

A portrait of a woman with dark skin, wearing a patterned headscarf and a multi-strand necklace of red and white beads. She is wearing a patterned garment with yellow, black, and white designs. The background is dark. The text 'WYNDHAM COMMUNITY & Education Centre' is in the top left, and 'Annual REPORT 2021' is in the bottom left.

WYNDHAM COMMUNITY & Education Centre

Annual
REPORT 2021

Wyndham Community & Education Centres Inc. is
pleased to present its 2021 Annual Report.

Now in our 48th year, we continue to offer a range
of quality programs and services to meet local needs.

We thank Board, staff and volunteers for their
ongoing commitment to our vision to improve lives
and strengthen communities.

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CHAIRPERSON'S REPORT

I think we can all agree that the past 24 months have changed normality as we knew it. 2021 marked the year we worked to move beyond lockdowns, social distancing and separation from loved ones, whilst ensuring we continued to keep our communities and loved ones safe.

The year posed new challenges for Wyndham Community and Education Centre, as we contended with re-opening to the community whilst living amidst a global pandemic. The board's priorities sought to support senior management and staff in ensuring our organisation not only recovered from the disruptions caused by the pandemic, but continued to sustainably grow into the future.

This trajectory of growth was achieved on multiple fronts, with new infrastructure set for construction and new staff joining our ranks. Financially, we concluded 2021 with a surplus and a firm footing. 2021 also marked the final year of the organisation's 2017-2021 strategic plan. My board colleagues and I are excited to have taken part in overseeing the creation of a new five-year strategy as we align and adapt to the changing needs of the communities we serve.

However, the achievements of 2021 would not have been possible without the dedication and leadership of senior management, as well as the adaptability and commitment of staff more broadly. When lockdowns inadvertently occurred, we continued our services online where we could. And when in-person services returned, we overwhelmingly complied with vaccination policies and COVID-safe practices. We have shown in 2021, not only a commitment to Improving Lives – Strengthening Communities, but also a commitment to protecting them.

On behalf of the board, I would like to extend my thanks and acknowledgement to all our staff members who have continued to propel Wyndham Community and Education Centre forward through such a tumultuous year. To our CEO, Jennie Barrera and her senior management team Fiona Bolton, John Sheen and Adrian Cully, the board gives our appreciation for your unending dedication in steering the organisation.

It is with great gratitude and privilege that I present this report on behalf of the board of Wyndham Community and Education Centre Inc. Gratitude to our staff and senior management for their unyielding dedication and resilience. And privilege, for being able to play a part in guiding and supporting an organisation with such spirit for impact.

2022 will mark a new year and a strategic point of inflection and the board and I are excited for what it will bring.

Jeffrey Lai
Chairperson



CEO'S REPORT

2021 was a challenging year for Victorians and certainly held challenges for communities across Wyndham. COVID-19 continued to disrupt our services and the nature of the way we worked. If 2020 was a test of our resilience, 2021 was uniquely challenging in its own way. Our staff continued to work mainly from home, delivering key services to students and clients. Staff adapted and responded, working hard despite the difficulties.

As we look to the future, 2022 will be an opportunity to reflect on the way we work moving forward. It's an opportunity to reflect on how we worked and delivered services pre-COVID, and to consider what we learned about ourselves and our communities during 2020 and 2021, and leverage the positives. One thing has become abundantly clear, the health and wellbeing of staff and communities is critically important as is, how we face up to inequality as we recover.

Despite the uncertainty of closed international borders, remote teaching and services, and unprecedented levels of COVID across our communities, we managed to continue all services apart from our full social enterprise offering from Saffron Kitchen.

Our bi-cultural staff did incredible work assisting community members with culturally appropriate information about COVID-19 and vaccination and I thank them for this important work that helped Wyndham achieve high levels of full vaccination. In many areas, we grew services across the organisation, particularly as a result of successful grants in our community services and employment projects areas. It's also been pleasing to see Saffron Kitchen commence reduced operations at the train station kiosks.

Throughout 2021, we developed a new Strategic Plan 2022-2026 for Wyndham CEC with the help of Management Governance Australia Pty. Ltd. In outlining a five-year future horizon, the Plan focusses its strategic goals on growth and consolidation of services in the Wyndham, western Melbourne and Geelong regions, and on expanding, as appropriate to regions where there is strong alignment with existing services and capability. The Plan recognises the changing emphasis on, and value of, lifelong learning and the demand for skills and employment pathway development. It determines strategic growth opportunities as well as emerging issues and risks. You can find a copy of the Plan on our website at www.wyndhamcec.org.au

We also commenced construction of a new building on our land at 12 Synnot Street, Werribee. This has been generously funded by the Victorian Government through the Multicultural Infrastructure fund. Construction is now well underway and we look forward to a launch in late-2022.

Another highlight was the work we did with the research team from Victoria University: Mario Peucker; Holly Claridge and Tom Clark, and Wyndham City on a pilot project around local experiences of racism. The report, *All in this Together: A Community-led response to Racism in the City of Wyndham*, was launched in May 2021 and has led to the development of the Wyndham Roadmap. At the centre of the roadmap is a three-tiered, community-led anti-racism support network comprised of first-contact organisations, specialised support services, and Wyndham CEC as the coordinating Centre. We are proud to be leading this project to support a local community-based network of members to support, refer and advocate for increased reporting of racism.



CEO'S REPORT

2021, also saw a slight restructure at senior management level with the introduction of a new Director position. We were pleased to welcome Adrian Cully, as Director of Community Services in August 2021 and John Sheen became Director of Education. Significant growth in community services and projects necessitated this change and has also led to several new staff members joining across the organisation.

Congratulations to Lesley Nallawalla who was the 2021 Exceptional Staff Performance Award recipient. Lesley was a critical part of our responsive team who supported staff working remotely during the pandemic. The 2020 Anne Mitchell Scholarship was awarded to Year 11 student, Elly Atkinson. Elly is undertaking Year 12 this year and doing extremely well. Nine students received Sandy Mein Scholarships in 2021: Sunny Eckstein; Athou Majok; Htoo Nay Soe; Paige Gray; Kudum Mach; Casey Kilb; Teliyah Sheriffs; Sharley Franke; and, Frank Mugisha. Sincere thanks to the Mein Family and friends for the ongoing commitment to the Sandy Mein scholarship fund. Their generosity assisted our VCAL students to complete their education in 2021.

The pages in this report provide an overview of the work done throughout 2021 across the organisation. I express my gratitude to all staff and volunteers, managers and coordinators, for the work done over two tough years. I also thank our collaborators, stakeholders and partners. We maintained strong partnerships and relationships despite having to continue them remotely. It's been wonderful to see so many of you lately as we return to a more face-to-face environment. Finally, special thanks to my senior management team and to our Executive Assistant. This hardworking team has benefited from being less

lean with the addition of a new Director's role. Likewise, I thank our Board of Governance for their support during another challenging year, led by first-time Chairperson, Jeffrey Lai. The Board generously give of their time as volunteers with the best interests of community front and centre of decision-making.

I'm sure we will all emerge stronger in 2022 and I look forward to achieving the very best we can for our students and clients into the future.

It is with pleasure that I table the *2021 Annual Report* for Wyndham Community & Education Centre Inc.

Dr Jennie Barrera
Chief Executive Officer



COMMUNITY SERVICES REPORT

As Director of Community Services, I am pleased to present the reports of our Community Strengthening, Junubi Wyndham and Project Services units, as well as providing an outline of our Neighbourhood House activities in 2021. I'd like to personally acknowledge the work of staff across these units who strive to provide better outcomes for the Wyndham community.

Community Strengthening

The Community Strengthening unit continued to deliver services online throughout 2021, as we did in 2020. Our settlement work was affected by border closures which impacted on the number of new clients. As a result, this allowed us to provide additional support to our existing clients, especially in terms of accessing services online. During 2021, we also supported more established communities to navigate the challenges of COVID, collaborated with other agencies to enhance access to digital platforms, engaged in partnerships to address family violence challenges in CALD communities and continued to collaborate with WEStustice on the Name Change Project. We also continued the work of connecting agencies and services through our networks, including the Hobsons Bay Intercultural Services Network, the Wyndham Anti-racism Support Network, the Wyndham Humanitarian Network, the Wyndham Interfaith Network and the Western Strategic Outcomes Network. These networks are critical for maintaining strong, collaborative relationships in terms of our existing work and for calls to action to meet future community needs.

Junubi Wyndham

Across 2021, Junubi Wyndham, continued to provide a critical role in supporting South Sudanese young people and their parents in Wyndham. This involved a range of in-person and online activities across the year.

For young people, the Junubi Wyndham team provided homework clubs in Manor Lakes and Point Cook, a range of school holiday programs and supported many local sports teams including the Wyndham Lions Basketball, the Victory Grace Basketball team, the African Stars Netball team and a number of soccer clubs. In addition, Junubi Wyndham continued to engage with local schools to ensure South Sudanese young people are supported whilst undertaking their studies.

Junubi Wyndham's work is strengthened by many partnerships. In addition, we would like to thank the community members and government agencies that form

the Local Reference Group, which provides valuable input to guide the work that we do.

Project Services

The Projects Service unit experienced a year of growth in 2021 with the introduction of several new programs including the Community Employment Connectors, the Local Jobs Program, the Neighbourhood House Carers Program, the Victorian African Community Action Plan Employment Brokers and involvement in the New Arrival Settlement Program – Grampians Pilot, in partnership with Ararat Rural City Council. In addition, the previous Reconnect and Jobs Victoria contracts were renewed in 2021.

Whilst delivery was impacted by the COVID-19 Pandemic, the Wyndham Citizens' Academy Programs – a Walk through Health, and a Walk through Education, continued throughout 2021 and planning was put into place for additional cohorts of these experiential learning programs if face to face engagement is possible in the near future.

With the growth of the Projects Services team from six to nineteen staff during 2021, a balance of experienced and young workers was achieved. The collaboration and support between team members supported both professional and personal development.

Neighbourhood House

In 2021, many Neighbourhood House activities were delivered online, and whilst this had its challenges, the Neighbourhood House Community Value report demonstrated that Wyndham CEC provided \$75,229 of community value across just 4 days in COVID-19 restricted settings. The report outlined that this community value equates to \$54.61 for every \$1 of Neighbourhood House Coordination Program funding, or \$2,352.22 for every hour the neighbourhood house was in use.

In addition to Neighbourhood House activities such as careers advice, community health support and settlement support for clients ineligible for other programs, Wyndham CEC also recognised key community celebrations through online events and social media such as Adult Learners Week, Cultural Diversity Week, International Women's Day, Neighbourhood House Week, Social Inclusion Week, Seniors Week and Volunteers Week.

Adrian Cully
Director of Community Services



EDUCATION & TRAINING REPORT

I'm pleased to introduce the reports of our Education & Training Managers who work closely together to provide a range of education and training pathways for young people and adults in Wyndham.

In a challenging year, Wyndham CEC was still able to provide quality English language programs, pre-accredited short courses, vocational programs and VCAL. Whether in a teaching or administrative role, I wish to thank all the staff and volunteers who contributed to the delivery of these programs in 2021.

English Language & Short Courses Report

The 2021 year began with mixed emotions as staff and students were hoping for some return to face-to-face classes. Nevertheless, with the array of remote learning skills acquired in 2020, classes began online with little trouble.

In 2021, we delivered Skills First funded EAL classes, the Skills for Education & Employment program, the Adult Migrant English Program, and a range of pre-accredited short courses.

Throughout the year, a selection of new pre-accredited programs were introduced, including the Skills for Work and Study suite of programs, and some staff were redeployed to work on the development of teaching and learning resources to be made available across the Learn Local sector.

Despite the obstacle of finding work placements during lockdowns, the AMEP team continued to deliver the Settlement Language Pathways to Employment and Training (SLPET) sub-program to students seeking employment pathways in Wyndham and Geelong.

Across the year, quality assurance audits and verification results were excellent for both SEE and AMEP and virtual classrooms were set up at 20 Synnot Street and Corio to further progress our virtual delivery capacity.

VCAL Report

There were more extended periods of remote teaching and learning, but this time with students and teachers more accustomed to it. However, the extension of lockdowns also led some to become fatigued and as a result, with COVID-Safe measures in place, students and staff were happy to be back onsite in Terms 3 and 4.

The class of 2021 had some excellent outcomes, with many successful pathways to further study, apprenticeships, or employment. The overall VCAA Senior Secondary completion information also reflected these excellent outcomes, with the percentage of VCAL units completed in 2021 equating to 95%.

2021 also saw the introduction of a series of VCAA webinars in terms of the Senior Secondary Reform. Two new certificates will replace VCAL - the Victorian Pathways Certificate (VPC) and the Victorian Certificate of Education (VCE) Vocational Major. Implementation of these Certificates will begin in 2023 and VCAL staff are already working hard to develop new resources and materials to align to the new Certificates.

Vocational Training Report

2021 continued the pandemic related challenges of 2020, with significant constraints on program delivery and in particular the ability of students to attend mandatory Early Childhood Education work placements. Despite this, we retained most of our students and were able to progress their training. In particular, our VET Delivered in Secondary Schools (VETDSS) numbers were strong, and students were able to achieve their desired secondary school outcome.

There was significant focus on quality assurance and compliance in 2021, with a Skills First contract audit followed by the addition to scope of two upgraded Business qualifications and an update to the Early Childhood Education and Care qualifications.

Our vocational programs will benefit from relocation to Wayaperri House in 2022 and we would like to thank the senior management team for having the foresight to make this happen.

John Sheen
Director of Education



BUSINESS SERVICES REPORT

Thanks to our Business Services team who worked tirelessly in 2021 to provide the essential services required by the organisation. Through providing finance, HR, IT, creative design and reception support our client facing teams can continue to meet the critical needs of our community.

As the Chief Financial Officer, I am proud to introduce brief reports from our Business Services and IT & Creative Design managers.

Business Services

For most of 2021, Business Services staff worked remotely from home, just like in 2020. Yet amid all the anxiety and uncertainty brought about by the virus, our team shared the joy of our first-time mothers, Monica and Shiny who delivered beautiful COVID-era babies. We also welcomed several new team members to join Hsar Pweh in Reception including Christina, Susan, Htoo Say and Jerome, as well as Nicole who joined to support our finance operations. Like the previous year, the team adjusted well to the ever-changing circumstances and could pivot seamlessly from working onsite to working remotely from home.

Hospitality staff at Saffron kiosks returned to work for the first time since the pandemic began in March. Meanwhile Saffron Kitchen at Wayaperri remained closed throughout 2021 and Joanna joined Liliana at Saffron kiosk in Tarneit Train Station. Our volunteer program and Room Bookings were also put on pause during this period.

Thank you to the Business Services team for their efforts, dedication and resilience throughout another challenging year. Our appreciation also goes to Senior Management for steering all staff through another difficult year and to the Board for their continued support.

IT Services

2021 was another big year in IT at Wyndham CEC. Along with the ongoing growing IT needs of the organisation we also had to overcome challenges

presented by the pandemic; staff required more IT equipment and remote IT support to continue working effectively away from the office. The IT team did a great job in rising to meet these challenges; thank you Wayne, Tim and Jack for all the hard work put in.

Microsoft announced Windows 11 in October. With the strict hardware requirements to install the new operating system, planning commenced to upgrade all desktop and laptop devices to meet these requirements. We currently have plans in place to complete hardware upgrades before Windows 10 end of life in 2025.

There was also a significant increase in cyber attacks and phishing over the period. Planning and implementation of improved security for IT systems at Wyndham CEC commenced. Upgrades to our Microsoft Office products began so that we could more easily implement multifactor authentication.

The IT team would like to thank senior management and the Board for the continued support in allowing us to achieve what is necessary in a constantly evolving IT world.

Fiona Bolton
Chief Financial Officer



TREASURER'S REPORT

Throughout 2021, Wyndham Community and Education Centre continued to offer valuable services and support to our students and clients, despite ongoing challenging circumstances that again restricted our ability to operate in a normal way. A determination to remain resilient, focused and positive meant that our staff and stakeholders were able to sustain the implementation of our programs and projects such that the organisation's financial performance was sound.

In 2021, our revenues were \$10.98M as we continued to deliver our range of services, programs and capital works, in particular the construction of new facilities at 12 Synnot Street, Werribee. We were able to record a surplus of \$1.275M which will enable us to emerge from difficult times with the capacity to deal with any ongoing issues that may arise before our sector returns to something like normality. Our audited financial reports also show Total Assets of \$18.2M, Total Liabilities of \$9.7M and Total Equity of \$8.5M, which demonstrates that we are maintaining a financial position that reflects good stewardship of our resources and responsibilities.

I would again like to thank our management, staff and volunteers for their dedication and diligence and I strongly believe the outlook for Wyndham CEC is full of promise and favour.

Ian Keeling
Treasurer



FUNDING BODIES & SPONSORS

WYNDHAM CEC WOULD LIKE TO THANK THE FOLLOWING FUNDING BODIES AND SPONSORS

AUSTRALIAN GOVERNMENT

Department of Education, Skills & Employment	Department of Health
Department of Home Affairs	

STATE GOVERNMENT OF VICTORIA

Department of Education and Training	Department of Families, Fairness & Housing
Department of Health & Human Services	Department of Jobs, Precincts and Regions
Department of Justice and Community Safety	

LOCAL GOVERNMENT

Wyndham City Council	Ararat Rural City Council
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WYNDHAM LEARNING FESTIVAL

Greater Western Water	Victoria University Polytechnic
west@work	

OTHER

Bunnings, Werribee	Western Chances Scholarship Fund
Sandy Mein Scholarship Fund	Let's Feed

NETWORKS & PARTNERS

WYNDHAM CEC IS PROUD TO BE CONNECTED TO THE FOLLOWING NETWORKS

AUSPICED NETWORKS

Wyndham Anti-racism Support Network	Wyndham Humanitarian Network
Wyndham Interfaith Network	Western Strategic Outcomes Network

PARTNER NETWORKS

Hobsons Bay Intercultural Services Network	Learn Local Quality Partnership
Network West	North-West Compliance Community of Practice
Opportunity Wyndham	

NETWORKS & PARTNERS

WYNDHAM CEC ACKNOWLEDGES THE FOLLOWING PARTNERS

AMES Australia	Services Australia - Centrelink
Centre for Multicultural Youth (CMY)	St Andrews Primary School
Chris Hopkins Photojournalist	Tarneit Senior College
Cloverdale Community Centre	The Gordon Institute of TAFE
cohealth	The Grange P-12 College
commUnity+	The Huddle
Davis Creek Primary School	The Smith Family
Diversitat	Truganina South Primary School
Djerriwarrh Community & Education Services	Uniting Wyndham
Energy & Water Ombudsman (Victoria)	Utopia Refugee Health
Equal Ed	V/Line
Fresh Select	Vertech Hume
Hobsons Bay City Council	Victoria Police
Homestead Senior Secondary College	Victorian Equal Opportunity & Human Right Commission
Hoppers Crossing Basketball Club	Victorian Multicultural Commission
Hoppers Crossing Secondary College	WCIG
Institute for Sustainable Industries & Liveable Cities, Victoria University	Werribee Football Club
IPC Health	Werribee Open Range Zoo
Job Prospects	Werribee Secondary College
Laverton Community Integrated Services	Western English Language School
Laverton P-12 College	WEstjustice
Manor Lakes P-12 College	Williamstown Community & Education Centre
Mercy Health Victoria	Wynbay LLEN
MiCare	Wyndham Central Secondary College
Neighbourhood Houses Victoria	Wyndham City Council
Pacific Werribee	Wyndham Netball Association
Play It Forward	Wyndham Park Community Centre
Point Cook Senior Secondary College	Wyndham Park Primary School
Public Pedagogies Institute	Yarraville Community Centre

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Wyndham

Community &
Education Centre Inc.

Improving lives - Strengthening communities