

AGM.18
BNC



Ballarat Neighbourhood Centre Annual Report





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Our Purpose

Ballarat Neighbourhood Centre exists to increase the social and economic participation of people in our community, especially those experiencing disadvantage.

Our Mission

"Creating community connections. Supporting your learning journey"

Ballarat Neighbourhood Centre delivers a range of programs and services that improve the outcomes of people in our community by:

- Delivering skills and training to those experiencing socio-economic disadvantage
- Working with learners and partners to build pathways to further education and employment
- Working together to activate community and increase social connection



Chair's Report

"I think true success is intrinsic... It's love. It's kindness. It's community."

Tom Shadyac

A great neighbourhood centre is at the heart of every community, listening and responding. Neighbourhood centres encourage connection, reduce isolation and help people feel like they belong, whether that be socially, in a volunteer capacity, gaining new skills or helping people secure employment. Ballarat Neighbourhood Centre has worked very hard to be that type of Neighbourhood Centre for the people living in Sebastopol, Delacombe, Redan, Mount Pleasant and Ballarat East. We say thank you to all the residents who have connected with us over the past year to help us be the best we can be.

Our wonderful and talented team lead ably by Vicki Coltman who has recently been appointed as Executive Officer. Vicki brings new enthusiasm and vibrancy to the Centre. Our professional services, programs and events are delivered effectively with the support of all our staff and volunteers, as well as our facilitators, partners, members and other users of the Centre. I would wholeheartedly like to thank everyone who dedicates their time, energy, heart (and soul) in contributing to the success of the BNC.

As Chair of the Committee, I would like to make particular note of the volunteers who represent our community on the Committee – thank you for ensuring the effective operational and strategic management of the BNC. For those who will not continue and for those coming onto the Management Committee, please be assured that your participation is much appreciated and provides a great example of how volunteers contribute so much to our community growth and the fabric of our society.

Thank you very much to our community partners who have made it possible for BNC to effect real change and advocate for its community. We acknowledge the ongoing support of the Brotherhood of St Laurence, the Department of Education and Training and the Department of Health & Human Services, and Jobs Victoria. We also thank the City of Ballarat for supporting the beginnings of our very successful social enterprise. Without the support of our many partners we would never be able to achieve the things we have for our community. We are truly fortunate to have partners who value community development, engagement, along with quality service delivery.

We look forward to all that 2018 and the future will bring.

Michelle Whyte

Chair
Ballarat & Wendouree Neighbourhood Centres
Committee of Management

Executive Officer's Report

"I alone cannot change the world, but I can cast a stone across the waters to create many ripples." Mother Teresa

Having recently been appointed Executive Officer of the Ballarat Neighbourhood Centre, it is with pleasure I look back on the work of the organisation over the past year. It is clear the organisation is built on a solid foundation with cash reserves and strong government, business and community relationships. A great deal of credit goes to outgoing Executive Manager, Michelle Whyte, for leading and building a strong community focused organisation.

The major 2017 achievement, was the launch of our social enterprise 'Enterprising Communities' with funds from an innovation grant from the Department of Education & Training and a 'Strong and Resilient Communities Activity: Inclusive Communities' grant from the City of Ballarat.

The social enterprise operates from our commercial kitchen as a food business which creates pathways to employment and further education through hospitality. Two cohorts completed the 16 week programs in 2017, with 100% education and employment outcomes for the second group. This is a fabulous result and has seen the social enterprise growing and being well supported by local job agencies, businesses and the community.

We continue to strive for excellence and once again were recognised for this by making the finals of the Federation Business School Commerce Ballarat Business Excellence Awards - CGU Insurance Community and Government Award.

Overall the Centre achieved or exceeded expectations and deliverables across our Learn Local (ACFE); Jobs Victoria Work and Learning Centre; and Neighbourhood House contracts. This was not always easy to do but reflects the hard work and commitment of the BNC team. I feel extremely fortunate to have them and thank them all for their dedication and support to our clients, the community and the organisation.

In 2018, I am looking forward to working with Ballarat Neighbourhood Centre staff, supporters, volunteers and the Committee of Management to find ongoing funding for the Social Enterprise and develop more opportunities for us to connect with our community.

Vicki Coltman

Executive Officer
Ballarat Neighbourhood Centre

Highlights of 2017

Ballarat Neighbourhood Centre

We deliver a range of programs focusing on community development; education and training; and employment support. In 2017, the majority of activities and programs were delivered at the Ballarat South Community Hub, with a small number delivered offsite in partnership with Ballarat Community Health, the City of Ballarat, the Delacombe Chair's Forum Partners, Women's Health Grampians, Ballarat Regional Multicultural Council and with a range of community groups.

In 2017, our participant survey revealed:

- 62.8% visited the Centre for courses/classes or job support/training
- 32.2% of clients are here to improve their job skills
- 3.2% of participants identify as Aboriginal - compared to 2.3% of the Ballarat LGA
- 19.1% of participants identify as having a disability or long-term impairment - compared to 17.2% of the Ballarat LGA
- 72 % of our clients are female
- 58.5% are aged between 30 -54
- 16% do not have English as their primary language

**We ran
814
different
programs**

**1323
hours
volunteered
with us**

**20,000
Centre
visitors**



Highlights of 2017

Jobs Victoria Work & Learning Centre

The team continues to build collaborative relationships with local job agencies, businesses and community organisations. With 18 months of the contract to be delivered, our Jobs Victoria Work & Learning Centre team have exceeded 5 targets of the 11 in the 4 year contract and expect to exceed 4 more in early 2018.

Four Year Targets Achieved:

- Number of clients assisted by WLC - 98%
- Number of clients active in pathway plans - 102%
- Number non-accredited training placements - 113%
- Number of non-accredited training completions - 137%
- Number of accredited training placements - 69%
- Number of accredited training completions - 91%
- Number of employers connected with the centre - 207%
- Number of employment placements - 112%
- Number of employment placements retained for 26 weeks - 82%

New
Branding



495
clients*

390
completed
courses*

296
employment
placements*



* Accumulative totals from July 2015

Highlights of 2017

Social Enterprise 'Our Kitchen'

The Enterprising Communities social enterprise commenced in 2017 to help our long term unemployed clients gain employability skills and valuable work experience. Two program intakes occurred in 2017, with 100 % education and employment outcomes for the second intake.

'Our Kitchen' operates 2 days per week offering take away food items and catering to Hub users and the community. Participants undertake a 16 week training program which includes weekly pre-accredited training sessions in hospitality, accredited Barista and Safe Food Handling training and work experience in our commercial kitchen.

**14
education
outcomes**

**17
clients
completed
course**

**4
employment
outcomes**



Highlights of 2017

Training & ACFE Courses

As a Learn Local organisation we deliver Adult, Community and Further Education (ACFE) pre-accredited courses to our community. We continue to focus on courses which build employability skills for our students and pathways into employment and education.

In addition to developing our courses, we created new ACFE courses for ourselves and our partners including the social enterprise (Our Kitchen), Women's Health Grampians (It Takes Courage), and Department of Justice (Becoming Work Ready). Overall our classes were well supported with the hospitality and retail courses in particular being well attended.



371
course
enrolments

13192
student
contact
hours

26
pre-accredited
courses run



Highlights of 2017

Community Development

We continued to build on our strategic work in the Delacombe, Mt Pleasant and Sebastopol communities to:

- complete the Delacombe Community Plan 2018-2020 in partnership with the Delacombe Chairs Forum members and community
- document the achievements of the Delacombe Community Plan 2013-2017
- establish the Mt Pleasant History Group
- create and distribute quarterly newsletters to Mt Pleasant & Delacombe communities
- deliver a community Mural Project - 4 murals created at Berry Street, Delacombe Community Hub, Sebastopol Youth Centre, Ballarat South Community Hub
- complete the infrastructure and main plantings for the Ballarat South Community Hub Community Garden
- joined the Sebastopol Community Panel facilitated by the City of Ballarat
- coordinate Mt Pleasant Christmas Carols (Dec) & a Children's Week Festival (Oct)

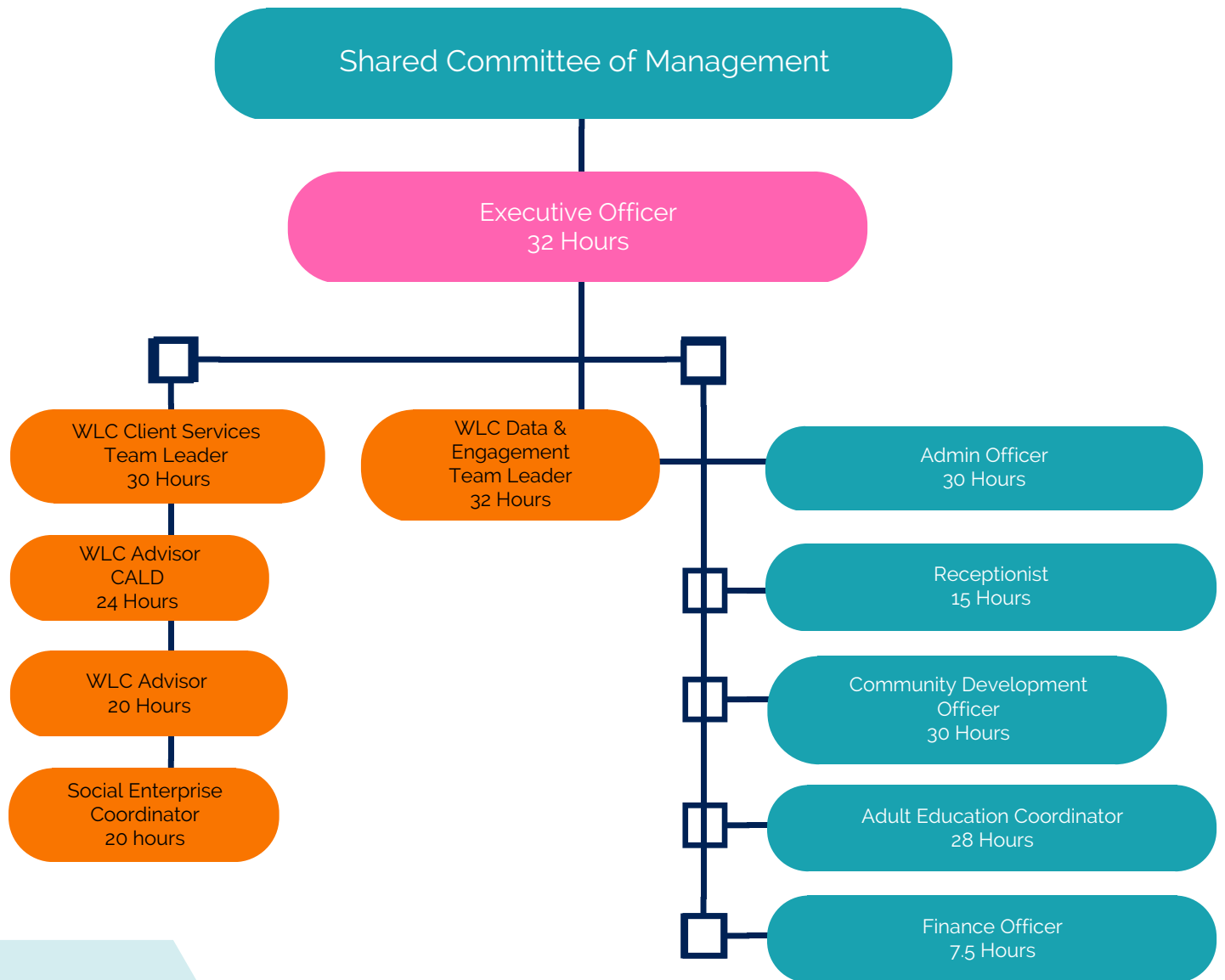
140
Community
Volunteers

726
attended our
events

10,000
Newsletters
delivered



Ballarat Neighbourhood Centre Organisational Chart



Ballarat Neighbourhood Centre

Appreciation List

Ballarat Neighbourhood Centre gratefully acknowledges the support of the following organisation and their representatives

- Artist Linda Franklin
- Australian Unity
- Ballarat Community Health
- Ballarat Foundation
- Ballarat North Neighbourhood Centre
- Ballarat Permaculture Guild
- Ballarat Regional Multicultural Council
- Ballarat South Community Hub Governance Group
- Ballarat Health services
- Bendigo Bank - Buninyong & District Community Bank
- Brotherhood of St Laurence
- Central Highlands Community House Network (CHCHN)
- Central Highlands Water
- Centre for Multicultural Youth (CMY)
- City of Ballarat
- Commerce Ballarat
- Centacare
- Delacombe Chairs Forum
- Delacombe Primary School
- Department of Health & Human Services
- DOTS
- Federation University Australia
- GForce - Transitions to Work
- Haymes Paint
- Hip Pocket Workwear & Safety
- House of Music Christmas Carollers
- IBM
- Job Employment Network Providers
- Kelaston
- Kittelty's
- Leadership Ballarat & Western Region
- Local Advisory Panel Members
- Local Job Service Australia providers including People Plus, Centacare and Matchworks
- Lumen Christi Primary School Delacombe
- Mitre 10
- Mount Pleasant Primary School
- Neighbourhood Houses Victoria
- Peter Ford Catering
- Phoenix P-12 Community College
- Salvation Army Delacombe
- Sebastopol Fire Brigade
- Sebastopol Men's Shed
- Second Bite
- SES
- The Athletes Foot Ballarat
- The Forge Pizzeria
- The Unicorn Ballarat
- United Way Ballarat
- UFS
- Victoria Police
- Wendouree Neighbourhood Centre
- Women's Health Grampians
- YMCA Ballarat

A very special thank you to our major funding partners for their continued support.

- **Department of Health & Human Services**
- **Department of Education & Training**
- **Jobs Victoria**
- **City of Ballarat**
- **Brotherhood of St Laurence**

Strategic Plan 2017-2020



Strategy 1

" We will create a community where all people are encouraged and supported to develop their skills and work readiness"

We will achieve this by:

- Developing a culture that is trust based that provides holistic, supportive and individualised responses
- Creating opportunities and networks that connect people with each other, their business community and other agencies
- Demonstrate a commitment to continuous improvement through utilising sharing of knowledge, professional development, research and evaluation



Strategy 2

" We will create an active and connected community through building a sense of place"

We will achieve this by:

- Activating the Hub and creating a vibrant community space that acts as a community link
- Creating opportunities and networks that connect people with each other. Engaging with stakeholders and residents to identify priorities and actions in key neighbourhoods



Strategy 3

" We will inspire and support lifelong learning"

We will achieve this by:

- Committing to being a learning organisation
- Creating a learning environment that is learner centred
- We will work with industry and other partners to design and deliver innovative and quality programs

Strategic Plan 2017-2020



Strategy 4

" We will work together with community to be a place where all people have the opportunity to participate fully in the community and economy"

We will achieve this by:

- Acting to reduce the inequities faced by individuals from CALD backgrounds in accessing skills and jobs while celebrating and promoting the value of diversity
- Collaborate with our partners to respond to emerging needs and service gaps by creating activities and programs that address them
- Encourage and support individuals from CALD backgrounds through safe and inclusive practice, to develop their potential, skills and work readiness.



Strategy 5

" We will be an accountable, viable and sustainable organisation"

We will achieve this by:

- Developing policies, procedures and reporting mechanisms for internal compliance, risk management, succession planning, financial stability and good governance
- Align staff and Committee skills with strategic requirements
- Proactively drive the agenda and keep abreast of government and community priorities to improve outcomes and adopt innovative solutions through collaboration and design

Committee of Management as at 31st December 2017

Chair Michelle Whyte

Secretary/ Public Officer Samantha Wilson (LOA)

Acting Secretary Sophie Monkman

Treasurer Stephen Monkman

General Members Barrie Campbell

Allan Jubber

Pauline O'Shannessy-Dowling

Kathy Steenhuis

John Horley



**A huge thank you to our outgoing Committee Members
for all the work and dedication you gave to the organisation
during your time on the Committee.**

Your dedication and support has been greatly appreciated.

Committee Members who resigned during 2017

- **Sharryn Francis** - 28/03/2017
- **Corina Kozaris** - 15/05/2017
- **Janet Wraith** - 15/05/2017
- **David Carter** - 15/05/2017
- **Rose Young** - 15/05/2017
- **Vicki Coltman** - 21/11/2017



Ballarat Neighbourhood Centre Staff Members as at 31st December 2017

Acting Executive Officer
Receptionist
Finance Officer
Administration Officer
Adult Education Co-ordinator
WLC Data & Engagement Team Leader
WLC Client Services Team Leader
WLC Advisor
CALD Advisor
Community Development Officer
Enterprising Communities Coordinator
Teaching Staff

Vicki Coltman
Maria Jones
Jan Bunting
Belinda Wolfe
Catriona Rodd
Traci Pearson
Jan Simmons
Suzanne Gatz
Annie Dunn
Kate Owen
Katie Gillet
Claude Akakpo
Pam Atkins
Paul Browning
Jeni Eastwood
Martin Forbes
Suzanne Gatz
Greg Horgan
Alicia Kupisz
Catriona Rodd
Nicole Phillips
Jan Simmons



Treasurer's Report

"Diversity doesn't mean black and white only".

Henry Louis Gates

A big year for Ballarat Neighbourhood Centre this year from a finance and personnel point of view. First we lost long term Executive Manager Michelle then we lost our long term bookkeeper Jan who had spent many years working for Ballarat Neighbourhood Centre and her contributions over all those years will be missed. In their places Vicki has taken over as Executive Officer and Sharni as the bookkeeper. This will be expanded on more in other reports.

Once again the audit has been completed and is laid out in the following pages. I am pleased to announce that the auditor has stated that the finances are true and fair and supports the view that the committee holds that the Ballarat Neighbourhood Centre will be able to pay all its debts as and when they fall due.

This year the Ballarat Neighbourhood Centre made a loss of \$819.47. Whilst the income statement shows a loss of \$84,593.38. Ballarat Neighbourhood Centre has funding received in advance of \$83,773.91 and as per Australian Accounting Standards this funding must be treated as a liability. This has been expanded on in the audit report at point 7, page 10.

This funding received calculation also impacts the retained earnings figure which shows a drop from \$190,253.80 to \$105,660.42. In actual fact this figure once the funding in advance is accounted for is \$189,434.33. The difference here once calculated is \$819.47 which is the figure previously discussed as the actual loss.

Next year at this stage a modest profit is being calculated for Ballarat Neighbourhood Centre. On the Deductible Gift Recipient application, this is still being processed by the Australian Tax office and the accounts report that as of 24 April 2018, no response has been received as far as this application goes.

Stephen Monkman

Treasurer
Ballarat Neighbourhood Centre



Ballarat South Community Hub. Tuppen Dve, Sebastopol
Phone: 5329 3273 Email: reception@ballaratnc.org.au
www.ballaratnc.org.au