



Springvale

Neighbourhood House



CELEBRATING OUR DIVERSITY

Annual Report 2015



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 Learning Centre

1-3 Lightwood Road, Springvale, 3171

Business Hours: 9 - 5 Monday – Friday

Phone: 9574 6399

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Email literacy@snh.org.au

Our House

Vision:

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



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.

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.

Springvale Neighbourhood House was purpose built through an unemployed youth project whose participants constructed hand-made bricks with clay from the local quarry.

The House is unique in the Neighbourhood House movement, established for self-help and empowerment of the culturally diverse community of Greater Dandenong.

It provides a meeting place for newly arrived migrants and refugees, overcoming their feelings of social isolation.

During the years 1983 to 1992 many cultural groups arriving at Enterprise Hostel made their way to the House, and with its assistance, established support groups for their emerging communities enabling them to settle successfully in the local community. Many of these people are still involved with the House which has continued to be based on self help, support and empowerment rather than classes and programs.

In the two decades that have followed many new migrants, refugees and asylum seekers have found their way to Springvale Neighbourhood House. With each new group, the House grows richer through sharing new cultural experiences including traditions, dance, song, language, food and celebrations.

Springvale Neighbourhood House runs multicultural events, craft classes and activity groups. These include our annual Diversity Day concert, a recycled craft group, a destination walking group, a weekly exercise group (the 'try it' club), and a Welcome Café (a conversation group for people new to the House).

Springvale Neighbourhood House is a Registered Training Organisation running English language and literacy classes.

Our Neighbourhood Literacy Centre coordinates ESL classes in Springvale and suburbs across the City of Greater Dandenong.

The House is home to 43 community groups and continues to provide a welcoming "*home away from home*" for all, regardless of country of birth, language, religion, citizenship or visa status.

80%
*of participants
speak a language
other than English
at home*



P5 OUR PEOPLE
Committee
Accounts
Staff & Tutors

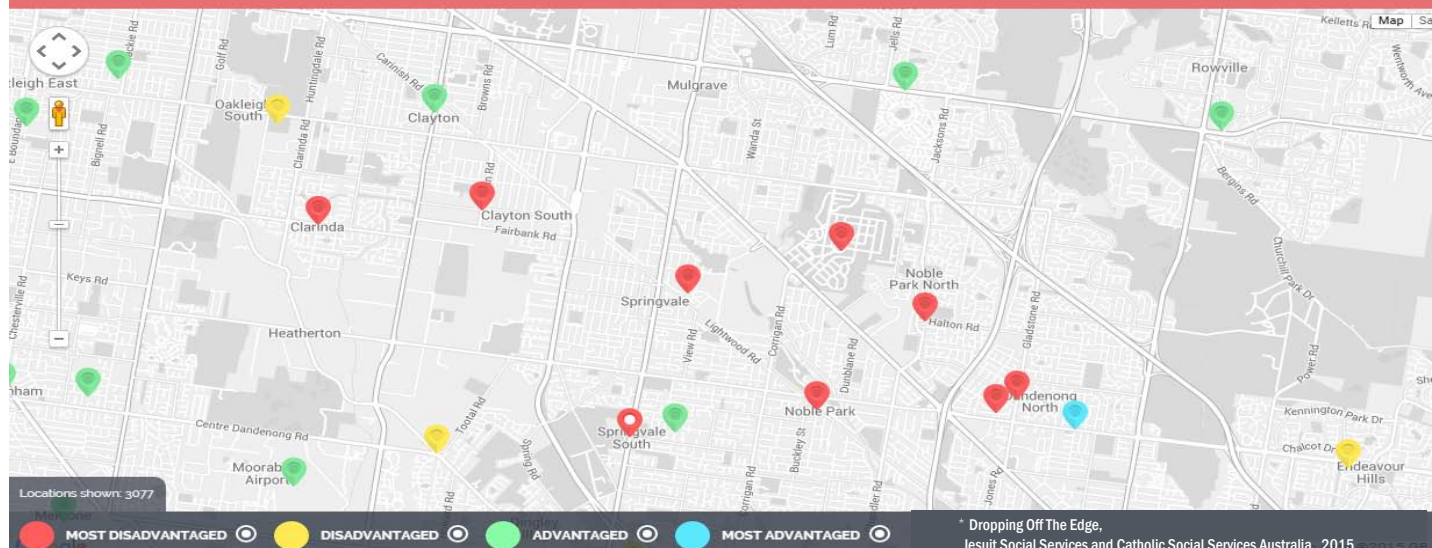
P13 OUR FINANCES
P20 OUR GROUPS

P37 OUR ACTIVITIES
P44 OUR LEARNING PROGRAM

P55 STAFF LIST
GROUPS LIST
P57 OUR SUPPORTERS

Our Suburb

DOTe2015



Springvale is the most culturally diverse community within the City of Greater Dandenong. 79% of Springvale speak a language other than English at home. It also has the highest unemployment rates (see below). The City of Greater Dandenong was rated the most socio-economically disadvantaged municipality in Victoria in the 2011 Census.

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 corresponding metropolitan at 33%). 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. Lower numbers signify greater disadvantage.

- 7th most disadvantaged for overall education (proportion of population aged 16-65 years who left school before 16 years of age);

- 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);
- In the highest 15% of suburbs for unemployment - assessed as proportion of population aged 16 to 64 years old on New Start allowance (rank = 93rd most disadvantaged suburb) and 10% for long-term unemployment (rank = 54th most disadvantaged suburb)

Our People



Chairperson's Report: *An eventful year of planning and change!*



"I enjoy being Chairperson as I get satisfaction from seeing improvements in the way we are planning for the future and governing the day to day programs."

Melinda Hamilton
Chairperson

Melinda Hamilton was elected chairperson of Springvale Neighbourhood House Committee in November 2013. She is the leader of the Little Hobby Group, runs a volunteer English conversation class, 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 second year as Chairperson of Springvale Neighbourhood House and I am enormously proud of the positive changes that we have made.

The Committee has been working hard to build a stronger organisation bringing our literacy program and neighbourhood house programs together, appointing Melanie Virtue as Manager of all programs and activities, and starting a charity giving tradition under the direction of our Community Leaders Forum.

I'm enormously proud of the way our groups are working together on our charity fundraising. Our Mad Hatter's Ball raised \$2,395.75 for the Nepal Earthquake Appeal, our Biggest Multicultural Morning Tea raised \$2,643 for the Cancer Council of Australia and our gala dinner dance raised \$1955.25 for Springvale Community Aid & Advice Bureau's emergency relief fund.

My highlights from this year include the International Dress Parade and the Mad Hatter's Ball. It is always fascinating to see people from such diverse cultural backgrounds coming together to celebrate and enjoy themselves.

I have learnt a lot about governance during the past year. Along with other Springvale Neighbourhood House Committee members, I attended two conferences that were especially for neighbourhood houses. The workshops covered areas like committee responsibilities, planning for the future, workplace agreements, and creating a vision for the House. I enjoyed meeting people from other neighbourhood houses and talking about their programs.

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

Our Committee

Who are our Committee?

Q

What groups are represented on the Committee.

A

Our 2015 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 Feminia, Iraqi Group, Aitutaki Enua club, Friends of the Neighbourhood House, Spirit of Enterprise, and a representative of multicultural women.

Q

What percentage of SNH groups are represented on the Committee?

A

In 2015, 33% 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

Who are the newest members of the Committee?

A

Fathia, Workineh, Raied, Yue Hua, and Tere-Marika are the newest as they were elected in October 2014.

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



"I enjoy representing the Hararian Organisation on the Committee because we are one of the oldest groups in the House. I am Chairperson of the Risk Management Subcommittee which conducted a safety audit of our House and Learning Centre to identify any safety risks for members, students or staff."

Mohamed Mohamed,
Deputy Chairperson



"I like being a Committee member because I can contribute positively and assist other committee members in working towards improving the house to provide better community services."

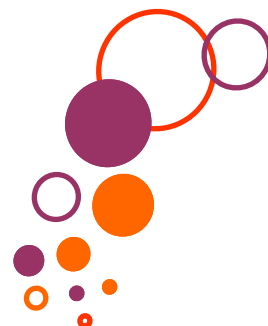
Hayat Doughan,
Deputy Chairperson



"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 voluntary contribution."

Wilfredo Zelada
Treasurer



Our Committee

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



"I like being a Committee member because it reconnects me with the community I used to work with and allows me to contribute my skills gained over many years working in the community sector".

*Heather Duggan
SNH Committee member*



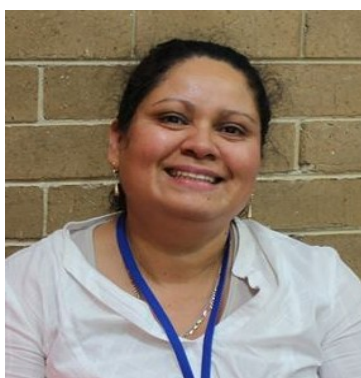
"I enjoy using my governance experience to improve the way we manage the House. I'm looking forward to the coming year as a time to consolidate the hard work we're put into improving the day to day running of the House."

*Betty Wilderman
SNH Committee Member*



"I like being a committee member because I can meet different people. They are all very kind and friendly. I feel very happy. I can help our Chinese community group when they are in need. I love the staff of the House."

*Yue Hua Shen
SNH Committee member*



"I like being a committee member because it gives me the opportunity to make a difference to the community."

This year we did a 5 year plan for the future of our House."

*Maria Cruz
SNH Committee member*



"I like being on the Springvale Neighbourhood House Committee because I am helping my community. Also I like being on the finance subcommittee because I'm good at numbers and it's good to check that everything is running well."

*Meteka Tumu
SNH Secretary*



"I like being a committee member because a wonderful group of members get together around a table once a month to discuss community issues, provide direction, have a laugh, and generate innovative ideas within

our means."
*Magda Ziadeh
SNH Committee member*

Our Committee

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



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

Isobel Poliquit
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



"It is very advantageous to be a member of Springvale Neighbourhood House. As Committee members we participate in conferences with different neighbourhood houses. We shared different experiences and ideas at the neighbourhood house conference in Geelong. I also learned some 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



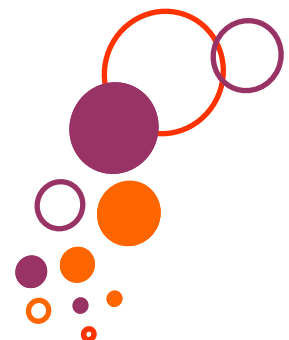
"I like being a Committee member because we are a strong mixed cultured group and we learn from each group's culture and also support one another. Staff for the House are also amazing providing workshops and trainings to help our community."

Tere-marika Matareka
SNH Committee member



"I enjoy being part of the community of Springvale Neighborhood House because it provides a lot of help for different cultures to keep their history and traditions and to be shared with other people from around the world. Also I can be involved in upcoming occasions and news to keep everyone involved up to date."

Raied Morogy
SNH Committee member



Our Manager



SPRINGVALE NEIGHBOURHOOD HOUSE
celebrating together!

Neighbourhood House Coordinator Report:

My 2nd year at Springvale Neighbourhood House and I'm still excited!!!



"I can't believe how much I love working at Springvale Neighbourhood House. Every day I get to travel around the world and learn new things about other cultures and my own culture too!"

Melanie Virtue,
SNH Manager

It's two years since I started working at Springvale Neighbourhood House and I'm still excited about the work we do here!

Our groups continue to be the heart and soul of the House! Our Community Leaders Forum decided to run two charity events each year. The charity is chosen democratically through one vote for each group. This year, they raised **\$6994** (more details on page 39). I'm guessing our Charity Balls will become a new tradition!

We've started another tradition - our FreeMart which is a giant jumble sale with a difference, all the items are free. It's a great way for Springvale Neighbourhood House friends, members, students and staff to recycle unwanted items. Our third FreeMart and its looking like being even bigger than ever.

We've had some high profile events this year:

- Over 1,500 people attended our spectacular International Dress Parade in Dandenong's Harmony Square. 129 people paraded in their cultural clothing, representing the continents of Africa, Central and South America, Asia and Europe - see photo above!

- We participated in the City of Melbourne &

City of Greater Dandenong Screen Project. Our Springvale Tai Chi group joined their Melbourne counterparts for a weekly tai chi exercise class. Both tai chi groups were simultaneously broadcast on the Melbourne and Dandenong screens.

- We joined Mordialloc Neighbourhood House for a joint project—Living and Learning Together. This cultural exchange project brought together Muslim and Christian women for a term of shared activities, stories and Mosque/Church tour.
- Our cultural groups performed at the Springvale Snowfest, the Dandenong Market Moon Cake festival and the Emerge festival, highlighting the multi-cultural, multi-talented groups who are members of Springvale Neighbourhood House.
- Our Diversity Day celebration was very successful. Over 400 people enjoyed 15 cultural performances & 14 community stalls.

I'm looking forward to working with our community groups to plan bigger and better events and activities for the coming year.

Our Staff & Tutors

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



"I enjoy working at the Springvale Learning Centre as it is fulfilling seeing students skills & confidence grow. It is also terrific to see them participate more fully in the community."

Rebekah O'Loughlin
Coordinator, Literacy Centre



"What I really enjoy is that the House is a very tolerant and non-judgmental place. Everyone is always friendly and supportive of each other."

Rosemary McLeod
Administration Assistant



"I like to help people and enjoy getting to know the variety of cultural groups that use the House"

Sonia Hernandez
Finance Officer



"I like teaching at the Springvale Learning Centre because it gives me the opportunity to share the experiences of others in a unique and special way. What I loved the best is watching Lan Gan help others to learn. She's an amazingly patient teacher, helper and friend"

Robyn Egerton
Tutor



"I enjoyed teaching at Springvale Literacy Centre this year. The varied classes are an ongoing challenge to my skills and learning 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



My class shared a 'supernatural' experience: we were learning about the ANZAC centenary, when we realized we were reading about the legend of John Simpson Kirkpatrick exactly 100 years to the day, since he died in battle at Anzac Cove! My teaching highlight was when a Life Skills student completed the Royal Mint collection of 20-cent coins, mounted on a card with information about the image on the coin. The collection has enriched our knowledge about people and events associated with the Anzacs."

Mystica Perera, Tutor

Our Staff & Tutors

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



"I like teaching at Springvale Literacy Centre. It's been a great teaching and learning experience for me as a teacher/mentor as well as a lifelong learner. To be able to play a major role in developing students' language, literacy and numeracy skills along with everyday life skills is really rewarding." Rani Pillai, Tutor



"My teaching highlight was when a students from my Intermediate EAL class purchased the nail care business where she worked, She told me that if her English was as bad as before, she could never buy the business because the majority of her clients speak English. I was so happy that I had assisted her in making a huge difference to her life." Bee Ling Goh, Tutor



"Teaching at Springvale Literacy Centre is very rewarding to see students learning new skills and using them in their everyday activities. It's a very friendly environment and students appreciate the opportunity to get more confident with the new skills" Graciela Kuzu, Tutor



"Teaching at Springvale Literacy Centre is challenging because of the different needs and abilities of students who come with educational backgrounds that range from Year 4 at primary school to tertiary education. That is more than balanced by the fact that students are all eager to learn, participate fully in class activities and generously share their life experiences. I feel privileged to play a role in their education and it's a pleasure to go to work each day." Jo Scott, Tutor



"Teaching adult learners is challenging as it requires a lot of resources, various strategies and approaches to help students with various interests, educational backgrounds and needs to learn English. Students sometimes have personal issues and concerns that need addressing before they can fully engage in a process of learning. It's rewarding to see adult learners improving their language skills, building their confidence in communicating in English outside the classroom environment." Julia Smirnova, Tutor



"I like teaching at Springvale Literacy Centre because it is a community based learning centre where staff are friendly and most students are excited to learn about computers." Duc Nguyen Tutor

Our Staff & Tutors

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



"My teaching highlight for this year was organizing the Biggest Morning Tea at the Springvale Reserve. This activity was an out of class activity and the level 3 students had to do a presentation based on their experience. The students worked as a team and this focused on the organisational skills and learning skills. We raised more than 3 thousand dollars on this day for the Cancer Council."

Subha Sriram, Tutor



"My teaching highlight for this year was when the Little Hobby Group made heritage teddy bears after knitting and selling scarves at Springvale SnowFest to raise the money to buy the fur. I really enjoyed taking my class to the Snow. Many had never seen snow before." **Melinda Hamilton, Tutor**



"Teaching at Springvale Literacy Centre is very rewarding, inspiring and challenging. It is rewarding in that we are making a difference in our students lives. It is also inspiring in that by working with people from diverse cultural backgrounds we learn and change. And it is also challenging because of our students` different levels of formal education experience, their different expectations, attitudes and values." **Kasia Malinowski, Tutor**



I like teaching at the Literacy centre because I love listening to the students' ideas and seeing the way their minds work and being able to explore diverse issues and situations.

My teaching highlight for this year was teaching how to advertise, for example: cars for sales, lost dog... because it relates to real life situations and meets their needs.

**Bach Nguyen
Tutor**



"Working here is more fun than work. Fellow colleagues are friendly and appreciative of what's been done. MC'ing is an absolute delight; the audiences are responsive and bubbly".

**Jimmy Forbes
Cleaner & MC**



Our Finances



Wilfredo has been a member of our committee since 1994 and has been our trusted treasurer for ten years.

Wilfredo works as finance officer at the Victorian Womens Trust and is dedicated to making our accounts balance.

Treasurer's Report 2015



"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 voluntary contribution."

Wilfredo Zelada
SNH Treasurer

The audited financial report for the financial year 2014-15 included in this report shows the income and expenditure for the financial year, the financial position as at 30th June 2015, the changes in equity and the cash flow for the year ended on 30 June 2015.

The notes to the financial statements included in the report present details and the comparison with the previous financial year.

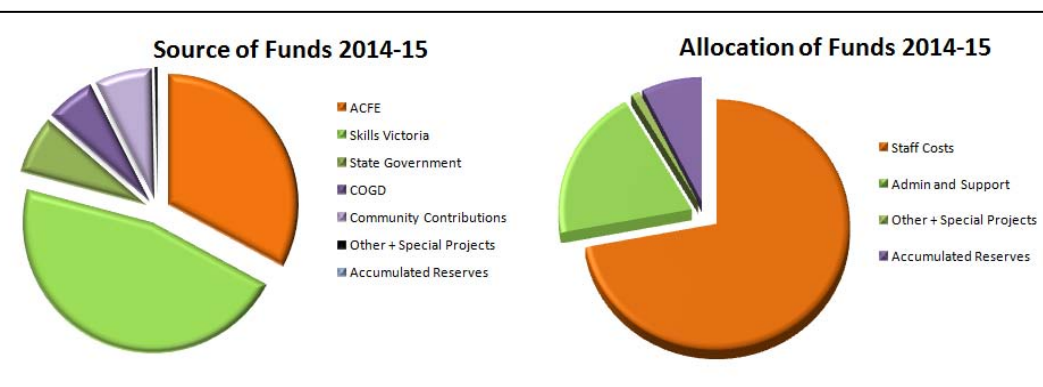
Springvale Neighbourhood House Committee has continued the process of reviewing its operations as a community development centre and a community learning centre to ensure that it remains relevant to the needs of the local community.

During the last six financial years the House

has experienced a sustained growth in language and literacy learning programs from \$332.1 thousand ACFE funds in 2009-2010 to a combined \$842.1 thousand in 2014-15 (ACFE \$350.0 and Skills for Victoria \$492.1), representing a 161.4% increase .

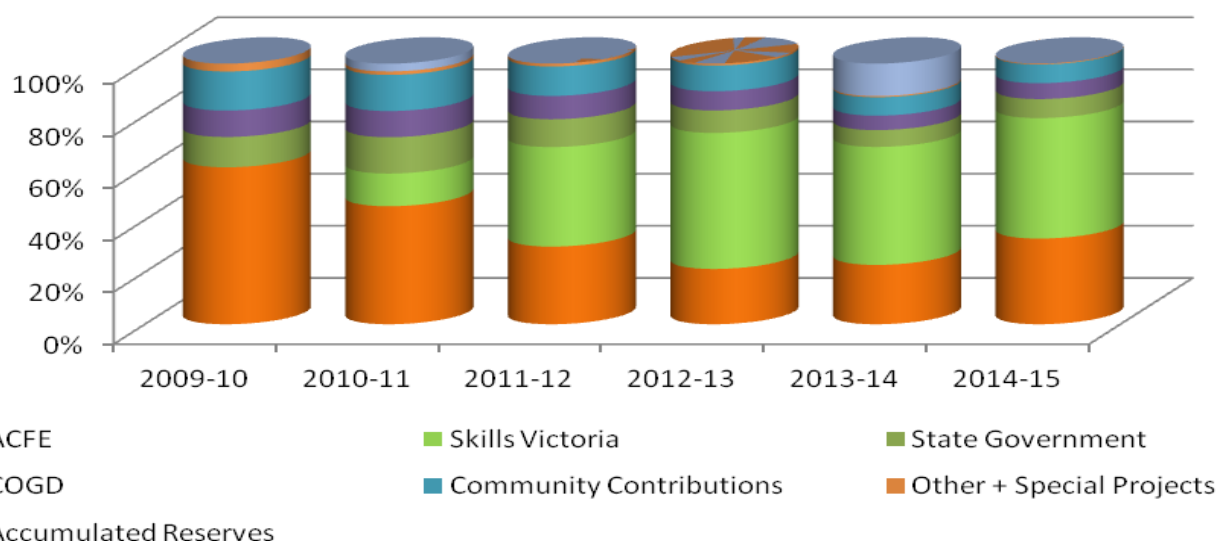
The combined funding for community engagement and participation has increased from \$116.4 thousand in 2009-10 to \$142.6 thousand in 2014-15 (\$77.7 thousand from the Victorian Government and \$64.9 thousand from the City of Greater Dandenong). It represents an increase of 22.5%.

These funds have been allocated to meet operational expenses and program delivery costs.



Our Finances

Source of Funds 2009-2015



SOURCE OF FUNDS	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
ACFE	322.2	246.1	186.7	171.4	259.1	376
Skills Victoria	0.0	68.1	239.4	421.7	515.0	492.1
State Government	62.1	75.8	66.7	69.6	73.6	77.7
COGD	54.3	54.5	56.1	59.5	63.0	64.9
Community Contributions	80.1	75.4	70.7	79.7	80.5	76.5
Other + Special Projects	16.2	7.2	7.0	5.9	5.0	11.5
Accumulated Reserves	0.0	16.3	0.0	0.0	141.6	0
Total	534.9	543.4	626.6	807.8	1,137.8	1,098.7

The main component of expenses are staff cost which represent an average of 76%. This component has increased from \$400 thousand in 2009-10 to \$766.2 thousand in 2014-15.

The second major component is administration and support which represents an average of 18%. This item has increased from \$88.3 thousands in 2009-10 to \$208.2 thousand in 2014-15.

In its role as the governing body, the House Committee has maintained a responsible approach to manage the funds received. The annual results have been mixed with some years reporting positive results and in some years reporting negative results. Over the six year period, the net result has been a net loss or appropriation of accumulated reserves of around \$7 thousand. It indicates that the equity of the House remains as it was as at 30 June 2010: around \$400 thousands.

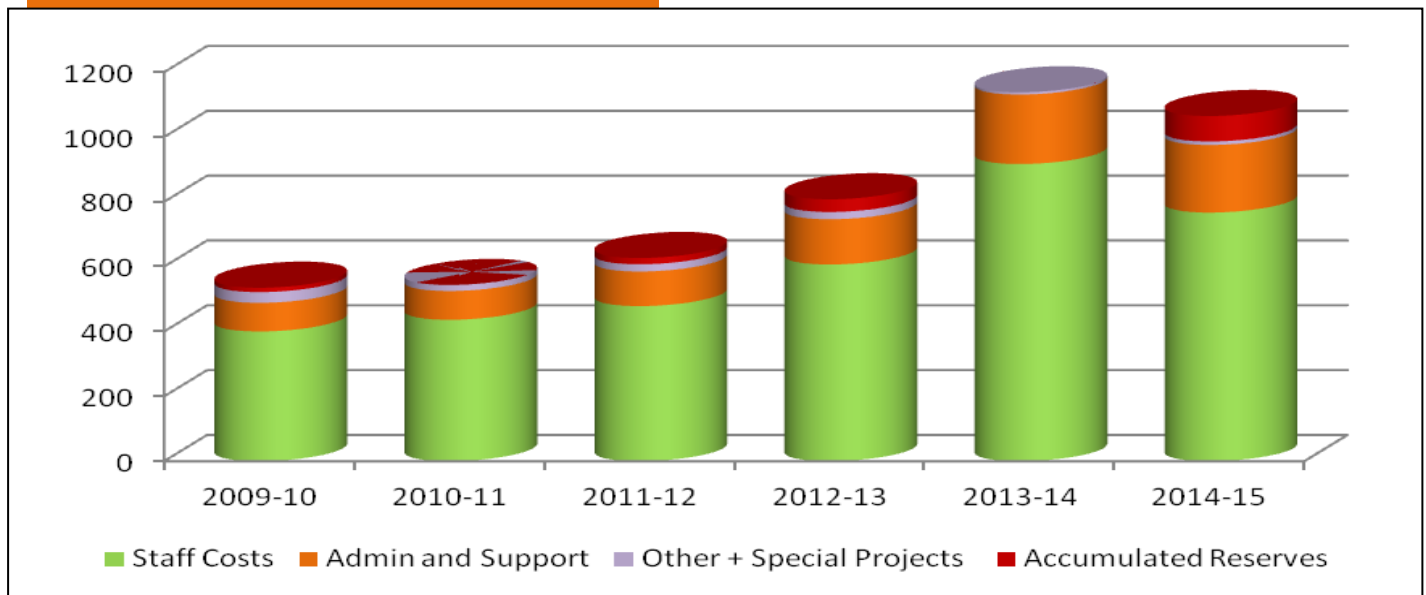
The tables and graphs presented above provides the full picture of the funds received and allocated from 2009-10 to 2014-15.

The Committee has also been compliant with its legal obligations as well as making provisions for staff entitlements accordingly with the current industrial relations legislations and collective agreements.

The challenges faced by the Springvale Neighbourhood House Committee during the financial year 2014-15 and the previous five financial years, its resilience to be responsive to the local community needs and the strong community engagement and participation of its group members and students are a testimony of the dedication, responsibility and vision of a bunch of volunteers members leading the House activities within a constant changing environment of Australian government policies and needs expressed by the general community.

Our Finances

Allocation of Funds 2009-2015



ALLOCATION OF FUNDS	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Staff Costs	400.0	436.0	478.3	606.6	916.5	766.2
Admin and Support	88.3	88.8	106.6	139.5	214.3	208.2
Other + Special Projects	33.2	18.6	22.5	22.6	7.0	7.7
Accumulated Reserves	13.4	0.0	19.2	39.1	0.0	116.6
Total	534.9	543.4	626.6	807.8	1,137.8	1,098.70

As Treasurer of the Springvale Neighbourhood House I feel so honoured and proud of being part of the Committee elected by the Annual General Meeting to manage the affairs of the house during 2014-15.

Our achievements cannot be possible without the continuous support of our funding bodies, other local community organisations working in partnership, 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 making possible this successful year!!!!

Wilfredo Zelada

Treasurer



FINANCIAL

REPORT

2014-2015

Springvale Neighbourhood House

**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 2015 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 2015 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

FINANCIAL

REPORT

2014-2015

Springvale Neighbourhood House

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

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	Note	2015 \$	2014 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	244,247	154,265
Trade and other receivables	6	4,328	10,484
Financial assets	7	562,909	543,573
Other assets	8	4,917	-
TOTAL CURRENT ASSETS		816,401	708,322
NON-CURRENT ASSETS			
Property, plant and equipment	9	61,544	70,071
TOTAL NON-CURRENT ASSETS		61,544	70,071
TOTAL ASSETS		877,945	778,393
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	45,743	33,250
Short-term provisions	11	371,779	351,560
Other current liabilities	12	52,169	101,972
TOTAL CURRENT LIABILITIES		469,691	486,782
TOTAL LIABILITIES		469,691	486,782
NET ASSETS		408,254	291,611
EQUITY			
Reserves	13	59,603	59,603
Retained earnings	14	348,651	232,008
TOTAL EQUITY		408,254	291,611

FINANCIAL

REPORT

2014-2015

Springvale Neighbourhood House

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 2015

	Note	2015 \$	2014 \$
Revenue	3	1,098,678	996,156
Administration expenses	4	(81,625)	(87,268)
Utilities		(12,592)	(9,429)
Community Support	4	(28,870)	(12,921)
Student Support		(84,881)	(104,655)
Employment expenses		(766,279)	(916,531)
Special/Earmarked Projects		(7,788)	(6,976)
Profit before income tax	4	116,643	(141,624)
Income tax expense		-	-
Profit after income tax		116,643	(141,624)
Retained earnings at the beginning of the financial year		232,008	373,632
Profit attributable to the association		348,651	232,008

FINANCIAL

REPORT

2014-2015

Springvale Neighbourhood House

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

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015

Note	Retained earnings \$	General Reserve \$	Capital Development Reserve \$	Total \$
Balance at 1 July 2013	373,632	31,895	27,708	433,235
Profit attributable to members	(141,624)			(141,624)
Balance at 30 June 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

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

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from community	1,111,166	973,738
Interest received	19,068	22,862
Sundry income	600	4,511
Payments to suppliers and employees	(1,012,063)	(887,425)
Net cash provided by operating activities	118,771	113,686
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from investments	-	7,162
Payments for furniture and fixtures	(8,440)	-
Payments for equipment	(1,012)	(3,796)
Payments for investments	(19,337)	-
Net cash provided by (used in) investing activities	(28,789)	3,366
Net increase in cash held	89,982	117,052
Cash at beginning of financial year	154,265	37,213
Cash at end of financial year	244,247	154,265

Our Groups



AL-EMAAN MUSLIM WOMEN'S SUPPORT GROUP

Our group has 24 members. Seven new members joined this year.

We run social, educational and information sessions. Also we go on excursions and participate in Springvale Neighbourhood House's activities and Diversity Day Celebration. Our group really enjoyed Diversity Day and the Women Living and Learning Project.

Our achievements this year were: organising an Iftah dinner in the House in partnership with SAMA Arabic Organisation and being involved in the Living & Learning Together Project.

We like coming to Springvale Neighbourhood House because we feel welcome, safe, respected plus it is affordable for our group. The staff are always very helpful.

This year Springvale Neighbourhood House helped our group to organise a Multicultural dancing event.

Our activities this year included information sessions about Centrelink and State Emergency Services, We enjoyed a trip to the Museum, the Islamic Museum and excursions to the cherry farm and Philip Island. We attended an Eid celebration, Multicultural Dancing and a Let's get Physical Project. We also visited the Dandenong Library and Art Gallery.

Next year we are looking forward to the training sessions which SNH is going to run, the excursions and the fund-raising events.

AL EHSAAN WOMEN'S SUPPORT GROUP

The Al-Ehssan Support group (pictured left) has 15 members.

We like everything about Springvale Neighbourhood House. We enjoyed the snow trip, the Museum and the Werribee excursions and the women's retreat day at Kallista.

This year we have enjoyed all of the outings, the Community Leaders' forums, and using the room every Friday for our support group.

ARABIC CARERS GROUP

The ADEC Arabic Carers Group has 12 members. We invite guest speakers to our meetings. Our other activities are knitting, playing games and doing active exercises.

Our greatest achievement was adding numbers of participants. We like to come to SNH because the place is very easy to

access and it is clean and big and all the staff is helpful.

This year our group really enjoyed the Werribee Zoo excursion. SNH also helped us with an outing to the beach.

Thanks to Springvale Neighbourhood House.



Our Groups



AUSTRALIAN CHINESE MUSICAL BAND

The Australian Chinese Band has 9 members with one new member this year.

We connect through playing Chinese music together every Tuesday night. We are often invited to perform at various aged homes; day care centres; community centres, churches and multi-cultural events. We always make ourselves available to perform.

Our achievements this year were performances at the Lunar New Year Festival at Glen Waverley, Diversity Day in Springvale and Chinese New Year celebrations at Coburg market.

We like coming to Springvale Neighbourhood House because it provides the right facilities for us to play music.

The co-coordinator and staff of SNH are very helpful and caring. They have the right attitude to interact with different ethnic groups. It provides various programs for everyone. It helps to foster good friendship amongst different ethnic groups. It is convenient for anyone who wants to come to the SNH.

This year our Group really enjoyed the Diversity Day celebration and the Springvale CNY celebration. SNH has helped us to get to know leaders of other groups and to have group outings with the help of the minibus.

Next year we are looking forward to having more performances and more outings.



A A RESURRECCION

AA Resurreccion meets weekly for group therapy 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.

Apart from our weekly meetings we have an anniversary meeting to which all groups in

Melbourne are invited. It is a very good opportunity to share our commitments.

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



BOURIO ANATOLIES

Bourio Anatolies has five members. Bourio Anatolies is a performance arts group for people with and without disabilities.

Our community performances send a powerful message about focusing on ability ahead of disability. Alex gave a talk at Deakin University for student teachers learning about working with students with disabilities. Alex spoke about life for people with disabilities.

Another highlight was our performance with Fusion Theatre, "Mind the Light" at the City of Greater Dandenong's Nocturnal Art Event.

Our group likes coming to Springvale Neighbourhood House because they help us with funding submissions and reports. It is also a safe and

happy place to hang-out and have a chat. This year our group really enjoyed coming to the Community Leaders Forums as it kept us informed on what is happening with other groups. They also gave us a chance to let people know about our crowd-funding initiative on Go-Fund-Me.

There will be a showing of Alex's film "Who is He?" at the theatre at Clayton Community Centre on November 6, 2015.

This year Springvale Neighbourhood House has helped our group. Next year our group is looking forward to getting a grant (or two) for a new performance we are creating. The working title is "It's all in a mess!"

ADVOCACY FOR OROMIA ASSOCIATION

The Advocacy for Oromia Association in Victoria has 45 members. 15 more joined this year. Our group is committed to standing for people who are disadvantaged. We deliver services and assistance to people in need.

We held two community consultations with 50 Oromo community members. We provided 65 support letters for housing sponsorship and immigration issues. We provided leadership training for 15 community members. We held two film nights and celebrated four

cultural and social events. We enjoy coming to Springvale Neighbourhood House because it is welcoming, easily accessible and charges very low fees.

This year we provided many social and cultural events for our community. We arranged Oromo Peace Day to increase awareness about peace and harmony, and Oromo New Year and Oromo Martyrs Day. We will celebrate Oromo Thanksgiving day, Oromo Youth Day, Oromo Graduation night and a festival at Federation Square.

Our Groups



BURMESE WOMEN'S SEWING GROUP

The Burmese Women's Sewing Group has 24 members. It provides a safe, comfortable, relaxed space to reduce the instance of social isolation in the community and to develop skills such as sewing, whilst empowering women through information and education.

Our main achievement this year was the formation of the group. From humble beginnings the group has continuously welcomed new members. Springvale Neighbourhood House accommodated the needs of our group in terms of space, support, transport and material needs such as floor matting and stationary.

The group very much enjoyed a visit to Melbourne's Sea Life Aquarium. We saw all the animals like stingrays, penguins and sharks. The visit would not have been possible without the use of the SNH bus.

Springvale Neighbourhood House has assisted with the formation of our group and has informed us of courses and information sessions available through SNH.

Next year we are looking forward to growing member numbers and partaking in multicultural craft projects in the City of Greater Dandenong, such as the upcoming "Boat Project".

During the year we enjoyed Burmese cooking. This involving cooking all together and taking charge of the kitchen. We also experimented with Australian cooking by trying apple crumble for the first time!

We invited guest speakers so we could learn about Dental and Oral Health, Female Health, Diabetes, healthy food, lifestyle, etc. and about services and facilities in the community.

COOK ISLAND WELFARE GROUP

The Cook Islanders' Welfare Association has seven members with three new members this year. We meet weekly and on Mother's Day and Father's Day. Our Group likes coming to Springvale Neighbourhood House for meetings. This year we enjoyed a few activities in the Cook Islands. Springvale Neighbourhood House has helped us and we are looking forward to the same thing again next year.



Our Groups



HUONG QUE

The Huong Que Senior Performance Group has 12 members and 8 new members this year.

We learn and practice folk dancing steps and old songs. We perform our folk dances on many occasions and practice chorus singing. We encourage members to become involved in community activities (learning, practicing and performing) as a contribution to the multicultural community in Dandenong.

Our group is improving in numbers and in performing. We keep our members healthy and friendly and always in high spirits.

Springvale Neighbourhood House is our place to meet each other, to learn and to practice Vietnamese folk dancing steps or old Vietnamese songs. The staff not only helps small groups like ours but also supports us in many ways.

This year we really enjoyed the Aged and Disability Expo at Springvale Town Hall and the New Year Celebration at M.R.C.

This year SNH has helped our group to contribute many performances, provided a room weekly and helped us to get a \$500 grant from the Community Response Grants Program.

Next year our group is looking forward to being a member of Springvale Neighbourhood House, an active one. We want to achieve more performances and thus contribute more to our community.

We performed 23 times from in the past year. The three most important ones were Launch of Hope (Springvale Town Hall), New Year Celebration (Dandenong Lightwood Centre) and Dandenong Diversity Week (Dandenong Civic Centre).

HARARIAN ASSOCIATION

The Hararian Organization has 104 members. One new member joined this year. We like coming to Springvale Neighbourhood House because it enables us to run our program for the year. This year our group really enjoyed the programs that we put in place for its members. They included Ramadan Iftar (dining together after sun set).

Our group organized a weekly Iftar for all members every Saturday for 4 weeks during the month of Ramadan. We included a trip to Cape Bridgewater where our youth camped for 2-3 days. We held Eid festivals and fun filled activities where members of the community come together to celebrate.

This year Springvale Neighbourhood House helped our group to run committee meetings, our youth cultural session/class and our women's program. We also held a VCE information session by ex-VCE students. Next year our group is looking forward to maintaining this year's program and adding more youth activities.

KAAFUR GROUP

The Kaafur Group has 90 members and 15 new members this year. We study different languages, do cooking classes, support each other and we meet fortnightly.

Our achievements were gaining a lot of experience helping people, improving our English and gaining more understanding about the community and Cultural Diversity.

Our group likes coming to SNH because it's close to where we reside. We feel welcome and enjoy learning. This year we really enjoyed our parties like Ramadan (65 adults) and organized Fun Fare for children. We enjoy sharing food and exchanging ideas. SNH has helped our group to carry out our programs. Next year we are looking forward to arranging more meetings and helping our children to learn our language as well as English.

Our Groups



ISLAND ROOTS

.Our group has 35 members. We gained ten new members this year.

We perform Polynesian music and dancing and perform all over Melbourne at various functions.

Our achievement this year was funding our very own public liability.

We like coming to Springvale Neighbourhood House because we are able to use a room to practice our performances and to hold general meetings for our group.

This year our group really enjoyed the Multicultural Dress Parade in Dandenong and the Diversity Day concert in Springvale.

Springvale Neighbourhood House has helped our group to grow strong in our Cook Island culture. Allowing us to use the SNH bus has helped us to perform our shows around Melbourne.

Next year our group are looking forward to raising funds so we can travel interstate to promote our culture around Australia. We also plan to buy more costumes and uniforms for our group.



IRAQI COMMUNITY

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.

The language of the people of Palestine shifted from Hebrew to Aramaic sometime before 2300 B.C. Therefore, we know that Jesus, his disciples and contemporaries spoke and wrote in Aramaic. The message of Christianity spread throughout Palestine, Syria and Mesopotamia in this Semitic tongue.

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



LA VOZ FEMENINA

There are 29 members in La Voz Femenina. We had 3 new members join in 2015. We had some activities such as: painting, knitting, cards, plastic decorations (Flowers, Pots, etc.) crafts and handbags.

Our group likes coming to Springvale Neighbourhood House because the people are very friendly and they make us feel welcome. We can use all the facilities in there and feel very comfortable.

This year our group really enjoyed making plastic decorations, handbags and knitting. Springvale Neighbourhood House has helped our group to feel very comfortable and welcome. The staff are very friendly and make us feel good and happy. In the next year our group is looking forward to continuing with all types of craft.

This year we had lots of activities and outings like:

- Mother's day celebration: We will go out and we have lunch in a restaurant.
- Australia day and Nationality Spanish Day: We will decorate the room bring food and have a celebration party.

We celebrate birthdays: Twice a year we will celebrate them with presents and food.

Christmas day: We will celebrate in the Neighbourhood House. We will have lunch together in a restaurant.

In July (once a year), the group gives us free wool!

Next year we will organize a picnic day and travelling.

LAKHANDA ELDERLY SRI LANKAN GROUP

The Lakhanda Elderly group has 20 members with five new members joining this year.

Our group meets weekly at the Neighbourhood House. We hold information sessions about services we get from Centrelink, Council etc.

We like to come to SNH because of the friendly environment and it is a good venue for our meetings. This year we celebrated our 10th anniversary with a Buddhist ceremony.

Next year we'll probably do the same activities.



Our Groups



LATIN SOUNDS

The Latin Sounds group has 14 members and 5 new members this year.

We learn to dance "Merengue, Cumbia, Salsa, Bachata" Latin Rhythms.

Our achievements included some people learning more than we expected. They managed to socialize with others and helped others to come out of their depression and loneliness. Dancing lessons helped them in a positive way.

Our Group likes to come to Springvale Neighbourhood House because they feel happy.

They know that if they learn new steps they can show them or practice during the weekend avoiding feeling embarrassed. They feel that dancing lessons increase their self-esteem.

This year we went together to different places to practice our dances. We attended birthday celebrations: Each month we celebrate during the meeting with a cake.

We visited different venues to dance Latin Rhythms: We go out on weekends to other venues and try to practice what we learn. We have been to "Villa Adriana" and "Ormond Hall".

LAS ILUMINADAS

The Las Iluminadas has 15 members and 6 new members this year.

We get together every second Tuesday. We speak our language and enjoy a social lunch. We are a regular social support group of Senior Spanish-speaking men and women. Some are socially isolated. We provide lunch, activities and outings.

Our group likes to come to Springvale Neighbourhood House because we have a room for our activities, it is near the railway station, has excellent facilities and friendly staff.

This year we really enjoyed the Diversity Day Event, the Werribee Zoo Excursion and our social lunches.

This year Springvale Neighbourhood House helped us to apply for a grant, gave us information about

activities and the opportunity to be involved with important people like Councillors.

Next year we hope to have some shelves to put our plates and cooking things on and have more activities social outings.

During the year we attended the Diversity Day Event in Harmony Square. It was interesting to see different costumes from different countries. We enjoyed showing and explaining to people what you can do with recycled things (craft). We visited "Portillo" at 2 Christensen Street, Saw Mill Settlement in October for the weekend. We had a wonderful time.



Our Groups



LOTUS SINGING GROUP

The Lotus Singing Group has 4 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.



LITTLE HOBBY GROUP



The Little Hobby Group has 20 members who are friends and have fun in class. We usually have between six and 12 women 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:

- Building our own heritage teddy bears from scratch—we went on an excursion in the Springvale Neighbourhood House bus to Tooradin Teddy Bear shop to choose the mohair fabric; over the term we cut and hand sewed the parts and marveled at our finished products.

- 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.

Our Groups



MAYA DANCE GROUP

The Maya Dance Group has 25-30 members, including 8 new members this year.

We are a dancing group - we perform traditional dances from El Salvador at multicultural, festival and private events and at private functions.

Our achievement is to teach the new generations in our community about El Salvador's culture through dance. Also to teach the Australian community about El Salvador via our performances.

This is now our fourth generation of dancers in our group and the Springvale Neighbourhood House feels like our dance home! We feel safe and have a sense of belonging.

We celebrated Christmas with the groups that attend the House. Our group enjoyed this activity very much!

Our group also celebrated Mother's Day and will celebrate Father's Day with a small gathering!

The House provides a regular weekly time for our dance group to perform. That is the greatest help we can obtain from Springvale Neighbourhood House.

We are looking forward to growing our class size for the fourth generation of dancers as we believe it is very important to keep our culture alive and teach others about it!

MADDA BORKANA

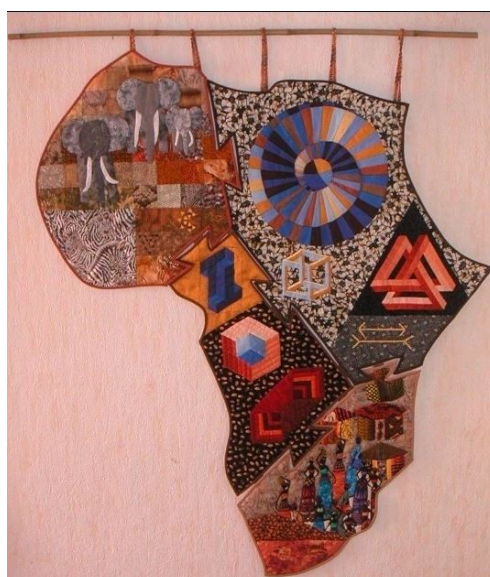
Madda Borkana has 17 members plus family members.

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, help each other and socialize.

Highlights of our year included the Refugee Welcome barbecues we enjoy every 2 months.



Our Groups



MULTICULTURAL WOMEN'S GROUP

The Multicultural Women's Group has 21 members including one new member this year.

Our Group is a senior's support group (most of us are Italian) We all come together learn, share similar interests, traditions and fun activities such as monthly outings, lunches at the Neighbourhood House (all bring a plate to share), health and informative sessions with guest speakers, monthly Bingo and Tai chi. The Multicultural Women's Group encourages seniors to overcome feelings of social isolation and connect with other seniors in the community for friendship and social support. We also help with transport for some of our older members, who are unable to come to our meetings by public transport, because of distance and walking problems.

The SNH is like a second home to us. We love the new floor in the kitchen area, the new tables and chairs which make the House look modern, clean and comfortable. It is a bright, safe, and happy place. The staff are very friendly and helpful which makes it a great Neighbourhood House. SNH has helped us to apply for funding and

organize guest speakers. Our group enjoyed the great excursions and activities that they organise. A big thank for making the Community-bus available to us.

This year our group really enjoyed:

- Mothers Day Lunch at the White Horse Club
- Centre link guest speaker regarding pensions and changes, and updates.
- Diabetes Health session, a guest speaker on diet, keeping active, walking, exercise, and watching our weight.
- Informative sessions from the National Continence Group containing advice on how to keep your bladder healthy.
- B.B.Q: The Grange Reserve is our favourite BBQ place, enjoyed by all. We had meat, sausages, salads and everyone brought a plate of their favourite food to share

Next year our group is looking forward to go outings to Rippon Lea (Historic House), Healesville Sanctuary, the Museum and Art Gallery, barbecues and picnics.

MULTICULTURAL WOMEN'S SEWING GROUP

The Multicultural Women Sewing Class has approximately 25 ladies including 7 new members this year.

We endeavour to teach sewing, pattern making, knitting and crochet. It is open to all women.

We are a very knowledgeable lot and really friendly group. Our aim is to teach and have fun. We really enjoyed the Diversity Day and of course "Snow Fest".

This year we raised over \$960 by selling scarves, beanies, coaster, aprons etc. Springvale Neighbourhood House helped us to raise money for the "Nepal Charity Appeal." We hope that we'll be able to raise more money next year for our favourite Charities.



Our Groups



SEAAC MULTICULTURAL HOMEWORK SUPPORT PROGRAM

The SEAAC Multicultural Homework Support Program has over 50 young people enrolled in the program. 15-20 students and 20 volunteer tutors regularly attend the homework program. This year we have 10-15 new members.

SEAAC Homework Program provides educational support to young people, from multicultural backgrounds, with the help of our dedicated volunteer tutors. Its supportive learning environment allows students to excel both academically and socially. The program runs between 4-6pm at SNH on Tuesdays, and at Springvale Learning & Activities Centre on Thursdays during the school term.

Some of our highlights for 2015 have included providing a "What's VTAC" Information session held at Springvale Neighbourhood House. This gave students an in-depth understanding of tertiary education post year 12. We also helped students with their SEAS applications. We have regularly provided Year 12 students CareerNews letters published by Martin Walker.

A large number of homework students attended SEAAC's activities and outings including a SEAAC Youth Camp in March, a Youth Week event held in April this year and Refugee Week celebrations in June.

SEAAC homework volunteers attended free training to enhance their knowledge and skills whilst working with vulnerable people. Some of these trainings include cross-cultural training and first aid, mental health workshops and mental health first aid.

SecondBite continued delivering fresh fruit and bread on a weekly basis. We celebrated the end of Term 1 and 2 with yummy pizzas

and fruits. Our dedicated tutors facilitated English conversation classes as part of the school holiday program

The room at SNH is open and spacious with lots of fresh air during summer days.

Most days there are up to 30 students and tutors at one time and it can get very crowded. Students love Springvale Neighbourhood House due to its open space. The heating and cooling facility is another positive.

Currently we are using one of the small rooms at Springvale Learning and Activities Centre for our Thursday class. With large number of students and tutors it gets very hot in summer. We would have loved to use SNH on Thursdays ONLY if we had access to the internet and printing facilities.

Perhaps one down side is that there is no internet access or printing facility available at SNH.

At the end of 2014 we celebrated the end of year with a sausage sizzle and fun activities. Dandenong Lions Club came over to cook sausages for the kids and SEAAC staff facilitated the activities with young people, their parents and tutors. We all loved it and thanks to SNH we were able to use the front lawn as well as the room for our event.

The staff members at SNH are extremely helpful and have always been there to help whenever there was a problem. They are approachable and easy to talk to.

We will continue using Springvale Neighbourhood House next year however we would love to have internet access and printing facility there as well, IF POSSIBLE.

Our Groups



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

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

7 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 Dandenong International Cultural Dress show and the conference held at Geelong—both 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.



The Spirit of Enterprise

A Project of National Significance

The Spirit of Enterprise community group is developing a 'trail' of public art, taking in locations which were significant to the settlement of migrants and refugees in Springvale. Locations where the historical markers have been completed are::

- Lexington Gardens where the Tribute Garden commemorating the migration and settlement journeys of former hostel residents;
- Springvale Community Aid and Advice Bureau where so many innovative settlement services were developed—a memorial garden already established;
- The former Springvale Primary School where the now nationwide Teacher's Aide program was piloted—historical significance memorialized with text on the sculptural books;
- Springvale Centrelink Office which pioneered a new way of engaging with the community, including welcome sessions at the Enterprise Hostel.—see most recent monument pictured (right).

Future sites will include

- Springvale Neighbourhood House which encouraged the formation of social groups among the newcomers
- Springvale Community Health Centre.



Our Groups



SPRINGVALE MANDARIN NETWORK

Our main purpose is to give our members a happy and healthy life.

We have groups for singing, dancing, Chinese opera and ping pong. We hold seminars about health and other important matters.

Our Group likes coming to Springvale Neighbourhood House because they are friendly and really helpful.

This year our Group really enjoyed the singing assembly in September, the Opera

singing festival in August and the table tennis competition in March.

This year Springvale Neighbourhood House helped us with the room for meetings and seminars, and gave us a lot of support for our English learning class.

Next year we are hoping the House will help us to get more funding from the government as we are a big group of more than 300 members yet we have little funding. It's really difficult for us to run our group.

SPRINGVALE MANDOLIN MUSIC GROUP



The Springvale Mandolin Group has 15 members.

We meet every Saturday afternoon to practice Mandolin, dancing and singing. We do performances on many occasions.

Our group likes to come to Springvale Neighbourhood House because of the good venue and convenience.

This year our group really enjoyed performing at the New Year Festival, Snow Fest and the Moon Cake Festival. We also

perform at community events and for elderly citizens groups.

This year Springvale Neighbourhood House helped us to apply for Council Funding. We used the money to buy a drum set.

Next year we are hoping to get more funds to buy more musical instruments.

We appreciate Springvale Neighbourhood House helping us with bookings for concerts and the bus to drive our group to perform.

Our Groups



SPRINGVALE TAI CHI GROUP



The Springvale Tai Chi Group started this year in response to enquiries for classes on the weekend. We have a male and female Tai Chi Master who enjoy teaching tai chi to people from all cultural backgrounds. We meet every Sunday afternoon for a two hour class.

At first, we had only a few people coming, but the group has grown and some days we have more than 15 people. Some people come to learn tai chi for the first time, others come to practice.

We enjoy the benefits of tai chi exercise as it increases fitness, helps correct posture and helps to relieve stress.

Our highlight for the year was participating in the Screen project. We held morning tai chi classes in the Dandenong Harmony Square at the same time the Melbourne tai chi group was in the Melbourne City Square. Both groups could see each other on the big screens. Our group also performed in the Dandenong Nocturnal art show.

TURKISH CARERS' GROUP

ADEC Turkish South Carers has 55 members with 10 new members this year. Our group meets once a month in Springvale Neighbourhood House to support our carers. We bring all the different cultures together and share in many ways. Our group likes to come to the House as we can make new friends, share experiences and find the answers to questions. We share lots of information about health, legal issues and carers' rights. We like to meet the other nationality's group members and to go out with them. This year our group really enjoyed visiting Werribee Zoo.

The SNH has helped to bring us together, provided us with a clean and safe place, given us a lot of opportunity to visit many places. We enjoyed the day trips. Our group would never have gone to these places by themselves.

During the year we enjoyed many outings. In February

we visited the Peninsula Hot Springs. We visited Lysterfield Park for a Group Walk and BBQ. We celebrated Mothers' Day.

We arranged several information days about saving electricity, disabilities and carers payments and new changes regarding Arthritis Victoria's Vision Initiative.

We are planning to invite a representative from the Turkish Vice Consul Labour and Social Security Affairs to talk about changes regarding retirement from Turkey. In October we enjoyed Lunch For Carers Week. During our November meeting we will plan next year's outings and activities.



Our Groups



UNITED FILIPINO ELDERLY GROUP

Our group has 40 members including 5 new ones. We have a meeting every first Saturday of the month. We visit our elderly members in Nursing Homes and in their own homes. We organize trips and dancing activities.

We celebrate religious activities such as Christmas, Easter and the Sinulog Festival for our patron Saint Senor Santo Nino. We normally celebrate it in January. We also celebrate our anniversary in March every year!

The elderly members are able to socialize and mingle with other members by having a trip or eating lunch or dinner in a restaurant. During our monthly meeting we have a mass then lunch before the meeting and everyone brings a plate to share.

The elderly group attended a computer course and the members who were involved got their certificate and free tablets or computers!

We like coming to Springvale Neighbourhood House because of its central location and its closeness to public transport. The room is not expensive to hire and the staff are friendly and helpful. Springvale Neighbourhood House helped us to use our venue for our monthly meeting. In addition when we had a trip the House provided us with a

bus for transport.

The most enjoyable occasion this year was the celebration of our 22nd Anniversary where our elderly members and friends joined together for a disco and dance night. Our guest was the Mayor of Greater Dandenong. We had 150-200 people present.

We are looking forward to our 23rd anniversary which we always celebrate in the Springvale Community Centre. Our elderly members, invited guests and friends love a disco and dance night.

We celebrated Mother's Day at the Sandown Greyhounds Entertainment Centre, We celebrated Christmas in August at the Crown Casino as most of our members were busy in July. We attended the dance night hosted by the council. There were two tables for our group and we enjoyed the night.

We also attended the Fundraising Dance Night hosted by the Springvale Neighbourhood House. We always hold a Christmas celebration at which we exchange gifts, enjoy food and the program!

Every year we have our Annual General Meeting in October. We will elect a new set of officers as most of the committee members will resign.

THE RHYTHMS OF THE PACIFIC

Rhythms of the Pacific has fifteen members. The group's most important activity is keeping the culture.

The best thing the group has done recently is to share the culture at many cultural festivals. The group plans to go for a tour in the future.

The Group thanks the House for having them for the last thirteen years and into the future.



Our Groups



VIETNAMESE CARERS' GROUP

The ADEC Vietnamese Carer's Group has 35 members including 5 new members this year.

We meet monthly on the 4th Tuesday. We run information sessions for carers with topics such as: Power of Attorney, How to make Will with VCAT, Centrelink info, How to be Assertive and Saving Energy with Victoria Environment.

Our achievements were providing a good opportunity to be together to share knowledge and experience, learning new things and participating in community events and activities.

This year our group really enjoyed the Mother's Day event with the "laughter therapy" session. We also enjoyed our Celebration for Vietnamese New Year.

We held information sessions about how to make a Will and Power of Attorney, how to be assertive, how to save energy and how to manage finance.

During the year we visited the Sea Baths in St Kilda and a special lunch as part of Carers Week. We also visited a respite house to encourage carers to have a break.

We like to come to Springvale Neighbourhood House because it is close to Springvale Shopping Centre and Station.

The staff are friendly, flexible and supportive. They help us when we need more time for group meetings by moving us to another room instead. The venue is organised and clean.

VICTORIAN ERITREAN ASSOCIATION

The Victorian Eritrean Association has 40 members. We gather together to provide support to each other.

We are happy that we are able to meet despite busy lives getting in the way. We are able to provide a safe place for our community members to meet and hope to continue to do so in the future.

We like coming to Springvale Neighbourhood House because it is in a central location and provides several services that we can use and is a friendly environment.

This year we had a family barbecue day at Jells Park that brought families and children together to know others in their community and learn more about their culture.

Springvale Neighbourhood House helped us to hold a cultural event day with dance, food and great music.

Next year our group are looking forward to holding more events that are enjoyable for members and allow them to come together to provide support and care.

Our Activities



DIVERSITY DAY CELEBRATION

Our diversity day concert is a public celebration of our community's rich cultural traditions in music, dance, song, costumes, craft and food.

The 5-hour program included 3 welcomes: welcome to country, interfaith, and City of Greater Dandenong Mayoral welcome, cultural performances by **14 community groups, 22 local** information & cultural craft stalls, and a multicultural community lunch (African, Somali, Burmese & Lebanese).

Over 400 people enjoyed the concert. A highlight was the Island Roots performers teaching some audience members how to dance Cook Island style! (pictured above)

Entertainers included the Australian Chinese Musical Band, Kismet Belly Dance, Silangan Cultural Dance Group (Filipino), Red Chamber Chinese Opera Group (pictured right), Huong Que (Vietnamese folk dance), Springvale

Chinese Mandarin Network (choir & dance), Pricilla's Mauritian welcome dance, Springvale Mandolin Music Group, and SLAC Line Dance Group.

To close the day, we had a laughter yoga session.

The day was made possible through funding from City of Greater Dandenong and the Victorian Multicultural Commission, and Springvale Learning and Activities Centre's generous donation of their hall and concert area.

The real success of the day is the many volunteers who make it possible—setting up stalls & chairs, preparing & serving food, performing, helping to clean up after everyone else has gone home.



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:

- Snow trip to Lake Mountain
- Melbourne Museum excursion
- Werribee Zoo
- International Dress Parade in Harmony Square, Dandenong

Our Activities



COMMUNITY LEADERS FORUMS

Springvale Neighbourhood House holds a Community Leaders forum every 2 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 Mad Hatters Ball, Diversity Day & the end-of-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.

Our biggest achievement this year was two fundraising efforts. The first event was a fashionably fabulous Gala Dinner which raised \$1,955 for the Springvale Community Aid & Advice Bureau's emergency relief fund. The second was a Mad Hatter's Ball which raised \$2,394.75 for the Nepal Earthquake Appeal.



Diem & Trewina at our Mad Hatter's Fundraising Ball



END OF YEAR CELEBRATION

Our end of year celebration is a fusion of Aussie traditions blended with the cultural traditions of our member groups.

Our Halal turkey is roasted El Salvadorian style. All groups brought their cultural food to share, including Chinese, Sri Lankan and Italian dishes. Dessert was Lebanese and Burmese traditional sweets.

Teacher Sun's Chinese Mandarin Dancers entertained everyone. Pricilla joined in with a Mauritian welcome dance. Gamini supervised

traditional Sri Lankan children's games. Tumu supervised the piñata, providing much laughter from parents. Rehana painted artistic henna hands. Melinda setup the bubble machine which provided hours of amusement. Anne and her granddaughters painted faces. Wilfredo made a great Santa and Andrew joined him as a giant teddy bear for present time. Two ponies were kept busy and some children enjoyed their first-ever pony ride.

We're hoping next year will be even bigger!

Our Activities



FABULOUS WEDNESDAY WALKERS

Our walking group is a walking group with a difference—we are a destination walking group. Each week we walk to an interesting place in Springvale and find out more about our community. This year's highlights included:

- A short 1.4km walk from our House to a fabulous fantasy Alien theme park at the Grange Reserve (pictured above). This provides an easy 3km round trip and an interesting UFO spacecraft, alien balance equipment, flying saucer swings and lots more, set among natural parkland.
- A bus ride & walk through the Seaford wetlands—including some contemplation

time sitting in the bird-hide and watching the multitude of bird life. We met a birdwatcher who pointed out the newly hatched ducklings and territorial geese on one of the islands.

- A guided tour of the Chua Quan Thanh Buddhist temple which is just over the railway line from our House—we extended the walk by taking the long way round.
- Ikea is our wet-day backup location as it is approximately 3km to walk around the whole store.

Everyone is welcome to join. It's a walking group for all ages, all abilities and all fitness levels.



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 30 minutes, are aimed at beginner level, with a new activity introduced every 6 weeks.

This year participants have learned Yoga, salsa, 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.

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
- 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.

WELCOME CAFE



The Welcome Café was started in response to the growing number of asylum seekers and refugees who come to the 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.

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.

Our Activities



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 is implementing this philosophy 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 to take on teaching roles.

A great example is Yvonne, who attended the

Little Hobby Group as a student, looking to recover her confidence after she was retrenched. Yvonne's excellent cake decorating skills were used to teach the little hobby group how to decorate wedding and birthday cakes. Yvonne earned the respect of the group members and her confidence grew.

Looking for someone to teach Chinese Calligraphy, we found Teacher Chen, a calligraphy master who was teaching calligraphy to his grandchildren and 2 other children from his neighbourhood. His underused talent was revealed when he accepted our offer to run classes for adults wanting to learn the art of Chinese calligraphy.

See details in table below:



Class	Teacher	Progress
Learn to Play Mandolin	Teacher Huot, Springvale Mandolin Group	<ul style="list-style-type: none"> Classes are held every Saturday 7 students attending classes; 2 have joined in Huot's band, The Chinese Mandolin Group, for performances
Learn Easy Chinese Dancing	Teacher Sun, Springvale Mandarin Network	<ul style="list-style-type: none"> 2015 Classes ran in term 2 as part of our "Try It" exercise club 10 students, from mixed cultural backgrounds, learnt Chinese scarf dancing
Learn Tai Chi	Tai Chi Master	<ul style="list-style-type: none"> Classes are held every Sunday An average of 8 people attend classes, including Chinese (majority), Vietnamese, Indian, Persian, and Anglo backgrounds.
Learn Chinese Calligraphy	Teacher Chen, Calligraphy Master	<ul style="list-style-type: none"> 2015 Classes ran during term 2 An average of 6 students attended with majority from Chinese backgrounds
The Art of Cake Decoration	Teacher Yvonne, Little Hobby Group	<ul style="list-style-type: none"> 2015 classes ran during term 2 as part of the Little Hobby Group An average of 10 students attended from mixed cultural backgrounds including Vietnamese, Somalian, Sri Lankan, and Italian.

Our Activities



INTERNATIONAL DRESS PARADE

In addition to our Diversity Day Concert, this year, we also held an International Dress Parade in Harmony Square, Dandenong.

The City of Greater Dandenong partnered us in this venture, with all the Council staff pitching in to make the day run smoothly. We must express a big thank you to Biljana, Leonie and Tom for their creativity and patience.

Our community groups joined the parade, wearing their traditional and cultural clothing. This created an extravaganza of colour, music, and fashion!

Groups participated from all the continents of the world, and included fashion from Vietnam, China, Columbia, Ethiopia, Afghanistan, Pakistan, India, Burma/Myanmar, Lebanon, Somalia, Chili, England, Sri Lanka, Cook Islands, Dubai, Arabia, Turkey, Nepal, Cambodia, Oromia, Eritrea, and the African fashion group Twich.

It was great to see the AMES students come up on stage wearing their national dress!

Next year we plan to make this event even bigger and more spectacular than ever!!



LIVING AND LEARNING TOGETHER PROJECT



Springvale Neighbourhood House partnered with Mordialloc Neighbourhood House to develop and implement a cultural exchange project focusing on Muslim and Christian women.

The aim of the project was to build and strengthen the community understanding of different cultures and faiths through shared activities and outings to foster harmony and acceptance.

The project objectives were to:

- Break down cultural and religious barriers'
- Learn and share skills
- Build friendships and networks
- Reduce isolation and encourage cross-cultural interaction

12 women were recruited to the project which ran over an eight week period. During that time they shared a mosaic class, a storytelling session, sharing favorite recipes and cooking a meal together, dance and music, and an outing to places of worship—a Muslim mosque and a Christian church.

During the project, participants increased their understanding of the culture and beliefs of each other.

Following the 'places of worship' excursion, one participant commented "My religion, your religion similar, not different."

Following the project, 4 participants (2 from each group) formed a friendship and saw each other at other community events and occasions such as the EID celebration.

Our Activities



SPRINGVALE FREEMART

In September 2014 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 workers.

This year we filled one of our large rooms with 9 trestle tables of items including clothing,

children's toys, books, kitchenware and DVDs.

A woman donated a box filled with her beaded craftwork, another brought handmade earrings.

Once again, everything found a new home on the day, and many people found their way into Springvale Neighbourhood House for the first time. Some of these people have since become involved in our groups and activities.

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!



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 60% of our groups using it during the year..

The total number of hire days for 2014-15 was 124.

Our little bus has travelled as far as Geelong,

Sydney, La Trobe valley, Sorrento, Sunshine and Mt Bulla.

During the year, one of our groups experienced a tragic death. Our bus was given to the group for a week to enable them to collect the many relatives and friends flying into Tullamarine airport for the grieving rituals and funeral.

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

Our Courses

ACCREDITED COURSES

COURSE	VENUE	DESCRIPTION
Pre-CSWE (Certificates in Spoken & Written English)	<ul style="list-style-type: none"> Springvale Reserve Springvale Literacy Centre 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 Chandler Primary School Springvale Multi-Cultural Men's shed 	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 St. James Church Dandenong 	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 development for students with good speaking skills
Beginner Computer Classes	<ul style="list-style-type: none"> Springvale Library Springvale Literacy Centre 	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 Literacy Centre 	Internet research & communication, Facebook, Skype & revision of Microsoft Office
Advanced Computer	<ul style="list-style-type: none"> Springvale Literacy Centre 	Revision of Microsoft Office programs-Word, Power Point, Publisher & Internet Research
Office- Skills	<ul style="list-style-type: none"> Springvale Library Springvale Literacy Centre 	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 Cambodian Temple 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



Literacy Centre Coordinator:

Learning programs are continuing to thrive!



"There have been some amazing achievements this year. Thank you again to everyone who has supported the programs including our funding partners & the SNH Committee of Management. We look forward to continued success in the coming year. Thanks"

Rebekah O'Loughlin
Springvale Literacy Centre
Coordinator

Over the past year we have delivered **45 classes per week to about 550 students**. This includes all the accredited, pre accredited and volunteer run literacy classes and 1:1 tuition.

We delivered 185 teaching hours each week and 64,000 student contact hours for the year. Thank-you to all the amazing & dedicated teachers & administrative staff.

Highlights have included:

- **The Biggest Morning Tea**
What a terrific day and amazing effort!! Thank -you all who attended for your support and work. Three hundred & fifty people attended and we raised \$3,313.65. We were all very proud.
- **Quality Accreditation**
Successfully re-obtaining our Victorian Registration and Qualification Authority quality audit for another 5 years. A Big thank -you to Mystica and Subha for all their work. The audit summary report is on the Springvale Neighbourhood House website.
- **Volunteer Award**
One of our literacy volunteers received the City of Greater Dandenong volunteer of the year award presented on Australia Day. Congratulations to Natalie Irvine who has worked with us teaching volunteer and literacy classes for 22 years!

Well done Natalie.

- **Out of Class Activities:**

Students participated in many local events & community access activities including seeing a musical at the Drum theatre, enjoying a BBQ at Emerald Lake, visiting Red Hill Cherry Farm & the thousand steps, City of Greater Dandenong waste recycling tours & interfaith tours, participating in movie days & having many speakers visit their classes. One hundred & fifty students also participated in Diversity Day.

- **Literacy Community kitchen**

This activity continues to be a great success. Tea tasting and soups of the world were conducted earlier this year. Student enjoyed learning about and trying soups from many different cultures.

- **New Classes**

Men's shed English for Work, as an alternative language class, is growing slowly. Students have been participating in Mosaic making /pottery (as well learning English). This is a new partnership with the Springvale Multicultural Men's Shed.

We were also able to gain funding in the 'growing Pre accredited delivery' area through ACFE with a new Men's Digital Literacy class as a Pathway to the English class.

Our Students

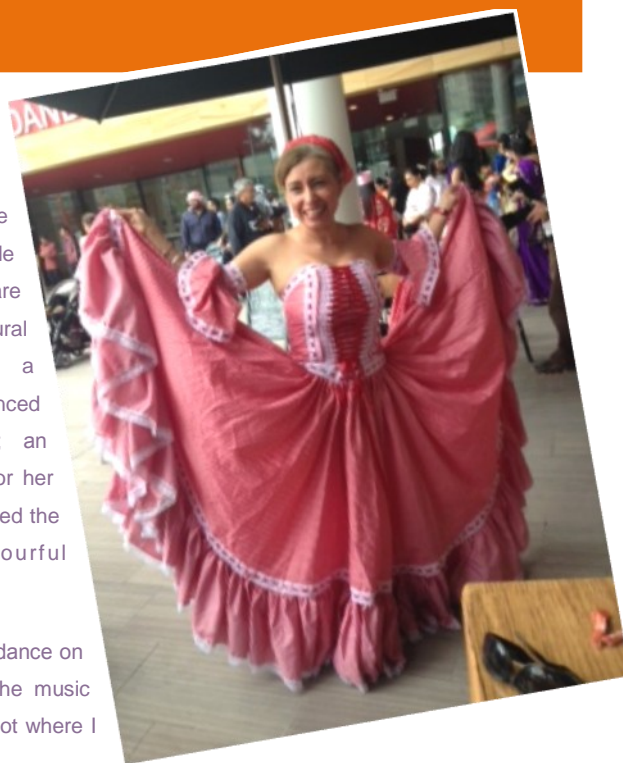
Sandra's story

Sandra who enrolled in the Advanced Literacy class this year to improve her communication skills in English, completed a Certificate IV course in Disability Studies at another vocational study centre. As she wished to gain some experience assisting students with special needs, she found a pathway to volunteer within the house itself by helping students in the Life Skills class on a Friday morning.

She experienced difficulties in obtaining a suitable placement for her certificate course in Disability Studies that would satisfy her supervisor. The Manager of DNH-Robyn agreed to accept her as a student on placement and she is now completing her placement hours with various special needs groups run by the Dandenong Neighbourhood House.

Sandra is from Columbia. She participated in the International Dress parade held at the Harmony Square in celebration of Cultural Diversity. Dressed in a traditional costume she danced the 'La Pollera Colora'; an unforgettable experience for her as well as those who enjoyed the music and the colourful performance:

'I was shy and nervous to dance on stage but when I heard the music from my country, I just forgot where I was and began to dance.'



Lien's story

"Before I started this class I didn't know how to work with MS WORD, how to create an email account, how to find information on the internet like look for the website, look for the images and how to copy the images and paste, and a lot more I didn't know about the computer.

Now I can able to do my work with MS WORD, I can send emails to my friends, I can search the information on the internet, and I know to use the USB to save my work in different files.

I couldn't believe when I was doing this class, I thought I would only learn about using the computer but I realised my English was improving as well. I'm very happy to be here to learn the computer. I'm looking for every Friday to come to the class."

Suyt's story

"I think computer class is very helpful for me because last year when I started computer class I knew nothing, but this year I feel better. It is still hard for me and there are a lot of things to learn but I am enjoying it."

Tina's story

"I commenced my computer course this year without any previous knowledge or experience of Word, Excel or Powerpoint.

Unfortunately my physical skills could not be sustained and therefore a new career path had to be identified as a source of income and survival for the future. I believe I have found a class that is tailored to my needs. I am able to learn at my own pace with the assistance of our teacher which I find effective and a comfortable learning experience.

My plan is to learn to create text documents, use command keys and format material in word. I am also working towards using spreadsheets in excel and learn about presentations in power point. I plan to become confident and skilled in this area to be competitive in the job market. I understand I will be competing against candidates that have higher levels of skills in this field and therefore receiving professional coaching in this class is imperative.

Many employers require an excellent understanding of computer applications in their business and I believe without these skills I will be disadvantaged for successful employment.

The purpose of this course is to get the qualifications and skills to apply them in my new chosen career path."

Our Students



Sumanda's Learning Journey

Sumanda enrolled in the Advanced Literacy class a couple of years ago, during which time, she found a pathway to training as a volunteer tutor at the Springvale Literacy Centre.

She tutored students from the community at the Springvale Library on a one to one basis and also assisted at conversation groups at the Learning Centre. She re-enrolled in the Advanced Literacy class and is now assisting a vision impaired student who is a refugee from Iraq;

Sumanda herself recalled how she felt when she arrived in Australia:

"I was very shy and nervous to speak to people but volunteering as a tutor has helped me to be more confident, outgoing and to understand in greater depth the life experiences of others. I try my best to help them overcome their fears to communicate in English.

"I feel greatly rewarded tutoring my students and become a better person everyday"



Kerry's story



Kerry is proudly displaying her collection of 24 ANZAC Centenary commemorative coins that she purchased every week with a weekend newspaper. She is enrolled in the Life skills class at Dandenong Neighbourhood House..

Con's story

"Enrolling in this course of office computer skills, ihas enabled me to learn different aspects of using computers, and has increased my skill level using Microsoft word.

My teacher, Bach Nguyen has made learning fun by having great knowledge, clear instructions and being approachable, offering a pleasant learning experience, especially having the ability for students to learn and improve their skills at their own pace.

During this course the tasks I have learnt in class I plan to practise at home on my

personal computer in order to gain further experience.

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

This course will also provide benefit to my daily personal life with using computers as well as enabling me to have the necessary computer skills to enrol in more advanced courses, which would further compliment my career path and help me achieve goals in my life.

Hue's story

"I started learning 'Basic Computer' here, at Springvale Neighbourhood Literacy Centre in February this year. I have learnt how to use the different tabs, how to create a table, a poster... Besides, I have learnt how to create

an email account, how to send or read an email message, things like that, which are very useful. I think I have improved since I've been here. It's been interesting and it's been fun, too, thanks to you and thanks to the school."

Our Students

Shaima's story



Shaima, a 2014 student, called in this month to say that she had just completed her Diploma of Child Care.

While she was a student in a level 2 class in 2014, Shaima completed Certificate 3 in Child Care and started her diploma. Shaima's aim was to care for children in her own home and she persevered to complete her diploma even though it was difficult. Shaima has now started caring for children and credits her English classes as assisting her enormously in achieving her goal.

Chau's Story

"I arrived in Australia about 35 years ago. At that time I was young, but I could not go to school because I needed to work to earn money to pay for rent and send some to my family. Now 35 years have passed and I'm not young and my English is not great.

This year I decided to start learning English. I enjoy spending time with my friends and my teacher, Jo. Every week I improve my reading, writing and talking. I'm very happy because now I have a better understanding of English and have confidence in my abilities. I really like learning English and I plan to continue learning in the coming years."

Jose's story

"I'm feeling very happy to have joined an English class this year.

My goals are to write and speak good English.

This year I improved my writing. My reading is more continual and I have gained a lot of confidence.

In my grammar, I have made a big improvements.

All those improvements are thanks to a very well organized teacher. She knows how to maintain a

very energetic, active and interesting class. I think it is a good idea to keep short conversation in small groups.

I want to thank the Springvale Neighbourhood House for giving me this opportunity and a big thanks to the teachers.

I want to continue in the English class until I achieve my goal."

Suyt's story

Suyt is a Vietnamese student who is enrolled in level 1 English.

She has come a long way as she had been suffering from mental illness and depression. She has gained confidence in English speaking skills and is able read and write in English as well.

Suyt attends the class regularly and understands what is required in the course she is doing. She enjoys coming to the English class and interacts well with the students and she is progressing well.

Suyt has also improved her communication skills by joining the English conversation skills and craft classes at the Springvale Neighborhood House.



Ema's story



Ema is a student from Chile who is enrolled in the English class, level 3. She attends class regularly. Ema was in the process of completing her Certificate in Aged Care when she realised she lacked English skills and hence enrolled in level 3 English.

Ema needed speaking skills and she's on the path of progress and today Ema has managed to complete her certificate in Aged Care. She still

doesn't have confidence in communication skills and so she would like continue learning English till she is confident in speaking and writing skills. Now Ema has also enrolled in the Introduction to Computer course at the Springvale Learning Centre.

Ema has progressed a lot and is also preparing to get into a better workforce. Ema has blended well into our classroom culture and has participated in all our classroom activities and excursions willingly.

Our Students

Kim's story

I was born in 1972 in Vietnam. When I was 15 years old I left Vietnam in a small boat with 72 people. When the boat started sailing into the deep sea, I suddenly noticed my cousin wasn't around. People in the boat told me he went back to shore. I am alone now without any relative or friend. I got very worried and started crying thinking the worst. I was right because things got really bad! There was NO food or water for 7 days in the boat. I also threw up so much that I became so weak and I thought I was going to die.

Then UNHCR boat came and took us to a Refugee camp in Thailand. I saw little girls there with no family. That made me feel I'm not too bad. To keep myself safe I made friends with a nice Vietnamese family by helping them babysit their children. They let me stay with them and I felt safer.

I was in the refugee camp for over 2 years. Once a week we were given a little fresh food like rice, fish and vegetables. We tried to stretch our food to last for a week so 2 to 3 families will combined our food and cooked together. I had no money to buy anything. I looked for clothes in the donation bin and if it is too long someone at the camp will fix for me. I am so thankful that people at the camp was always very helpful.

I was considered a minor in the refugee camp and so I needed a guardian. I asked a monk who visited the camp one day to help me go to Australia. One day I found out that a Vietnamese family in Australia had sponsored me after seeing my photo in the Buddhist temple. I was so happy. In 1989 I came to Australia and stayed with them in Deer Park. I started English class 3 days a week for 4 hours a day. The English class was only for three months and I did not learn much. I also worked as a machinist while attending the English class.

In 1990 I got married and for the next six years I worked in a factory and when I came home I continue with my machinist work. In 1997 I stopped work and had three beautiful children, two boys and a girl.

In 2009, I decided to change career. I have always been interested in nail care and so I enrolled myself in this for 6 months and it was in Vietnamese. After the training I started working part time in a nail care shop run by a friend in

Dandenong Plaza. I enjoyed the work very much but I had a major hurdle in my work. It was my very poor English. I was only able to understand 20% of the conversation and nobody understood me. Due to that I felt very embarrassed. I also dare not pick up the phone at work.

Since I was not working very much, I was on Centrelink benefit and with a job network agency. I told them that I needed to improve my English and I wanted a face-to-face tutoring. I was then referred to Springvale Neighbourhood evening English class once a week in Dandenong. In June 2012 I started the English class and in one year my English has improved so much that my clients even commented about it. That gave me lots of confidence now to speak and even to pick up the phone. I was so excited and continued with the English class until today.

At the end of last year, the owner of the nail care business where I work wanted to sell her business. I made the big decision to buy the business. The main reason that gave me this confidence to start this business is my huge improvement in my English because majority of my clients are Aussies. I need to have a good conversation and relationship with them while doing their nails so that my business can continue to grow.

I am so happy and lucky to have attended this evening class. It's a small class of people from different countries. We study and do our class work together very well and we also get the teacher's help a lot. Not only has my English improved but my confidence too. I am very thankful to my teacher who helped me achieve my dream.



Guosheng's story

Guosheng is an engineer from China who came to Australia a few years ago to look after his parents living here. Guosheng studied English in China but his teachers used the so-called Grammar-Translation Method with its emphasis on teaching vocabulary and grammar as well as on reading texts and translating them, and very little emphasis on oral communication. In 2014 to improve his listening and speaking skills in English, Guosheng enrolled in the CSWE 3 course at NPCC. As a result of attending the sessions .

"My listening and speaking skills have improved since I joined the course. English is very different from my language and some English sounds still pose a bit of a problem to me, but I feel more confident in situations that require expressing opinions or negotiating . I also like the fact that our English classes are not only about English. In our sessions we cover a whole range of topics, including current news." **Guosheng Li**

Our Students

Nam's Story

Nam Nguyen is from Vietnam and enrolled in my level 3 English class. She was studying English at SkillsPlus, Springvale and realised was not progressing at all and she said she was not confident and her communication skills were very poor and she was struggling in her class and her teacher was not able to help her overcome her weaknesses. Nam enrolled in our English class after consulting her job network case manager

Nam said she had chosen our classes over SkillsPlus because of its flexible learning environment. Nam feels that SNLC has a great learning environment and has benefitted in her ability to communicate well in English and at the same time progressed with her language skills

Nam Nguyen is a real team leader and she is enthusiastic and very keen to take leadership roles in any of our class activities. The biggest morning Tea was a great success as Nam and her team took the initiative to cook vegetarian curry soup for about 150 orders. Thereby raising over \$1000 for the soup alone in our very first Biggest Morning Tea for the Cancer Council.

Nam Nguyen shares her home remedies with the students in the class. Being a masseur helps students with her herbal medicine. Nam is a kung fu expert and

also gets students to practise simple exercises during the break in the class.



"Now I am confident in my speaking skills and I can communicate well and I don't need interpreters any more. I used to be scared to speak in English with everyone. Our class is the place to be if anyone wants to achieve English language skills. The flexible learning environment is the best thing that has ever happened to me. Now I know I can get a job in the future. Another thing that I would like to share is that I have also enrolled in the computer class at the Literacy Centre and now I have my own IPAD and I phone. I would like to thank Subha my teacher for helping me to achieve the goals."



Mazia's story

Marzia is from Afghanistan and she was enrolled in Child care course but she had to discontinue due to lack of English skills. She enrolled into the English class in order to learn communication skills and gain

some confidence in order to complete the course. Marzia has decided to continue with her career next year but she would like to continue learning English.

Meng Luong's story

Meng Luong is a Cambodian student who is enrolled in the English level 1 class.

She attends the class regularly in spite of community obligations. Meng Luong actively participates in all our class activities and is regular to the class. Meng Luong is very helpful and shares a lot of things with others in the class. She actively participated in the Biggest Morning Tea and

raised about \$300 for her group.

Meng has improved her English Language skills and since she is retired, is not looking for any work. She also takes care of her grandchildren on the days when she doesn't have English classes. Meng Luong also does aerobic swimming, Tai chi, and does volunteer work at the temple.



Our Students

Chengwa's story

Chengwa is enrolled in level 3 English class as well as an E-learning Computer class at the Literacy Centre. When she first enrolled, she was looking for a job.

She took a break and did a vocational course and claims she didn't learn any communication skills. Subsequently, she came back to my class to learn more English.

Chengwa also completed a Childcare Course. Now she is progressing well with speaking and writing skills. Chengwa also does casual work as a packer.

Chenghwa is a very regular student in my class and has greatly improved her communication skills and she says she would continue learning English till she gets a good job.



Cedric's story

Cedric enrolled in my computer class and attends the class regularly. Cedric is happy that he is able to use computer programs. Cedric sends all his lessons as attachments to my email address regularly.

Cedric feels that the computer class at SNLC has definitely changed his life. Now he is not isolated as he is able to use email and skype to communicate with his friends. Cedric enjoys creating slides for the PowerPoint lessons and doing all practice lessons in the class.

Our Classes

Springvale Reserve English Class

This class has made steady progress during the year; when I initially began teaching this class very few could speak any English at all, let alone read or write. It has been a rewarding journey watching them develop the skills of the language and begin to converse freely with me about aspects and events of their lives. To me this is what makes teaching English to these students so rewarding.



The lack of a shared language is never a barrier to enjoying learning!

Chandler Park English Class

This class meets once a week in the library at Chandler Park Primary School on a Tuesday morning. There are around 15 students who regularly attend with mixed levels of English attainment. The students enjoy one another's company and their English classes and make all newcomers welcome.



Our Classes

Springvale Library Intro to Computers Class

There are 8 students in the class; most of them are Vietnamese with little English speaking, the age is between 40 to 70 years old.

We start to get familiar with the computer about Microsoft word. Microsoft PowerPoint and Internet.

The students are now able to use computer to look for the same meaning or opposite meaning then put these words into sentences to improve English skills.

They can use computer to write a letter, fill the forms, using word Art and Clip Art to design a Wishing Card, making Advertise apply for real life situation. They also can use the internet to search for information relation to their need and send emails to their friends.

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

Springvale Library Office Skills Class

There are 9 students in the class most of them have some basic knowledge about computer; 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 worksheet, calculate employees' salary in a big company put name list in alphabets order. Using Microsoft Word in writing letters, organize document, using mail merge for businesses. The learners are now able to design slides in PowerPoint for a presentation.

These are fast learners, showing very interesting in leaning difficult things.

Springvale Multicultural Men's Shed English for Work Class

Earlier this year a Multicultural Men's shed was opened after 7 long years of planning, fundraising and hard work! English for Work classes were started and have been a great success- the men have been engaging in activities around which to learn English as well as enjoying themselves.

We have read books, debated, learnt the rules of grammar, tackled the complexities of spelling, made pots and mosaics and much more. This class has become a place of refuge for some, a form of family for others, a place of safety in which to grow- an English class with difference.



The students hard at work!!



An's Angel

An is one of the quieter students who loves learning English through working with his hands.



The finished products

Out-of-Class Activities



Activity	Student & Tutor Highlight
Williamstown Excursion	The students and the tutor enjoyed the ferry ride with views of the city and going under the Westgate Bridge.
Costco shopping- Dockland	Some of the students had never been to Costco before so this was a good day out for them.
Bread day- Springvale Reserve	Students brought in their cakes from their countries. We had some new and yummy food on the day.
Police Museum	Seeing the bomb disposal protective clothing, and a history of Victorian policing including finding out about Ned Kell.
Diversity Day Concert	Priscilla from the Life Skills class, dressed in a traditional Mauritian costume, danced the Segar on the stage in the presence of The Mayor and other guests. Jose joined the Chilean group and Huot impressed everyone with his Tai Chi performance
Steam Boat	This session was very motivating and the students used herbs and vegetables from their gardens to create a real healthy steam boat
French cooking class and lunch	Participating in cooking under the guidance of a 'real' French chef and of course eating a delicious lunch. Level 2 and 3 students at NPCC cooked a delicious 3 course French meal following the instructions of a professional French chef. It was another excellent learning experience.
Soup day at the Springvale Reserve	The students enjoyed the soup from around the world. The fresh vegetables from the gardens were used for the soup (see photo above)
Visiting places of worship	Learning about other cultures and religions-to be tolerant

Out-of-Class Activities

Activity	Student & Tutor Highlight
Excursion to new Dandenong Library	The library's staff gave us a tour around a fantastic facility with modern equipment, futuristic interior design and provided excellent customer service.
International Dress Parade held at Harmony Square Dandenong	Sandra, from Columbia, dressed in a flamboyant Columbian dance costume. Although she was nervously shy to dance on stage, as she heard the traditional music she forgot herself; dancing the lively 'La Pollera Collora'. Cedric dressed up as 'Clive of India' and joined in the dance.
Asian Lunch Day	Level 2 and 3 English Language students at Noble Park Community Centre actively participated in a cooking session conducted by two level 3 students, Guosheng Li and Lily Sham. It was a great learning opportunity.
"Follow our waste" tour	The students went on a free recycling tour organized by the City Council of Greater Dandenong. It was a very informative and interactive activity everyone enjoyed and learnt a lot. A fascinating and somewhat smelly tour that explained what happened to the waste in our bins. Recycling centre particularly informative.
Movie Day	The movie day was hosted by students of St James Hall that prepared healthy dishes to share with students visiting from Noble Park.
Springvale Library Tour	A library tour at Springvale Library was organized as part of my CSWE Level 1 out of class activities on Module A (Basic Learning Strategies). Students now realized that there are so many facilities available to enhance their English learning. I also found out that the wonderful library staff do conduct evening library tour as well. Therefore I took this opportunity and organized one for my evening EAL students at Dandenong Library. They were very excited about the facilities available and will bring their children or grandchildren to be involved in the children's activities.
"Food Choices" survey	The students of St James Hall participated in a research project run by Monash Health Community Service. They were asked 8 questions regarding the availability of fresh fruit and vegetables at Dandenong.
Biggest Morning Tea	All students showed great interest in this year's Biggest Morning Tea. The event was a great learning and a networking experience. They were able to learn and understand more about the Cancer Council and the importance of maintaining a healthy life. Kathy from the LifeSkills class winning a raffle prize and wanting to win more and actually winning more prizes; using the microphone to make an impromptu thank you speech, hoping to see everyone next year!
Heritage Hill Museum and Historic Gardens	A guided excursion to the Heritage Hill has been scheduled so that the learners could learn more about the historic place of Dandenong and its first settlers' life style.
Emerald Lake Park	Most of my students had never been to the Park before and thus were very positively surprised by the beautiful scenery of the place. Due to awesome weather, we had a very relaxing time there.

Our Staff

Neighbourhood House Staff & Volunteers

Melanie Virtue	SNH Manager
Rebekah O'Loughlin	Learning Centre Coordinator
Mystica Perera	Assistant Literacy Centre Coordinator
Subha Sriram	Student Information & Statistics
Sonia Hernandez	Bookkeeper
Rosemary McLeod	Administration Assistant
Duc Nguyen	IT Support Officer
Robert Shepherd	MYOB consultant
Jimmy Forbes	Cleaner
Nhan Ta	Volunteer
Trewina Wong	Volunteer
Shirley Shen	Volunteer

Literacy Centre Tutors

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

Literacy Centre Volunteer Tutors

Abu Nasir	Janice Wilson	Philip Tero
Ajitha Vithana	Jessica Lobo	Peter Abraham
Amy Tsa	Jeanette Podolsky	Rita Romano
Ann Truscot	Jennifer Dumas	Robert Marion
Anthony Jones Scully	Jim Grosset	Roma Connell
Babes Sevilla	John Brunt	Sally Ta
Bhagyalakshmi	June Talbert	Sarah Lanin
Colleen Mckechnie	Kim Lan Chen	Shaista Veremeenco
Debra Rowland	Lavang Nguyen	Sharon Clifford
Dorothea Kassell	Liliana Mangoni	Sita Balaraman
Erika Stahr	Liz Maklin	Susan Shand
Enza Imbrogno	Liz Cavell	Sue Mountford
Fay Hickman	Maryam Farooqui	Sumanda Jayasinghe
Fatima Yari	Martin Pettit	Tracey James
Francesca Formoso	Mary Chau	Tse Ha Chai
Gerry McKellar	Matatuu Kora	Tran Thi Thuy Hong
Grace St. John	Michael Moore	Vikki Laskowski
Harikle Nguyen	Naryphol Thach	Yan Vithea Eap
Ingrid Besnard	Natalie Irvine	
	Olive Lesley Menon	

Our Groups

AA Resurreccion

Support group

ADEC

Arabic Carers' Support Group

Turkish Carers' Support Group

Vietnamese Carers' Support Group

Advocacy for Oromia Association

Aitutaki Enea Society Victoria.

South Pacific music & social support group

Al-Ehssan Support Group

Support & social group for Muslim women

Al-Ekhlās Support Group

Social & support group for young Muslim women

Al-Emaan Muslim Women's Support Group

Support and social group for Muslim women

Arabic Women's Group

Multicultural Arabic women's support & social group

Association of Hazaras in Australia

Australian Chinese Musical Band

Chinese musical group

Bourio Anatolies

Anatolies performance group for people of mixed abilities

Burmese Womens Sewing Group

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

Cook Islander's Welfare Association

Support and social group

Support and social group

Enterprise Hostel History Project

Enterprise Hostel historical preservation 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

Hoa Seng Lotus Group

Vietnamese singing group

Huong Que

Vietnamese Cultural Music and Dance.

Iraqi Community Group

Aramaic language classes & culture

Island Roots Performing Arts Group

Cook Island & Pacifica performing group

Kaafur Community Group

Social and support 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

Little Hobby Group

Multicultural craft 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

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

Oromo cultural, support and social group

SEEAC Homework Group

Multicultural homework support for students aged 12 to 25 years

Sonido Latina

Salsa, Merengue, Bachata & Cumbia dance 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 Tai Chi Group

Classes, performances & practice tai chi

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

Victorian Eritrean Community Association

Support and Social Group

Vietnamese Performing Arts (VPAC)

Vietnamese performance 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.



