

THE B N C



BALLARAT NEIGHBOURHOOD CENTRE

ANNUAL REPORT
2020



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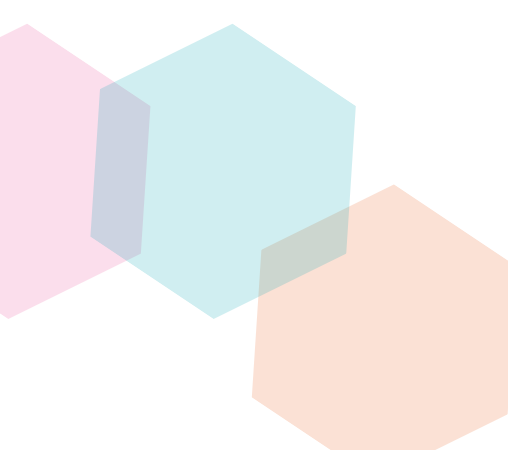
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Our Vision

resilient connected neighbourhoods

Our Mission

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

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.



Message from the Chair

Glen Crompton

The Ballarat Neighbourhood Centre has had another fruitful year. The centre continues to evolve and adapt to the needs of our neighbourhood. It is delivering excellent support, capacity-building, training and engagement, and continues striving to build strong, resilient, connected communities.

We welcomed Jane Jens on board as our new treasurer. Jane brings her vast experience as a senior CPA whose knowledge has been invaluable, particularly in recent times. We said farewell to Michelle Whyte, Stephen Monkman and Barrie Campbell who have been wonderful contributors to our committee. We continue to focus on recruiting individuals whose skills, experience, and diversity will ensure we continue to enjoy the benefits of a motivated and active Committee of Management.

I am also proud to report that during the course of this past year, we have been able to revise, rewrite, publish and adopt new a new Purpose, Mission, Vision, Statement, as well as a complete revision, and significant expansion, of the supporting policy documentation. Special thanks to the EO's, and committee members who participated in the working group, lead so ably by John Horley. A herculean effort from all but well worth it to achieve an outcome we can all be very proud of.

Operationally there has been plenty afoot and some significant refinement as well as some exciting new endeavours. Of course those details belong in the Executive Officer's report and I daren't tread on those toes. On behalf of the committee, I do want to extend our gratitude to our EO, Vicki Coltman, now in her second full year with us. Vicki is a tireless advocate for the centre and its clients. Her creativity in developing programs and relentless pursuit of funding streams are invaluable to the Ballarat Neighbourhood Centre and the community it serves.

Naturally credit is also due to all the staff and volunteers whose efforts transform intent into action and ultimately, outcomes.

I wish you all the best and look forward to the coming year.



Message from the Executive Officer

Vicki Coltman

No matter how you measure it, in our 39 year history, 2019 was our biggest year to date with our highest levels of funding, staff numbers, visitors, programs delivered and community engagement activities.

During the year the Hub functioned as a pre-polling booth for the federal election; provided facilities to the School, our activities and 56 different organisations; achieved 28,272 visitors; and received 3617 donated volunteer hours. This translates to weekly 589 visitors and an average 18 volunteers donating 75 hours in the garden, kitchen, at our lunches and events, and in the office. With this level of activity the Centre was at maximum capacity over many days with office staff doing a fantastic job of juggling rooms to accommodate as many groups as possible.

The Work & Learning Centre, with its unique social investment approach, completed its four year contract and received an eighteen month extension to continue support for our long term unemployed job seekers. The 2019 Jobs Victoria evaluation was overwhelmingly positive with clear evidence of the program's effectiveness. The considerable positive feedback from all stakeholders of their experiences engaging with the Work & Learning Centre will hopefully see the program refunded.

Once again our Learn Local education and training courses attracted strong student numbers, especially our hospitality and work ready courses. We aimed for an ambitious Delivery Plan this year and just missed the final weeks of delivery. Despite this we achieved record student enrollments and completion rates. With an innovation grant we commenced a project to review the reasons why students do not finish their courses, with final results due in April 2020.

Community Development focused on our Delacombe projects, delivering our normal newsletters, children's week and Christmas party activities. Kate Owen was seconded to establish the Ballarat East Neighbourhood House and to complete our City of Ballarat funded Mt Pleasant projects. Community lunches and morning teas, catered for by the social enterprise, focused our engagement this year in the Centre, aiming to bring people together to connect them and encourage them to participate in their community.

The Social Enterprise tried a new delivery model, initially operating 5 days per week and employing a Chef. However, a review in term 3 determined this model was not financially sustainable so the program was restructured for 2020 to operate only 3 days per week.

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 2020, I look forward to working with you all to build on what we have achieved together in 2019.

Highlights of 2019

Ballarat Neighbourhood Centre

We deliver a range of programs focusing on community development, education and training, and employment support. In 2019, 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 (DCF) Partners, Women's Health Grampians, Ballarat Regional Multicultural Council and several community groups.

We are active members of local and regional committees, represented on the Central Highlands Association of Neighbourhood Houses, DCF, City of Ballarat Safety Committee, Jobs Victoria Local Area Panel and Ballarat Regional Settlement Advocacy Committee.

In 2019, our survey revealed on average:

- 270 people participate each week in our activities
- 589 visitors to the Centre every week
- 18 people volunteer each week helping in the garden, classes, and for events
- 70+ organisational supporters partner and sponsor our programs
- 44 Community organisations are supported or use the facilities every month

74
volunteers

3617
volunteer
hours

28,000+
Centre
visitors



Highlights of 2019

Jobs Victoria Work & Learning Centre

Since January 2012 we have managed the Ballarat Work & Learning Centre. In June we completed delivery on the original contract and received an additional 18 months extension. Over this period we have helped almost 1000 job seekers, assisting them with 821 pre-accredited training placements and 640 employment placements.

2019 Achievements:

- Number of clients assisted 365 (956*)
- Number of employment placements 126 (640*)
- Public housing clients 16%
- Clients unemployed for >12 months (at intake) 39%
- Employment placements retained for 4 weeks 72%
- Employment placements retained for 26 weeks 10%
- Number of non-accredited training placements 141 (821* with 79% completion)
- Number of accredited training placements 36 (159* with 62% completion)



* Accumulative totals from January 2012



Highlights of 2019

Social Enterprise 'Our Kitchen'

Our workforce development social enterprise commenced in 2017 to help our long term unemployed clients gain employability skills and valuable work experience. In 2019, we trialled activities over 5 days a week, employed a chef, provided weekly community lunches, became Social Traders certified and added Commercial Cooking, Front of House and Barista courses to the program.

Whilst some of these activities were popular a shortfall in catering income saw a restructure of the program back to 3 days a week by term 4. Despite this Our Kitchen continues to deliver employment and education outcomes for participants with poor language and literacy skills who face the greatest barriers to employment.

**88
clients
completed the
course**

**38
community
lunches**

**1300+
community
meals**



Highlights of 2019 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. Overall our classes were well supported with the hospitality and retail courses in particular being well attended. We have 33 different courses which are delivered multiple times every year with Become a Barista and English as a Second Language our 2 most popular classes.

Finding a job is the best way we can help many of our clients, so we focus on courses designed to help clients like Angie. In 2019 Angie finished the Make A Change program and joined our social enterprise - completing the 'Cooking Up Jobs' and 'Commercial Cooking' courses.

Angie told us she wanted to make her children proud, so we were delighted when she gained her first ever job with Peter Ford Catering.

Peter was very impressed with Angie's work ethic, continuing to teach her other aspects of the business related to function set up and food service. Angie also commenced training in Cert III Commercial Cookery at Federation University.



**33
different
courses**

**15137
student
contact
hours**

**464
course
enrolments**



Highlights of 2019

Community Development

We continue delivering on our commitment to Delacombe and Sebastopol communities with events and activities designed to connect and encourage participation. In 2019 we:

- Supported the establishment of the new Ballarat East Neighbourhood House and the ongoing Mt Pleasant History projects
- Convened the Delacombe Chair's Forum and created the quarterly Delacombe community newsletter
- Delivered community events in Sebastopol and Delacombe including harmony week celebrations, various morning teas, children's week activities and Christmas celebrations
- Extended the Community garden to include the Hub front garden beds
- Delivered Seniors Week activities and Get Online Week training
- Supported 9 students completing their Certificate and Bachelor degree placement requirements
- Received 50% success rate with grant applications for community projects

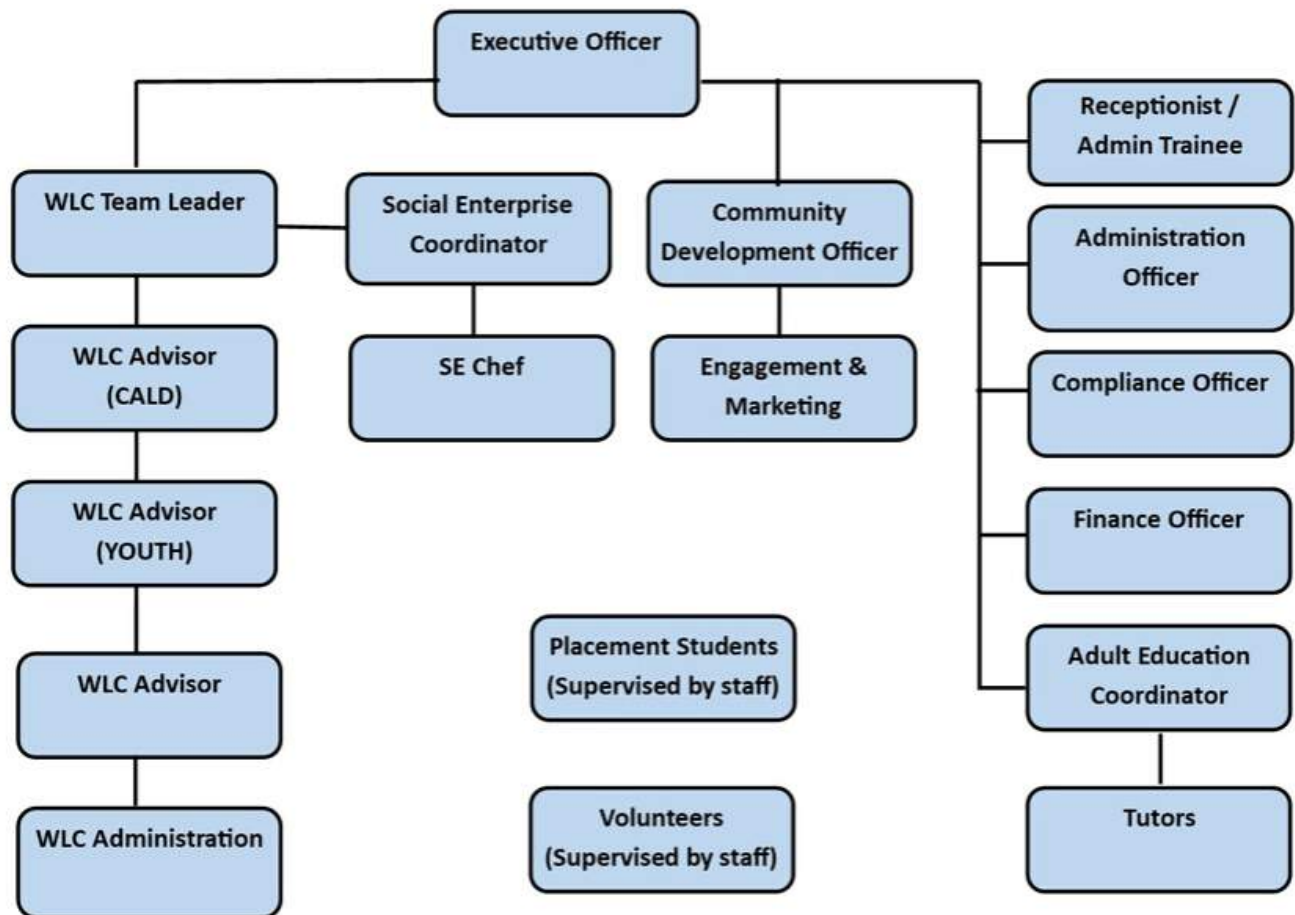
2517
attended our
events

6,000
Newsletters
delivered

10
Community
Projects



Ballarat Neighbourhood Centre Organisational Chart



We structure our organisation to ensure everyone gets the support they need. This allows us to help clients like Arnab, who met a WLC Advisor at the supermarket checkout queue. He was out of work having just completed a contract and being new to Ballarat felt very isolated and not sure where to turn to next.

Arnab is highly educated in IT and Mechanical Engineering and so our WLC Advisor introduced him to local IT networks and invited him to our community lunches. This community engagement lifted him emotionally and reignited motivation to seek out new opportunities. Arnab is now working at the Nomura Research Institute. He is grateful for having bumped into a WLC Advisor at the supermarket as it really helped him at a time when he was feeling down.

Arnab has felt a strong connection with Ballarat and is developing some Online Workshops aimed to assist Ballarat small businesses navigate their way through and beyond the current COVID-19 crisis. He also believes that Ballarat can rebuild businesses in manufacturing and is engaging with his network in Denmark and India, receiving good interest in developing trade partnerships here. WATCH THIS SPACE!

Committee of Management as at 31st December 2019

Thank you to the members of our Committee of Management for your work and dedication to the organisation during 2019. Your support has been greatly appreciated. To Barrie, Stephen and Michelle we wish you all the best in the future.

Chair Glen Crompton

Secretary Lisa Buckland

Treasurer Jane Jens

General Members Jane Searle

Allan Jubber

Bradley Smith

John Horley

Emily Brumby

Public Officer Vicki Coltman - Executive Officer



Committee Members who resigned during 2019:

- Barrie Campbell - 11/11/2019
- Stephen Monkman - 08/05/2019
- Michelle Whyte - 13/03/2019



Ballarat Neighbourhood Centre Appreciation List

Thank you to all our supporters and the following organisations:

- Able Domestic Home Help Services
- Australian Industry Group
- Australian Unity
- Axis Employment
- Ballarat Community Health
- Ballarat East Neighbourhood House
- Ballarat Foundation
- Ballarat Group Training
- Ballarat Health Services
- Ballarat North Neighbourhood House
- Ballarat Permaculture Guild
- Ballarat Regional Multicultural Council
- BSCH Governance Committee
- Bendigo Bank - Buninyong & District Community Bank
- Cancer Council
- Centacare - Parent Next
- Centacare Employment Services
- Central Highlands Association of NH
- Centre for Multicultural Youth
- City of Ballarat
- Commerce Ballarat
- Committee for Ballarat
- Compassion Ballarat
- CVGT Ballarat
- Delacombe Chairs Forum
- Delacombe Community Kindergarten
- Delacombe Primary School
- DOTS
- Edge Workforce Pty Ltd
- EGF Employment Solutions
- FGM Consultants Pty Ltd
- FUA Skills & Jobs Centre
- FUA Skills Reconnect
- Genu
- Gforce Youth Employment
- Ginkgo Productions
- Good Start ELC Delacombe
- GROW Ballarat
- Headspace
- Hidden Orchard
- HLLLEN
- JK Personnel
- Leadership Ballarat & Western Regions
- Lumen Christi Primary School Delacombe
- Matchworks
- Mount Pleasant History Group
- Neighbourhood Houses Victoria
- North Ballarat Sports Club
- Peter Ford Catering
- Phoenix P-12 Community College
- Qualify
- Radio Ballarat
- RE Ross Trust
- Regional Development Victoria
- Salvation Army Delacombe
- Sarina Russo Apprenticeship
- Sebastopol Early Education Centre
- Sebastopol Men's Shed
- Secondbyte
- SES Ballarat
- Sing Australia Ballarat
- Social Traders
- The Smith Family
- Times Ballarat
- Troop Employment
- Victoria Police
- VoiceFM
- WD & Finance
- WDEA Works
- Wendouree Neighbourhood Centre
- Wendouree Wholesalers
- WestVic Staffing Solutions
- Win News
- 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
- Department of Jobs, Precincts & Regions
- Jobs Victoria
- Brotherhood of St Laurence

Ballarat Neighbourhood Centre Staff as at 31st December 2019

Executive Officer
Receptionist / Admin Trainee
Receptionist / WLC Administration
Administration & Compliance Officer
Adult Education Co-ordinator

Vicki Coltman
 Jess Davies
 Justine Howell
 Marie Sutherland
 Catriona Rodd

WLC Client Services Team Leader
WLC Advisor (Youth)
WLC Advisor
WLC Advisor (CALD)

Jan Simmons
 Traci Pearson
 Kirsten Wignall
 Lisa Dinning

Marketing & Community Engagement
Community Development Officer
Enterprising Communities Coordinator
Volunteer Coordinator (Volunteer)

Maria Jones
 Kate Owen
 Katie Gillett
 Cecilia Edwards



Tutors

Sarwat Sultana
 Ben Moodie
 Kathie Ensor
 Jeni Eastwood
 Martin Forbes
 Greg Horgan
 Nicole Phillips
 Christine Hoebergen
 Melany Kaul
 Gary Morris
 Suthat Asthittanakun
 Chloe Hewitt



Placement Students

Gazi (Sunny) Mustakim
 Charlotte Aldenhoven
 Hamony Johnson
 Donna Tucker
 Michelle Togni
 Emily Brumby
 Yifan Mo
 Erin Timms
 Jazmin Anderson
 Sharon Murphy

And we said farewell to the following staff

Belinda Wolfe
 Tiarhn Richardson
 Kate Mirvis
 Lynda Maddison.

Treasurer Report

Jane Jens

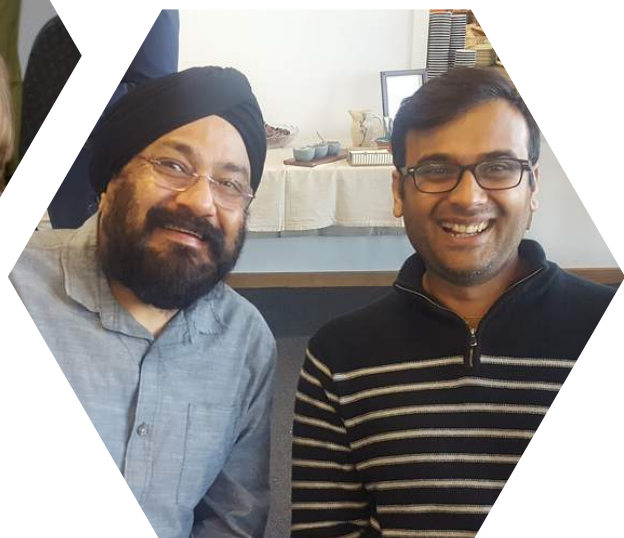
For the purpose of this report all figures (Ballarat Neighbourhood Centre and Ballarat East Neighbourhood House) will be reported under the Ballarat Neighbourhood Centre accounts.

A full copy of the 2019 Financial Statements can be downloaded from the Ballarat Neighbourhood Centre website or contact the Executive Officer for a copy.

For the 2019 year, Ballarat Neighbourhood Centre has a net profit of \$6,199 compared to \$17,779 in 2018. It is worth noting that Ballarat Neighbourhood Centre total income is up by 29.67 % mainly due to increased grants and other professional services.

For the 2019 year, Ballarat Neighbourhood Centre has total member fund of \$129,638 compared to \$123,439 in 2018.

In summary, Ballarat Neighbourhood Centre is delivering more programs and reaching more people in the community as demonstrated by the strong growth in 2019 year.





ABN 79 868 780 589

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www.ballaratnc.org.au

Phone: 5329 3273