations and people. These included:

- ACFE forums: Networked with peers to share ideas and sector information and collaborated to support the continued sustainability of our sector.
- ACFE conference: The bi-annual conference focused on partnerships, ideas to work with industry, promoting our sector.
- Boroondara Marketing Managers meetings: collaborated on Boroondara Neighbourhood House promotion, revamped the Short Courses Guide in conjunction with Jo Marchese.
- Boroondara Volunteer Resource Centre (BVRC) network meetings: Networked with other members for expert knowledge in their area and to share ideas.
- Volunteer feedback (written & verbal): course programs of interest and requirements.
- Participant feedback (verbal & written): how the centre/course is going and improvements.
- Employment Search Providers: consulted about client needs, sent promotional materials.
- Childcare facilities: consulted on course needs and course timing (emails).
- With the help of the wonderful Joanne Marchese, we redesigned our term program to make it look fresher.

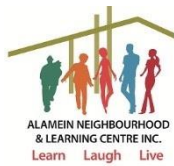
The future

In 2019, we will continue offering courses to address the needs of participants as well as design new courses, addressing recognised interests and skills needed. We will support our participants through courses that build on their skills and confidence and provide the necessary assistance utilising our resources, including the Get Set @ Alamein program.

Lastly, I would like to thank our wonderful teachers, trainers and volunteers. They create such a beautiful learning environment, always encouraging and supporting their students and participants, making Alamein the welcoming place that it is.

Sandii Ingham

Further Education Coordinator



COMMONWEALTH HOME SUPPORT PROGRAM REPORT 2018

2018 went quickly for the Commonwealth Home Support Programme (CHSP).

There have been some changes and upgrades in the My Aged Care portal and we regularly do referrals for potential clients who have either phoned or visited the centre. As per last year, the program is for persons that are 65 and older and priority is given to people of a culturally and linguistically diverse background, people who are financially or socially disadvantaged, veterans and members of the LBGTI community and care leavers. CHSP participants' co-contribution toward the one services has changed from 2017, it is now \$8.50 per Wednesday bus trip and the co contribution is \$3.00 per Dial a Bus service. These co-contributions remain lower than many other seniors services offered in Boroondara as we continue to support participants who are financially disadvantaged.

In recognition of the changes to the aged care system, we offered two information sessions for older residents in the area including our own CHSP participants. The first session was delivered by Elle Phillips from the City of Boroondara who presented a very thorough overview of the current aged care system and received very positive feedback. The second session was presented by a representative from Council on the Ageing and focused on Consumer Directed Care Planning. Both sessions were well attended and feedback was positive. We plan to run similar sessions in the future.

CHSP is continuing to fund our Monday Dial a Bus transport service to Forest Hills Chase and to Waverley Gardens, as well as, our Wednesday Bus Trips. Our Friday Dial a Bus service, to Ashburton and Chadstone is funded by City of Boroondara. Feedback indicates an appreciation of both the Dial a Bus and Wednesday Bus outings programs in maintaining independence, community access and social connectedness.

In January 2018 we were able to run a once off special Dial a Bus service over the holiday break on a Wednesday. Margaret Smith was able to drive the bus and assist some of the clients with escorted shopping. The feedback was overwhelming positive with clients expressing how much they valued the opportunity to shop independently as well as catch up socially with their friends from the bus. In the second half of the year we were informed that we would be receiving a small additional grant for our transport service. We then we surveyed our Dial a Bus participants to ascertain if they would like the continuation of the summer holiday Dial a Bus (Wednesday service). We had a positive response and ran four shopping bus trips over December 2018 and January 2019.

In February, we had an issue with the starter motor of the bus which resulted in cancelling a Wednesday bus trips. On May 23rd we had our first "make up" outing and participants joined other members of the local community to enjoy "Australia's Biggest Morning tea. Two of the participants had never been to the centre and expressed that it was great to see where the service was actually based and to meet the people they speak to on the phone.

In 2018, we had a total of seventeen participants. Four participants have had some health challenges and whilst two have been able to return to the program and another is awaiting approval for surgery after which she hopes to return to the bus outings. We have had one new participant who participates

in almost every outing. We have had five people trial the Wednesday bus outings and then have withdrawn (two x couples) Four participants are occasional users.

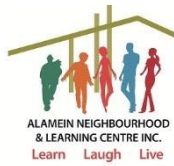
Our program has had a couple of students on placement and they have been able to help us with survey data collation and putting together an information folder of seniors' services resources available in the Melbourne area.

Many thanks to our two wonderful bus drivers, John Somerville and Peter Miller. We are very lucky to have been able to retain their services in 2018.

Our bus drivers and activities worker have done their annual CPR refreshers as well as a professional development day, held in house at the beginning of the year. I also completed an update in Dementia Australia "Be a Dementia Friend" on line training and two Community Care CHSP training days put on by Swinburne University of Technology.

Margaret Smith

CHSP Coordinator



MEN'S SHED REPORT 2018

In April of 2018, I had a visit to Alamein Neighbourhood & Learning Centre in my role as a Progress Press local press photographer. At the end of the photography, I mentioned to the Manager, Jill Hitchcock, that I had undertaken community service studies at nearby Holmesglen TAFE and a passion for the Men's Shed movement. Within a few weeks, I entered a new phase of my working life as Men's Shed Facilitator, a casual position working seven hours a week on Thursdays and Fridays.

The men in the shed had been relying on volunteers and largely organising themselves for several years since a previous facilitator was in place. I quickly established positive working relationships with the men and ANLC staff. We arranged visits to the new Boroondara Shed in North Balwyn and the Monash shed in Glen Waverley. The Monash Shed is one of the largest Shed's in Victoria it operates six days per week with over 200 members. We have developed a strong friendship and some of the staff have acted as mentors for myself in dealing with the challenges of assisting a variety of men from different age, backgrounds and abilities. The Monash Shed have kindly made some of their equipment available for larger scale projects, which we would not be able to accommodate in our Shed.

During 2018, our men worked on variety of woodworking projects including rocking horses, refurbishing dolls houses and other toys, which have subsequently been donated to local Boroondara Kindergartens. Repair of furniture and the making of a Chess board are other projects which the men have completed. Throughout the year, local Boroondara residents have kindly donated timber and used tools, which are greatly appreciated by the men and myself.

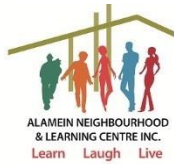
A Friday morning session was established offering men the chance to paint, chat or work in our community garden. We have explored avenues where men who have interests other than woodwork and may not like the noise in the shed have the opportunity to engage with fellow shed members.

In September, we held an open Day and BBQ to promote a social environment and encourage new members. The event was a success with 17 men attending including visitors from East Malvern and the Monash Sheds. Two new members signed on to the program, and the men intend to make this an annual event. In October, I visited the Surrey Hills Neighbourhood House to observe their men's discussion group. A well-established group of 12 articulate men introduced themselves with a quick icebreaker and then engaged in a discussion about Australia's prison system. Following this model a discussion group, open to men and women from a variety of ANLC programs and from the local community, has been planned. In mid December we finished the year with a Christmas party BBQ which was celebrated by our shed members visitors from Monash and residents from local community housing.

Our relationship with Bunnings in Chadstone has been strengthened and they are a greatly valued sponsor. They have donated vacuum cleaners to assist with our ventilation and generously provided garden soil, gloves and tools for our community garden. We look forward to the partnership continuing.

Stuart Milligan

Men's Shed Facilitator



TREASURER'S REPORT & 2018 FINANCIAL STATEMENTS

Financial Statements

The 2018 Financial Statements accompanying this report show a minimal operating surplus for the year of \$570 compared with a surplus of \$1,026 in 2017.

Audited Accounts

The 2018 accounts have been prepared on an accrual basis and were audited by J L Collyer & Partners. The Auditor's report is attached to the accounts.

Financial Position

ANLC's total assets increased by \$13,527, with the community bus reserve (\$70,000) retained. The new ANLC website is valued as an asset at \$4,419. The balance sheet can be summarised as:

	<i>Opening Balance</i>	<i>Movement in 2017</i>	<i>Closing Balance</i>
ASSETS	\$212,417	Increased by \$19,633	\$232,050
Less LIABILITIES	\$53,834	Increased by \$19,363	\$72,897
Equal EQUITY	\$158,583	Increased by \$570	\$159,583

A detailed breakdown of these closing balances is shown in the Balance Sheet.

Financial Performance

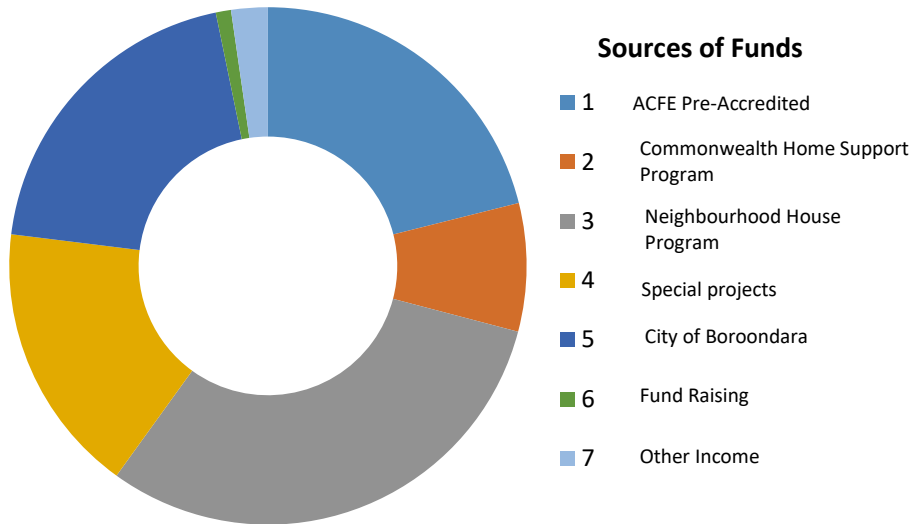
ANLC recorded a small surplus (\$570) for the year after an increase (\$878) has been made for annual leave entitlements and an increase (\$1,740) in long service leave entitlements. In addition depreciation has been calculated at \$2,693.

Income and Expenses

ANLC's income and expenditure experienced a comparable slight increase from 2017 with increased grants being balanced by increased expenditure.

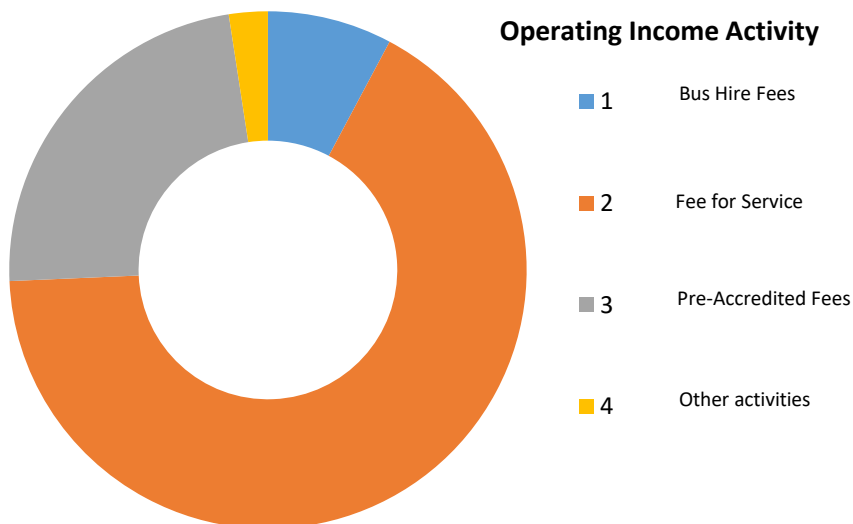
Source of Funds

ANLC receives the majority of its income from a range of government (State and local) bodies with the primary sources being



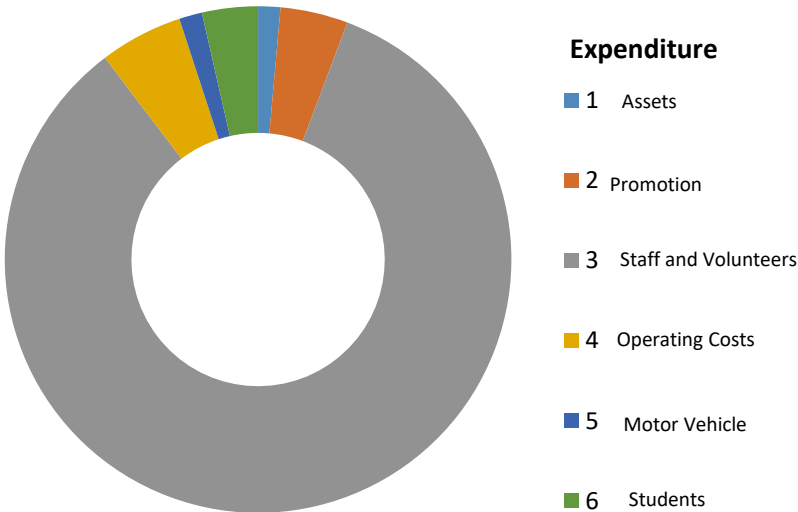
Operating Activity Income

ANLC also generates a significant portion of its income from operating activities such as course fees, charges for services provided to the local community and interest earned on funds invested. The following shows the primary sources of income



Expenditure

The main expenditure relates to salaried, volunteer and contract staff plus related costs.



Investments

Surplus funds were invested in interest bearing deposits throughout the year to achieve the best possible return on investment while maintaining a high level of security.

All term deposits continue to be secured by the Federal Government Bank Deposit Guarantee.

Summary

Overall ANLC has maintained its sound financial position during 2018 and has operated in accordance with the Associations Incorporation Reform Act 2012.

Karen Ward-Smith

Treasurer