

**ALAMEIN NEIGHBOURHOOD
& LEARNING CENTRE INC.**

Learn Laugh Live

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2017

ANNUAL REPORT

ABN 14634 097 750

Incorporation No. A 1801D



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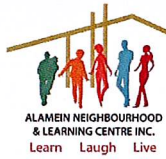
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President's Foreword

What a vibrant community hub we have here at ANLC! When I look back on what we and our community achieved in 2017-18, I marvel at the energy, commitment and support that brims from our small but impactful Centre.

As a Committee Member and President I have focused on two things in particular – governance and partnerships. These two important elements underpin our Vision and Mission and our strategic objectives of community relevance and organisational sustainability. We've put in place a robust risk management framework which ensures we stay on top of organisational risks. We also now have a forecast budget so that we can monitor progress against goals and plan ahead. The partnerships we've forged and grown and the creative thinking from our wonderful staff and volunteers has been outstanding. In this past year, we have found new ways to deepen our partnerships with the City of Boroondara, surrounding Mens' Sheds and neighbouring community organisations. We've also created new partnerships with RACV, and the Departments of Health and Human Services and Education and Training. Our Tiny Library, volunteer program and community gardening projects have not only shown innovation but also bring with them a strong sense of inclusion and connection. Our new website enables us to reach further into our community and promote our significant range of learning opportunities and events which allow us to get together with others.

I commend the work of the Committee, ANLC staff and volunteers. I sincerely thank our existing and new funding and community partners and very much look forward to working with you all as we continue to shape our community together.

Leanne Lawrence

President



AGENDA

2017 Annual General Meeting

Alamein Neighbourhood & Learning Centre Inc

Tuesday 17th April 2018

1. Welcome / Apologies
2. Confirmation of minutes of the previous AGM
3. Business arising from the minutes
4. Guest speaker: Alana Smith – Boroondara Volunteer Resource Centre
5. President's and Manager'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:

Meeting close



Alamein Neighbourhood & Learning Centre Inc.

Annual General Meeting 2016

Minutes of Wednesday 26th April 2017

1. Welcome and apologies

Nicholas Meadley, ANLC President, opened the 40th Annual General Meeting on Wednesday 26 April 2017 at 4pm. Jill Hitchcock, ANLC Manager, acknowledged the traditional owners of the land.

Nicholas Meadley welcomed all present.

Present: Ann Morris, Ginia Reddaway (Ashburton Community Centre), Janet Hills, Jill Hitchcock, Lee Barker, Lesa Koffyberg and Mark Zentgraf (Samarinda Ashburton Aged Services), Linda Trikarso, Marion Baker (Waverley Garden Club), Merial Clark (NIECH), Natalie Rabey and Cate Doolan (AAC Public Tenants' Group), Ria Mountford, Kaitlyn Yeomans (City of Boroondara), Rodney Sprenger, Sue Leavesley, Theresa Bonasera, Tuncay Bekler, and Pat Griffith.

Apologies: Cr Phillip Healey, Cr Garry Thompson, Dr Helen Molnar (City of Boroondara), Cheryl Draper, Geraldine Farrell (Ashburton Community Centre), Margaret Jemmeson, Ian Jemmeson, Isabel Ho, Sandii Ingham, Jenny Fuge, Pari Sanyu (Camcare), Judy Russell, Karen Ward-Smith, Mary Liston (Bowen Street Community Centre), Tony Crawford, Phil Dowles, Larissa De Silva (Commonwealth Home Support Program), Barbara Ghiani (Kew NLC), Yuriko Franks, Margaret Smith, Graham Watt MP, Sally Holdsworth, Jai Lim, Etienne Gouws

2. Minutes of the 2015 AGM

That the minutes of the 2015 AGM as circulated be accepted as a true record of the meeting.

Moved: Pat Griffiths

Seconded: Ann Morris

Carried

3. Business Arising from the minutes:

Nil

4. Guest Speaker: Kaitlyn Yeomans, Safer Communities Planner, City of Boroondara.

Kaitlyn spoke about homelessness in the City of Boroondara. Kaitlyn outlined some of the causes of homelessness, including loss of employment, family breakdown, mental illness, family violence. The City of Boroondara Homelessness Protocol has been in place since 2009 to guide how homeless or "rough sleepers" are assisted, this involves gathering as much information as possible and making referrals to outreach services. The protocol outlines that people have a right to be in a public space, and a central part of the protocol is to inform the

community about the causes of homelessness and to ensure that homeless people are treated with dignity and respect.

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

5. President's and Manager's Report

Nicholas Meadley spoke briefly to the President's and Manager's Report and thanked all staff, volunteers and Committee of Management for their work throughout 2016.

That the 2016 President's and Manager's Report be accepted.

Moved: Ginia Reddaway Seconded: Cate Doolan Carried

6. Treasurer's Report including the Financial Statement for 2016

Nicholas Meadley spoke to the Treasurer's Report. ANLC recorded a surplus for the year of \$4,255 (2015: \$9,744), after deferring \$900 received at the end of the financial year for activities to be undertaken in the 2017 year.

That the 2016 Treasurer's Report be accepted.

Moved: Ann Morris Seconded: Cate Doolan Carried

7. Appointment of the Auditor

That JL Collyer and Partners be appointed Auditor for 2017.

Moved: Cate Doolan Seconded: Ann Morris Carried

8. Election of Committee Members

The current Committee of Management Members are as follows:

Leanne Lawrence (appointed to AGM in 2018); Pat Griffith, Karen Ward-Smith, Sally Holdsworth, Jai Lim and Etienne Gouws (appointed to AGM in 2019) and Christiane Dean.

There were 5 vacancies on the Committee. Nomination was received from Janet Hills. As there were fewer nominations than positions available, it was declared that Janet Hills was duly elected to the Committee of Management.

9. Presentation

A certificate of appreciation was awarded to volunteer Ann Morris for her many years of service at ANLC.

10. ANLC Website

Sue Leavesley (Website Project Officer) provided an overview of the new website which is ready to be launched.

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	Karen Ward-Smith
Minute Secretary	Pat Griffith
Treasurer	Etienne Gouws (until June 2017)
Acting Treasurer	Karen Ward-Smith
Secretary	Jill Hitchcock
Committee	Pat Griffith
	Sally Holdsworth
	Jai Lim
	Janet Hills
	Peter Ferguson

Staff

Manager	Jill Hitchcock
Further Education Coordinator	Sandii Ingham
CHSP Coordinator	Margaret Smith
Administration Officers	Isabel Ho
	Theresa Bonasera
	Barbara Richter-Kirk
	Kate Cleaves
Bookkeeper	Tony Crawford
Project Officers	Sandii Ingham
	Kate Cleaves
	Isabel Ho
	Sue Leavesley
	Carol Pawsey
Bus drivers	Peter Miller
	John Somerville

Further Education Tutors

Fiona Baker	Valerie Barling	Sue Braint
Tamara Cugnetto	Robyn Engdahl	Tom Fagernes
Paul Ho	Deb Langley	Sue Leavesley
Sue McBride	Scott Moran	Irena Poloczek
Lyn Pound	Lara Rutherford	Louise Simon
Tricia Ziemer		

Leisure Tutors

Vrinda Fernando	Barbara Richter-Kirk	Valerie Barling
Emma Grace		

Volunteers

Fiona Baker, Anjanette Barrett, Mandy Batey, Joe Battista, Edward Toh, Ruth Cruttenden, Linda Davis, Peter Ferguson, Rodney Fielden, Yuriko Franks, Janet Hills, Andrew Howells, Heath Jarvis, Doug Johnson, Sue Kellow, Steve Kilner, Ron Mansell, Dimi Papadakis, Christine Peters, Joyce Petrie, Margaret Smith, Rohan Wimalasuriya, Melissa Lombardo, Marg Rawlings, Mika Sugawara, Laura Van der Werrf, Rebecca Verratti





President's and Manager's Report 2017

It is a great pleasure to present the President's and Manager's Report on the activities of the Alamein Neighbourhood and Learning Centre during 2017.

Most years at Alamein are busy, challenging and rewarding, and 2017 was no exception. Throughout the year, we pursued a broad range of tried and tested activities but also introduced a suite of new activities and courses, many of which proved to be interesting and satisfying for those who participated.

We are fortunate at Alamein to have a strong and committed group of volunteers who comprise our Committee of Management. We were sad to farewell our Treasurer Etienne Gouws from the Committee of Management during 2017, but grateful to Karen Ward-Smith who has most ably taken on the role of acting Treasurer. Our two newest members of the committee, Janet Hills and Peter Ferguson, have settled easily into their roles and have already made a valuable contribution to the Committee. Pat Griffith has served on our CoM for many years, currently as our minute secretary, and we are grateful for her continued support and work for Alamein, whilst Sally Holdsworth and Jai Lim guided the implementation of our website project and Sally has produced the excellent Alamein e-news, which goes out each term.

The Committee of Management has diligently attended to governance responsibilities during 2017. The two newest Committee members attended governance training offered by the City of Boroondara, and the risk management register was implemented with particular attention to attracting and retaining skilled staff and volunteers via targeted recruitment and training strategies, and addressing operational systems and processes such as a 3-year budget forecast and cyclical policy reviews with governance, finance, risk management amongst those policies reviewed and updated over the past 12 months.

The 2017 – 2020 Forward Plan, presented to members at the 2016 AGM, has guided our activities throughout the year with and we are pleased to report that in the first year of the plan we have made significant progress towards our expected outcomes. One of the most significant actions from the Forward Plan and highlights of the year was indisputably the Growing Alamein project which was instrumental in helping us to achieve a higher public profile for Alamein and to establish the Centre as a welcoming community place. This project was made possible by a community-strengthening grant from the City of Boroondara, which, combined with the Adult Community and Further Education (ACFE) funded Introduction to Horticulture classes resulted in one of the most ambitious and exciting projects for some time and served as a springboard for some of our other gardening activities. The result of this project can be seen in our front garden with the three garden boxes, which were planted by our dedicated horticulture students and tended by a suite of volunteers who diligently watered the gardens over the hot summer period. This project managed to engage many different people from our local community – students in the horticulture class as well as students from other classes whose interest and participation in the project formed the basis of learning, local residents who assisted in the watering and enjoyed the fruits of their labour, and participants in our community garden and other garden projects. The Growing Alamein project also saw the launch of the Green Team volunteers, comprising volunteers across the various garden projects, and was the impetus for reviewing our activities in our Community

Garden. Isabel Ho, having undertaken the Opening Doors Program in 2016, took on a new role in overseeing the garden, organising barbecues to bring the participants from our various gardening programs together and generally being the lynchpin that held all our components together. Without her tireless work and unwavering dedication to all things green we would not have seen such progress in our activities.

Another highlight of the year was the Cultivating Connections pilot project. The City of Boroondara introduced us to the 3000 Acres organisation and provided a “seeding” grant to undertake a pilot project and our partnership with this organisation was a delight from the beginning. With the assistance of Alana Smith from Council and Pippa French, the Manager of 3000 acres, we were able to design and implement a small project which matched older people with volunteers wishing to cultivate a small piece of land in order to grow fruit and vegetables with the aim of sharing any produce which resulted from the endeavours. The pilot project was a successful program which added much value to our community and brought new people into the Centre. Despite the lower than expected uptake, it will continue as part of the suite of ANLC programs.

Another delightful highlight of the year was the launch of our wonderful Tiny Library. Thanks to a small grant from RACV, the vision of a former staff member Sharon Buck and the unmatched skill and determination of our wonderful Men’s Shed volunteers we were able to launch the library in June with the assistance of the Honourable Kelly O’Dwyer and Cr Garry Thompson and many, many local booklovers including children from the Ashburton Primary School. We have since had a constant supply of donated books to stock the library, and each book is lovingly prepared for the library by one of our library volunteers who places a sticker in the book to see it on its travels. Many in the local community are enjoying browsing our library – from local walking groups to train travellers and local residents. Ongoing maintenance is provided by Joe, Doug and Ron from our Men’s Shed and we are grateful to all involved, including those who have donated books, for making this project so delightful and such a wonderful success.

In 2017 we launched our brand new website. Under the careful guidance of two of our Committee members, Sally Holdsworth and Jai Lim and project officer Sue Leavesley, we engaged Motivating Marketing to develop the website and the results have been very pleasing with many new enquiries emanating from the website. We have also made more extensive use of Facebook to market and promote our activities more strategically.

As in previous years, ANLC participated in a wide range of festivals and events. We once again had a presence at the Ashburton Festival, working in conjunction with the Ashburton Community Centre and the Craig Family Centre. For the first time we convened an Australia’s Biggest Morning Tea event and raised money for the Cancer Council whilst students and program participants, visitors and local residents enjoyed a delicious morning tea. We also welcomed the Australian Hearing mobile bus and assisted Bunnings Chadstone with a Father’s Day barbecue. Other activities included a free i-Pad class during Seniors’ Week in October and daily door prizes and quizzes during Neighbourhood House Week in May.

The focus on gardening activities, the Tiny Library and the increased focus on “event week” activities assisted us in meeting one of the key actions from our Forward Plan, with a 20% increase in the number of people coming through the doors and a greater public profile for Alamein as a safe and welcoming place. The sustained focus on our garden and related activities has enabled us to make great progress in

meeting our goal of having plot holders from the community garden engaged with other Alamein activities and to develop a creative and holistic approach to garden-related activities and programs.

The Men's Shed participants and volunteers enjoyed a busy year in 2017. Their endeavours included the construction of swish bats for vision-impaired table tennis players at Vision Australia, possum boxes and toy maintenance for local kindergartens. A grant from the Australian Men's Shed enabled two of the Alamein Men's Shed participants, together with two of the Kew Men's Shed members to undertake a test and tag training course and purchase a mobile machine. Alamein Men's Shed participants also attended a wood turning exhibition in Moorabbin with members from the Hawthorn Shed, and visited the Kew NLC during Men's Health week, with the Kew members also attending a barbecue at Alamein. We also congratulated Joe Battista who received a special community services award from our local Federal MP, the Hon. Kelly O'Dwyer for his tireless work with the Shed.

Several new groups were initiated during 2017. These included our occasional "Crafternoon" group, with card making and the restoration of the Alamein Poppy banner being the orders of the day, and the short lived "Learn Out Loud" program which aimed to engage local residents in community activities – this later gave way to the far more successful gardening activities.

A significant change in 2017 was the restructure of the Alamein Volunteer Program. Due to Commonwealth funding changes, Alamein was no longer able to continue as part of Samarinda Ashburton Aged Services' Volunteer Alliance. The Alamein Volunteer Program was established with a High Tea for volunteers. By the end of 2017 the Program stood at 33 volunteers who delivered a total of 4000 hours of classroom, administrative and general housekeeping assistance, plus activities in the Men's Shed and in our various gardening programs. Alamein joined the Boroondara Volunteer Resource Centre (BVRC) and has benefitted from the comprehensive training and tremendous support offered by this organisation, including regular opportunities for networking and consultation. Several Alamein volunteers also attended the annual Christmas celebration at the City of Boroondara.

Our major annual thank you to our volunteers has traditionally taken place at the Christmas Party. In December 2017, we held our final Christmas party and it proved one of the best yet. Our dedicated volunteer caterer Fiona Baker, who has supported the Alamein Christmas party for over 15 years, "retired" from this position to return to teaching. Her last party was fabulous! Attended by more than 50 students, volunteers and local residents and special guest Cr Garry Thompson, the party celebrated the hard work and community spirit demonstrated by all during the year. Supported by our most generous friends at the Waverley Garden club, the beautiful Hampers raffled off on the day raised more than \$300.

Professional development was high on the agenda at ANLC in 2017. We undertook "Managing Challenging Behaviours" training and were pleased to invite staff from other neighbourhood houses to participate. Office staff attended a session on managing time and tasks effectively, and Commonwealth Home Support Staff attended sessions including LGBTQI awareness training, infection control and first aid.

In June, all of the Boroondara Neighbourhood Houses made a presentation to Councillors at the City of Boroondara. We were pleased to outline the range of activities at the Centre and to highlight some of our achievements. We would like to acknowledge the support of staff at the City of Boroondara, in particular Dr Helen Molnar and Fiona Brown, Alex Threlfall, Ria Mountford, Fiona Read and Tony

Falkingham, as well as Alana Smith and all the staff at BVRC. We would also like to acknowledge the support of Rachel Kronic (Team Leader Quality and Social Support) and her team in Active Aging and Disability Services in the sometimes challenging environment of the transition to the Commonwealth Home Support Program, and for their on-going support of our Friday Dial a Bus shopping service.

In addition to the partnership with the City of Boroondara, Alamein has always enjoyed strong partnerships with other local organisation and never more so than in 2017. The 10 Neighbourhood Houses in the City of Boroondara forged a stronger alliance, which has resulted in closer collaboration and mutual support, as well as the establishment of a marketing group comprising marketing and program coordination staff. Membership of the NIECH network has, as in the past, been invaluable to Alamein with the networking opportunities and professional advice available through this avenue always being of great assistance. Alamein joins the other Neighbourhood Houses in bidding farewell to Merial Clark who has provided so much support and guidance to various Managers at Alamein over her time as NIECH networker. We wish her all the best in her future endeavours and warmly welcome our new networker Nikki Maddern. The City of Boroondara also introduced us to Swinburne University and we have been pleased to support Communications and Design students as part of the Capstone project.

One of the most productive 2017 partnerships has been with the Department of Health and Human Services' Office of Housing. With the support of the Ashwood, Ashburton and Chadstone Public Tenants' group, we were able to secure the placement of housing officer Patrick Fitzgerald for one morning per week at Alamein. This means that local public housing tenants do not have to travel to Box Hill to attend to tenancy issues. Since Patrick commenced at Alamein we have seen a 25% increase in the number of public housing tenants coming into the centre, and Patrick has kindly advertised and promoted our various activities to local tenants, for which we are most grateful.

We were most fortunate during 2017 to secure two significant grants from the Department of Education and Training. The first, funded under the CAIF 9, was for the Get Set @ Alamein project. The second was for the Family Learning Partnerships (FLP). ACFE has supported these projects with the establishment of CAIF meetings and a community of practice for FLP, in addition to the ACFE forums, which have proved to be very informative and provided very welcome opportunities for networking. We are grateful to all the staff at ACFE for their support and guidance throughout the year.

Leanne Lawrence

President

Jill Hitchcock

Manager



Further Education and Leisure Program Report 2017

Alamein NLC had another successful year in 2017. While we consolidated many of our regular courses, we also offered new courses, including funded courses shorter in length, and attempted to attract a younger cohort. Our leisure programs continued to attract many people and we explored offering sessions at different times of the day and year. We were very lucky with our wonderful teachers, many have continued with us for a number of years. Sadly in 2017, some of our lovely teachers moved on to other ventures and countries.

As a small organisation we are vulnerable to staff absences. 2017 was a tough year for both staff and teachers, having to cope with the impact of the especially virulent flu season in 2017 and staff absence due to bereavement. At times, this caused challenges in course scheduling.

In 2017, Alamein delivered 9277 Adult and Community Further Education (ACFE) funded student contact hours. We ran 31 ACFE funded courses, 6 full year language and literacy courses, 22 term or intensive classes, and 3 funded short courses. The latter were part of the LEAP program (Learner Engagement A-frame program), which was designed to engage 'hard-to-engage' participants in study through short taster courses that would then lead participants on to further study in longer courses.

Alamein seems to have a very good reputation with computer courses; we receive course referrals from job active providers, previous and current students, and small businesses. Our technology courses continued to be popular, with Introduction to Computers running in every term in 2017, and Introduction to Word, Introduction to Excel, Communicating in the Digital Age and Marketing Through Digital Media all running twice in 2017. Feedback from students was very positive, including:

'Deb (the teacher) was very knowledgeable, friendly, approachable and has great communication skills.'
(Marketing through Digital Media)

'It was better than I expected- very tailored to the needs of all students.' (Introduction to Computers)

Our language and literacy courses also proved popular with students. Our teachers are professional and very creative in how they engage and deliver their classes. Many participants come through word-of-mouth referrals (friends and previous students) and the Internet. Students enjoyed classes and gained skills through various ways of delivery, including realia, film, presentations, incursions (speakers included Migrant Information Centre East Melbourne presenting Medical Information), excursions (including the local library) and book creation. I attended an in-class book launch by the Basic Literacy and Numeracy students. The teacher, Sue Braint, along with her volunteers, supported the students to write narratives to complement photos and pictures. Sue then had these bound. It was a joyful morning and students were very excited to see their writing in a book. Students in all the language and literacy classes noted they achieved their class goals and their feedback was excellent:

'Teacher Lyn is patience (sic) and the courses are well prepared.' (Literacy through Computers)

'I learnt so much with the subjects we did, the information was great.' (English Communication Skills)

A number of new courses were offered in 2017 with varying success. One course, Literacy for Aged Care, had a great amount of interest shown prior to offering it. Scheduling this course proved difficult due to changing shift times of aged care staff. This was a learning experience for us, which we will use in the design and delivery of this course in the future. Another new course, Introduction to Horticulture, was very popular. This ran in conjunction with our Growing Alamein project. Students were dedicated and enthusiastic, gaining knowledge and practical skills in the basics of horticulture, as well as helping with the beautifying of our garden.

Other new courses were shorter in length. As part of the LEAP program, Alamein looked at delivering courses to the youth cohort (18-25 years of age). ACFE had encourage us to engage this cohort in Boroondara. In order to do this we met with Boroondara Youth Services and Inner East Local Learning and Employment Network to discuss courses for engagement. We offered a short SLR course and a short video course at '360' (Boroondara Youth Services drop-in centre) and utilised the networks provided to us by the stakeholders. This cohort proved challenging to engage and unfortunately, these courses did not run due to low numbers.

One LEAP program that did run and received positive feedback was 'Rejuvenate your Resume'. We offered this course following 'Interview tips', a free workshop we ran during Neighbourhood House week. Many of the students from this workshop continued on to do Rejuvenate Your Resume. We ran this short course both at Alamein and also out in the community at Ashburton library. It was a successful class in our centre but we had mixed attendance for the library courses. Feedback from all the students was very positive.

In late 2017, we submitted all A-frame course plans to ACFE for our 2018 course funding. We also applied to deliver some new courses in 2018. In order to do this, we wrote and submitted A-frame course and session plans for these (Introduction to Volunteering & Beyond, Introduction to WEB design and Maintenance, Introduction to ESL tutoring, and Introduction to Marketing.) Sue Leavesley did a fantastic job in supporting me with putting this together and writing the A-frames to submit to ACFE.

The Beginner and Intermediate English classes for International parents at Lauriston Girls continued in 2017. The school and participants were happy with the classes. Sue McBride continued to teach this fee-for-service class, and had the support of Irena Poloczek, a volunteer and qualified ESL teacher. During the year, Irena stepped in to teach the class when Sue was on leave.

We had assorted fee-for-service classes at Alamein in 2017, including 'eBay', 'iPad for Travel', 'Managing photos on your iPhone', Google Analytics, mosaics and kokedama balls. The latter workshop was run at Ashburton Community Centre, with all participants having fun and producing some beautiful balls.

Our leisure courses, yoga, Pilates, and meditation were popular in 2017. Barbara Richter-Kirk, our yoga and meditation teacher, recognised a need and interest to extend the day yoga class to incorporate a meditation and relaxing component. Session times were extended and this class often had a waiting list to join. Fitball Pilates was not as popular as other classes. So, this class was changed to a mat Pilates class. Following this, both mat Pilates classes had maximum participants.

Who were our students in 2017?

Over 50% of Alamein's participants were from Ashburton, Ashwood and Glen Iris. 12% of our participants lived in Camberwell. Other suburbs where a large number of participants lived included, Hawthorn, Burwood and East Malvern, and a number of students travelled from Bayside suburbs.

Alamein's students come from many different countries. In 2017, over 40 nationalities were represented. As expected, a third of the students came from Australia. Other countries represented included China, Columbia, Vietnam, Iraq, Sri Lanka, Malaysia and Myanmar. Approximately 33% of our funded students spoke a language at home other than English. The majority were Chinese speakers. Other languages included Vietnamese, Greek, Arabic, Hakka and Japanese. Altogether, 32 different types of languages were spoken at home.

In our funded classes, 35% of our students stated they were not employed and not seeking employment. Many of our students come to us with low confidence and feelings of trepidation towards study due to negative educational experiences in the past. These students often do a course in order to gain confidence and improve their foundation skills in literacy, English and technology before being able to contemplate further study or employment. 28% of our funded students stated they were looking for work, most for part-time employment. Some of our students did work (part-time or unpaid) and were looking at getting more work or paid work.

Cross promotion of courses is very important at Alamein. Students enroll in a class and from their recognised needs (identified through an interview with the Further Education Coordinator, completing a Learner Plan, feedback and discussions during or post course, and teacher recommendations), we can refer them to another course internally or externally. This often occurs with technology and literacy classes, and in 2017 with the Pathways to Employment course.

Snapshot of a course

Our Pathways to Employment course aims at supporting students to identify where they can go with their career and how to get a job. This course has evolved over the years. Initially, called 'Confidence and Life Skills', it aimed at getting a student ready to start looking for work. It now not only deals with giving people confidence to start thinking about job searching, it also takes people on the journey of finding employment or further study.

In 2017, we recognised a number of students in various courses who would benefit from doing the Pathways to Employment course. These students had come to Alamein to study computer courses and horticulture courses and had not thought about doing an employment course. After consulting with them, they enrolled in the Pathways to Employment course. These students went on to complete this course. From this, one of the students had a complete career change and is now studying full-time at university. Another student found work subsequent to this and wrote:

'I wish to thank you for all your support thru (sic) the year. You'll be pleased to know it has finally paid off. I now have a job working as a PCA and support worker.'

Three students from 2016 Pathways to Employment courses contacted us in 2017 to tell us how they were going. Two went back to study and are now working in new vocations, and one previous student has now secured her 1st paid role in Australia in her chosen profession.

Events

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

- Ashburton Festival: Alamein ran a stall in conjunction with Ashburton Community Centre.
- Neighbourhood House Week: 'Interview skill tips' workshop. This brought new and previous students to the centre. Five continued on to other courses with us.
- Adult Learners Week: Classes displayed their work and we hosted the 'Multicultural morning tea'. ESL students presented various cultural activities such as making dumplings, a Columbian dance and Chinese tea. Thirty people attended giving people a different perspective of what our students can do.
- Theme days where the staff dressed up. These included Star Wars Day (May the 4th be with you), Talk Like a Pirate Day (19th September), and Halloween (31st October).

Program engagement

In 2017, in order to gather ideas, collaborate with peers and other organisations and promote our activities, I attended a number of meetings and consulted with various stakeholders. These included:

- Boroondara Volunteer Resource Centre (BVRC) network meetings: Find out ideas and needs for courses, showcase our programs, and network with others for expert knowledge in their area.
- Boroondara Marketing Managers meetings: share ideas, collaborate on Boroondara Neighbourhood House promotion, support newer people in the sector.
- ACFE forums: Network with peers for ideas, teacher information and sector information, collaborate with new ideas and compliance in the sector, be informed of requirements, hear inspiring presentations.
- Volunteer feedback (written and verbal) on course programs of interest and requirements.
- Participant feedback on how the centre is doing and what we can do better or more of (this included written feedback connected to a daily centre competition.)
- Aged care facilities and childcare facilities on course needs and course timing (emails and written questionnaires).

The future

In 2018, we will continue to offer our successful courses as well as offering new courses, which address needs we have recognised. We aim to continue to support our local community as well as job seekers with foundation courses that build their confidence and employability as well as programs which interest and excite them.

Finally, I would like to note the valuable contribution that our wonderful teachers and volunteers bring to Alamein. They create a professional educational and fun environment that is welcoming to all.

Sandii Ingham

Further Education Coordinator



Commonwealth Home Support Programme Report 2017

2017 had been a quieter year for the Commonwealth Home Support Programme (CHSP). It was an interesting start to 2017 with a Federal Government audit of our CHSP programme and a fantastic result. We had two auditors visit for the day. Overall, the experience had been a much more pleasant experience than on previous occasions. Many thanks to Jill for going over the Policies and Procedures with a fine toothed comb prior to the visit. Auditors were impressed with the number of questions that we had going into the audit, as well as, our commitment to using Active Service Model principles. Telephone interviews with participants and staff also went exceedingly well. One auditor stated that he had been impressed by our ability to advocate on behalf of a client and our involvement of our participants in reviewing the information kit which is made available to all participants.

Some changes/upgrades in the My Aged Care portal has made it much easier to use 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 given to people of a culturally and linguistically diverse background, people who are financially or socially disadvantaged, veterans and members of the LGBTI community. A potential client in a higher income bracket may join the programmes, but will pay as a fee for service. CHSP participants' co-contribution toward the services remained the same as 2016, \$7.50 per Wednesday bus trip and \$3.00 per Dial a Bus service.

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. In 2017, we had a total of 19 participants, of which, one passed away and one went into care and we had three new participants to the programs. Four were occasional users.

As special thank you to Kate Cleaves, who was able to fill in for 3 weeks whilst I was away. Feedback from clients was that they enjoyed Kate's company on a couple of the Wednesday bus trips. Our program as enjoyed the company of a student on placement, and the participants stated that they also enjoyed her company.

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 2017 with Peter's continuing and expanding work with seniors in the community setting and John's recent house move.

One of our Wednesday bus outings was a visit to Chadstone's Amaroo Neighbourhood House. Participants were able to spend time and money in the opportunity shop, meet the manager and find out about the centre as well as view some artwork on show for a local exhibition on anxiety and depression. Feedback from our participants at the end of each outing indicate that there is a very high degree of client satisfaction with the outings. Verbal feedback indicates an appreciation of both the Dial

a Bus and Wednesday Bus outings programs in maintaining independence, community access and social connectedness.

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 training and a manual handling refresher course.

Margaret Smith

CHSP Coordinator



TREASURER'S REPORT & 2017 FINANCIAL STATEMENTS

Financial Statements

The 2017 Financial Statements accompanying this report show a minimal operating surplus for the year of \$1,028 compared with a surplus of \$4,255 in 2016.

Audited Accounts

The 2017 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	\$198,890	Increased by \$13, 527	\$212,417
Less LIABILITIES	\$41,355	Increased by \$12479	\$53,834
Equal EQUITY	\$157,555	Increased by \$1,027	\$158,583

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

Financial Performance

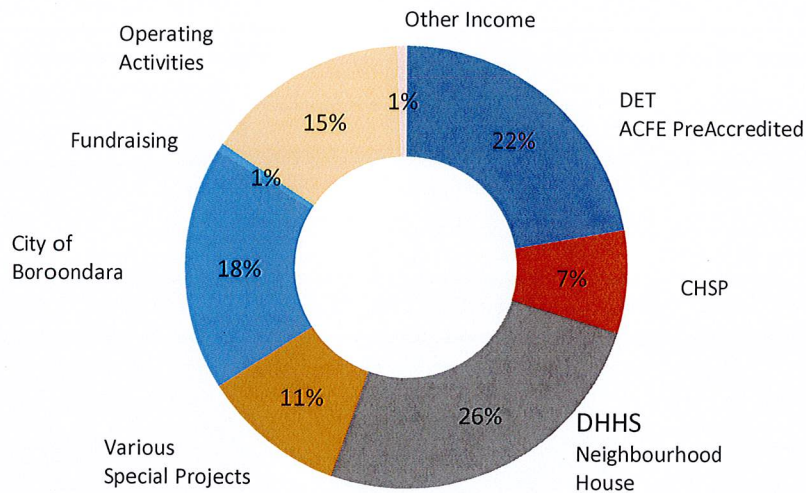
ANLC recorded a small surplus (\$1,028) for the year after deferring \$20928 received during 2017 and planned for expenditure in the financial year 2018. In addition an allowance (\$5,510) has been made for annual leave entitlements and an increase (\$1,285) in long service leave entitlements.

Income and Expenses

ANLC's income and expenditure experienced a slight increase from 2016 with increased grants being balanced by increased expenditure.

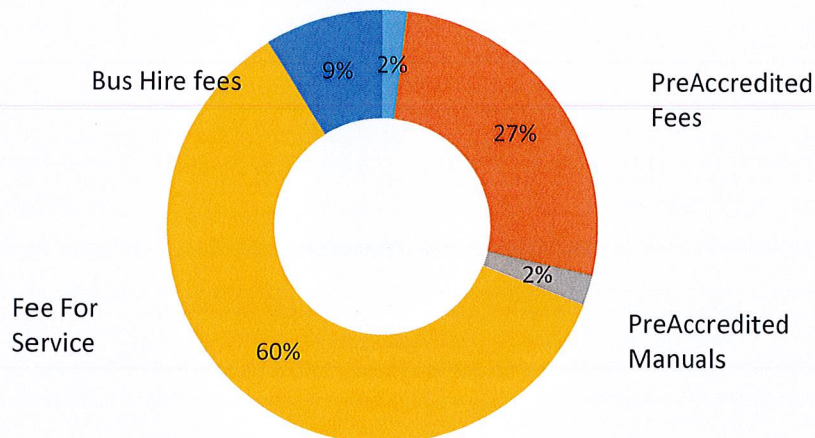
Source of Funds

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



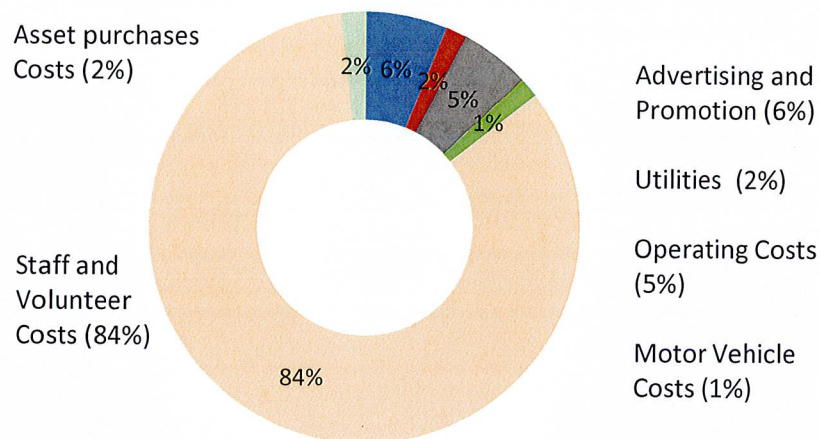
Investments

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.

Expenditure

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



Summary

Overall ANLC has maintained its sound financial position during 2017 and has operated in accordance with the Associations Incorporation Reform Act 2012.

Karen Ward-Smith

Acting Treasurer

**Independent Auditor's Report
to the Members of
ALAMEIN NEIGHBOURHOOD AND LEARNING CENTRE INC.**

Opinion

We have audited the accompanying financial report, being a special purpose financial report, of ALAMEIN NEIGHBOURHOOD AND LEARNING CENTRE INC., which comprises the financial position as at 31st December 2017, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including summary of significant accounting policies and managements assertion statement.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of ALAMEIN NEIGHBOURHOOD AND LEARNING CENTRE INC. as at 31st December 2017, and its financial performance and its cash flows for the year then ended in accordance with Associations Incorporation Reform Act 2012.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditors Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter-Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist ALAMEIN NEIGHBOURHOOD AND LEARNING CENTRE INC. to meet the requirements of Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the *applicable legislation* and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error. In preparing the financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

J. L. Collyer & Partners Accountants

Dated in Glen Waverley on

22nd March 2018

A handwritten signature in black ink, appearing to read 'L. R. Arnold', with a stylized flourish at the end.

Lionel R. Arnold

ALAMEIN NEIGHBOURHOOD AND LEARNING CENTRE INC.

INCOME STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2017

		<u>2017</u>		<u>2016</u>
	\$	\$	\$	\$
<u>INCOME</u>				
Grants				
- Pre-Accredited Grant	88,434		84,090	
- CHSP Grant	29,779		44,324	
- NH Grant	102,036		97,243	
- Capacity & Innovation Grant	10,928		-	
- City of Boroodara	61,856		60,527	
- Other Grants	28,512	321,545	15,165	301,349
Fundraising - Gifts		1,198		4,183
Fundraising - Contributions		2,470		2,863
Trading/operating Activities		59,329		62,110
Other Income				
- Interest	2,271		3,123	
- Sundry Income	663	2,934	450	3,573
		387,476		374,078
<u>LESS EXPENDITURE</u>				
Advertising & Promotion		15,412		11,119
Audit Fees		1,665		1,531
Bank Charges		519		540
Cleaning		5,783		5,393
Client Support Services/Consumables		4,880		2,850
Computer Expenses		13		99
Depreciation		3,979		3,642
Events & Catering		419		380
Fees & Permits		101		-
Health & Safety		313		-
Insurance		1,692		1,866
Membership & Subscription Fees		3,544		3,639
Minor Assets <\$5000		5,754		1,110
Motor Vehicle Expenses		5,486		5,199
Postage		295		474
Printing & Stationery		5,864		4,480
Publication & Info Resources		983		1,091
Repairs & Maintenance		804		401
Salaries		292,032		290,821
Staff amenities		55		-
Staff Recruitment Expenses		-		110
Staff Training		2,582		664
Sundry expenses		242		1,013
Superannuation		22,841		20,591
Telephone, fax & Internet		2,809		4,690
Utilities		4,418		4,960
Volunteer		555		261
Workcover		3,408		2,899
		386,448		369,823
SURPLUS/(DEFICIT) FOR THE YEAR		<u>1,028</u>		<u>4,255</u>

ALAMEIN NEIGHBOURHOOD AND LEARNING CENTRE INC.

BALANCE SHEET
AS AT 31 DECEMBER 2017

	<u>2017</u>		<u>2016</u>	
	\$	\$	\$	\$
<u>ACCUMULATED FUNDS</u>				
Retained Surplus		88,583		87,555
New Bus Reserve		70,000		70,000
		<u>158,583</u>		<u>157,555</u>
<u>ASSETS</u>				
<u>Current Assets</u>				
Petty Cash	300		300	
Cash at Bank - Operating A/C	35,834		20,100	
Prepayments		-		-
Accounts Receivable	921		5,746	
Sundry Debtors		<u>37,055</u>		<u>26,146</u>
<u>Investments</u>				
ING Savings	120		159,641	
Westpac - Term Deposit	150,000		-	
Westpac -Cash Reserve	<u>12,745</u>	<u>162,865</u>	<u>-</u>	<u>159,641</u>
<u>Fixed Assets (Note 2)</u>				
Community Bus at cost	37,551		37,551	
Less Accumulated Depreciation	<u>37,551</u>	<u>-</u>	<u>37,551</u>	<u>-</u>
Computers at cost	24,228		24,228	
Less Accumulated Depreciation	<u>18,557</u>	<u>5,671</u>	<u>15,764</u>	<u>8,464</u>
Fixtures & Fittings at cost	47,396		37,190	
Less Accumulated Depreciation	<u>47,396</u>	<u>-</u>	<u>37,190</u>	<u>-</u>
Property & Equipment at cost	8,875		8,875	
Less Accumulated Depreciation	<u>6,468</u>	<u>2,407</u>	<u>5,282</u>	<u>3,593</u>
		<u>8,078</u>		<u>12,057</u>
<u>Intangible Assets</u>				
Website		4,419		1,046
<u>TOTAL ASSETS</u>		<u>212,417</u>		<u>198,890</u>
<u>LESS LIABILITIES</u>				
<u>Current Liabilities</u>				
Creditors (Note 3)	26,959		26,874	
Grants in Advance	20,928		9,000	
GST	<u>5,947</u>	<u>53,834</u>	<u>5,461</u>	<u>41,335</u>
<u>TOTAL LIABILITIES</u>		<u>53,834</u>		<u>41,335</u>
<u>NET ASSETS</u>		<u>158,583</u>		<u>157,555</u>

ALAMEIN NEIGHBOURHOOD AND LEARNING CENTRE INC.

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 DECEMBER 2017

	<u>2017</u>	<u>2016</u>
	\$	\$
Retained Surplus at the Beginning of Financial Year	87,555	83,300
Operating Surplus/(Deficit) attributed to members	1,028	4,255
Prior Year Adjustments	-	-
Transfer to New Bus Reserve	-	-
<u>Retained Surplus at the End of Financial Year</u>	<u>88,583</u>	<u>87,555</u>

ALAMEIN NEIGHBOURHOOD AND LEARNING CENTRE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2017

NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report that has been prepared in accordance with the Australian Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

Each Class of Fixed Assets is carried at cost or fair value less, where applicable, any accumulated depreciation. The depreciable amount of all fixed assets are depreciated at a rate of 15% to 33% on diminishing value method until disposed of. Assets costing less than \$5000 are written off at the time of purchase.

The accounting policies have been consistently applied, unless otherwise stated.

NOTE 2. Depreciation of Fixed Assets

Assets	Costs \$	Opening WDV \$	Additions	Deprn Rate	Deprn \$	Closing WDV \$
Community Bus	37,551	-		27%	-	-
Computers	24,228	8,464	-	33%	2,793	5,671
Fixtures & Fittings	47,396	-		15%	-	-
Property & Equipment	8,875	3,593	-	33%	1,186	2,407
	<u>118,050</u>	<u>12,057</u>			<u>3,979</u>	<u>8,078</u>

NOTE 3. Creditors

Creditors are made up as follows:

	<u>2017</u>	<u>2016</u>
Accounts Payable	-	11,228
Superannuation	2,080	1,440
PAYG	6,084	2,206
Annual Leave Provision	5,510	-
Long Service Leave Provision	<u>13,285</u>	<u>12,000</u>
	<u>26,959</u>	<u>26,874</u>

ALAMEIN NEIGHBOURHOOD AND LEARNING CENTRE INC.

STATEMENT OF CASH FLOWS

For the period ending 31 December 2017

	<u>2017</u>	<u>2016</u>
	\$	\$
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from grants etc.	401,958	374,939
Payments to suppliers and employees	(381,898)	(362,129)
Interest received	2,271	3,123
	<hr/>	<hr/>
Net cash provided by (used in) operating activities (Note 2)	22,331	15,933
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from (payment for) plant & equipment	-	(13,523)
Proceeds from (payment for) intangibles	(3,373)	(1,046)
	<hr/>	<hr/>
Net cash provided by (used in) investing activities	(3,373)	(14,569)
Net increase (decrease) in cash held	18,958	1,364
Cash at beginning of year	180,041	178,677
	<hr/>	<hr/>
Cash at end of reporting period (Note 1)	198,999	180,041

NOTES TO THE STATEMENT OF CASH FLOWS

NOTE 1. RECONCILIATION OF CASH

For the purposes of the statement of the cash flows, cash includes cash on hand and in at call deposits with banks or financial institutions, investments in money market instruments maturing within less than two months, net of bank overdrafts

(a) Reconciliation of Cash

Cash at the end of the reporting period as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:

Cash at bank	198,699	179,741
Petty Cash	300	300
	<hr/>	<hr/>
	198,999	180,041

NOTE 2. RECONCILIATION OF NET CASH PROVIDED BY OPERATING ACTIVITIES TO OPERATING PROFIT

Operating Profit (Loss)	1,028	4,255
Depreciation	3,979	3,642
Prior Year Adjustment	-	-
(Increase)/decrease in debtors/prepayments	4,825	(5,016)
Increase/(decrease) in grants in advance	11,928	9,000
Increase/(decrease) in creditors/provisions	571	4,052
	<hr/>	<hr/>
	22,331	15,933

Schedule 1
Regulation 15
Form 1

Associations Incorporation Reform Act 2012

Sections 94 (2)(b), 97 (2)(b) and 100 (2)(b)

**Annual statements give a true and fair view of financial performance and position
of incorporated association**

We, Leanne Lawrence and Karen Ward-Smith, being members of the committee of
the Alamein Neighbourhood & Learning Centre Inc. certify that –

“The statements attached to this certificate give a true and fair view of the financial
performance and position of the above named association during and at the end of
the financial year of the association ending 31 December 2017”



Signed:

Date: 13/04/2018



Signed:

Date: 13/04/2018