



Annual Report 2019

CHELLENHAM COMMUNITY CENTRE



Cheltenham Community Centre
8 Chesterville Road Cheltenham
CCC is a Registered Training Organisation
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2020 AGM Agenda

**To be held Thursday 28th May 2020
commencing at 7:30pm**

1. Welcome
2. Apologies
3. Minutes of previous Annual General Meeting – 15th May 2019
4. Presentation of reports
 - a) Board
 - b) Manager
 - c) Treasurer – audited financial reports
5. Appointment of auditor
6. Election of Board of Governance
7. Conclusion

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2019 AGM Minutes

Cheltenham Community Centre
15th May 2019 commencing 12.15pm

Present

Cr Geoff Gledhill, Cr Ron Brownlees OAM, Cr Rosemary West OAM, Steve Strange, Arna O'Connell, Tammy Rowed, Sam Forsyth, Diane John, Rebecca Harvison, Anne Spoelder, Terri Balema, Judith Haskins, Ruth Parker, Lynne Anastasi, Sara Ganderton-Spencer, Ruth Hall, Lily Huang, Angeta Heshler, Priya Paranthaman, Thi Nguyen, Jan Farrer, Tatiane Goosheva, Carolyn Urquhart, Edna Ortell, Binh Nguyen, Donna Lomagno, Ali Fathelbab, Doug Smith, Norma Gibson, Shirley Oddy, Fay Sheppard, Petra Proctor, Sanja Milojevic, Sam von Gleichenstein, Sharon Bourke, Nat Lapham, Ali Street, Amal Fathelbab, Scott Harrison, Rita Ying

1. WELCOME

The President, Steve Strange, paid respects to Elders Past, Present and Emerging of the Bunurong people of the Kulin Nation. He thanked everyone for attending, with a special mention of dignitaries Cr Geoff Gledhill, Cr Rosemary West and Cr Ron Brownlees.

2. APOLOGIES

Clare O'Neil MP, Murray Thompson MP, Mark Dreyfus QC MP, Mary Cunnington, Nicole Battle, Chris D'Arcy, Bronwyn Mann, Lynne Pocknee, David Brooker, Robyn Downie, Mia Barnes, Emma Robinson, Pam Gates, Karyn Scott, Philippa Caris, David John, Andrew Williams, Molly Templeton, Judy Oakes, Kellie Macnaughton

3. MINUTES OF PREVIOUS

ANNUAL GENERAL MEETING

The minutes of the 2018 AGM were incorporated in the current annual report. The motion to accept the minutes was moved by Bill Moss, seconded by Sam Forsyth. Carried.

4. PRESENTATION OF REPORTS

A. BOARD REPORT BY PRESIDENT – STEVE STRANGE

Steve referred to the Message from the Board in the annual report and added some personal comments. The Board of Governance at CCC is a volunteer one whose members share the values of an advanced society in the way vulnerable people who need support are treated, and who recognise the amazing relationships that can be formed with an understanding of their stories – factors which bind us as a community.

Steve expressed CCC's appreciation of its relationship with Southern Community Church of Christ and their sharing of resources for over 30 years. He also thanked his predecessor, Noel Boyd, for his leadership as President and went on to give special congratulations from the Board to Arna in managing long hours and family responsibilities while being a tremendous contributor to the community. While CCC has a great Board with many skills, without its great Manager CCC would be so much less and Arna cannot be thanked enough.

He gave special thanks to Bill Moss for being Treasurer over recent years, doing an amazing job and overseeing a fiscal turnaround. CCC is Not for Profit but can't make losses or it won't survive. It is necessary to have some retained earnings to keep going forward, grow and do more good work in the community. He commented that fiscal performance, strategy and approach include, but are not limited to governance. The execution of strategies and CCC's amazing turn around is predominately thanks to Arna and CCC staff.

Steve also expressed his sincere thanks to all CCC volunteers. Without volunteers, including the volunteer Board, CCC couldn't do what it does so well.

B. MANAGER'S REPORT – ARNA O'CONNELL

Arna welcomed Board members, students, CCC members, and invited guests representing Kingston Council, other community centres and groups, and organisations with which CCC has special relationships. She mentioned in particular Rita and her Chi Yoga students who moved their class so they could be at the AGM.

She went on to discuss the 2018 highlights before showcasing activities through a slideshow, commenting that the report is full of facts and figures: the missing ingredients are the stories of people who come to CCC like -

- someone who might come to do a hospitality class with Sharon for the very first time;

- Kim, who has attended Literacy for Living for 15 years every Tuesday to improve maths and literacy;
- the 10 and 11 year old girls who struggle in classroom at school but joined CCC Bolts team and are developing confidence, team work and skills they have for life.

As part of her report Arna said she would later invite Sharon, CCC's newest employee, to tell her story.

Arna said 2018 had been an amazing year and 2019 would be too.

ADULT EDUCATION

CCC has a great team with Sara, the new Adult Education Coordinator, who joined last year and teamed up with Donna and Joy. Together they:

- Over-delivered on the ACFE contract
- Started new courses in partnership with Outlook, which is an NDIS provider
- Started a social group Let's Meet Up program for students, designed especially for multicultural students to meet up out of the classroom and do something fun together - coffee at Southland, visit Cheltenham Library, catch a train to the city. CCC was pleased to have City of Kingston support for the initiative with an annual grant for the year. The program has been so successful it will continue this year.

WORLD WEDNESDAY LUNCHES

After the meeting, a special World Wednesday Lunch would be served, made by lunch coordinator Sharon and her team of amazing volunteers. The program commenced five years ago and has attracted more than 100 volunteers over that time who generously share their cultural cuisine with our community.

Arna acknowledged five special volunteers who supported Miharu, the lunch coordinator last year: Margareta (Videle), Amal and Ali (Fathelbab), Serif (Tugglaci) and Jelyn (Yano Tablatin), giving a special thank you to Margareta who has volunteered since the beginning of the program, as well as Amal and Ali.

COMMUNITY DEVELOPMENT COORDINATOR ROLE

A highlight this last year was the appointment of Martha Michelson to the new role of Community Development Coordinator. Martha breathed new life into the recreation programs, coordinated volunteers and student placements, and started the Health and Wellbeing expo with Kellie Saunders. The expo was on for the second year at CCC coinciding with the AGM.

Martha, CCC's youngest staff member, got the centre on trend with fermentation, macrame and started mosaic classes. She put on a great CCC display for Neighbourhood House Week at the Kingston Arts Centre. At the end of the year Martha went to England to pursue her dreams.

CCC was excited to have our best yet student placement Kendra Pernat apply for and get the role of Community Development Coordinator and staff are looking forward to working with her.

NETBALL

Last year CCC continued to work with KDNA and the 16 teams enjoyed new courts at Dales Park. Netball Coordinator, Ruth - another exceptional staff member - was invited to a big funding announcement of a \$5million female-friendly pavillion to be built over the next couple of years.

CHILDCARE

Another highlight for 2018 was the result of a lot of hard work for CCC's Childcare Coordinator, who is also Holiday Activities Coordinator, and Acting Manager when Arna is away - Tammy. She registered the Childcare Centre with the new Child Care Subsidy (CCS) which will increase access for families in the community to CCC's childcare services.

Tammy and her team continue to run a quality child care service that's known for its caring and nurturing staff, together with a program that develops these young children through play and interactions with each other and special events like Santa arriving with presents for all the children at the end of the year party. CCC's wonderful partners assisted last year - Robyn Daiff of SCCC was the first female Santa Arna had ever seen, but definitely one of the best and she's lined up for next year (Robyn loved it).

Arna gave special recognition to the partnership with Southern Community Church of Christ. It had been a pleasure working with Anne Spoelder, Team Leader at SCCC, with the aligned goals of the two organisations in strengthening community and developing alongside one another to give the community the best of both organisations.

The Church provides the buildings in which CCC conduct all their programs, activities and events under a partnership/lease agreement and has a joint customer service area with staff and volunteers responding to everyone who walks in the door. Last year a new garden project group was initiated with 20 volunteers signing up to help develop, maintain and improve the facilities' garden surrounds.

One of the many highlights of the past year was a 2nd round of three-year funding for Youth Leadership programs in conjunction with Mordialloc Community Centre. Ruth is the Project Coordinator and it's exciting to have received this funding again to engage youth in the community through activities and programs such as coaching, holiday program leadership, cooking workshops and health and wellbeing workshops. It gives CCC an opportunity to work with another vibrant, very different community centre in Kingston. Arna thanked Rebecca, the Manager of MCC, for her support.

In summary, it had been an amazing year of growth, new initiatives and partnerships.

Arna then introduced Sharon Bourke who shared her personal story illustrating how CCC's support and the opportunity to contribute her own skills had bolstered her confidence and well being.

C. TREASURER'S REPORT – BILL MOSS

Bill referred to the Treasurer's Report and Financial Statements on page 37 of the annual report. He highlighted the surplus of just under \$20,000 which added to accumulated funds provides enough to cover debts and to keep CCC running in 2019 – a fantastic result.

The previous year's income was \$866,000 with expenses just over \$846,000.

Motion: That the Treasurer's report be accepted. Moved Sam Forsyth, seconded Steve Strange. Carried.

5. APPOINTMENT OF AUDITOR

Motion: To re-elect Kidman Partners as CCC's Auditors for next year. Moved Bill Moss, seconded Sam Forsyth. Carried.

6. ELECTION OF BOARD OF GOVERNANCE

Arna expressed thanks to the outgoing 2018/2019 Board of Governance and mentioned that Bill would be stepping down as Treasurer this year. Presentations were made to the outgoing Board members present - Steve, Sam and Bill and City of Kingston Councillors Gledhill, Brownlees and West also acknowledged the volunteers.

Arna commented that Bill Moss, retiring after three years as Treasurer and a Board member for the past four years (plus from 2007 to 2013) must be due for Long Service Leave. In 2011 Bill signed up with Ray Davis as a CCC Childcare Licensee which was an important role and enormous help. CCC is grateful to him for carrying out that role for all that time.

She thanked continuing Board members present - Steve, current President who is re-nominating for that role; and Sam for two years

on the Board so far - as a Chartered Accountant he will be a great Treasurer. A group photo was taken

Steve and Arna both gave recognition to Judith Haskins who was on the Board for several years, and who proofs and edits CCC's AGM Report.

6. ELECTION OF BOARD OF GOVERNANCE

Cr Gledhill then conducted the election, thanking everyone at CCC, on behalf of himself and Crs Brownlees and West. He said that year after year it had been a pleasure to see what CCC does for the community, how it has grown, how the report continues to get bigger and that the Council is fortunate to have a connection with the Centre. He also acknowledged Rebecca at Mordialloc Community Centre and the way these two groups work together.

Moving to the election of the new Board, Cr Gledhill noted that the Rules of Association of CCC provide for election of a Board of Governance comprising a President, Vice President, Secretary, Treasurer, and a number of ordinary members to be determined by the AGM plus two members appointed by the Southern Community Church of Christ (SCCC).

Motion: The recommendation of the Board is to provide for the election of up to four ordinary members for the next 12 months. Moved Steve Strange, seconded Bill Moss. Carried.

Nominations for the new Board were received from:

President: Steve Strange

Secretary: Kellie Macnaughtan (apology received for the meeting but her nomination and background experience were read out by Cr Gledhill)

Treasurer: Sam Forsyth

Ordinary Members: Jack Noonan, Jenni Flew

No nomination was received for Vice President but this will be addressed by the Board at a later date.

SCCC: Judy Oakes is the SCCC representative under the Rules of Association

Motion: That all Board positions be voted on as one. Moved: Geoff Gledhill, seconded Jan Farrer. Carried.

Cr Gledhill added that he went to many events but would be hard pressed to find a group like CCC that is always looking to do more.

7. CONCLUSION

Steve concluded the meeting saying CCC looked forward to a tremendous New Year, with a well qualified Board. He thanked everyone for attending and invited them to participate in lunch.

The meeting closed at 1.00pm



Message from the President

It has been a real privilege to serve as a Board member of CCC for over six years now and more recently as President.

2019 seems like such a long time ago; perhaps some day we will call the time before March 2020 "BC", as in "Before COVID".

Reflecting on the 2019 year, CCC posted a record-breaking revenue result, exceeding one million dollars for the first time ever!

The increase in revenue was met with a modest surplus. The surplus was the result of a mixture of changes to revenue streams, as well as reinvestment in the community. With a strong balance sheet of \$471k in current assets (up seven percent from 2018), the Board was looking forward to bigger and better things in 2020.

Then COVID-19 struck. Since March, the Board and our Manager have been attempting to charter a course for CCC within the inherent constraints of the times. That said, we're not alone in the battle to remain alive and relevant. Let's also spare a thought for the many other organisations, local, state and federal which are also hurting, and as a consequence put our citizens into a position of need.

We live in interesting times indeed. Whenever a challenge of this magnitude beckons, the correct first step can sometimes be a backward one. That is, it is useful to go back to first principles, back to basics, back to our core. To re-question our purpose. By doing so, I remind myself that ultimately, we at CCC and all its stakeholders are not ends in themselves. We are the tools and the conduit that promote and assist the vulnerable citizens of our community. This charter furnishes our "true north", and gives effect to our relevance.

As for relevance, it is striking as to how resilient and relevant our Strategic Plan remains. Without the problem of COVID-19, and despite its disruption, our strategic plan is as relevant as ever. It has survived the upheaval very well. To remind everyone, our Mission Statement is:

WE CONNECT THE COMMUNITY BY

RESPONDING TO LOCAL NEEDS

Achieving present and future relevance means that we must remain agile and creative, as we "re-tool" for the current and future climate. Whether it's food delivery instead of World Wednesday lunches or Zoom yoga and Zoom education, as opposed to the traditional mediums of classrooms and teachers

(traditional delivery methods) we continue to adapt and align in the COVID era.

Fortunately for CCC, the Board is made up of an incredible team of volunteers. Men and women who live busy lives and are themselves time poor but are still able to contribute to the life of CCC. It's this energy that mines the leadership that's required to navigate an organisation like CCC through uncertain times. We just couldn't do it without the amazing Board members that we have. I'm not sure whether it has been good luck or good management with recruitment, but the Board not only has talent, but the individuals that comprise the Board have complementary skill sets that cover a broad range of disciplines. Those disciplines include, but are not limited to, science, the arts, finance, technology, law and marketing. I consider it an honour to serve alongside and in solidarity with such a talented team.

I would like to take this opportunity to make special mention of the CCC Manager, Arna O'Connell. Arna works tirelessly, night and day to keep the operational machinery well-oiled and functioning. CCC would be a much lesser organisation if it wasn't for Arna's efforts.

Through all this turmoil, Arna and Sam, the Board's Treasurer, have managed to ensure that the CCC workforce are supported and engaged. My sincerest thanks to Arna and the Board for all the hard work in 2019 and all the hard work to come in 2020.

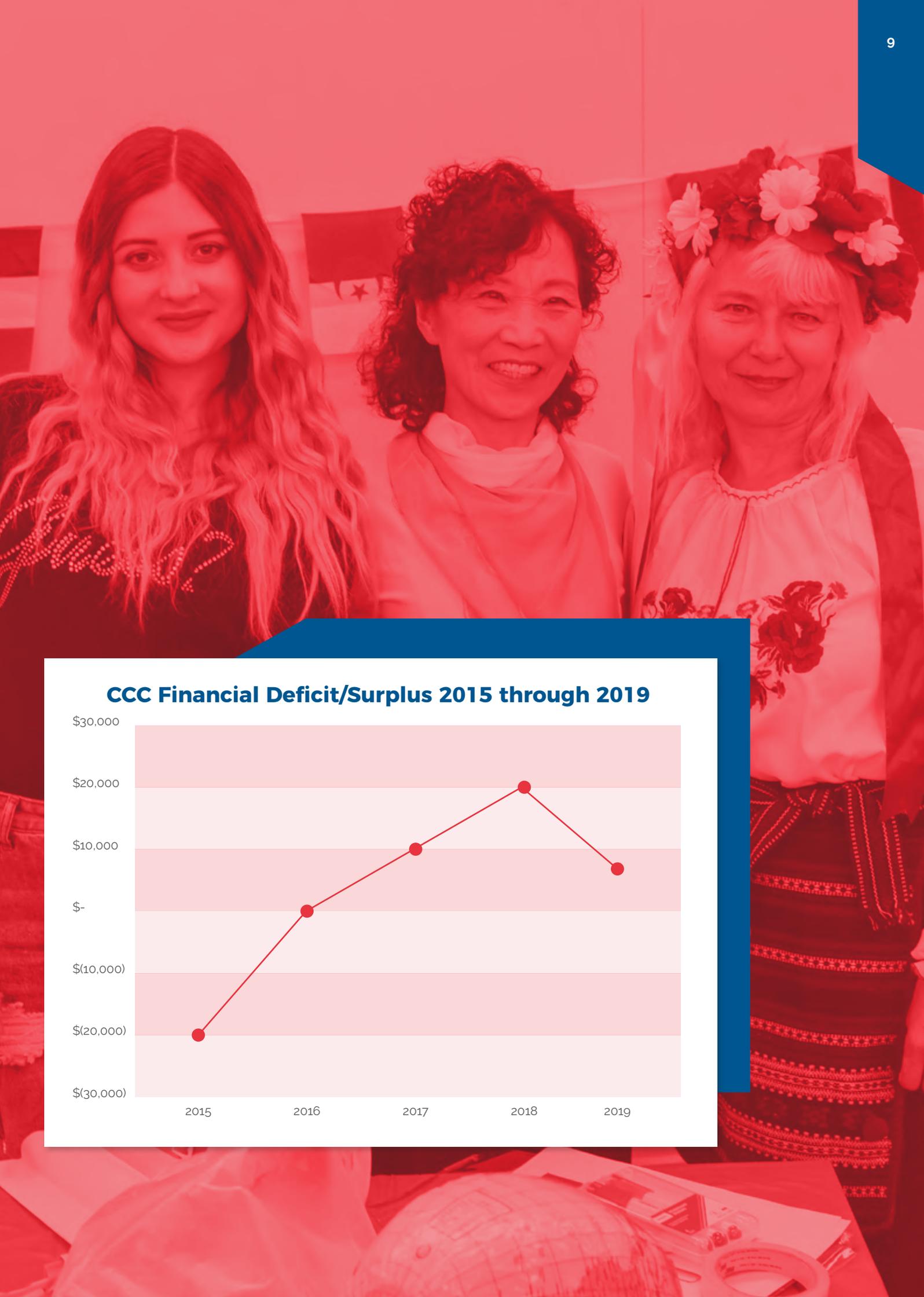
The future has an uncertain taint to it. No-one really knows how long things will stay this way or whether they will ever return to how they were before. What we can be certain of is that the local community will continue to be in need and we at CCC are well positioned to connect and meet those needs via our capacity to adapt, align and stay relevant.

Notwithstanding the challenges, we're all looking forward to continuing to serve the community throughout 2020 and beyond.

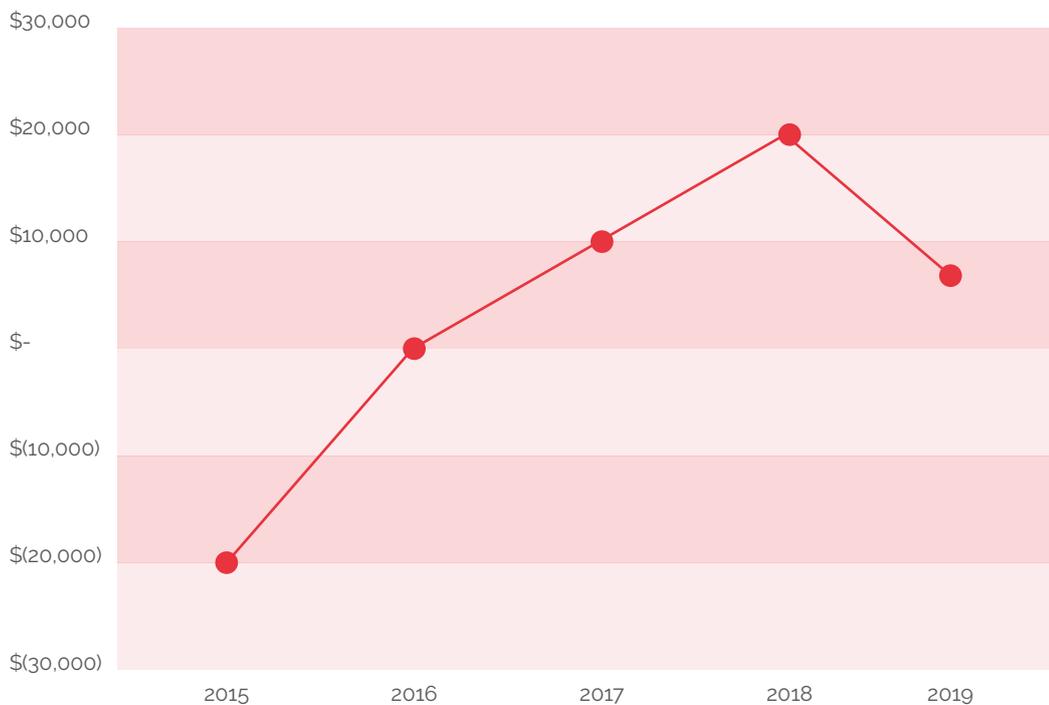


STEVEN STRANGE

PRESIDENT



CCC Financial Deficit/Surplus 2015 through 2019



Board of Governance

Steve Strange, President

As CEO and founder of Health Metrics, and with computing and law qualifications, I have a passion for technology and innovation. My years of industrial experience have served to develop a business acumen which I have been keen to apply to my membership of the CCC Board.

I first joined the Board in 2014 in the hope of making a difference in the local community, by applying the various skills I have accrued over my career, specifically management and strategy. Pursuant to its mission, I am keen to continue contributing to the work of the Cheltenham Community Centre.

Jack Noonan, Vice President

I live in Moorabbin and work for the International WELL Building Institute, where I work on a range of sustainability and public health programs. I have degrees in science, psychology and business, and have been a winner of the National Australia Bank Science in Business Award.

In addition to sustainability and environmental issues, I am passionate about my local area and community, having been a local resident for over twenty years. Becoming a member of the CCC Board of Governance in May 2017 has allowed me to give back to my local community and further foster my passion for education and issues affecting an ageing population.

Sam Forsyth, Treasurer

I am a Chartered Accountant with diverse financial management experience, including eight years in my current role as finance manager for a local private golf club. Over my career I have developed strong governance, strategic planning and risk management skills. I have been able to draw on these skills to assist the CCC Board with planning and decision making.

I continue to enjoy my role on the Board of CCC. It is a privilege to work with talented, passionate people who share a common goal. Likewise, I am proud of the staff and volunteers who provide such a great service to the community. I look forward to building on our achievements and contributing to the ongoing success of the Centre.

Kellie Macnaughtan, Secretary

I joined Cheltenham Community Centre Board in 2019 to give back to the community and to support the fantastic work CCC does.

I have a background in government, community services, management and communications. Currently, I work for the Federal Member for Isaacs and am studying a Masters degree in Strategic Communications and Management at Monash University. My passion for community and education stems from my volunteer work at UN Youth Victoria, the University of Melbourne, and on local campaigns. I'm looking forward to contributing to CCC even more in 2020.

Jennifer Flew, General Member

I have worked in education in the not-for-profit area and TAFE helping young people in non-mainstream education as well as adult learners from migrant, refugee and asylum seeker backgrounds. I believe in the value of life-long learning, whether it be learning skills for work, fun or well-being. I hope that every member of the community can be supported to engage in an interest outside of the home that helps them to build connections, make friends and have fun.

I have lived in the City of Kingston for over 20 years and have been involved in many local community groups. I enjoy working with the caring, professional and highly motivated Board and staff of the Cheltenham Community Centre and hope to continue to contribute to the organisation into the future.

Judy Oakes, General Member

I am the Southern Community Church of Christ representative on the CCC Board. It has been a pleasure to be involved in this role since July 2018. One of my aims has been to foster a closer relationship between the church and the CCC.

My background has been in education. Initially I taught as a trained infant teacher. After having a family I took a position administering programs for the teaching of Asian Studies and Languages other than English in independent schools.

Through the years I have had a major involvement with children and young adults with a mental disability. In 1974 I was involved in establishing a school for students with this disability. This was followed by a further facility for young adults. I served on the Councils of both these facilities for many years. I am keen to use these experiences to contribute to the work of Cheltenham Community Centre as it serves our local community.

Megan Purcell, General Member

(JOINED SEPTEMBER 2019)

A specialist in advocacy for economic development, I help businesses, community groups and local authorities to turbo-charge their stakeholder engagement. My background is largely in government and having recently relocated to the area, I joined the team on the CCC Board in 2019.

Having previously served on community and business boards, I am an experienced director and an Australian Institute of Company Directors graduate. I also hold tertiary qualifications in applied economics, management and community planning and development.

The work of the CCC is part of the glue that binds our community together and I look forward to further contributing my skills and meeting more amazing locals through the connections the CCC helps to build.

Sean Reilly, General Member

(JOINED SEPTEMBER 2019)

I am retraining to work in the homelessness sector because I believe our society is made stronger if we better support those who are most marginalised. I work part time in disability support and also sell wine wholesale. Previously, I managed award-winning restaurants and worked for a French wine importer. My experience covers customer service, managing teams, and establishing and nurturing business partnerships.

I live in Bentleigh with my partner, who is a teacher, and two secondary school age children, and I grew up and went to school nearby. I joined the Board this year because I believe that strong local community organisations are vital to a successfully functioning society and I admire the values and practice of the CCC.



CCC Board of Governance (left to right): Jennifer Flew, Steve Strange, Kellie Macnaughtan, Sam Forsyth, Jack Noonan, Judy Oakes; Absent: Megan Purcell, Sean Reilly

Our Staff

The CCC team brings together their knowledge, skills and passion for community to create a wonderful array of programs, festivals, and community functions at the Centre. They work with energy and often contribute above and beyond to ensure the Centre is operating at its best.



ARNA O'CONNELL

Manager



TAMMY ROWED

Children's Programs &
Customer Service Coordinator



SARA GANDERTON-SPENCER

Adult Education
Coordinator



SHARON BOURKE

Community Café Coordinator



DONNA LOMAGNO

Events, Administration &
Marketing Coordinator



RUTH PARKER

Netball & "Inspire U"



KENDRA PERNAT

Community Development
Coordinator



CATRIONA O'NEILL

Policies & Procedures
Project



MIHARU HAJINIKITAS

Customer Service



RITA YING

Finance



DIANE JOHN

Customer Service,
shared CCC & SCCC role



JANE CHAMBERLAIN

Temp – Assisting the
Manager
(from November 2019)

Our Teachers and Instructors

Adult Education Teachers

Rachel Cohen	Sue Bond
Sally Potter	Heather Edmonds
Petal Goodman	Kate Ali
Claudia Keast	Wendy Bridges
Priya Paranthaman	Sharon Bourke
Petra Proctor	

Adult Education Administrative Assistant

Joy Tang

Childcare Staff

Chitra Samarakone	Cynthia Richards
Leanne LeeAck	Kathy Brown
Kerrie Ellingsen	Nicole Chamberlin
Taya McCarthy	Sarah Thompson
Shannon Foster	

Holiday Activity Coordinators and Assistants

Mirrin Keefe	Ben Handlesman-Woolf
Heidi Amos	Ruby Martin
Sam Amos	Jade Newham
Sinead Dalton	Sarah Thompson
Leanne LeeAck	Cara Dalton Skelly
Almari van der Merwe	

Recreation Program & Workshop Instructors

Carolyn Urquhart	Bill Moss
Rita Ying	Helen Harmen
Joan Griffiths	Vi Vu
Naki Khan	Kim Watson
Natalie King	Jenny Jessop

Project Work

Inspire U (jointly with Mordialloc Community Centre)	Policies and Procedures
Ruth Parker	Catriona O'Neill

Our Volunteers

Adult Education Volunteers

Sevda Cetmiyilmaz	Istiqomah Dwi
Bill Moss	Lynne Anastasi
Kerry Hall	Josette Strnad
Elaine Simkiss	Brenda Welsh
Con Alexiadis	Philippa Davies
Jane Shen	Renae Carolan

Children's Program Volunteers

Deborah Davies	Petra Muller
Kathy Casey	Lis Byers
Eliza Freeman	Ruth Hall
Annabel Brewer	

Customer Service Volunteers

Kathy Jagan	Tincy Thankachan
Lily Huang	Priyanka Madishetty
Barbara Bereznicki	

Holiday Activity Program Volunteer Leaders

Shanae Hall	Emma Downward
Logan O'Connell	Cailiosa Sarmento-Cardoso
Rishi Srinivasan	Natalie McDonald
Samantha Pauliuk	Connor Wright
Matt LeeAck	Emersyn Kennedy
Atlanta O'Connell	Natasha Wain
Evie Barnes	

Netball

Netball Coaches	Liz Mackay
Joreen Blackmore	Georgie Tierney
Nicole Leathem	Mandy Holt
Anne Barwell	Sheyenne Potts
Simon McKean	Arna O'Connell
Marc Harrap	Colin Hicks
Josie Mulcahy	Sharon Torpey
Amanda Baker	Rachel Isles
Ruth Parker	

Junior Coaches

Jasmine Lord	
Molly Nadj	Atlanta O'Connell
Sheyenne Potts	Emma Chamberlain
Georgie Tierney	Paige Holt
Hayley Parker	Hannah Ross

Netball Team Managers

Sharon Forsyth	
Jen Folley	Rebecca Ross
Aoe Ditchburn	Nish Mahanty
Lucy Lettini	Peta Stubbs
Marnie Proudfoot	Clare Holden
Kris Marcus	Dianne Wain
Carrie Garnett	Fiona Pryor
Abby Farmer	Jane Chamberlain

Fundraising

Jeff Parker

Students and Work Placement

Natalie McDonald

Soul Café

Amal Fathelbab	May Matter
Margareta Videle	Jianlan Jin
Joy Tang	Yan Li Zhang
Serif Tuglaci	Xue Mei Wang
Yamauchi Mayumi	Li Yu
GuiLing Song	Zhi Qin Liu
Zhou Ling Chen	Fan Rong
Pei Fan Liang	Xuechun Li
Yan Jing Zhang	Guo Ying Hu
Miranda Cai	Fu Ping Liang
Xiaohong Wang	Yun Zhang
Chun Lian Qin	Jack (Huang Jie) Bao
Vivian Chen	Rona Shen

Other volunteer roles

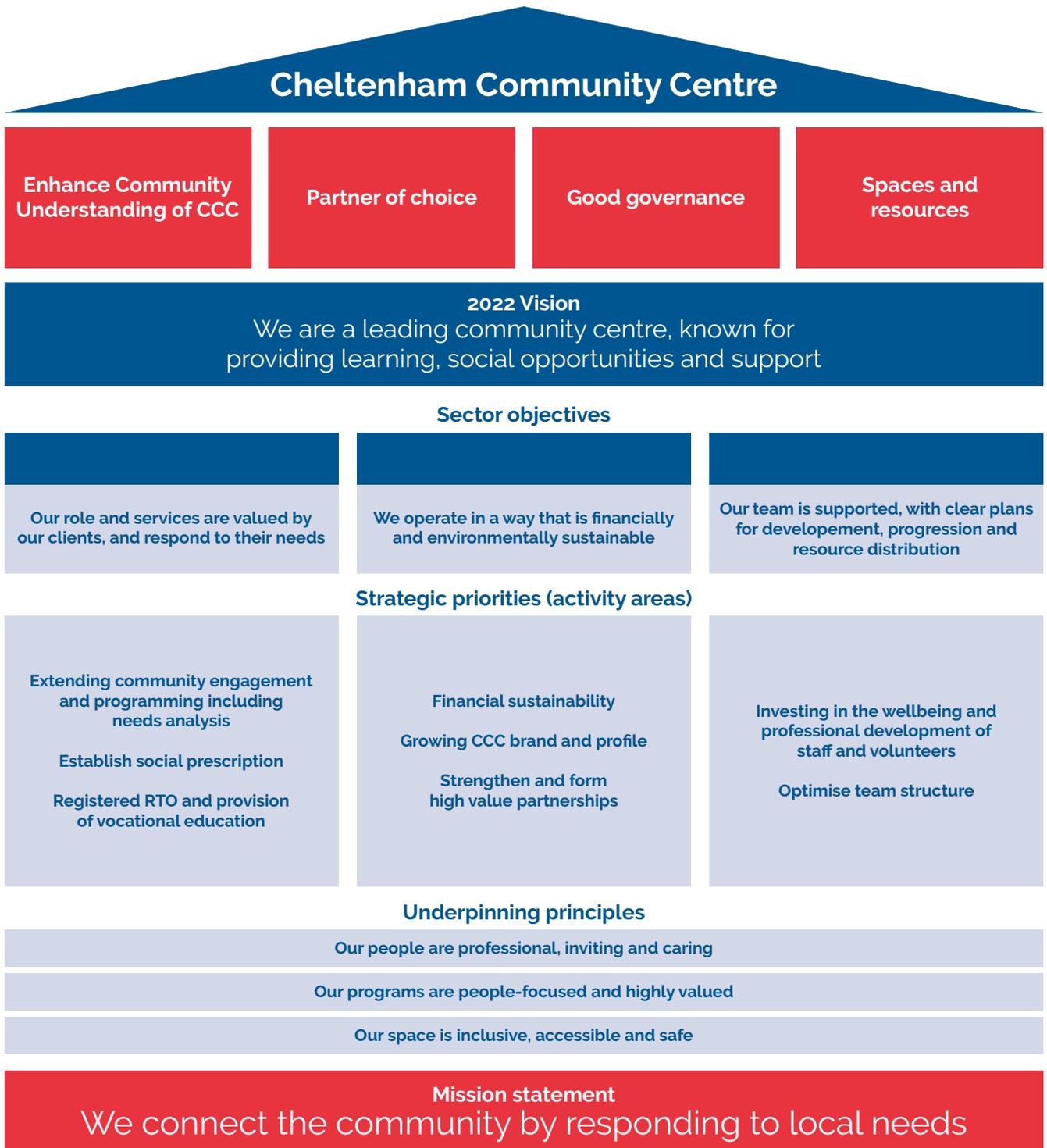
Judith Haskins (report editing, RTO internal audit)
Graeme Farr - Photographer

Manager's Report

ARNA O'CONNELL

MANAGER

This was the third year in our 2016-2019 strategic plan cycle. In October 2019, the Board of Governance and Management team, with an external facilitator, brainstormed, discussed, and creatively thought about the next three years for CCC. A fantastic 2020-2022 strategic plan evolved, and was cleverly presented in a "Neighbourhood House" shape, as below:



Significant in 2019 was the appointment of new staff member Kendra to the Community Development Coordinator role; the development of a new position of Customer Service Coordinator, ably filled by Tammy; a new project "Policies and Procedures" which Catriona undertook; the full time appointment of Sharon for our Community Café Development program; a shift of Donna's role to the more specialised area of Adult Education; and an adjunct to the Community Development role for Kendra, with three days a week in customer service. Our extremely strong Board of Governance was further strengthened in 2019 with the addition of four new Board members – Kellie, Jenni, Sean, and Megan – providing a broad, objective, professional skill base to help drive our Community Centre. This diverse, talented team was critical in shaping, and steering CCC into a successful year in 2019 and ensuring a strong start to 2020.

With the changes in our team which invited fresh faces, skills and abilities, and added to the experience and wisdom of long serving staff members and volunteers, we had a wonderful balance that brought passion, energy, and growth to CCC in 2019. I thank our fantastic Board of Governance, led by Steve, for their ongoing support, encouragement, ideas, and inspiration.

As we move forward, the mission of Cheltenham Community Centre is at the heart of our operations.

WE CONNECT THE COMMUNITY BY

RESPONDING TO LOCAL NEEDS

We work with the values of:

- innovation and creativity
- organisational vitality and growth
- responsiveness
- leadership
- people emphasis
- communication
- integrity
- participation
- commitment
- competent people

I want to recognise and thank our 'partner organisations' in the community who support and enable CCC to achieve its mission.

- Southern Community Church of Christ (SCCC)
- City of Kingston
- Adult, Community and Further Education Board (ACFE)
- Department of Health and Human Services (DHHS)
- Melbourne Polytechnic (MP)
- Department of Education and Training (DET)
- Terry/White Chemmart Cheltenham

Our goals for 2019 and the actions and achievement for each goal give a summary of the year at CCC.

Cheltenham Community Centre Goals

CCC and its Community

CCC aims to play a vital role in engaging with and improving the quality of life of its local community.

Programs and Activities

Programming aims to reflect current trends and market demand, so as to engage people in their community through participation in recreational, social, healthy, cultural and educational activities as they progress through different stages of life.

Funding

CCC aims for financial sustainability today and for the future.

CCC Team

CCC aims to ensure the calibre of staff and Board members is the best it can be to serve CCC and its community.

Facilities

CCC aims to ensure appropriate facilities are available to support ongoing and expanding activities and programs for the community.

CCC AND ITS COMMUNITY

Partnerships and Relationships

AIM

To work together with the broader community to strengthen delivery, increase quality, and broaden opportunities for community participation.

In 2019 we worked with:

SOUTHERN COMMUNITY CHURCH OF CHRIST

- Memorandum of Understanding reviewed and accepted
- Emergency Management Plan review in progress
- OHS review completed
- IT upgrade and new and improved maintenance plan (with new joint contract with IT specialist Kevin Dean (KDTS))
- Customer Service review and development, with new role of Customer Service Coordinator in place
- Community Café visioning team
- New "Re-imagining" church group
- World Wednesday Lunch program
- Multicultural Festival of Creative Arts
- Children's Festival
- Biggest Morning Tea
- Volunteer appreciation
- Facility maintenance and improvements

CITY OF KINGSTON

- Community Centres' Network group
- delivery of the collaborative Neighbourhood House month celebrations
- investigation of "Chapel Rd" social housing project
- funding support
- training workshops
- grant projects, including Seniors' Festival
- networking and consultation with Kingston strategies (including Library Strategy 2019-2030)
- organisational support

OUTLOOK CHELTENHAM

(DISABILITY AND EMPLOYMENT SERVICE)

- delivery of custom-made adult education short courses for youth with an intellectual disability ("Steps to Employment" program)

COMMUNITY HOUSE NETWORK (SOUTHERN REGION)

- membership of the Board of Governance

MORDIALLOC COMMUNITY CENTRE

- "Engage" youth leadership project, second year of joint project 2018-2020 "Inspire U"

TERRYWHITE CHEMMART CHELTENHAM

- health promotions for the community (including Fall Prevention)
- partnered to conduct our second "Health and Wellness Expo" event
- Children's Festival

KINGSTON AND DISTRICT NETBALL ASSOCIATION

- networking relationship with our CCC Bolts Netball Club and FunNet netball skills programs

SPONSORS

- Beaumaris Rotary – funding support for Children's Festival
- Cheltenham Rotary – funding support for Children's Festival
- HealthMetrics – funding support for CCC Bolts Netball Club
- Buxton Real Estate Mentone - funding support for CCC Bolts Netball Club
- Maro's Pizza Mordialloc – free pizza passes for CCC Bolts Netball Club

Profile in the Community

AIM

To increase local knowledge about community programs, activities, social engagement, how to be involved, and access opportunities for community connection.

In 2019 our free community Events, Functions, and Celebrations were:

- Multicultural Festival of Creative Arts – Monday 3rd June
- Neighbourhood House Week (month) - May
- Annual General Meeting – Wednesday 15th May
- Health and Wellness Expo – Wednesday 15th May
- Cancer Council Biggest Morning Tea – Wednesday 22nd May
- Children's Festival – Saturday 26th October
- Seniors' Month – October
- Soul Café - 39 World Wednesday lunches

Marketing and advertising developments in 2019 included:

- CCC Facebook page (1,670 'likes' increased to 1,826 'likes')
- CCC website development
- CCC monthly e-newsletter
- Demonstrations and free trials for CCC classes during Neighbourhood House week in May, and Seniors' month in October



COMMUNITY CENTRE
SERVICES

Southern C
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rist

PROGRAMS AND ACTIVITIES

AIM

To respond to community needs, reflect current trends and market demand, to engage people in their community through participation in recreational, social, healthy, cultural and educational activities as they progress through different stages of life.

Adult Education

CCC achieved strong outcomes in adult education in 2019 including:

- passing VRQA 5-year audit conducted 18th and 19th November 2019
- a team of 11 qualified teachers over the year
- fantastic volunteers assisting in many classes
- funding contracts with ACFE, Melbourne Polytechnic
- maintained the partnership with Outlook to deliver ACFE short courses on hospitality, computers, money, and retail
- maintained and developed a partnership with "The Bridge" to deliver ACFE course on "Money Matters"
- new supporters Bendigo Bank Cheltenham, and Rotary Cheltenham for our end-of-year presentation awards
- over-delivery of our ACFE contracted hours (contracted delivery hours: 16,078, actual number delivered: 17,438)
- delivery of four accredited courses and 14 pre-accredited courses

(For more details see the Adult Education report)

"SOUL CAFÉ"

In 2019 we invested in a focus to develop our Community Café – Soul Café – and formed a new working team called "Visioning Community Café", with Anne Spoelder (SCCC), Robyn Daff (SCCC), Miharu, Sharon, Sara, Donna, and myself meeting on a term basis to dream, plan, and action a self-sustaining Community Café plan for our community.

The CAIF 11 funding enabled us to accelerate the Adult Education element of the Café plan, and Sharon was appointed in a full time role of Café Coordinator in April.

Our World Wednesday Lunches continued to flourish, with lunches being offered weekly. Sharon took on the lead role of coordinating a wonderful team of volunteers to create a cultural lunch for everyone in the community to enjoy for a suggested donation of \$5 per lunch. A new program, Friday Food Club (FFC), was created with funding from CareWorks (SCCC) and Stronger Communities; and our adult education offering in the kitchen expanded with "Cooking-Wise" programs for people with a disability.

(For more details see the Soul Café report)

"LET'S MEET UP" GROUP

This successful "social engagement" project continued for its second year in 2019 with our wonderful leader Joy. This group encourages our culturally and linguistically diverse community members to join in social activities aimed to increase social friendships, practice English speaking, build knowledge of the local area and confidence to utilise local services and places, and the opportunity to build skills and volunteer in the community. Joy organised three social/group functions each term, including a celebration of "Harmony Week" in March, and activities for our

"Multicultural Festival" in June. This was a very successful program that will continue in 2020.

(For more details see the Adult Education report)

Childcare

In 2019 the Centre provided:

- 3 year old Activity groups
- Pre-Kinder groups for 2 to 4-year olds
- three and five hour sessions for six weeks to 4 year olds, and
- over 152 enrolments in any one week, representing more than 100 families

The program was achieved with:

- approval of the new government registration of Childcare Subsidy (CCS) for eligible parents to access reduced costs for childcare
- implementation of new processes, using the new software system "Xplor", and new policies in response to the new system
- a team of nine qualified and experienced carers over the year
- maintenance of registration as a "Limited hours Type 2" service with Department of Education and Training

(For more details see the Childcare report)

Recreation

During last year our work and offering included:

- a strategic planning survey of the community in August, with 123 responses which provided valuable community feedback and input into planning for the future
- up to 13 recreation classes run each week in which more than 100 people participated in any one week
- a Holiday Activities program for primary school children during the school holidays, with up to 392 enrolments in each two-week holiday period (January, April, July, September)
- holiday activity sessions for 3 to 5 year olds in the school holidays
- CCC Bolts Netball Club – with 16 teams in season 1, and 15 teams in season 2, and an average of 150 players for the year, as well as 38 Club volunteers
- one "Cooking with Culture" workshop
- six speciality workshops including "Sourdough", "Dumpings for Kids", and "Fermentation"
- Seniors' Month activities offered as free participation

"Inspire U" – youth programs

Our second year of the Department of Health and Human Services 2018-2020 Engage funding was successful, partnering with Mordialloc Community Centre to deliver this program. The "Inspire U" project, with Ruth Parker coordinating a multitude of activities to engage youth in the community, aimed to provide youth opportunities in leadership, coaching, multicultural interactions, workshops, and short training courses.

Programs youth participated in included:

- Leadership workshops
- Sports coaching
- World Wednesday Lunches
- Holiday Activity leadership
- Netball Umpiring

(For more details see the Recreation, Holiday Activities, Netball and "Inspire U" reports)

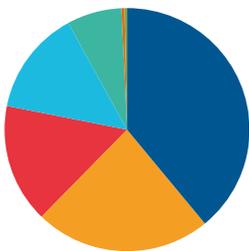
FUNDING

AIM

To ensure funds are available to sustain CCC this year, next year, and in the future; and increase access and equity for members of our local community who are looking to "reach their potential" with CCC.

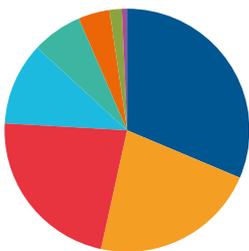
Income and expenditure by percentage

2019 INCOME



- Adult Education (39%)
- Childcare (23%)
- General Funding (16%)
- Programs (14%)
- Specific Purpose Grants (7%)
- Festivals and Events (1%)
- Other (1%)

2019 EXPENSES



- Adult Education (31%)
- Childcare (22%)
- Salary, Super, Leave (22%)
- Programs (11%)
- General and Admin (7%)
- Specific Purpose Grants (4%)
- Other (2%)
- Festivals and Events (1%)

Successful Grant Applications in 2019

Our grant applications and successful funding increases our capacity to deliver quality programs for the community.

Programs/Projects	Grant Funding Source
"Inspire U" youth program (with Mordialloc Community Centre)	DHHS Engage funding 2018-2020
Community Café development with Adult Education	ACFE CAIF Round 11 Education
Support for our Adult Education program	ACFE Delivery Support grant
Active Neighbourhoods for Older Australians (ANOA) – programs for over 65's	Musculoskeletal Australia
Friday Food Club program	ANHCA and Sidney Myer Fund
Multicultural Festival of Creative Arts for 2019	Victorian Multicultural Commission
Multicultural Festival for 2020	Victorian Multicultural Commission
World Wednesday Lunches	Kingston Annual grant
Seniors' Month activities	Kingston Seniors Festival grant
ipads & more workshop for older adults	Australian Government and Be Connected
Children's Festival	Kingston Children's Week grant
Children's Festival	Beaumaris Rotary
Children's Festival	Cheltenham Rotary
Development of the Soul Café kitchen in 2020	Department of Infrastructure, Transport and Regional Development

CCC TEAM

AIM

To provide good governance, a strong team culture, and commitment to continuous improvement that will ensure a well-managed and effective organisation.

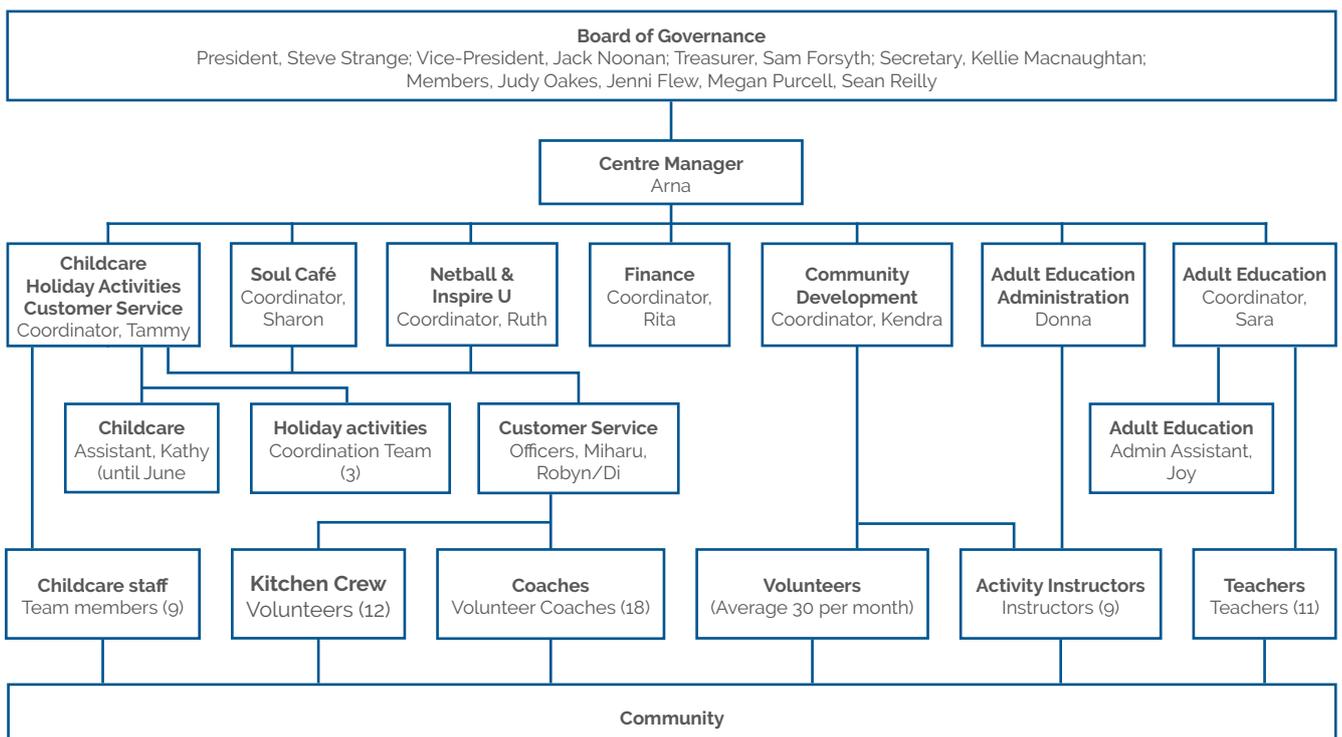
Team Development and Change

- Recruitment of new Board of Governance members – Jenni Flew, Kellie Macnaughtan, Megan Purcell, and Sean Reilly
- Appointment of Catriona O'Neill in February for casual project work on "Policies and Procedures", and later "Mindfulness" sessions for the team
- New role of Customer Service Coordinator commenced in August, with Tammy in the role on behalf of CCC and SCCC (as customer service is a joint organisation service)
- Appointment of Jane Chamberlain in November as a temporary employee to assist with the Community Development role and assist the Manager
- Farewell to Miharuru at the end of 2019 after an 8-year association with CCC
- Staff and Board Planning Day for the 2020-2022 Strategic Plan, and the 2020 Business Plan
- Joint appointment (with SCCC) of contractor Kevin Dean to provide IT support and development for both organisations

Professional Development

- Neighbourhood Houses Victoria Conference
- ACFE Regional Forums
- Community House Network (CHN) forums
- Various workshops and information sessions such as "Volunteers and the Law", "Managing People and Performance", "Mental Health in the Workplace", "Social Prescription", "Disability Awareness Training"
- Swinburne one-day professional course "Establishing a Customer Excellence Framework"
- Swinburne two-day professional course "Finance for Non Finance Managers"

Cheltenham Community Centre Organisational Chart 2019



Volunteers

As Volunteering Victoria states "volunteering plays a critical role in empowering individuals, in fostering active citizenship and in building inclusive and resilient communities in which we can all flourish. We know that volunteering has many benefits for individuals who volunteer, the organisations to which they contribute and society as a whole."

Volunteer roles at Cheltenham Community Centre in 2019 included:

- Board of Governance members
- Customer Service assistants
- World Wednesday Lunch crew
- Holiday Activities leaders
- Administration assistants
- Adult education teaching assistants, RTO internal audit assistance, administration assistants
- Netball coaches, team managers and administrators
- Music for Tots parent leaders
- Recreation instructors
- Festival assistants

Student placements:

- Two students from Mentone Girls Secondary College
- Five students from Cheltenham Secondary College
- A Year 11 VCAL student from Parkdale Secondary College
- Student placements from various TAFEs and Universities

(For more details see the Volunteers report)



PAID EMPLOYEES



VOLUNTEERS

FACILITIES

AIM

To ensure facilities are safe, accessible and fit-for-purpose for today's community, and for future community needs.

CCC appreciates the partnership with Southern Community Church of Christ (SCCC) which allows us to utilise their facility to offer the community a vibrant Community Centre. CCC and SCCC work together to maintain and update the facility as much as possible with limited funds. CCC often need to resource additional facilities in the community for some programs that require facility specifications that can't be met on-site at SCCC.

Facility updates in 2019 provided by CCC

- Split systems for climate control in CCC offices, and office space used by CCC in former SCCC Library
- Lockable cupboards installed in Blue Gum classroom
- Whiteboard and noticeboards installed in Pine Street Hall, and Pine Street foyer
- Investigation of Pine Street kitchen to be developed as a second functional programming kitchen space with outdoor deck and garden area
- IT upgrade (with SCCC) including new laptops installed and connected to projector in Tea Tree room; investigation of moving from a server base to the cloud
- Use of facilities at Cheltenham Secondary College, Kilbreda College, Mentone Primary School, and various other schools in the Kingston area for netball training, the Holiday Activity program, and Zumba Gold classes

Adult Education

AIM

- to provide high quality accredited and pre-accredited programs to members of our local community
- to provide life-long learning that is an access point for adults to learning in their local community, is a focus on individual needs of learners, and provides socialisation into Australian culture
- to increase awareness and grow the number of students and adult education programs being offered at the Centre and be the "go to" organisation for local, quality part-time study
- to establish and build quality relationships/partnerships with local providers (such as The Bridge, Outlook, Scope, local council, and state government)
- to create an environment that ensures participants feel welcome, engaged and part of our community
- to ensure adult education at CCC is financially viable and profits are reinvested back into the Centre to continue to improve, develop and offer quality programs.

SARA GANDERTON-SPENCER

ADULT EDUCATION COORDINATOR

This was another busy year for adult education at CCC.

- We had a total of 1013 enrolments for 265 students.
- ACFE pre-accredited courses used 17,548 student hours which exceeded our allocated hours by 1,470.
- Responsibility for AMEP moved from the Department of Education to the Department of Home Affairs, resulting in further changes in procedures, reflected in new requirements for both staff and students.

Classes:

- The Wise program (developed with Outlook (a local disability support provider) was again well received and was taken up by The Bridge (another local disability support provider) in 2019.
- The Retail Wise students ran a trading table, in the foyer, to put theory into practice and develop their customer service skills.
- Following discussions with the disability service providers and ACFE, the 2020 Wise program will run all year and an introduction to gardening element will be added.
- A relationship has been developed with St James Terrace (a registered NDIS provider) and some of their clients have attended CCC's pre-accredited classes.

- The English classes all moved to the English as an Additional Language (EAL) curriculum and this has been well received by both staff and students alike.
- A second English class on Fridays has continued. As this class is almost entirely made up of Chinese-speaking students we again ensured that we have Jane Shen, a Chinese-speaking volunteer, assisting the tutor.

Wider Learning

- We continued to find great ways to help our class participants learn about Australian society and way of life with a variety of visiting speakers from such organisations as the Metropolitan Fire Brigade and the Australian Taxation Office. Excursions took place, including a talk and morning tea at Bendigo Bank and were much appreciated by all concerned.
- The social engagement program for all students called "Lets meet up" has gone from strength to strength with group trips to Southland for coffee, games, art sessions, and end of term celebrations. There has been a diverse mix of student classes and cultures participating. It is used as part of the AMEP Social and Work program (SAW) and adult education marketing, as a means to reach our goal to "Create an environment to ensure participants feel welcome, engaged and part of our community". A big thanks goes to Joy Tang who facilitates the group and comes up with some fantastic ideas.
- Soul Café continued to be a well-loved and supportive way for our language students to be more involved in the CCC community and to use their growing fluency in English.
- Many new friendships and support networks are developed by our students while learning at our Centre. The reception area and Pine Street Hall seating area are busy friendly places where our language students mingle with childcare families, customer service and other staff, volunteers, people who are dropping in for information, and other Centre users.
- The end of the year culminated with our annual certificate ceremony - 'Graduation Day' - celebrating the achievements of all adult education students. It was especially rewarding to see the Outlook students being presented with their certificates. Angela came and presented Four Bendigo Bank awards for the most sustained effort over the year. The first Rotary Club of Cheltenham awards for Attendance and Greatest Endeavour were presented and a shared multicultural lunch added to the occasion.

A Multicultural Community

- The Multicultural Festival of Creative Arts has been integrated into the EAL curriculum and was an opportunity for adult education students to showcase their cultures by wearing national costumes, providing food and demonstrating their art and craft skills. It was also a chance to learn about other cultures.
- In 2020 it will be known as Diversity Day to better reflect the variety of participants. It will be held on Monday 1st June 2020.
- As in past years, in 2019 CCC students came from many national backgrounds with the majority coming from China.

Adult Education Staff

The wonderful team of dedicated and enthusiastic EAL, literacy and pre-accredited course tutors provided a great range of programs for our students in 2019.

Accredited	
Course in EAL	Claudia Keast Meg Thorley Wendy Bridges
EAL 1	Rachel Cohen
EAL 2	Sue Bond
EAL 3	Sue Bond

Pre-accredited	
Literacy for Living	Sally Potter Heather Edmonds
Improve your Reading & Writing	Jenny Martin Petal Goodman
Grammar, Conversation, and Writing Skills Level 1	Sue Bond Sally Potter
Grammar, Conversation, and Writing Skills Level 2	Priya Paranthaman
Grammar, Conversation, and Writing Skills Level 3	Priya Paranthaman
Conversation	Petra Proctor Sue Bond
Beginner computers/ Computers the Next Step/ iPads, Tablets and More	Priya Paranthaman Kate Ali
Wise programs	Sharon Bourke Kate Ali Sally Potter Priya Paranthaman Heather Edmonds

Sadly, for CCC, Sally Potter finished teaching the Money Matters and Literacy for Living courses mid-year. CCC would like to acknowledge the time and energy Sally gave to these classes.

However we were pleased to welcome Heather Edmonds to the Adult Education team.

Professional development

The EAL and literacy staff attended several internal and external professional development and moderation sessions throughout the year. Congratulations to Sally, Sue, Sara, Priya, and Rachel who successfully completed the new TAE 40116 qualification during 2019.

EAL and Literacy Volunteers

Thank you to our committed team of volunteers:

Sevda, Josette, Kerry, Con, Brenda, Renae, Elaine, Philippa and Lynne who offered their invaluable assistance to students and staff who needed extra support. We could not do as well without you.

Registered Training Organisation (RTO) Audit

CCC underwent an RTO compliance audit during November 2019 in order to confirm its adherence to necessary standards, conditions and guidelines, including the Australian Quality Training Framework (AQTF).

The preparation for the audit involved a review and supplementation of CCC's policies and procedures in order to bring them into alignment with the RTO standards. The excellent support given by Judith Haskins with the Internal Audit greatly assisted us in meeting these external reporting requirements.

In conclusion

2019 has been a great year for adult education. Working with such an enthusiastic, dedicated and committed group of teachers, staff and so many wonderfully diverse and interesting students has been a pleasure. Thanks everyone!

Soul Café

AIM

1. To develop a Community Café program that is financially self-sustainable.
2. To provide meal assistance to vulnerable people or those who need it in the community.
3. To provide a safe, inviting space where people feel they belong to the community/group/team (through either helping provide the lunch, or attending a lunch).
4. To create a Community Café that provides "hands-on" hospitality training and skill development to those who have struggled to gain training and experience through traditional channels like school or TAFE.
5. To provide a "soft" link-in to other programs and services available at CCC and SCCC.

SHARON BOURKE

SOUL CAFÉ COORDINATOR

World Wednesday Lunch

2019 saw some changes in World Wednesday Lunch. Foundation member and World Wednesday Lunch favourite Miharu Hajinikitas offered me the opportunity to lead World Wednesday Lunch for the year and the café activity became a weekly event, rather than fortnightly.

We introduced "Soup-er Wednesday" on the alternative week to the traditional international meal. This saw many customers enjoying bowls of freshly cooked soup and dessert for the same low price.

In collaboration with SCCC we introduced a "token" system for vulnerable people receiving food parcels. This token is redeemable for any World Wednesday Lunch meal. Instead of paying \$5 for their meal, they put their token in the donation box. They are treated identically to paying customers and are able to sit with dignity in our community café and connect with other community members. Since its launch in August, 26 people have benefited from this program and its popularity is growing.

All "left overs" from World Wednesday Lunch have been turned into meals, frozen and then distributed to vulnerable people through SCCC. Soul Café was able to donate 51 meals this year to this program.

WORLD WEDNESDAY LUNCH FACTS & FIGURES FOR 2019

- Number of weeks that meals were prepared: 39
- Total number of meals served: 1,625

- Most popular regular meal: Spanakopita & Greek Salad (60 customers)
- Most popular meal: Christmas-In-July (100 customers)
- Most profitable meal: Chinese handmade noodles (profit \$182.95)
- Groups who joined us for a meal this year: Aspendale Senior Citizens, students from "The Bridge" in Noble Park, PARCS (local mental health facility), Victorian Senior's Card holders, a group of men with Autism Spectrum and their carers
- In a culinary sense, we travelled across the globe again this year, offering cuisine from: Vietnam, China, Sweden, Egypt, France, Poland, Iran, Hungary, Greece, Italy, Japan, Morocco, Thailand, Mexico and the Caribbean over the course of the year.
- We ate meals designed by Donna Hay, Jamie Oliver and Gordon Ramsay, plus a few less well known chefs such as Lorraine Elliot (Not Quite Nigella), "Sorted" Food UK, Nagi (Recipe Tin Eats) and Andrea Nguyen (Viet World Kitchen).

Capacity and Innovation Fund (CAIF) Round 11

This year we were enormously fortunate to receive a grant from ACFE (Adult, Community and Further Education) to fund a project to develop the Community Café as a learning medium for ACFE cohorts.

Under Arna's management, the CAIF project entailed:

1. Establishing a project team, project outcomes and project outputs.
2. Employing a project coordinator whose role was to:
 - create long term relationships with new local organisations with vulnerable learner cohorts;
 - maintain and further develop existing relationships with local organisations such as Outlook;
 - develop a guide on how to create a community café for vulnerable learners;
 - increase community participation of people from culturally and linguistically diverse backgrounds (CALD), youth, people with a disability, over 65's, under employed people;
 - increase the number of CALD volunteers;
 - establish a kitchen induction process for volunteers to comply with OHS guidelines;
 - create a community engagement plan for Community Lunches;



- establish what needs to be done in the kitchen space to comply with the requirements of the Food Act and Food Standards Code;
- establish new relationships with two or more local organisations for a referral process giving vulnerable learner cohorts access to pre-accredited courses and volunteer roles.

The Project Coordinator, in conjunction with the Adult Education Coordinator and Adult Education Administrator, reviewed and developed a plan involving:

- identifying learner needs/gaps in employability skills;
- identifying learner capabilities;
- courses/study pathways that can be offered for these students in the future;
- more detailed Learner Plans to track students' pathways;

- increased placement of students in employment (supported or otherwise) or in further study;
- increased pathways for further study for youth with a disability.

The CAIF project allowed us to examine and develop ideas, courses and strategies and we are on time and on budget to achieve these outcomes in April 2020.

Friday Food Club

2019 also saw the launch of a new program at CCC. The Friday Food Club was designed as a safe, welcoming space for people who suffer with anxiety, depression or social isolation to come together and help make a meal. The Club is a collaboration between SCCC and CCC, where meals are made on a Friday afternoon and frozen for distribution to vulnerable people in the following weeks.

The program commenced in August this year and had made and distributed 233 meals by the end of December.

Childcare

AIM

To work to fulfil the right of the children and their families to child care services of high quality by providing a safe learning environment for children where parents feel confident in their decision to entrust their children into our care.

TAMMY ROWED

CHILDCARE COORDINATOR

CCC RUNS SEVERAL CHILDCARE PROGRAMS:

- **FAMILY GROUPING CARE PROGRAMS WHICH CATER FOR CHILDREN OF BETWEEN 6 MONTHS AND 5 YEARS OF AGE**
- **PRE-KINDER PROGRAMS FOR CHILDREN AGED BETWEEN 2 AND 4 YEARS**
- **AN ACTIVITY GROUP, WHICH CATERS SPECIFICALLY TO 3 YEAR OLD CHILDREN**
- **ONE-OFF OCCASIONAL CARE SESSIONS.**

There is a quality team employed at the Centre and they all enjoy their jobs. This enthusiasm flows through to the interactions with the parents and children. In turn, this helps create a warm and inviting setting and a great program that children enjoy and in which parents feel comfortable to leave their children.

After a lengthy and involved process applying in 2018 to be a Child Care Subsidy (CCS) approved service, 2019 saw the beginning of this roll-out to our families. Our enrolment and sign in/out procedure went digital with all parents completing their enrolment forms online, which has resulted in a lot less paperwork. It also meant that data was more readily accessible when needed. iPads were introduced for the sign in and out process as well as recording observations on the children attending the sessions. Having iPads for the educators in the room allowed them to record observations and special moments for the parents to access at home, and educators also had access at their fingertips to important information about the children.

Whilst these were exciting and time saving elements for the educators, the CCS also meant that families that were eligible were able to receive a subsidy on their fees. This percentage amount was subject to families' situations, but through our system was applied to the fees we charged and the parents paid

the gap. The gap was then direct-debited through our Xplor software on a weekly basis thus alleviating for Customer Service each term's influx of parents paying fees. The CCS also offered eligible parents access to more affordable child care.

Enrolment numbers started on the lower side in 2019 but by the end of the year, new enrolments for 2020 were looking good. We recognise the importance of being proactive rather than reactive and will continue to market throughout each year, even when numbers are good.

Activities in 2019

Many special occasions are organised throughout each year.

Mother's Day activities for Mums were offered to all the pre-kinder and 3 year old kinder classes. Mums were invited to join in on some fun activities where the children got to pamper them with hand scrubs.

For Father's Day we again held our pancake breakfast for the 3 year old groups and pre-kinder children. The Saturday timeslot meant that many more Dads and their children were able to attend. We had 30 Dads turn up this year. We started with pancakes in the foyer and finished with playtime in the childcare area.

Special occasions arranged each year also include Easter egg hunts, dress up days and lots of other fun activities for the children. The children in the 3 year old group participated in some of these activities with KADAS (day activities for frail older people and people with disabilities living at home or in supportive residential care). They had an Easter egg hunt and celebrated Halloween with trick or treating and the Monster Mash!

As in past years, at the end of the year all the pre-kinder and 3 year old groups participated in a fun Christmas concert and Christmas activities where all the families were invited to come and watch. These events are tailored according to the group. This year for the first time we decided to trial filming the 3 year old group doing their concert during the sessions at the Centre. These were then put together in a movie and parents were invited to come and view the movie with the children. As a result, children were not nervous or overwhelmed performing on stage. They got to enjoy the experience with their parents and the parents were able to take the performance home on a USB to enjoy with the rest of the family. This was received really well and the feedback was great!

A party was held at Traffic School during the day to celebrate the end of the year; this year we had 50 children and families attend. In true Melbourne fashion, the temperature was in the high 30's. We made sure to supply lots of icy poles to keep everyone cool. Robyn Daff aka Santa, made an appearance to hand out special gifts to the children. Poor Santa was not dressed for a Melbourne Christmas but handled the heat amazingly!

The Childcare Team

In 2019 we saw a few unexpected staff changes. CCC childcare is renowned for a staff that is consistent and doesn't change often. When parents ask if there is high staff turnover, we can confidently say no! However three key staff left in pursuit of other avenues.

Kathy Brown, who had been with CCC first as a parent in 2003 and then as a team member from 2008, moved to the Mornington Peninsula in 2013. For six years she travelled from Mornington to Cheltenham three days a week to work. Kathy enjoyed working with the team at CCC so much she endured the travel time. In that time Kathy became second-in-charge assisting me immensely in the administration side of the childcare programs. In mid-2019 Kathy was offered a coordination role in an occasional care centre five minutes from home. The decision to take the position was not made lightly but for Kathy this was the next step in her early childhood education career. She took the job and was on the ground floor setting up and licensing the service. Although I missed Kathy immensely at CCC this was a great step for her.

Cynthia Richards, who had been at CCC since 2011, has been studying her Bachelor of Education (Early Childhood and Primary) and decided that she needed to cut back her work hours and focus on her studies. Cynthia works at a kindergarten two days a week, which complements her studies and does relief work for other centres on the other days. This allows her flexibility around her study load.

Shannon Foster first started at CCC in 2007. She left for a few years on maternity leave and returned in 2011 just having had her fourth child. Shannon completed a course in Education Support in 2018. Towards the middle of 2019 Shannon applied and got a job as an educational support aid at a school close to her house. The job gave her school holidays off and the hours worked well around her family (now a family of five boys).

With three team members leaving we needed to employ new staff and Nicole Chamberlin became a member of the team. Nicole had newly completed her Certificate III in Early Childhood Education & Care and was a great addition to the team.

We still had room for one more team member and decided to employ a trainee so Sarah Thompson was invited to join our team. Sarah had actually attended CCC as a 3 year old back in 2002 when I myself started at CCC as a trainee. It has been lovely working with Sarah as a colleague, having worked as her educator all those years ago.

Staff attended First Aid Training again in 2019 as it is a compulsory element for childcare. Meetings were arranged with professionals throughout the year in relation to children at the Centre - speech therapists, occupational therapists, hearing specialists; the list goes on. These professionals not only provide useful information about the child they are seeing but also information on any special needs that we can use generally within the Centre.

Holiday Activities

AIMS

The program has been developed to:

- provide an opportunity for children to learn new skills and/or participate in an enjoyable activity in a relaxed environment;
- provide activities with an emphasis on fun so children have a positive community experience and are encouraged to participate in future activities of the Centre;
- provide an opportunity for children in the local area to socialise and connect with children of different schools and cultures in the community;
- provide a safe, nurturing environment for children so parents and children feel welcome and confident in their participation in the program and community;
- introduce children to new activities conducted at their local community centre; and
- provide a workplace leadership experience to youth, students and young people over the age of 15 years.

TAMMY ROWED

HOLIDAY PROGRAM SUPERVISOR

This marked our twelfth year of offering quality activities in the school holidays for primary aged children.

In 2019 Mirren Keefe again coordinated the program with the support and assistance of Heidi Amos. On occasion, Leanne

LeeAck also acted in the coordination role. Ben Handelsman-Woolfe, Almari van der Merwe, Sam Amos, Sarah Thompson, Jade Newham, Ruby Martin, Cara Skelley-Dalton and Sinead Dalton also assisted with the implementation of the program.

As always, we had amazing volunteers and placement students whose assistance on the program is invaluable. Volunteers included Matt LeeAck, Logan O'Connell, Atlanta O'Connell, Evie Barnes, Emma Downward, Cailiosa Sarmiento-Cardos, Natasha Wain, Natalie McDonald, Shanae Hall and Samantha Pauliuk. Emersyn Kennedy and Connor Wright joined us as placement students and were fabulous, adding so much value to the program.

The following table illustrates the continuing appeal of the program to local families; it was expanded to cover two days in December:

Primary School Holiday Program		
Month	Duration	Enrolments
January	9 days	267
April	9 days	354
July	10 days	392
Sept	9 days	344
December	2 days	34
TOTAL	37 days	1391

The program included in-house days such as Movie Fundays, Science Days, Supreme Incursions, Easter Fundays, Spot of Art incursion with Jodi Helliwell, as well as excursions to Up Unlimited and Chesterfield Farm.

Each day is carefully planned so that it is action-packed with activities to engage the children and keep them busy throughout the day.





Netball

AIM

Netball programs at CCC aim to encourage children aged 8 years and over to learn netball skills, teamwork, and participate in the game of netball at any level, especially grassroots, to the best of their ability.

We emphasise playing in a cooperative, sportsmanlike manner, enjoying friendships with teammates, and enjoying the competition of the game. Our focus is skill development, team participation, commitment, and a positive sporting experience.

RUTH PARKER

NETBALL COORDINATOR

FunNet

SKILLS DEVELOPMENT PROGRAM FOR 5-9 YEAR OLDS

In 2019 our FunNet program didn't have as many interested children registering, which could have been due to a few Clubs starting to conduct their own skills based programs for younger children in their Clubs, and from their feeder schools. Our program was very successful for the five previous years, and served a great purpose in the community. So in 2019 we didn't conduct this program, and put our focus into the Club and developing our junior coaches.

CCC Bolts Netball Club

CLUB-BASED NETBALL TEAMS FOR 8 YEAR OLDS AND OVER

CCC Bolts Netball Club was formed in 2014 with 86 members. In 2019 we have grown to 155 members with 15 teams playing at Kingston Districts Netball Association.

Season	Teams	Players
Autumn	16	145
Spring	15	155

Training Venues

CCC Bolts Netball Club was supported by Mentone Primary School, St John Vianney's Primary School, Parktone Primary School and Kilbreda College.

Highlights of 2019

1. Wellbeing and Health Classes with Bodyfit
2. Inspire Sports Group Coaching Courses
3. Pasta and Yoga fundraiser for our 12&under Victorian State Representative, Zoe Calabrese
4. Appointment of NetSetGo instructor at Kingston Districts - Arna O'Connell
5. Appointment of Treasurer at Kingston Districts - Bronwen Peterson
6. Appointment of Kingston Districts Representative Head Coach - Rachelle Anstey
7. Appointment of Kingston Districts 15&Under Representative Head Coach - Maryann Calabrese
8. Four Club Tournaments attended - FAST5 Casey, Waverley Districts, Springvale Districts & Kingston Districts.
9. 17 &Under players played in an OPEN division at Dandenong Association and won the Grand Final in their first season.
10. 13 teams in finals over the two seasons of netball

Fundraising Events

A netball club could not survive without the support of an amazing group of volunteers who helped with the BBQ at Bunnings Mentone in October which raised \$3300.

Presentation Day Gold Coin donations - raised \$162.

Sponsors

Thank you to HealthMetrics and Buxton (Mentone).



Health Metrics™
Intelligent Solutions for Health & Wellbeing

buxton



Coaching

The success of CCC Bolts Netball Club would not be possible without the tireless efforts of our coaching staff. These special people give up their time and expertise to mentor and develop our committed athletes.

COACHING STAFF

Joreen Blackmore; Nicole Leathem; Anne Barwell; Simon McKean; Marc Harrap; Josie Mulcahy; Amanda Baker; Ruth Parker; Liz Mackay; Georgie Tierney; Mandy Holt; Sheyenne Potts; Arna O'Connell; Colin Hicks; Sharon Torpey & Rachel Isles.

TEAM MANAGERS

Jen Folley; Zoe Ditchburn; Lucy Lettini; Marnie Proudfoot Napier; Kris Marcus; Carrie Garnett; Abby Farmer; Sharon Forsyth; Rebecca Ross; Nish Mahanty; Peta Stubbs; Clare Holden; Dianne Wain; Fiona Pryor; Jane Chamberlain

JUNIOR ASSISTANTS

To meet the need for skilled recreational volunteers in the community we established a junior development program with a group of juniors who have been mentored by Arna O'Connell, Mandy Holt, Amanda Baker and Ruth Parker.

Members of development program: Molly Nadj; Sheyenne Potts; Georgie Tierney; Hayley Parker; Jasmine Lord; Atlanta O'Connell; Emma Chamberlain; Paige Holt; Hannah Ross

'Inspire U' Youth Program

AIMS

- Increase young people's participation in their community
- Engage young people in the development and implementation of the program
- Improve young people's community networks and connections
- Develop young people's skills and pathways to education, training and careers.

RUTH PARKER

'INSPIRE U' PROJECT OFFICER

This was the second year of our Engage funding with Mordialloc Community Centre to conduct youth programs which we called "Inspire U" in 2019. Ruth Parker did a fantastic job of engaging youth in the community to participate in leadership, coaching, multicultural interactions, workshops, and short training courses.

Programs

Programs the young people participated in included:

- Netball and Basketball coaching
- Holiday Activities leadership
- World Wednesday Lunches
- Yoga and relaxation workshops

Highlights of 2019

- The youth at our CCC Bolts Netball Club are becoming such an important part of our wider community with our 12-14 years old group volunteering their time to smaller projects at Cheltenham Community Centre
- Cheltenham Secondary College year 9 students visited every Wednesday to provide hands-on experience in customer service, child care, sport and recreation.
- Placement students worked with our "World Wednesday Lunches" volunteer crew, learning the basics of food preparation, food safety and kitchen OHS, customer service, cultural cooking techniques, working with people from diverse backgrounds, and working in a kitchen crew.
- Volunteer youth supported the CCC Bolts Netball Club, teaching sports skills to children aged 6 to 12 years of age.
- Youth aged 12-14 years participated in our health and wellbeing clinics.
- Sports Youth leaders were recognised at Club Presentation nights and acknowledged for their outstanding volunteer work.
- Georgie Tierney was recognised for her outstanding volunteer coaching role at the Kingston Youth Awards held in October.
- Six Junior Umpires from our Youth Program were badged as C grade umpires and will continue to work in this field.
- Students from TAFE Institutes were involved in placements on our Holiday Program at Cheltenham Community Centre.

Partnerships

Key partners in delivering the project with CCC in 2019 were:

1. Mordialloc Community Centre (Manager - Rebecca Harvison)
2. Netball Victoria
3. National First Aid
4. Local Secondary Schools
5. TAFE – placements of students
6. State MP for Mordialloc – Tim Richardson
7. Inspire Sports Group



Recreation

AIM

To provide affordable recreational programs that encourage participation in healthy, educational and socially connected lifestyles.

KENDRA PERNAT

COMMUNITY DEVELOPMENT COORDINATOR

By the start of the year Kendra Pernat had joined the team in the role of Community Development Coordinator bringing new eyes and enthusiasm to the management and development of our recreation programs. The community needs continued to reflect that people were looking for social connection whilst participating in active and informative classes.

Adult Recreation Classes

Our offering of workshops continued in 2019, in response to the cohort in the community that preferred "one-off", interactive intensives to suit busy lifestyles. After revisiting our marketing plan to ensure we were engaging the right audience, we conducted a successful Vietnamese Cooking with Culture class with the amazing Vi. The food was so fresh and authentic. During this class we had participants asking when the next class was on, which is a sure sign of success!

Fermentation Workshops were again well received by the community with new participants coming to the Centre. The multi-talented Kim also ran two successful Sourdough workshops in the year. These informative and hands-on workshops allowed participants to feel confident to bake sourdough at home, each leaving with a sourdough starter at the end of class to use later.

We look forward to nurturing and building these amazing workshops in 2020.

Zumba Gold continued to grow so the class has remained at Cheltenham Hall to accommodate the bigger group of participants. Naki has built a great relationship with her participants and nurtures the group to ensure everyone feels welcome. It is through the engagement of Naki and her wonderful instruction that the class continues to be a hit!

Yoga with Rita Ying also gained strength and enthusiastic support. Ritas's passion for yoga and dedication to her students are key reasons. Rita is a master of her craft and understands the inner workings of the body and how it moves. This understanding ensures Rita's teaching is passed on to her students

Scrabble Club launched in 2019 facilitated by volunteer Bill Moss. This activity gave people the opportunity to come and play scrabble on a weekly basis for a token donation. People felt welcome to play in a friendly environment and it provided a way to connect with others during the week.

Children's Recreation Classes

Music for Tots continued to be a huge success in 2019 with families coming back every week and sometimes bringing along a friend. The classes were always full and parents even stepped up to run the classes at the last minute when needed, making a great team. Our volunteer group leaders, (Monday class - Deb, Kathy, Eliza, Annabel, and Petra; Wednesday class - Liz and Ruth) did a fantastic job and the kids love dancing and singing along to their favourite songs!

The ever talented Rita conducted two successful dumpling workshops for kids. These workshops were both well attended by children aged 8-12 years. The children made delicious fillings and then Rita taught them to wrap the dumplings. They cooked them and enjoyed a feast!

Planning Ahead

Moving forward into 2020, a government direction that CCC will respond to in our local community is providing older adults with opportunities to participate regularly in physical exercise. In 2019 we were fortunate to be the recipients of the "Active Neighbourhoods for Older Australians" (ANOVA) grant program run by Musculoskeletal Australia (MSK) with Sport Australia's "move it AUS - Better Ageing" initiative, to provide physical activity programs to the community for those 65 years old and over. We are excited to be planning for three new classes in 2020 through this grants program - an additional Zumba Gold class, and two new programs - Line Dancing and QiGong (an ancient, traditional form of Tai Chi).

We look forward to these new programs and more as we continue to understand the changing demographics in the local area and respond to these needs with programs for the community.

21 YEARS OF "PAINTING FOR FUN"

WITH CAROLYN URQUHART

A celebration of a wonderful, long-standing volunteer of CCC was held for Carolyn Urquhart at her final "Painting for Fun" class held in December. Carolyn conducted "Painting for Fun" classes for CCC for 21 years which is an outstanding contribution to her community, the Centre, and all the fantastic participants of her classes.

Her participants speak highly of the instruction and opportunity Carolyn has provided over the years, saying it has enabled them to have a life journey of creativity, discovery, relaxation, and connection. Carolyn, who is the artist of the vibrant stain glass window in the worship centre in the main building, has taught this unique class with the philosophy that "Art enables us to find ourselves and lose ourselves at the same time". Her contemporary style, explorative approach, and encouragement to each individual to express themselves through art rather than focus on the technical composition, has enabled many to embark on a therapeutic artistic journey to develop their mind and inner selves. Carolyn's classes will be missed by her loyal members, and we thank her for her great dedication to provide 21 years of service to them and CCC.

Carolyn will continue to facilitate her "Reflection and Meditation" classes on Wednesdays in 2020.

Recreation Classes for Adults in 2019	Number of classes per week
Zumba Gold	1
Hatha Yoga	1
Gentle Yoga	1
Advanced Yoga	1
Chi Yoga	1
Gentle Exercise	1
Painting for Fun	1
Reflection and Meditation	1
Pilates	1
Scrabble Club	1
Inclusive Art Class	1 (term 1 only)
Mums and Bubs Pilates	1 (term 1 only)
Recreation Workshops for Adults in 2019	Number held in 2019
Sourdough Workshop	2
Cooking with Culture workshops	1
Mosaic Workshop	1
Fermentation Workshop	2

Recreation Classes for Children in 2019	Number of classes per week
Music for Tots	2
Recreation Workshops for Children in 2019	Number held in 2019
Kids Dumpling Workshop	2

Events

AIM

The Centre conducts events to:

- Build a sense of community and belonging with groups currently using the Centre, including multicultural students and their families, childcare families, holiday activity program families, and recreational students and families.
- Increase awareness of the programs and activities it has on offer to the local community.

Biggest Morning Tea

Our annual Biggest Morning Tea was held on Wednesday, 22nd May. We were delighted to see more than 95 people attend to show their support for the fight against cancer.

People attending the event included CCC Adult Education students, CCC volunteers, SCCC members and residents from the retirement village.

A TOTAL OF \$332.90 WAS RAISED

AT THIS EVENT FOR THE CANCER COUNCIL

Our volunteers from Soul Café prepared assorted finger sandwiches and made scones with jam and cream. They also served tea and coffee to all who attended.

There were a number of people who donated generously to our Biggest Morning Tea:

- Priya (tutor of Level 3 Grammar Conversation & Writing) for helping to sell raffle tickets
- Terry White Chemmart Cheltenham for gift basket
- Bunnings Warehouse Mentone for gift voucher
- SCCC for providing the venue and helping to host this event
- CCC staff and volunteers for their help on the day – Tammy, Donna, Barbara, Lily
- Sharon and Soul Café volunteers for preparing morning tea

Entertainment this year was a Trivia Game. This activity was fantastic in getting people laughing and interacting with each other during the morning tea. We incorporated the Volunteer Appreciation morning tea into the Biggest Morning Tea this year.

Raffle prizes were donated by Terry White Chemmart Cheltenham, and Bunnings Warehouse Mentone.

Multicultural Festival

There was a shift in the approach to the Multicultural Festival in 2019. This year it was held on Monday 3rd June and focused on celebrating the diversity of cultures within the student cohort. Tutors and students were encouraged to participate by “hosting” an activity on the day.

The aims of this year’s festival were to:

1. increase understanding, respect and inclusiveness of the diverse range of people in our community and to celebrate and showcase the skills, perspectives, and personalities they offer;
2. build capacity through participation, contribution, and engaging with the wider community of:
 - CALD (people from culturally and linguistically diverse backgrounds)
 - all abilities; and
 - vulnerable community members
3. strengthen our community, and increase participation and engagement of the student groups.

There was a range of performances and activities offered throughout the day

- Chinese Calligraphy
- Australian games including Toss The Thong, eat a biscuit into the shape of Australia
- Paper flower making
- Chinese lantern making
- Hand- made noodles and ANZAC biscuits
- Tiramisu dessert
- Tai Chi demonstration
- Crochet demonstration
- Trading Table, allowing the students to practice their Retail and Money skills
- Presentation on Vietnam
- Scones to share
- A Music Jam
- Students bought a plate of food to share

It was an overwhelming success, and allowed students to participate to the level that they felt comfortable.

Seniors' Festival Month

The annual Victorian Seniors' Festival is supported by the City of Kingston, which provides a calendar of events and workshops for seniors in the municipality over the month of October. The Festival aims to celebrate the more than a million Victorians over 60 who make such a valuable contribution to our society. The Festival experience is all about getting out and around in the local community and beyond. We received a "Seniors Festival" grant from the City of Kingston to provide free activities and a social lunch.

CCC was able to offer several new activities this year including: a Downsizing and Decluttering Workshop; an Interactive iPads, Tablets and more session; a Falls Prevention talk, and an afternoon playing Scrabble.

Activity	Attendance
Chi Yoga	13
Downsizing and Decluttering Workshop	4
Falls Prevention Talk	3
Gentle Exercise Class	21
iPads, Tablets and more	35
Scrabble Club	5
Seniors Community Lunch	78
Zumba Gold	17

These activities are a great opportunity for seniors in our community to have fun, get social, and try out some great activities in their local community centre.

Children's Festival

Our Children's Festival was held on Saturday 26th October. It continues to be very popular with local families, with over 500 people attending the Festival this year.

This event, which is part of national Children's Week and free to families attending, continues to grow and improve each year as a result of the funding we receive from a number of organisations, including:

CITY OF KINGSTON (\$1000)

ROTARY OF BEAUMARIS (\$1700)

ROTARY OF CHELTENHAM (\$1000)

This funding and the great team of volunteers who help on the day ensure we deliver a very popular, quality event.

The weather was chilly but the children were kept nice and warm by running from one activity to another. Popular activities on the day included the Chair-o-plane ride, Jumping Castle, Tea Cup and Saucer ride, Fire Engine ride, local act "Charlie Silly Pants", Sand Art, Face Painting, Scrapbooking, creating an animal bag and being given a piece of fruit, Childcare Open Day, and a Terry White Chemmart stall with give-away balloons and activities for under children under five.

New activities introduced this year included the Kingston Toy Library offering Rock Painting and a Sensory Walk and Yoga and Meditation led by Rita.

Volunteers

AIM

To provide valuable volunteering opportunities for people in the community, enabling them to gain experience, knowledge and skills that will increase quality of life through community contribution, clarify career direction or increase employability, and/or provide a pathway to study.

If you google "How do organisations benefit from volunteers?" on the UK Open University website the answer includes: "involving volunteers can help organisations to:

- Engage a more diverse range of skills, experience and knowledge.
- Raise awareness about the organisation's cause, its profile and what it does.
- Build relationships within the community and contribute to supporting others in the community."

TELL US SOMETHING WE DON'T KNOW:

OUR VOLUNTEERS ARE AWESOME.

In 2019 we had 114 people volunteer with CCC on a regular basis over the year to provide amazing programs and services to the community including:

- Providing World Wednesday Lunches every Wednesday during term
- Coaching and team-managing 15 netball teams with a total of more than 155 girls
- Giving one-on-one learning support in our adult education classes to people with low English language skills
- Enhancing the level of customer service to the community

- Providing translation and interpretation support at student interviews
- Regularly proof reading CCC's website to provide an immediate source of program information to the community
- Binding booklets and students' work
- Endless photocopying and filing
- Cooking delicious nutritious meals for vulnerable people within our community
- Assisting with internal audits to ensure regulatory compliance
- Helping with writing the volunteer report for the AGM

Student placements at CCC in 2019

CCC believes work experience and support of one's learning journey is invaluable and this is an area in which the Centre can provide opportunities for our local students. In 2019 we had:

- Two students from Mentone Girls Secondary College
- Five students from Cheltenham Secondary College
- A Year 11 VCAL student from Parkdale Secondary College
- A *Teaching English to Speakers of Other Languages* (TESOL) student from Teach International

Volunteer Appreciation

It's important that we recognise the efforts and contribution volunteers make to our community as a whole, and to individuals' lives, so again CCC celebrated our volunteers in National Volunteers Week in May.

At the end of 2019, volunteers were again recognised for their efforts over the year and thanked with a gift.



VOLUNTEERS



**LONGEST SERVING
VOLUNTEER**



LUNCHES SERVED



**NETBALL GAMES
COACHED**

Treasurer's Report

SAM FORSYTH

TREASURER

In 2019 the Board and staff came together to agree the framework and content of our Strategic Plan. One of the key objectives we agreed was Sustainability. I am pleased to say the Centre continues to meet this objective and operates in a way that is both financially and environmentally sustainable.

Our financial sustainability is evidenced by the fact the Centre has increased revenue by 19% which allows us to re-invest in our programs to support the community. The net surplus of \$4,220 and positive cashflow of \$22,062 is a pleasing result for the year.

Our Balance Sheet remains healthy with net assets of \$206,071 at year end. As we face the uncertainty that COVID-19 presents, we can be grateful for the Centre's excellent management and historically sensible and conservative approach to spending. We continue to be adaptable and conserve cash where we can, while still responding to community needs.

I would like to thank Arna and the whole team for their efforts and extend appreciation to the many organisations which support CCC.

Financial Summary

INCOME \$1,025,893

EXPENDITURE \$1,029,238

SURPLUS \$4,220

CURRENT ASSETS \$470,545

CURRENT LIABILITIES \$188,894

TOTAL NET ASSETS \$206,071

WORKING CAPITAL RATIO 2.5

STATEMENT BY THE BOARD OF GOVERNANCE

Cheltenham Community Centre Inc. 31 December 2019

The Board of Governance has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board of Governance, the financial statements, comprising the Statement of Profit or loss and other Comprehensive Income, Statement of Financial Position, Statement of Changes in Equity, Statement of Cash Flows and Notes to the Financial Statements are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and :

- i. Present a true and fair view of the financial position of Cheltenham Community Centre Inc. as at 31 December 2019 and its performance for the year ended on that date in accordance with *Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Regulations 2013* ; and
- ii. At the date of the statement, there are reasonable grounds to believe that Cheltenham Community Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Governance and is signed for and on behalf of the Board of Governance by:



Name: Sam Forsyth
Position: Treasurer

Financial Report

Cheltenham Community Centre Inc.
Statement of Profit or Loss and Other Comprehensive Income

(ABN 89 194 090 141)
For the year ended 31 December 2019

	Note	2019 (\$)	2018 (\$)
Revenue	3(a)	1,025,893	854,845
Other income	3(b)	7,565	11,075
		1,033,458	865,920
Expenses			
Advertising and promotion expenses		13,474	15,082
Depreciation and amortisation		9,005	9,005
Employee benefit expenses		707,056	543,577
Grant & program delivery costs		236,324	211,974
Occupancy expenses		20,431	17,061
Office and administration expenses		40,287	47,402
Professional Fees		2,461	2,156
Other expenses		200	-
Total Expenses		1,029,238	846,257
Net Surplus		4,220	19,663
Other comprehensive income		-	-
Total Comprehensive Income		4,220	19,663

Cheltenham Community Centre Inc.
Statement of Financial Position

(ABN 89 194 090 141)
For the year ended 31 December 2019

	Note	2019 (\$)	2018 (\$)
ASSETS			
Current Assets			
Cash and cash equivalents	4	442,270	420,208
Trade and other receivables	5	27,528	17,057
Other assets	6	747	995
Total current assets		470,545	438,260
Non-Current Assets			
Plant and equipment	7	-	9,005
Total non-current assets		-	9,005
Total assets		470,545	447,265
LIABILITIES			
Current Liabilities			
Trade and other payables	8	28,752	24,490
Employee benefits	9	61,852	30,848
Other liabilities	10	98,290	122,237
Total current liabilities		188,894	177,575
Non-Current Liabilities			
Employee benefits	9	75,580	67,839
Total non-current liabilities		75,580	67,839
Total liabilities		264,474	245,414

	Note	2019 (\$)	2018 (\$)
NET ASSETS		206,071	201,851
EQUITY			
Retained surplus		206,071	201,851
Total Equity		206,071	201,851

Cheltenham Community Centre Inc.
Statement of Changes in Equity

(ABN 89 194 090 141)
For the year ended 31 December 2019

	Retained Surplus (\$)	Total (\$)
Balance at 1 January 2018	182,188	182,188
Comprehensive income		
Net surplus for the year	19,663	19,663
Other comprehensive income for the year	-	-
Total comprehensive income attributable to members of the entity	19,663	19,663
Balance at 31 December 2018	201,851	201,851
Balance at 1 January 2019	201,851	201,851
Comprehensive income		
Net surplus for the year	4,220	4,220
Other comprehensive income for the year	-	-
Total comprehensive income attributable to members of the entity	4,220	4,220
Balance at 31 December 2019	206,071	206,071

Cheltenham Community Centre Inc.
Statement of Cash Flows

(ABN 89 194 090 141)
For the year ended 31 December 2019

	Note	2019 (\$)	2018 (\$)
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers (inclusive of GST)		996,286	914,459
Interest received		3,003	2,517
Payments to suppliers and employees (inclusive of GST)		(977,227)	(855,155)
Net cash provided by operating activities	12	22,062	61,821
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for property, plant, equipment		-	-
Net cash provided by investing activities		-	-
CASH FLOW FROM FINANCING ACTIVITIES			
Proceeds from / (Repayments of) borrowings		-	-
Net cash used in financing activities		22,062	61,821
Net increase/(decrease) in cash held		22,062	61,821
Cash at beginning of the year		420,208	358,387
Cash at end of the financial year	4	442,270	420,208

NOTE 3 - REVENUE

	2019 (\$)	2018 (\$)
a). Revenue		
Revenue consists of the following:		
Adult Education and Learning Income	402,999	301,282
Childcare Income	241,977	192,003
Programs Income	143,297	151,008
General Funding Income	163,240	156,498
Specific Purpose Grants and Income	74,380	54,054
	1,025,893	854,845
b). Other Income		
Festivals and Donations	4,562	8,558
Sundry income	3,003	2,517
	7,565	11,075

NOTE 4 - CASH AND CASH EQUIVALENTS

	2019 (\$)	2018 (\$)
CURRENT		
Cash at bank	341,860	319,758
Term deposits	100,000	100,000
Petty cash	410	450
	442,270	420,208

NOTE 5 - TRADE AND OTHER RECEIVABLES

	2019 (\$)	2018 (\$)
CURRENT		
Trade receivables	27,528	17,057
	27,528	17,057

NOTE 6 - OTHER ASSETS

	2019 (\$)	2018 (\$)
CURRENT		
Prepayments	747	995
	747	995

NOTE 7 - PLANT AND EQUIPMENT

	2019 (\$)	2018 (\$)
LEASEHOLD IMPROVEMENTS:		
<i>Leasehold Improvements, Fixtures & Fittings</i>		
At cost	31,933	31,933
Less accumulated depreciation	31,933	27,492
	-	4,441
PLANT AND EQUIPMENT:		
<i>Plant & Equipment</i>		
At cost	57,704	57,704
Less accumulated depreciation	57,704	54,903
	-	2,801
<i>Office Furnitures & Equipment</i>		
At cost	33,572	33,572
Less accumulated depreciation	33,572	31,809
	-	1,763
	-	9,005

NOTE 8 - TRADE CREDITORS AND OTHER PAYABLES

	2019 (\$)	2018 (\$)
CURRENT		
Trade creditors	10,479	6,593
GST and payroll-related taxes	13,583	13,056
Superannuation payable	4,690	4,841
	28,752	24,490

NOTE 9 - PROVISIONS

	2019 (\$)	2018 (\$)
CURRENT		
Employee benefits		
Annual leave	61,852	30,848
	61,852	30,848
NON-CURRENT		
Employee benefits		
Long service leave	75,580	67,839
	75,580	67,839
	137,432	98,687

NOTE 10 - OTHER LIABILITIES

	2019 (\$)	2018 (\$)
CURRENT		
Income received in advance	41,841	49,957
Deferred grant revenue	56,449	72,280
	98,290	122,237

NOTE 11 - AUDITOR'S REMUNERATION

During the year the following fees were paid or payable for services provided by the auditor of the Association:

	2019 (\$)	2018 (\$)
<i>Audit services - Kidmans Partners Audit Pty Ltd</i>		
Audit of the financial statements	1,700	1,250

NOTE 12 - CASH FLOW INFORMATION

	2019 (\$)	2018 (\$)
Reconciliation of Cash Flow from Operations		
Net surplus	4,220	19,663
Non-cash flows in profit		
Depreciation	9,005	9,005
Net (gain)/loss on disposal on property, plant and equipment	-	-
Changes in assets and liabilities		
Receivables	(10,471)	(8,618)
Other assets	248	3,439
Payables	4,262	(21,207)
Provisions	38,745	3,305
Other liabilities	(23,947)	56,234
Net cash provided by operating activities	22,062	61,821

NOTE 14: EVENTS AFTER REPORTING DATE

The spread of the COVID-19 virus and subsequent government actions will have a direct impact on the operations of the Cheltenham Community Centre in the financial year ending 31 December 2020. In line with government measures, the Centre will be closed to the public as of 11.59pm on Wednesday 25th March 2020 and will operate in a limited capacity until restrictions are lifted.

It is unknown how long restrictions will remain in place, therefore a financial estimate of the impact can not be made at the time of issuing financial statements. The Centre still expects to maintain various revenue streams during the closure period and has adequate cash reserves to draw down on if required. The uncertainties of COVID-19 do not cast significant doubt upon the Centre's ability to continue as a going concern.

**INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF GOVERNANCE OF THE
CHELTENHAM COMMUNITY CENTRE INC.**

Opinion

We have audited the financial statements of The Cheltenham Community Centre Inc. (the Association), which comprises the Statement of Financial Position as at 31 December 2019, the Statement of Profit or Loss and Other Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year ended on that date, and the notes to the financial statements, including a summary of significant accounting policies and Statement by the Board of Governance.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the entity as at 31 December 2019, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards (AASB's) to the extent described in Note 1, the *Australian Charities and Not-for-Profits Commission Act 2012*.

Emphasis of Matter

Without qualification to the opinion expressed above, attention is drawn to the following matter:

1. As is common for associations of this type, it is not practical for the Association to maintain an effective system of internal control over cash transactions, until their entry into the accounting records. Accordingly, our audit in relation to these activities was limited to the amount recorded.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Board of Governance's financial reporting responsibilities under the *Australian Charities and Not-for-Profits Commission Act 2012*. As a result, the financial statements may not be suitable for another purpose.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

We are independent of the Association in accordance with the independence requirements of Australian professional accounting bodies, of the the *Australian Charities and Not-for-Profits Commission Act 2012*. We have fulfilled our ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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Other Information

Management is responsible for the other information. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and in doing so consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Going concern

Management's use of the going concern basis of accounting appears to be appropriate and based on the audit evidence obtained, there is no material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern.

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

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are 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 Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud and 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 these financial statements.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence and, where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Kidmans Partners Audit Pty Ltd
ABN: 46 143 986 841



John Petridis
Director
Melbourne, 16 April 2020

LIST OF ABBREVIATIONS

ACFE	Adult, Community and Further Education
AMEP	Adult Migrant English Program
ANHCA	Australian Neighbourhood Houses and Centres Association
ANOA	Active Neighbourhoods for Older Australians
CAIF	Capacity and Innovation Fund
CCC	Cheltenham Community Centre
CCS	Childcare Subsidy
CHN	Community House Network
DET	Department of Education and Training
DHHS	Department of Health and Human Services
KDTS	Kevin Dean Tech Services
EAL	English as an Additional Language
FFC	Friday Food Club
KADAS	Kingston Adult Day Activity Support Service
KDNA	Kingston and Districts Netball Association
MP	Melbourne Polytechnic
NHV	Neighbourhood Houses Victoria
PLS	Portable Long Service Leave
RTO	Registered Training Organisation
SCCC	Southern Community Church of Christ
WWL	World Wednesday Lunches
VRQA	Victorian Regulations and Qualification Authority

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