

LIVING & LEARNING PAKENHAM INC.

32ND ANNUAL REPORT 2019

Skills and Wellbeing Centre
**Living &
learning** Inc.



CHAIRPERSON'S STATEMENT

In September 2019 Cara-Ann Simpson resigned to move to Queensland and Amy Gregorovitch resigned in February 2020 to concentrate on her studies. Tina Valentine who has great experience in risk management joined the Board in October 2019.

The financial outcome was a vast improvement over any previous year with a net profit of \$73K as well as a provision for long service leave of \$30K. Total equity rose from \$33K in 2018 to \$106K in 2019. The three main sources of revenue were pre-accredited training, rentals and Neighbourhood House. It is hoped that this excellent result will stand LLP in good stead during the crisis arising from the COVID-19 plague in progress at the time of writing.

The Board spent some time on governance issues including developing the next three year strategic plan which takes effect from 2020. All staff members participated in the development of the Plan. All Board members completed the Board Skills matrix which has proved very helpful in identifying strengths and gaps in capabilities.

Major changes were bedded down with the Board meeting formally four times per year including two evening meetings, and holding monthly Executive Finance meetings to which all Board members are invited. These changes reduced the workload for the CEO and enable attendance for members with family responsibilities. Also attendance from remote locations was developed with success. During 2019 It was determined that changes were required to the Rules and By Laws to regulate these changes.

The Board updated a range of policies with a few major policies left to be revised in the course of 2020. These included policies on auspicing and risk management. A risk assessment was completed for the Community Garden. Unfortunately no progress was made in the application for DGR status.

Relationships were also further developed with Cardinia Shire, the Department of Justice, the Community Grocer and other like minded organisations.

During 2019 the car park was very significantly upgraded and repairs to the building were carried out. Unfortunately no progress was made with CCTV for the exterior of the building.

The Board participated in consultation on the master plan for the future shape of the PB Ronald Reserve and in a number of successful public events including the Pakenham Show, Harmony Day, Refugee Day and the VCAL graduation Day.

The CEO, Miriam and Finance officer Sheryl are to be congratulated for their efforts in continuing to improve the financial performance of LLP.



DR IAN FRASER

Living & Learning Pakenham Inc. Chairperson

FINANCIAL REPORT

Overview

Over the past few years Living and Learning Pakenham Inc (LLP) has been on a journey to improve its financial position and as well restructure its business and programs that delivered on cost-saving measures. Through the leadership of the current chair, Dr Fraser and our CEO, Miriam, the association embarked on a course implementing measures which has culminated in the positive financial result that LLP has delivered this year. Also over the course of the year the board also improved its financial performance monitoring, and with management implementing better financial and risk management systems. Independent auditors, LD Assurance Chartered Accountants were hired to audit LLP. The audit was unqualified and the association met all the compliance obligations for the year 2019, the report of which is presented at this AGM for review.

Financial Performance

As of 31st December 2019, LLP posted a positive strong financial result of \$73,699. This is the testament to the great work done by the leadership of LLP with support from the Board. Management and operation of the LLP's financial system is overseen through the leadership of the CEO and Finance manager, Sheryl. Financial controls and measure have been in place to continually monitor and increase the financial performance and financial health of LLP Inc. LLP also was also been supported by its Risk officer, Tina (also the board secretary) to ensure financial policies and procedures necessary to support the organisation, were in place and updated. LLP has also implemented internal controls recommended by the last independent Audit last year. Audited resulted this year accounted for minor adjustments to recognise additional long service leave provision.

Financial Position

The financial statements show that the LLP is solvent and exhibits good liquidity. The association's assets increased to \$277,132 from \$184,767 and as of 31st December 2019 the net assets totaled \$106,692. This shows that management have managed the association's assets appropriately. The current cash at \$215,101 (at year end) is a positive outcome compared to previous years.

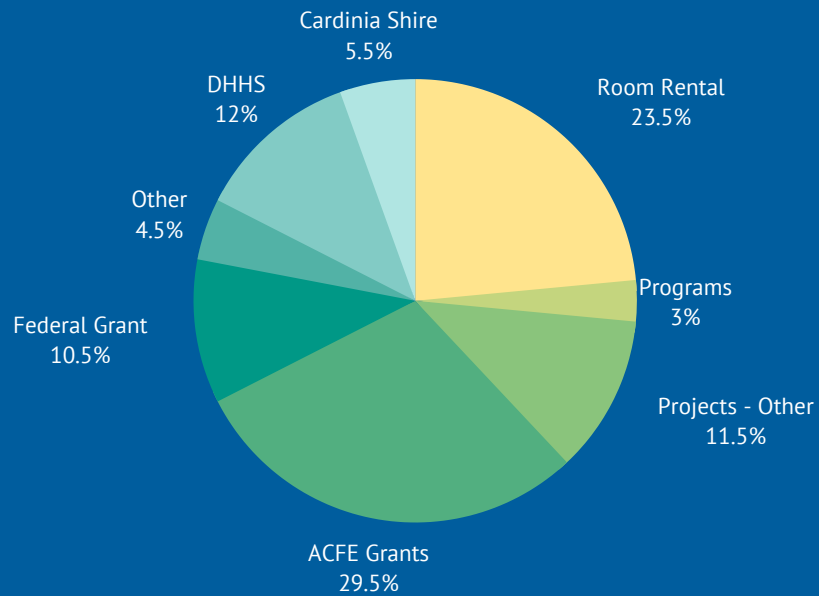
Budget and Portfolio Spend as of 31st December 2019

A look at the YTD shows that most of the budget income was from Pre-accredited Programs and Room Rental. Clearly with the government measures put places for current year due to the pandemic this will impact LLP results this coming year. The highest cash outflow during the year has been payroll and overhead expenses. Overall the budget and the financial position of the association were strong.

I would like to congratulate Miriam and the whole LLP team for all the great work all year that culminated in a positive financial year.

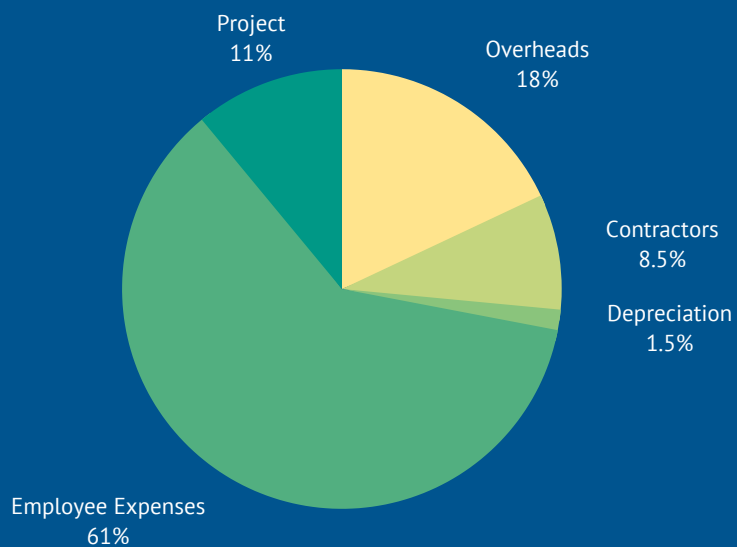
INCOME BREAKDOWN

Total Income \$834,974



EXPENSE BREAKDOWN

Total Expenses \$761,275



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 Health & Human Services, which allows us to continue to grow and develop the programs and services that we offer to the community



\$45,400



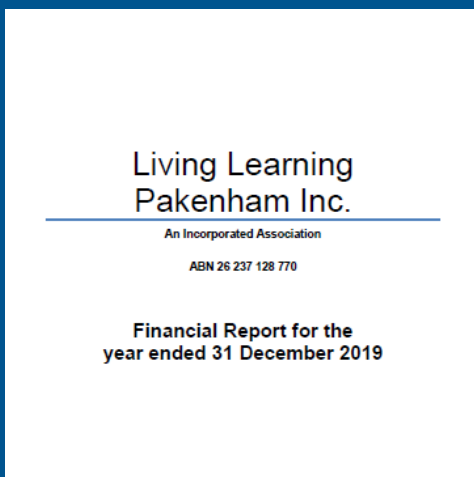
\$245,900



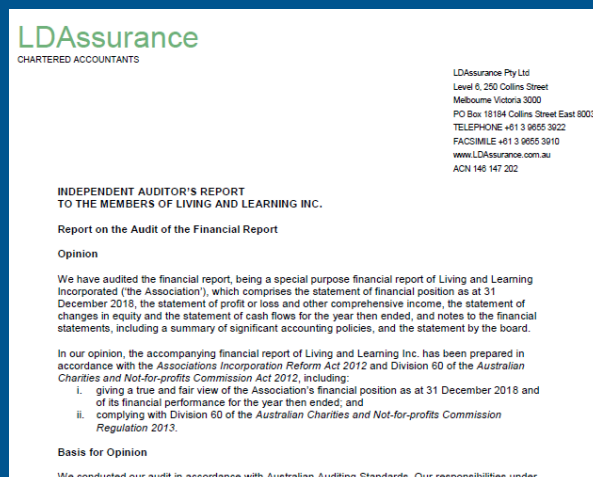
\$99,736

AUDITED FINANCIAL REPORT

For the Year Ended 31 December 2019



[www.livinglearning.org.au/update/images/
LLP_Financial_Statement_2019.pdf](http://www.livinglearning.org.au/update/images/LLP_Financial_Statement_2019.pdf)



[www.livinglearning.org.au/update/images/
LLP_Auditors_Report_2019.pdf](http://www.livinglearning.org.au/update/images/LLP_Auditors_Report_2019.pdf)

JOSHUA CHIKUSE

Living & Learning Pakenham Inc. Treasurer

CEO STATEMENT

The benefit of writing an annual report is that it allows time for reflection on what has been achieved throughout the year and what challenges Living & Learning Pakenham has faced. LLP is a vibrant and positive community organisation which is well supported by a great team of staff, trainers & volunteers.

I do believe that because of what we do and how effectively we do it, we really do make a difference in our community. The community is always changing and evolving and we need to do the same. Each day there is a new challenge, a new opportunity or a new learner and this is what keeps us all going. As our community changes we need to stay in touch with those changes and we need to be able to seamlessly change with our community. It is our role to assist our community to make positive changes to their lives, this will not only affect our learners but it will trickle through to their families and their local communities.

Building and maintaining relationships has become such an important part of my role. Not just within our organisation but also with other community organisations, our major funders the Cardinia Shire Council, Adult Community Further Education Board, Department of Health and Human Services and all of our other project funders who come from a range of different areas. Without the funds that these agencies our organisation we would not be able to continue for the people who need our support the most.

Over the year LLP has become more financially stable and is well on its way to building a solid foundation for us to continue to grow. Sustainability for the future is an important part in forming our direction and we are now exploring options to ensure that we are a sustainable entity. This will be through the building of long and lasting partnerships with other organisations and working collaboratively with other Neighbourhood Houses and Learning Centres in the Cardinia Shire and surrounding areas.

I would like to say thank you, to our Board of Governance who have been busy this year and they too have achieved so much. A special thank you to our Chairperson Ian Fraser who does an amazing job and supports me managing the centre. Staff and volunteers at Living & Learning are without a doubt the most extraordinary bunch of individuals who go above and beyond the call of duty everyday. I thank them sincerely for their hard work and commitment this year. We are a close knit team and work so well together and like any family we have our ups and downs but in the end we can all sit down and just get on with it. There was lots of challenges through the year but together we achieve some amazing outcomes. Well done to my team and thank you for your hard work and commitment to everyone who walks through our door.

We can now look to the new year and implementation of a number of new programs and other programs to fill the gaps in service delivery, that have been identified by our communities.

Lastly a very warm heart felt thank you to the Cardinia Shire community for your support for the Centre. Without you we would not be here. We look forward to working with and serving the community for many years to come.

MIRIAM CADWALLADER

NEIGHBOURHOOD HOUSE

2019 Events included:

- Pakenham Show Day – a terrific turnout with over 2000 people attending the Centre enjoying cultural performances and free activities.
- Harmony Day was a great celebration of different cultures and diversity with our EAL students, VCAL students and Wallara clients all performing on the day.
- Refugee Day was a great community day. Our guest speaker was Abdi Aden, (*pictured below*) who talked about his journey to Australia. Performances included, Zaher and his son, our EAL students, PNG dance group. The Centre had over 150 guests on the day.
- Biggest Morning Tea raised over \$800 which was donated to the Cancer Council.
- White Ribbon Day was celebrated by everyone in the Centre wearing white and a great photo of support was taken and shared on social media.
- Our end of year Graduation Xmas Party was celebrated by the whole Centre and LLP was fortunate to have Nobelius Surveying supply and cook a bbq for everyone attending.

The Centre had 45 volunteers for the year (*including the Board*) with over 126 hours per week of volunteering. Areas of volunteering included classroom assistant, community garden, administration, friendship café, community driving, tax help, building maintenance and the Board. 55 external organisations hired rooms at the Centre with an income of \$198,358 and on average there was more than 1000 visitors to the Centre per week.

LINDA PENMAN



PROGRAMS

Community College - Our educational programs are delivered with funding through the Adult Community and Further Education Board (ACFE) which enables us to keep student fees for these programs to a minimum. Without doubt, our largest student cohort is that which makes up our English classes: English Language for Living and Working in Australia. Throughout the year we delivered this program to 175 students, which equates to 17,500 hours of training. Students are spread across four levels of English from a beginner up to a confident level. Activities that the students participate in vary from learning to write letters of the alphabet up to preparing resumés and cover letters, learning about Australian culture and practising conversational skills.

As always, Living Learning Pakenham embraces cultural diversity with these students coming from many different cultural backgrounds, including Sudan, India, China, Sri Lanka, Myanmar and Afghanistan. Again this year we partnered with the Department of Justice and Regulation continuing our delivery of visual arts programs to individuals on a Community Service Order. These programs embed employability skills, such as communication, teamwork, initiative and enterprise and problem solving. In one program, participants create paper flower arrangements which are donated to the Peter Mac Cancer Hospital for decorating the wards and for sale to visitors in the Kiosk. In the other program, a variety of paintings are created which are donated to not-for-profit organisations. Our Microsoft Office Suite of programs were again successful, with 41 students enrolling in one or more of Introduction to Computers, Word Level 1 and 2 and Excel Level 1 and 2.

We commenced three new programs. The first two were the result of a 12 month project called Women in Harmony funded through the Multi-Cultural Commission. This resulted in the development of a Women's Leadership program teamed with a second Social Media Marketing program to empower women from culturally diverse backgrounds to become leaders in their community and develop communication and digital story telling skills through the use of smartphones and other devices. The result was a short film which tells their individual stories and is used to promote the program to other women.

Our third new program, Small Business Skills for CALD Women, came from a grant we received from Cardinia Shire Council to fund the purchase of sewing machines and associated equipment. The participants learn some basic sewing skills and are encouraged to explore concepts for developing a small business making and selling items that they create themselves. This was run in conjunction with two free workshops from Small Business Victoria on how to set up a small business.

Neighbourhood House - Our lifestyle and general interest programs continue to attract a solid client base. These include two painting classes and a variety of exercise classes such as Mat Pilates, Functional and Fun Fitness, High/Low Intensity and Tai Chi.

KAREN TODD

WELLBEING CONNECTIONS

Margie & Tom* were referred to see Mali for counselling by Linda, Case Manager with **Campbell Page** who operates in **The Hub**. Margie & Tom were an isolated couple who presented with complex family issues, one of which was that they were appointed the kinship carers of their two young grandchildren. Recently their car broke down beyond repair & they needed to buy a car to take their grandchildren to school as they do not live close to public transport. Mali arranged for an appointment with a **NILS** (*no interest loans scheme*) counsellor so that the couple could both apply for interest free loans up to \$1500 each to purchase a second hand car for \$3000. They were very relieved to be able to continue to drive their grandchildren to school.

Charles* has been a long term member of the **Cardinia Men's Shed** & his fellow members were becoming increasingly concerned about his well-being, particularly when he turned up to The Shed with a laceration to the forehead that had required stitches. One of his "mates" found Charles in tears in the toilet, it had all become too much for him. Gary* brought Charles into Mali's office for a chat. It was soon established that Charles was in an abusive relationship & his wife's behaviour was becoming increasingly erratic & violent. It became evident that Charles had been unhappy & living in a stressful situation for some time. His mental & emotional wellbeing was the priority - he could not return to his home that evening. Mali facilitated the re-engagement of Charles with his adult daughters, who had been distanced by the relationship with their step-mother. Mali called the retirement village where Charles lived & arranged for them to put him up in a guest suite where he would feel safe. The following day Charles & Mali put a swift plan into place. They looked at a couple of studio apartments that were available for Charles to move into in the village that he called home. Mali accompanied Charles to his unit to collect his belongings. A confrontation took place with Charles' wife who continued her verbally abusive behaviour in what was to be their last contact. Mali assisted Charles in securing access to his bank account & moving into his new unit. She saw him for ongoing counselling support for the following months to assist in processing the traumatic experiences of his past.. Twelve months later - whilst Charles still has the occasional down day & has had to work hard to recover from the troubled 26 year relationship, he knows he can pop into Mali's office for a chat anytime & will always have her support when he has the expected 'wobbly moment'. Today, Charles lives a free, happy, & active lifestyle.

Abdullah* found herself in the Living & Learning Pakenham carpark looking for the Cardinia Council offices. When Mali asked if she needed some assistance Abdullah disclosed that she had a number of bills she was having difficulty paying as well as being the Carer for her aged mother. She said she needed to get a job to get extra money but she had a disability in her arm so she felt no-one would employ her. Mali explained that **The Hub** at Living & Learning Pakenham offered a couple of services that could help her – such as **financial counselling** and **Disability Employment Services**. She introduced Abdullah to the workers and they made appointments for her to meet with them the following week.

Nyabok* was seeking assistance with the **Work Development Program** (*in partnership with Fines Victoria*) when Mali offered her counselling as part of the program whereby Nyabok could pay off her fines by attending education, volunteer work, and/or counselling sessions. She was currently working in Home and Community Services and was looking for a more stimulating & challenging work environment. Mali introduced her to a disability services worker in **The Hub** who could assist her to achieve this goal. Mali was then able to **case manage** the client to ensure that she receives the support she requires to move her life forward in a positive direction. Nyabok continues to see Mali for counselling support regarding raising her teenage son! (*if only there was such an easy solution for that one!!*)

**The names in these case studies have been changed to protect the privacy of the clients.*

MALI FARNELL