

BNC AGM



Ballarat Neighbourhood Centre Annual Report

19





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Our Purpose

The purpose of the association is to enrich our community by providing opportunities to connect, participate and learn.

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



Acting Chair Report

The Ballarat Neighbourhood Centre continues to go from strength to strength, with new contracts and projects. In 2018 we experienced some key changes, starting with the appointment of Vicki Coltman as our Executive Officer.

Vicki brought her networks and experience with businesses systems and processes to the role, leading to customer service and project delivery improvements. An expanded tearoom, beautification of the hallway, and a new layout for offices and client spaces were the most obvious changes. In addition, streamlining cash handling and payment processes, reviewing policies and more staff professional development were some of the key changes made to business operations.

It was also a year of change for the Committee, with four Committee members resigning due to family and work commitments. We would like to thank Samantha, Kathy, Pauline and Sophie for their commitment and support to the Neighbourhood Centre over the past 2 years.

Lisa Buckland and I joined the Committee in 2018. Lisa's legal background enables her to provide valuable legal advice and support, especially in the policy development area to the Committee. In my role as Deputy Chair, I have enjoyed discovering what the organisation does and how it achieves its strategic goals.

Since the end of the year, both Michelle Whyte and Stephen Monkman have resigned from the Committee. On behalf of the other Committee Members, we would like to thank Michelle for her support and work as Chair over the past twelve months. We wish her all the best for her next endeavour and look forward to working with her again in the future.

After 8 years as treasurer, Stephen Monkman will not be renominating at the AGM. Steve played a key strategic role in leading the Neighbourhood Centre from a small community house to the busy business focused organisation it is today. We thank Steve for his dedication and wish him well for the future.

We now have three Committee vacancies and are in discussion with two people who have specific skills to join the Committee in 2019. Building a strong functioning Committee is a priority as late in 2018 we applied for funding to establish a new Neighbourhood Centre in East Ballarat. Our successful application requires the Committee to set up a new house over the next eighteen months and to now provide oversight for all three houses. In 2019 we will be focused on ensuring the three houses have up to date and relevant governing documents and policies.

Finally, The Committee reviewed our Rules of Association in 2018 adding terms of office for Committee members and making several small changes to improve governance for members. The new Rules of Association will be presented at the AGM for consideration.

We look forward to 2019 and another great year for the Ballarat Neighbourhood Centre.

Glen Crompton

Executive Officer Report

Recognising change can be challenging for some people. In my first year I tried to introduce change in a positive way where all staff and clients could see the benefits and reasons for the change. As I write this the Centre is a hive of activity with students and community members making the most of our wonderful facilities. For our new visitors they are unaware, as they should be, of the many changes implemented in the past twelve months but are clearly benefiting from a more welcoming entrance, a bigger tearoom and improved work spaces.

Working back in the community sector has been a great experience, especially reconnecting with past colleagues and allowing me to introduce new people to the Centre. For example, my introduction of Headspace staff to our Work & Learning Centre team has created a fantastic collaborative approach to supporting local youth into employment or education pathways.

The Work & Learning Centre takes a unique social investment approach to supporting our job seekers and we continue to exceed contract expectations and targets. With the current contract expiring in June 2019, we are pleased to have received an additional 18 months of funding and look forward to continuing our great work with some of our most disadvantaged community members.

Our Learn Local education and training courses continue to attract strong student numbers, especially our hospitality and work ready courses. Our MYOB classes are now also well attended, after a marketing campaign targeting local accountants and financial advisors. The creation of a new website in early 2018 had a significant positive impact on student enrollments. In 2018, we were also delighted to be a finalist in the Victorian Learn Local Pre-Accredited Pathway Program Award.

A new Community Engagement and Marketing role increased our Community Development activities in our key project areas of Delacombe, Mt Pleasant and Sebastopol. The theft prevention project 'It's Your Turn Ballarat' was a fabulous joint community project led by Phoenix P-12 Community College year 9 students in Sebastopol.

In 2018, we restructured Enterprising Communities to be the overarching name of all our planned future social enterprise activities. It also became clear the original plan to develop the social enterprise into a café was not achievable so the social enterprise re positioned itself as a local catering business serving a range of healthy, low-fat, low-sugar and multicultural foods. A review of past students in the Cooking Up Jobs program identified 45% of students gained employment after completing the course with poor language skills and mature aged students having the greatest employment barriers.

Finally, I would like to thank the Committee members and my fabulous staff whose passion and commitment to the Centre and everything we do makes my job so much easier. In 2019, I look forward to working with you all to build on what we have achieved together in 2018.

Vicki Coltman

Highlights of 2018

Ballarat Neighbourhood Centre

We deliver a range of programs focusing on community development; education and training; and employment support. In 2018, 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 Delacombe Chair's Forum Partners, Women's Health Grampians, Ballarat Regional Multicultural Council and several community groups.

In 2018, our survey revealed on average:

- 170 people each week are involved in our activities
- 20 people volunteer each week in the Centre helping in the garden, classes, and for events
- 17 hours of outreach activities are run every week
- 40 organisations work with us each month to support our programs and events
- 34 Community organisations are supported or use the facilities every month

**40+
business
partnerships**

**1470
volunteer
hours**

**20,000
Centre
visitors**



Highlights of 2018

Jobs Victoria Work & Learning Centre

The team continues to build collaborative relationships with local job agencies, businesses and community organisations. With 6 months of the contract to be delivered, our Jobs Victoria Work & Learning Centre team have exceeded 9 of the 11 targets in the current 4 year contract.

Four Year Targets % above target achieved:

- Number of clients assisted by WLC - 73%
- Number of clients active in pathway plans - 80%
- Number non-accredited training placements - 108%
- Number of non-accredited training completions - 161%
- Number of accredited training placements - 17%
- Number of accredited training completions - 56%
- Number of employers connected with the centre - 153%
- Number of employment placements - 124%
- Number of employment placements retained for 26 weeks - 82%



**762
clients***

**640
completed
courses***

**365
employment
placements***



* Accumulative totals from July 2015

Highlights of 2018

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. In 2018, we restructured the program away from a cafe and towards catering to local organisations. We also expanded to run 3 days per week and employed an award winning chef to run the kitchen activities. Our first class for 2018, had 7 out of the 8 students find employment. A review of all students who have undertaken the 2 day 'Cooking Up Jobs' course found 45% have employment after completing the course. Poor language skills and mature aged students face the greatest barriers to employment.

**40
clients
commenced**

**29
clients
completed
course**

**45%
employment
outcomes**

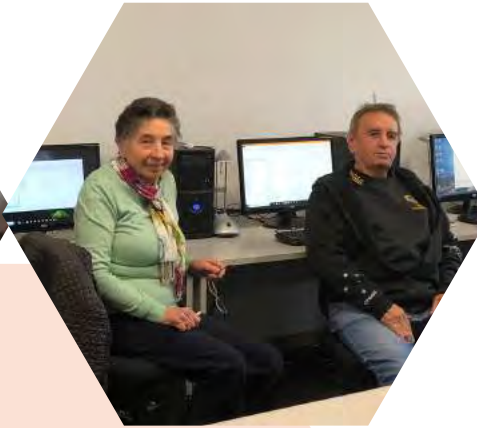


Highlights of 2018

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 2018, we were delighted to be a finalist in the Victorian Learn Local Pre-Accredited Pathway Program Award.

Overall our classes were well supported with the hospitality and retail courses in particular being well attended. Enterprising Communities, English as a Second Language, Make A Change and Basic Computers are our most popular courses.



381
course
enrolments

14117
student
contact
hours

27
pre-accredited
courses
delivered



Highlights of 2018

Community Development

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

- produce the 2013-2017 Delacombe Community Plan Achievements booklet
- commenced implementation of actions from the 2017-2019 Delacombe Chairs Forum Strategic Plan and supported updates to the Doug Dean Reserve Master Plan
- delivered community events in Mt Pleasant and Delacombe including children's week activities and Christmas celebrations
- continued to support the Mt Pleasant History Group and its projects
- create and distribute quarterly newsletters to Mt Pleasant & Delacombe communities
- refocused the Community garden to grow food to support the social enterprise, including planting a fruit orchard
- managed 'It's your Turn Ballarat', a theft prevention project with City of Ballarat and Ballarat Police, YMCA working with a group of Phoenix P-12 Community College year 9 students and local schools

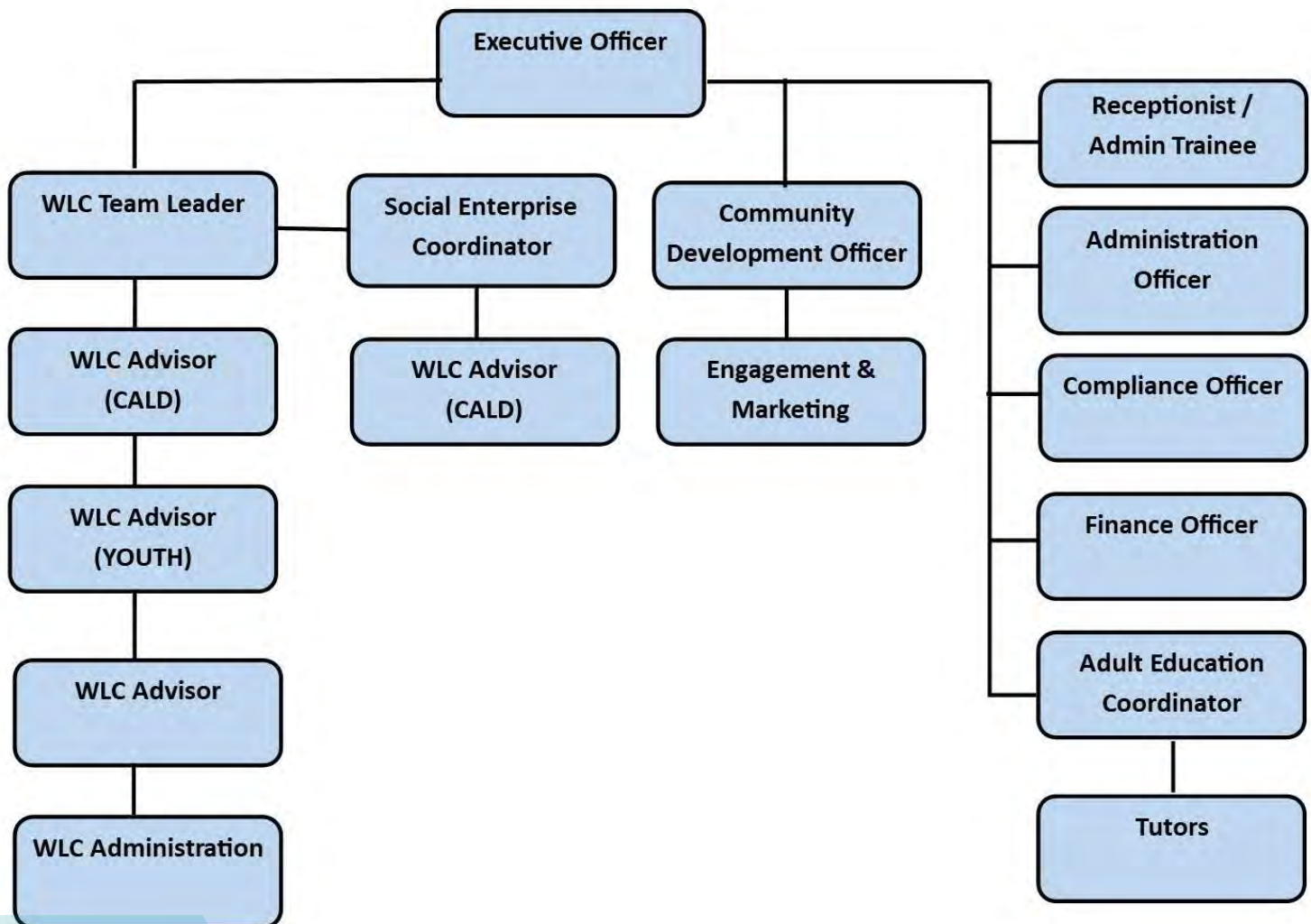
134
Volunteers

1000
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

- Able Domestic Home Help Services
- Acciona Waubra Wind farm
- Axis Disability Employment
- Ballarat Community Health
- Ballarat Foundation
- Ballarat North Neighbourhood House
- Ballarat Permaculture Guild
- Ballarat Regional Multicultural Council
- Ballarat South Community Hub Governance Group
- Ballarat South Rotary Club
- Ballarat Health services
- Bean Me Up Coffee (supporting community events)
- Bendigo Bank - Buninyong & District Community Bank
- Central Highlands Association of Neighbourhood Houses
- Central Highlands Water
- Centre for Multicultural Youth
- Commerce Ballarat
- CVGT Ballarat
- Delacombe Chairs Forum
- Delacombe Primary School
- Design Scope
- Dolls Cleaning
- DOTS
- Federation University Australia
- GForce - Transitions to Work
- Handy Girl Australia
- Headspace
- Highlands LLEN
- Hip Pocket Workwear & Safety
- IBM
- Job Victoria Employment Networks
- Jobs Victoria LAP Partners
- Lateral Plains - George Fong
- Leadership Ballarat & Western Region
- Local Job Service Australia providers including People Plus, Centacare and Matchworks
- Lumen Christi Primary School Delacombe
- Mount Pleasant History Group
- Mount Pleasant Kindergarten
- Mount Pleasant Primary School
- Neighbourhood Houses Victoria
- Parents Next
- Phoenix P-12 Community College
- PLOT Landscape Architects Pty Ltd
- Print Press
- RDV
- Salvation Army Delacombe
- Sebastopol Fire Brigade
- Sebastopol Men's Shed
- Second Bite
- Sing Australia Ballarat
- Small Business Victoria
- Sweet Mona's Choir
- United Way Ballarat
- UFS
- Victoria Police
- Waller & Chester
- W&D Finance Ltd
- 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**

Committee of Management as at 31st December 2018

Chair Michelle Whyte

Secretary/ Public Officer Vacant

Treasurer Stephen Monkman

General Members Barrie Campbell

Allan Jubber

Lisa Buckland

John Horley

Glen Crompton



**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 2018

- **Samantha Wilson** - 20/02/2018
- **Pauline O'Shannessy-Dowling** - 17/04/2018
- **Kathy Steenhuis** - 15/05/2018
- **Sophie Monkman** - 16/10/2018



Ballarat Neighbourhood Centre

Staff Members as at 31st December 2018

Executive Officer

Vicki Coltman

Receptionist / Admin Trainee

Tiarhn Richardson

Receptionist / WLC Administration

Justine Howell

Administration & Compliance Officer

Belinda Wolfe

Adult Education Co-ordinator

Catriona Rodd

WLC Client Services Team Leader

Jan Simmons

WLC Advisor (Youth)

Traci Pearson

WLC Advisor

Kirsten Wignall

WLC Advisor (CALD)

Lisa Dinning

Marketing & Community Engagement

Maria Jones

Community Development Officer

Kate Owen

Enterprising Communities Coordinator

Katie Gillett

Chef

Kate Mirvis

Teaching Staff

Jeni Eastwood

Martin Forbes

Suzanne Gatz

Greg Horgan

Catriona Rodd

Nicole Phillips

Jan Simmons

Kate Mirvis

Vicki Burge

Danielle Coltman

Lisa Dinning

Greg Veal

Angela Smith



Treasurer's Report

It's been another big year at Ballarat Neighborhood Centre and I am happy to report a modest profit over the period of \$17,779.

Every year I ask the auditor to focus on a specific area. This year it was the Asset Register. So after taking into account for the government write off allowance. A number of items have been written off in full and the Asset Register cleaned up in general. The depreciation issue for last year's report has also been corrected. This can be seen on page 8 at item 5. The small profit this year is reflected in the members funds increase (page 4) from \$105,660 to \$123,439.

Item 7 shows the provisions for leave for the staff of Ballarat Neighborhood Centre. This has had an increase but I have personally spoken to the relevant people who have accrued this leave and steps have been agreed to reduce these accruals.

Once again the auditor has given the following opinion:

"In my opinion, the accompanying financial report of the association for the year ended 31 December 2018 is prepared, in all material respects, in accordance with the associations Incorporation reform act 2012."

This year I have invited the auditor to give a brief discussion on the audit process that was followed this year for Ballarat Neighborhood Centre.

Stephen Monkman

Treasurer
Ballarat Neighbourhood Centre

Note: Download the 2018 Financial Statements from the Ballarat Neighbourhood Centre website



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