



Springvale

Neighbourhood House



CELEBRATING OUR DIVERSITY

Annual Report 2017



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 manager@snh.org.au

Springvale Neighbourhood House Learning Program

1-3 Lightwood Road, Springvale, 3171

Business Hours: 9 - 5 Monday – Friday

Phone: 9574 6399

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Our House



Vision:

To empower members of our diverse community to participate

MISSION:

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



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

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

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

communities to settle successfully in the local community.

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

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

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

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Our Suburb



Springvale is a suburb rich in cultural diversity, with 72% of residents born overseas (8% higher than City of Greater Dandenong and more than double the metropolitan rate 33%).

Among the 99 birthplaces of Springvale residents, there were Vietnam (21%), India (9%), China (5%), Cambodia (5%) and Myanmar (4%).

75% of Springvale residents speak a language other than English compared with 68% for the overall City of Greater Dandenong. Top languages spoken are Vietnamese (25%), Cantonese (7%), Punjabi (6%), Mandarin (6%) and Kmer (5%), (stats from ABS 2016 Census).

The median weekly income for people living in Springvale is \$409 which is the lowest in Greater Dandenong and equivalent to 62% of metropolitan levels (2016 Census).

The 2011 SEIFA score which measures social and economic disadvantage lists Greater Dandenong as the second most disadvantaged municipality in Victoria with a SEIFA score of 895. A low SEIFA score indicates high levels of disadvantage, e.g. many households with low income, many people with no qualifications, or many people in low skill occupations.

Within the City of Greater Dandenong, Springvale with a SEIFA score of 852 is one of the most disadvantaged postcode areas (the lower the score the higher the level of disadvantage).

The most common responses for religion in the 2016 census for Springvale residents were:



Religion	Springvale	Victoria
Buddhism	23%	3%
Catholic	17%	32%
Islam	9%	3%
No Religion	20%	32%
Not Stated	9%	9%

Springvale Neighbourhood House 2016-17 learning program statistics show that our students are more likely to:

Have no formal education	10%
Less than 7 years education in country of birth	70%
Speak a language other than English at home	95%
Have a disability (intellectual, physical) or mental health issues.	25%

Our Chairperson



Chairperson's Report: *We've achieved a lot in the past year!*



*"I'm impressed with the way the
Governance Committee and
members have embraced the new
structure and the many changes
that have improved our House."*
Melinda Hamilton , Chairperson

Melinda Hamilton was elected chairperson of Springvale Neighbourhood House Committee in November 2013. In her four years as chairperson, Melinda has overseen a major restructure of our organisation. Melinda guides the Governance Committee, and staff adjusting to staffing and policy changes with grace and wisdom.

Although it has been a year of great change, I am impressed with the seamless way our Team leaders, Kelly and Mystica, have embraced the change and focused on including their team members in decision making and design of new systems.

I'd like to congratulate the House on our Go Digi Award, which recognises we are doing a good job in digital inclusion for older people.

Our Biggest Morning Tea was our biggest ever — we raised \$10,000 which we are donating to the Victorian Cancer Council in the name of our volunteer, Natasha Jansz, who sadly died earlier this year. Thanks everyone for the hard work cooking, donating & selling items at our garage sale, and selling raffle tickets!

It's great to see so many of our activity groups being taken up by community members. The most popular are the Latin Dance class, Learning Lounge (digital literacy for older people), Welcome Café

(English conversation & friendship), and the Chinese Painting Class.

Three new activities which are very popular are the Happiness Workshops, Tai Chi QiGong classes, and Learn to Sew (men & women learning to sew together).

A big thank you to the women from the hobby group & La Voz Feminina for the many hours of knitting items for charity—we raised almost \$500 from the many jumpers, blankets and scarves you created.

Also thank you to our VCAL students who help older people learn how to use their digital devices (iPhone, iPad, laptop, etc) in the Learning Lounge each Friday morning.

Finally I'd like to thank the many volunteers who help us with activities, administration and events. You make our work easier and help your community.

I'm looking forward to another successful year next year—with a bit less excitement!

Our Committee

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



"I'm impressed with the way the Governance Committee and members have embraced the new structure and the many changes that have improved our House."

**Melinda Hamilton ,
Chairperson**



"I love my volunteer work in the governance committee for many reasons. Being a member gives me the opportunity to represent my community. Also it gives me the pleasure of working with other committee members who are very dedicated to support the centre and the staff in the great work they provide to all group members ."

**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 contribution."

**Wilfredo Zelada,
Treasurer**



"I enjoy being Deputy Chairperson as it gives me an important role in governance."

As Convener of the Risk Management Subcommittee I enjoy checking everything is safe and running smoothly.

This year we added new policies and procedures."

**Mohamed Mohamed,
Deputy Chairperson**



"As Governance Committee members we learn management techniques that can be implemented in our community. This year I became the Convener of the new Education Quality Subcommittee which is an honour."

**Workineh Dinsa Alamo
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**



Our Committee

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



"The last twelve months have been challenging for our Committee. I feel very proud of what we have achieved in restructuring the way the House operates. I think the process we have been through has strengthened the way the Committee works as a team."

Heather Duggan,
SNH Committee member



"Continuing to support the Groups who meet at our House is very rewarding."
Betty Wilderman, SNH Secretary



"I like being on the Finance committee because I am good with numbers & like to make sure things are running smoothly."
Meteka Tumu,
SNH Committee Member



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

Maria Cruz,
SNH Committee member



"I like to be a member of the Springvale neighborhood family, because I like working in the community."
Yue Hua Shen,
SNH Committee member



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

Gianna Costin,
SNH Committee member



"I like being a Committee member because we are a strong mixed cultured group and we learn from each group's culture and also support one another."

Tere-marike Matareka,
SNH Committee member

Our Committee



Neighbourhood House Coordinator Report:

My 4th year at Springvale Neighbourhood House and I'm over excited!!!



"Our House has spent the past year settling into our new structure. Our House continues to grow with new community groups, new members and new students all joining the Springvale Neighbourhood House family"

**Melanie Virtue,
SNH Manager**

I'm honoured to work in such a vibrant multicultural organisation! This year, we become the only neighbourhood house with our own pair of Chinese lions!!

We were also one of 3 finalists in the Victorian Community Trainer of the Year award!!

Again, our Harmony Festival was a highlight this year, with our *Try It* tent where community members could try a cultural activity.

Thanks Shirley from the Chinese Mandarin Network and Fatima from Fayaa Oromo Women's Group for organising the *Try* Chinese tea tasting, and Oromo coffee ceremony.

Our House runs on the labour of 125 fabulous volunteers who help us as:

- Volunteer tutors: providing one-to-one English language tutoring, assisting classroom tutors and running English discussion groups for people not eligible to join funded classes;
- Administration volunteers: helping with all administrative tasks including supporting our classes & groups
- Event volunteers who make our

community events possible.

This year we held many cultural activities at our House:

- Chinese Lion Ceremony celebrating the opening of our House in February;
- Buddhist Blessing by monks from the Cambodian Temple;
- EID al-Fitr celebrating the end of the Islamic holy month Ramadan;
- Vesak celebrating Buddha's birthday.
- Sri Lankan New Year;
- Central American Independence Day.

I am blessed to work under the guidance of our Governance Committee which oversees Springvale Neighbourhood House with wisdom and vision.

I'd like to thank the staff members who have helped implement our new organisational structure. It's been a time of great change—sometimes difficult, but always rewarding.

Looking forward, next year promises to be busy and exciting as we build on changes we made in 2016-17 and provide more services to meet our community's need.

Our Manager

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

MANAGEMENT TEAM



"It's been a challenging year with the structural reorganisation, however it feels like we are coming out the other side stronger and more resilient than before. I'd like to thank our team leaders, Kelly and Mystica for their dedication and hard work."

Melanie Virtue, Manager



"This year it has allowed me to strengthen my skills working with our culturally diverse community. I have been building and developing a strong administration team to support our community, committees and the management team. We have a great team of people here at SNH that are only going to get better! ."

**Kelly Cooper,
Administration Team Leader**



"Learning & teaching is my passion. It is inspiring as well as challenging to teach students from diverse cultures as well as those whose first language is English. I am grateful to all our students who have enriched my journey of learning and teaching English language & literacy in Australia."

**Mystica Perera,
Tutor Team Leader**

ADMINISTRATION TEAM



"It has been a great year working at Springvale Neighbourhood House. I meet with many people from different backgrounds. Here I can see everyone gets helped to walk in the House and feels better when they walk out our door. It is a continuing relationship between the House and community. I am proud that my knowledge and skills can contribute and build up a strong community. I am looking forward to being a part of Springvale Neighbourhood House in the next coming years."

Vy Nguyen, Administration & Finance Officer



"I like working at Springvale Neighbourhood House as it has a great working environment which keeps me motivated. I get the opportunity to help people from diverse backgrounds, something I am very passionate about."

**Nidhi Sharma,
Events & Admin Officer**



Duc Nguyen, IT Support Officer



Subha Sriram, Data Quality Officer

Our Staff & Tutors

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

TUTOR TEAM



"I like teaching at SNH Learning Programs because it helps me to set a positive learning environment, which empowers the learners to have a balance of the emotional and intellectual components of learning and promote their self confidence."

Rani Pillai, Tutor



"Teaching at the SNH Learning Program has been a rewarding experience. The students here learn useful every day skills while also having meaningful social interaction; such as fundraising and excursions. Everyone shows a strong willingness to participate and I hope this continues for years to come."

Graciela Kuzu, Tutor



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

Julia Smirnova, Tutor



"It has been my great honor and pleasure to work with hard working colleagues, staff and students this year. Indeed it was I who learned vital lessons from my Life skills students who all reached out to support me after my serious car accident. They taught me to overcome isolation which was a normal part of their daily lives & encouraged my return to work. So my heartfelt thanks to staff & students."

Maria Fairweather, Tutor



"We have a diverse group of students who are eager to learn, happy to share their cultural and life experiences and personal views. I feel privileged to play a role in their education and it's a pleasure to go to work each day in this rewarding job."

Jo Scott, Tutor



"My teaching highlight for this year was when my Chinese English Language Class joined me in a cultural cooking class—they cooked dumplings and I cooked roast lamb."

Melinda Hamilton, Tutor

Our Staff & Tutors

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



"My highlight for this year was very encouraging as some of my confident students have moved on to volunteering work and some have moved from a preliminary class to Level 1. They have shown significant improvement in many areas through learning English."

Bee Ling Goh, Tutor



"I love teaching adults. The fact that my students come from so many different countries and cultures enriches the whole experience and makes it a lot more interesting."

Kasia Malinowski, Tutor



"I love teaching mixed level classes, which challenge my skills but has given me a great sense of achievement. The different group of students, in particular the challenged students, were more than a pleasure to teach and intrinsically enhanced my computer teaching skills."

Bach Nguyen, Tutor

TUTOR TEAM



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

Duc Nguyen, Tutor



"My teaching experience at Springvale Neighbourhood House Learning Program has been very challenging and resourceful and just being part of the unique global classroom and with the learners contributions created an amazing adventure of learning."

Subha Sriram, Tutor



"Wonderful environment to work in, great flexibility. It's been an educative learning experience for me."

Jimmy Forbes, Cleaner & MC

Farewell

Sad farewell to Natasha Jansz

Natasha Jansz came to our House as a student on placement in 2015 and stayed on after her placement as a volunteer. She quickly became a valued member of our community and the Springvale Neighbourhood House family.

Natasha will be remembered as part of the Springvale Neighbourhood House family and a treasure that lives on in the hearts of all those who were touched by her caring spirit.

She will be remembered as someone who changed the lives of many people through her tenacity to make things better.

During her time at Springvale Neighbourhood House, Natasha helped many women facing life's challenges including domestic violence, arranged marriages, homelessness and financial struggle.

These words don't really explain how valued Natasha was to us. She was:

- Someone that people could express their deepest concerns to in the knowledge that she would not judge; she would be there to listen and help make things better
- One of the first people to arrive at an event, help set it up and run around all day to make sure everything was going well, and then congratulate everyone else on their input
- A friendly voice on the end of the phone for the many people she gave her phone number to – just in case they were feeling low or lonely
- Someone to meet at the shopping centre for a coffee and chat – and maybe some friendly advice or help with a problem
- A supportive friend who would accompany a nervous woman to a stressful appointment
- The one who would always follow-up and check if vulnerable people were doing okay, supporting them with their counselling appointments and following their get well or stay safe plans
- Our diligent funding submission writer who showed incredible patience as she worked with community leaders to get the right words to express their project vision, plans, outcomes and benefits for their members
- Part of our staff team who would always provide a listening ear during busy and often stressful times



These are just a few words that try to express the incredible loss and pain we are feeling at the loss of Natasha and the knowledge that she will never again bring her grace and tenacious spirit to our House.

In the week following Natasha's untimely death, many group leaders bought in the letters they had received from City of Greater Dandenong council confirming that the funding submission that Natasha had helped them write was successful. They were part of the busload of community members who attended Natasha's funeral to wish her a last farewell!

Our Finances



Finance Report 2016-17

In 2016-17, Springvale Neighbourhood House's Finance Subcommittee introduced new reporting processes including:

- Monthly financial statements to the Governance Committee based on accrual accounting.
- Monthly cost allocation to reflect actual administrative costs for each of our program areas—learning, community and administration.
- Monthly Financial Dashboard with graphic representation of financial position including Income & Expenditure year-to-date actual to budget analysis, Ratio Analysis for current ratio, quick ratio, and debt to worth ratio.
- Completed a retrospective staff provision and entitlement review which resulted in back payment of \$38k.

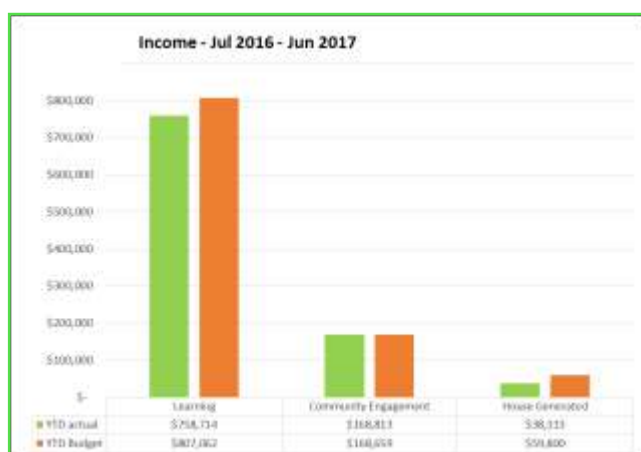
The audited financial reports on the following pages show a deficit of \$23,251 which is reflective of a year in which Springvale Neighbourhood House restructure resulted in 3 redundancy payments and a back payment reconciliation payout.

The budget for 2017-18 is set for retained earnings of \$10,000.



Company Liquidity

- 1 **Current Ratio** is a good measure of the financial strength of your business. For example, a ratio of 1:1 means you have no working capital left after paying bills. So generally, the higher the ratio, the better off your business will be.
- 2 **Quick Ratio** is a much more exacting measure as it concentrates on the really liquid assets. It provides a conservative measure of the liquidity of a business. For example, a ratio of 1:1 means you have no working capital left after paying bills. So generally, the higher the ratio, the better off your business will be.
- 3 **Debt-to-Worth Ratio** measures current debt to savings. A ratio of 1:1 means you have an equal proportion of both debt and equity. In general you want a mid-to-low level ratio. The higher the ratio, the higher risk your business is to lenders.



Our Finances

SOURCE OF FUNDS (Thousand \$)	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
ACFE	322.2	246.1	186.7	171.4	259.1	350.0	279.5	201.2
SkillsVictoria	0	68.1	239.4	421.7	515	492.1	472.0	529.7
State Government	62.1	75.8	66.7	69.6	73.6	77.7	81.7	93.8
COGD	54.3	54.5	56.1	59.5	63	64.9	66.9	74.5
Community	80.1	75.4	70.7	79.7	80.5	76.5	71.4	24.8
Special Projects	16.2	7.2	7	5.9	5	3.5	55.9	41.8
Reserves	0.0	16.3	0	0	141.6	0		
Total	534.9	543.4	626.6	807.8	1,137.8	1,064.7	1,027.4	965.8

ALLOCATION OF FUNDS (Thousand \$)	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Staff Costs	400.0	436.0	478.3	606.6	916.5	766.8	714.5	746.7
Admin and Support	88.3	88.8	106.6	139.5	214.3	208.6	213.2	192.3
Special Projects	33.2	18.6	22.5	22.6	7.0	10.9	41.7	50.0
Reserves	13.4	0	19.2	39.1	0	78.4	58.0	-23.2
Total	534.9	543.4	626.6	807.8	1,137.8	1,064.7	1,027.4	965.8

FINANCIAL POSITION (Thousand \$)				
Financial Year Ending:	Jun-10	Jun-13	Jun-16	Jun-17
ASSETS				
Cash & Receivables	532.9	603.4	862.1	733.6
Fixed Asstes	64.5	89	52.1	55.2
Total Assets	597.4	692.4	914.2	788.8
LIABILITIES				
Payables	103.6	147.7	113	127.7
Staff Entitlements	92.9	111.5	335	205.6
Total Liabilities	196.5	259.2	448	333.3
EQUITY				
Annual Results	13.4	39.1	58	-23.2
Accumulated Reserves	387.8	394.1	408.2	466.2
Total Equity	401.2	433.2	466.2	443
Total Liabilities & Equity	597.7	692.4	914.2	776.3

Our Finances

2017 Finance REPORT

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

Report on the Audit of the Financial Report

Opinion

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 2017 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements including a summary of significant accounting policies and other explanatory information, and management's assertion statement.

In our opinion, the accompanying financial report of the association for the year ended 30 June 2017 is prepared, in all material respects, in accordance with the Associations Incorporation Reform Act 2012 and the requirements of Division 60 of the Australian Charities and Not-for-profits Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the code.

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

Responsibilities of Management and those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with the Associations Incorporation Reform Act 2012 and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the association's financial reporting process.

Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

Our Finances

2017 Finance REPORT


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

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the director.
- Conclude on the appropriateness of the director's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.


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

Dated this 18th day of October 2017.

Our Finances

2017 Finance REPORT

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

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	Note	2017 \$	2016 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	229,190	214,373
Trade and other receivables	6	185,119	60,034
Financial assets	7	310,610	576,774
Other assets	8	8,666	10,874
TOTAL CURRENT ASSETS		<u>733,585</u>	<u>862,055</u>
NON-CURRENT ASSETS			
Property, plant and equipment	9	<u>42,734</u>	<u>52,143</u>
TOTAL NON-CURRENT ASSETS		<u>42,734</u>	<u>52,143</u>
TOTAL ASSETS		<u>776,319</u>	<u>914,198</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	71,663	53,553
Short-term provisions	11	205,610	334,903
Other current liabilities	12	<u>56,071</u>	<u>59,515</u>
TOTAL CURRENT LIABILITIES		<u>333,344</u>	<u>447,971</u>
TOTAL LIABILITIES		<u>333,344</u>	<u>447,971</u>
NET ASSETS		<u>442,975</u>	<u>466,227</u>
EQUITY			
Reserves	13	59,603	59,603
Retained earnings	14	<u>383,372</u>	<u>406,624</u>
TOTAL EQUITY		<u>442,975</u>	<u>466,227</u>

Our Finances

2017 Finance REPORT

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

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from community	955,753	997,179
Interest received	8,969	14,005
Donations received	1,118	5,623
Sundry income	-	34,836
Payments to suppliers and employees	(1,214,092)	(1,052,681)
Net cash used in operating activities	<u>(248,252)</u>	<u>(1,038)</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from investments	266,164	-
Payments for furniture and fixtures	(2,727)	(707)
Payments for equipment	(368)	(14,265)
Payments for investments	-	(13,864)
Net cash provided by (used in) investing activities	<u>263,069</u>	<u>(28,836)</u>
Net increase (decrease) in cash held	14,817	(29,874)
Cash at beginning of financial year	214,373	244,247
Cash at end of financial year	<u>229,190</u>	<u>214,373</u>

Our Finances

2017 Finance REPORT

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

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2017

Note	Retained earnings \$	General Reserve \$	Capital Development Reserve \$	Total \$
Balance at 1 July 2015	348,654	31,895	27,708	408,257
Profit attributable to members	57,970			57,970
Balance at 30 June 2016	406,624	31,895	27,708	466,227
Profit attributable to members	(23,251)			(23,251)
Balance at 30 June 2017	383,373	31,895	27,708	442,976

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 2017

	Note	2017 \$	2016 \$
Revenue	3	965,838	1,027,440
Direct expenses	4	(796,426.00)	(435,146.00)
Administration expenses	4	(59,364)	(90,043)
Governance		(16,962)	(22,884)
Employment expenses		(91,380)	(402,190)
Occupancy expenses		(24,957)	(19,207)
Profit before income tax	4	(23,251)	57,970
Income tax expense		-	-
Profit after income tax		(23,251)	57,970
Retained earnings at the beginning of the financial year		406,623	348,654
Profit attributable to the association		383,372	406,624

Our Strategic Plan

Our Vision

To continually empower the members of our evolving & diverse community to address their needs and to fully participate in Australian society while celebrating and preserving their culture.

Our Mission

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

Objective 1: Ensure SNH remains a vibrant and viable organisation

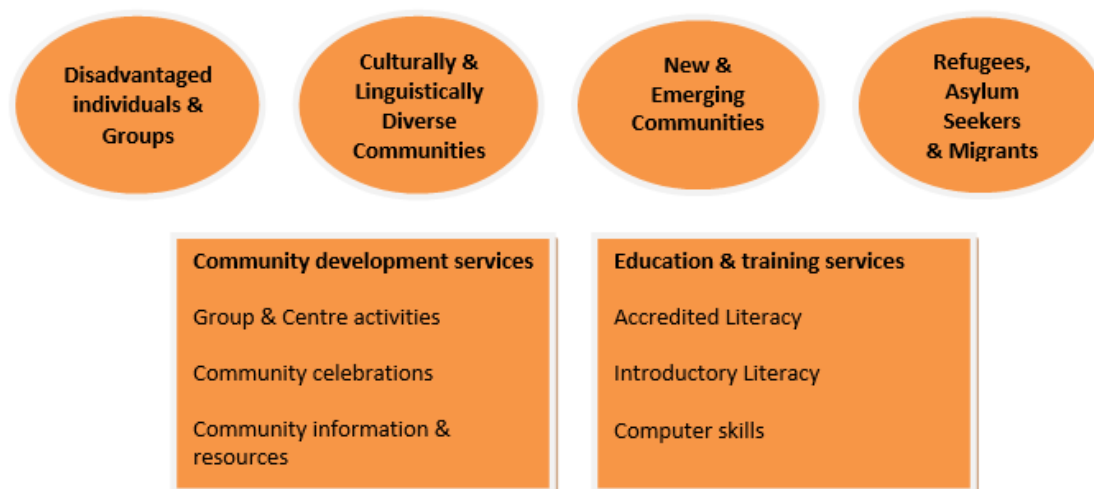
1. Ensure SNH remains viable, funded and resourced	<ul style="list-style-type: none">• Seven successful funding submissions in addition to core grants• Grew membership by 8% to 46 community groups
2. Review & strengthen existing organisation structures, policies & processes	<ul style="list-style-type: none">• Introduced new organisational structure in August 2016• Established Education Quality Subcommittee & new student enrolment processes
3. Ensure SNH continues to meet the needs of CGD community	<ul style="list-style-type: none">• 1,552 people visited SNH each week in the past year• 1,287 attend classes & activities each week in the past year
4. Ensure SNH has suitable physical resources (premises & equipment) both now & into the future	<ul style="list-style-type: none">• Upgraded furnishings & layout of our Learning Centre• Half yearly site audits to identify & address physical risks & areas for improvement
5. Ensure SNH maintains highly skilled and adaptable staff	<ul style="list-style-type: none">• Employed 2 new administration staff with finance & event management skills

Objective 2: Build Community Connectedness

1. Actively encourage and facilitate SNH members to integrate with the wider South-eastern community	<ul style="list-style-type: none">• SNH Harmony Festival attended by 1,400 community members & 45% of SNH groups performed in the multicultural concert & international dress parade• Four joint cultural & religious celebrations with Mordialloc Neighbourhood House• Facilitate cultural performances by our group members at schools, events and aged care facilities across the region
2. Increase social capital of our community	<ul style="list-style-type: none">• SNH students raised over \$8k for Vic Cancer Council's Biggest Morning Tea• SNH community groups provide social support networks• 125 community members volunteer each week at SNH
3. Facilitate relationship building between our cultural communities through activities that encourage sharing, listening, learning, & communication.	<ul style="list-style-type: none">• Our Community Leader Forums & cross cultural activities builds social networks within and between cultural groups• Cultural ceremonies & celebrations (i.e. EID, Vesak, Chinese Lion ceremony, Buddhist blessings, Sth American Independence Day, Sri Lankan New Year, etc) attended by over 80% of our groups

Our Strategic Plan

Our members and services including



Objective 3: Identify and respond to emerging social issues

1. Ensure SNH continues to identify emerging social issues in the CGD community & surrounding areas	<ul style="list-style-type: none"> SNH Community Leaders identified family violence as a priority social issue in the community Access to English language classes by asylum seekers on bridging visas is also a social issue in our area
2. Document SNH response to priority social issues	<ul style="list-style-type: none"> SNH Family Violence project worked with community leaders to raise awareness of issues & services SNH commenced new asylum seeker English classes in Springvale & Clayton

Objective 4: Increase/promote social benefits of Springvale Neighbourhood House

1. Promote SNH with a focus on the City of Greater Dandenong & the wider south-eastern community	<ul style="list-style-type: none"> SNH programs & classes advertised on Council events calendar, local newspapers, Facebook SNH won 3 awards & 2017 Vic Training Awards finalist 2 regional workshop presentations
2. Establish new network opportunities within the City of Greater Dandenong & the wider south-eastern community	<ul style="list-style-type: none"> Automotive Pathways project with 5 CoGD neighbourhood houses Reconnect partnership with Aus Vietnamese Womens Association Westall Secondary College VCAL & parental English partnership

Objective 5: Provide accessible education programs and services

1. Ensure SNH continues to provide education programs & services which are relevant to the CGD community & surrounding areas	<ul style="list-style-type: none"> Delivered 35 accredited & 10 preaccredited English classes, and 17 computer classes each week 331 students enrolled in accredited & preaccredited courses
2. Continuously review and improve the quality of our education programs and services	<ul style="list-style-type: none"> Established Education Quality Subcommittee Introduced continuous quality improvement systems
3. Identify new and emerging opportunities to deliver education programs and services that respond to community need	<ul style="list-style-type: none"> Commenced parental English classes at Westall Secondary College Commenced English for Life classes for Rohingya Womens Group

Our Committees



GOVERNANCE COMMITTEE

This year our committee changed its name to Governance Committee to reflect their role in governing Springvale Neighbourhood House.

The name change was one of two resolutions passed by our members at a Special Meeting in June 2017. The other resolution was to set governance committee membership at a maximum of 15.

Our Governance Committee members are community members nominated & elected by our community group members. We have 14 Governance Committee members who elect the office bearers—Chairperson, Deputy Chairpersons(2), Secretary, Treasurer. Governance Committee members are also allocated to one of our four subcommittees—finance, staffing, risk management and education quality.

The Governance Committee reviewed our Strategic Plan after receiving a report against each of the goals at our annual planning day. Deb Mann as facilitator for the day.

Seven of our Governance Committee members attended the

Neighbourhood Houses Vic annual conference in Creswick this year. This is an important part of their professional development by attending workshops on governance issues. It also provides an opportunity to hear about what other neighbourhood houses have achieved during the year.

Each committee meeting also provides an opportunity for professional development as part of each meeting is dedicated to upskilling our Governance Committee PD calendar including: auditor presentation on financial reports, reporting & contractual obligations, risk management policies, staffing policies, education & learning policies, etc.

Through the 2015-16 structural review and organisational change, Governance Committee members have grown closer and also increased their understanding of their role.

The new financial reporting scorecard makes it easier for committee members to understand the financial reports and keep track of financial ratios which indicate areas for improvement or concern.

FINANCE SUB-COMMITTEE

The role of the Finance Subcommittee is to provide financial oversight for the House – including budgeting, financial planning, financial reporting, and the creation and monitoring of internal controls and accountability policies.

This year the Finance Subcommittee has:

- Introduced a new financial reporting format, including a financial scorecard which includes charts, financial ratios and year-to-date

comparative data with the previous year to increase understanding of the standard financial reports (which are also provided to the Governance Committee)

- Finalised a 6 year staff entitlement audit and approved backpay.
- Approved hire of a new photocopier and refurbishment for our Learning Program office

STAFFING SUB-COMMITTEE

The role of the Staffing Subcommittee is to provide direction and decision-making for employee policies, compensation and benefits, legal compliance, and staff evaluation and training. In the past year the Staffing Subcommittee:

- Oversaw HR implications of the organisational restructure which was finalised in August 2016
- Provided support and advice to the Manager on staffing issues

- Conducted interviews for the 2 Team Leader positions & 2 new administration positions
- Advised the Governance Committee on new staff appointments, and recommended funding for the annual staff planning day
- Conducted annual appraisals of the SNH management team—Manager, Tutor Team Leader and Administration Team Leader

Our Committees



COMMUNITY LEADERS FORUM

Springvale Neighbourhood House's Community Leaders forum is part of our governance structure, providing feedback from our members on organizational priorities and proposed changes. Forums are held every two months – alternating evening and daytime meetings to maximize attendance. Each Forum is attended by an average of 26 community leaders. Over 70% of our community group leaders attended at least one forum meeting, most attended almost every forum.

Following the horrific Commonwealth Bank fire in Springvale, our Community Leaders forum provided a great space for community leaders to talk with City of Greater Dandenong's Emergency

Management Coordinator, Scott Hilditch about the event and recovery stage. It was important that everyone saw the event in perspective and not as reflective of our community as a whole. The community leaders were a good way for the positive messages to be shared with the wider community.

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.

RISK MANAGEMENT SUB-COMMITTEE

In 2016-17 our Risk Management Subcommittee addressed many potential risks within our organisation. These included:

- Evacuation and Fire Drill—training for Group Leaders in their responsibilities to keep their group members safe
- Ensuring our premises have safe wheelchair access
- Redesigning our Learning Program office to ensure our staff have a safe and comfortable environment
- Identified and rectified trip and spill hazards
- Installed a kitchen shelf to keep the microwave away from the stove elements

The Risk Management team conducted a site audit of both of our premises which identified many issues to be addressed including emergency lighting, trip and storage hazards, and need to improve security locks.

The Risk Management team also oversaw the community bus audit by an independent inspector appointed by Vic Roads.

Next year we are looking at financial risks associated with our insurance policies to make sure we have coverage for most eventualities.

EDUCATION SUB-COMMITTEE

The Education Subcommittee met for the first time in 2017.

The Education Subcommittee is responsible for making decisions, recommendations, and reports to the Governance Committee of Springvale Neighbourhood House.

The Committee is responsible for Academic Quality:

- Considering Annual training delivery plans prior to sending to funding bodies i.e. ACFE & Skills First
- Receiving and considering learning and teaching quality reports and other matters that speak to quality and standard setting such as assessment and audit reports;
- Considering and recommending action to the Springvale

Neighbourhood House Governance Committee based upon reports from the Tutor Team Leader and SNH Manager;

- Considering and recommending action to the SNH Governance Committee relating to changes of SNH Registered Training Organisation scope (i.e. adding new accredited courses);
- Monitoring and overseeing the integrity of results, including student recruitment and retention, course pass rates, student pathways;
- Contributing to the formulation, and overseeing the implementation, of SNH policies relating to student conduct, assessment, complaints, and other policies relating to the running of SNH Registered Training Organisation.

Our Groups



ADVOCACY FOR OROMIA ASSOCIATION

Vision: We envision a world where all people are empowered to manage their problems and create opportunities for themselves and others.

Members: Our members are Oromo refugees and migrants who face difficulties due to language barriers and cultural differences. The people able to resolve their issues and concerns to control over their lives. It also helped to integrate to Australian society to connect to each other.

Culture: The Oromos are people from Oromia East Africa. They are the custodian of the Badaa System where each individual is treated equally, according to the Rule of Law. We maintain Oromo cultures through celebrations and performances based on the Oromo calendar.

Highlights: The main events for our group this year has been:

- Irreechaa celebrations: We celebrate the ending of the rain season

(Irreechaa Birraa) and the end of the dry season (Irreechaa Arfeesaa). It is a unique Oromo culture and social celebration

- Oromo Martyrs Day: We remember and honour those who have sacrificed the lives for the Oromo cause
- Refugee Week: We celebrated refugee week with Southern Migrant Resource Centre

Social Values: Our group provide information consultation, community education and training to assist people to take action and resolve their own concerns.

Our support team provided health information and human rights orientation for the individual's family and community members. We are also supporting our community leaders through training and capacity building.



AL EHSSAN WOMEN'S SUPPORT GROUP

Vision: A social support group for women from Arabic speaking background. We help women who are having difficulties in areas such as illnesses, isolation and family violence. We support each other in raising our children while integrating in the community.

Members: Our group consists of women who come from several countries including Egypt, Eritrea, Palestinian, Iraq, Yemen, Jordan, Lebanon, Somalia, and Morocco.

We give each other social support and help with translations.

Culture: Our group cultural origin is of Arabic speaking background. We follow the teachings of the Quran. On celebratory events, we all bring cultural food to share.

Highlight: The main events for our group this year have been:

- Goodbye party celebrating the graduation of a member completing her medical degree
- Celebrating the arrival of a new babe to a group member
- Iftar dinner celebrated at Springvale Neighbourhood House in June with our members and their families.

Social Values: We have contributed to charities at Springvale Neighbourhood House.

Our group celebrated the great gift of an organ donation to our member Ikram. After years of health issues, the gift was celebrated.

We also co-ordinate carpooling our members to meetings, shopping or medical appointments.

Our Groups



AL-EMAAN MUSLIM WOMEN'S SUPPORT GROUP

Al-Emaan Women's group is happy to say that this year was very successful. The number of participants in the women's social meeting and the Saturday Arabic School keeps growing, and we were able to achieve a lot.

Some of the highlights of our group's achievements are:

- The "Many Faith One Community" project,
- Our group organised The EID Celebration with the support of the SNH staff.

- We organised 3 "Iftar Dinners" in Ramadan, one of them was at Springvale Neighbourhood House, to promote harmony and understanding between community members from different cultural and religious backgrounds.
- Two of our group members won community awards, and we were nominated for Community organisation Australia day Award 2017.

Al-Emaan appreciates the welcoming and supportive staff, and is proud to be a member of the Springvale Neighbourhood House, which we consider **"Our Home Away from Home"**.

AITUTAKI ENUA



Aitutaki has 60 members with 10 new this year. Our group provides social connection, support and activities for Cook Islanders who live in the local area. We meet weekly at Springvale Neighbourhood House and use the SNH bus.

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

A A RESURRECCION

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

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

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

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



stay sober and to help others to do the same!

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

Our Groups



ARABIC CARERS GROUP

Vision: The group exists to provide a safe and easy access for carers and to prevent social isolation by coming together and sharing our experiences.

Members: Our group consists of CALD members, clients with disabilities and their carers.

Benefits for members who join our group include:

- Reduce social isolation.
- Increased awareness about carer issues.
- Increase self-esteem.
- Some artwork and fun times.

Culture: The cultural origin of our group is Arabic-Egyptian. We share cultural specific food and learn about Australian Services in the Arabic language.

It easier for us to understand the services.

Highlights: The main events for our group this year has been:

- Guest speakers about NDIS.
- Easter Monday with traditional foods with chocolate arts and crafts.
- Mother's Day celebration lunch

Social Values: Our group has helped one another by giving each other support and opportunities for members to learn about services and issues.

We provide a healthy way to reduce social isolation as well has a fun and safe environment so members can talk about their needs and concerns.



AUSTRALIAN LATIN AMERICAN DISCUSSION GROUP

The Australia and Latin-America Discussion Group is an independent, not-for-profit community organisation, whose aims are to promote the study of the social, political, and economic issues of Australia and Latin America. Our eight members met 39 times this year.

We keep our culture alive in our activities, discussing the relevant Latin America, and Australia historic dates, celebrating special events, etc. Discussions are conducts in a friendly and respectful environment.

We facilitate collaboration opportunities for our members to assist them to achieve the goals of promoting understanding and diversity.

We meet together in a friendly and respectful environment to discuss , political, social, cultural, and economic issues of relevant importance to Latin America and Australia.

We had three excursions this year using the Springvale Neighbourhood House bus to visit Phillip Island, Wilsons Promontory, and Fort Nepean.

Our Groups



AUSTRALIAN CHINESE MUSICAL BAND

Our group exists to get together, meeting each other at our convenience. With most members being of Chinese origin. We encourage other people to join us. We are happy to show our friends how to play music with us together. We have 10 members from South East Asian Countries and also from main land China. They come to play music and singing together with Chinese musical instruments: Pipa (Oud), Yang Qing (Dulcimer), Erhu (a 2 string fiddle), Guzheng (a zither) and bamboo flute. They share the way of life in Australia being happy, free and feeling as part of Australia.

Our highlights this year include:

- Performing at Uniting Church, Indonesian Women Group

- Going for tour of Mornington Peninsula & Geelong with the use of Springvale Neighbourhood House bus
- Bring happiness to senior citizens using Chinese musical instruments with Chinese and Aussie songs. Often the audience sang along with our songs

We attended various schools concerts, festival celebrations, aged homes, day care centres and RSLs. Many people were amused by the music generated by our instruments. They always show enthusiasm to come to us asking and touching the instruments that we play. We also explain to the audience names of our instruments and how they sound when playing solo.

BOURIO ANATOILES



Our group is a group of actors with all abilities. The ages are from 25 to 50 years of age. It benefits them to improve their acting skills, and travel around Melbourne metropolitan area. The culture are mix of Greek, Australian, and Australian-Fijian.

The group performs a range of Shakespearean, Greek ancient, and contemporary art.

The group shares the culture through the performance that relates to the events of the past till present day.

Our highlights over the past year includes:

- We had parts on educational films from the VALID and at the National Disability Service. And we will do again in June 2017.

- Alex Litsoudis had part of a TV series that is shown in May 2017 (ABCTV), with the character of "Roger"; a mentally disabled brother of "Joe" played by Alex Dimitriades. The TV series was "Seven Types of Ambiguity".
- We performed our production: "Heroes of the Past and Present" at the Hellenic Museum in Melbourne for a whole month and performances at the Community Theatre in Emerald.

We thank Springvale Neighbourhood House for providing us the rehearsal room and space to write and rehearse our Heroes production. We also appreciate their support for our performances and auspicing our funding submissions.

Our Groups



BURMESE WOMEN'S SEWING GROUP

The Burmese women's group has been meeting for the past three years at the Springvale Neighbourhood House.

The women get together as a way to reduce social isolation in the community and provide a safe space for the women to come together, meet new people, make friends and learn new skills or become aware of services available in the community to support them.

They have also successfully applied for grants which have allowed

them to become independent and continue to grow as a group and participate in activities such as sewing and go on excursions.

The women recently went to Melbourne CBD where they caught the train from Springvale and jumped on the free City Circle tram. This was a great opportunity to experience a free activity available to them and their families as well as learn a little about Melbourne itself.



CHALDEAN COMMUNITY

Our group has 15 members. Our achievements for the year have been useful learning and preservation of our culture. We like joining Springvale Neighbourhood House community activities.

This year we commenced French language classes at Springvale Neighbourhood House. Our amazing teacher, Samir likes teaching French and Aramaic languages to members of our community and to people from other cultures. We have students from 6 to 60 years old. Everyone is welcome to join our classes.

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

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

Our Groups



FAYAA OROMO GROUP

Fayaa Oromo Group aims to preserve Oromo culture and language through community interaction, skills sharing and education.

Our group has 12 women and 18 youth. Our goal is to bring women out of isolation and encourage youth to stay connected to their cultural heritage by providing social support and education. Monthly women's social circles are a place to express concerns, share skills and resources, and become resourceful to one another and community in general. Weekly youth education programs teach Oromo language, religion, cultural cooking, art and poetry.

We are Oromo origin. Oromo people are the largest and ancient ethnic group of Ethiopia and Horn of Africa. Oromo people are very

welcoming, generous with diverse cultural arts, clothing, dance and food based on region. Our group keeps our culture alive by participating in community events and activities, social interaction and youth education on cultural food, art, dance and religion. Fayaa Oromo Group participated in Harmony square and AIMI park cultural celebration for Harmony Day. At these events members wore Oromo traditional clothes, shared Oromo food and coffee, performed Oromo dance and provided cultural education and awareness. Our youth group also performed Afaan Oromo poetry in conjunction with other Oromo youth in other cities that was very successful.

We provide transportation for elderly members to participate in meetings, social events and activities.



HUONG QUE

Huong Que exists to provide a dancing culture of traditional Vietnamese dancing to maintain social communication and good health. Our group consists of Vietnamese members.

Benefits for members who join our group include:

- Maintaining interest in traditional Vietnamese Dance.
- Leaving their comfort zone.
- Improving physical and mental health.

The cultural origin of our group is of Vietnamese background. We learn traditional Vietnamese dancing by practicing and rehearsing and looking forward to performing in front of an audience.

The main events for our group this year has been:

- Performing at the Chinese/Vietnamese New Year Festival (Tet)
- Christmas celebration at Springvale Neighbourhood House for Huong Que members
- Performing in Harmony Festival concert & dress parade

Social Values for our members are improved health & mobility, and social contact each week, including home visits. For community: Performance sat Multicultural Festivals; visiting and entertaining patients & staff at Springvale Nursing home.

Our Groups



HARARIAN ASSOCIATION

Our group has 104 members, with 3 new members joining this year.

All the programs and services provided to members of community have been well received and enjoyed. These include:

- Organizing cultural events
- Organizing short trips
- Conducting Community Language School (CLS) program in Hararian and Arabic languages on a weekly basis
- Organizing entertaining events for kids
- Regular outdoor sports for youth and kids.

This year Springvale Neighbourhood House has helped our group :

- To conduct meetings
- To run youth cultural sessions/classes on a weekly basis (Friday and Sunday)

Next year our group are looking forward to:

- Maintain the service and programs provided annually by the organisation.
- Conducting various informational sessions (eg. the danger of drugs, alcohol, etc)



ISLAND ROOTS

Island Roots is now a team of 74 members. We are growing each year with new members.

We continue to be busy every weekend performing all over Melbourne and the wider Victorian region.

Our young children have developed so well into our Cook Islands culture and we are so proud of them each time they perform.

At the end of September we will be hosting a National Drumming

Competition where teams from interstate will come to Melbourne and compete against Island Roots drummers as the defending champions from 2016. We can't wait for this event to happen.

We are thankful to Springvale Neighbourhood House for allowing us a room to have our quarterly meetings each year. In December this year, Island Roots will be travelling to the Cook Islands for a 3 week dancing holiday.

Our Groups



LAKHANDA ELDERLY SRI LANKAN GROUP

The Lakhanda Elderly group has 78 members with three new members joining this year. 25 members regularly attend our fortnightly meetings at Springvale Neighbourhood House.

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

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

Lakhanda Elderly radio program on 3SER.

This year we celebrated the opening of Springvale Neighbourhood House in the New Year with a Buddhist ceremony that was attended by 50 people from many faiths. We also celebrated Sri Lankan New Year with lots of happiness, friends, games and food.

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



LATIN SOUNDS

The Latin Sounds group has 30 members and 6 new members this year.

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

We advance in dancing from beginner to advanced level. We learn to dance Merengue, Cumbia, Salsa and Bachata—all Latin rhythms.

These classes were started to help people fighting against depression and it is a very important achievement for us. The group has grown much bigger than we expected.

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

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

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

Dancing increases the self esteem of our members.

Our Groups



LA VOZ FEMENINA

Vision: As we are a group of senior Spanish speaking ladies. We share our skills such as knitting, crochet and craft work.

The most important goal is to keep us active and not feel isolated while listening to each other's concerns.

Members: Our members gather to share and learn new skills. We like to socialise and have a laugh while knitting.

Culture: The cultural origin of our group is of Spanish speaking backgrounds. We are from different countries including Chile, Argentina and Uruguay. We keep our culture alive by celebrating Diversity Day and Central American Independence Day.

Highlights

The main events for our group this year has been:

- Mother's Day
- Diversity Day
- Christmas

We also celebrate our member's birthday.

Social Values: We donate shawls, beanies, blankets all hand knitted by our own members and donated to nursing homes. We also knit ponchos, beanies, baby booties, scarves, and blankets for Stillborn Baby Association (KOJO).

LAS ILUMINADAS

Vision : To help avoid loneliness and isolation by eating, speaking, and listening to music together.

Members: Our group gathers to get out of the house and avoid isolation.

Culture: Our group cultural origin is of Latin America, predominant Chilean culture. We keep our culture alive by celebrating our National Day, Name Day, birthdays and anniversaries of our heroes from the Independence. We also dress up on our Independence Day.

Highlight: The main events for our group this year has been:

- Independence Day celebration.
- Visit Lake Ildone for the weekend.
- Birthday lunches at restaurants.
- Camping at Wangaratta.

Social Values: We believe it benefits our group when we visit our members when they are sick in hospital, help with transportation when needed, donate to a member if they are having financial difficulties and visiting each other outside of meeting hours for socialisation.



Our Groups



LITTLE HOBBY GROUP

The Little Hobby Group has blossomed into two groups - a smaller craft group and an ever-growing Learn to Sew group for men and women who want to learn how to use a sewing machine.

Eight members participate in the weekly craft group which includes two members with intellectual disabilities. The group members all support each other and help those requiring assistance to complete their craft activity. Craft activities included:

- Glass painting—jars & decorative plates
- Decoupage—pig money boxes
- Washi tape embellishment—tealight holders

The Learn to Sew Group was started in response to requests by two

men to learn how to sew. The group now has 10 regular members, including four men.

Their first lessons focused on learning how to use the sewing machine. They then learnt how to cut and sew a carry-bag. They have also learnt to make an apron which involved taking measurements, adjusting the pattern, gathering and pinning the material, tacking and finally sewing their apron.

Next term they will be going on a shopping trip to Spotlight to purchase a pattern for a simple item of clothing.

MAYA DANCE GROUP

Vision: We have been active since 1990. We are currently working with our fourth generation of dancers. We like to give the Australian community the opportunity to learn about El Salvador through our performances. Community support is important to our group and school.

Members: Our group consists of 5-11 years old. Benefits for members who join our group include learning about El Salvador and its culture through traditional dances, keeping active and learning some Spanish too.

Culture: The cultural origin of our group is El Salvador. We try to keep our culture alive by teaching our younger generations and performing at cultural events.

Highlights: The main events for our group this year has been:

- September Latin Festival
- Clayton Festival
- One World Event



Social Values: We performed at a charitable event at Coatesville Primary School's fete to help redevelop the sustainability area to create a modern space where children can go to learn about sustainable practices in a modern and dynamic environment.

Our Groups



MULTICULTURAL WOMEN'S GROUP

Vision: Our group offers social support learning and activities to senior women in the community. A place where they can come to share traditions, similar interests and monthly outings.

Members : Our group consists of senior social group for women. All seniors are welcomed to our group.

Our members enjoy coming to our group meetings to gain friendship, attend outings and to share their culture and traditions with other seniors in the community. Some activities include playing Bingo and cooking classes.

Culture: The cultural origin is mostly Italian speaking background from different regions of Italy. We celebrate our Republic Day in June by wearing our traditional clothing while dancing and singing to our

traditional songs. We also bring lots of food to share on this day.

Highlights: The main events for our group this year has been:

- Special BBQ at the Grange Reserve.
- Republic Day Celebration.
- Easter celebration.
- Tour the Victorian Art Centre.

Social Values: Our group has helped one another by offering transport to our members for our meetings due to some members being unable to use public transport. We also tend to visit our members who are in hospital or nursing homes.



MULTICULTURAL WOMEN'S SEWING GROUP

Vision: To help and welcome women from all walks of life.

Members: Our group consists of women who like to learn pattern making, knitting, sewing and crafting.

Culture: We are from a mix of cultural backgrounds and religions.

Highlight: We are a very happy group. We mix well together and each week we learn new ideas.

Social Values: Our group has made many charitable donations to the community, including hand-knitted items.

Each week we teach women on a one-to-one hands-on basis to learn whatever they want to learn—sewing, knitting, cutting out patterns, alterations, embroidery, etc.

On an average week we have our 10 sewing machines in use and a couple of extra people learning how to knit or hand sew.

Our Groups



ROHINGYAN WOMEN'S GROUP

The Rohingya women's group is a new group who have been welcomed into the house.

The women themselves have identified that learning English is important to them as they believe it is going to open many doors for them. The women meet once a week for one and a half hours where a tutor teaches them written, spoken and conversational English. Springvale Neighbourhood House provides the tutor for these sessions.

The group have also had the opportunity to go on excursions with their children such as to the annual Eid festival at the showgrounds, the

women and their families could celebrate and connect with other communities at this event.

They have also been to the Melbourne Zoo where for all of the families it was their first trip to the zoo.

This year has been a difficult year for the Rohingya community as they grapple with the political situation in Myanmar where they have family fleeing violence from the army. Many have lost family members or don't know the fate of their relatives who have fled to Bangladesh.

The group hope to establish an organisation that can then further support other women in their community.



SAVE CAMBODIAN CHILDREN FUND AUSTRALIA

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

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

We only meet once a month and we're still new to the Springvale

Neighbourhood House community. We like coming to Springvale Neighbourhood House because of its facilities and its location since most of our committee members work in Springvale.

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

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

Our Groups



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

The South East Region Melbourne Oromo Community Association Victoria, Australia (SERMOCAVA) has 78 members.

We provide different services to our community members, such as training in literacy and numeracy, community celebrations, conferences, etc.

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

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

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

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



SPRINGVALE LION DANCE GROUP

Vision: This is a newly formed group (only 6 months old), and our aim is to promote Chinese Culture about Lion Dance. Coming to the group enables us to exercise and have fun; it's good for our health.

Members & Culture: Our members are mainly of Chinese origin, we are from Cambodia, Vietnam and China.

Highlights:

- Lion Dance performance for Brentwood Primary School.
- Springvale Neighbourhood House New Year celebration

- Springvale road shops interpretive sign launching celebration
- Hampton Park Harmony Festival celebration

Social Value: We performed in a nursing home for Chinese New Year and on weekends to bring happiness to our elderly citizens.

Numbers: There are 12 in our group; and we met around 20 times in the last 6 months.

This year we went to Lotus excursion and Cherry picking excursion which organised by Springvale neighbourhood House.

Our Groups



SPRIT OF ENTERPRISE

This has been a busy year. We have almost completed the Enterprise Trail of significant sites in Springvale which relate to the Enterprise Hostel. The Enterprise Migrant Hostel, now the Lexington Gardens Retirement Village, is the first of these sites. A Tribute Garden of Enterprise roses and a beautiful sculpture was officially opened there in December 2012.

Since then markers have been installed at the Springvale Community Aid and Advice Bureau, the Springvale Neighbourhood House, Springvale Rise Primary School, Centrelink and the Springvale Road shops.

In addition a marker was installed at the corner of Windsor Ave and Buckingham Ave to acknowledge the wide variety of health services which were provided at Enterprise.

After each launch a celebratory afternoon tea was held. These gave people the opportunity to meet up with friends and reminisce about their time at Enterprise.

The new library and community precinct will be the symbol of the final marker. When it is completed a large community event will be held. Starting at the old Enterprise site people will walk to the new building holding an Enterprise rose. There they will each be given the opportunity to place in a memory box an item which has a memory from their voyage to Australia or their time at Enterprise.

The New Library and Community Precinct

When we heard that the Council was going to hold a competition to select the architects to design the new precinct we prepared a document which outlined our vision for the way in which the development could tell the story of the Spirit of Enterprise, the welcome people were given when they arrived and the richness of our community because we are so diverse and welcoming. We were delighted when the document became part of the material which was sent to architects who were interested in the competition. Lyons was the company which won the competition and we have been delighted with the way in which they have understood and responded to the story. We met with them soon after they won the competition and have been in contact since then.

A Special Afternoon Tea

After the launch of the street marker we held a special afternoon tea to acknowledge the contribution so many community people had made to the Spirit of Enterprise Project since it began in November 2007. An account of this occasion and a record of all that has been achieved can be found on the website under News

Thank You

We are very grateful to the staff at the House for their constant support. They are a wonderful group of people without whom we would not have achieved so much.



Our Groups



SPRINGVALE MANDARIN NETWORK

Vision: For new elderly Chinese migrants to have a warm, welcoming place to come to.

Culture: Our members mainly come from China, some from Taiwan, Viet Nam and Cambodia. They get a chance to come out of their houses to have activities, meet others, have fun together, and feel happy, healthy physically and mentally.

Highlights:

- Table tennis Competition in June
- Tai Chi Health Expo in September
- Harmony Festival performances in March in Dandenong

Social Value: Visiting sick members, accompany them, assist

them to seek help.

Numbers: We have 270 group members, meeting around 40 times last 12 months.

Group excursions including:

- Geelong Bendigo excursion during senior week within our group.
- Cherry Picking and Lotus garden excursions with Springvale Neighbourhood House.

We had Health seminar with guest speaker about Liver Disease.

Our doctor members gave talks about healthy eating and do blood pressure checking every week.



SPRINGVALE MANDOLIN MUSIC GROUP

The Springvale Mandarin Network Mandolin Group has 15 members and we met around 40 times in the past year.

Our members are of Chinese, Vietnamese, Cambodian and Australian. We enjoy playing music together.

Our vision is for music lovers to come together playing instrumental music. Apart from Mandolin, we have guitar, flute, drum, electrical piano and Chinese Erhu.

Highlights for this year include:

- Singing, dancing & music at Brentwood Primary School for the students.

- Playing music for the Indonesian community at the Multicultural Celebration Festival.
- Harmony Festival Performance in Dandenong.
- Hampton Park Harmony Festival celebration.

We perform on weekends in the nursing home, bringing happiness to people especially the elderly.

We participated in excursions organised by Springvale Neighbourhood House like: the Lotus Garden and Cherry Farm excursions.

Our Groups



SPRINGVALE NEIGHBOURHOOD HOUSE OPERA GROUP

Vision: To preserve and promote the ancient Chinese culture in opera performance.

Members & Culture: Our six members are senior women from the Chinese community who enjoy singing.

We meet, practice singing, that's our way to socialise and support each other on a regular basis.

We perform and express our talents, it's very happy and fulfilling. We met around 20 times last 12 months.

Highlights:

- Harmony Festival in Dandenong.
- Chinese New year in China Town and in Springvale.
- Christmas party within our Springvale Chinese Mandarin Network.

Social value: We performed in nursing homes and some charitable events and have been well received. We brought smiles to people's face.

We have been to Bendigo and Geelong for our senior week excursion.

We also joined Springvale Neighbourhood House excursions like: Lotus Garden and Cherry Picking.



SPRINGVALE TAI CHI GROUP

Our vision is for the wellbeing of people in the community.

Our members are of Chinese, Vietnamese, Cambodian and Australian.

We meet every week to practice Tai Chi

By practicing Tai chi, we help strengthen people's body and mind, make new friends, participate other activities and excursions which held by Springvale Neighbourhood House.

We have 8 members including 3 new members from this year.

One highlight of our year was that Bun took up a request by Lexington Garden in September last year as a volunteer Tai chi trainer.

On Tuesday 10-11am each week, about 10 residents ages from 65-70 participate this Tai Chi session, it has been well received.

Bun also volunteer on two other occasions weekly at Springvale Neighbourhood House which is Thursday early morning Tai Chi and Sunday afternoon Tai Chi.

Our Groups



SOMALIAN CULTURAL YOUTH GROUP

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

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

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

We attended the Harmony Festival in Dandenong in March where we performed Somali cultural dances and our group joined the dress

parade in our cultural dress.

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

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



TURKISH CARERS' GROUP

The group exists to provide a safe and easy access to CALD clients with a disability and social isolation. It's a place to come together and share their experiences as carers.

Our 20 members are people with disabilities and their carers. They benefit by:

- Reduced social isolation
- Increased awareness about carer issues as we get guest speakers
- Increased self esteem

We share Turkish culture through food and learn about Australian services in Turkish language which makes it easier for us to understand the service providers.

Highlights of this year were our trips to the chocolate factory and flower garden run by Springvale Neighbourhood House.

The group provides a fun and safe environment for members to talk about their issues. Membership provides a healthy way to reduce social isolation and provides an opportunity for members to learn about services and issues. We had training and information sessions about:

- Centrelink
- ADEC Access & Support
- Transcultural Mental Health
- Hearing Australia
- Turkish consulate

Our Groups



TAI CHI QIGONG

Tai Chi Qigong group exists to improve the participants overall health.

The 15 Tai Chi Qigong group members are ordinary people wanting to take some responsibility for their own health rather than just taking medications to treat the symptoms.

Currently the group is learning the Tai Chi 18 form/ Shibashi Set 1 which is one of the most popular forms worldwide Malaysia has endorsed it as a National Exercise and China of course.

Qigong is a low impact form of exercise and suitable for all ages and health situations. It is also an alternative for people who find Tai Chi or Yoga too physically demanding. It can be done standing, sitting or even lying down.

Qigong is relatively new to Western culture but has been part of traditional Chinese medicine for 1000's of years. Qigong is becoming more known and is predicted to become popular very quickly due to the

low impact exercises and can be easily modified to suit all ages or health conditions. Qigong is still very new to Western Countries as Yoga was 50 years ago.

Tai Chi Qigong group has only been running for a couple of months. The highlights were starting the group and getting good attendances even though the class has been running on cold winter mornings.

This group is improving our health and helping to eliminate stress and anxiety which many people suffer from in our modern society.

Also Qigong can help people to take control of their own health without or with less medication. I've already had group members inform me of benefits they have received, such as relief from insomnia, curing the early stages of arthritis in the hands and improvements to a person suffering from depression and having a more positive outlook on life.



UNITED FILIPINO ELDERLY GROUP

The reason our group exist is to help those dealing the problems among us, cooperation between our members is also great. When even the best idea is raised in the group we respond by majority decision.

Our culture origin is Filipino. Our members are mainly Filipino, but other nationalities are welcome to join. Few members are from other nationality. Majority of our members can speak and write English as well.

We are introducing to them some ideas about being an elderly, so they can enjoy their lost chapter of life. Going out with their friends for regular outings, dancing or just a lunch or dinner with our group members.

Men wear sarong Tagalog and the women dress in Maria Clara in special occasion.

The family ways of life. Closeness to the family is still existing. Respect to the elderly people by calling them Ate or Kuya as sign of respect. Kissing the hand to elderly relative in the family is still exist in family manners.

Some highlights for our group this year:

- Fashion parade during the Multicultural presentation Christmas party.
- Club Anniversary dance in every year.

One of our aim in the group is to visit the elderly members who are sick, or lonely.

We also help our member who is in grief by contributing small amount to help the family behind. We also help them in transport or their grocery and doctor's appointment.

We are also great supporters of any neighbourhood house activities.

Our Groups



VICAFAMAN

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

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

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

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



VICTORIAN MYANMAR MUSLIM COMMUNITY

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

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

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

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

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

Our Activities



Springvale Neighbourhood House promotes harmony and social inclusion by bringing community groups and local residents together to celebrate multicultural and culturally specific events such as:

- Chinese Lion ceremony: celebrating opening SNH for the first time in 2017
- Buddhist Blessing: celebrating first week of 2017 term with Sri Lankan Buddhist monks leading prayer & lessons
- Harmony Festival in Harmony Square: international dress parade, multicultural concert, cultural souk stalls, & cultural inclusion activities (Chinese tea tasting, Oromo coffee ceremony, Maori tattoos, try on a turban, dress like an Egyptian (see below) have your photo taken with a Chinese god or early settlers.....
- EID—Muslim celebration
- Vesak—Buddhist celebration: a joint celebration with Springvale and Mordialloc communities at Mordialloc Neighbourhood House lead by Buddhist monks from the Cambodian temple
- Central American Independence Day
- Chinese New Year—Chinese lion ceremony
- Full Moon Festival—moon cakes & concert
- Sri Lankan New Year—Sri Lankan games & food
- End of the Year Party: with Santa, dress like an Egyptian (see photo below), El Salvadorian Maya dance group, Somali Cultural youth dancing, horse rides, henna hand painting and cultural food

shared by community groups

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

- Springvale SnowFest
- Dandenong Market Full Moon Festival
- Mosaic Festival
- Pakenham Show & Cardinia Harmony Day Celebration
- Springvale Indo Chinese Mutual Association (SICMAA) - Elderly Persons Expo & Concert
- Springvale Aged Care Facility & Lexington Gardens Retirement Village
- Wellington Secondary College & Brentwood Park Primary School

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

The quote below summaries the reason we put so much time into supporting our performing groups.

"I used to perform at Mid-Autumn Festival, Lunar New Year Festival, Snow Festival and many more.

But performing at Brentwood Park Primary School was the happiest time in my life. I felt very happy in my heart. Australians helped me to be here.

This was the time I felt I had been giving them something back in return. I love the kids there." - Huot Seng Tran



Our Activities



This year, our Harmony Festival in Dandenong's Harmony Square was successful despite the rainy weather. The event celebrated the rich cultural diversity of the City of Greater Dandenong through dance, song, music, fashion, food and craft.

The aims of the day were:

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

The Harmony Festival included:

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

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

Make a Harmony Badge	Dress like an Egyptian
Try on colonial clothing	Try on a turban
Flower Making	Make a Harmony bracelet
Home fire safety demo	Oromia coffee ceremony
Chinese tea tasting	Henna hand painting
Chinese calligraphy name	Maori Warrior facepainting
Have your photo taken with Chinese God (Stilt Walker)	
Have your photo taken with Early Settlers	

The concert included 8 Springvale Neighbourhood House (SNH)

Afghani Song & Dance
Local Aboriginal Cultural Dance
Traditional Vietnamese Folk Dance
Traditional Chinese Opera
Chinese Cultural Dances
Somali Cultural Youth Dance
Cambodian Children's Dance
Chinese Tai Chi
Traditional Serbian Folkloric Group
Chinese Line Dancing
Oromia Cultural Dance
African Drumming
Maori Hakka
Traditional Indian Dance
Australian Chinese Songs
Indonesian Song
Chinese Lion Ceremony
Sudanese Song & Music
Cook & Pacific Islander percussion & dance group

performing groups and 10 other cultural groups (SNH groups are highlighted in green in the program below).

There were 19 performing groups, 27 community stalls in the Cultural Souk and 13 cultural groups in the International Dress Parade.

Our Activities



TRY IT CLUB

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

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

We address these barriers with the Try It class — as the cost is a gold coin donation, classes last one hour and are aimed at beginner level, with a new activity introduced every 6 weeks.

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

Club members come from existing Springvale Neighbourhood House groups, our Learning Centre students and local residents. Classes include people from many cultural backgrounds who join together in their fitness goals. It also provides a place to meet other people from the local community and form friendships which extend beyond the classes.

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

EACH ONE TEACH ONE

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

Each One Teach One philosophy in action – Springvale Neighbourhood House has implemented this philosophy over the past 4 years by encouraging/supporting members from our groups to step outside their own cultural group and teach a cross-cultural class. We talk with individual learners to identify their knowledge and skills and offer an opportunity for them to take on supported teaching roles.

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

Another example is a group member, Hala, who recently graduated with a PHD in psychology with extensive research on happiness. This is the second year she has run her successful happiness workshops—running a series of five workshops at Springvale Neighbourhood House and two for our English language students based at Noble Park Community Centre.

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

See details in table below:

Our Activities



CHINESE CALLIGRAPHY

Our weekly Chinese calligraphy classes are run by members of our community - Teacher Yuan and Teacher Chen and facilitated by our fabulous office volunteer Nhan.

The group has more than doubled in size this year as more people learn about the ancient Chinese arts of calligraphy and Chinese brush painting. An average of 15 students attend the weekly classes.

Learning Chinese calligraphy is a form of meditation as learners concentrate on brush strokes and gentle hand movements to capture the nuances of each of the characters.

This year one of the learners entered artwork into the Noble Park Community Art Show.



LEARNING LOUNGE

Learn something new every week! Our learning lounge provides adults with a weekly digital literacy session which is self-paced, with learners identifying their individual learning goals for each session.

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

This year we taught learners how to:

- Download and use Centrelink and MyGov apps
- Use all functions on their smart phone, including loading apps
- Buy and sell safely on Ebay using Paypal

- Use Facebook to stay in touch with family and friends
- Setup Gmail and Facebook accounts for social communication
- Use MS Word to create letters, invites and promotional material.
- Learn to use Ipad, Tablet or smartphone better; including get started using apps.

Classes are between 6 and 18 people, with some learners attending every week and others coming only when they have something to learning.

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

Our Activities



EXCURSIONS & OUTINGS

Excursions and outings are an important part of the activity program of Springvale Neighbourhood House. It is a good way to bring members of the different cultural groups together for a shared experience.

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:

- Lake Mountain Snow Resort

- Allowyn Gardens & fruit purchases from growers
- Chocolaterie & Cherry Picking
- Arthurs Seat Chair Lift & Cherry Picking
- Gingerbread factory
- Dandenong Market

We also held incursion events at a local venue where we held:

- Health Expo
- Biggest Morning Tea (Cancer Council fundraising event)

HAPPINESS WORKSHOP

Our 2016 Happiness Workshop was so successful that we ran a Happiness Workshop series during term 2, 2017.

The workshop was attended by 14 participants who come along as strangers to learn about how to increase their own happiness.

By the end of the first or second workshop, they left as new friends, smiling and laughing together. What had happened during that time?

The workshop leader, Hala taught everyone about the different aspects of happiness and how to increase happiness through physical movement, shared experiences, breathing, mindfulness and most of all having fun together.

The workshop series was so successful, we are planning to run 2 workshop series in 2018. After all, we could all do with a little extra happiness, couldn't we?



Our Activities



WELCOME CAFE

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

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

The Café is used by refugees, asylum seekers, local residents and members from Springvale Neighbourhood House groups. Each week, over 20 people join the Café for friendship and conversation. We all share our culture, migration journeys and family history.

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

We meet for one and a half hours to chat. Some people come for friendship, others to practice English conversation and others as volunteer helpers. We are lucky that our volunteer tutor, Jesse Lobo took on responsibility for running the Café this year.

We also use the Café to introduce participants to our other programs, groups and classes.

We often start the Café session looking at maps of the world, with each person sharing their migration journey. Many participants are surprised to see how big Australia is compared to their country of origin.

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

SNH COMMUNITY BUS

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

The affordable hire cost is cost-recovery only.

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

The total number of hire days for 2016-17 was 90.

Our little bus has travelled as far as Geelong, Queenscliff, Sorrento, Sunshine and Mt Bulla. One group used the bus to take a group of Rohingya women and their children for a trip to the Melbourne zoo. Another group used the bus to take a local Cook Island performers to performances all over the state of Victoria.



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

Our Activities



SPRINGVALE FREEMART

In September 2016 Springvale Neighbourhood House held our third traditional FreeMart to celebrate the start of Spring!

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

This year we filled our largest rooms with 16 trestle tables of items including clothing, jewellery, children's toys, books, kitchenware and DVDs. We even had some small furniture items, including 2 baby cots.

We had so many items, that the FreeMart spilled onto our covered verandah. With so many donated items, we were so lucky to have hands-on help from 12 young people from Connect 2 Work Oakleigh, who helped set up the day before the FreeMart and came along on the day to as 'customer assistants'.

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

SHARING FREEWAY

In 2016, Springvale Neighbourhood House introduced the Sharing Freeway as a way for community members to share excess fruit, vegetables and other items which are in new/good condition.

We have three colourful baskets in our foyer where all visitors can see the contents. This makes it easy for people to leave donations and/or take.

During the year, community members have shared excess fruit, vegetables (including cultural herbs and Chinese vegetables), children's books, unwanted presents and kitchenware.

This has been a great initiative which was originally suggested by one of our group participants, Gaye Guest. Thanks Gaye for sharing your good ideas with Springvale Neighbourhood House!



Our Volunteers



COMMUNITY VOLUNTEER PROGRAM

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

This year we had the benefit of 125 volunteers who volunteered for 238 hours each week. Thank you all so much - your weekly volunteering hours combined to an impressive 11,424 hours over the past years of community benefit!

Over 50 volunteers assisted to make our Harmony Festival a success this year. Volunteer activities included::

- Setting up and cleaning up after the event
- Welcoming guests
- Running stalls
- Assisting in the dressing rooms and helping the stage manager

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

Each of our community groups (featured on pages 43-54 of this report) are run by volunteers. They ensure the groups meet regularly, and plan for activities including craft, information sessions and outings.

SNH OFFICE VOLUNTEER PROGRAM

Springvale Neighbourhood House continued our structured Volunteer Office Administration Program this year with 7 volunteers who increased our ability to communicate in the following languages: Vietnamese, Chinese, Sri Lankan, Burmese and Rohingya, and Spanish.

The aim of the program is to ensure:

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

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

This program ensures that all volunteers will leave after a 12-24 months period with a better understanding of administration, working in



a community setting and a certificate for a training course that will support them for future employment or volunteer positions.

Volunteers quickly become part of our administration team and we could not offer the range of services we do without their dedication!

Our Volunteers



VOLUNTEER TUTORS

Springvale Neighbourhood House is lucky to have 56 volunteer English Language tutors who assist with the following:

- One-to-one tutoring in City of Dandenong libraries for those who do not have confidence to join a group class or cannot afford fees. Tutors are matched with learners who need one-to-one tutoring on a weekly basis. They meet at their local library, either Springvale or Dandenong to study and practice written and spoken English skills.
- Volunteer tutors also run classes for people who are not eligible for the funded classes. These include refugees, asylum seekers, people on bridging/spouse/grantparent/visitor visas.
- Assisting tutors in mixed level classes where one or more students need one-to-one assistance to keep up with the class.
- Providing one-to-one digital literacy training for participants of the Learning Lounge

- Conducting conversation classes at the libraries and SNH for those who are not eligible to join an ACFE or Skills First class. These classes are held at Springvale and Dandenong libraries, Springvale Neighbourhood House and Springvale Reserve.
- Running the Welcome Café
- Assisting in setting up and running stalls at community activities and events such as the Harmony Festival, Health Expo, The photo above is all the volunteers who completed the ASRC (Asylum Seekers Resource Centre) volunteer tutor course which was held at Springvale Neighbourhood House Learning Centre.

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

Thank you for your dedication!

Below are the stories of two of our volunteer /English tutors.

JESSICA



"Being a volunteer tutor working with some groups and individual students has enabled me to meet new people and learn new skills. Students say they come to the conversation class in order to feel more confident speaking to others and to meet new friends, and these have also been benefits for myself as well as for the students."

A student who initially spoke very little English in the first class is now speaking more and with greater confidence.

**Jessica Lobo
Volunteer Tutor
Beginner Conversation class**

SITA

"Overall, I found the tutoring process enjoyable and rewarding as all the students are very motivated and keen to learn English. When you realize that by helping them to improve their literacy skills, they will change their lives; it gives me a great feeling."



Enthusiasm shown by adult students is inspiring. One gets to learn about different cultures thinking and beliefs. The whole experience is enriching and enjoyable at the same time.

The students in the Parental Literacy class at The Noble Park Primary School have improved their communication skills over the past couple of years and are now moving on from a pre-accredited to an accredited course in English.

They're a very keen set of parents learning in a primary school environment." **Sita Balaraman, Volunteer Tutor
Parental Literacy Class- Noble Park Primary School**

Our Courses

ACCREDITED COURSES

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

PRE-ACCREDITED COURSES

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

Our Learning Program



Tutor Team Leader Report:

Its great to be selected as a finalist in Community Trainer of the Year!



"Learning & teaching is my passion. It is inspiring as well as challenging to teach students from diverse cultures as well as those whose first language is English. I am grateful to all our students who have enriched my journey of learning and teaching English language & literacy in Australia."

Mystica Perera
Springvale Neighbourhood House
Tutor Team Leader

Over the past year we have delivered 46 classes per week with 520 students in our English language and digital literacy classes. This includes all the accredited, pre accredited and volunteer run literacy classes and 1:1 tuition.

We delivered 165 teaching hours each week and 63,000 student contact hours for the year.

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

New Classes

Paternal English at Westall: A new partnership with Westall Secondary College to deliver English for parents classes for parents of Westall students. The classes are run at Westall and students studying VCAL children's services provide childcare so that parents can attend and study without distraction.

English for Work: An evening class for people wanting to improve their English language skills for seeking work and those who are employed wanting to increase their employability skills at work.

Highlights:

Melinda Hamilton, our chairperson, was named Volunteer Champion of the Southern Region in the Learn Local annual awards. Melinda started as a volunteer with the Springvale Neighbourhood House Learning Program running an English

language class, studied for her TESOL (teaching English as a Second Language) Certificate and now teaches 2 pre-accredited English language classes each week at Springvale Neighbourhood House.

Our Learner Profile:

Greater Dandenong is the second most diverse community in Australia, with residents from over 150 different birthplaces.

The City of Greater Dandenong is among the top 2 per cent of disadvantaged municipalities in the state.

Our current student profile:

- 10% with no formal education
- 70% less than 7 years formal education in their countries of origin
- 25% with physical/intellectual disabilities & mental health issues
- 20% referred from rehabilitation organisations
- 95% speak a language other than English at home
- Cultural & Linguistically Diverse backgrounds include: Vietnamese, Chinese, Eritrean, Burmese, Sudanese, Somali, Congolese, Ethiopian, Sri Lankan, Indian, Kenyan, Cambodian, etc.

Our Learning Program

Learning Program Coordinator (cont'd)

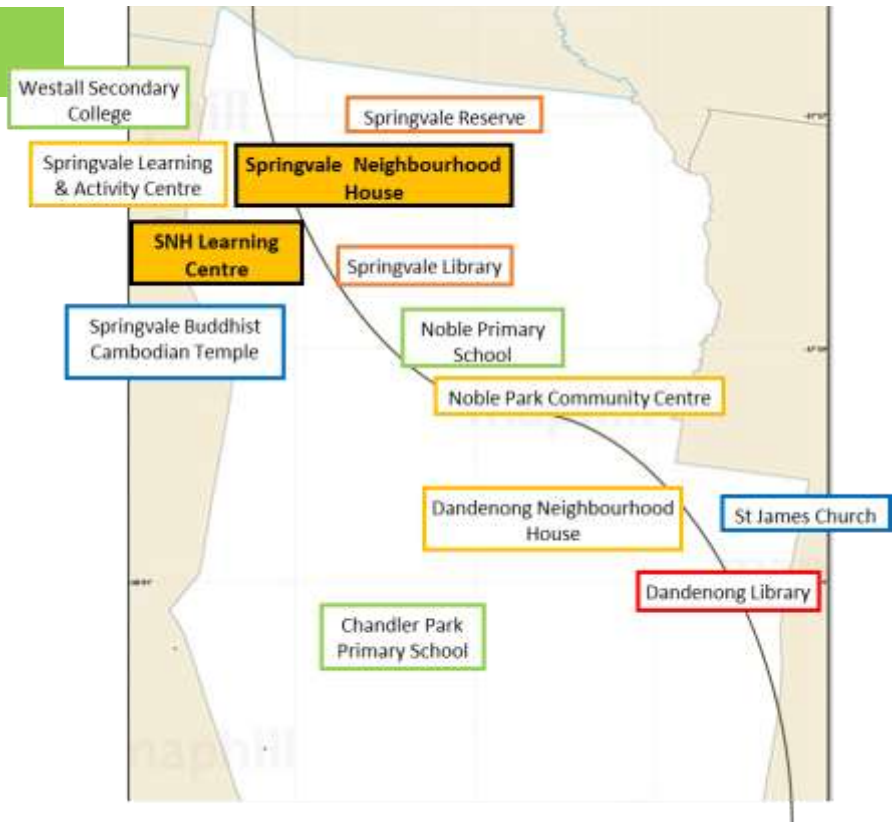
Learning Program Design

- Affordable fees with hardship provision & payment plans
- Pre-assessment– library Language & Literacy Officers use ISLPR (International second language proficiency rating –LSRW), create learner profile & refer to Learning Centre
- Free assessment at SNH Learning Centre using ISLPR to ensure referral to appropriate classes
- ACSF (Australian Core Skills Framework) scores assessed & documented by class tutor before commencement of training and updated post-training
- Individual Learner Plan developed
- Small classes in 11 community settings across 5 postcode areas
- As ACFE & Skills First provider we are able to transition learners from pre-accredited (learning to learn, beginner English classes) into accredited CSWE/EAL classes.
- Skills First learners can also enroll in our computer classes to improve their digital literacy skills (beginner to advanced)
- 355 Skills first learners & 162 ACFE learners.

Flexible Delivery

Our classes have flexible delivery to suit the individual needs of individual students.

- Rolling enrollments – learners can enroll at any time during the term (learners receive one-to-one assistance in completing any missed lessons)
- Face to face classroom teaching which enables individual attention and personal observation
- Emphasis on community-based learning activities including:
 - ◆ Literacy Cultural Kitchen – writing, demonstrating and presenting cultural recipes
 - ◆ Excursions (educational & cultural activities)– student worksheets and classroom presentations
 - ◆ Real world experiential learning – ordering a coffee, using pedometer to calculate mileage walked, trip to Dandenong Market
 - ◆ Learner-initiated community activity – Cancer Council Biggest Morning Tea fundraising event including soliciting donated goods for raffle & garage sale stall, preselling healthy soup & cultural food, etc.
 - ◆ Health Expo – learner demonstration of healthy recipes & sales, student presentation on herbal remedies



Access

To increase access to our classes, Springvale Neighbourhood House ensures:

- All classes are based in community venues – neighbourhood houses & community centres, libraries, primary & secondary schools, Christian church & Buddhist temple.
- Childcare provided at Parental English classes at local primary schools
- Classes are held in 13 venues across 5 postcode areas – Springvale, Noble Park, Dandenong, Keysborough and Clayton
- All classes are within walking distance from public transport – train & bus
- All venues have disability access & facilities

Quality Teaching

- All of our EAL tutors have TESOL (Certificate IV to Masters level) & Certificate IV TAE
- Computer tutors have relevant tertiary qualifications (Dip to Masters in Information Technology)
- Years of tenure range from 2 years to 17 years (average of 9 years)
- CALD backgrounds of our tutors (Indian, Sri Lankan, Fijian, Vietnamese, Argentinian, Polish, Russian, Dutch, Malaysian & Anglo Australia)
- Professional development & attendance at an industry conference
- Validation/Moderation – each semester for pre-accredited and accredited courses with tutors teaching same level
- Monthly team meetings

Our Courses



Certificate II Spoken & Written English

Five men and 13 women aged 29 to 79 are in this class.

Students come to improve their English for further study, to get a job, understand the people around them and communicate socially.

They appreciate learning about other cultures, their food, festivals, religion and family life and have come to understand many different accents. Learning pronunciation is important to them.

Fees are affordable and the facilities are good – plenty of car parking, comfortable rooms and free tea and coffee. Resources are up-to-date and useful, e.g. reference sheets, worksheets, use of laptops for some modules, dictionaries.

There is an opportunity to meet new people, develop friendships and explore and try new things through a wide range of excursions.

All students have increased in confidence through their achievements.

Students come from Bosnia, Cambodia, Chile, China, Hong Kong, Sri Lanka, Taiwan and Vietnam.

Food from these cultures is shared formally and informally. Customs are often spoken about in class and in small groups where students from different cultures share.

A culture of care exists in the class where students are always willing to help others by giving encouragement, and explaining and demonstrating tasks.

Several students have particular charities they champion and encourage others to support. These include Red Nose Day for SIDs, the Cancer Council Biggest Morning Tea and White Ribbon Day against family violence.

Four students are volunteers in the community.

Student Profile	
Number of students	18
Employed part-time	1
Have carer responsibilities (parent, grandparents, etc)	7
Volunteers	4
Have disabilities	1

Highlights

- one student who has struggled for years with difficulties in reading and writing has progressed enormously, gained confidence and increased in class participation. It demonstrated the value of encouragement, persistence and patience.

Student quotes:

- *I don't have to ask my son to make appointments on the phone. I can do it myself!*
- *I can now send text messages.*
- *I can understand what people say. Before, I could only understand half.*
- *I feel confident to make an appointment for a car service*

Training

- Cooking a healthy lunch with a chef: 1 x 5 hours
- Food Redi (Healthy eating): 3 sessions
 - ⇒ Comparing packaged and fresh food, understanding packaging: 1 x 2 hours
 - ⇒ Cooking a healthy lunch with Marlene Dalziel (recipes provided) 1 x 3 hours
 - ⇒ Which foods should we eat? 1 x 2 hours

Excursions:

- Asparagus farm and Men's Shed
- Walk Against Family Violence
- Alowyn Gardens and berry farm
- Harmony Day
- Health Expo
- Learning program end of year event
- Dandenong market

Our Courses

Certificate I Spoken & Written English

The CSWEI students at St James Hall in Dandenong are beginner level learners. They have various personal circumstances and reasons motivating them to improve and develop their spoken and written English.

The majority did not finish primary school in their own countries while some of them did not even go to school at all and are illiterate in their own language. The group is multicultural with students originating from Cambodia, Vietnam, Liberia, Sudan, China, Poland and Russia.

The course focuses on improving learners' basic reading, writing, speaking and listening skills. It covers a range of activities from everyday life, such as using public transportation, looking for a house, calling a plumber or an electrician, paying bills, making inquiries over the phone or making an appointment. The students have participated in a number of out of class activities throughout the year organised by Springvale Neighbourhood House, and Dandenong City Council

- Excursion to Dandenong Library
- "Follow Your Waste" tour
- Excursion to Heritage Hill Museum and Historic Gardens
- International Dress Parade at Harmony Square in Dandenong
- Walk against Family Violence
- Excursion to Yarra Valley & Alowyn Gardens

- Guest speaker from Ambulance Victoria

The students were taken on a tour around beautifully preserved historic buildings in the heart of Dandenong: Laurel Lodge, Benga House and fascinating gardens with its original design and unique plants from all the 6 continents of our planet Earth. Laurel Lodge with its elegant Italian design built more than a century ago was of a particular interest to the students. At Laurel Lodge they were shown how to play the pianola by a volunteer guide. Some of them had a go with playing music by pushing the pedals of the antique instrument. There was a lot fun and laughter !

An Ambulance Victoria presentation was a great benefit to all students in terms of practicing cardio pulmonary resuscitation techniques, calling 000 to request an ambulance and using a defibrillator. The program aimed at encouraging students to recognise a medical emergency and how to act to one. The program was interactive included role plays and an ambulance tour.



Learning Computers at Springvale Library

OFFICE SKILLS:

There are 9 students in this weekly class. Most 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've learnt how to use:

- Excel to design worksheets, calculate employees' salaries, and organise name list in alphabets order.
- Microsoft Word to write letters, organize document, create a business mail merge
- Powerpoint to design slides for a presentation

The students realise this is very useful class where they have an opportunity to share their experiences and knowledge. Most of the students are fast learners. They show great interest in learning difficult tasks.

INTRODUCTION TO COMPUTERS:

There are 8 students in this class which is held at Springvale Library once a week.

Most of the students have minimal English and more than half of them are over 60 years old. To accommodate the learning needs of this class:

- the first few weeks to learn their needs and course expectations
- everything is explained slowly, with verbal instruction repeated
- regular revisions ensure that everyone can catch up.



Most of the students have not been exposed to computers and internet before, so they are very enthusiastic to learn new things. They really enjoy learning computer skills and internet. They find that it helps them with everyday life (for example, Google searching, emails, ...etc.). This class not only improve their computer skills, they also improve their language skill; for example, using computer to look for synonyms or antonyms then put these words into simple sentences.

Even though these students need extra attention, they are keen and very persistent.

Our Courses



Introduction to Computers

These classes consist of a mixture of different age groups and cultures.

Those who attend these classes get to learn at their own pace, while learning new skills to apply in their everyday life.

Benefits include application of their knowledge to seek out a place in the work force, or to connect with overseas family via applications like E-mail, Facebook, or Skype.

A large portion of students hail from the Asian continent, followed by Europe, Africa and Oceania

Most of students have migrated from China, Russia, Vietnam, Cambodia, India, Cyprus, Afghanistan, Greece, Denmark, Eretria, South Africa, and Australia.

Student Profile

Number of students	14
Employed part-time	3
Employed fulltime	1
Employed casual	1
Have carer responsibilities (parent, grandparents, etc)	5
Are volunteers	1
Are undertaking accredited training	5
Have disabilities	3
Have no previous education	1

Classes explore different cultural celebrations through online research to learn about events such as Chinese New Year, Christmas, Ramadan, and Easter.

Highlighted events that students enjoyed throughout 2016-2017 are events run by the Neighbourhood House and the Learning Program teachers, these events include;

- Biggest Morning Tea
- Adult Learner's Week
- National Art Gallery of Victoria Tour
- Cherry picking excursion
- Alowyn Gardens
- End of the Year party

The students learnt the importance of collaboration amongst peers to help each other grow and learn new information.

They also experienced the rewarding nature of charity and volunteering to events such as the Big Morning Tea through donating and helping organisers.

Our Courses

Learn English Next Steps & Learn Computers Next Steps

The student cohort consists of various ages and cultural backgrounds. The age group is from 29 to 70. Most of the students have been in Australia for a long time, but haven't had a chance to do any formal learning due to their family and other personal commitments.

Many of the students are referred through work cover and Job Active agencies.

The main highlights of all of the classes are the flexibility of learning and meeting the needs of the diverse learners. One of the main benefits for the students by coming to the class is, they learn to get out of their comfort zone and try out new things. By participating in various classroom activities like pair work, games or a role play, everyone gets a chance to contribute in their classroom learning as well as giving each other the responsibility of their own learning. The use of flash cards, audio and visual aids as learning materials along with the worksheets meet the needs of all

levels of learners. Coming to the class not only helps them to 'come out of their shell', but also allows them to realise that others might be in the same situation as they are. Classroom activities are designed to improve their everyday life skills along with their employability skills.

The students are of diverse cultural backgrounds. Activities such as

Student Profile	
Number of students	24
Employed part-time	7
Employed fulltime	3
Employed casual	1
Have carer responsibilities (parent, grandparents, etc)	6
Are volunteers	3
Have disabilities	6
WorkCover	6
Have no previous education	11
Illiterate in their own language	15

Harmony Day Celebrations and New Year celebrations give the students the opportunity to share their cultural backgrounds and learn about various traditions and celebrations.

Other

celebrations like The Biggest Morning Tea and excursions ensure that the students get to know about Australian culture and values, and places of interest. Students get the chance to improve their employability skills by organising and participating in these activities.

Highlights

Students are engaged in various group activities as one of the best methodologies to learn through the close collaboration and communication among students. They have been taking part in Harmony Day and the Health Expo and the reviews were remarkable.

Helping Others

Once the students get enough confidence in classroom learning, they are keen to help the new ones, especially during their first few classes. Many of them are volunteers in their own community group and they have brought their friends into the classes, which shows their interest and appreciation of learning.



Certificate III EAL - English as an Additional Language

These students are from non-English speaking background and above 35years old. Most of the students are from Vietnam, Cambodia, china, Russia, south America, Eritrea and Greece

The students are in a flexible learning environment as compared to other learning centres. They greatly benefit from learning the flexible environment and they are exposed to many cultural activities, including the Cultural Literacy Kitchen where students teach others how to make their cultural dishes.

Most of the students are from Asia and their diversity makes them unique. Some of the students are Christians, and some are Buddhists, and the students are very tolerant of one another's cultural heritage

The students share a lot of traditional dishes from other countries and students also share health remedies from other countries

Student Profile	
Number of students	18
Employed casual	5
Have carer responsibilities (parent, grandparents, etc)	7
Are volunteers	8
Have disabilities	7

Highlights

It was a highlight of the year when the students participated in Biggest Morning Tea in 2016 and they enthusiastically raised about \$5000 which grew to \$10,000 with donations after the event. The student's

teamwork and excellent organisational skills enabled them to successfully reach their goals without any problems. The health expo organised by SNH in 2017 was another successful venture which helped students achieve their set targets.

Helping Others

As volunteering in Vinnies, helping with community projects, helping in Buddhist temples with cooking and cleaning temples, etc.

Most of the students raising funds for the poor in Vietnam and Cambodia

All students actively participate in Biggest Morning Tea and most of the students generously donate towards the worthy cause.



Our Courses



Advanced Computer Classes

Students learnt how to install Viber on the phone which allowed them to talk to their relatives overseas for free.

They used [maps.google.com/street view](https://www.google.com/maps/@0,0,15z/data=!3m1!1e3) to view attractions around the world in street view mode.

"I have learnt about animation programming skills, creation of greeting cards, google images, how to print screen & use the paint program...I look forward to learning how to do business work online." Cedric- (Advanced Computer Class).

"My ongoing attendance has noticeably increased my skill levels. The purpose of this course is to attain the necessary skills & understanding required to find suitable employment. I am certain with an ongoing commitment to this course I'll not only benefit from computer skills needed for my life but also improve my opportunities with job prospects" - Con. (Office Skills Class)

"I have learnt things which I didn't even know you could do....which is exciting for me; and I am looking forward to continue and advance into learning Excel in the Office Skills class...." Yiota (Introduction to Computers)

Certificate in Spoken & Written English: Pre-accredited & Cert I

The majority of students live in Springvale and surrounding suburbs. They are mainly Asians from Vietnam, Cambodia, China and Hong Kong. A minority are from Ethiopia, Iraq, Romania, Turkey, Morocco and South America.

They mainly celebrate and share their culture through sharing food, recipes and remedies.

Some attend English class because they want to improve their English either for social life or for their current workplace. Others are referred by job agencies for various reasons. Some also come via word of mouth.

After a few classes they start to feel more comfortable because they are treated with respect as an adult. They are also streamed according to their levels and capabilities.

The friendly environment allows them the freedom and confidence to ask for clarification which will

Student Profile	PRE	Cert I	EAL
Number of students	10	15	13
Employed part-time			1
Employed fulltime		2	7
Employed casual			2
Carer responsibilities (parent, grandparents, etc)	5	5	1
Volunteers	2	1	1
Studying accredited course		1	
Have disabilities	5	6	
WorkCover	1		
No previous education	1		
Illiterate in own language	1		



lead to better understanding. The tutor being able to communicate in three Chinese dialects also assists in breaking barriers to learning.

Further Training

- 12 students achieved Statement of Attainment as part of Certificate II in Hospitality at Keysborough Learning Centre
- 1 student achieved Certificate III in Age Care
- 2 students achieved Certificate III in Hairdressing

Our Courses

Advanced English Class in Dandenong

The students of the Advanced Literacy class in Dandenong are a mixed level group of students from culturally diverse backgrounds including native speaking Australians.

Five students are professionally qualified: a doctor, a lawyer, a web designer, a teacher of history and a bank officer. Two students have Cert.3 in Child Care Services, one student is a welder and another student is a receptionist at a physiotherapy clinic. Two students are trained volunteer-tutors.

The students are keen to improve their confidence in speaking in English while improving their grammar, spelling, reading & writing.

They wish to remain in the class in order to belong to a community environment and continue friendships.

There are: 2 Ethiopians, 3 South Sudanese, 4 Sri Lankans one each from the Congo and East Timor, an Anglo Indian and a Russian Australian.

The ways in which students celebrate and share their culture are: through presentations on cultural practices and by sharing information about festivals in classroom discussions. They also share food, recipes and remedies.

Highlights:

- A reflection/presentation of the past life & education, the present and the future aspirations of the students.
- Students with higher levels of ICT skills, teaching and assisting those with a lower level of skills.
- A tour of the Dandenong library/Vault to learn how to access English Language & Literacy resources
- Students volunteering during their class time, to set up stalls at the Harmony Festival in the Harmony Square at Dandenong. Students participating in the International Dress Parade and the Concert at The Harmony Festival.

Student Profile	
Number of students	12
Employed part-time	5
Employed casual	1
Have carer responsibilities (parent, grandparents, etc)	12
Are volunteers	3
Are undertaking accredited training	1
Have disabilities	1



- Hanan is a student from Ethiopia enrolled in the Advanced Literacy class in Dandenong. She has completed the Certificate 3 in Childcare and yet she has not been able to get suitable work. She enrolled in the course to improve her confidence in speaking and writing in English. She has found a pathway to work through the Springvale Neighbourhood House, at the parental literacy class - Noble Park Primary School as a child care worker, while the parents learn English. She is happy to work and continue to learn to develop her communication skills in English.

Helping Others:

- Two students are volunteer-tutors assist others who are at a lower level to complete their tasks.
- Students help each other by looking up meanings of words on the internet dictionaries/iPhones.
- One student missed classes after her son's major operation. Another student who is a friend visits her and keeps in touch with her to provide support.
- Two students volunteer at the SNH group classes for ineligible students.
- Students participated in the Biggest Morning Tea at the Springvale Reserve.

Additional Training:

- A student completed The Community Facilitator Course.
- CFA information sessions.

Life Skills Class

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

The class is designed to allow for flexible selection of units from a bank of specific literacy and numeracy units. The aim is to maximize the opportunities for learners with intellectual disability to engage with learning, due to the diversity of intellectual disabilities of learners, which can be accompanied by physical disabilities. Students participate in excursions to practice literacy and numeracy skills in the real world.



They also join in celebrations and multicultural activities which are run by Springvale Neighbourhood House. They really enjoy the end of year party which is attended by all community groups.

Our Students

Student Learning Journeys

Yiota's Story

"In recent weeks I have commenced an introduction to computers. Having only basic knowledge about computers, now I'm learning from the start and I have learned things I didn't even know you could do which is exciting for me, and I'm looking forward to continue learning and eventually advance into learning Excel which I have never done.

Bach has been a wonderful tutor and pleasant to have run the classes as she is helpful when requested to run through the lesson with me and for others in the class, so many thanks Bach."

Yiota, Intro to Computers student

Lien's Story

"I joined this computer course this year for the second year Upon commencing this course of office computer, skills

I have learnt to use the computer such as Email, Face-book, Microsoft word, Excels, Power Point

And also information, Advertisement, contact with other people, sent some Image and message

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

Besides this course providing benefit to my daily personal life with using computers,

I have very confidence that this course will continue to improve my computer skills

This course help me achieve goals my life." Lien Phan, Intro to Computers student



Vannoeut's Story

"I came to this class because I want to speak good English.

It's important to be good at writing, listening and speaking with friends from diverse backgrounds so that we can understand each other very well. I want to study to be a hairdresser.

This is my dream for the future. I promise myself to study hard so that my dream will come true."



Jaqueline's Story

Jaqueline has been attending the computer class regularly. When she joined the course she didn't have much confidence in using the keyboard and mouse. S

he said her brother was surprised to get a personalised birthday card which was sent to him as an email attachment!

Tzu Hul's Story

Tzu-Hui was not happy with her English speaking skills and in 2015 enrolled in our level 3 class at The Noble Park Community Centre.

She is a committed, self-motivated and an independent learner.

By attending all sessions regularly she has improved all her skills although some English sounds pose a bit of a problem to her. Some day she hopes to volunteer in order to practice her English Language skills (Tutor Kasia).

"I like my English class for many reasons: one is that the group is small. I also like the fact that we cover many topics. I like my classmates. My family in Australia is very small but thanks to my English class I have made some very good friends here." Tzu-Hui—CSWE III

Scott's Story

Scott is a student with a mild intellectual disability who joined the Life Skills class in Dandenong to improve his numeracy skills and to belong to a group class.

When he had got work at a factory as a process worker he had shorter hours on two days per week. While participating in this class he shows leadership qualities and has developed his self - confidence.

After some time his working hours have been increased. Now he works three days per week and wishes to continue attending the Life Skills class.

"I am happy learning with my friends in this class" **Scott , Life Skills Class – Dandenong**

Our Students

Student Learning Journeys



Jumabi's Story

Jumabi is a 28 year old Rohingya asylum seeker who volunteered to work in our office to learn administration skills in 2016

Although she never went to school or learnt to write in her own language, Jumabi can speak 7 languages which she learnt along her refugee journey from Arakan state in Myanmar

As part of our Administration volunteer program, Jumabi identified her 5 year goal as "improving my work skills"

We provided Jumabi free places in our English & computer classes

She quickly picked up computer skills; became our go-to person for drop-in interpreting; supported the Welcome Café & Burmese women's sewing group

A year later Jumabi is no longer with us.....

She is a paid employee at the local primary school making use of her administration and language skills.

Rajini's Story

When Rajini was referred by the library to classes at St. James Church Hall 5 years ago, she did not even know the alphabet.

She has never mentioned her barriers to learning but for some reason she had to stop attending primary school in Indonesia and helped her parents at home. She has Dyslexia and learns words by memorising the way a word or phrase sounds and remembers them visually. (Tutor Julia)

"I used to have an interpreter booked for all my appointments with Centrelink. I have stopped this since last year as I understand everything that I am told.

When I receive a call I have no difficulty understanding people on the phone." **Rajini - CSWE I, St. James Church Hall**



Sinat's Story

"Since I started learning English at the start of this year I'm glad because it's made me understand grammar, conversation, checking Google and maps etc.

In the future, if my English keeps improving, I will look for a job in hospitality to work and support my family. I have 2 kids. They are still young."

Tataridis's Story

"When I started this course of office computer skills, I had very little knowledge about Microsoft applications, for example MS Word, Excel, and Power Point.

At this stage my ongoing class attendance has noticeably increased my skill level. My trainer has vast knowledge in Microsoft applications offers

understandable instructions which makes learning an enjoyable experience.

Our class is also able to learn at their own pace depending upon their level of skills.

In order for me to improve my skills and knowledge within the Microsoft Office Suite, I plan to continue attending classes and also practice at home by applying my skills and knowledge to daily computer tasks.

The purpose of this course is to attain the necessary skills and understanding required to aid me through in finding suitable employment.

I am certain with an ongoing commitment to this course, I'll not only benefit from computer skills needed for my personal life, but I will definitely improve my opportunities with job prospects."

- Tataridis Con, Office Skills student.

Our Students

Student Learning Journeys

Dien's Story

"I started studying English in 2015 after I finished my job because I got backache. My friend introduced me to the class.

After two years of learning English I feel more confident, e.g. I can talk with and understand people speaking English, I can make an appointment and send a text message to the teacher if I'm sick. I feel happy when I understand the news at 6 pm. Finally, English has helped me a lot. I started a new life after learning English.

I came to Australia in the end of year 1979 as a refugee. The first coming, I Did not have time to learn English or computer. After 25 years working, I have retired. One day I met my friend who told me about the computer class, the Teacher is Bach Nguyen who has a great knowledge about computer. and the way she teaches very easy to understand..

After nearly one year studying I learn a lot things about Microsoft Word, Word-Art, Numbering, Excel, Power Point, Email, ect. .In these class, there are many students with different level, it is very hard for Teacher to teach. However Teacher always explains very clearly for each student. So, we are very happy to study.

I think, my computer skill has been improving a lot. So would like to continue these course " - Dien T Ha, Intro to Computers student.



Adul's Story

Adul has been referred through one of the job active agencies. He has got severe health issues and when he joined the course he could not do any reading or writing, but now he is able to read and write a few words.

His attitude towards learning and his classmates is amazing. In his own words *"even if I'm home I get pain and if I am in the class also I get pain, but sometimes when I talk to my friends and teacher I forget my pain. So I like to come to class to think of something else than my pain"*

Chi Hoang's Story

"Thank you for providing me with all the knowledge and moral support this semester, I will try to practice more and improve my computer skill as day goes by.

You have been very patient and helpful in many way to make the lesson fun and easy.

We will continue next term and I hope you have a nice holiday break." Chi Hoang, Intro to Computers student

Chau's Story

"I started studying English in 2015 after I finished my job because I got backache. My friend introduced me to the class.

After two years of learning English I feel more confident, e.g. I can talk with and understand people speaking English, I can make an appointment and send a text message to the teacher if I'm sick.

I feel happy when I understand the news at 6 pm. Finally, English has helped me a lot. I started a new life after learning English."

Bach's Story

"One year pass quickly. The last year, I have learnt more about Microsoft Powerpoint with teacher Bach Nguyen and another 8 classmates. Springvale Library provides for students new desktop computer--window ten.

Teacher Bach Nguyen give collection of 17 lessons including 54 slides. Throught the knowledge that I receive last year I can use new terms as Animation, Transitions in my holiday photography.

At the same time, we review knowledge about Microsoft Excel. The lessons Excel help me to achieve my book-keeper task in my church.

Besides this course helping my daily private life, this course will continue to improve my computer and internet skills. I hope in the future I can engage more studies."

Bach Nguyen, Office Skills student

Our Students

Students On Placement

In 2016, Springvale Neighbourhood House commenced a VCAL partnership with Westall Secondary College.

Through this partnership, we host 3 VCAL students for one day per week of work experience. Our VCAL students have become a valuable asset to our organisation, running the Learning Lounge and

providing one-to-one hands-on digital literacy support to older people from our community.

Thank you Yashika, Twayee and Rehana for your hard work and dedication.

Below are their stories about their experience:

Rehana's Story

"I started at Springvale neighborhood house a year ago when I wasn't sure what wanting to do as my career. But I don't know how to describe how confident and proud of my self I am now. It only happened because of the supportive staff at Springvale Neighbourhood House! The experience I'm getting now will help me so much in my future career. I have gained heaps of experience and developed my many skills. The things I love here is being a part of big events like harmony day.

I'm very happy that I have learned so many skills for example: communication skills, supporting people and listening skills, respecting and obeying each other, events management and organisation skills, to be friendly with everyone, and so much more!!

I love helping others and I feel very happy when I fulfill their learning needs. I love being part of this community and helping others at Springvale Neighborhood House.

Every day I get to learn new things from people with different religions, backgrounds, cultures, and all different ages.

I'm very thankful to you all for having us in your amazing community. Thank you soo much!"

Rehana Rafique, Westall Secondary College VCAL student

Twayee's Story

"The first time when I came to Springvale Neighbourhood House I had no experience in a workplace. Also I didn't really know how to engage with people.

I never had confidence that I can teach someone. My life has been changed the day I started as a volunteer at Springvale Neighbourhood House.

I have learnt a lot from the staff at Springvale Neighbourhood House. I meet new people everyday from different countries, backgrounds, different age groups and different religions.

I love helping in the Digital Literacy class. I love working at Springvale Neighbourhood House because the staff are very tolerant and supportive.

It very rewarding for me when I see my students get happy when I fulfil their learning needs. What I learnt is "No matter what you are do, do it from your heart."

Twayee Bah, Westall Secondary College VCAL student

Yashika's Story

It's 2 years since I started working at Springvale Neighbourhood house as a volunteer. I'm still so excited and learning new things. Everyday I learn something new. People at Springvale Neighbourhood House are very friendly and supportive. It's such a great community to be part of. I started here for my VCAL structure hours in 2016.

Meeting and helping new people in the Learning Lounge developed my many skills and I still have many more yet to learn. Everyday I learn new things from my adult learner's stories of their life experiences. Every Friday I get excited not because it's Friday but because I'm going work with an amazing team. Everyday I get to meet people from different countries, different age groups and different religions and I get to learn new things about their culture.

One day a lady came in, she was so depressed because she didn't know how to speak English very well. I helped her by finding places where she can go to learn English and develop her other skills. Today she is an assistant tutor with Springvale Neighbourhood House. I felt really blessed and proud of myself when she said I changed her life.

I'm very confident now and proud of myself just because of Springvale Neighbourhood House and the staff.

I wasn't confident with public speaking, but now I can stand in front of 1000 people and speak. "I enjoy working at the Learning Lounge as it makes me and my adult students happy when I fulfil there needs. Working at Learning Lounge has given me great sense of understanding and serving others."

Yashika Malik, Westall Secondary College VCAL student

Principal's Comment

We are incredibly proud of our students at Westall Secondary College. Our VCAL and I -Create programs ensure all our students contribute to the community. In this example, the 3 girls involved have demonstrated significant personal development, learned a range of new skills and provided members of the community with an opportunity to grow and develop. The Adult English classes the girls have just commenced with Springvale Neighbourhood House is something I am particularly proud of and meets an important need in our community.

Tristan Lanarus, Principal, Westall Secondary College

Our Staff & Volunteers

SNH Staff

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

SNH Tutors

Bach Nguyen	Julia Smirnova	Mystica Perera
Bee Ling Goh	Kasia Malinowski	Rani Pilai
Duc Nguyen	Melinda Hamilton	Subha Sriram
Graciela Kuzu	Maria Fairweather	Sue Marshall
Jo Scott	Nidhi Sharma	Vanessa Sewak

Volunteer Tutors

Adrienne Ward	Jeffrey Bender	Natalie Irvine
Alison Chin	Jennifer Dumas	Olive Lesley Menon
Amy Tsai	Jim Grosset	Peter Braham
Ann Truscot	Jim Holden	Prasad Kumar Udugamp
Anthony Jones Scully	John Brunt	Rehana Khan
Colleen McKechnie	June Talbert	Roma Connell
Debra Rowland	Katherine Corr	Sarah Lanin
Erika Stahr	Liliana Mangoni	Shaista Veremeenco
Enza Imbrogno	Liz Maklin	Sita Balaraman
Francesca Formoso	Liz Cavell	Susan Shand
Gayle Whyte	Malli Devadass	Sue Mountford
Gerry McKellar	Mary Chau	Sumanda Laksman
Goran Knedevic	Melinda Hamilton	Than Nguyen
Grace St. John	Michael Hanneberry	Tran Thi Thuy Hong
Hukkum Khan	Michael Moore	Van Tong
Janice Wilson	Milroy Martin	Veronica Thay
Jessica Lobo	Mirta Bianca	Yan Vithea Eap
Jeanette Podolsky	Naryphol Thach	Yoosuf Mustapha

Office Volunteers

Anne Nguyen
Maria Cruiz
Minara Bi
Nhan Ta
Trewina Wong
Rosie Kowsar
Sarah Lanin
Suyt Lung Huynh

Students on Placement

Hung Anh Tran
Jessia Lobo
Kieran Lay
Mantegbosh Mamo

Work Experience Students

Learra Alvarez
Rasan Be

VCAL Students

Twayee Bah
Rehana Rafique
Yashika Malik

Welcome Cafe Volunteers

Alice Thong
Jessica Lobo
Sumanda Laksman
Shirley Shen

Our Groups

AA Resurreccion

Support group

AAA Access Awareness

Driver re-education classes

ADEC

Arabic Carers' Support Group

Turkish Carers' Support Group

Vietnamese Carers' Support Group

Advocacy for Oromia Association

Advocacy and support group

Aitutaki Enea Society Victoria.

South Pacific music & social support group

Al-Ehssan Support Group

Support & social group for Muslim women

Al-Emaan Muslim Women's Support Group

Support and social group for Muslim women

Australian Chinese Musical Band

Chinese musical group

Australian Latin American Discussion Group

Spanish-speaking discussion group.

Awakened Mind

Mindfulness Meditation Group

Bourio Anatolies

Anatolies performance group for people of mixed abilities

Burmese Women's Sewing Group

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

Chaldean Community Group

Aramaic language classes & culture

Dhama Drum Mountain Buddhist Group

Social & learning group for local Buddhists

Fayaa Oromo Women's Group

Social and Support Group

Friends of Springvale Neighbourhood House

Individuals who support the vision and mission of Springvale Neighbourhood House

Hararian Organization Inc.

Social and Support Group

Huong Que

Vietnamese Cultural Music and Dance

Island Roots Performing Arts Group

Cook Island & Pacifica performing group

Kofale

Support and social group

La Voz Femenina

Central & South American women's support group

Lakhanda Elderly Group

Sri Lankan elderly support and social group

Las Iluminados

Support and social group for Spanish-speaking elderly people

Latin Sounds—Sonido Latina

Salsa, Merengue, Bachata & Cumbia dance group

Lighthouse International Group

African community support group

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 and support group

Rohingya Women's Group

Support and social group for Rohingya women

Save Cambodian Children Fund

Support & volunteers group raising funds for Cambodian charity

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

Oromo cultural, support and social group

Somalian Cultural Youth Group

Social and support group

Springvale Lion Dance Group

Cultural ceremonial 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 Neighbourhood House Opera Group

Chinese Opera performance group

Springvale Tai Chi Group

Classes, performances & practice tai chi

Spirit of Enterprise Project Group

Enterprise Hostel historical preservation group

Tai Chi Qi Gong Group

Gentle exercise and mindfulness group

United Filipino Elderly Group Inc

Social support group for elderly Filipinos

Victoria Myanmar Muslim Community Inc.

Support and social group

VICAFAMAN

Vietnamese mutual support group



Our Supporters

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



