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BALLARAT NEIGHBOURHOOD CENTRE

ANNUAL REPORT
2021



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Our Vision

resilient connected neighbourhoods

Our Mission

to enrich our community by providing opportunities to connect participate and learn

Our Values



We take a person-centred approach to:

- **EQUITY:** creating opportunities with fairness and consideration of each individual's needs.
- **EMPOWERMENT:** Enhancing individuals' capacity to have control of their own lives.
- **INCLUSION:** Embracing diversity in a respectful, safe and welcoming environment.
- **COLLABORATION:** Working together to achieve common goals.

Our Purpose

Ballarat Neighbourhood Centre operates for the public benefit of the Ballarat community to improve the lives of some of our most disadvantaged community members.

Central to our role is the provision of opportunities for every individual to be treated fairly and for consideration to be given to their individual needs.

By working together with community groups, partners, and individuals, we develop programs, activities, and services which respond to the social, recreational, educational, cultural, and economic needs of the disadvantaged people living in our local neighbourhoods.

In doing this we improve the lives of our community members by advancing adult education and relieving the poverty, distress, or disadvantage of individuals or families in our community caused by long term unemployment, social isolation, poor literacy and numeracy, and discrimination.

In achieving our mission our members and the wider public will benefit from a more connected, educated, and involved community where everyone is valued, included, and empowered.



Chair's Report

Glen Crompton

2020 was a year unlike any in living memory for most of us. Almost everything we take for granted came into question and few corners of our lives were untouched. The Ballarat Neighbourhood Centre was no exception to that situation. The Centre was subjected to broadacre disruptions, rapidly evolving regulations and restrictions, as well as the uncertainty faced by all.

But remarkably, through all of that, the centre managed to continue functioning and serving the community. Indeed the Centre was one of the few outlets that were able to continue supplying community food programs. Vicki and her team at the Ballarat Neighbourhood Centre are to be congratulated for the enormous effort and dedication required to achieve what they did during 2020.

The Committee of Management was fortunate to grow a little during 2021 with 3 new Members joining. We welcome aboard Annie DeJong, CEO of Ballarat General Cemeteries, Cameron Duthie a policy specialist, and Jim Thompson, a retired M.D. and community member from Ballarat East.

As we bid farewell to 2020, perhaps gladly, we look forward to 2021 as a year for consolidation, reconnection and renewal. There is much to rebuild and develop in order for us to continue to participate in, and serve the communities we are part of.



Executive Officer's Report

Vicki Coltman



It takes a village to make a difference and we saw this over and over again in many ways from our partners and community last year. It was certainly a year like no other, with plenty of challenges and equally plenty of opportunities.

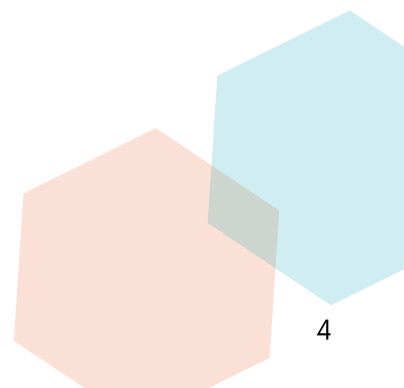
First and foremost, my team were fantastic. Right from the beginning they responded with positive actions and ways for us to stay open, support our clients and ensure no one was left behind. As I collated the 2020 social outcomes, their passion and dedication to help others was apparent. It gives me great pleasure to publically thank them and acknowledge the huge effort they put in to keeping everyone connected and safe. They all deserve to feel very proud of what we accomplished last year.

During the year, Job Keeper, Working for Victoria and other stimulus payments turned into opportunities for us to expand several of our programs and to embed the Ballarat District Community Support Register into our programs. Forced to work from home, these volunteers discovered the program could function away from the office, which will lead to a different delivery model in the future.

Most of our programs were altered in some way, from their delivery to their content, as we implemented COVID safe practices to keep the Centre open. The Department of Education and Training, gave us 'full flexibility' to trial new approaches and we embraced this opportunity: testing new courses, experimenting with existing courses, developing a new way to market our organisation and improving our digital capacity. We set ourselves an ambitious 90% target for delivering student hours and were thrilled to achieve 82% delivery in a year when many others struggled to achieve 50% delivery.

Underpinning all this change was our commitment to support our most vulnerable learners and unemployed clients. With other agencies and services closed, providing access to jobs training, computers and meals became our top priorities. We pivoted our community lunch program to produce free meals for the community. Starting with a few 2 course meal packs in the first 2 weeks, by December we were making almost 300 meal packs per week. With the help of the Freight Bar and Restaurant, who donated about 500 meals to the program, we provided 7000 free meals over the year.

Continued on next page...



Executive Officer's Report continued...

Working with our Jobs Victoria Work and Learning Centre clients, we saw 40 clients previously employed, return to us for help and we assisted 160 new clients. Many of them were helped back into employment with 52% holding positions for over 26 weeks. Nearly all our clients undertook some form of training and many of them volunteered to help with the free meals program. Overall our volunteers contributed over 7500 hours, equating to \$187,500 of value to the organisation.

Our Community Development team started the year with the usual morning teas and lunches, even managing to hold our annual Harmony Week Celebration on Friday 13th March, one of only a handful which went ahead. They moved activities online making a series of videos for our YouTube channel and introduced the Kidsafe child car seat fitting program which ran all year in between lockdowns.

Finally, if 2020 taught us anything, it is how working together we can overcome anything. I would like to thank the Committee of Management for their ongoing strategic leadership and work to adopt a new Policy and Procedure Manual (the first in 5 years) and a new Strategic Plan. With 2021 well underway, we look forward to building on the great work we achieved in 2020.



Treasurer's Report

Jane Jens



For the 2020 year, Ballarat Neighbourhood Centre (BNC) had a net surplus of \$118,599 compared to \$4,797 in 2019. This resulted in increase of total member's funds to \$283,839.

It is worth noting BNC was eligible for, and received, stimulus payments from both the state and federal governments, with all staff receiving Job keeper support. This funding ensured the Centre remained open and no staff were stood down.

In addition, both BNC and the Central Highlands Association of Neighbourhood Houses received Working for Victoria funding which resulted in extra BNC staff (5 EFT) joining the Community Development and Work & Learning Centre teams.

With new auditors this year, a complete review of the Asset Register resulted in a change to how the Balance Sheet reports assets.

The new revenue standard (AASB 15) came into effect for NFPs' financial statements for the first time at year ended 31 December 2019 requiring revenue to be recognised based on meeting of "specific performance obligations" for each agreement, rather than recognising income on receipt or when the funding is spent. Funding with outstanding deliverables is included in Trade Payables.

In summary, Ballarat Neighbourhood Centre is delivering more programs and reaching more people in the community as demonstrated by the strong growth in 2020 year.

A full copy of the 2020 Financial Statements can be downloaded from the Ballarat Neighbourhood Centre website or contact the Executive Officer for a copy.



SUSTAINABLE DEVELOPMENT GOALS



'The Sustainable Development Goals are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice.' ([United Nation](#))

'We can all live sustainably and help build a better world for everyone. But this means taking a look at how we live and understanding how our lifestyle choices impact the world around us. We make hundreds of thousands of decisions during the course of our lives. The choices we make and the lifestyles we live have a profound impact on our planet.' ([ActNow](#))

ActNow

Ballarat Neighbourhood Centre support the SDG Agenda with activities and programs which address 11 of the 17 SDG targets, including:

1. End poverty in all its forms everywhere (1.1)
2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture (2.1, 2.2)
3. Ensure healthy lives and promote well-being for all at all ages (3.4)
4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all (4.3, 4.3.1, 4.4, 4.4.1, 4.5, 4.5.1, 4.6, 4.6.1, 4.7, 4.7.1)
5. Achieve gender equality and empower all women and girls (5.1, 5.1.1, 5.2, 5.5, 5.5.2)
8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all (8.3, 8.5, 8.6)
10. Reduce inequality within and among countries (10.2, 10.3)
11. Make cities and human settlements inclusive, safe, resilient and sustainable (11.7)
12. Ensure sustainable consumption and production patterns (12.3, 12.5)
16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels (16.1, 16.7)
17. Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development (Technology 17.8)

Note: many of the SDG's overlap, for example Goal 1 End Poverty and Goal 8 Decent Work and Economic Growth. Ballarat Neighbourhood Centre work with unemployed job seekers to help them find meaningful work. This will help them earn a decent living and improve their living conditions, moving them above the poverty line.

Ballarat Neighbourhood Centre 2020 Reflection



Despite COVID restrictions and lockdowns, the Centre was busy supporting our meals programs; making hundreds of phone calls to check in on our learners; and sharing a wide range of health and wellbeing resources designed to help people. Staff also undertook professional development opportunities and looked for opportunities to change the way they did things to better help our clients and learners.

Several politicians dropped in to hear about our programs and speak to the volunteers, including The Hon. Jaala Pulford, member for Western Victoria who launched the Working for Victoria Fund from the Centre.

We continued our work with local and regional committees, and we made a further commitment to reducing waste by installing a community battery recycling tube in the kitchenette.

On reflection, we ended the year in a stronger position with more people across the Ballarat community gaining a better understanding of the grassroots community work we and other Neighbourhood Houses do.

In 2020, on average we had:

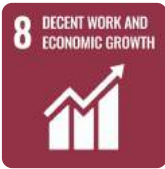
- 100 visitors to the Centre every week (COVID safe practices in place)
- 91 volunteers helping in the garden, cooking program, and at events
- 100+ organisational supporters, partners and sponsors our programs
- 43 different organisations using the facility for meetings, training and activities



**91
volunteers**

**7500
volunteer
hours**





Jobs Victoria Work & Learning Centre

As the Ballarat WLC remained open and accessible to clients during 2020, it became a referral point for other employment services and Centrelink. With some advisors working from home, the team increased client contact with phone calls, messaging and emails; they worked with clients on their job applications, sometime applying themselves so they could walk the clients through the process; and they met clients in the building when needed. With COVID safe measures in place, they helped our most disadvantaged job seekers overcome their digital access barriers.

Overall we had a good year, helped by the additional Working for Victoria staff, we achieved our June 2021 targets by November 2020 and achieved decent work outcomes for our clients.

2020 Achievements:

- Clients assisted 200, (160 new in 2020)
- Total active clients in system 472
- Number of employment placements 119
- Clients unemployed for >12 months (at intake) 25%
- Employment placements retained for 4 weeks 63%
- Employment placements retained for 26 weeks 52%
- Number of non-accredited training placements 189 (92% completion)
- Number of accredited training placements 31 (52% completion)



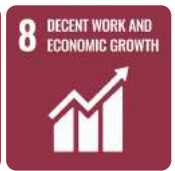
189
training
outcomes

472
active
clients

119
employment
placements



Volunteer Story: Joanne*



Joanne was originally a Work and Learning Centre client that took part in the Cooking Up Jobs course. She loved the course so much that she decided to become a volunteer and assist in the kitchen for the Free Food Program. She says that volunteering on Fridays is something to look forward to because she knows that she will be surrounded by an amazing group of friends that she has formed genuine friendships with.

Joanne says that she feels a deep sense of community and support from everyone in the kitchen. People work together, help each-other out and have a good laugh with one another.

From her first cooking session she felt welcomed by our chef, Dave, who continues to foster a warm, supportive and energetic learning environment. She feels that among the whole group, there is light atmosphere and a "great rhythm" that keeps people both focused and free from stress. She explains that everyone is so kind to each other, they take the time to learn your name, ask how you are and get to know you in a more meaningful way. She has come to know the ladies so well that she can tell when someone may not be feeling like themselves and always goes above and beyond to ensure that they are feeling okay.

Joanne admits that the work is hard and can be tiring when they are having to produce roughly 200 pre-made meals within a matter of hours. However, being so busy helps the time pass quicker and they all look forward to their sit-down lunch after all the hard work is finished! Joanne has been dedicated to volunteering every week and believes that if she took even one day off, she would feel as though she is missing out on all the fun.



The Free Food Program has allowed Joanne the opportunity to keep connected during Covid, form genuine friendships and have a fun end to her working week. It has provided her with culinary skills in a commercial kitchen environment, where she can cook and learn new recipes every week.

And most importantly, it has uplifted her sense of purpose since she is able to serve vulnerable people in the community who need food relief assistance.

* name changed
Article by Tessa



Learn Local Adult Education

In April 2020, we set ourselves an ambitious goal to deliver most of our adult education student contact hours by December. At that stage we had no idea what was to come, but we were determined to keep our classes running. We asked 'what would it take to deliver Adult, Community and Further Education (ACFE) pre-accredited courses to our community when others were closing'? The answer was simple - get creative!

Fortunately, we had the whole hub to ourselves, so we spread out across the building, we opened walls rarely opened, halved the size of classes and doubled the space they had to work in. We also invested in new technologies and purchased more learner laptops. We employed a Digital Capacity Officer who made improvements to many of our systems and helped test online enrolment processes ready for 2021 enrolments.

Our focus for many years has been on practical skills based training to build employability skills and pathways into employment and education. With this in mind, we only moved one class online with a blended learning approach; we cancelled literacy classes for our learners who could not manage online learning; and we created a number of new literacy classes based on 'doing things'. Sewing for Beginners was a big hit, as people learnt how to make masks for themselves, their families and the community, Become a Barista ran 17 times rather than the scheduled 8, and the cooking programs pivoted to make free meals for those in need.

Overall our COVID Health & Safety Officers did a fantastic job keeping us safe and **we managed to deliver 82%** of our planned education hours. With everyone working together to make this happen, it was truly a team effort we are proud of.



82%
delivered

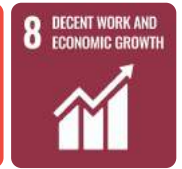


12149
student
contact
hours

449
course
enrolments

Learner Story:

Kathleen



Kathleen has extensive knowledge and experience in party coordination, specifically wedding planning. She managed her own business alongside her daughter as Wedding Coordinator for over 20 years until, in 2018, Kathleen enrolled in a course to become a licensed Marriage Celebrant. However, the course needed computer skills and Kathleen's skills in this area were very limited, so she decided to take a break from doing the program.

Kathleen became involved in Ballarat Neighbourhood Centre (BNC), early in 2020 after she was referred by a Centacare caseworker who introduced her to a Work and Learning Centre (WLC) Advisor. Kathleen enrolled in 'Introduction to Internet' and 'Online Learning Support' classes. These classes were a perfect opportunity for Kathleen to develop her computer skills. This is a valuable pathway towards her goal to become a licensed Marriage Celebrant.

Upon doing the BNC courses, Kathleen met new, like-minded people creating new supportive friends. Together, Kathleen and her friends encouraged each other to enrol in the Term 3 'Basic Computer's, 'Become a Barista' and 'Cooking Up Jobs' courses. Kathleen describes her experience doing the courses as fun, exciting, and it gives her new hope for the future. Doing 'Cooking Up Jobs' was an eye-opener for Kathleen as she did not expect to learn much more than just basic cooking. She mentioned the theory aspect of the 'Cooking Up Jobs' course has improved her knowledge about food. The practical skills have enhanced her cooking ability in a commercial setting. Once Kathleen completed the BNC courses, her WLC Advisor helped her with job seeking, updating her resume and getting a police check. Kathleen's is now successfully employed.

Kathleen is beyond grateful for her acquired skills. Her social connection expanded through her participation in the Ballarat Neighbourhood Centre. It gave her new hope and confidence to achieve things if she puts her mind to it. Kathleen's outlook has changed massively from a scarcity mindset to seeing a brighter and better future ahead. The personal impact of BNC on Kathleen is profound. She felt immense gratitude with a new outlook and more determined to reach her goal of becoming a Marriage celebrant one day. Talking to Kathleen, she beams with positivity, happiness and high spirit.



Interview by Thelma



Our Kitchen Social Enterprise



Early in 2020, the Social Enterprise was well on its way to making its first profit and catering was growing. By mid-March, when restrictions started, we had fridges and freezers full of food when suddenly all catering was cancelled. We moved quickly and within 2 weeks we had pivoted the whole food program. What started as a few weeks of free meals for our job seekers, became a year of free meals to the wider Ballarat community.

In doing so we managed to remain open and run hospitality courses to support the development of 97 (including 50 newly trained Baristas) learners throughout the pandemic. These students were able to remain socially connected, build their skills and resources, and serve their community through participation in a food access program. Many of them remain engaged with the centre in a volunteer capacity, and over half of them were in paid work by February 2021.

In terms of sustainability, the majority of our resources are from rescued and/or donated foods. From the SecondBite program alone we receive on average just over 60kg per week, 240kg a month, or around 3000kg a year of food otherwise headed to landfill / animal feed. We also received significant donations from other community partners, and were stunned by the continued generosity of our clients and their families (like Sakaar, pictured below). A special thank you to Chris and his team at the Freight Bar & Restaurant who helped prepare about 500 meals; and Craig and Ellen from the Delacombe Salvation Army who helped us deliver some of the meals.

7000
free meals



875
families
received
meals



Meal Recipient: Jack



Jack is a Pensioner who has received our Free Food Friday service since the beginning of October. He insisted that the service was great because the staff were always “friendly”, “helpful” and “nice”. Moreover, Jack showed an immense amount of appreciation for the program as it assisted him in his day-to-day living and alleviated his financial situation.

In our conversation, Jack opened up about his current health concerns that impact his ability to cook dinner for himself on a daily basis. He asserted that the meals have been instrumental in providing him essential nutrients as throughout the rest of the week, he struggles to get all his recommended fruits and vegetables. Moreover, Jack spoke about the practicality of the microwavable meals, explaining that it has been beyond helpful as he now lives alone and finds it difficult to cook for himself.

Jack had also explained that his financial situation, at times, can cause him significant distress. Since Jack struggles with health concerns, he has extra cost's that can quickly consume his fortnightly income. This includes his medication and household maintenance expenses. Saving money on grocery bills has helped Jack to get back on top of his debt and has eased some of the finance related stress that he persistently deals with.

Jack's teenage son currently lives with his mother on the outskirts of Ballarat. As the location is 40 minutes from his home, Jack admits that he tends to miss out on visiting his son as the cost for fuel is too much for him to sacrifice. Recently however, Jack's son has been able to catch public transport to visit his father at his home. Jack said that the meals that he has received is an easy and enjoyable dinner for them both. They have now made a habit of having dinner together on every second Sunday night.



Through receiving food relief, Jack has become inspired to be more involved with the Ballarat Neighbourhood Centre. Although his physical and mental health cause a barrier to participation, Jack has volunteered at the community garden on a few occasions and has hopes to continue this in the following year.

In addition, next year he would like to take part in BNC's computer skills course so he can learn how to video call his family, send emails with attachments and set up internet banking.

* name changed
Article by Tessa



Community Development

We continued to support Delacombe and Sebastopol communities with place based events and activities designed to connect and encourage participation. In 2020 we:

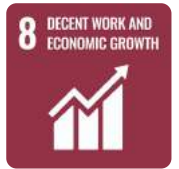
- Introduced Battery, mobile phone and ink cartridge recycling in the Centre
- Convened the Delacombe Chair's Forum and created the quarterly Delacombe community newsletter
- Delivered community events including a harmony week celebration (90 attendees), IWD Lunch (20 attendees), children's week drawing activity (281 children) and Christmas celebrations.
- Filmed several 'how to' garden videos and grew food in the Community garden for the free meals program.
- Held several working bees in the Community Garden with the help of Rotary Young Ambitions
- Supported 9 students completing their Certificate and Bachelor degree placement requirements
- Provided a new home for the Ballarat Social Sewing group (62 participants)
- Introduced the Kidsafe 'Safe Seats, Safe Kids' program (84 participants)
- Conducted weekly welfare checks on the the Ballarat District Community Support Register participants
- Applied for 39 grants, with 24 successful applications

8,000
newsletters
delivered

62%
successful
grant
applications



Client Story: Greg*

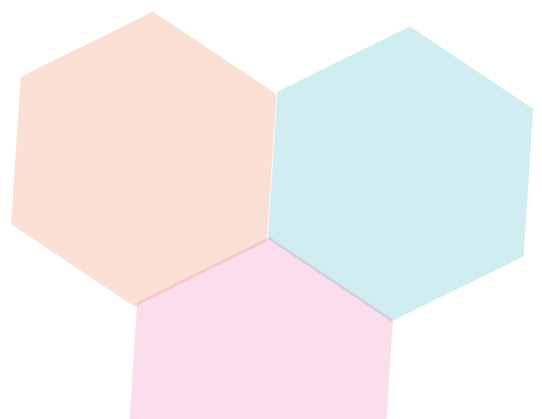


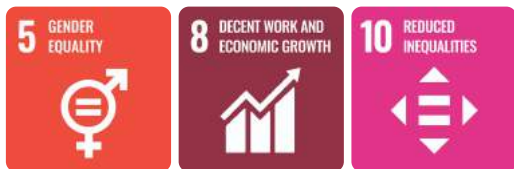
Greg arrived at the Ballarat Neighbourhood Centre after being retrenched from a 40 plus year career in a niche industry. At the time, Greg was suffering significant health concerns and, as he will attest, was unclear about his future and borderline suicidal.

His Work and Learning Centre Advisor committed to support him, but advised Greg he needed to first visit his GP to get his health plans in place. Greg returned after making some fantastic inroads, and joined the 'Cooking Up Jobs' program. He was unsure about his ability to re-enter the workforce, but agreed he needed to strengthen his networks, have some fun, and find a purpose in life.

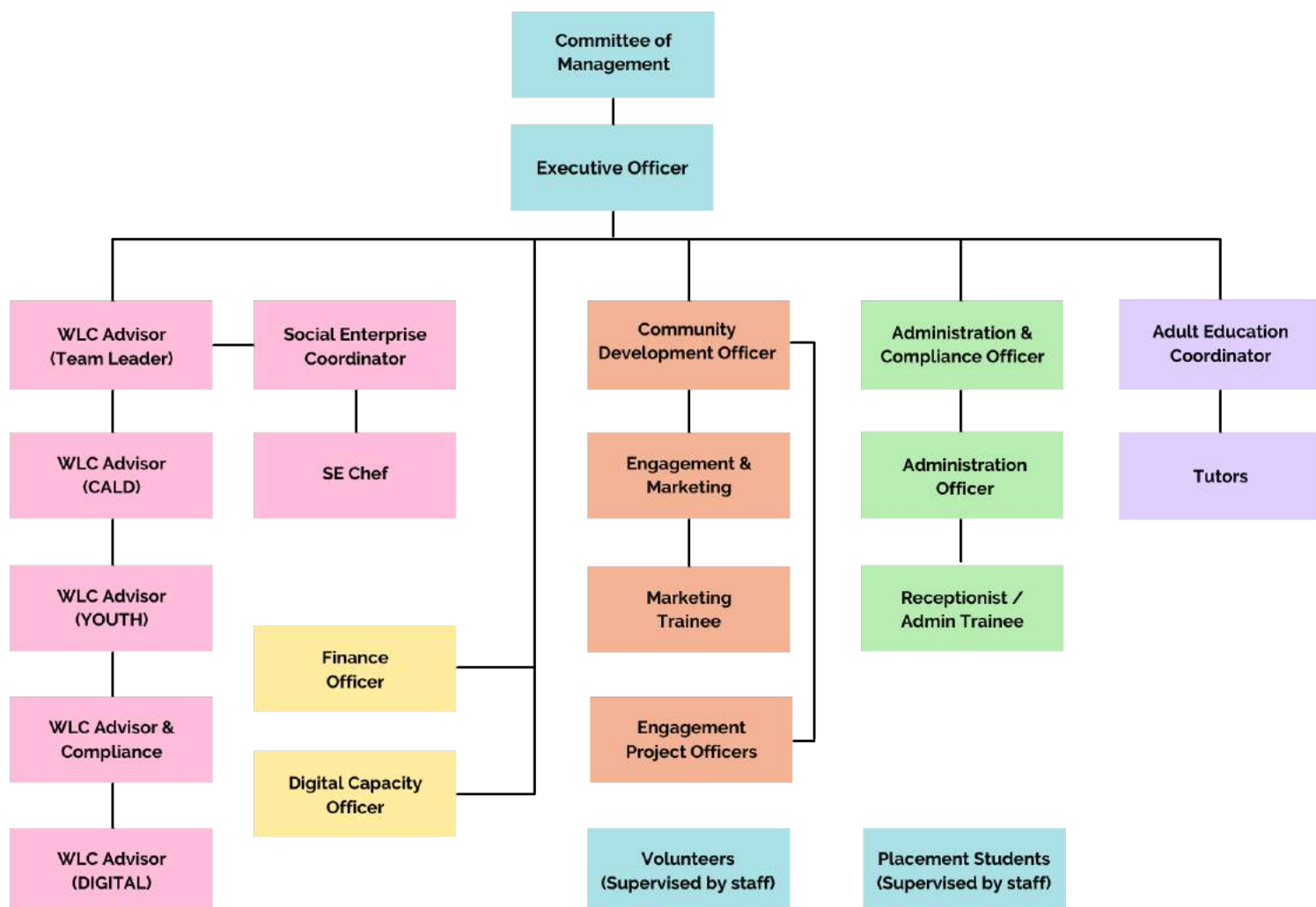
Greg flourished in the kitchen. He made fantastic connections and was a strong contributor who also became mentor and advocate for the Centre. He's since completed a raft of other training including 'Basic Computer's, and remains one of our 'go to' crew of kitchen volunteers. Greg often says that BNC saved his life. We're just glad we could be a part of his journey and amazing personal growth.

* name changed





Organisational Chart



Early in 2020, we received additional Working For Victoria funds enabling us to employ more Jobs Victoria Work & Learning Centre Advisors and two COVID Health and Safety Officers. As the year progressed we also used Department of Education & Training funds to employ a Digital Capacity Officer.

These additional staff were crucial in allowing us to remain open and working with the community during the year. They provided additional support to job seekers, helped to implement COVID safe practices and upgraded our systems and processes to meet the digital needs of staff and learners.

Committee of Management as at 31st December 2020



Thank you to the members of our Committee of Management for your work and dedication to the organisation during 2020. Your ongoing support and advice is greatly appreciated. To Allan, Emily and Jane, who stepped off the committee last year, we wish you all the best in the future.

Chair Glen Crompton

Secretary Lisa Buckland

Treasurer Jane Jens

General Members Cameron Duthie

Annie de Jong

Bradley Smith

John Horley

Jim Thompson

Public Officer Vicki Coltman - Executive Officer



Committee Members who resigned during 2020:

- Allan Jubber - 26/05/2020
- Jane Searle - 26/05/2020
- Emily Brumby - 22/09/2020





Ballarat Neighbourhood Centre Staff as at 31st December 2020

Executive Officer
Receptionist / Admin Trainee
Receptionist / WLC Administration
Administration & Compliance Officer
Adult Education Co-ordinator
WLC Client Services Team Leader
WLC Advisor (Youth)
WLC Advisor
WLC Advisor (CALD)
Marketing & Community Engagement
Marketing Trainee
Community Development Officer
Community Engagement Project Officers
Enterprising Communities Coordinator
Volunteer Coordinator (Volunteer)
COVID Health & Safety Officers
Digital Capacity Officer

Vicki Coltman
 Keaghan McIntyre
 Jessica Mann
 Marie Sutherland
 Catriona Rodd
 Jan Simmons
 Rebecca Wright
 Kirsten Wignall
 Lisa Dinning
 Maria Jones
 Paige Jovanovic
 Kate Owen
 Emily McDonald & Sandra Darrington
 Donna Tucker
 Cecilia Edwards
 Kitti Smith & June Ratanopas
 Ty Hancock

Tutors

Ben Moodie
 Jeni Eastwood
 Martin Forbes
 Melany Kaul
 David Bending
 Clare McEldrew
 Sallyanne Hodgson
 Gary Morris
 Pauline O'Shannessy-Dowling
 Greg Horgan
 Kathie Ensor
 Maree Gunner
 Christine Hoebergen
 Lisa White
 Oliver McGrath

Placement Students

Kirsty Morrison
 Donna Tucker
 Taylah Gallagher
 Christine Rooney
 Steena Lopez
 Lucy Evans
 Thelma Carter
 Tessa Anderson
 Deb Brevis

And we said farewell to the following staff

Jess Davies
 Justine Howell
 Traci Pearson
 Mayan Rowling
 Katie Gillett
 Cate Rozeck



Ballarat Neighbourhood Centre Partners and Networks



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

- Department of Families, Fairness and Housing
- Department of Education & Training
- Department of Jobs, Precincts & Regions
- Jobs Victoria & Working for Victoria
- Brotherhood of St Laurence
- Phoenix P12 Community College

Ballarat Neighbourhood Centre staff attend and convene the following networks:

- Delacombe Chairs Forum
- Jobs Victoria Work & Learning Centre Local Area Panel Meeting



Ballarat Neighbourhood Centre staff are members of the following networks:

- Central Highlands Association of Neighbourhood Houses
- Neighbourhood Houses Network Committee
- City of Ballarat Safety Committee
- Food Access Network
- Ballarat Youth Services Network
- Spotlight on Sebastopol Committee
- BRMC Education & Employment Working Group
- Ballarat Youth Service Network
- DET South Western Victoria Regional Engagement Forum
- Volunteer Coordinators Network
- CORE Alliance
- Australian Learning Communities Network
- Work & Learning Centre Network
- Social Enterprise Victoria Network





Ballarat Neighbourhood Centre

Appreciation List

To support our community we rely on many people and their organisations to help us with not only the big things but also the little things our community needed. Last year was no exception and we were grateful to the following organisations who were always there for us, no matter what we needed.

- Alfredton Rotary Club
- Aldi Sebastopol
- Australian Bricklaying & Blocklaying Training Foundation (ABBTF)
- Australian Unity
- Axis Employment
- Ballarat Community Health (BCH)
- Ballarat East Neighbourhood House
- Ballarat Foundation
- Ballarat Group Training (BGT)
- BGT Reconnect
- Ballarat Health Services (BHS)
- Ballarat North Neighbourhood House
- Ballarat Permaculture Guild
- Ballarat Regional Multicultural Council
- BSCH Governance Committee
- Ballarat South Senior Citizens Club
- Ballarat Toyota
- Birds Song Nursey and Gardens
- Buninyong & District Community Bank
- Bunnings Delacombe
- CatholicCare - Parent Next
- CatholicCare Employment Services
- Central Highlands Association of NH members
- Centre for Multicultural Youth (CMY)
- Chinese Australian Cultural Society of Ballarat
- City of Ballarat
- Coles Ballarat
- Commerce Ballarat
- Committee for Ballarat
- Compassion Ballarat
- CVGT Ballarat
- Delacombe Community Kindergarten
- Delacombe Primary School
- DOTS
- Feed Appeal
- Federation University Australia
- FUA Skills & Jobs Centre
- FUA Skills Reconnect
- Freight Bar & Restaurant
- Gardens for Wildlife Ballarat
- Genu
- Gforce Youth Employment
- Good Start ELC Delacombe
- GROW Ballarat
- Headspace
- Hidden Orchard
- Highlands LLEN
- InspireHQ
- Integra
- Jacqui E Ballarat
- Jenny Bourke Florist
- JK Personnel
- Kidsafe Victoria
- Lumen Christi Primary School Delacombe
- Matchworks
- MEGT Ballarat
- Neighbourhood Houses Victoria
- Noni B Ballarat
- North Ballarat Sports Club
- Peter Broadhead PFB Building
- Peter Ford Catering
- Qualify
- Radio Ballarat
- RE Ross Trust
- Redan Football Club
- Redan Netball Club
- Redan Facebook Page
- Regional Development Victoria
- Rotary Young Ambition Ballarat
- Salvation Army Ballarat Corp
- Salvation Army Delacombe Corp
- Sarina Russo Apprenticeship
- Secondbyte
- Sing Australia Ballarat
- Skipton Street Uniting Church
- Social Traders
- The Courier
- The Gordon (Geelong)
- The Smith Family
- The Turret
- Times Ballarat
- Troop Employment
- Victoria Police
- VoiceFM
- W&D Finance
- WDEA Works
- Wendouree Neighbourhood Centre
- WestVic Staffing Solutions
- Wilsons Fruit & Vegetables
- Win News
- Women's Health Grampians
- YMCA Ballarat

Job Success: Traci*



In January 2020, Traci finally landed not just any job but her dream job as a National Relay Officer with Concentrix.

Traci first registered with the Work & Learning Centre (WLC) back in October 2015. She was referred to us after having experienced domestic violence and losing her children, when her then-husband took them back to her home country. At the time we helped her complete a short course in Hospitality and obtain a Responsible Service of Alcohol/Responsible Service of Gambling and Food Handling Certificate.

In 2016, Traci secured casual work as a cleaner, however with only 15-20 hours per week she was struggling financially. Traci also worked in a more secure position in reception, administration, call centre and sales. By the end of 2016, she became a casual Kitchen/ Food Services Assistant with increased hours to 35-40 hours per week. Whilst this position alleviated her financially; it was not her ideal type of work and Traci's long-term career goal remained.

Throughout 2017, Traci continued to apply for various positions without success. In early 2018, the WLC Advisor support became more intense when Traci became very depressed due to lack of job application success and being unhappy in her current role. At this stage, the WLC Advisor provided much needed moral support to help bolster Traci's confidence. By the end of 2018, Traci's hours were reduced to only 20 hours per week causing financial stress again which, together with the issues at work, led to her going on stress leave.

Since 2015, Traci has continued to see and work with her WLC Advisor who has assisted her with numerous job applications. When she successfully gained an interview, her WLC Advisor assisted her to prepare for these interviews. Despite not gaining employment, just making it to the final stage of a job application significantly boosted Traci's confidence.

Finally landing her dream job has been life changing for Traci. When we contacted her in mid-2020 for a 26 Week Job Outcome check, Traci advised she is thrilled and content with her job. Full-time permanent work is enabling her to save hard for a deposit to purchase her own home.

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