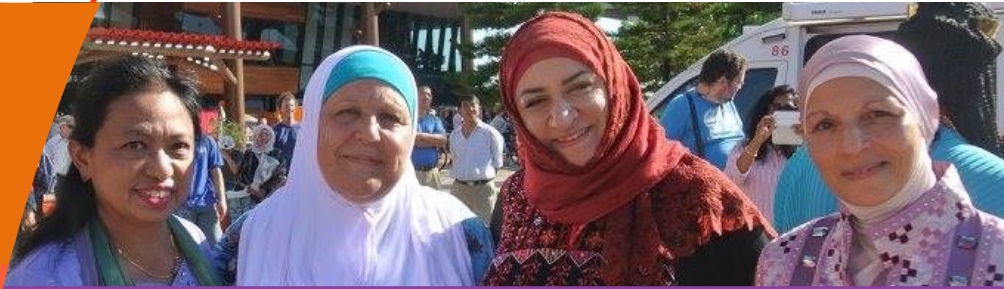




Springvale

Neighbourhood House



CELEBRATING OUR DIVERSITY

Annual Report 2016



This report can also be viewed online at: www.snh.org.au

Hard copies of this Annual Report can be obtained from the House Main office:

Springvale Neighbourhood House Inc.

ABN: 27 367 197 694

46-50 Queens Avenue, Springvale, 3171

Business Hours: 9 - 5 Monday – Friday

Phone: 9548 3972

Fax: 9574 0483

Email coordinator@snh.org.au

Springvale Neighbourhood House Learning Program

1-3 Lightwood Road, Springvale, 3171

Business Hours: 9 - 5 Monday – Friday

Phone: 9574 6399

Fax: 9574 6907

Email literacy@snh.org.au

Our House



Vision:

To empower members of our diverse community to participate fully within Australian society

MISSION:

- To support and resource community groups and organisations undertaking social, cultural and community development activities.
- To provide language, literacy and educational programs accessible to all members of our community.

In 1983, Springvale Neighbourhood House was born as a brand new mudbrick room—“beloved daughter of Springvale Community Aid & Advice Bureau”. The House was built as a special meeting space for small community groups, with resources, support, advice and a “home” away from home.

Through incorporation in 1987, we gained our autonomy, developing a dynamic relationship with the Bureau and also the wide world at our doorstep.

In 2016, we were proud to become part of the Spirit of Enterprise Trail, having a historic marker erected in our garden. The marker commemorates the role of Springvale Neighbourhood House in enabling emerging

communities to settle successfully in the local community.

“To this day, Springvale is a testament to how innovative thinking, positive attitudes and a warm welcome can build a strong cohesive vibrant community.” (marker text)

Springvale Neighbourhood House continues to welcome newly arrived migrants, refugees and asylum seekers as well as people who are new to the area and established residents.

Everyone is welcome at Springvale Neighbourhood House regardless of age, gender, ethnicity, religion, ability or visa status.



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Our Suburb

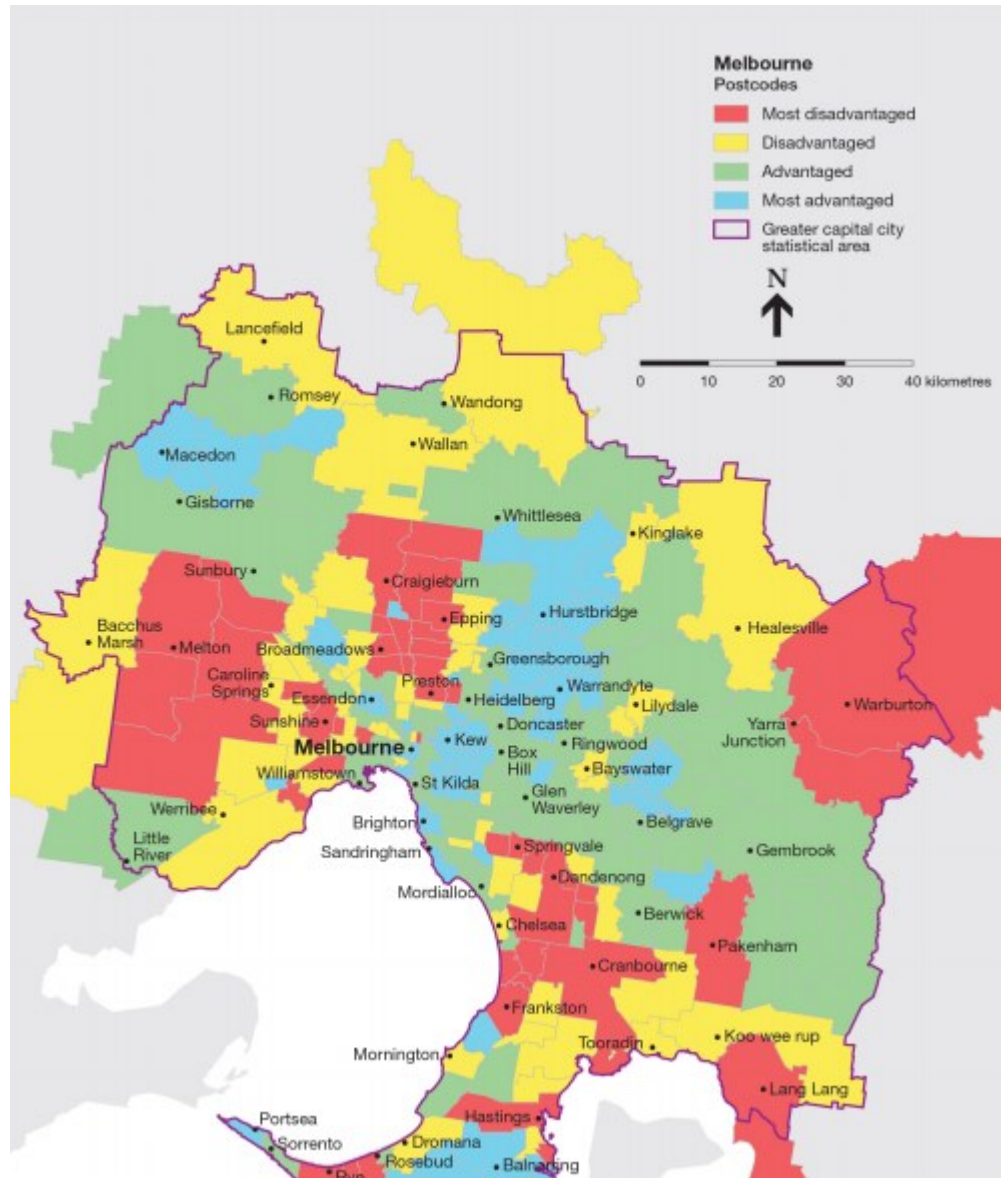
Springvale is a suburb rich in cultural diversity, with 69% of residents born overseas (higher than for City of Greater Dandenong and more than double the metropolitan rate at 33%).

Among the 99 birthplaces of Springvale residents were Vietnam (21%), India (11%), Cambodia (5%) and China (5%). Rates of migrant settlement are relatively high, with 8% of residents having arrived in Australia within the previous 2.5 years – similar to the figure for Greater Dandenong, of 7%.

79% of Springvale residents speak a language other than English compared with 64% for the overall City of Greater Dandenong. In addition 22% have limited fluency in spoken English, higher than the municipal level of 14% and over five times the metropolitan level of 4%. (stats from ABS 2011 Census)

According to Jesuit Social Services' "Dropping Off The Edge 2015", research into place-based disadvantage across Victoria, Springvale's ranking when compared to all other locations (621 postcode areas) in the state for educational disadvantage is listed below:

- 7th most disadvantaged for overall education (proportion of population aged 16-65 years who left school before 16 years of age);
- In the highest 15% of suburbs for unemployment - assessed as proportion of population aged 16 to 64 years old on NewStart allowance (rank = 93rd most disadvantaged suburb) and 10% for long-term unemployment (rank = 54th most disadvantaged suburb);



- 117th most disadvantaged for post schooling qualification (proportion of population aged 16 to 64 years not possessing degree/diploma/grad or associate diploma/ post grad certificate or certificate).

The median weekly gross income for families living in Springvale is \$328 which is the lowest in Greater Dandenong and equivalent to 55% of metropolitan levels (2011 Census).

More than 35% of Springvale workers are employed as labourers or machine operators/drivers, compared to 15% in Metropolitan Melbourne. 17.5% of employed Springvale residents are managers or professionals compared to 35.5% in Metropolitan Melbourne.

Our Chairperson



Chairperson's Report: *A challenging year of review, action and positive change!*



"I feel blessed to work and learn with such warm and friendly staff, students, group members and committee members. 2016 has been a busy and exciting year."

Melinda Hamilton

Melinda Hamilton was elected chairperson of Springvale Neighbourhood House Committee in November 2013. She is the leader of the Little Hobby Group, runs two volunteer English classes, and she is a sessional tutor for our Learning Program. Melinda guides Springvale Neighbourhood House through both calm and stormy seas with grace and wisdom.

I've enjoyed my third year as Chairperson of Springvale Neighbourhood House, even though it was challenging at times. I am enormously proud of the way our Committee of Management took on our governance responsibilities and made difficult, but positive changes to our organisational structure.

The Committee has been working hard to build a stronger organisation. We have introduced the following staffing changes:

- Established a management team under the direction of our Manager, with a Tutor Team Leader (combining the Learning Program Coordinator & Assistant Coordinator positions), and an Administration Team Leader (a new position focused on contractual and financial compliance, quality systems and day to day administration of our whole House - community, learning and outreach services)

- Increased our administration support positions from 39 hrs to 60 hrs per week.

I'm tremendously impressed with the way our groups and students are working together on our charity fundraising. Our Biggest Multicultural Morning Tea raised \$5,622 for the Cancer Council of Australia and our SnowFest stall raised \$416 for refugee support agencies.

My highlights from this year include:

- young people from Connecting Skills joining our Little Hobby, Adult Colouring and Chinese Calligraphy classes
- seeing all the cultural groups mixing together on our excursion to the Art Gallery

I am looking forward to working together on bigger and better things over the next year.

Our Committee

Who are our Committee?

Q
A

What groups are represented on the Committee.

Our 2016 committee has representatives from the Hararian Organisation, Al Emaan Muslim Women's Support Group, Springvale Mandarin Network, SE Oromo Association, Rhythms of the Pacific, Maya Community Group, Little Hobby Group, Al Ehsaan Women's Group, La Voz Femenina, United Filipino Elderly Group, Aitutaki Enua club, Friends of the Neighbourhood House, Spirit of Enterprise and Multicultural Women's Group.

Q
A

What percentage of SNH groups are represented on the Committee?

In 2015, 35% of our groups have a representative on our Committee. This makes the Committee truly representative of our members. We also have a Community Leaders Forum every 2nd month where leaders of all groups meet together with the Committee.

Q
A

Who are the newest members of the Committee?

Delia and Gianna are the newest as they were elected in October 2015.

What do our committee members really think about being on the committee?



"I feel blessed to work and learn with such warm and friendly staff, students, group members and committee members. 2016 has been a busy and exciting year."

Melinda Hamilton , Chairperson



"I enjoy representing the Hararian Organisation on the Committee because we are one of the oldest groups in the House. As Convener of the Risk Management Subcommittee I enjoy checking everything is safe and running smoothly. This year we added new policies and procedures."

**Mohamed Mohamed,
Deputy Chairperson**



"I love my volunteer role as a Committee of Management member for the Springvale Neighbourhood House. Since I started in this role I've learned a lot about governance and legal requirements you need to know when you run a non for profit organisation. I enjoy the company and admire the skills of other committee members, for myself so far it has been a rewarding and enjoyable working experience."

**Hayat Doughan,
Deputy Chairperson**



Our Committee

What do our committee members really think about being on the committee? (cont'd)



"I like being on the SNH committee because it provides opportunities for members to grow and learn while supporting their local community."
Heather Duggan,
SNH Committee member



"In my role as Secretary of our Committee of Management, I enjoy the challenge of working with our amazing staff to ensure we fulfill our Governance requirements."
Betty Wilderman,
SNH Secretary



"I like being a committee member because I am helping our community members. I love them."
Yue Hua Shen,
SNH Committee member



"I like being on SNH committee because I like discussing the needs of the community and resolving different issues together. I like seeing a big smile on everyone in the community and making them feel welcome."
Maria Cruz,
SNH Committee member



"I like being on the Springvale Neighbourhood House Finance Subcommittee because I am good with numbers and like to make sure everything is running smoothly."
Meteka Tumu,
SNH Committee Member



"Being part of the governing body of the House provides me with the opportunity of contributing in the formation of social capital within a harmonious and fully participant community. The Committee and group members are fully committed to the principles of equity, respect, participation, diversity and appreciate my contribution."
Wilfredo Zelada, Treasurer

Our Committee

What do our committee members really think about being on the committee?



"I enjoy being part of the Committee of Springvale Neighbourhood House because it provides a lot of help for different communities. I like being productive and am dedicated to supporting multiculturalism."

**Gianna Costin,
SNH Committee member**



"I like being a Committee member because we are a strong mixed cultured group and we learn from each group's culture and also support one another. Staff for the House are also amazing providing workshops and trainings to help our community."

**Tere-marike Matareka,
SNH Committee member**



"I like being on the Committee because everyone is friendly and I learn a lot about policy and how to be a good Committee member."

**Fathia Hassan,
SNH Committee member**



"This is my first year on the Committee and I hope I have been able to add something to the discussion and decision making."

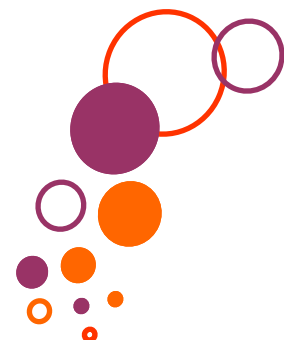
**Delia McAllister,
SNH Committee member**



"It is very advantageous to be a member of Springvale Neighbourhood House. As Committee members we learn management techniques that I could implement in our community to assist in developing the capacity of the community."

Thank you very much for the services you have been rendering us."

**Workineh Dinsa Alamo
SNH Committee member**



Our Manager



Neighbourhood House Coordinator Report: *My 3rd year at Springvale Neighbourhood House and I'm busy!!!*



"Our house has changed a lot over the past 3 years, but the culture and the vision remain the same—creating a welcoming and safe place for everyone regardless of their residency status, religion or cultural background."

**Melanie Virtue,
SNH Manager**

It's three years since I started working at Springvale Neighbourhood House and I am truly honoured to work in such an exciting and vibrant organisation!

A highlight of this year was our Harmony Festival which combined our traditional Diversity Day concert, international dress parade and a cultural souk. See details on page 41.

This year we introduced new programs:

- Learning Lounge - a drop-in session, with a new topic each week (FaceBook, eBay, and a Question & Answer session each month (bring along your digital equipment: iPad, smart-phone, laptop)
- Happiness workshop and "Keys to health, joy & vitality for women" sessions: - teaching and practicing activities that increase happiness.
- Digital literacy for older people - over 2 terms, 137 people aged 60+ came along to learn how to use their iPads, smart-phones and laptops.

- Cultural celebrations - during the year, our groups held cultural celebrations and invited other groups to attend. This included Vesak (celebrating Buddha's birthday) and Iftar (sharing a meal during Ramadan).

I am blessed to work under the guidance of a Committee of Management who have the courage to address difficult issues and make hard decisions in the long-term interest of our organisation and our community.

I'd like to thank the three staff members who left Springvale Neighbourhood House - Sonia, Rebekah and Rosemary. Their years of service helped to make Springvale Neighbourhood House a special place.

Looking forward, the next year promises to be busy and exciting as we put the new organisational structure into place. We will be employing two new administration staff to work across both our sites - the House and the Learning Program. We'll also be introducing new systems to join both sites together operationally and as one truly integrated and efficient organisation.

Our Staff & Tutors

What do our staff and tutors really think about working for Springvale Neighbourhood House?

MANAGEMENT TEAM



"It's a great time to be manager of Springvale Neighbourhood House leading the staff through a time of change and regrowth.

It's rewarding working with a Committee of Management that has the strength to follow their vision.

I'm looking forward to the year ahead as we put the Committee's vision into practice to improve outcomes for our community."

Melanie Virtue, Manager



"The cultural experience and friends I have met since joining SNH has been hugely rewarding. I am excited to be part of the future development of this amazing organisation."

Kelly Cooper

Administration Team Leader



"Teaching at Springvale Neighbourhood Learning Program is challenging because I teach both literacy students with special needs and a group of advanced literacy students with high oracy skills. Both groups have a mix of native speaking students as well as learners of English as an additional Language. We learn from each other as each of us brings a wealth of life experiences into the classroom."

Mystica Perera, Tutor Team Leader

ADMINISTRATION TEAM



"It is a pleasure to contribute to Springvale Neighbourhood House where I can utilise my Finance background. This is not a place but a Home that every member respects and cares for. I hope together we can build a strong community which has been founded by the work and dedication of previous generation."

Vy Nguyen, Administration & Finance Officer



"Working at SNH allows me to interact with people from culturally and linguistically diverse backgrounds and to contribute to a positive culture by treating everybody with integrity. It provides me with experience in establishing and maintaining team work and relationships with clients and students, valuing them, identifying their needs and building their trust and credibility."

Nidhi Sharma,

Events & Admin Officer



Duc Nguyen, IT Support Officer



Subha Sriram, Data Quality Officer

Our Staff & Tutors

What do our staff and tutors really think about working for Springvale Neighbourhood House?

TUTOR TEAM



"I like teaching at SNH Learning Program because of the diverse cohorts in each of my classes and to be a part of their life and learning. It's a wonderful and rewarding experience to see students' growth and improvements in their everyday life skills. The supportive and understanding learning environment creates and reassures a great learning experience for the learners to discover their full potential."

Rani Pillai, Tutor



"I like teaching at Springvale Neighbourhood Learning Program. It has been a very challenging year because of the different needs of the students. It is very rewarding to see how they get more confident using the different applications (Microsoft Word, PowerPoint, Google Chrome) but what they really enjoy is to use the computer to learn other skills like knitting, cooking, wood work or just watch a video."

Graciela Kuzu, Tutor



"I like teaching at SNH Learning Program as that allows me to help students from different corners of the world not only develop their English language and employability skills but also build up their confidence in overcoming their learning difficulties and achieving their goals. Their determination and enthusiasm to learn and participate in all class and centre activities make me feel really happy and fulfilled as a tutor."

Julia Smirnova, Tutor



"My teaching highlight for this year was when my Chinese English Language Class learnt how to code and took great delight in writing coded messages for their homework."

Melinda Hamilton, Tutor



"Since I began teaching in the SNH Learning Program I have learned many things from my students, whom I respect enormously. They are all eager to learn, participate fully in class activities and generously share their life experiences. It's a pleasure to go to work each day to assist them achieve their goals." **Jo Scott, Tutor**



"I enjoy teaching the varied classes which challenge my skills but have given me a great sense of achievement. The diverse student groups, in particular the challenged students, were more than a pleasure to teach and intrinsically enhanced my English teaching skills."

Maria Fairweather, Tutor

Our Staff & Tutors

What do our staff and tutors really think about working for Springvale Neighbourhood House?

TUTOR TEAM



"My teaching highlight for this year was very encouraging when a new Pre-CSWE student joined our class. She assimilated so well with all the students from various ethnic groups and always walks into the classroom with a big smile and no complaint. During our Biggest Morning Tea, she volunteered to make Chaldean Bread to sell.

The bread was so good, they were gone in no time."

Bee Ling Goh, Tutor



"Teaching at Springvale Neighbourhood House Learning Program is very rewarding, inspiring and challenging.

We are making a difference in our students lives. It is inspiring in that by working with people from diverse cultural backgrounds we learn and change. It is also challenging because of our students' different levels of formal education, their different expectations, attitudes and values."

Kasia Malinowski, Tutor



"I like teaching because it is a rewarding job for both students and teachers. Adults learn best when they are treated like adults; with respect, trust and freedom to participate. Adult learning is most effective when the lessons are directly related to their needs and immediately relevant. I love to see students improve their computer skills and use this knowledge as a first step in looking for jobs and gaining confidence in real life situations."

Bach Nguyen, Tutor



"I like teaching at Springvale Neighbourhood House Learning Program because it is a community based learning centre where staff are friendly and most students are excited to learn about computers."

Duc Nguyen, Tutor



"My teaching highlight for this year was organizing the Biggest Morning Tea at the Springvale Reserve."

Subha Sriram, Tutor



"Working here is more fun than work.

My colleagues are friendly and appreciative of what's been done.

MC'ing is an absolute delight; the audiences are responsive & bubbly."

Jimmy Forbes, Cleaner & MC

Farewell

Best wishes for staff & Committee members who left Springvale Neighbourhood House during the year



Rosemary McLeod, Administration Assistant, retired after 13 years.



Sonia Hernandez, Bookkeeper, retired after 23 years.



Rebekah O'Loughlin, Learning Program Coordinator, resigned after 23 years.



Magda Ziadeh, Committee of Management Member, resigned after 16+ years.

Sad farewell to two friends of Springvale Neighbourhood House



Joyce always had a presence in the community. She would often pop into my office to update me on a new idea she had. She would leave my office and I would feel inspired.

I sought Joyce's help when members of one of the European womens' groups using the House were making racist comments about the newly arrived Asian community. Joyce was wonderful. She calmly spoke to them about waves of migration and how as when their fellow countrymen arrived in Australia they sought businesses and shops in Springvale Road the new wave of Asian migrants were doing the same thing. This did not mean the City was being 'taken over by Asians' as they were feeling. She came armed with statistics of the population and cultural groups which indicated there was still a strong population of Europeans in the community.

Heather Duggan, SNH Coordinator (1987-1998)



Sadly Eric Mitchell died in June 2016.

Eric was a volunteer at Springvale Neighbourhood House's weekly Welcome Café—an English conversation group.

Eric was a great story-teller and educator. He delighted participants with his stories about the early years in Springvale, his travels across the Nullabor and his time as a school principal. Eric shared the story of his birth on a kitchen table in Dandenong in 1928, delivered by his aunt who was a midwife.

Eric is remembered with much love and fond memories by staff, group members, Welcome Café participants, and volunteers at Springvale Neighbourhood House.

Personally, I will miss his insight and advice.

Melanie Virtue, SNH Coordinator (2013-2016)

Our Finances



Treasurer's Report 2016

Wilfredo has been a member of our committee since 1994 and has been our trusted treasurer for eleven years. Wilfredo and making financial reports easy to understand for all committee members.



"I feel proud and honoured of being the elected Treasurer of a unique Committee embracing a great dedication for the members of the House and the community.

However our achievements cannot be possible without the continuous support of our funding bodies, other local community organisations working in partnership with us, the invaluable support of our team of paid staff, volunteers, students and every single group member who are making a reality the vision and mission of this wonderful organisation. Thank you to all of you for your efforts in empowering our community!!!!!!"

Wilfredo Zelada
SNH Treasurer

This report is complemented by the audited financial report for the financial year 2015-16 which include the annual income and expenditure, the financial position as at 30th June 2016, the changes in equity and the cash flow for the year ended on 30 June 2016. The notes to the financial statements included in the report present details and the comparison with the previous financial year.

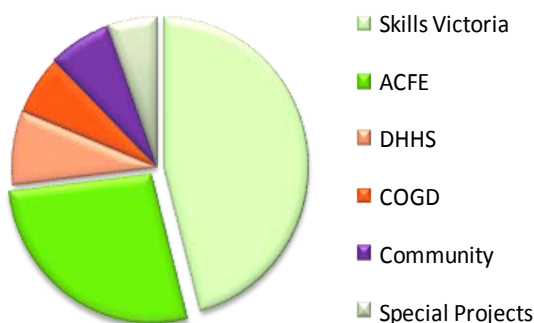
The figures presented in this report are, in terms of dollars, a reflection of the performance of Springvale Neighbourhood House's Committee of Management, paid staff and volunteers working together to support the work of the SNH's group members, community initiatives and celebrations and the delivery of learning programs fostering the vision of creating a vibrant and empowered community.

During this year, Springvale Neighbourhood House's team continued the process of reviewing its operations as a community development and learning centre to ensure that it maintains relevant to the needs of the local community. A new administrative structure has been adopted and will be fully implemented in the coming months.

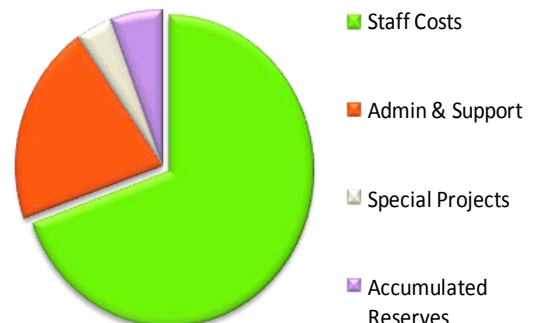
The House is compliant with its legal obligations in making provisions for staff entitlements accordingly with the current industrial relations legislations and collective agreements.

SNH's Committee proudly reports, through the Treasurer, the management and use of public funds as well as community contributions received during 2015-16. In summary the source and allocation of funds is presented in the graph and tables following:

Source of Funds 2015-16



Allocation of Funds 2015-16



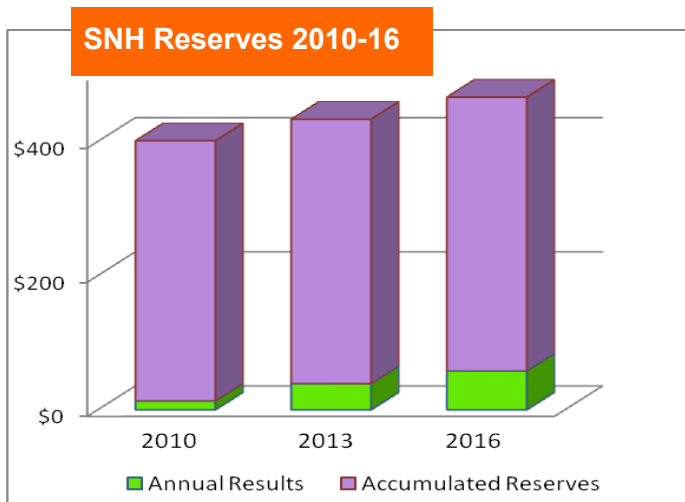
Our Finances

It is important to report performance of the financial year but it is also relevant to indicate how the Springvale Neighbourhood House has achieved the current financial position through the years of its existence since 1983. During the last seven financial years the House has experienced a sustained growth in learning programs from \$332.2 thousand ACFE funds in 2009-2010 to a combined \$751.5 thousand in 2015-16 (ACFE funds \$279.5 and Skills for Victoria funds \$472.0). It represents an increase of 126%.

The combined funding for community engagement and participation has increased from \$116.4 in 2009-10 to \$148.6 thousand in 2015-16 (\$81.7 thousand from the Victorian Government and \$66.9 thousand from the City of Greater Dandenong). It represents an increase of 27%.

These funds have been allocated to meet operational expenses and delivery programs cost. The main component of expenses are staff costs which represent an average of 70%. This component has increased from \$400.0 thousand in 2009-10 to \$714.5 thousands in 2015-16.

The second major component is administration and support which represents an average of 21%. This item has increased from \$88.3 thousands in 2009-10 to \$213.2 thousand in 2015-2016.



SOURCE OF FUNDS (Thousand \$)	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
ACFE	322.2	246.1	186.7	171.4	259.1	350.0	279.5
Skills Victoria	0	68.1	239.4	421.7	515	492.1	472.0
State Government	62.1	75.8	66.7	69.6	73.6	77.7	81.7
COGD	54.3	54.5	56.1	59.5	63	64.9	66.9
Community	80.1	75.4	70.7	79.7	80.5	76.5	71.4
Special Projects	16.2	7.2	7	5.9	5	3.5	55.9
Reserves	0.0	16.3	0	0	141.6	0	
Total	534.9	543.4	626.6	807.8	1,137.8	1,064.7	1,027.4

ALLOCATION OF FUNDS (Thousand \$)	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
Staff Costs	400.0	436.0	478.3	606.6	916.5	766.8	714.5
Admin and Support	88.3	88.8	106.6	139.5	214.3	208.6	213.2
Special Projects	33.2	18.6	22.5	22.6	7.0	10.9	41.7
Reserves	13.4	0	19.2	39.1	0	78.4	58.0
Total	534.9	543.4	626.6	807.8	1,137.8	1,064.7	1,027.4

Prudent and visionary approaches for the different Committees that have led the Springvale Neighbourhood House during its 37 years of existence have brought its reputation and its financial position to a level that confirms the uniqueness of the House in all senses. As an indication of these achievements the next table and graph indicates the growth of our House.

The equity created during these long years of tireless work and dedication means that the House has been able to accumulate consistently an averaged \$14.0 thousand per year.

FINANCIAL POSITION (Thousand \$)			
Financial Year Ending:	Jun-10	Jun-13	Jun-16
ASSETS			
Cash & Receivables	532.9	603.4	862.1
Fixed Asstes	64.5	89	52.1
Total Assets	597.4	692.4	914.2
LIABILITIES			
Payables	103.6	147.7	113
Staff Entitlements	92.9	111.5	335
Total Liabilities	196.5	259.2	448
EQUITY			
Annual Results	13.4	39.1	58
Accumulated Reserves	387.8	394.1	408.2
Total Equity	401.2	433.2	466.2
Total Liabilities & Equity	597.7	692.4	914.2

Our Finances

2016 Finance REPORT

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SPRINGVALE NEIGHBOURHOOD HOUSE INC. A.B.N.27 367 197 694

Report on the Financial Report

We have audited the accompanying financial report of Springvale Neighbourhood House Inc. (the association) which comprises the statement of financial position as at 30 June 2016 and 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, a summary of significant accounting policies, other explanatory information and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Reform Act 2012 and for such internal control as the committee determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial report 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. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's Opinion

In our opinion:

The financial report of Springvale Neighbourhood House Inc. is in accordance with the Associations Incorporation Reform Act 2012 including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2016 and of their performance and cash flows for the year ended on that date; and
- (ii) complying with the Australian Accounting Standards.

Name of Firm: MORTON WATSON & YOUNG AUDIT PTY LTD
Chartered Accountants

Name of Director: _____
Kerpel S Harnam - Registered Company Auditor

Address: 51 Robinson Street, Dandenong Vic 3175

Our Finances

2016 Finance REPORT

SPRINGVALE NEIGHBOURHOOD HOUSE INC.
A.B.N.27 367 197 694

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016

	Note	2016 \$	2015 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	214,373	244,247
Trade and other receivables	6	60,036	4,332
Financial assets	7	576,774	562,909
Other assets	8	10,874	4,917
TOTAL CURRENT ASSETS		862,057	816,405
NON-CURRENT ASSETS			
Property, plant and equipment	9	52,143	61,544
TOTAL NON-CURRENT ASSETS		52,143	61,544
TOTAL ASSETS		914,200	877,949
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	53,557	45,747
Short-term provisions	11	334,904	371,779
Other current liabilities	12	59,515	52,169
TOTAL CURRENT LIABILITIES		447,976	469,695
TOTAL LIABILITIES		447,976	469,695
NET ASSETS		466,224	408,254
EQUITY			
Reserves	13	59,603	59,603
Retained earnings	14	406,621	348,651
TOTAL EQUITY		466,224	408,254

Our Finances

2016 Finance REPORT

SPRINGVALE NEIGHBOURHOOD HOUSE INC.
A.B.N.27 367 197 694

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2016

Note	Retained earnings \$	General Reserve \$	Capital Development Reserve \$	Total \$
Balance at 1 July 2014	232,008	31,895	27,708	291,611
Profit attributable to members	116,643			116,643
Balance at 30 June 2015	348,651	31,895	27,708	408,254
Profit attributable to members	57,970			57,970
Balance at 30 June 2016	406,621	31,895	27,708	466,224

SPRINGVALE NEIGHBOURHOOD HOUSE INC.
A.B.N.27 367 197 694

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from community	997,179	1,111,166
Interest received	14,005	19,068
Donations received	5,623	-
Sundry income	34,836	600
Payments to suppliers and employees	(1,052,681)	(1,012,063)
Net cash provided by (used in) operating activities	(1,038)	118,771
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for furniture and fixtures	(707)	(8,440)
Payments for equipment	(14,265)	(1,012)
Payments for investments	(13,864)	(19,337)
Net cash used in investing activities	(28,836)	(28,789)
Net increase (decrease) in cash held	(29,874)	89,982
Cash at beginning of financial year	244,247	154,265
Cash at end of financial year	214,373	244,247

Our Finances

2016 Finance REPORT

SPRINGVALE NEIGHBOURHOOD HOUSE INC.
A.B.N.27 367 197 694

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
Revenue	3	1,027,440	1,098,678
Direct expenses	4	(435,146.00)	-
Administration expenses	4	(99,264)	(87,782)
Governance		(22,884)	(14,293)
Utilities		(9,986)	(12,592)
Community Support	4	-	(14,577)
Student Support		-	(84,881)
Employment expenses		(402,190)	(760,123)
Special/Earmarked Projects		-	(7,787)
Profit before income tax	4	57,970	116,643
Income tax expense		-	-
Profit after income tax		57,970	116,643
Retained earnings at the beginning of the financial year		348,651	232,008
Profit attributable to the association		406,621	348,651



Our Groups



ADVOCACY FOR OROMIA ASSOCIATION

The Advocacy for the Oromia Association has 50 members. Five are new. We are a non-profit organisation registered in 2014 under the Associations Incorporation Reform Act 2012 in Victoria. Our aim is to achieve beneficial outcomes in which people are able to resolve to their issues and concerns to control their lives. We provide training and information in order to assist people to take action to resolve their own concerns.

We organised five community celebrations and events during the year. We provided two information sessions, two leadership trainings and two community consultations. We also assisted the Oromo Women's group in their brainstorming session to establish an Oromo Women's group and held an Oromo post-natal celebration event during the year.

Our group likes coming to the House because it's close to our main activities. Moreover, we feel welcome and enjoy the House as it is easily accessible for our group. This year SNH helped our group to run our committee meetings, leadership training and community consultation and activities. They help us to carry out our main programs and activities.

We enjoy community consultation as it helps to identify community needs and review our main activities to meet our community expectations and needs. Next year we are looking forward to more growth and expansion. We are working to expand our activities both in quantity and quality in our community. We will work to increase our members by five percent in the year.

AL EHSAAN WOMEN'S SUPPORT GROUP

We have 10 members. Three are new. Our members include Muslim ladies from different cultures.

We hold weekly meetings. We study the Koran and Arabic. We educate ourselves about different cultures and traditions.

During the past year we held an Eid celebration and participated in Harmony Day. We enjoyed being involved in Harmony Day and the SNH end of year celebration.

We raised money for cancer research; we made awards to our leaders and held parties for new and departing members.

We attended Group Leader meetings at Springvale Neighbourhood House.

We are proud that Fathia, one of our members is a member of the Management Committee.

Ten of our members attended a Yoga retreat at Sherbrooke organised by Springvale Neighbourhood House. We enjoyed exercise, yoga and bushwalking.



We like coming to SNH because it is a good centre with lots of improvements happening. The staff is very friendly and cooperative.

Our Groups



AL-EMAAN MUSLIM WOMEN'S SUPPORT GROUP

The Al-Emaan Muslim Women's Support Group has 25 members. Eight are new this year.

The group meets every week. We learn Quran and religious studies. We socialise and celebrate community and religious events. We invite presenters who deliver information sessions about health and safety issues.

We enjoyed participating in the SNH activities and events. This year we attended two excursions and we were part of "Diversity Day" held in Harmony Square as volunteers and stall holders from the SNH.

This year our group enjoyed the Group leaders meetings, Diversity Day, the volunteers lunch, excursions and the Mad Hatter day.

Our group organised a multicultural dancing night, where 100 ladies from all cultural backgrounds joined with us in the fun.

We held two Iftar dinners this Ramadan. The outcome was very encouraging and the feedback encouraged us to organise more Iftars for next year.

We celebrated two marriages and one birth in our group and we had health and well being sessions presented from Women's Health in the South East.

SNH makes us feel welcome in the House (as always). SNH helps us by producing flyers and promoting our events.

The House provided us with a free venue to hold the Iftar dinner which saved us heaps of money since this event was funded by our group members only. We had more than 70 people, a good number of non-Muslims from different cultural backgrounds and they all said that they enjoyed the food and the learning experience. Thank you SNH!

AITUTAKI ENUA



Aitutaki has 50 members with 25 new this year. Our group provides social connection, support and activities for Cook Islanders who live in the local area. We meet weekly at Springvale Neighbourhood House and use the SNH bus.

Our highlight was the Cook Island Workshop at Westall Primary School with the whole school watching 3 - 4 year old Cook Islanders performing drumming & dancing.

A A RESURRECCION

AA Resurreccion meets weekly to help us to recover from alcohol addiction. Thanks to our fellowship we have been able to stay sober and help others recover from alcoholism.

We thank Springvale Neighbourhood House because we have a place to conduct our meetings and we have to say that the environment is perfect and we are truly grateful.

Springvale Neighbourhood House has helped our group to keep the message of Alcoholics Anonymous (AA) alive and to be able to give others what has been given to us!

A new life without alcohol addiction! We look forward to continuing with our commitment to



stay sober and to help others to do the same!

We highly appreciate the important contribution to us from Springvale Neighbourhood House.

Our Groups



ARABIC CARERS GROUP

Our ten members meet on the third Tuesday in the month. We enjoy many different activities, attend information sessions and love fun activities. Sometimes we go to the city to visit interesting places.

We knitted scarves. We provided the materials and everyone chose the color that they wanted. They did a fantastic job. We made Christmas decorations.

Our group likes coming to Springvale Neighbourhood House because the staff communicates very effectively with us. They are flexible and supportive. The place is always very clean and tidy. The House is always available for us and is very close to the station.

This year Springvale Neighbourhood House has directed us to English classes. The House has arranged wonderful trips. This year our group really enjoyed visiting the Lotus Garden. We loved it!

The view was amazing. It was very well organized. We would love to have more of these nice trips.

Next year our group is looking forward to providing recreation for the clients to enjoy and to have a day out to break the isolation and meet with different cultural groups.

We also visited Crown Casino for lunch. We had a walk beside the Yarra River. The atmosphere was really relaxing and the view was amazing. We invited guest speakers to talk to us about NDIS, the Cancer Council Victoria, Centrelink, diabetes and Alzheimer's disease.

We held a special lunch to celebrate Mother's Day. I bought a small present for the special mums followed by a nice lunch. We visited Sky Deck at Eureka Tower.



AUSTRALIAN LATIN AMERICAN DISCUSSION GROUP

The Group was founded on 6/02/16 with four members. At the present we are eight. We meet to discuss the topics that have most affected and affect the Australian and Latin American communities.

The main achievement was to organise our group. We have had 20 meetings and discussed a range of topics related to Australia and Latin America.

We have participated in few activities organized by SNH. We have had a couple of social and cultural activities.

Because Springvale Neighbourhood House is a multicultural place.

The staffs of the SNH are very kind, helpful and friendly and they make us feel welcome.

Next year we are looking forward to:

- Celebrate our First Anniversary
- Organise the First Annual Conference.
- Invite guest speakers in Australia and Latin America issues.

Our Groups



AUSTRALIAN CHINESE MUSICAL BAND

The Australian Chinese Musical Band has ten members including one new one. We meet every Tuesday night to play Chinese Music with musical instruments like Er Hu (2 String fiddle), Bamboo Flute, Pipa (a Lute), Zither and Dulcimer.

We provide entertainment to aged homes, day care centres, churches, schools, RSLs and at various festivities. Though we are using Chinese musical instruments, we do not confine ourselves to playing Chinese songs but play some Aussie songs as well.

We have made many new friends through music and we welcome any one who wants to join.

Our achievements in the last 12 months included our performance at the Brentwood Park Primary School which was well received by the students, teachers and parents of the school.

We took part in the SNH Harmony Festival, performed at the Glen Waverley Uniting Church Charity Fete, the New Year Celebration at an Aged Care Homes in Springvale and Keysborough.

We played at the Toyota Family Fete in Altona.

Our group likes coming to SNH because it is easily accessible and has good facilities. SNH staff are friendly and helpful. Its minibus allows to enjoy outings as a group.

This year Springvale Neighbourhood House has helped our group secure invitations to perform at different locations and have fun together with the help of the minibus. We have been able to celebrate Chinese New Year and to hold farewell parties for friends from China.

Next year our group is looking forward to learning more new songs and having more opportunities for performances.

BOURIO ANATOLIES

We are a group actors with disabilities based in Dandenong. We have four members. We are currently devising a performance for ADEC Ability in December. The performance will be contemporary with an Ancient Greek tragedy twist. Our achievements are:

- We got involved in the film industry in March-April this year.
- Alex got a part on a new TV series on ABC TV. My character is Roger. Roger appears during the first episode, "Seven types of Ambiguity."

Our group likes coming to Springvale Neighbourhood House because it's like a home to go to. The staff always make me feel welcome and I feel safe there. The group enjoyed doing the rehearsals and we are going well at the moment. We will be performing at the Federation Square in December. Two highlights for us were attending the educational film called "Understanding Abuse" run by the National Disability Services and Alex's a part in the ABC TV series.

Next year our group is looking forward to performing on a bigger scale and be more noticeable for our skills and abilities.



Our Groups



BURMESE WOMEN'S SEWING GROUP

The Burmese Women's Sewing Group has 25 members, including six new members in 2016. Our group meets every Tuesday morning. We sew, cook, talk, and learn about interesting topics such as driving laws, mental health awareness and women's role in society.

The group provides a place for women and their children to get together and share stories, make new friends and relax in a safe and friendly environment.

Our biggest achievement was being awarded a Community Support Grant from the City of Greater Dandenong. With the grant money we were able to purchase our own sewing machines, material and sewing supplies, as well as provide us with money to pay for guest speakers and interpreters for information sessions.

We were also proud to be a part of the Harmony Day Festival in Dandenong, organised by the Springvale Neighbourhood House. We took part in two art installation projects. The first was the 'Boat Project' and the second was 'Cultural Threads'.

Our group likes coming to Springvale Neighbourhood House because the Neighbourhood House is very convenient for us all. It is warm and easy for us all to get to. The staff at the Neighbourhood House help us to organise excursions, and we appreciate them inviting us to be a part of the festivals and events that they run.

This year the Neighbourhood House has put lockable cupboards in the room we use, which means we are able to store our sewing machines there, instead of carrying them to the group every week. This is a lot easier for us.

In the last half of 2015, we were asked to be part of an art project that was being put together by Brighton artist in residence, Motoko Kutsata Kitano. The women were asked to design and create the covering for a six foot boat frame.

The boat was displayed at the Bayside Library for Australia Day

celebrations and beyond. Our group was invited by the artist, to attend the library and see the boat on display.

We were also invited to view Motoko's studio at the Billilla Mansion in Brighton.

We are also looking forward to doing cooking as a group, and inviting other people to join us in cooking and sharing food.

Some highlights during the past year included Interfaith Network Welcome Tours. We had the opportunity to visit different faith sites to our own and learnt about various faiths and their teachings.

We created a Glass etching Cultural Threads art installation. An artist taught us all a new art form. We are looking forward to seeing our art work on display at the Drum theatre.

We also learned about common driving offences and received free driving lessons.

At the Harmony Day Festival we showed our traditional dress and were part of the festival. Australia Day was very exciting because we were able to show our boat. We were proud of our work.

During the Women's Health sessions we were able to ask health professionals important questions about health. On our trout fishing trip we caught and cooked our own trout at the Rainbow Trout Farm.

We enjoyed a Meditation walk through the Dandenong Ranges and lunched with all the native birds at a retreat organised by Springvale Neighbourhood House. At the Australian Muslim Women's Centre for Human Rights information session we learned about women's role in society. We were speaking about things that affect us and concern us as women.

At a City of Greater Dandenong Grant Application meeting we learned about what is expected when writing grant applications and had the opportunity to ask questions.

Our Groups

COOK ISLAND WELFARE GROUP

The Cook Island Welfare group has 28 members. There are 8 new members this year. We support the needs of our local community and members by advising them on how to go about health checks, making healthier food choices and encouraging them to adopt more active life styles.

We also try to help with enquiries about legal matters and contacting government agencies. We pass on our culture and customary traditional history. We arrange activities for our older members.

SNH has helped us by providing other activities to attract our members and by helping us to apply for funding to help with projects that will motivate people to come along and become involved. We try to support and assist our youth with legal advice and make them aware of their commitments within the community.

Our group likes coming to SNH because they have provided accommodation for our monthly meetings and many other activities proposed throughout these past 28 years since being established in 1988.



Next year our group is looking forward to building up our numbers and continuing projects to cater for our elderly in the community. We hope to apply for funding for projects that have been in place since late October 2015.

We look forward to involving more of our community members in a project called "Random Acts of Kindness" for lawn care services. We would like to thank everyone at SNH for your generous support over the years we have belonged.



CHALDEAN COMMUNITY

Our group has 12 members. Our achievements for the year have been useful learning and preservation of our culture.

This year we joined in the Harmony Festival with a performance on stage and having our own stall to promote our cultural craft and dress.

Springvale Neighbourhood House has helped us with accommodation to run our classes and printing learning materials in the Aramaic language as there are no educational resources in our language.

Aramaic was the language of Semitic peoples throughout the ancient Near East. It was the language of the Assyrians, Chaldeans, Hebrews and Syrians. Aram and Israel had a common ancestry and the Hebrew patriarchs who were of Aramaic origin maintained ties of

marriage with the tribes of Aram. The Hebrew patriarchs preserved their Aramaic names and spoke Aramaic.

We are now taking classes for this beautiful language. We learn not just to speak the language but also to read and write.

Thanks to our amazing teacher Samir, we have students from 6 to 60 years of age. Everyone is welcome to join our classes.

We like joining Springvale Neighbourhood House community activities. We thank Springvale Neighbourhood House for creating master copies of our precious Aramaic text books.

Our Groups



HUONG QUE

Huong Que is a Vietnamese senior folk dancing performance group composed of 12 members.

We learn Vietnamese folk dancing steps and rehearse some songs of the “good old times” at Springvale Neighbourhood House every Wednesday. We aim to maintain our health and exercise Vietnamese culture while practicing dancing steps so that we are able to contribute some Vietnamese culture to the diversity of different cultures in

Greater Dandenong.

This year we achieved more than 20 performances for aged care residents, schools and various festivals (Harmony Festivals, Vietnamese fetes, Asia expo, Aged-Disability expo) and we held a workshop for the City of Greater Dandenong community arts program. We are grateful to SNH staff for helping Huong Que throughout the year.



HARARIAN ASSOCIATION

We have 104 members. Our group likes coming to Springvale Neighbourhood House because it enables us to run its various programs planned for the year.

This year our group really enjoyed all the programs and services provided to our community. These include:

- Organising and celebrating cultural festivities
- Conducting youth trips to keep them away from addictions to bad habits
- Teaching Hararian and Arabic languages on a weekly basis as part of CLS program

- Preaching moderation in approach and conduct and warning against extremism and exaggerations in the religion.

This year Springvale Neighbourhood House has helped our group to conduct meetings and to run youth cultural sessions/classes on a weekly basis.

Next year our group is looking forward to maintaining the service and programs provided by the organisation and supporting and encouraging the involvement of women in activities and projects that enhance their potential.

Our Groups



ISLAND ROOTS

We are a Polynesian dance group, providing entertaining in top form the Polynesian way.

Our achievements in the last 12 months were being able to maintain our group together to practice weekly and performing almost every weekend in and around Melbourne. Our group likes coming to Springvale Neighbourhood House because we get to use the Joan Sheen room to practice our items and hold general meetings.

This year Springvale Neighbourhood House has helped our group by giving us a show to perform at the conference held for all Neighbourhood Houses in the city. It was a great night and we were privileged enough to perform for that event.

This year our group really enjoyed the various festivals we performed at including: Diversity Day, International Festival, Chinese New Year and many other festivals. Next year our group are looking forward to expanding our performances internationally.



KOFALE

We are a foundation that works for the Oromo community members focusing on education, culture, and health and grassroots developmental works. During the last 12 months we have assisted over five individuals financially, sponsored a project overseas and sponsored a professor from Canada to speak to the public. We launched a foundation called Sikkoo Mandoo.

We have increased our members from a mere five to about 25 at the moment. The five executive committee members meet monthly to review our short term and long term plans for the foundation. This venue is affordable, suitable and close to everyone in terms of distance. If we invite more members, it is very close to public transport.

This year Springvale Neighbourhood House has helped our group to meet and plan for upcoming events, to catch up and exchange ideas with members, to know what other groups use this venue for and how we might be able to benefit from it.

This year our group really enjoyed developing our six months plan for activities and having light dinner get-togethers. Next year our group is looking forward to engaging more with other groups that use the venue. I would like to say that we have been lucky to use this space. We have been able to plan, establish a whole organisation and begin operating. I just want to thank the House on behalf of my team at Kofale.

Our Groups



LAKHANDA ELDERLY SRI LANKAN GROUP

The Lakhanda Elderly group has 75 members with three new members joining this year. 25 members regularly attend our weekly meetings at Springvale Neighbourhood House.

We share food, play games, have information sessions, read Sri Lankan newspapers, and record plays for community radio. Mostly, we look after each other.

The radio play we record is in Singalese and is for the monthly

Lakhanda Elderly radio program on 3SER.

This year we celebrated Vesak with a Buddhist ceremony that was attended by 70 people from many faiths, including Buddhists from Vietnam, Cambodia, China, and other cultures.

We like to come to SNH because of the friendly environment and it is a good venue for our meetings.



LATIN SOUNDS

The Latin Sounds group has 24 members and 8 new members this year.

We enjoy dancing and practicing what we learn and also demonstrating different styles of dancing.

We advance from beginner to advanced. We learn to dance merengue, cumbia, salsa and bachata—all Latin rhythms.

Before we started these classes, we were fighting against depression and it is a very important achievement for us. The group has grown much bigger than we expected.

Our group socialise and helped others to come out of their depression and loneliness. Dancing lessons help everyone in a positive way.

Also we have many more new members which is also a great achievement.

Our group likes to come to Springvale Neighbourhood House because we feel happy here. We can learn new steps and avoid feeling embarrassed.

Dancing increases the self esteem of our members.

Our Groups



LA VOZ FEMENINA

La Voz has 24 members. Two have joined this year.

We meet every Monday for four hours (11.00am-3.00pm). We knit Afghan rugs, socks and beanies for charities and nursing homes.

We celebrate birthdays, Christmas and Mother's Day in restaurants.

The committee members meet prior to the group starting in February to plan for the coming year.

We are happy because we visited nursing homes to give gifts. It is important for our group to do charity work. We really enjoyed knitting

blankets for still born babies because it brings some love into a difficult time for families.

We feel very welcomed by the office staff. They are kind and friendly towards us.

This year the staff helped us to apply for a grant and to fill in various forms.

We look forward to be able to meet at the House as usual and to be able to help people in need by knitting for them.

LAS ILUMINADAS

We have 12 members, two new this year. Our group meets weekly for lunch at the house.

Sometimes we go out to lunch. We went to Las Vegas restaurant for a smorgasboard lunch!

We sometimes invite guest speakers. A speaker came from Centrelink to talk to us about services available to us.

Over the last twelve months our members have become more like a family. We provide each other with company and support.

We like coming to SNH as it is a great place to meet and make friends. The staff helps us with documents and forms.

Recently the House provided us with a cupboard which is a great help because we can now leave things at the house and not have to carry them to and fro!

We really enjoyed going to the Zoo with the House. We enjoyed the Group Leaders meetings and hearing about the Springvale Road Boulevard Project and learning of plans to rejuvenate the heart of Springvale.

We participated in the fashion parade and held a craft stall at the Harmony Festival in Dandenong!

We are planning a trip to Queensland in the new year!



Our Groups



LITTLE HOBBY GROUP

The Little Hobby Group has 25 members who are friends and have fun in class. We had eight new members join this year. We usually have between eight and 16 women and men participating in each class.

Some members learned how to follow a pattern to knit or crochet a hat, scarf or baby jacket. Other members learned how to knit beautiful 3 dimensional scarves.

Our highlights for the year were:

- Using adult colouring pages to make beautiful placemats, book marks and cards.

- Making craft items to sell at the SnowFest in Springvale and selling the items to raise money for the Timor Earthquake appeal.
- Learning how to decorate cakes with decorative icing.
- Making floral decorations using egg cartons.—it was amazing how many different types of flowers we made using our imagination.

We also enjoyed wearing our national dress on stage at the International Dress Parade in Dandenong. Next year, we hope to raise more money for charity by selling our craft items at the SnowFest in Springvale.



LOTUS SINGING GROUP

The Lotus Singing Group has 5 members. We come to Springvale Neighbourhood House to practice singing, dancing and playing the guitar. We performed at the Lunar New-Year, the Mid autumn Festival, the Mother's day event at the Temple and the end of the year at school.

Our Group likes to come to Springvale Neighbourhood House because it is a good place, quiet and we can share our experiences. We will produce a poster about our Group soon.

This year Springvale Neighbourhood House helped our Group a lot with things like scheduling meeting times to our need. Next year we are looking for someone come to teach us dancing.

Our Groups



MAYA DANCE GROUP

Maya School of Dance and Dance Group has 20 members. This year we enrolled four new students and farewelled three experienced performers.

We are supported by the Maya Community Club. Our Group is dedicated to preserving and sharing the ancient Central American Culture through music and dance mainly from El Salvador within the Australian Community.

We perform at cultural celebrations and festivals within the City of Greater Dandenong and surrounding municipalities including the City of Melbourne.

We practice with the fifth generation of students. The ages of the students range from 4 to 12 years. During the last twelve months the group has performed at several celebrations and large festival such as:

- September Chilean – Latin American Festival – Sandown Racecourse
- Ventana Latina – City of Frankston
- Clayton Festival – City of Monash
- Multicultural Harmony Festival – City of Knox

MADDA BORKANA

Madda Borkana has 18 members plus family members.

This year our group enjoyed meeting and connecting as a community.

The House helped us by making us welcome. We enjoy meeting together. We plan to continue using the room weekly or monthly. We held Eid celebrations together.

We hold monthly meetings to learn about our culture and our language. We meet weekly to chat in our language;

Highlights of our year included outdoor activities for kids and Eid celebrations.

- Multicultural Festival 2016 – Federation Square

Our group likes coming to Springvale Neighbourhood House because it's our dancing home. SNH is where our group was born back in the late 80's and early 90's. It all started in this beautiful home that opened its doors to us and allowed us to create dances and to showcase our culture at local festivals.

SNH gives us a great feeling of belonging and freedom. It provides a friendly environment and welcomes us to share our culture. SNH gives us an opportunity to use the rooms to run our rehearsals. The time we spend at the House is very efficiently used as we create choreographies for our cultural dances.

The House has also provided the opportunity to share experiences with other group members as well as celebrations held at the House. We thank the staff and the committee for the great work they do every year here at the SNH.

This year our group really enjoyed the traditional Christmas and End of the Year celebration and regular leaders meeting with other groups.



Our Groups



MULTICULTURAL WOMEN'S SEWING GROUP

The Multicultural Women's Sewing Class has 30 members of whom 10 are new this year.

Our group learns how to sew garments and pattern making. We learn about our machines and how to get the most out of them. We have a lot of fun and laughter while we work. During our sewing and laughter and we enjoy English conversation.

During the last twelve months, the group worked very hard to raise \$1200 for charity. We raised it by making and selling our products at fetes, Snowfest and the Harmony Festival.

We knitted 50 scarves which were presented as gifts for special guests at the Neighbourhood Houses Victoria Conference in

Melbourne. We also knitted 80 scarves for the South East Housing Co-op as AGM gifts.

Springvale Neighbourhood House has helped us by donating a sewing machine and a very fancy electric steam iron.

This year we really enjoyed celebrating a few very special birthdays (60 and 70 years) and we really enjoyed the parties. Also we knitted 300 scarves and made many aprons.

Next year we look forward to more ladies joining our group. We would like to train some new leaders as we need help at times.

RONALD MCDONALD LEARNING PROGRAM

The Ronald McDonald Learning Program provides 1-1 tutoring, education liaison, speech therapy and occupational therapy for students who have missed a significant amount of school due to their health condition.

We currently have approximately 370 students on the Learning Program in Victoria and have recently joined the lovely Springvale Neighbourhood House so that one of our VCE students and her tutor have a quiet space for tutoring.

Our group likes coming to Springvale Neighbourhood House because it provides a fantastic space for tutoring, especially for VCE students!

The space is perfect for tutoring sessions, quiet, easily accessible, safe and respectful. Springvale Neighbourhood House was a much better option than a local library for our year 12 student and her tutor

as it allows them to work in a quiet environment with very little distraction/interruption to maximise focus in their sessions.

The staff are incredibly helpful, friendly and welcoming.

This year Springvale Neighbourhood House has helped our group to start tutoring. We were struggling to find an appropriate space and Springvale Neighbourhood House was the perfect fit.

Next year our group is looking forward to being involved in the Springvale Neighbourhood House activities and hopefully having more of our students and tutors utilise the space.



Ronald
McDonald®
Learning
Program

Our Groups



MULTICULTURAL WOMEN'S GROUP

The Multicultural Women's Group has 21 members. Two are new. The group is a senior's support group offering social activities, monthly outings to places of interest, bingo and cooking classes.

We enjoy sharing ideas, traditions and life experiences. We have group lunches, where all members bring a plate of their favourite food to share.

We have informative sessions on health and community services with guest speakers. Our group is about encouraging seniors to connect with other seniors in the community for friendship and social support.

Our achievements this year were organising our Italian National Republic Day event with traditional costumes, lots of food, singing and dancing.

We are also helping our more elderly senior members with transport to our meetings, because they are unable to access public transport because of distance, thus helping to reduce social isolation for some of

our senior members.

SNH is a happy and friendly place. It is clean and comfortable and a safe place to come for our meetings. The kitchen is clean and good.

The friendly staff are great people, supportive and helpful. We appreciate and enjoy using the SNH bus to take us to our special places where ever they may be.

SNH has helped our group to apply for funding and to organise guest speakers for our meetings.

SNH is a great and successful Neighbourhood House. "Big Merits" go to the great, friendly and committed staff and the Committee members who do a fantastic job.

This year our group really enjoyed the Italian Republic Day event and the Mother's Day Luncheon at "Short Black Restaurant".

RHYTHMS OF THE PACIFIC

Rhythms of the Pacific has 15 members. The group's most important activity is keeping the culture to our younger generation.

The Group thanks the House for having them for the last 14 years and into the future. Springvale Neighbourhood House helps us with use of the community bus, room bookings and writing funding applications.



Our Groups



SAVE CAMBODIAN CHILDREN FUND AUSTRALIA

We're a group of volunteers working together to empower marginalised young Cambodians by providing education and support necessary for them to improve their lives.

We have organized a series of fundraisers in Melbourne, Adelaide, Sydney and Brisbane. Our fundraisers are concerts featuring Cambodian pop singers from Cambodia and attended by hundreds of people and local businesses.

We only meet once a month and we're still new to the SNH community. We like coming to Springvale Neighbourhood House because of its facilities and its location since most of our committee members work in Springvale.

One of our committee member enjoyed mingling with other groups when she came to the meeting organised by SNH.

We're looking forward to participating in more activities when possible.



S.E.R.M.O.C.A.V.A.

The Southeast Region Melbourne Oromo Community Association Victoria, Australia (SERMOCAVA) has 70 members.

Three new members joined this year. We render different services such as training, literacy and numeracy lessons, conferences, etc.

Our group's activities this year included meetings, Family Day, Irrechaa (Thanks Giving Day), different showings and the teaching of native languages.

Family Day is celebrated among our community on the last Saturday of December in order to entertain children with their families who have completed their study for the year.

This year our group really enjoyed the Harmony Festival and participated in the International Cultural Dress show organised by Springvale Neighbourhood House.

We like coming to SNH because the staff responds to any issues and guides us well! Next year we'll show steady progress.

Our Groups



SPIRIT OF ENTERPRISE

The Spirit of Enterprise Project has seven organising committee members and over 300 interested parties on our database.

Since 2008 the Group has had the following significant milestones for the project –

- Exhibition at Immigration Museum and subsequently at the Springvale Historical Society
- Produced two videos (1) A Project of National Significance – Spirit of Enterprise (2) Interviews with former residents of Enterprise
- Produced a website
- Worked with Treloar Roses to name a rose, the Enterprise Rose as a project emblem
- Established a Tribute Garden at the site of the Enterprise Migrant Hostel (now Lexington Gardens Retirement Village)
- Installed four historical markers at Springvale Rise Primary School, Centrelink, Springvale Neighbourhood House and the former Springvale Community Aid and Advice Bureau (now South East Community Links) which were key sites in the area

significant to new arrivals. Two more are in the process of being installed.

- Made a submission to the City of Greater Dandenong in regard to the design of the redeveloped Civic Centre site in a way that will attract visitors from far and wide. This site will conclude the Enterprise Trail, commencing at the Enterprise Tribute Garden and traversing the historical markers referred to above.

The highlight for our group this year was the installation of the marker in front of Springvale Neighbourhood House. It was a wonderful occasion and brought together both old and new members to celebrate the uniqueness of our House in continuing to deliver support to the vibrant community of the City of Greater Dandenong.

Springvale Neighbourhood House continues to be the auspicing body for our group and has managed the huge task of our invitation mailouts for the last two markers. We cannot thank the staff enough for the outstanding support they continue to give us.

SPRINGVALE MANDOLIN MUSIC GROUP



The Springvale Mandarin Network Mandolin Group has 14 members. Four are new this year.

We started by playing mandolin but now we have quite a few other musical instruments including guitar and drums. We meet every week to practice new songs for different performances.

During the past twelve months we've been to festivals around Dandenong and Springvale. These include Snow Fest, the SICMAA Festival, Harmony Day Festival and the

Chinese New Year. We also visited some nursing homes. Our Group comes to SNH because of the good venue, convenience and closeness to home.

This Year SNH has helped us to apply for a grant from the City of Greater Dandenong and allowed us to use the bus for transporting our musical instruments.

This year our group really enjoyed Snow Fest and the Harmony Festival. Next year we hope to welcome more students and do more performances.

Our Groups



SPRINGVALE MANDARIN NETWORK

The main purpose of the Springvale Mandarin Network is to provide Chinese elderly people with a healthy life. At the end of 2015, we held elections and have new leadership. We have organised traditional Chinese culture activities with Springvale Neighbourhood House's support. Our group plays a significant role to provide Chinese elder people with a harmonious and palliative environment.

Our group has more than 300 members, and more than half of them participate in our regular meetings. Most of members are over 60 years old, and some of them are more than 75 years old. We have groups for singing, dancing, Chinese opera and table tennis. Moreover, we are planning to establish a "zhiqing" group in this year.

Our highlights for 2016 have included:

- Traditional Chinese New Year celebration
- 3rd anniversary of Yue Opera
- The Dragon Boat Festival celebration
- Members' birthday celebration

We will arrange our first Tai Chi culture festival in September and a dance competition in December.

The Springvale Mandarin Network is a large group. We appreciate Springvale Neighbourhood House providing meeting sites for us. We are hoping to get more funds to organise more meaningful activities for our members and expand our influence.

SPRINGVALE NEIGHBOURHOOD HOUSE OPERA GROUP



We have ten members. We joined Springvale Neighbourhood House in May this year.

We try to preserve and share our Chinese culture of opera singing. Our aim is to serve communities by performing Chinese Opera in full traditional costumes and playing ancient Chinese love stories. We performed at the Harmony Festival in March this year. Many people wanted to have their photos taken with us. We enjoy showing people the ancient Chinese costumes.

We like coming to SNH because it is convenient as it is close to our homes and public transport.

This year SNH has helped us to apply for a grant and provides a room for us to practice. This year we really enjoyed rehearsing plays. We anticipate performing at the Harmony Festival in 2017.

Our Groups



SPRINGVALE TAI CHI GROUP

There are 15 members of our group. Five new members joined in 2016.

Our group started because we wanted to learn Tai Chi and get fit. We have two Tai Chi masters who love teaching us and helping us to master the moves. Our group is growing as people realise that Tai Chi is helping us to stay healthy, fit and supple.

We participated in the Harmony Festival and Snowfest in 2015 and 2016. We also presented at the Enterprise Marker Launch. We like coming to Springvale Neighbourhood House because it is

close to home. It has a calm, peaceful environment to practice our Tai Chi. The staff are happy and helpful and provide a great atmosphere.

SNH has helped us to increase our membership and has promoted our Sunday afternoon classes. We really enjoyed being involved in the Harmony Festival where we performed Tai Chi on a big stage and showed what we do!

We loved the response from the crowd at the Snowfest! We participated in the Vesak Celebrations with the Lakhandha Elderly Group! We are looking forward to growing our membership next year!



SOMALIAN CULTURAL YOUTH GROUP

The Somalian Cultural Youth Group has 65 members and 7 new members joining us this year.

During the year we hold Somalian language classes for children 6-15 years old.

Our group have celebrated the EID Festival giving support to our members during the festival where we danced and ate together.

We attended the Harmony Festival in Dandenong in March that had our group attend the dress parade in our cultural dress.

Our group likes coming to SNH because it's close to where we reside. We feel welcome and enjoy learning. We enjoy sharing food and exchanging ideas. SNH has helped our group to carry out our programs and is a great support for our group giving us a place where our community can gather and hold events.

Next year we are looking forward to arranging more meetings and helping our children to learn our language as well as English.

Our Groups



TURKISH CARERS' GROUP

The Southern Turkish Carers Support Groups has 60 members. Six are new. Once a month we meet and attend information sessions and we enjoy lunch and entertainment. The members open up about their family issues and feel comfortable with one another. Our group likes coming to Springvale Neighbourhood House because it brings them together to socialise with one another. They like the venue as it is close to them and it has been renovated so that they see that an effort is put into providing a nice place for them. They like the social events arranged by SNH.

This year SNH has helped our group by providing us with a friendly venue to meet, and allows us to socialise with other ethnic groups. We enjoyed the outing to the National Art Gallery and the Multicultural

Festival. Next year our group is looking forward to having more outings like those of this year.

We held sessions to learn about changes in disability and age payments, arrangements between the Australia and Turkish Governments. & information from Vision Australia about healthy eyes. We have enjoyed many outings including lunch at Eureka Tower, a picnic and group walk at Lysterfield Park. We enjoyed the End of Year Party, celebrating New Year at Blue Hills, visiting the Cherry Farm, a picnic and a walk at Berwick Botanic Park, Peninsula Hot Springs & celebrating Mother's Day at Lynbrook Restaurant.

UNITED FILIPINO ELDERLY GROUP



Our group has 42 members including 10 new members this year. The United Filipino Elderly Group meets every month at the House. We celebrate Mass and afterwards we inform our members of any coming events or activities.

During the past year we celebrated Melbourne Cup, held our Christmas party and celebrated Fiesta St. Nino in Clayton. We participated in the Dandenong Australia Day Parade, Diversity Week, & had a buffet style Mothers' Day Lunch.

We have been using the House for more than 10 years and we already know the place very well. All the staff members treat us very well. The House is very clean and comfortable to use.

This year the House has helped us to socialise more with other groups. We attended some trips and events which were held by other groups.

This year our group really enjoyed Diversity Week, the Australia Day Parade in Dandenong and the Neighbourhood House Christmas Party.

We're looking forward to the same events next year! The greatest highlight this year was the Bacchus Marsh trip to participate in the Passion of Christ service. People of different nationalities were involved. For Mothers' Day we took our members to lunch to celebrate.

For Christmas in July we are planning to visit a restaurant.

Our Groups



VIETNAMESE SOUTHERN CARERS' GROUP

We have 30 members. Two are new this year.

We provide a social network for carers who look after children with disabilities or their relatives. We provide Disability /Aged Service information, health information, outings and relaxation activities.

During the last 12 months we celebrated our Vietnamese traditional New Year in February. We attended Yoga and lunched at the Greyhound Hotel for Mother's Day.

We went to the Sea Baths in St Kilda for relaxation during Carer's Week.

We attended a work shop about autism for parents, an NDIS workshop and a Women's Health Information session presented by MCWH.

Our group likes coming to Springvale Neighbourhood House because the location is convenient, the staff are friendly and the room is tidy, clean and organised.

This year SNH has allowed our group to use a room for our group and provided transportation (community bus hire). This year our group really enjoyed all the activities. Next year our group will continue to provide services to carers.



VICTORIAN MYANMAR MUSLIM COMMUNITY

Our group has 400 members with 30 new members joining this year.

Our achievements over the year were holding events such as Iftar (70 people from many cultures came), community fun day for Burmese families, Women's group (cooking classes, and Being friends with other groups.

We come to Springvale Neighbourhood House for our community meetings and for committee elections.

Springvale Neighbourhood House helps us with reporting, to make sure we are meeting all our funding requirements. They also help us with funding submissions.

Next year we are looking forward to having more community activities and hope to start a Burmese language class for the younger people and a weekly lunch group for our older people.

Our Groups



VICAFAMAN

ViCaFaMAN is a non-political and not-for-profit organisation, operated within the State of Victoria, Australia. Its main aim is to encourage the members to support each other to achieve a peaceful and happy life in this second homeland and serve the community, in particular to the sick and elderly members at home, hospital and nursing home.

The Vietnamese Catholic Family Mutual Assistance Network Inc. (ViCaFaMAN) is a social and charitable association based on

Christian faith, consisting of Vietnamese individuals and families, whether Catholic or non-Catholic, sharing Catholic values.

Our Springvale group meet weekly to share social activities including dancing, tai chi and meals. Springvale Neighbourhood House is a good place for our group to meet as it is close to public transport and many of our members live in Springvale.

Our Activities



CONCERTS & CELEBRATIONS

Springvale Neighbourhood House has a tradition of bringing community groups and local residents together to celebrate multicultural and culturally specific events such as:

- Diversity Day and Harmony Week
- Eid—Muslim celebration
- Vesak—Buddhist celebration
- Central American Independence Day
- End of the Year
- Chinese New Year
- Full Moon Festival

- Sri Lankan New Year
- Buddha Birthday celebration

We also facilitate our performing groups to participate in community festivals. This year they participated in:

- Springvale SnowFest
- Dandenong Market Full Moon Festival
- International Dress Parade in Harmony Square
- Springvale Indo Chinese Mutual Association (SICMAA) - Elderly Persons Expo & Concert

We enjoy coming together to share cultural songs, music and dance.

Our Activities



HARMONY FESTIVAL

This year, our diversity day concert grew into a public Harmony Festival in Dandenong's Harmony Square. The event celebrated the rich cultural diversity of the City of Greater Dandenong through dance, song, music, fashion, food and craft.

The aims of the day were:

- Promote understanding and respect for diverse cultural, linguistic and religious groups.
- Celebrate diversity through appreciation and sharing of different cultural experiences.
- Engage and bring together a wide audience from the community to increase social connectedness.

The Harmony Festival included:

- An international dress parade (community groups wearing their traditional/national dress)
- A multicultural concert (cultural & multicultural singing, dancing and musical groups)
- A cultural souk (community stalls with interactive cultural activities)
- Cultural food vendors.

Each of the community stalls were asked to engage people in a free cultural activity. This was very successful with groups providing the following free activities (green highlighted activities are from Springvale Neighbourhood House groups):

Learn to make a peace crane	Dress like an Egyptian
Try on Iraqi headwear	Japanese Tea ceremony
Try on a hijab	Try on a turban
Floral decorations	Make a Harmony bracelet
Home fire safety demo	Oromia coffee ceremony
Chinese tea tasting	Henna hand painting
Chinese calligraphy name	Maori Warrior facepainting
Have your photo taken with Chinese God (Stilt Walker)	
Free smoothies made with pedal power	
Have your photo taken with Early Settlers	

The concert included 8 Springvale Neighbourhood House (SNH) performing groups and 10 other cultural groups (SNH groups are highlighted in green in the program below).

Multicultural Chinese, Cambodian Musicians & song
Local Aboriginal Cultural Dance
Traditional Vietnamese Folk Dance
Traditional Chinese Opera
Chinese cultural dances
Cambodian Children's Dance
Chinese Tai Chi
Traditional Serbian Folkloric Group
Chinese Line Dancing
Oromia cultural Dance
African Drumming
Maori Hakka
Traditional Indian Dance
Australian Chinese Songs
Indonesian Song & Laughter Yoga
Iraqi Chaldean Dance
Sudanese Song & Music
Cook & Pacific Islander percussion & dance group

There were 18 performing groups, 27 community stalls in the Cultural Souk and 13 cultural groups in the International Dress Parade. Dandenong Police estimated around 1,200 people attended the event. The crowd built during the afternoon and was at its peak around 6pm. The attendees represented the cultural diversity of the municipality.

Our Activities



COMMUNITY LEADERS FORUM

Springvale Neighbourhood House holds a Community Leaders forum every two months – alternating evening and daytime meetings for those are unable to attend night meetings. The Forums are attended by an average of 26 people at each forum. Over the period, community leaders from 70% of our groups attended at least one forum meeting, most attended almost every forum.

At these meetings, our community leaders participate in planning for cross-cultural activities such as the charity fundraising events, celebrations and end of the year party. We'll also talk about any changes to policies or rules, and new services. Other topics discussed during the year included safety issues, governance & SNH committee

role in running SNH and charitable fundraising activities.

Community group leaders share information about their own group's activities, highlight any problems they've experienced, share successes, and give us input to help Springvale Neighbourhood House better meet their group's needs.

This year, external agencies used our Leaders Forum to consult with the community. This included City of Greater Dandenong (laneways rejuvenation project & Springvale Boulevard project), ABS (census process & jobs for census collectors) and Electoral Commission (on new senate voting process).

EACH ONE TEACH ONE

Each One Teach One philosophy is based on a belief that learners can also be teachers—that everyone has something they can teach to someone else. Learners become empowered through the experience of teaching their peers.

Each One Teach One philosophy in action – Springvale Neighbourhood House has implemented this philosophy over the past 3 years by encouraging/supporting teachers from our groups to step outside their own cultural group and teach a cross-cultural class. We also talk with individual learners to identify their knowledge and skills and offer an opportunity for them to take on supported teaching roles.

A great example is Yuwen, who attended the Welcome Café. He is a gifted Chinese calligraphy and water colour painter. He began teaching the Chinese calligraphy class this year supported by our volunteer Nhan.

Another example is a group member, Hala, who recently graduated with a PHD in psychology with extensive research on happiness. She ran a successful happiness workshop for a group of women from diverse cultural and language backgrounds.

See details in table below:

Class	Teacher
Learn to Play Mandolin	Teacher Huot, Springvale Mandolin Group
Learn Easy Chinese Dancing	Teacher Sun, Springvale Mandarin Network
Learn Tai Chi	Tai Chi Master
Learn Chinese Calligraphy	Teachers Chen, & Yuwen Calligraphy Masters
Happiness Workshop	Teacher Hala, Al Emaan Muslim Women's Support Group
Mosaic Workshop	Teacher Nibal Al Emaan Muslim Women's Support Group
Henna Hand Artistry	Teacher Rehana

Our Activities



TRY IT CLUB

To introduce more physical activity to our House and its member groups, the Try It Club was born.

The Club is designed to overcome all the barriers to lifestyle change—too costly, too much time, too hard, too boring.

We address these barriers with the Try It class — as the cost is a gold coin donation, classes last one hour and are aimed at beginner level,

with a new activity introduced every 6 weeks.

This year participants have learned Yoga, Zumba, Tai Chi, and Fitball.

Club members come from existing Springvale Neighbourhood House groups, our Learning Centre students and local residents.

It's been fun learning the different types of exercise and getting to know the fabulously fit instructors.



LEARNING LOUNGE

Learn something new every week! Our learning lounge provides adults with a weekly digital literacy session which is self-paced and courses across a wide variety of interesting and useful topics.

Learners receive hands-on support from one of our volunteers or VCAL students from Westall Secondary College.

This year we taught learners how to:

- Buy and sell safely on Ebay using Paypal
- Use Facebook to stay in touch with family and friends
- Setup Gmail and Facebook accounts for social communication

- Use MS Word to create letters, invites and promotional material.
- Learn to use Ipad, Tablet or smartphone better; including get started using apps.

Classes are between 6 and 12 people, with some learners attending every week and others coming only to the sessions they are interested in learning.

Classes are multicultural including learners from Anglo, Vietnamese, Chinese, Indian, Burmese, Chilean and Italian backgrounds.

Our Activities



CHINESE CALLIGRAPHY

Our weekly Chinese calligraphy classes are run by members of our community - Teacher Yuan and Teacher Chen.

An average of 8 students attend the classes to learn the ancient art of Chinese calligraphy and Chinese brush painting.

Learning Chinese calligraphy is a form of meditation as learners

concentrate on brush strokes and gentle hand movements to capture the nuances of each of the characters.

This year one of the teachers and one of the learners entered artwork into the Chinese Mandarin Network's Chinese Art Show, and the Noble Park Community Art Show.



DIGITAL LITERACY FOR OLDER PEOPLE

Springvale Neighbourhood House joined the other neighbourhood houses and learning centres in the City of Greater Dandenong to run digital literacy for older people classes.

The classes were attended by 5-14 learners each week. Topics included"

- Introduction to MS Word
- How to buy and sell safely on Ebay
- Using Facebook to connect with family and friends
- Getting started using your iPad
- Getting organised using email & your smartphone

- A monthly Q & A session where learners could bring their digital devices and get hands-on help with anything they had problems using or wanted to learn.

The workshops were so successful that we ran them for two terms. In the second term, we were lucky to have three Westall Secondary students to help learners with hands-on individual supported learning.

In fact, the workshops were so successful, we continued them after the project ended. Digital literacy for older persons evolved into our weekly Learning Lounge which runs single topic sessions and one Q & A session each month. Some learners come to every session, others attend when they are interested in the topic, or the Q&A sessions.

Our Activities



HAPPINESS WORKSHOP

One day during school holidays, we held a Happiness Workshop.

The workshop was attended by 12 participants who come along as strangers to learn about how to increase their own happiness.

Three hours later, they left as new friends, smiling and laughing together. What had happened during that time?

Hala commenced the workshop explaining the different aspects of

happiness and how we can increase happiness through physical movement, shared experiences, breathing, mindfulness and most of all having fun together.

The workshop was so successful, we are planning to run a full term of workshops in 2017. After all, we could all do with a little extra happiness, couldn't we?



EXCURSIONS & OUTINGS

Excursions and outings are an important part of the activity program of Springvale Neighbourhood House.

Many of our members are housebound, without cars and socially isolated without family living in Australia.

Outings provide something to look forward to and something to talk about with friends and family.

This year our excursions included:

- Healesville Wildlife Zoo

- Immigration Museum
- Blue Lotus Gardens
- Melbourne Aquarium
- Crown Red Carpet Luncheon
- Melbourne Art Gallery
- Rippon Lea Estate

Our Activities



WELCOME CAFE

The Welcome Café was started in response to the growing number of asylum seekers and refugees who come to Springvale Neighbourhood House wanting any type of activity that would get them out of the house.

The Café has evolved to a drop-in friendship and informal English conversation group.

The Café is used by refugees, asylum seekers, local residents and members from Springvale Neighbourhood House groups. We all share our culture, migration journeys and family history.

This year participants came from many cultural backgrounds including: Sudanese, Sri Lankan, Indian, Cambodian, Burmese, Rohingya, Vietnamese, Chinese and Italian.

We meet for two hours to chat. Some people come for friendship, others to practice English conversation and others as volunteer helpers.

Visitors drop in to talk about their group or service. We also use the Café to introduce participants to our other programs, groups and classes.

Often we find that people of all faiths are sitting around the table—Christian, Muslim, Buddhist, Bai Hai, and Hindu. We compare our religions and find that all share the belief in being the best person you can be and not doing harm to others.

We also talk about Australian cities and outback, Australian laws and culture. Mostly we have fun and learn lots about each other's country of birth.

SNH COMMUNITY BUS

Springvale Neighbourhood House community bus enables Springvale Neighbourhood House groups to use the bus for community outings and to enable them to participate in community events.

The affordable hire cost is cost-recovery only.

Use of the bus continues to grow with over 70% of our groups using it during the year.

The total number of hire days for 2015-16 was 88.

Our little bus has travelled as far as Geelong, Queenscliff, Sorrento, Sunshine and Mt Bulla. One group used the bus to take a group of young refugees to participate in an arts performance in Fitzroy Street Art Festival. Another group used the bus to take a local Cook Island youth football group to play interclub matches in West Melbourne.

During the year, one of our groups experienced a tragic death. Our bus was given to the group to drive grieving members to the funeral.

We must express a big thank you to Hector, our volunteer bus driver, who continues to generously give his time to drive groups who do not have a driver to their outings.



Our Activities



SPRINGVALE FREEMART

In September 2015 Springvale Neighbourhood House held our second traditional FreeMart to celebrate the start of Spring!

This is a great way to combine spring-cleaning, recycling and community giving in a one day community market where everything is free. In the weeks before our FreeMart our office looks more like an op shop with boxes of new and used items donated by community members and local workers.

This year we filled our largest rooms with 14 trestle tables of items including clothing, children's toys, books, kitchenware and DVDs. We had so many items, that the FreeMart spilled onto our covered verandah. It was great to see people from many cultural

backgrounds sharing the event together, trying on clothes, shoes, jewelry and enjoying themselves. Once again, everything found a new home on the day, and many people found their way into Springvale Neighbourhood House for the first time. The FreeMart was such a recycling and marketing success that it is guaranteed to be repeated every Spring. What a great excuse for spring-cleaning!



ADULT COLOURING CLASS

Our weekly adult colouring classes are very popular with people of all abilities. Each week classes are attended by an average of 8 people.

Colouring can be extremely therapeutic and help generate wellness, quietness, mindfulness and the exact same benefits which meditation imparts on the brain. When an adult colors repetitive patterns, they actually experience mindfulness and even reaches a meditative state.

Colouring allows everyone to be artistic and get in touch with their creative inner child. This helps to quieten the mind and destress. Some of our colouring participants reduced the size of their finished pages and used these to create beautiful and unique cards. Others made bookmarks from their finished pages. Next term we are taking art to a new level, introducing a painting class run by a local artist.

Our Volunteers



COMMUNITY VOLUNTEER PROGRAM

Springvale Neighbourhood House relies on volunteers to help us run programs and events.

The photo above is all the volunteers who helped us make this year's Harmony Festival such a great success. The volunteers assisted in:

- setting up and cleaning up after the event
- running stalls,
- assisting in the dressing rooms and helping the stage manager,

- providing cultural inclusion activities such as henna hand painting, dress like an Egyptian, Oromo coffee ceremony, Chinese calligraphy name painting, Chinese tea tasting, etc.
- cooking & selling food,
- transporting groups to the venue in our community bus.

Each of our community groups (featured on pages 18-38 of this report) are run by volunteers. They ensure the groups meet regularly, and plan for activities including craft, information sessions and outings.

SNH OFFICE VOLUNTEER PROGRAM

Springvale Neighbourhood House introduced a structured Volunteer Program this year.

The aim of the program is to ensure:

- Volunteers have a weekly roster which includes administrative hours, group/class support and English/computer training based on individual volunteer needs assessment
- Onsite health and safety orientation
- External volunteer orientation training with a focus on volunteering and confidentiality
- Compliance for volunteers on CentreLink mutual obligation agreements.

Volunteers are asked to document their interests and what their plans are for the next 2-5 years. This enables SNH to tailor a program to support the volunteer to ensure they are progressing towards their vocational goals.



We feel this program ensures that all volunteers attending the program will leave after a 12-24 months period with a better understanding of administration, working in a community setting and a certificate for a training course that will support them for future employment or volunteer positions.

Our Volunteers

VOLUNTEER TUTORS

Springvale Neighbourhood House is lucky to have 56 volunteer English Language tutors.

Tutors are matched with learners who need one-to-one tutoring on a weekly basis. They meet at their local library, either Springvale or Dandenong to study and practice written and spoken English skills.

Volunteer tutors also run classes for people who are not eligible for the funded classes. These include refugees, asylum seekers, people on bridging/spouse/grantparent/visitor visas. These classes are held

at Springvale and Dandenong libraries, Springvale Neighbourhood House and Springvale Reserve.

Some of our volunteer tutors also assist in classes where one or more students need one-to-one assistance to keep up with the class.

We are indebted to the dedication and hard work of the volunteer English tutors who bring the gift of communication to their students.

Thank you for your dedication!



SUMANDA

"I have learnt to see life through the students' perspective and endeavour to find strategies to educate them accordingly.

It is also advantageous to me to improve my insight, social skills and find my strengths and weaknesses. I can share my experiences and motivate the students to become independent learners.

I tutor and I learn at the same time. It is the best step I have taken to lighten up some one's life."

Sumanda Laksman,
Volunteer Tutor

"Volunteering has enriched my life for 50 years, from the 1970s until now. I was a LOTE teacher in High Schools and when I retired, I did a Master in TESOL and taught refugees and migrants, most of whom I came to love.

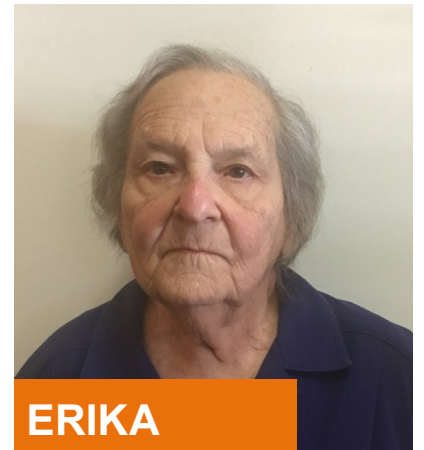
One refugee student could not look after her baby and gave him to me. That was the most wonderful gift I ever received in my life and I have always felt guilty when people said "it was good" of me to take him! He is 32 now. One of my Vietnamese students became my daughter's mother-in-law! I have stayed "mum" to many of my students whom I no longer teach.



NATALIE

"When I began tutoring single students I never imagined that I would still be doing it 23 years later.

Over time I have taken on classes of students from all over the world, particularly the big wave of Afghani asylum seekers.



ERIKA

One of my students is now a Professor in Turkey and we still communicate by email, practicing formal English expression.

Volunteering has given meaning to my life."

Erika Stahr, Volunteer Tutor

I have learnt so much from them all, particularly those from war torn countries. I have learnt about their customs and traditions and they have become aware of ours as well.

Over the time I have discovered that we are all more alike than different, and we all share so many of the same attributes. It has been a privilege to feel I have contributed in some way in helping them understand what it is to be an Australian. I think that my students have been fortunate to end up in Dandenong with our tolerant acceptance of people from all over the world. I would not have missed this experience for anything. It has been a delight."

Natalie Irvine,
Volunteer Tutor

Our Courses

ACCREDITED COURSES

COURSE	VENUE	DESCRIPTION
Pre-CSWE (Certificates in Spoken & Written English)	<ul style="list-style-type: none"> • Springvale Reserve • Springvale—SNH Learning Program • Dandenong- St. James Church Hall 	Beginner level classes to prepare students to commence Certificated Courses in English
CSWE I (Certificates in Spoken & Written English)	<ul style="list-style-type: none"> • Springvale Literacy Centre, • Springvale Learning & Activities Centre • Dandenong- St. James Church Hall • Keysborough -Chandler Primary School • Springvale Reserve 	Level 1 classes to improve reading, writing, listening & speaking skills in English
CSWE II (Certificates in Spoken & Written English)	<ul style="list-style-type: none"> • Noble Park Community Centre • Dandenong— St. James Church Hall 	Level 2 classes to improve reading, writing, listening & speaking skills in English
CSWE III (Certificates in Spoken & Written English)	<ul style="list-style-type: none"> • Springvale Learning & Activities Centre • Noble Park Community Centre • Dandenong- St. James Church Hall 	Level (3) classes to improve Reading, Writing, Listening & Speaking skills in English
Life Skills (Certificate 1 in Adult Literacy & Numeracy)	<ul style="list-style-type: none"> • Springvale Neighbourhood House • Dandenong Neighbourhood House 	Special needs class to develop skills in literacy & numeracy

PRE-ACCREDITED COURSES

Post Beginner/Intermediate EAL	<ul style="list-style-type: none"> • Springvale Reserve • Dandenong Neighbourhood House 	Post-Beginner to Intermediate level classes to develop communication skills in English
Parental Literacy	<ul style="list-style-type: none"> • Noble Park Primary School 	Assistance for parents to develop their day-to-day communication skills in English
Advanced Literacy	<ul style="list-style-type: none"> • Dandenong Neighbourhood House 	Reading, writing, spelling & language for students with good speaking skills
Beginner Computer Classes	<ul style="list-style-type: none"> • Springvale Library • Springvale - SNH Learning Program 	Learn and develop basic computer skills related to hardware, software & introduction to internet. Practice using Microsoft Office
E-Learning	<ul style="list-style-type: none"> • Springvale - SNH Learning Program 	Internet research & communication, FaceBook, Skype & revision of Microsoft Office
Advanced Computer	<ul style="list-style-type: none"> • Springvale - SNH Learning Program 	Revision of Microsoft Office programs-Word, Power Point, Publisher & Internet Research
Office- Skills	<ul style="list-style-type: none"> • Springvale Library • Springvale - SNH Learning Program 	Microsoft Office programs –Word, Power Point, Publisher, Excel & Internet research
Beginner to Advanced level Conversation Classes	<ul style="list-style-type: none"> • Springvale Reserve • Springvale Neighbourhood House • Dandenong Library 	To enable students to develop communication skills in English- led by volunteer tutors
Beginner to Advanced level Conversation Classes	<ul style="list-style-type: none"> • Springvale Reserve • Springvale Neighbourhood House • Dandenong Library 	To enable refugees, asylum seekers and other ineligible students to develop conversation skills in English- led by volunteer tutors

Our Learning Program



Learning Centre Coordinator: *Learning programs are continuing to thrive!*



"I have chosen to take a voluntary redundancy after working at SNH for 23 years. It has been a time filled with wonderful memories, learning & fulfillment.

Thank-you to everyone who has supported me. I will miss you & wish you all the best."

Rebekah O'Loughlin
Springvale Neighbourhood House
Learning Program Coordinator

Over the past year we have delivered 45 classes per week with 520 students. This includes all the accredited, pre accredited and volunteer run literacy classes and 1:1 tuition.

We delivered 160 teaching hours each week and 63,000 student contact hours for the year.

Thank-you to all the amazing and dedicated teachers and administrative staff.

New Classes

A new partnership with Women's Health in the South East to deliver English and craft is growing slowly. The class is for women survivors of torture wanting to learn English is a safe environment..

Highlights have included:

Fantastic Audit results

- Excellent results for our first Higher Education and Skills Audit. We were compliant in all the required areas of delivery. The Auditor congratulated us on being organised and the whole process was positive.
- We also completed a successful Learn Local enrolment audit.
- Our Department of Education and training RTO Performance indication report was extremely good. The report indicated that student satisfaction with Springvale

Neighbourhood House as a provider was much higher than students learning with other providers.

Literacy Community Kitchen

This activity continues to thrive- workshops over the past included breads of world day, herbs/ spices of the world & Asian Steam Boat. The students have displayed tremendous skills in teamwork, organisation and communication to achieve many successful days.

Students also give a verbal presentation on a dish or type of food as part of their English course assessment.

We also worked collaboratively with Dandenong Neighbourhood House to run healthy lunch box workshops earlier this year. Students worked – in making healthy sausage rolls and muffins as well as handy ideas to make lunch boxes more interesting such as fruit kebabs.

Digital Literacy for older Victorian's

This has been a terrific series of short workshops to engage and up skill older Victorians with technology. Some topics have included: Using my aged care, eBay, getting to know your computer/ phone/tablet, electronic bill paying and using apps. Congratulations to all the participants who booked into the workshops. Well done!

Our Learning Program



Learning Program Coordinator (cont'd)

Students participated in many local events and community access activities including a City of Greater Dandenong, Heritage Hill, Zoo, Williamstown, Silk Farm, Red Hill Cherry Farm and the Thousand Steps, City of Greater Dandenong waste recycling tours and interfaith tours, participating in movie days and having many speakers visit their classes.

Many students also participated in our Harmony Day International Dress Parade - parading their national costume.

Volunteer and Students placement update

Nary Phol was nominated for Volunteer of the year Premier's Award. Nary originally trained and started as a volunteer with the Springvale Neighbourhood House Learning Program as an advanced Literacy student.

Student Placements

Tanja Culka has completed her TESOL masters with Jo's CSWE 2 class at Noble Park Community Centre.

Thank- you to all the amazing volunteers involved in the learning programs for your working both tutoring students or helping in the office.

Volunteer Professional Development

This included a workshop on Pronunciation and on EAL Song and games day. Both days received very good feedback and inspired volunteers to try some alternative delivery methods in their classes.

Tutor Professional Development

Tutors attended an in house 'wiki' training to share resources related to courses they deliver via the internet.

We also had free on-line resources workshop at the City of Greater

Dandenong Library and Windows10 lap-top training. Teachers found the resources available through the City of Greater Dandenong website invaluable.

Pathways

We added (Access) English as an Alternative Language (EAL3) to our scope which provides a pathway for level 3 CSWE students.

We invited pre- accredited Wellspring students to visit our accredited class at St James CSWE 1 in Dandenong.

Some classes also attended the CALD Pathways expo at Chisholm TAFE to explore a variety of options and opportunities for themselves including further volunteer work & training opportunities.

Farewell

I have chosen to take a voluntary redundancy after working at SNH for 23 years. It has been a time filled with wonderful memories, learning and fulfilment.

I feel a great sense of achievement to have led the program to provide a thriving service - from only 4 programs when I started to nearly 40 this year & well as countless community development projects.

Thankyou to everyone who has supported me. I will miss you & wish you all the best.

Our Students



Krishani's Learning Journey



I came to Australia 3 years ago and wanted to learn English, do a course and get a permanent job.

Before I came to this class I was scared to talk to people because I couldn't understand what they said and didn't know how to answer them and I never answered the phone of unsaved numbers. But now I'm not scared to speak to people and I answer all my calls.

I think the classes are great for everyone because teachers are very friendly and very helpful and we can ask about anything we want to learn. They teach us very clearly and I've learned a lot of things, but I still have to learn more.

I recommend this class to anyone who is scared to speak English and who would like to learn English very clearly with friendly teachers. I really like this class.

Con's Story



Since commencing this course of office computer skills, I have learnt to use Microsoft applications such as MS Word, Excel and Power Point.

My ongoing class attendance has consistently increased my skill level noticeably.

My teacher, Bach Nguyen has great knowledge, offers clear instructions and is very approachable, making a pleasant learning experience, especially providing the ability for students to learn and improve their skills at their own pace.

In order to improve my skills and knowledge within Microsoft Office Suite applications, I plan to further practice my lessons at home and apply my knowledge to daily computer tasks.

The purpose of this course is to achieve the necessary skills and understanding in order to assist me finding suitable employment.

This course provides benefits to my daily personal life with using computers.

I have every confidence that this course will continue to improve and bolster my computer skills for better employment opportunities whilst enhancing my prospects to engage in further studies.

This will further complement my career path and help me achieve goals in my life.

Our Students

Tzu-Hui's story



Tzu-Hui Lai comes from Taiwan. In the class she uses her Christian name, Julie. In Taiwan Julie had her own company. In 2012, due to personal circumstances, she migrated to Australia with her daughter.

Since her level of English was low, Julie decided to study at AMES. In 2014 after completing

the CSWE 2 course, Julie did some volunteer work in a local nursing home.

On the one hand, she wanted to offer some of her time to the community. On the other hand, she was looking for the opportunity to practise English. To her surprise, however, she was asked to speak Chinese as it was the language of the residents.

Julie was not happy with her English speaking skills, and in term 4 of 2015 she enrolled in our CSWE 3 course at Noble Park Community Centre. Julie is an ambitious, self-motivated, committed and independent learner.

As a result of attending the sessions regularly, she has improved all her language skills although some English sounds still pose a bit of a problem to her. One of Julie's goals is to find a volunteer job which will enable her to practise and improve her English language skills.

"I like my English class for a number of reasons. The group is smaller than at AMES. The teacher is very patient and is able to explain new vocabulary and grammar in a very clear way."

I also like the fact that we cover many different topics while learning English. Finally, I like my classmates. My family in Australia is very small but thanks to my English course I have made some very good friends here." **Julie, CSWE 3 Student**

Phat's story

"I have studied computers since May, 2015. It's necessary for me to increase my computer skills and knowledge."

It will improve of my daily personal life. I know how to log on to the Internet Explorer and Social media using the internet. I no longer need to line up to pay bills."

Now in front of the computer I feel more confident."

Due to this course I learned how to use Microsoft Word to write my assignment, copy and paste, store the document, and transfer it to USB. I do it very well. I am learning to use Power Point at an advanced level to create photos and use them for presentations."

I can use Microsoft Excel to complete assignments, analyse data, spreadsheets, tables and graphs. I wish to learn more and more different aspects of using computers."

Thank you to Australia and thanks to my teacher!"

Lien's story

"I began to learn about computers early this year with teacher Bach Nguyen in the library."

It has enabled me to learn different aspects of using computers and has increased my skill level using Microsoft Word. I have also learned about the internet, PowerPoint and Excel."

My teacher has made learning fun by having great knowledge, giving clear instructions, being approachable and offering a pleasant learning experience. She encourages our ability to learn and improve our skill at our own pace."

During this course I have gained further experience. This course also provides benefits to my daily personal life with using computers as well as enabling me to have the necessary computer skills to enrol in a more advanced course. Now I have skills using Microsoft Word. I wanted to learn about PowerPoint and also Excel in the future."

Day by day, I learned and I am pleased to study this course to further my career path and help me achieve my goals in my life. I hope I have increased knowledge after this course and learn more and more about computers."



Our Students

Cedric's Learning Journey



"I first started computer studying at the Neighbourhood House in Dandenong. I learned about Google mapping and directions, Email, Gmail, letter writing and information, Google cities, pictures, images, copy and paste on Microsoft Word, background page colour, page border colour designs, programming party speeches and presentations about work, Excel Home Budgets and company business profits.

I also started studying computers at Springvale Neighbourhood House, where I learned about programming skills, Clip Art cartoons and pictures, animation programming skills, Christmas cards, pictures,

images, Google images, how to print screen and use the paint program and cut and paste pictures on Microsoft Word.

I am learning computer programming skills at Springvale Library with teacher Bach Nguyen who is an excellent teacher.

I take this opportunity to thank you, Bach and Subha and the teachers from Dandenong Neighbourhood House for teaching me. All my teachers are magnificent. I look forward to learning online, studying at R.M.I.T. or learning to do business work online."

Cedric, Advanced Computer student



Tina's story

"I am very pleased to have enrolled in the Computer Class for Office Skills. I have found this class is perfectly tailored to my needs.

I would not have been able to keep up in a structured classroom with a teacher moving through levels too quickly to cover Word, Excel, and Power point in a specific timeframe.

Being new to computers, remembering all the different steps for these applications can be a challenge when absorbing and retaining information. I have been able to successfully learn and apply my computer skills at my own pace confidently in class and home.

Our class is not too crowded and the teacher provides individual attention which enables us to learn properly. My plan is to become confident with all aspects of basic Word, Excel and Power Point and be able to do more advanced computer work that will open real job opportunities."

Tina, Computers for Office student

Robinson's story

"Prior to commencing this course, I had limited skills on Windows 7. I could do reports, minutes and make up tables in Windows Word and do some basic cards in Publisher.

I had never used Excel having only seen people operate in Excel very few times.

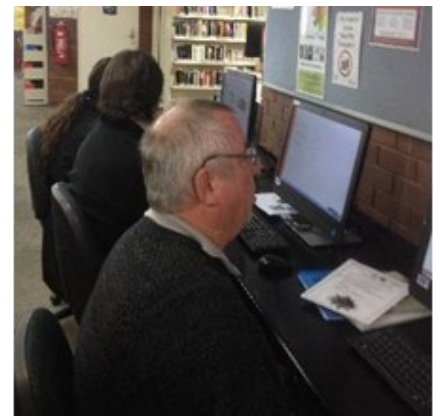
This course has introduced me to Windows 2013 and has given me the opportunity to commence understanding just how much can be done using the various facets of Word 2013.

It takes a lot of practice and learning to understand Word which I am still learning.

I am only commencing to learn what you can do in Excel. The classes have been great to date and I sincerely thank Bach for this.

Unfortunately in 2013 I was suffering from stress and during a bout of depression I threw out my home computer not having used it in a year or two.

With further confidence and experience in using the computer at this course, I hope to have the confidence to buy a computer and



be able to practice what I have learned.

I am off work at the moment and in October I will have to determine if I return to work, find part time employment or retire.

No matter what I do, I will need computer skills to improve my quality of life and to improve my capacity for work.

By going to this course I am getting back to actually learning something I need and also involving myself in a situation I find very challenging psychologically."

Robinson, Intro to Computers student

Our Students

Ranjini's Story

Ranjini is doing the Certificate I in Spoken and Written English at St James Church Hall.

She has made huge progress in writing, speaking and reading since she joined the literacy program. She has dyslexia which is a type of learning disorder that doesn't allow her to see the letters the way readers normally do. At first I could not understand why explaining reading rules did not help her at all and she kept asking me how to read the words like "she" and "he" over and over again.

A person with dyslexia may see: *Saw the bog unber the house?*
Instead of: *Was the Dog under the house?*

She also cannot get her driver's license for the same reason as she needs someone to help her memorise the words to be able to pass a test on the computer at Vic Roads.

Her husband passed away 7 years ago from a heart attack, when her younger daughter was in grade 5 and her older one just started high school.

She had to move houses as she no longer could afford to pay the rent. Since then she has suffered from insomnia that makes it even harder for her to learn.

She went to Centrelink to apply for the family assistance benefit where

she was referred to the Dandenong library to start English classes. When she joined the classes in 2011 she did not even know the English alphabet.

Ranjini has never mentioned about her difficulties to learn but for some reason she had to stop attending primary school in Indonesia and helped her parents around the house.

Since she started going to our classes, she has never missed her class and been always on time, completing all exercises in class and doing her homework. She learns words by memorising the way a word or a phrase sounds and visually remembering them in her own unique way.

"I used to have an interpreter booked for all my appointments with Centrelink. I have stopped requesting them since last year because I understand everything that is being said. When I receive a phone call I have no difficulty understanding people on the phone. Sometimes I have to ask my doctor to slowly repeat information that I have not fully understood", said Ranjini.



Ronya's Story

This year was very encouraging when Iraqi Chaldean student, Ronya, joined the Pre-Certificate in Spoken and Written English class in mid February.

Her spoken language is Aramaic which is an ancient middle eastern language.

She assimilated so well with all the students from various ethnic groups and always walking into the classroom with big smile and no complains.

During our Biggest Morning Tea Fundraiser for the Cancer Council in June 2016, Ronya volunteered to make Chaldean Bread to sell. The bread was so good, they were gone in no time. A BIG Thank You to Ronya!



Our Students



Lirong's Story

"My name is Lirong. I like to learn English regularly each week. My English has improved a lot since I started studying at Springvale Neighbourhood House. The teacher is very helpful. I learn English word by word, step by step. In here I make new friends and talk to each other in English."

I will continue to study English. I love the class."



Sai Nhuc's Story

"I love this English class since the first day I came to participate."

I have learned a lot, and I get to know a lot of friends, most of them come from China although I can only speak a little bit Chinese."

The teacher (Melinda) is so patient and nice, she would keep on explaining until we understand. Thank you!"



Student Paul performed with his cousin who has a vision impairment.

He is well known as 'The King of Musicians'.

He sang in both his native Sudanese dialect as well as in English. He has composed a song about the states of Australia.



Life Skills Class

This class meets weekly at Springvale Neighbourhood House and another class meets weekly at Dandenong Neighbourhood House. It is an adult literacy and numeracy class restricted to learners with evidence of permanent cognitive impairment/intellectual disability which may be accompanied by additional conditions such as autism, mental health conditions, physical disabilities, attention deficit hyperactivity disorder, and social/emotional issues.

The class is designed to allow for flexible selection of units from a bank of specific literacy and numeracy units. The aim is to maximize the opportunities for learners with intellectual disability to engage with learning, due to the diversity of intellectual disabilities of learners, which can be accompanied by physical disabilities. Students participate in excursions to practice literacy and numeracy skills in the real world. They also join in celebrations and multicultural activities which are run by Springvale Neighbourhood House. They really enjoy



Four Sudanese students dressed in festival attire arrived after work, just on time to join the International Dress Parade.

Our Classes



CULTURAL LITERACY KITCHEN

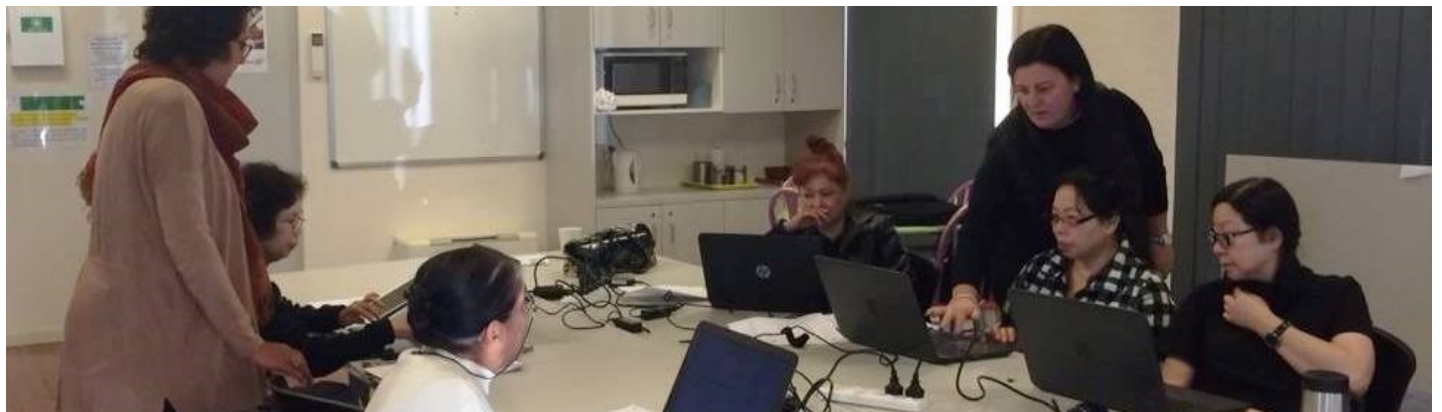
Our English language students enjoy participating in the Cultural Literacy Kitchen which is run by our EAL tutors to build students confidence and culinary literacy.

Each term students come together to share cultural recipes. Some students take on teaching roles demonstrating how to make their dish. All students bring cultural food to share and also share their own cultural recipes which they have written as part of their EAL course.

Around 75 students attend each event. They invite guests from the Neighbourhood House to share the fun.

One of the best parts of the day is seeing over 50 dishes from varied cultural cuisines together on one table. The variety of dishes, reflects the variety of ethnic backgrounds of our students.

Of course, the highlight of the day is sharing the food. The only difficult part is choosing which dishes to try.



Intro to Computers Class

In this class, there are 8 students, most of the students speak very little English and they were not exposed to computers and internet before, so they are very enthusiastic to learn new things.

They really enjoy learning computer skills and internet. They find that it would help them in with everyday life (for example, Google searching, emails, chats...etc.). It also improves their language skills like using computer to look for synonyms or antonyms then put these words into simple sentences.

Despite they are slowly learners but they are keen and very concentrate on study.

Office Skills Class

There are nine students in the class. Most of them have some basic knowledge about computers.

This class is suitable for students who have a basic knowledge and interest in mathematics. These students are very active in learning new things. They learn how to use Excel to design worksheets, use formulas for calculating costs, and put lists of names in alphabetical order.

They learn to use Microsoft Word to write letters, organise documents and how to use mail merge for businesses. The learners are now able to design slides in PowerPoint for a presentation. These are fast learners who show an interest in learning difficult things.

Out of Class Activities



Activity	Student & Tutor Highlight
Harmony Festival	16 students from 2 classes participated in the Harmony Day Festival, wearing their traditional dress on stage in front of a large community audience. Although they were initially nervous, after the event, they shared their new found confidence.
V Line trip to Yarragon	<p>We travelled by V Line train – a new experience for all, to the delightful country town of Yarragon an arts, craft and gourmet destination.</p> <p>The students enjoyed the excursion to this charming country town very much. It was partly due to the fact that they had never travelled by V Line train before.</p>
State Library / Historic Melbourne	We explored the displays and facilities of the library and marvelled at the huge dome over the reading room. This was followed by a trip through Melbourne's historic arcades.
Lotus Garden	A sunny day helped the spectacular lotus flowers to look stunning. One of the students demonstrated the water repellent nature of the lotus leaves.
Melbourne Zoo	<p>Did you know that giraffe are different colours and have unique markings? We discovered that at the zoo and also saw the bump of the pregnant elephant move!</p> <p>It was another great learning opportunity. Some students had never been to the Melbourne Zoo before and none of them by train. Due to good weather, we had a very relaxing time.</p>
Educational tour of Myuna farm	By going on a guided tour around the community farm, giving full attention to an experienced educator and asking him questions students had a great opportunity to develop their active listening skills in a natural environment and a relaxing atmosphere.
Visiting places of worship	Learning about other cultures and religions and how to be tolerant of differences.
Morning tea with Wellsprings women	The students of St James Hall hosted a morning tea for a group of women and children. Everyone had a wonderful time listening to songs and playing games.
French Lunch Day at NPCC	Level 2 and 3 students at NPCC cooked a delicious three course French meal following the instructions from a professional French chef. It was an excellent learning experience.

Out of Class Activities



Activity

Student & Tutor Highlight

National Gallery of Victoria

Our fantastic and knowledgeable guides spoke passionately and clearly about some of the art. We discovered many other different artworks in the afternoon.

For many students it was their first visit to the iconic Victorian Art Gallery famous for its collections of art jewels from around the world including works by modern Australian artists.

The benefit of active listening to tour guides could be hardly underestimated. The tour of the Art Gallery was very informative and inspiring for the students.

Visit to Dandenong Library

A knowledgeable and friendly librarian showed the students around the facility, renewed their old library membership cards and guided through the services available including the Vault. This is a fantastic learning tool for students of all levels to practice their macro English skills at the library and at home.

Participating in the international dress parade

It was a wonderful opportunity for students to participate in a multicultural educational event held by the city council. It was a unique experience to celebrate cultures from around the world through fashion, music, dance and traditional cuisine.

Guided tour at Heritage Hill Gardens

The beauty of the historic gardens with their rare plants from all the 6 continents gave an incredible feeling of joy to the heart and mind. Giant fig trees have been silent witnesses of the events and welcoming people over 150 years.

Costco Shopping Trip

Some students had not been to Costco before so it was an informative day for them. They practiced purchasing, and paying for items. It was good real life application of their class learnings.

Silk Farm Excursion

Level 3 students found this excursion to a silk farm near Cranbourne very interesting and informative due to the presentation delivered by the farm owner.

Our Staff & Volunteers

SNH Staff

Melanie Virtue	SNH Manager
Mystica Perera	Tutor Team Leader
Kelly Cooper	Administration Team Leader
Subha Sriram	Student Information & Statistics
Vy Nguyen	Finance & Administration Officer
Nidhi Sharma	Events Administration Officer
Duc Nguyen	IT Support Officer
Jimmy Forbes	Cleaner

SNH Tutors

Bach Nguyen	Jo Scott	Mystica Perera
Bee Ling Goh	Julia Smirnova	Rani Pilai
Duc Nguyen	Kasia Malinowski	Robyn Egerton
Graciela Kuzu	Melinda Hamilton	Subha Sriram
Gloria Cabatas	Maria Fairweather	

Volunteer Tutors

Ajitha Vithana	Jeanette Podolsky	Natalie Irvine
Amy Tsai	Jeffrey Bender	Olive Lesley Menon
Ann Truscot	Jenni Page	Peter Braham
Anthony Jones Scully	Jennifer Dumas	Rita Romano
Babes Sevilla	Jim Grosset	Robert Marion
Colleen McKechnie	John Brunt	Roma Connell
Debra Rowland	June Talbert	Sally Ta
Dorothea Kassell	Kim Lan Chen	Sarah Lanin
Erika Stahr	Lavang Nguyen	Shaista Veremeenco
Enza Imbrogno	Liliana Mangoni	Sharon Clifford
Francesca Formoso	Liz Maklin	Sita Balaraman
Gayle Whyte	Liz Cavell	Susan Shand
Gerry McKellar	Lorraine Duran	Sue Mountford
Goran Knedevic	Malli Devadass	Sumanda Jayasinghe
Grace St. John	Martin Pettit	Tracey James
Hariklea Nguyen	Mary Chau	Tse Ha Chai
Ingrid Besnard	Melinda Hamilton	Tran Thi Thuy Hong
Janice Wilson	Michael Moore	Yan Vithea Eap
Jessica Lobo	Naryphol Thach	

Office Volunteers

Nhan Ta
Trewina Wong
Jumabi Ali
Lucyna Artymiuk
Suyt Huynh
Natasha Jansz
Rosie Kowsar

Students on Placement

Daniel Kuol Amol
Faith Waithera
Mohamed Rahman
Latifa Ali
Luwis Apai
Tempest Alphonse
Natasha Jansz

VCAL Students

Twayee Bah
Rehana Rafique
Yashika Malik

Our Groups

AA Resurreccion

Support group

ADEC

Arabic Carers' Support Group

Turkish Carers' Support Group

Vietnamese Carers' Support Group

Advocacy for Oromia Association

Advocacy and support group

Aitutaki Enea Society Victoria.

South Pacific music & social support group

Al-Ehssan Support Group

Support & social group for Muslim women

Al-Emaan Muslim Women's Support Group

Support and social group for Muslim women

Australian Chinese Musical Band

Chinese musical group

Australian Latin American Discussion Group

Spanish-speaking discussion group.

Bourio Anatolies

Anatolies performance group for people of mixed abilities

Burmese Women's Sewing Group

Sewing, support and social group for Burmese women, including new arrivals

Chaldean Community Group

Aramaic language classes & culture

Cook Islander's Welfare Association

Support and social group

Fayaa Oromo Women's Group

Social and Support Group

Friends of Springvale Neighbourhood House

Individuals who support the vision and mission of Springvale Neighbourhood House

Hararian Organization Inc.

Social and Support Group

Huong Que

Vietnamese Cultural Music and Dance

Island Roots Performing Arts Group

Cook Island & Pacifica performing group

Kofale

Support and social group

La Voz Femenina

Central & South American women's support and social group

Lakhanda Elderly Group

Sri Lankan elderly support and social group

Las Iluminados

Support and social group for Spanish-speaking elderly people

Latin Sounds—Sonido Latina

Salsa, Merengue, Bachata & Cumbia dance group

Little Hobby Group

Multicultural craft group

Lotus Singing Group

Vietnamese singing group

Madda Borkana

Support and social group

Maya Dance Group

Cultural dance group from El Salvador

Multicultural Women's Group

Support and social group for Italian-speaking women

Multicultural Women's Sewing Group

Multicultural social support and sewing group

Rhythms of the Pacific

South Pacific music and support group

Ronald McDonald Learning Program

Education support & tutoring for children recovering from serious illness

Save Cambodian Children Fund

Support meeting for volunteers raising funds for Cambodian charity

S.E.R.M.O.C.A.V.A.

Oromo cultural, support and social group

Somalian Cultural Youth Group

Social and support group

Springvale Mandarin Network

Social, cultural and support group for people of Chinese background

Springvale Mandolin Group

Chinese cultural music, singing and dance group

Springvale Neighbourhood House Opera Group

Chinese Opera performance group

Springvale Tai Chi Group

Classes, performances & practice tai chi

Spirit of Enterprise Project Group

Enterprise Hostel historical preservation group

Tanzil Quoran Group

Advocacy and support group

United Filipino Elderly Group Inc

Social support group for elderly Filipinos

Ventana Hispana (Spanish Window)

Support and Social Group

Victoria Myanmar Muslim Community Inc.

Support and social group

VICAFAMAN

Vietnamese mutual support group



Our Supporters

Springvale Neighbourhood House acknowledges the support of the Victorian Government, the City of Greater Dandenong, Victorian Multicultural Commission, the Association of Neighbourhood Houses and Learning Centres, and the Learn Local Network.



