



**ALAMEIN NEIGHBOURHOOD
& LEARNING CENTRE INC.**

Learn Laugh Live

2016

ANNUAL REPORT

ABN 14634 097 750

Incorporation No. A 1801D



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President's Foreword

At the conclusion of another successful year for the Alamein Neighbourhood & Learning Centre we look back with a great deal of pride at the wonderful achievements that have been attained.

This was in no small way due to the efforts of our very talented staff at the Centre who, despite the changeover of Managers and other staff throughout the year, rose to the occasion and ensured that the operations of the Centre continued, and all courses and activities proceeded as planned.

To our wonderful volunteers and my Committee of Management colleagues thank you also for your continuing dedication and hard work during the year. 2017 will present new challenges and I believe that the talent and expertise within our organisation will ensure that all such challenges will be embraced.

I would also take this opportunity to thank our funding bodies for your continuing support. Without such important partnerships the Alamein Neighbourhood & Learning Centre would not be in a position to provide the pre-accredited and leisure programs to our community. I very much look forward to continuing our productive partnerships into the future to consolidate the fine work undertaken by this very important community neighbourhood house resource.

Nicholas Meadley
President
Alamein Neighbourhood and Learning Centre

AGENDA

2016 Annual General Meeting Alamein Neighbourhood & Learning Centre Inc

Wednesday 26 April 2017

1. Welcome/Apologies
2. Confirmation of minutes of the previous AGM
3. Business arising from the minutes
4. Guest speaker: Kaitlyn Yeomans, Safer Communities Planner, City of Boroondara
5. President's report
6. Treasurer's report and presentation of audited financial statement
7. Appointment of the Auditor
8. Election of Committee of Management Members
9. Date of next meeting: Tuesday 24 April 2018

Meeting Close



Alamein Neighbourhood and Learning Centre

Annual General Meeting 2015

Minutes of Meeting held on 26 April 2016

1. Welcome

Rob Read, ANLC Manager opened the 39th Annual General Meeting on Tuesday 26 April at 4.00pm, with Sharon Buck acknowledging the traditional owners of the land and welcoming all who were present.

Present: Margaret Campion, Meriel Clarke (NIECH), Sally Holdsworth, Sandii Ingham, Margaret Jemmeson, Nicholas Meadley, Rob Read, Margaret Smith, Graham Watt MLA, Fiona Read (City of Boroondara), Cheryl Draper, Cate Doolan (AAC), Natalie Rabey, Jonathon Brown (DHHS), Ruth Scharley (SHNH), Sue Braint, Tom Fagernes, Geraldine Farrell, Gordana Majetic, Etienne Gouws, Peter Allen, Jai Lim, Bev Hocking.

Apologies: Alex Threlfall (City of Boroondara), Karen Ward-Smith, Karen Foo, Sue Harris, Leanne Lawrence, Sue Leavesley, Judy Russell, Pandora Fernandez, Robyn Byrne, Jenny Fuge, Cr Kevin Chow, Cr Jim Parke.

2. Minutes of the 2014 AGM

That the minutes of the 2014 AGM as circulated be accepted as a true record of the meeting with the correction that Graham Watt is a member of the Legislative Assembly.

Moved: Sally Holdsworth *Seconded:* Margaret Smith *Carried*

3. Business Arising

Nil

4. Guest Speaker Christine Barca, Manager, Craig Centre.

Christine outlined a history of the Craig Centre back to March 1951 when it was a supervised playground. The Centre runs a new facility for childcare, conducts a range of community programs and shares premises with Inner East Community Health.

The values of the Centre include respect and awareness in all they do, inclusiveness and sustainability. The Children's Services has sessional care for 2-5 year olds and three and four-year kindergarten. About 80 children attend.

The Centre emphasises community development and affirmation through building social capital and a commitment to social justice.

They are looking at developing programs for dads.

It has a multicultural focus and has Afghan (men and women), Somali and Chinese groups. With Rotary Balwyn, it has introduced a culturally appropriate self-defence program for women.

It has community development programs for growing older as well as programs in partnership with the Ashburton Pool. Its volunteers run a homework support program and they engage young people through the Boroondara Youth Foundation and Bendigo Bank.

As with all neighbourhood houses they have limited funds for programs they would like to develop. Christine offered to work collaboratively with Alamein Neighbourhood and Learning Centre in developing programs and assisting the community.

On thanking Christine, Rob noted her extensive ("amazing") CV and her commitment to the area.

5. President's and Manager's Annual Report 2015

Rob Read introduced himself and congratulated the staff on their professionalism and commitment.

In particular, he acknowledged the work of Jill Hitchcock and Sue Leavesley who had left ANLC, and thanked Karen Ward-Smith for her valued expertise and Kate Woodlock for her service on the Committee.

He spoke of the role of the Centre on a daily basis, with the public coming in to share, learn and contribute. The Men's Shed has been running smoothly and now the men themselves have taken responsibility for its operations. An Introduction to carpentry course has been very successful and has been embraced by many local women.

He thanked the many volunteers as well as Fiona Baker, Margaret Campion and Meriel Clark (NIECH). He also thanked the City of Boroondara for their support and for the various training opportunities that they have offered to staff and the Committee.

Nicholas Meadley added his thanks to the Council, to the Department of Health and Human Services and to the Department of Education and Early Childhood development.

Finally, he thanked the staff and Rob Read, who have encouraged a welcoming atmosphere at the Centre.

That the 2015 President's and Manager's report be accepted

Moved: Margaret Smith Seconded: Sally Holdsworth Carried

6. Treasurer's Report including the Financial Statement 2015

The 2015 financial results show an operating surplus of \$9,745 which is an improvement from the operating deficit of \$24,288.

The improvements were achieved as a result of the following:

- an increase in grants, offset by
- a significant decline in interest returns on re-investments of funds
- a reduction in salaries through a more effective utilization of staff hours and use of volunteers, and
- an ongoing conscious and concerted effort in spending leading to lower expenses for the year.

That the Treasurer's Report 2015 be accepted.

Moved: Margaret Smith Seconded: Sally Holdsworth Carried

7. Appointment of the Auditor 2016

That Jan Collyer and Associates be appointed Auditor for 2016.

Moved Nicholas Meadley Seconded: Sandii Ingham Carried

8. Election of Committee of Management

Nominations for the Committee this year are Karen Ward-Smith, Sally Holdsworth, Pat Griffiths, Jai Lim and Etienne Gouws for three years. Karen Foo did not renominate. Nominations were invited from those in attendance but none were received.

As there are more vacancies than nominations, Nicholas Meadley declared all elected for the term 2016-2019. The Committee still has two vacancies should anyone in the audience be interested.

9. The 2015 Annual Report

That the 2015 Annual Report be accepted.

Moved: Sandi Ingham Seconded: Margaret Smith Carried

There being no further business, the Meeting closed at 4.35pm

Date of next meeting: 26 April 2017



Alamein Neighbourhood and Learning Centre Teams

Committee of Management

President	Nicholas Meadley
Vice President	Leanne Lawrence
Minute Secretary	Karen Ward-Smith
Treasurer	Etienne Gouws
Secretary	Rob Read / Jill Hitchcock
Committee	Pat Griffith Sally Holdsworth Jai Lim Nimalika Gunatilake Christine Dean

Staff

Manager	Rob Read / Carol Pawsey / Jill Hitchcock
Further Education Coordinator	Sandii Ingham
Administration & Operations Coordinator	Sharon Buck
Bookkeeper	Tony Crawford
HACC / CHSP Coordinator	Margaret Smith
Bus Drivers	Peter Miller John Somerville
Front Desk/Administration	Isabel Ho Cheryl Draper Theresa Bonasera Barbara Richter-Kirk

Further Education Tutors

Robyn Engdahl	Lara Rutherford	Sue McBride
Anita O'Shea	Scott Moran	Val Barling
Louise Simon	Paul Ho	Sue Leavesley
Deb Langley	Pandora Fernandez	Thomas Fagernes
Sue Braint	Lyn Pound	Kirsten Majidi
Fiona Baker	Perri Campbell	

Leisure Tutors

Vrinda Fernando	Robyn Burne	Barbara Richter-Kirk	Val Barling
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Volunteers: Fiona Baker, Anjanette Barrett, Joe Battista, Karen Boheme, Theresa Bonasera, Edward Chen Yen, Linda Davis, John Egan, Rodney Fielden, Yuriko Franks, Janet Hills, Andrew Howells, Diana Huang, Doug Johnson, Steve Kilner, Ron Mansell, Ann Morris, Joan Morton, Kim Patane, Christine Peters, Joyce Petrie, Margaret Smith, Sylvia Somerville, Rohan Wimalasuriya, Melissa Lombardo, Anjelica Castellanos, Mika Sugawara, Nimalika Gunatilake, Shailja Sharma, Laura Van der Werff, You-Kyeong (Olivia) Mun.



President's and Manager's Report 2016

It is a pleasure to present the President and Manager's report upon the activities of the Alamein Neighbourhood & Learning Centre during 2016.

Due to work pressures, our Treasurer Karen Foo, did not re-nominate for the Committee of Management for 2016. Karen was instrumental in updating our accounting principles and practice to newly required standards. We are most grateful for her contribution over several years.

Rob Read, our Manager, retired in the middle of the year. Rob developed and maintained a welcoming atmosphere for clients and staff, as well as looked after the Men's Shed. His contribution to this community, and to many others over his working life cannot be forgotten. We all wish him many years of deserved enjoyment.

Obtaining a new manager proved to be difficult, but thankfully Carol Pawsey was available to assist us in the meantime. She proved to be a very highly organised and efficient operator and managed the office and staff superbly. We are most grateful for her efforts.

Fortunately, our previous Manager Jill Hitchcock who had moved interstate at the end of 2014, returned to Melbourne and was available to work. We are delighted to have her back and, for the first time, were able to offer her a full-time position.

Ashburton community continued to see many changes during 2016. Of particular relevance to the Centre was the decision made by the State government to close the Markham Public Housing complex. All remaining residents were relocated and all buildings had been demolished by the end of last year. Plans for its future development were presented this year, and there is now ongoing consultation between the local community and the Government to improve these plans.

Alamein Neighbourhood and Learning Centre has a special relationship with the local community and the public tenants living nearby. During the year not only did the Centre welcome many new students to its courses but also many public housing residents who sought advice, assistance or referral in relation to issues they were facing. The Centre plays an important role in responding to these needs and continues to be an important partner in local community development considerations.

The ANLC Committee of Management has been highly active this year. We continued the process of improving the way we present our financial accounts and the Committee now has a better view of the financial reports it examines each month. We also draw up budget plans each year to help us keep track of financial requirements.

A major emphasis this year has been the development and acceptance of a new NHACE Collective Agreement which outlines the pay and conditions for our employees. We have participated in this process through training and negotiations, and accepted the final draft for our staff to vote on it. The Agreement has been accepted by staff at most Neighbourhood Houses. Committee members also attended training offered by the City of Boroondara on other governance issues.

The Committee also reviewed the status of staff, in particular casual, part-time and contract staff. This was completed to ensure that we complied with Awards and with requirements of the Australian Tax Office.

Through the Commonwealth Government's Stronger Communities Programme, and with support from our local MP Kelly O'Dwyer, we were granted funds to upgrade our student computers. We also upgraded our telephone system, although there were continuing issues with its implementation. In addition, the Committee funded new chairs for students and staff. These chairs are not only functional and comfortable – they have certainly brightened up the Centre too.

Our website was becoming increasingly difficult to maintain and various new requirements from our funding arrangements necessitated renewal. In 2016 the Committee agreed to fund the development of a new website that should be completed in the first half of 2017.

In addition, the Committee agreed to review all the Centre's policies. We were able to remove many that no longer applied and then began a process to renew all policies, and to categorise them in five groups: Values, Governance, Human Resources, Financial Management, and Operational.

A new Risk Management policy and strategy was developed and was further updated at the end of the year. To prepare for further requirements in 2017, a Child Safe policy was also approved.

We also workshopped and developed a new Strategic Plan for 2017-2020. From that we will develop yearly business plans to meet our targets.

In addition to the highly successful meetings of Boroondara's neighbourhood house managers, the presidents of the Committees of these houses began meeting each three months to examine best ways to work together on strategic alliance.

On staffing matters, there were further turnovers this year. Sharon Buck took extended leave for a trip of a lifetime and then resigned later in the year. Our receptionist, Cheryl Draper also resigned. We thank both of them for their contribution to the Centre. Fortunately a volunteer, Theresa Bonasera, agreed to join the paid staff, firstly at reception and then as a stand-in for Sharon. We are grateful for her work then and very pleased she has stayed with us.

It is important to thank our highly valued staff, particularly Sandii Ingham, Further Education Coordinator, and Isabel Ho, Administration Officer who took on many additional responsibilities during the various changes in staff. The work of the staff at this time in particular was exceptional and the Committee deeply appreciates the tremendous work they performed under very trying circumstances. Thanks also to our bookkeeper Tony Crawford.

Thank you also to our Home & Community Care Coordinator, Margaret Smith, who continues to provide exceptional service to her Dial a Bus and bus outing clients. During 2017 our Home and Community Care (HACC) funded services were transitioned to the new Commonwealth Home Support Program (CHSP), funded by the Australian Government Department of Social Services. For most of our participants this has not resulted in any significant changes to service delivery; however, managing the administrative changes as part of the transition was a major challenge for the organisation.

We also thank our committed and highly motivated volunteers who continue to support many activities run by the Centre. The assistance the volunteers provide to the Centre, be it classroom

assistance or program activities, cannot be overstated and their enthusiastic approach to their roles is gratefully acknowledged.

Thank you also to the expertise of Margaret Champion the Volunteer Alliance Coordinator from Ashburton Support Services who provided assistance to the Centre in recruiting our very special volunteers for our programs or new members to our Committee of Management.

The Alamein Neighbourhood & Learning Centre gratefully acknowledges our funding partner organisations:-

- City of Boroondara
- Department of Health and Human Services
- Department of Education and Early Childhood Development
- Department of Infrastructure and Regional Development (Stronger Communities)
- Commonwealth Department of Social Services

and our valued network of allied service agencies:-

- Inner East Community Health (now Access Health and Community)
- Craig Family Centre
- Ashburton Community Centre
- Ashburton Support Services
- Samarinda Ashburton Aged Services
- Eastern Metropolitan Region (EMR) Alliance
- Boroondara Neighbourhood House Network
- Network of Inner East Community Houses (NIECH)
- Camcare
- Salvation Army Camberwell
- Ashwood & Ashburton Public Tenants Group
- Ashburton Community Residents Association

We thank all staff of these organisations for their continued support to the Alamein Neighbourhood & Learning Centre. Our special thanks also to Merial Clarke from NIECH for her continuing service, expertise and support to our Centre, and to Alex Threlfall from the City of Boroondara in particular for supporting and providing training opportunities for the Committee of Management.

The Alamein Men's Shed has continued to evolve over the year and we welcomed a number of new participants to the group. Our thanks are extended to the volunteers within the Shed - Joe Battista, Doug Johnson, Ron Mansell and Johnny Egan. Their good humour, extensive knowledge and enthusiasm ensure that all participants within the Shed feel welcome and supported during their activities.

The Men's Shed has continued to demonstrate why it is such an important community development initiative. The activities of the Shed are not simply limited to the production or repair of items of interest. It is very much about men's health in general and being able to come together as a group of diverse ages and interests who are able to share their many experiences.

To the Rotary Club of Camberwell and the Lions Club of Boroondara – Gardiners Creek we are delighted to express our deep gratitude for your magnificent donations and look forward to our continuing close relationship into the future.

The Community Garden has continued to flourish in the hands of our many hard working garden participants. The garden has 17 plots with gardeners renting these for between \$10 to \$25 per year, depending on the size of the plot. Our long-standing volunteer community garden maintenance volunteer, Steve Kilner, retired from this position during 2016 and we thank him for all of his reliable and wonderful work. A community garden barbecue was held towards the end of 2016, attended by some of the gardeners and some local residents, and it is hoped that these events will continue in 2017 to enable gardeners to get to know each other better.

In December 2016, we held our annual Community Christmas Lunch, which was attended by many of our students, volunteers, Committee of Management members, local residents and CHSP participants. Thanks to our wonderful volunteer Fiona Baker we all enjoyed a delicious Christmas lunch, and many lucky people had some fun with our door prizes which were most ably drawn by Volunteer Alliance's Mira Haldun. We were also fortunate to enjoy some music by our administration volunteer Laura Van Der Werrf. Our Christmas lunch wouldn't be the same without the fabulous prize hampers in our raffle. These hampers were made up entirely from donations from our generous friends at the Waverley Garden Club who provided an amazing array of delicious food items, which were then presented so beautifully by our hamper expert, Anjanette Barrett.

During 2017, ANLC was fortunate to receive grants to assist with various projects. For example, a grant was received from RACV to establish a Tiny Library, which will be placed on the front fence of the Centre and will enable commuters to have access to books to read during their journey. A community development grant was received from the City of Boroondara to undertake a project in 2017 to redevelop the front garden at Alamein, in conjunction with an ACFE funded horticulture course.

In closing, to our wonderful staff, tutors and volunteers, thank you for your tireless efforts over the past twelve months which have ensured that the quality of the Centre's work is not only maintained but constantly evaluated for continuing improvement.

To the Committee of Management, thank you too for the hard work undertaken during 2016 and we look forward to addressing the issues and challenges that will be part of 2017.

Nicholas Meadley
President

Jill Hitchcock
Manager



Further Education and Leisure Program 2016

2016 was an interesting year at Alamein. Term 1 started off busy with many of the ACFE funded and fee-for-service courses, workshops and leisure programs running. These courses ranged from regular favourites to some new courses. Courses remained steady in number throughout the year. We saw a number of changes with staff, welcomed some new teachers to the centre and said good-bye to other teachers who moved on to new enterprises.

In 2016, Alamein facilitated 9852 ACFE funded student contact hours (210 more than in 2015.) Altogether, Alamein ran 32 ACFE funded courses, 6 were full year language and literacy courses and 26 were term or intensive classes. We offered some new courses, including 'Introduction to Office Skills', with a practical placement component, and 'Run your own Enterprise'. Both these courses proved popular with many students making comments on the excellent teaching staff: *the facilitator* "is extremely knowledgeable and tailored the program to the class." 'Introduction to Computers' and 'Literacy for Early Childhood Educators' were again popular, running every term. We received a number of referrals from job search agencies for job-seekers to attend the computer classes as well as from early childhood centres for this literacy course. It is pleasing to see we have developed a reputation that has resulted in continued referrals from these stakeholders.

In 2016, all of Alamein's A-frames (curriculums for funded courses) were updated through moderation, feedback and reflection. Four new A-frames were written: 'Literacy for Aged Care', 'Introduction to the Service industry', 'Introduction to Horticulture: Landscaping' and 'Beans, Boards, Bikes, Business and Beyond'. All A-frames were submitted to ACFE to support Alamein's 2017 funding application.

Although not as popular as they were a few years ago, iPad courses still bring a number of people into the centre. We ran numerous fee-for service and funded iPad classes in 2016. This included 2 new courses, 'Using your iPad/ iPhone for travel' and 'Managing photos on iPhones and iPads'. In addition to previous students, we also had people new to the centre enjoy these courses, some of whom joined other classes after completing their initial course.

The fee-for-service English classes for International parents at Lauriston Girls continued in 2016. Both weekly 2-hour classes were well attended by parents and all participants were very positive about their course, facilitated by Sue McBride.

Other fee-for-service courses offered included 'eBay', 'Protect Your Computer' and 'SLR: Discover your Camera'. In the latter course, students had fun exploring outside to do macro-photography, and learning some low-light tricks for taking night photos. Altogether, 13 fee-for-service technical courses were run at Alamein in 2016.

Our leisure courses continued to be popular in 2016. Observing a need for another yoga class, we offered a day class in term 2. The course steadily built up and was at capacity by the beginning of term 3; it has continued to be full since. Altogether, we ran 25 term-length leisure courses, including Pilates, mosaics, and 'Mindfulness and Small Movement.' The latter was facilitated by our Pilates teacher, Vrinda Fernando, who recognised a need for a gentle exercise class for older people and those with injuries. Vrinda wanted to give back to the community and ran this course as a free service. She had a regular core group of people attending, all who were very appreciative of her, as are we at Alamein.

We also offered a new creative workshop, making kokodamas, which are Japanese hanging plants. The students, creating their moss balls, had an entertaining, albeit messy, afternoon.

Who were our students in 2016?

We definitely assist the local community, with more than a 1/3 of our 2016 funded and fee-for-service students living in Ashburton and Ashwood and 13% living in Glen Iris. Other suburbs where a large number of students lived included Camberwell, Hawthorn, Richmond, East Malvern and Balwyn. We also had students travel from as far as Thomastown, Altona, Frankston and Cranbourne. (These students attended the Literacy for Early Childhood Educators course.)

Alamein has a great diversity of students attending our centre. In the 2016 funded courses, students came from around the world with 43 different countries represented, from all continents, apart from Antarctica. The majority of students were from Australia, as would be expected. Other countries included China, Greece, Vietnam, India, Mauritius, Chile and New Zealand. In addition to this, approximately 38% of our funded students spoke a language other than English. Languages included Vietnamese, Mandarin, Hindi, Spanish and Tagalog. Collectively, 30 different types of languages were spoken.

In our funded classes, we had various ages attending courses:

The average age for the 'Literacy for Early Childhood Educators' course was 39 years; a good snapshot of the age group found in that vocation.

On the other end of the scale, the average age in 'Introduction to Computers' was 61 years. Many of these students are toward the end of their career life but find they need this foundation skill to gain work or continue in their employment. Job search agents referred a number of students to this course.

For specific technology courses, the average age was younger than the basic course. For example, the average age for 'Introduction to Excel' was 47 years of age, with many of the students being jobseekers.

We can see from this, there is still a demonstrated need in the age range of 45 plus for computer assistance to extend participants' working lives.

The average age in our higher-level English class, 'English for Work & Study', was 48 years of age with many of the students looking at moving on to study or work. In the lower level course, 'Living English', the average age was 52 years, with a number of the students needing extra classroom help due to their low English level. Our wonderful volunteers were vital in this support.

Our Event Management courses attracted people interested in moving into this area or supporting them in their job seeking. The average age for this course was 45.

A substantial number of students that attend Alamein are looking to improve their foundation skills such as literacy, computer and English. In 2016, the majority of students in all of our courses said they were doing the course for 'self-development'. Many of the funded students ultimately wanted to get a job or move on to further education but were lacking the foundation skills and, importantly, also the confidence. In doing courses at Alamein, students developed skills they needed to pathway further.

30% of our students stated they were not employed and not seeking employment. Again, many of these students were attending Alamein in order to improve their foundation skills and eventually have

the confidence to seek employment or enrol in further education. 23% of the students attending classes at Alamein in 2016 were seeking work; the majority were looking for part-time work.

The links between courses is strong at our centre, where students enrol in one course and discover they have a need for more support in another area to complement their pathway needs. In conjunction with a student's teacher, the Further Education Coordinator role plays an important part in identifying student needs and how they can be supported, whether it be with additional help in the classroom by way of volunteer support, or additional courses that will allow them to achieve outcomes and their goals. An example of this is where a number of our 2016 'Pathways to Employment' students joined English classes at Alamein in order to bring their English up to a level that gave them confidence to move on to the next stage of their career life. In the Pathways course, a number of students also recognised they needed more computers skills and subsequently enrolled in various technology courses we offered. A Learn Local is vital in our students' pathway/ educational wellbeing, where Alamein was (and is) able to provide small classes with support and encouragement from teachers, volunteers, the Further Education Coordinator and the student's peers. In 2016, we saw students' skills not only improve but also their confidence increase in what they could do and how they could progress further in their chosen goals.

One of our students, Mika, is a great example of a student who initially enrolled in an English course and has subsequently engaged in other activities to support her pathway. Mika started at Alamein in 2013 in the 'English for Work & Study' course. The following year, in conjunction with her English class, she joined the 'Pathways to Employment' course. She found this course helped her to reflect and extend herself. In 2016, Mika continued her English study, which gave her greater presentation and research skills as well as confidence. She then had the ability to have discussions with teachers at her sons' school and be the class representative there. Mika also chose to undertake extra study at Alamein to support her pathway. She enrolled in 'Introduction to Event Management' and 'Introduction to Office Skills'. These courses showed her "how Australia works" and "were great resources". In consultation with me, Mika also moved into volunteering at Alamein in 2016, supporting students in the 'Adult Literacy Through Computers' course. From this, she has learnt skills in literacy, which she has used with her children and will also utilise in her future work. In addition, she has learnt new approaches in dealing with different people. Mika feels happy with all that she has done at Alamein. She feels "needed and valued" and she is able to "contribute back to society." "All these experiences have made it clear what I want to do in the future."

Snapshot of a teacher

We are very lucky at Alamein with the skill level and professionalism of all our teachers. Many come with diverse experiences and are able to teach a variety of subjects. One teacher, Valerie Barling, started with us in 2008 as a computer trainer. Since then she has also taught a number of other classes including, 'Confidence and Life Skills', 'Decluttering' and 'Sudoku'. In 2016, as well as teaching a variety of technology courses, Valerie also taught 'Introduction to Office Skills', and took over teaching the mosaics class in term 3. She found teaching the latter course was a relaxing way to end the week and gained a lot of satisfaction seeing her students' finished pieces of art. Valerie loves the diversity of fascinating students we have at Alamein and also respects and appreciates the professional and friendly atmosphere at the centre. She has learnt many things from her Alamein students who come from such a variety of different backgrounds and she has found working at Alamein has "sparked my curiosity on different aspects of life."

Events

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

- School and Life Balance Expo at Ashburton Library: Theresa Bonasera and I represented Alamein at this Youth Expo. We consulted with a number of youth about courses and interests.
- Ashburton Festival: Alamein ran a stall in conjunction with Ashburton Community Centre and The Craig.
- Harmony Day: Alamein hosted the “Harmony in a Teacup” event in collaboration with Boroondara Council, with ESL students and visitors to the centre attending the event.
- Neighbourhood House Week: We showcased our centre at Ashburton Library, answering questions, distributing fliers, and running 2 workshops: ‘Android Tips’ and ‘Mindfulness and Small Movement’.
- Adult Learners Week: Classes displayed their work and we hosted the ‘World Discovery Tour’ morning tea. ESL students presented various cultural activities such as making mochi, a Philippine dance and Japanese tea ceremony. 30 people attended.

Program engagement

In 2016, we consulted for potential courses through discussions with current, potential and ex-students, feedback forms, and a survey at the Ashburton festival. We also held a competition in term 1, asking people to make suggestions for new courses that they would like to attend.

The future

As mentioned previously, we will be offering new courses in 2017, which we hope will support our current students and the local community as well as well as engaging new student cohorts. We are looking at offering shorter funded courses such as ‘Rejuvenate your Resume’ and ‘Video Techniques 101’, which have become available through ACFE Leap funding. We are also exploring the idea of theme days and weeks and other ways of program consultation and participation.

Finally, I would like to thank all the teachers and volunteers at Alamein. They are such a great team and make Alamein a wonderful place to work and study.

Further Education Coordinator
Sandii Ingham



Home and Community Care /Commonwealth Home Support Program Report 2016

2016 has been a year of change for this area- along with a name change we have had some changes under which our program operates. We have moved from a state based Home and Community Care system to a Commonwealth funded service, the Commonwealth Home Support Program (CHSP), which aims to create a streamlined source of support for frail, older people living in the community and their carers. The creation of the My Aged Care represents the key entry point to Australia's aged care system, to make it easier for older people, their families and carers to access the aged care services that best meet their needs. For Alamein, this has meant that we are able to handle enquiries for potential participants; however, we now refer them to My Aged Care so they can be registered and interviewed by a regional assessment service to determine eligibility and services required. From 1 July, Alamein received CHSP funding for our Monday Dial a Bus service, to Forest Hills Chase and Waverley Gardens, and for our Wednesday bus trips. Our Friday bus service, to Ashburton and Chadstone, is funded by City of Boroondara.

We are currently in a very good position with the new funding as we have a number of participants who already fall under the "expanded" diversity group umbrella. The Federal Government has a number of special needs groups which have priority for participation in the Commonwealth Home Support Program, and these include people from culturally and linguistically diverse backgrounds, people who are financially or socially disadvantaged, veterans and LGBTI services users.

In 2016, we had two new participants to the program, and one person re-joined the Dial a Bus service. One of our participants went into residential care. In total, we had 16 participants of whom five were occasional or as needed users of the services.

Our Wednesday Dial a Bus participants have enjoyed trips near and far with one of the favourites for 2016 being a "Historical Tour of Stonnington with a lunch at Caulfield Racetracks "The Glasshouse", and a trip out to Lynbrook to the fantastic prawns and mussels at the Lynbrook Hotel's International buffet.

We have been lucky enough to retain our two wonderful bus drivers – John Somerville and Peter Miller. In 2016, Peter Miller has undertaken a Certificate Level III in Individual Support - a course which is a combined version of Certificate level III in Home and Community Care, Aged Care and Disability. Both Peter Miller and John Somerville have undertaken refresher courses in First Aid and CPR. Sylvie Somerville, our Friday Dial a Bus volunteer, has retired and is very much missed.

At the end of 2016, we participated in an audit of our community bus by Transport Safety Victoria, with very good results. The audit provided an opportunity to review many of our procedures relating to our bus activities, and identified areas for further improvement and training.

Various training opportunities have been undertaken during 2016. These included a Hoarding and Squalor seminar, presented by Chisholm Institute, CPR refresher, Manual Handling seminar, a twenty-hour on line Palliative Care class and a training session on Diversity Planning presented by the Eastern Metropolitan Regional (EMR) Alliance. Alamein was also represented at some of the Planned Activity Group (PAG) Coordinators' meetings at Evergreen Centre in Balwyn and a Boroondara Aged Services Providers (BASPA) Meeting.

Thanks to Rob Read and Carol Pawsey for the enormous amount of work involved in preparing for this transition to the CHSP program. and to all of our participants in the program, many of whom have been involved in Alamein activities for many years, and all of whom assist in the planning and evaluation of the activities to make the CHSP a dynamic, welcoming and valued program to assist older people in maintaining their independence.

Margaret Smith
Coordinator

“They are Like Family to Me” – Fay Sawyer’s story



In 2004, the Alamein Community Committee produced a book called *“The Alameiners – from Mud to Palaces: Stories from the Early Residents of the Alamein Estate, Ashburton”*

The project was funded by the City of Boroondara and the Rotary Club of Balwyn, and the Department of Human Services’ Ashburton, Ashwood and Chadstone Neighbourhood Renewal project.

One of the contributors to the book was Fay Sawyer, whose story *“Through Teenage Eyes”* recounted her first introduction to Ashburton and her involvement with Alamein NLC over the years. Fay was instrumental in establishing the organisation, originally known as the Alamein Community Committee, which initially ran out of one of the housing commission flats in Alamein. Over the years, Fay has been involved in the Community Garden, in the shopping bus and the bus trips, and today Fay is a participant in our Commonwealth Home Support Program. Fay says *“Over the years the (Alamein*

Neighbourhood and Learning) Centre has been a

lifeline to a lot of people. We’re really lucky that the staff and volunteers are people you can talk to...I still have good friends from ANLC and the Craig Centre that I see regularly. They are like family to me”

“The Alameiners – from Mud to Palaces: Stories from the Early Residents of the Alamein Estate, Ashburton” is available from Alamein NLC.



TREASURER'S REPORT & 2016 FINANCIAL STATEMENTS

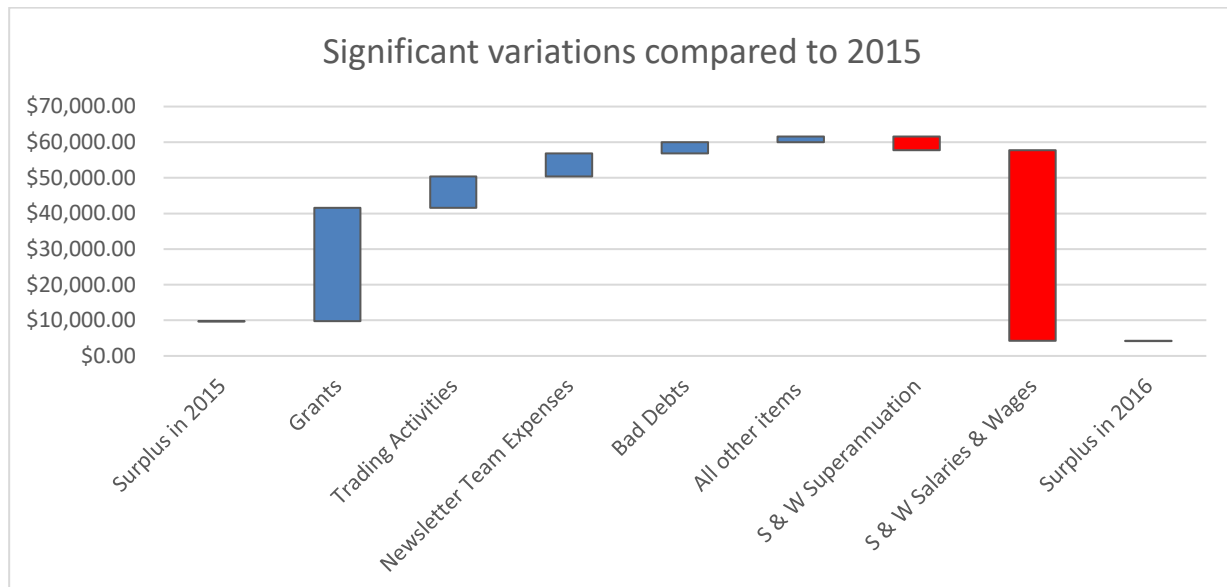
Audited Accounts

The 2016 accounts have been prepared on an accruals basis, and were audited by J L Collyer & Partners. The Auditor's Report is attached to the accounts.

Financial Performance

ANLC recorded a surplus for year of \$4,255 (2015:\$9,744), after deferring \$9,000 received at the end of the financial year for activities to be undertaken in the 2017 financial year.

When compared to 2015, the chart below indicates the most significant deviations from the prior year:



ANLC recorded significant increases in most income categories. These increases were however largely offset by increased salaries and wages costs. The higher salary and wages costs were incurred during the period of transition of executive officers and higher numbers of temporary labour costs.

Despite the high labour costs, ANLC maintained a surplus for the 2016 financial year, with most other expense categories remaining in line with prior year years.

No amounts were required to be written off or provided against during the year (2015:\$3,155).

Financial Position

ANLC's balance sheet is summarised below.

	2016	2015
Current assets	\$185,786.72	\$179,406.78
Property, plant and equipment	\$12,057.00	\$2,175.90
Intangible assets	\$1,045.50	\$0.00
Current liabilities	-\$20,334.78	-\$16,283.02
Employee provisions	-\$12,000.00	-\$12,000.00

Grants received in advance	-\$9,000.00	\$0.00
Equity	-\$157,554.44	-\$153,299.66

Approximately 97% of the current assets are made up of cash and short term cash investments.

ANLC invested in fixed assets during the year, in particular new computer equipment. A project is also underway to improve the website and the costs incurred to 31 December 2016 have been recorded as intangible assets.

During December 2016, ANLC received a \$9,000 grant in relation to services to be provided in 2017. This grant was deferred at 31 December 2016 and will be recorded as income during the 2017 financial year.

Cash flow information

Cash generated from operations of \$15,933 (2015:\$25,401) was predominantly invested in computers, an upgraded telephone systems and a deposit towards website development costs, totaling \$14,568 (\$2,290).

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.

Etienne Gouws
Treasurer

