

ANNUAL REPORT

2021

LIVING & LEARNING PAKENHAM INC

INCORPORATION NO. A0019009A | 6B HENRY STREET, PAKENHAM 3810 | ABN 26237128770



REPORT NO. 34

"One of the most vital ways we sustain ourselves is by building communities of resistance, places where we know we are not alone."

Bell Hooks
(American author and social activist)

“



"Living & Learning Pakenham Inc. respectfully acknowledge that we are on the traditional land of the Bunurong people of the South East Kulin Nation" who are the traditional custodians of where we work, learn & celebrate. We recognise their diversity, histories, stories and knowledge, and their continuing connections to land and community.

We pay our respects to all Aboriginal and Torres Strait Islander elders and community members, past and present.

OUR VISION & MISSION

VISION

A healthy and connected community that thrives on a foundation of justice, equality and social inclusion.

MISSION

- Alleviate disadvantage within 'at risk' communities.
- Proactively respond to identified need, by designing and implementing projects and programs that deliver skills and resources to enable full and effective participation in society.
- To empower the marginalised and vulnerable in our community by providing highest quality education, support, employability skills and community connection.
- Be the preeminent provider in Cardinia Shire of services enabling participation regardless of cultural, socio-economic status or educational background.



OUR VALUES

RESPECT

- We approach everything we do with integrity and respect for the dignity of each individual.

SOCIAL JUSTICE

- We recognise and support the rights of all community members to participate fully in society.

INCLUSION

- We prioritise culturally safe and inclusive practices.

DIVERSITY

- We celebrate difference and acknowledge all community members as equals.

EQUITY

- We acknowledge systemic discrimination exists and support equal access.



WHAT WE DO

Respond to Community Need

Connect with all levels of government and community groups to identify community need and respond by designing new programs and/or by undertaking new projects. Foster partnerships with like-minded entities to deliver outcomes aligned with our mission and vision.

Learn local Community Education

We provide quality training, education and skill development for individuals and community groups in a caring, supportive and flexible environment, which contributes to the economic development and well-being of the individual and community.

Neighbourhood House

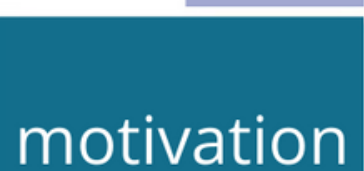
We support and facilitate community development programs and activities with particular emphasis on those that are disadvantaged and/or vulnerable. We promote participation and inclusion in a caring, supportive environment, contributing to the social, cultural development and well-being of individuals and the community.

Information, Referral & Support

We reduce disadvantage by providing services that contribute to the social development and wellbeing of individuals and the community. Building on a relationship of trust and respect, we are well placed to be the community connector between the individual and external resources.

Manage a Community Space

We maintain community space and ensure maximum usage of shared space by community members and groups.



STRATEGIC DIRECTION & GOALS OVERVIEW

Direction 1

Foster a connected, empowered and thriving community

1. Identify those in our community that are vulnerable, disadvantaged or 'at risk'.
2. Engage the community in multiple dimensions: grassroots, agency, faith-based, business, government and other stakeholders.
3. Create programs and services that respond to these individuals/groups.
4. Be a best practice resource centre for education, social services & advocacy information.

Direction 2

Create programs that respond to identified need, particularly for those who are 'at risk'

1. Ensure that programs connect people.
2. Ensure that programs respond to community needs and initiatives.
3. Develop program evaluations and enhance the documentation process.
4. Explore options/opportunities to implement programs that complement our values and goals.



Direction 3

Ensure our physical space reflects our values and goals

1. Ensure the internal facilities reflect our vision, values and core business.
2. Maintain and develop outdoor space that is people and nature-centred.
3. Ensure appropriate technology and software to connect with the community and support current programs.

Direction 4

Maintain financial sustainability

1. Ensure sound financial practices and reporting.
2. Maintain a high-performing board
3. Ensure mechanisms to recruit, reward and retain high performing staff.
4. Diversify income sources to achieve financial goals.
5. Ensure robust marketing and communication tools to ensure marketplace presence.



CHAIRPERSON'S STATEMENT

For the second year running Covid severely disrupted operations. Government support ceased in March leaving LLP financial position tenuous given the decline in rental income. Fortunately increased activity in applying for grants led to success with a number of new grants being secured which provided unbudgeted income. The financial outcome for 2021 was negative with LLP generating a loss of \$50K. The rise in grant income partially offset the decline in rental income.

The most significant new development for the year was the granting of Public Benevolent Institution status to LLP by the Australian Charities and Not for Profit Commission and Donor Gift Recipient status by the ATO. This was essentially the outcome of extensive work carried out by Tina Valentine and the Board thanks and congratulates her on the result.

Relations with Cardinia Shire were strained by a change in distribution policy regarding Neighbourhood House funds which shifted to equal grants among all Houses regardless of the volume of activity conducted by the organisation which resulted in a reduction in funding for LLP. A meeting with the Mayor and Acting CEO led to a review of the decision and restoration of funding to LLP for 2021.

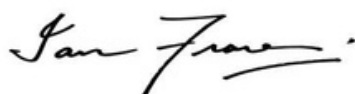
The Shire used a grant from the State Government to significantly enhance building security and to finally install modern heating and cooling. Unfortunately the foundations of the building continue to be the subject of attacks by termites.

LLP continued to develop partnerships particularly in response to hardships created by Covid. These included a Food Pantry and distribution of culturally appropriate food as well as pop up vaccination clinics. Partners included ADRA, the Sikh community and various State Government agencies.

Development work on the Multi Cultural Hub continued culminating in the endorsement by the Shire of a business case developed by the Shire Officers. Regrettably funding for the project appears to have evaporated and no further action seems likely in the foreseeable future.

Various key documents, policies and plans were revised including the Strategic and Action plans, Policies on Room Hire, Auspice Agreements, MOUs, Service Leave, Agreements, Police and Working with Children checks. After extensive discussion the Risk Appetite statement was revised. In addition the Board Skills Matrix was updated and All Board members were advised of the need to obtain a Directors ID number and a handy acronym table was developed.

DR IAN FRASER



CEO'S STATEMENT

COVID! This small five letter word has impacted every little nook and cranny of our society over the past couple of years. Our resolve and resilience has been tested in ways we'd never imagined prior to March 2020. Covid-19 has pushed us in and out of isolation, challenged our mental tenacity and forced us to re-evaluate priorities, yet at the same time, provided real growth opportunity. We have been required to re-examine operations, develop new and innovative ways to maintain crucial links to community members and maintain existing partnerships with stakeholders, enabling us to provide continued support to the most vulnerable members of our community.

Throughout the 2021 financial year, much of our focus shifted towards food security in our community, providing ready-cooked meals, basic pantry items and fresh produce to many families and individuals doing it tough in Pakenham and beyond. Strategic partnerships with local organisations, agencies and community members assisted us in ensuring that food was reaching those who most needed it. We teamed up with the ADRA and AfriAus iLLEAC to ensure all cultural groups were receiving culturally appropriate food, and a Food Pantry was installed on the veranda of Living & Learning Pakenham with 24 hour access.

A major highlight of 2021, and after 5 years of hard work and dedication, Living & Learning Pakenham was granted PBI status, a massive thank you to our secretary, Tina Valentine, for getting us over the line! This diversifies our ability to apply for additional funding and not only rely on Government grants.

I would like to acknowledge and thank the Living & Learning Board for your stewardship and support over the year.

To the volunteers at Living & Learning, you are without a doubt the most extraordinary bunch of individuals who give above and beyond everyday, I thank them sincerely for their hard work and commitment.

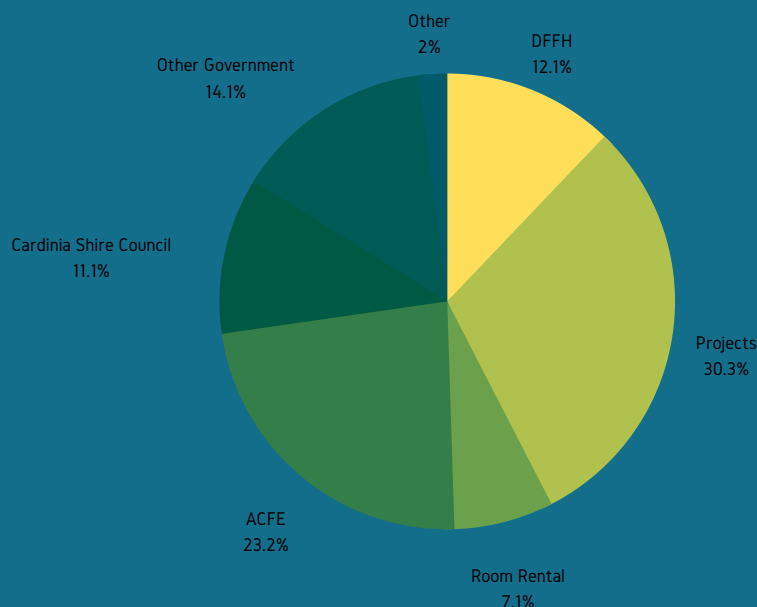
And finally, well done to my team, I thank you for your hard work and commitment to everyone who walks through our doors, I am so incredibly grateful for your dedication and for your passion. I couldn't do what I do without you all.

In closing, whilst the previous twelve months may not have been exactly what any of us envisaged, I am certainly beginning to feel excited for what the next twelve months will hold.



Miriam Cadwallader

FINANCE REPORT

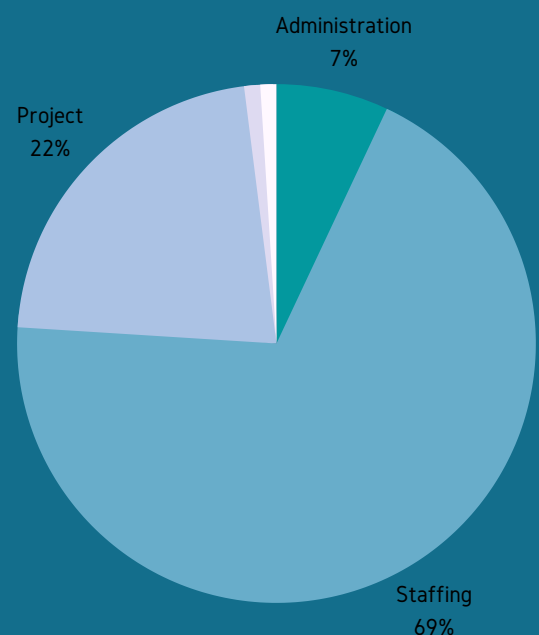


INCOME

Revenue for the year 2021 increased due to successful applications for projects \$337,424, compared to \$99,959 last year 2020 - up \$237,465. Room rental increased from \$44,366 in 2020 to \$62,204 in 2021. LLP was successful in receiving \$43,400 from the Business Cost Assist Program from the Victorian Government. Job-keeper ceased at the end of March 2021.

EXPENSES

Payroll expenses increased significantly in 2021 due to Neighbourhood House Victoria Collective Agreement wage increases, from \$485,690 in 2020 to \$571,782 in 2021. Project expenses increased as the projects were rolled out. Contract labour costs increased as classes returned to the centre.



SUMMARY

For the 2021 year, Living & Learning Pakenham Inc. had a net deficit of \$49,660 compared to a surplus of \$142,289 in 2020. This resulted in a decrease of total equity to \$199,321.

The audit report has been prepared by LDAssurance and Associates Chartered Accountants who have expressed the opinion that the report presents a true and fair view of the financial position of Living & Learning Pakenham Inc. as at 31 December 2021.

FUNDING ACKNOWLEDGEMENTS

One factor that remains steady from year to year, is our appreciation for the assistance and recurrent funding that we receive from the Cardinia Shire Council, Adult Community & Further Education Board (ACFE) and the Department of Families, Fairness and Housing (DFFH), which allows us to continue to grow and develop the programs and services that we offer to the community.



\$37,772



\$211,936



\$105,269

FINANCIAL STATEMENTS



Living & Learning Pakenham Inc.

ABN: 26 237 128 770

Financial Statements

For the Year Ended 31 December 2021

[click here for a full copy of the Financial Statements](#)

LDAssurance
CHARTERED ACCOUNTANTS

LDAssurance Pty Ltd
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Melbourne Victoria 3000
Telephone +61 3 9988 2090
www.ldassurance.com.au
ABN 89 146 147 202

**LEAD AUDITOR'S INDEPENDENCE DECLARATION
UNDER SUBDIVISION 60-C OF THE
AUSTRALIAN CHARITIES AND NOT-FOR-PROFIT COMMISSION ACT 2012**

To the Board of Living & Learning Pakenham Inc.:

I declare that, to the best of my knowledge and belief, in relation to the audit for the year ended 31 December 2021 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-For-Profit Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

LDAssurance
Chartered Accountants

Stephen O'Kane
Partner

Dated this 5th day of April 2022
330 Collins Street, Melbourne.

SNAPSHOT OF OUR IMPACT

\$38,533 community value provided in just 4 days in COVID-19 restricted settings!

This includes the value of:

- Improved quality of life through social connection: \$6,544
- Volunteer contributions: \$5,149
- Improved health: \$13
- Emergency relief provided: \$22,857
- Services provided: \$3,970

This community value equates to:

\$23.35 for every **\$1** of Neighbourhood House Coordination Program funding or **\$898.08** for every hour Living & Learning Pakenham was in use.



These values are produced by Neighbourhood Houses Victoria based on data provided by Living Learning Pakenham Inc in the 2021 Neighbourhood Houses Survey. Only a limited range of activities where a determinable valuation method exists are included. Data collection commenced on August 2 following the lifting of a state-wide lockdown and ceased on August 5 as Melbourne returned to an enduring lockdown. Restrictions including density limits during the period covered by this report reduced the number of participants and activities.

SOCIAL INCLUSION PROGRAMS

Increasing Food Security During the Pandemic

The past two years has been extremely difficult for many of our new and emerging communities from migrant, refugee and asylum seeker backgrounds. Many of these residents had previously been employed in the hospitality/retail and share ride industries. As a result of the 2020 lockdown they lost significant income and the 2021 lockdowns compounded this situation. Funding from the Victoria Government through the Priority Response for Multicultural Communities Program allowed Living & Learning to address the food insecurity that these families had been experiencing. Over a six month period during the 2021 lockdowns, LLP was transformed into a emergency relief centre and with the support of bi-cultural workers and volunteers, the centre delivered 490 meal packs/845 food packs and 770 care packs to our most vulnerable residents.

Pandemic Partnerships

Along with the challenges of operating a community centre during a pandemic, there has also been opportunities to create new partnerships with regionally based agencies. These alliances supported our bi cultural workers to provide locally based solutions to communities who had been severely impacted by the pandemic. Enliven COVID 19 project was funded by the Victoria Government through the Department of Families, Fairness and Housing to increase the capacity of current initiatives that are directly supporting the local community impacted by the coronavirus (COVID-19) pandemic. The project engaged two local bi cultural workers to support their communities who were isolating as a result of contracting COVID19 and provide up to date COVID19 and vaccination information. EACH supported this project with walk-in pop up vaccination clinics operating from the Centre.

Four local emergency relief agencies in Cardinia Shire also came together to establish a community pantry at Living & Learning. The pantry provides non-perishable foods to local residents. Adventist Development & Relief Agency (ADRA) is now located at Living & Learning and provides fresh produce, pre-prepared meals and non-perishable food on a weekly basis.

Empowering Positive Change

Living & Learning partnered with Konnext RightNow to deliver six co-designed workshops for young people from African backgrounds. The workshops were led by young community leaders with presentation from Konnext RightNow (KRN), Monash Health (MH), the 4321 Centre for Multicultural Youth (CMY), Foundation House (FH) and Youth Support & Advocacy Services (YSAS). Funded by the Alcohol and Drug Foundation the program sought to explore good mental health, the effects of racism and bullying, harm minimisation and building resilience. The program was well attended by the young people and their families with over 75 percent of those that participated reporting a stronger sense of wellbeing, improved strategies to address the racism that occurs on a daily basis and a more positive perception of their future aspirations.

COMMUNITY EDUCATION PROGRAMS

Community College

The first half of 2021 saw a return to a relative normal in terms of enrolments in our various programs following the long COVID-19 lock down events from the previous year. Two minor interruptions with “mini” lock downs in February and May had minimal impact on our operations, however, another major lock down period in the second half of the year again tested our staff and students’ resilience and ability to adapt rapidly in a short space of time.

Pre-Accredited Programs

First semester of 2021, Living & Learning successfully ran our English Language programs (English for Living & Working in Australia and Intermediate English), Introduction to Computers, Home-Based Community Service Program with the Department of Justice & Community Safety, and Australian Citizenship and Cyber Safety, numbering 167 enrolments and 9830 hours of training. Although we had not been able to run some programs due to low enrolments, we had still delivered more than 50% of our ACFE contracted delivery by the end of June.

Once again in lockdown, our second semester enrolments were impacted as we returned to online learning. Again, this was only possible for our English language programs. As with 2020, this was twice daily via Zoom with additional “homework” activities. This impacted our second semester enrolments, numbering 93, equivalent to 6910 hours of training. In particular, it was our lower level English students who were most challenged by this environment and least able to engage online.

Our total pre-accredited delivery for the year was therefore 260 enrolments and 16,740 hours of training.

Lifestyle and Wellbeing Programs

Living & Learning Pakenham’s fee for service programming was again hit hard in 2021 due to COVID-19 lockdowns. First semester saw strong interest in our “usual” programming of exercise, painting, Book Club and Tai Chi classes. Unfortunately, in second semester these face-to-face classes were unable to go ahead until very late in the year, in the second half of term four. At this time enrolments returned at approximately half the number of previous enrolments as we encouraged people out of their homes and back into the classroom.

Despite the challenges of the year, we are heartened at the capacity of our staff and students to support each other, endure the difficult times and look ahead to a positive future.