



# Springvale Neighbourhood House 2022-23 ANNUAL GENERAL REPORT





# ABOUT US

## Empowering communities to embrace new opportunities

Springvale Neighbourhood House is proudly one of the 400 neighbourhood houses in Victoria. We are also a Registered Training Organisation and a Learn Local.

The philosophy of SNH is to work alongside participants to provide information, language classes and learning programs. This is the basis of our mission which is to respond to what our community needs - social connection, cultural inclusion & celebration, education and training, and access to services.

Our vision is for an empowered community who value cultural inclusion and have resilience to embrace new life skills and opportunities.

Our programs underscore the essential role of social connection, cultural celebration, information and education in empowering all people to shape their futures, create vibrant multicultural communities, and develop an inclusive economy.

Our community engagement model fosters resilience and a culturally inclusive society.

Our values are - respect, inclusiveness, equity, accessibility and empowerment. These values underpin how we work with each other and how we interact with our participants and students.

We aim to build trust and always treat people with dignity.

# CHAIRPERSONS REPORT

*Hayat Doughan*



As we celebrate our achievements, we must also recognise that there is much work left to be done. Our community still faces many challenges, and it's our responsibility to continue providing support, education, and a sense of belonging for everyone.

Looking ahead, I'm excited about the future of Springvale Neighbourhood House. We have ambitious goals, and I'm confident that, together, we will achieve them. We will continue to adapt to the changing needs of our community, by fostering an environment of learning, support, and unity.

I express my deepest gratitude to our dedicated staff, volunteers, and committee members for their unwavering commitment. You are the heart and soul of this organisation, and your dedication does not go unnoticed.

I also thank our community leaders for your trust and involvement. You are the reason we exist, and your feedback and engagement are invaluable as we move forward with our mission - to build a stronger, more connected Springvale. Together, we can create a community where everyone has the opportunity to thrive.

# TREASURERS REPORT

*Geraldina Alvarez*



In my first year as the Treasurer for the Springvale Neighbourhood House I have been impressed by the amount of detailed information and support shown at every finance sub-committee meeting in preparation for the finance report at each Governance Committee meeting. As a new treasurer, this support has been invaluable. As a Governance Committee member, I see the dedication of our manager and finance worker in ensuring good financial management for the organisation.

This year, a decrease in revenue due to the loss of a contract delivering accredited English Classes at Doveton College and key staff leaving demanded a close monitoring of the finances during this period. Please note that the full impact of these changes resulted in a 4.1% decrease in revenue and 9.5% higher expenses compared to 2022.

Our main sources of revenue were funding from the Department of Families, Fairness & Housing, City of Greater Dandenong, Skills Victoria and ACFE. We also received small grants for community projects - from City of Greater Dandenong for bicultural workers & Harmony Day festival, Neighbourhood House Vic for Carers project & Law Week, Jesuit Social Services for Climate project, Good Things Foundation for Online Week and Liverwell for World Hepatitis Day. Also received Living Local Fund from Dept of Jobs Precincts & Regions and Digital devices grant from Good Things Foundation and were able to secure, laptops, tablets and charging stations.

# FINANCIAL REPORT

*Ann Pathmasiri*



The revenue for SNH this year is \$62k less compared to last year. There has been increases in ACFE funding and community engagement & responsive grants (Social Prescribing, Friendship Café, Carer's Project, Climate Project, Equipment, and small projects) for SNH this year. The income from room hire and community bus hire also saw an increase post-Covid, and the organisation received additional income through subcontracted staff. The decrease in the overall revenue was mainly due to losing income as a result of the termination of one of our contracts to deliver classes at a school in Doveton.



Our expenses increased by \$145k over the year. In 2023, SNH went back to face-to-face delivery of classes which saw an increase in venue hire and class resources. During the year a few staff including three long serving staff left the organisation. End-of-employment payments (unused entitlement) and recruitment cost for new staff added to the increase in expenses for the year. Springvale Neighbourhood House had an overall deficit of \$199k this year bringing down our total equity to \$138k.

**138K**  
EQUITY

# MANAGER'S REPORT

*Melanie Virtue*



This year marks many milestones for Springvale Neighbourhood House, as we celebrate our 40th anniversary. Over the years, our House has always been a culturally safe and welcoming place where community members can come together, learn, grow, and find a sense of belonging.

2023 is also my 10th anniversary as manager of Springvale Neighbourhood House. I will be forever grateful to the governance committee for entrusting me with this position, leading an organisation where we make a difference in the lives of our community.

Over the past year, we have faced a number of challenges including reluctance of community members, volunteers and students to return to onsite programs/classes, and difficulty recruiting emergency teaching staff.

After surviving the pandemic lockdowns with all staff onboard, sadly, this year eleven staff resigned including two of our three-person management team. Collectively, these staff had worked for our House for 95 years. That's a lot of experience and knowledge to replace, however change always presents opportunity and we took the opportunity to restructure our organisation.

The new structure included recruiting a new deputy manager, who has a wealth of experience in both learn local and RTO management to manage our Learning Centre site. We also shared management responsibility across five positions – Manager, Deputy Manager, Administration & Finance Coordinator, Community Program Coordinator, Quality & Compliance Coordinator. This makes our House more resilient and less reliant on any one position for organisational knowledge and skills.

I'd like to acknowledge the lasting impact that our first deputy manager, Kelly Cooper made on our organisation over the past eight years and wish her well in her new position managing Park Orchards Community House and Learning Centre.

Finally, I would like to thank the governance committee, staff, community leaders and volunteers for their support and for making our house such a great place to work.

We acknowledge the support of the Victorian Government, Department Family, Fairness and Housing and City of Greater Dandenong for funding our house and supporting its development and we look forward to continuing to grow our house and the programs for this community.

# LEARNING CENTRE REPORT

*Alicia Cameron*



The Learning Program has had its ups and downs over the past year, but is overall finishing on an up. We bid farewell to some of our tutors, and wish them all the best, and also welcomed new people.

Throughout the 2022 - 2023 year, 107 students undertook accredited Skills First training in English language and 173 undertook pre-accredited ACFE training in English, digital literacy, and work skills, with many students enrolling in multiple courses.

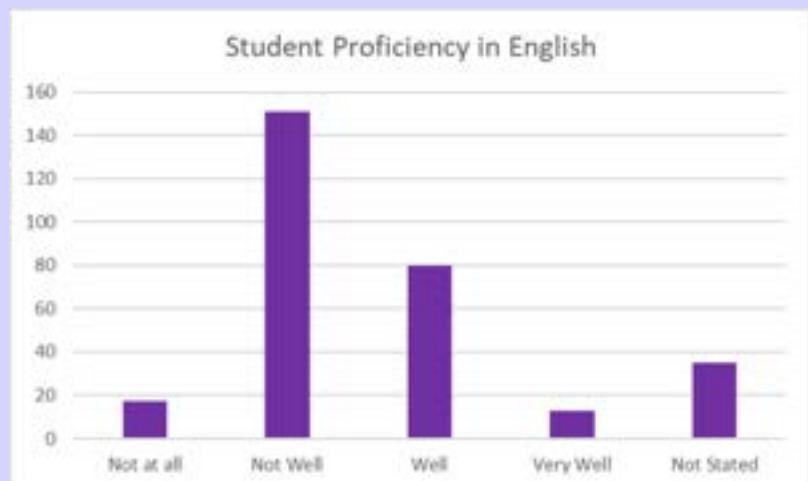
Our students were born in 41 countries, with the majority from Afghanistan, Vietnam, Cambodia, and China. These students attended classes at 11 different locations across five suburbs, at places such as SNH and the SNH Learning Centre, schools, churches, and other community halls and centres.

We also ran other community classes, such as the Be-Connected digital literacy classes for seniors and free conversation clubs. These programs allow those who are ineligible for funded classes an opportunity to still learn and practice English and digital literacy skills.

The dedication and progress of all students has been fantastic to see, especially the 17 students who said on their enrolment form that they didn't speak English at all and who have now all learned English basics.

We're really proud of every student who had classes with us this year, and look forward to seeing them again, whether in classes, in other activities, or anywhere else.

A huge thank you to everyone who worked so hard to make this a great year - students, tutors, admin staff, volunteers, committee members, and everyone else who contributed to the Learning Program in any way.



"I am proud that I got a job using everything I learnt in the customer service class. I found I had all the right skills and language because I practised in mock interviews in the classroom" - Thi

# SPRINGVALE NEIGHBOURHOOD HOUSE SOCIAL VALUE REPORT

## REAL IMPACT. REAL VALUE

**INCOME** \$1,521,572  
**VALUE** \$18,158,439

### This figure includes the value of:

Improved quality of life through social connection: \$2,119,322

Volunteer contributions: \$1,250,619

Emergency relief provided: \$6,737

Services provided: \$150,605

Adult Community Education: \$14,627,994

### Emergency relief value includes:

Food and groceries: \$6,737

### Services value includes:

Computer/internet usage: \$384

Facilities use or hire: \$41,280

Resume assistance: \$720

Auspicing other organisations: \$3,162

Community lunch or other meal: \$1,200

Fee for service activities: \$28,271

Power Saving Bonus: \$78,750

### This community value equates to:

\$11.93 for every \$1 of income

\$166.75 for every \$1  
Neighbourhood House Coordination  
Program funding

Over \$4,728.76 for every hour the  
neighbourhood house is in use

### Employment value

including 14.8 direct  
and 5.8 indirect Full  
Time Equivalent  
positions

**20.6 FTE  
jobs**





## Snapshot of 2022-2023

**1003**  
visits  
per week

**651**  
Volunteer  
hours per  
week

**36**  
community  
groups

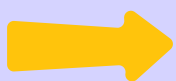
**230**  
group  
meetings  
per mth



**754 Students**  
Registered in Accredited & Pre-Accredited  
English & Computer, Work & Study Courses



**21,614**  
ACFE Hours



**38,310**  
Skills First Hours



# OUR COMMUNITY PROGRAMS

## Carers Project - NHVIC

Working in Partnership with Neighbourhood House Victoria and Carers Victoria, we have supported carers and 'hidden' carers in our community to be linked to learning, job opportunities, respite care services, financial counselling, social connection, peer support services as well as migration support.

## Social Prescribing Project

Our Social Prescribing Project is funded by the City of Greater Dandenong to link socially isolated and lonely participants to activities, programs and services run by Neighbourhood House & Community Organisations in the area - including Women's Friendship Cafe, Men's Clubs/Sheds, Art & Craft groups, English & Computer classes.

### Social Prescribing Referrers

GP Clinics	6
City of Greater Dandenong	52
Community Health	19
Allied Health Professionals	2
Community Organisations	69
Self Referrals	62



## Work & Development Permit Scheme (WDP)

As a WDP sponsor for the Victorian Department of Justice & Safety, we helped **274** vulnerable and disadvantaged people with a non-financial option to address their fines debt. A total of **\$128,792.80** has been worked-off through enrolling in English & Digital classes, and/or volunteering in classrooms, activity groups and letter-box deliveries. A total of **\$97,206.62** still remaining to be worked-off. One WDP participant now facilitates our new weekly men's club.

## Women's Friendship Cafe

Since starting the Friendship Cafe's post-COVID19, we have seen an increase of participants. We now have 40 regular participants joining weekly - with new members coming in each week. Participants find it a safe space to socially connect with their friends, or have an opportunity to make new friends that come from many different cultures under one roof where they can share their experiences, learnings and get creative together. The most wonderful thing to see is the friendships they have formed within the group that enables them to meet outside the centre during school holidays, or for coffee catch-ups.

"All my friends have passed away, I'm so glad I have found another group of ladies that I can now call my friends and share special occasions with" - Kay

# OUR COMMUNITY PROGRAMS



## Community Leaders Forums

The community leaders forums, held quarterly, play a vital role in our community by offering informative sessions on topics of utmost importance to our communities. Community leaders gather to learn about different topics on health and well-being such as Diabetes, Mental Health, Anxiety & Depression, Hepatitis Health, COVID-19, Mindfulness and other topics such as Australian Law & Wills, Composting, NILS Loans, Centrelink, My Aged Care etc. The forums serve to increase awareness on services and resources available for communities, promote health and wellness and encourage sustainable practices. The sessions are well attended with 30-40 participants from different countries such as China, Somalia, Afghanistan, Iran, Vietnam, Sri Lanka, India, Africa, Spain, Mexico, Australia, Cambodia, Greece and Italy - ultimately contributing to a healthier, more informed and eco-conscious community.

## Material Aid

We worked with Aumsai Sansthan Temple & Lee Tarlamis to distribute 100 food kits to individuals and families in need from our local communities. This work was supported through the Victorian Government's Priority Response to Multicultural Communities grant program.

## FoodBank

Collaborating with FoodBank has provided us with the opportunity to assist the vulnerable and disadvantaged individuals and families in our communities. We have successfully distributed 300 food vouchers to the most needy in the community and continue this partnership.

## Sick Pay Guarantee - NHVIC

Working with Neighbourhood House Victoria on the Victorian Sick Pay Guarantee provides eligible casual and contract workers with a guarantee they will receive sick pay when they can't go to work. Recently their pilot program has been extended and is fully funded until 2025 - including adding 400 new jobs to the eligible jobs list.

## COVID-19 Safety Assistance

COVID continued to affect the lives of our community and onsite attendance. We employed bi-cultural workers through the CALD Communities Taskforce, Local Partnership project of City of Casey, City of Greater Dandenong and Cardinia Shire.

"Painting at the centre with my friends brings me calmness and a sense of fulfillment. I have tried painting alone at home and I just can't do it" - Peter

# OUR COMMUNITY PROGRAMS



## Senior Public Housing

Since the COVID-19 pandemic, we continue to run social connection sessions at two public housing sites in Noble Park weekly. The sessions are a safe space for residents to share their experiences, make friends with neighbours and play games! These sessions provide Social Work students with the opportunity to support residents individually if needed. We are also re-introducing Monash Health to have regular health-related sessions for the residents.

## Power Saving Bonus

We are extremely happy to report we have assisted 358 people apply for the Power Saving Bonus in the last 12 months - a total of **\$89,500** of support through the Victorian Government Energy Assistance Program.

## Be Connected

As one of the network Partners with the Good Things Foundation, we are successfully running digital literacy classes for older people to learn how to navigate through their digital devices, stay safe online, learn how to access services such as MyGov, Centrelink and book appointments online easily.

## Climate Resilience Project

Springvale Neighbourhood House worked with community leaders, Jesuit Social Services Centre for Just Places and City of Greater Dandenong to build awareness about climate risk and to identify how we can better prepare for more frequent and extreme weather, within our organisation and wider community.

“I live on my own and feel quite lonely most of the time. I come to the centre to see my friends, laugh and have a good time. It makes me feel good for a week until I am back again ” - Fiona

# OUR COURSES



## Accredited English Courses

Certificate in Preliminary Spoken & Written English  
Certificate I in Spoken & Written English  
Certificate II in Spoken & Written English  
Certificate III in Spoken & Written English  
Certificate III in EAL (Access)

## Pre-Accredited English & Life Skills Courses

Learn English for Study, Work & Life - Beginner  
Learn English for Study, Work & Life - Post-Beginner  
Learn English for Study, Work & Life - Level 1  
Learn English for Study, Work & Life - Level 2  
English Communication Skills for Parents  
Dari to English for Asylum Seekers  
English for Life Skills - Numeracy  
English for Life Skills - Citizenship  
English for Life Skills - Driving

## Pre-Accredited Employment Skills & Digital Literacy Courses

Digital Essentials Level 1  
Digital Essentials Level 2  
Introduction to Google Docs & Google Sheets  
Introduction to MS Outlook & Email  
Introduction to MS Word & Excel  
MS Office & E-Learning for Work & Study  
Learn Zoom for Study, Work & Life  
Online Communication Skills  
Learn Sewing Skills for Work & Life  
Kick Start Your Customer Service Skills  
Be Work Ready in 8 weeks.  
Point of Sale for Retail & Hospitality  
Communication & Workplace Skills for Volunteers  
Skills for Work & Study - Early Childhood Education  
Skills for Work & Study - Health Services

## NEIGHBOURHOOD HOUSE STAFF



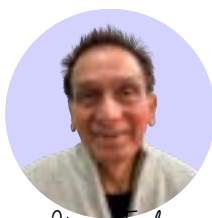
Melanie Virtue  
MANAGER



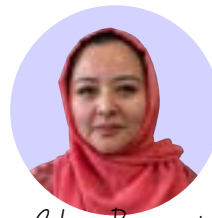
Ann Pathmasiri  
ADMIN/FINANCE COORDINATOR



Ali Aziz  
IT/PROJECT OFFICER



Jimmy Forbes  
SANITATION & HYGIENE



Golsum Ramezani  
NDNH COORDINATOR



Salma Ahmadi  
PROGRAMS COORDINATOR

## LEARNING CENTRE STAFF

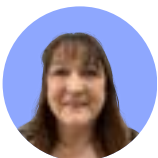


Alicia Cameron  
DEPUTY MANAGER



Gayani Pattuwage  
COMPLIANCE COORDINATOR

## TUTORS



Margaret Djapri



Georgina Dos Remedios



Laila Israel



Stephanie Wickramaarachchi



Laxmi Gupta



Duc Nguyen



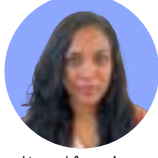
Subha Sriram



Justine Montague



Bach Nguyen



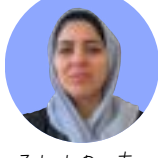
Hema Mariadass



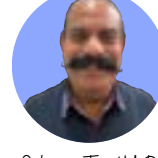
Luong Ta



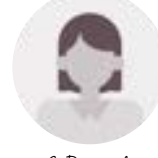
Kasia Malinowski



Zuhreh Dawatgar



Solomon Taj-Ud-Din



G. Paramesbari

## GOVERNANCE COMMITTEE



Hayat Dughan  
CHAIRPERSON



Mohammad Mohammad  
DEPUTY CHAIRPERSON



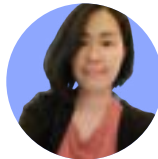
Geraldina Alvarez  
TREASURER



Melinda Hamilton  
SECRETARY



Heather Duggan  
MEMBER



Lai Fong Liang  
MEMBER



Aivva Brindley  
MEMBER



Alemayehu Kybee Warat  
MEMBER



Sarita Fulkarni  
MEMBER



Randa Abboud  
MEMBER



Yue Hua Shen  
MEMBER



Sarath Piyasena  
MEMBER



Kim Tai  
MEMBER



Soe Soe Pyone  
MEMBER

## CHILDCARE & EDUCATION SUPPORT



Zinet Abdurrahman



Zelayka Kasim



Angelina Bandayo



Nujuma Abdulmaliki

## STUDENTS

- Alina Razi - Social Work
- Richard Nguyen - Community Services
- Ayen Anyieth - Social Work
- Urmika Poorun - Social Work
- Jingfei Xu - Social Work
- Do Harper Phan - Social Work
- Tinh Lee - Community Services
- Harry Minh - Community Services
- Nhi Nguyen - Social Work

# OUR PEOPLE, OUR VOLUNTEERS.

Our volunteers are the backbone of Springvale Neighbourhood House, tirelessly dedicating their time, skills and passion to make a positive difference in the lives of those we serve. They selflessly give their time, energy, expertise and compassion to programs, activities and initiatives that strengthen our community's bonds and empower individuals to thrive. Your dedication and kindness have transformed our organisation into a place of growth, learning and community. Your willingness to give without expecting anything in return is truly inspiring!

As we continue our journey together, we want to thank each and every one of you for your invaluable support. Your commitment to making our neighborhood house a better place is a testament to the power of community and the incredible impact that individuals can have when they come together with a shared purpose.

**Quyen Lu**

**Lili Duong**

**Trewina Wong**

**Nhan Ta**

**Grace St John**

**Enisa Silajdija**

**Alice Thong**

**Patrick Boushel**

**John Spragg**

**Frederick Boon**

**Simon Beirouti**

**Meena Sediqi**

**Sellab Omari**

**Shaista Veremeenco**

**Tinh Lee**

**Sayedah Amaneh Naseri**

**Seka Bankovich**

**Marzia Haidari**

**Asha Chand**

**Bruno Joachim**

**Shyamila Dewage**

**Lien Thi Kim Chau**

**Sarah Lannin**

**Abdul Rashidi**

**Kerry Foladkar**

**Nazmi Rexhepi**

**Gerhard Vervoorst**

**Anna Sotiriou**

**Marina Marina**

**Margaret Mason**

**Ann Alvarez**

**Huot Seng Tran**

**Mohammed Mohamed**

**Zainab Haider**

**Bianca Virtue**

**Alex Matine**

**Sivanthi Gurummurothy**

**Yelda Arman**

**Lauren Apostola**

**Zoe Virtue**

**Sian Virtue-Griffiths**

**Yue Hua Shen**

**Lirong Zhou**

**Lin Di Xu**

**Yin Hua Ma**

**Jingfei Xu**

**Minh Hieu Nguyen**

**Alina Razi**

**Simone Bewley**

**Sumanda Laksman**

**Inamullah Atal**

**Amena Ahmadi**





# WE BID FARWELL TO ANN ALVAREZ.



A beautiful and kind soul who dedicated 10 years of her life to the Springvale Neighbourhood House's multicultural sewing class. Thank you to Ann's family and friends for loaning her to us every Thursday morning and for the joy she brought the community through her smiling face, positive sense of humour and generous heart. Ann, you will forever hold a special place in our hearts.

## Community Group Members

ADEC Chinese Support Group  
 Advocacy for Oromia  
 Afghan Lajward  
 Afghan Women's Organisation  
 Aitutaki Enea  
 Al-Emaan Women's Organisation  
 Australian Chinese Music Band  
 Australian Womans Gabooye Association Inc  
 Baha'i Neighbourhood Children's Class  
 Chinese Seniors Friendship Group  
 Friends of the Neighbourhood House  
 Hararian Organisation  
 Hostal Dance Troupe  
 Huong Que  
 Khayri Baay Women's Group  
 Latin Solidarity  
 La Voz Feminina  
 Maya Dance Group

Multicultural Sewing Group  
 Multicultural Women's Group  
 Narcotics Anonymous  
 New Concept Chinese Language School  
 Oromo Community in Melbourne  
 Arabic Womens Senior Group  
 Burmese Women's Friendship Group  
 Global Eco Enzymes  
 Somalian Cultural Youth Group  
 Southern Region Chinese Support Group  
 Spirit of Enterprise  
 Springvale Mandarin Network  
 Sri Lankan Intercampus Seniors Association  
 United Filipino Elderly Group  
 WASEMA  
 SNH - Chinese Dancing Group  
 Springvale Lion Dance  
 Springvale Mandolin Group



## OUR FUNDING BODIES



Connecting, empowering and supporting over 400 local communities in Victoria.