

Wyndham Community & *Education Centre*



ANNUAL REPORT *2017*

ACRONYMS

ACFE	Adult Community and Further Education
BSU	Business Services Unit
C&R	Compliance & Reporting
CoP	Community of Practice
CSU	Community Strengthening Unit
CVCAL	CommunityVCAL
DET	Department of Education and Training
DHHS	Department of Health and Human Services
DSS	Department of Social Services
EAL	English as an Additional Language
HESG	Higher Education and Skills Group
LL&N	Language, Literacy & Numeracy
LfE	Learning for Employment
LLEN	Local Learning and Employment Network
LLQP	Learn Local Quality Partnership
OH&S	Occupational Health & Safety
RTO	Registered Training Organisation
SCH	Scheduled Contact Hour
SEE	Skills for Education & Employment
SF	Skills First
TAFE	Technical and Further Education
TSU	Training Services Unit
VCAL	Victorian Certificate of Applied Learning
VET	Vocational Education and Training
Wyndham CEC	Wyndham Community & Education Centre Inc.
WHN	Wyndham Humanitarian Network
WIN	Wyndham Interfaith Network





CONTENTS

Board of Govenance	2
Snapshot of Wyndham CEC	3
President's Report	4
CEO's Report	5
VCAL & Youth Manager's Report	8
Training Services Report	12
Community Strengthening Services Report	14
Business Services Report	16
Neighbourhood House Report	18

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I'm pleased to table this 2017 annual report on behalf of the Board of Wyndham Community and Education Centre Inc.

The Board's priorities in 2017 were heavily focused on our accommodation needs given the growth in programs and new grants we received. 2017 was the first year into our new five-year Strategic Plan and we made good progress in this first year against the goals we set for ourselves; particularly in the area of our planned infrastructure needs. Throughout the year we reviewed the annual Risk Plan in light of our new venues, and as always, there was a strong focus on the organisations policies and procedures.

I am pleased to report another surplus for 2017, a great achievement given the expenses incurred as a result of establishing three completely new venues in Werribee, Corio and the CBD of Geelong. It has been wonderful to see these new venues in action and to meet many of the new staff employed to deliver the programs.

The Board continued to work closely with the senior management team and key stakeholders throughout the year around the issues that impact on governance of Wyndham CEC. The Board continued to work with local council around the management of key sites in the CBD of Werribee and appreciated the opportunity to meet and discuss the vital issues affecting community.

On behalf of the Board, I express my thanks to CEO, Jennie Barrera, Fiona Bolton and John Sheen for the outstanding work throughout 2017 – particularly the lightning speed with which they set up the new sites and programs related to AMEP. On behalf of the Board, I thank all staff across business, training and community strengthening services for their work and commitment to Wyndham CEC in 2017. Thank you also to our partners, stakeholders and supporters for the ongoing support and interest in our activities and for the part you play in assisting us to achieve our vision of improving lives and strengthening communities.

Finally, I thank my fellow Board members for their work as members of Wyndham CEC and thank them for their ongoing support of my role as President.

Pauline Anderson

President, Board of Governance

It gives me pleasure to provide the 2017 annual report for Wyndham Community and Education Centre Incorporated. Wyndham CEC has been around now for 44 years - working with community to strengthen and improve people's lives in the important areas of education, community & settlement services and, youth programs. I'm proud of the important work that we do at Wyndham CEC and the culture that we've built over the decades

2017 was a year of incredible growth across the organisation, especially in our Training Services Unit where we became a sub-contractor to Djerriwarrh Community and Education Services to deliver the AMEP. This meant finding new venues in Werribee, Hoppers Crossing, Point Cook, Tarneit, Corio and the CBD of Geelong. The AMEP program along with the renewed contract for SEE, complements nicely the programs and activities on offer at Wyndham CEC across the organisation. There was also growth in our Youth Programs, Jobs Victoria and Reconnect as well as the opportunity to lead a Learn Local Quality Partnership.



In order to best accommodate the growth and the multiple programs across three service units, twenty-five venues and five LGAs, we had a mini restructure in mid-2017 in the senior and middle management areas. As a result, we have been able to welcome some fabulous new staff to head-up Business, Community Strengthening and Training Services. In addition to these positions, several other new staff have been employed across the three units. I welcome all new staff to the Wyndham CEC community.

The big news of 2017 was the acquisition of the new building at 20 Synnot Street. Initially a lease arrangement, the Board of Governance worked closely with the Bendigo Bank to secure a loan to purchase the building. As many would know, our space issues have been ongoing for quite some time and particularly over the last 10 years, we've been working to find solutions to the ever increasing need for space.

I would like to commend and thank the Board of Governance for their vision and efforts to secure the new building for Wyndham CEC use. The Board worked closely with the team from the Bendigo Bank and its Community Sector Banking section. Thank you to Andrew Palmer, Scott MacRae, Daniel Glogovac and Dino Gulizia for your efforts to enable the purchase of this much needed community asset. I thank the Board for their ongoing commitment to the Centre and their thoughtful guidance of the organisation strategically.

The fit-out of the building was a massive task and several staff really stepped up to assist when we needed them. The old adage – *many hands make light work* - is a very true one! I'd especially like to highlight the work of our IT team, led by Wayne Chong. It was a phenomenal effort to relocate all the IT Infrastructure, set up new venues and only have us offline for one day in the first week of January 2018!



Special thanks to Bill Forrest who project managed the entire fit out working closely with architects and staff from VJ Agosta & Associates, with Michael Rayner from Axess Interiors and with the Board, Fiona Bolton, John Sheen and myself. Bill deserves credit and our gratitude for what is a fantastic new home for Wyndham CEC staff, students and clients. The extra work put in by Fiona and John over a sustained six-month period was over and above the call of duty and I thank them both personally for their hard work and commitment. Other staff – Hsar Pweh, Chris Alleyn, Chris Moxham, Lesley Nallawalla and Jen Bavdek – thank you for all the 'extras' during a very busy period.

We have been fortunate to have been given some wonderful art work to display and we hope you enjoy the pieces as much as we do – thank you Nick Fernandez and Bob Metselaar.

The building hasn't solved all of our space needs, but it has certainly helped and provides fantastic new classroom spaces, meeting spaces and offices. It has also provided a new home for Federation University Australia's Bachelor of Social Sciences.

We launched the building in March this year and were honored to have Tim Pallas MP and the Mayor of Wyndham, Cr Peter Maynard, launch it for us in the presence of the ACFE Chair, Sue Christophers and community partners and stakeholders. There is a stage three of the building project to go which I look forward to reporting on next year.

Despite the extra expenses and financial resources that a new building and new staff require, pleasingly we finished the 2017 year with a financial surplus. This will assist us to realise stage three of the building.

The 2017, Exceptional Staff Performance Award was won by Shane Bourke – VCAL Numeracy Teacher extraordinaire – we congratulate and thank Shane for his contribution to Wyndham CEC and for his great work mentoring the young members of the VCAL team.

Wyndham CEC continued to work collaboratively with a number of key stakeholders during 2017 – thank you to our amazing partners: Learning for Employment; west@work; Federation University Australia; WynBay LLEN; Wyndham Humanitarian Network; Whitelion; WESTjustice; and the Wyndham Interfaith Network.

Special thanks to the Mein Family & funders and Western Chances for the ongoing support they provide through access to scholarships for our young students. The commitment to these scholarships assists our VCAL students to complete their education & training by removing financial barriers. I also thank the Board for their ongoing commitment to fund the Anne Mitchell scholarship.

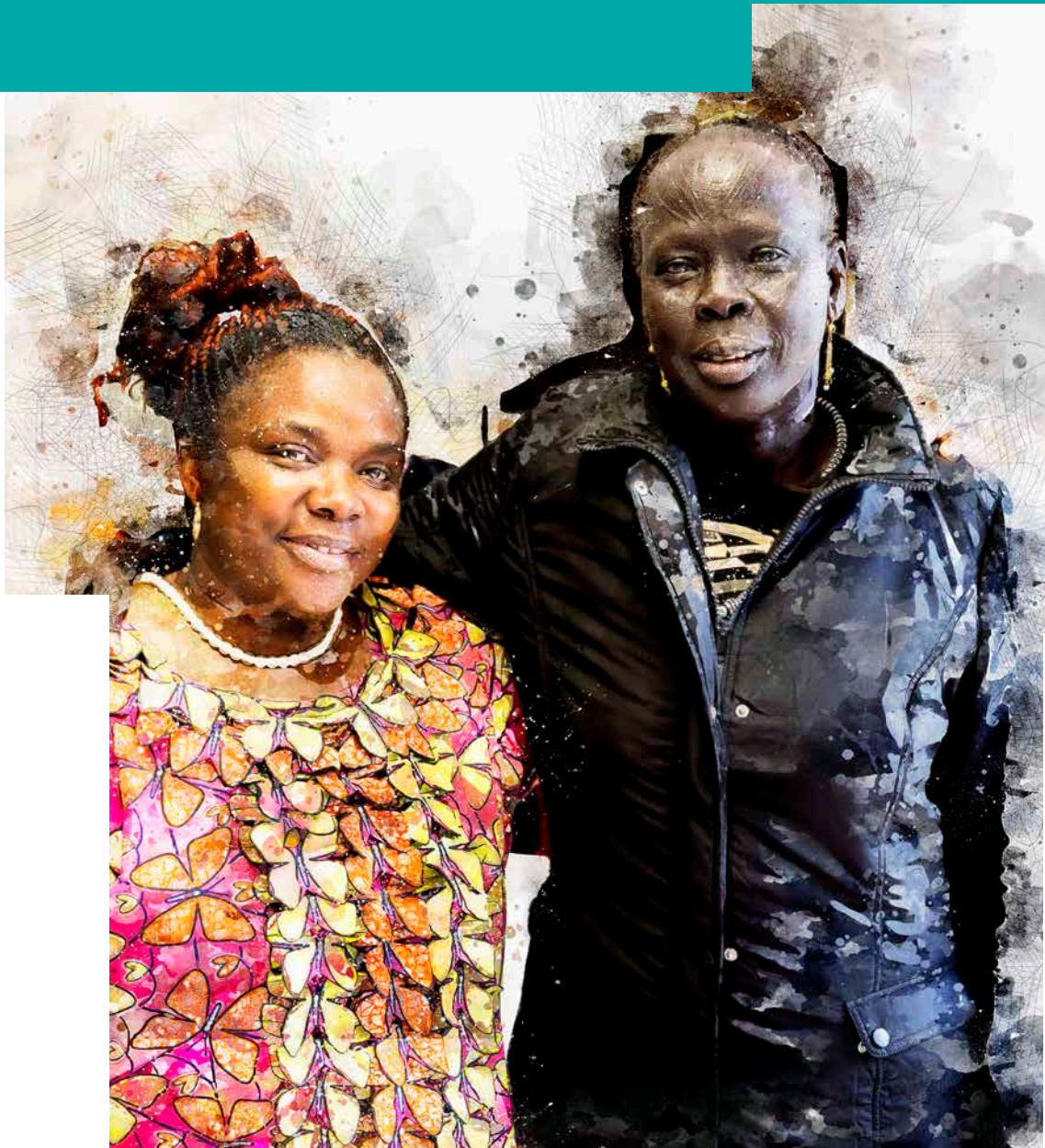
Wyndham CEC values the work we do with Wyndham City Council; special thanks to the Wyndham Libraries team, the Neighbourhood Hubs team and council officers involved in the WHN and WIN. We acknowledge the work of ACFE and their support of us as a Learn Local organisation and the many programs that they fund. Likewise, I thank our local schools for their support of Saffron, VETis and Community VCAL programs.

Last year we said goodbye to one of our long term Managers, Kathy Brunton. Kathy contributed enormously to Wyndham CEC through our Community Strengthening Unit and we thank her sincerely for her contribution.

Over the next few pages you can read about the fantastic work that was done at Wyndham CEC in 2017. I thank all members of staff and the many volunteers who contributed to this important work.

Jennie Barrera

Chief Executive Officer





2017 was another busy and inspirational year for VCAL and Youth Programs. Results at the end of the year showed completion rates of 98% for VCAL units and 97% of VET units.

The 2017 team included a VCAL & Youth Manager, a VCAL Coordinator, teachers, VCAL admin staff, a Youth Coordinator, outreach youth workers and a school-based Youth Lawyer. I extend my gratitude to all members of the VCAL team who work together to support and educate the young people who re-engage in education programs throughout the year.

Congratulations to Ghazaleh Habibi who was the recipient of the 2017 Anne Mitchell Scholarship. Ghazaleh successfully passed Senior VCAL in 2017 and is now at RMIT undertaking a Science course. Congratulations also to the 2017 Sandy Mein and Western Chances Scholarship recipients.

Students had a number of initiatives and programs offered to them over the 2017 year including:

- * The Reconnect Program – two of our students were featured in the Adult Learning Australia Journal Quest.
- * Several students participated in the National Young Leader's Day
- * Participation in RuOK? Day and Music for Mates Program
- * The AFL Multicultural Round and CALDPlay with the Western Bulldogs
- * The Huddle's Sport Program
- * Hypophora – Wyndham CEC's Youth run Creative Arts Journal
- * Participation in the Australian Red Cross – SAM or Save a Mate Program
- * Participation in the City West Water Art Mural Project
- * Forum on the Kelly Park Safety Project
- * The Wyndham Learning Festival and the Pop-up School
- * Guest speakers throughout the year focused on industry and jobs of the future
- * Participation in WHN Youth Recreation Programs
- * Participation in Engage Program- Mental Health & Well Being Conference for Young People

Wyndham CEC couldn't run these programs alone and we extend our gratitude to our partners and support agencies who assist us throughout the year:

Charlotte, Sarah, Brett and Luke from White Lion, who continue to outreach youth services to students for two to three days a week.

Thank you to WEstjustice for ongoing support and provision of the Youth Lawyer program. Angus Woodward works with us two days a week providing legal support and advice to students as well as community legal education programs.

Thank you to Let's Feed for providing our daily Breakfast Program.

Senior Students were really excited to work with the Public Pedagogies Institute (PPI) on the Pop-up School project. Thank you to Karen Charman and team for the work leading up to this launch at the Learning Festival.

In 2017, we continued to work with our partners Federation University Australia who continue to commit to offering high quality tertiary programs in our community. After two years of delivering the BA@Wyndham, students transitioned to or joined the B. Soc. Sci in 2017 (Bachelor of Social Sciences).

Thank you also to our local schools who we work with closely through Community VCAL programs. This collaborative program continues to go from strength to strength.

Thank you also to the WynBay LLEN for their support of VETiS programs through the Wyndham and Hobsons Bay VET clusters and their support of our students in Structured Workplace Learning (SWL).



Our heartfelt thanks to the Sandy Mein family and the team at Western Chances for their ongoing financial support of many of our young people. Their support helps remove the financial barriers faced by young people during the re-engagement process.

In December 2017, staff and students together with their families and friends came together for the annual VCAL Presentation Night. We celebrated the many achievements of our young people over the year. The CEO awards in 2017 went to: Jerome Katan and Mehrshad Kenareh Mirzapanah. We wish all of our senior VCAL (Year 12) students every success in their future education and employment..

Teresa Vizintin

VCAL & Youth Manager



MULTICULTURAL FIESTA





WYNDHAM MULTIFAITH DINNER





Training Services had significant growth in 2017. This was predominately as a result of the Department of Education & Training (Commonwealth) contracting Learning for Employment to deliver the Adult Migrant English Program (AMEP) and the Skills for Education and Employment Program (SEE) in Western Melbourne, Barwon and Central Highlands. Wyndham CEC, as a sub-contractor to Learning for Employment, began the delivery in July, of 13 new classes in Wyndham and 3 new classes in Barwon. By December, with demand for English language training continuing throughout the year, this had grown 18 classes across both regions.

In 2017, Training Services also delivered training funded through Skills First (Victorian Department of Education & Training), Adult Community and Further Education (ACFE) and fee-for-service clients. Apart from the growth in student numbers as a result of AMEP, compared to the previous years, enrolments were consistent across the other Training Services programs.

In 2017, 115 students were enrolled in language, literacy & numeracy programs, 79 students were enrolled in vocational programs and SEE enrolments ranged from 107 in April to 129 in November. The growth of SEE enrolments continues to be predominately as a result of increased student numbers in Corio, which creates the need for a third class in 2018.

Pre-accredited programs were also in demand throughout the City of Wyndham, with 37,230 students contact hours delivered from 159 classes at 13 different venues. New pre-accredited programs in 2017 included parent engagement programs at St Andrews Primary School and St Mary of the Cross, as well as employment skills training at the Werribee Mercy Community Care unit.

In 2017, there was also a continued focus on project-based work that involved ongoing and new projects including:

- * Family Learning Partnership Community of Practice;
- * Wyndham Learning Festival;
- * Skills First – Reconnect;
- * Learn Local Automotive Supply Chain Initiative; and,
- * the VDC – Language Literacy & Numeracy Project.

In addition, Wyndham CEC was identified by the Department of Education & Training (Victoria) as one of only three lead agents to implement Learn Local Quality Partnership. The partnership of the north-western metro region involves ten organisations who are supported by a LLQP Coordinator and meet together bi-monthly to discuss compliance and reporting challenges.

Training Services continued to work with the following partners/networks during 2017:

- * Learn for Employment;
- * the Neighbourhood Hubs team of Wyndham City Council;
- * Compliance Community of Practice;
- * thinkWest Cluster;
- * Wyndham Schools Community Hub; and,
- * Wyndham Humanitarian Network's Employment & Training working group.



Being part of these networks continues to provide valuable opportunities to share information and ensure the Training Services is keeping abreast of changes in education and training both at a local, state and national level.

John Sheen

Chief Operating Officer



In 2017, the programs and projects delivered by Community Strengthening were generally consistent with recent years.

We continued to have strong demand for case work from adults and young people across western Melbourne, as a central activity of the Settlement Services Program funded by the Department of Social Services (Commonwealth). In addition, this Program helped support the coordination of a number of community groups and events including:

- * a communities of Burma men's group;
- * a communities of Burma women's group;
- * homework groups based in Wyndham and Melton; and,
- * a volunteer program.

In 2017, Community Strengthening also continued to deliver the Capacity Building & Participation Program, funded by Multicultural Affairs & Social Cohesion (Victoria). This Program, funds a project investigating the potential to develop a western metro settlement network, as well as enabling cultural groups to deliver their own projects and events and providing funding for Asylum Seeker programs, projects and emergency relief, which is coordinated by Program partner AMES Australia.

Also continuing to be funded by Multicultural Affairs & Social Cohesion (Victoria) in 2017 was Community Harmony Program. This Program enables the Wyndham Interfaith Network to employ a project officer and deliver important social cohesion activities such as

- * the Wyndham Multifaith Dinner in November, which attracted over 300 people from over 22 different faith groups and 9 organisations;
- * a Refugee Week film night at the Wyndham Cultural Centre;
- * a Youth camp;
- * Places of Worship tours across the year; and,
- * a range of activities across World Interfaith Harmony Week.

A highlight of the year for Community Strengthening was the Wyndham Multicultural Fiesta delivered as part of Cultural Diversity Week in March. The fiesta was supported by Multicultural Affairs & Social Cohesion, Wyndham City Council and City West Water, as well as numerous service providers and community organisation who set up marquees for the events. The fiesta attracted over 200 people including students from Wyndham CEC, AMES Australia and Victoria Polytechnic.

Community Strengthening continued to work with the following networks / partners during 2017:

- * west@work to deliver Jobs Victoria;
- * Wyndham Humanitarian Network;
- * Hobsons Bay Settlement Network;
- * AMES Australia;
- * Wyndham City Council;
- * City West Water;
- * Victoria Police; and,
- * the Western Bulldogs Community Foundation.



In 2017, Community Strengthening welcomed a new Manager – Valeska Zuniga-Chondo and a new Settlement Services Coordinator – Richard Dove. These new appointments were a result of Kathy Brunton resigning to take up a position with state government and Craig Spicer moving the previous year to an employment role as part of Wyndham CEC's delivery of Jobs Victoria, as a west@work partner. The organisation wishes them both well in their new roles.

John Sheen

Chief Operating Officer



It is with great pleasure that I present the Business Services report for 2017.

Like all other areas of the organisation, 2017 was a very busy year with much change across administration, finance and IT. As highlighted in the CEO's report, some areas of the organisation were restructured in order to accommodate growth. Saffron was one area that aligned nicely with Business Services. Administration and finance staff have been able to better support Saffron initiatives including staff and volunteers. Saffron continues to operate across six venues: 2 Primary Schools; two train stations; and, two community cafes.

A major focus in 2017 was on four new facilities and buildings for Wyndham CEC: the building at 20 Synnot Street; new toilet blocks for 4 Synnot Street; Steampacket House in the Geelong CBD; and, a venue at Corio Village shopping centre. Business services staff had oversight of physically resourcing the buildings including signage, organising cleaning and maintenance, security, telephones, IT infrastructure and furniture. Staff did an amazing job turning around all of these activities in a very short period of time. It was great to see everyone working together and supporting each other. By mid-2017, this meant BSU had management responsibility of seven venues, excluding Saffron venues.

As part of the restructure, some staff were allocated different tasks as part of their roles. I became Chief Financial Officer allowing more time to focus closely on the financial requirements and accountabilities of the organisation. A new Business Manager was employed to focus on HR, administration and Saffron. Geraldine continues to work closely with the CFO focused on the finances of the organisation. There was also an increase of staff in the area of IT and administration.

Wyndham CEC's volunteers play a valuable role in our organization and in 2017, we really appreciated their efforts. To show our thanks and appreciation for their hard work, a Volunteer Morning Tea was held in May at Wayaperri House. Saffron catered for the event and our volunteers were celebrated and given a certificate of thanks and a volunteer week keyring.

Business Services continues to have oversight of Wyndham CEC's marketing and promotions and social media. We also launched our new website in 2017 which has a colourful fresh look and is more user and mobile friendly.

I would like to thank the Board of Governance, Mr. Bill Forrest and the Bendigo Bank for their support in relation to the new facilities and building projects. I thank the senior management team for their support of me in my new role as CFO. Finally, thank you to all Business Services staff, including Saffron staff for your hard work throughout 2017. It is a pleasure to work with you all and achieve everything we do for our community and our staff..

Fiona Bolton

Chief Financial Officer



Neighbourhood House report



Funded by Neighbourhood House for 20 hrs per week



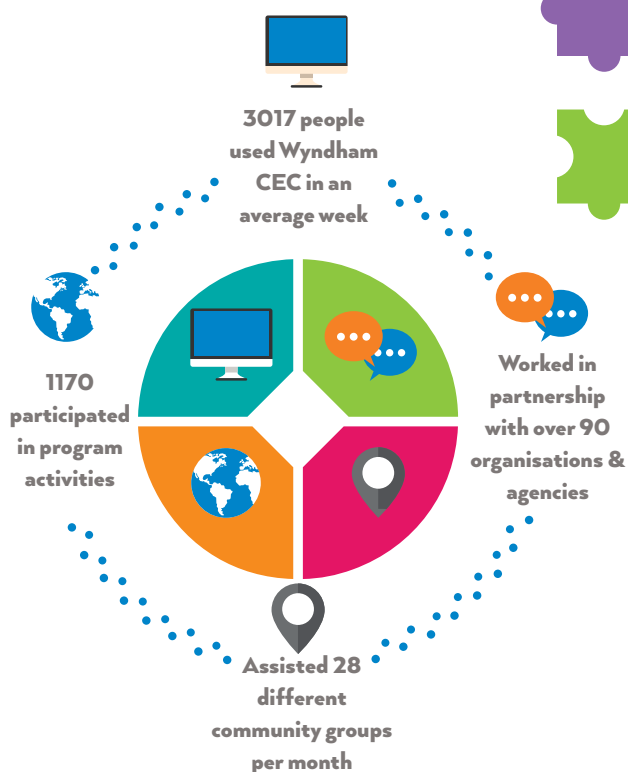
Average of 1027 hrs of program sessions & activities over 49 weeks

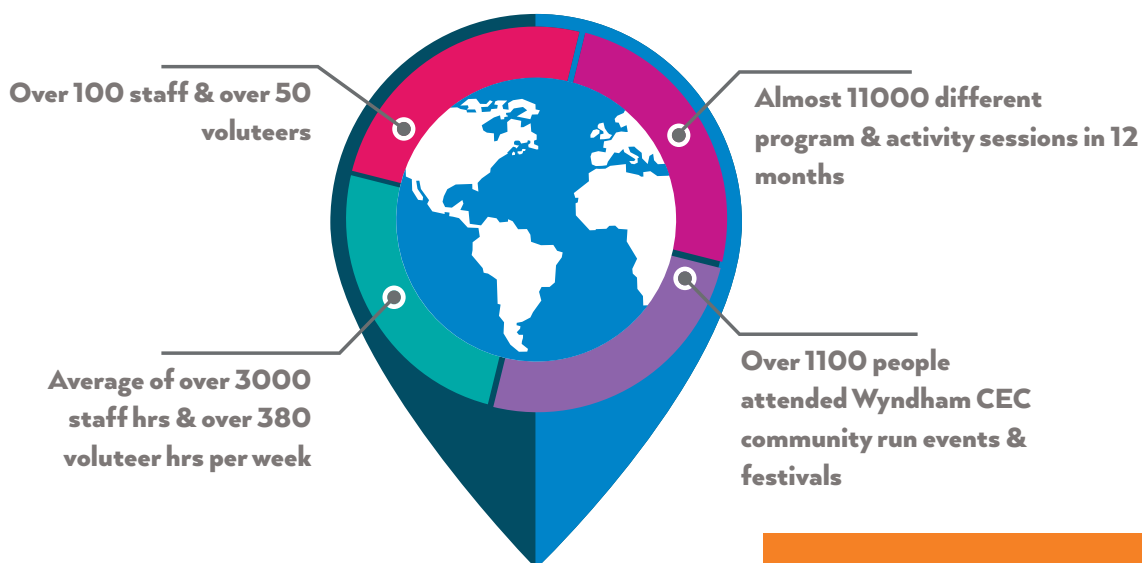


Open 89 hrs per week



Over 286 hrs of outreach activities per week





The following services were available through Wyndham CEC



- ★ Auspice of other community organisations
- ★ Centrelink outreach
- ★ Community advocacy
- ★ Community consultation
- ★ Emergency relief
- ★ Employment services
- ★ Gardening groups
- ★ Grant writing support
- ★ Public computer / internet access
- ★ Reception for hub / other services
- ★ Referral
- ★ Resume services
- ★ Room hire
- ★ Tax help
- ★ Tutoring for individuals
- ★ JP service

Events & Neighbourhood House Activities

Cultural Diversity Week

Harmony Day | Cultural Diversity Cup | Multicultural Fiesta | Taste of Harmony

Neighbourhood House Week

Volunteer Week

Morning Tea

Adult Learner's Week

Learning activities organised by Wyndham CEC's Training Services Unit

White Ribbon Day

Wyndham Multifaith Dinner

Senior's Week

WYNDHAM CEC

would like to thank the following funding
bodies and sponsors

Australian Government

Department of Education and Training
Department of Social Services

State Government of Victoria

Department of Premier and Cabinet
Department of Education and Training
Department of Health and Human Services
Department of Economic Development, Jobs,
Transport and Resources
Department of Justice and Regulation
The Victorian Multicultural Commission
Multicultural Affairs and Social Cohesion Division
(MASC)
CityWestWater
Parks Victoria

Local Government

Wyndham City
Hobsons Bay City Council

Wyndham Learning Festival

Avalon Airport
Victoria Polytechnic
Deakin University
Wynbay ILEN
The Huddle

Other

Bunnings, Werribee and Hoppers Crossing
Western Chances Scholarship Fund
Sandy Mein Scholarship Fund
Vertech Hume
Wyndham Park Primary School
Cancer Council

Wyndham CEC would like to thank the following



Wyndham community and Education Centre Inc. acknowledges the support of the Victorian Government



An Australian Government Initiative

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