



**Wingate Avenue**  
Community Centre

# 2020 Annual Report

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## Acknowledgement of Country

In the spirit of reconciliation, Wingate Avenue Community Centre acknowledges the traditional custodians of country, throughout Australia, and their connection to land, sea and sky.

We pay our respects to their elders, past, present, and emerging, and extend our respect to all Aboriginal and Torres Strait Islander peoples today.

We acknowledge the Kulin people as traditional custodians of the land on which we meet. We acknowledge that the land on which we meet is a place of age-old ceremonies of celebration, initiation, and renewal, and that the Kulin peoples' living culture has a unique role in the life of this region.



# Highlights

In the 2019/20 financial year, we continued to provide services that support the local community.



128 children attended play-based occasional childcare



40 people attended Heart of Wingate Forum



12 people completed Leadership Program

Over 120 people voted on the Action Plan projects



Over 195 people joined in a social connection activity



Over 40 volunteers provided support and joined in contributing over 730 hours of their time



Over 1,247 food parcels distributed, for 2,054 individuals



Over 200 students engaged in pre-accredited courses

Over 317 students enrolled in EAL accredited courses

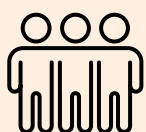


104 job seekers supported in their endeavours to find work

48 job seekers supported into paid work through #workNOW



Retained earnings 30 June 2020: \$826,911



**Our value to the community:**

\$4.24 for every \$1 of income

We added over \$8,200,000 in value to the community, for the income received in 2019/20



Community centres bring people together to connect, learn and contribute to their local community. They are places where anyone from the community can come to get help, find out information, connect with others, and participate in local activities and learning.

**We value: compassion, inclusion, diversity, quality**



# Chairperson's Message

Ashley Hunt

Wingate Avenue Community Centre has experienced a year of positive change with our General Manager, Angie, appointed from October 2019, implementing her organisational changes and revising the practices to more holistically integrate the Centre's wrap-around services into the early childhood, adult and vocational education, and job readiness and placement services delivery models.

Since March of 2020, when COVID-19 really began to impact Australia, a period of significant challenge to both the operational model and the revenue base, upon which our continued services rely, has been experienced. This one-in-a-hundred-year event has required rapid responses and a large amount of flexibility to be shown by all who interact with the Centre.

It is with pride that as Chair, I can look upon, and report that Wingate Ave, as a community, has responded to these challenges and has demonstrated three core virtues through the period.

**1. Innovation:-** The ability of 'thinking outside the square' – a square that has served us repeatedly well over the past 35 years was up-ended once the State and Federal Governments made it clear that in order to respond to the public health issue presented by the pandemic, new and sustainable methods and models of delivery would be required. It was never an option that we close the service offerings of Wingate Ave, regardless of the challenges. This stance has meant that many services have moved from the physical service delivery model, onto an age of a digital delivery model, which in and of itself required new thinking, new service offerings, and new ways of ensuring connectedness was being maintained.

**2. Flexibility:-** The required innovation in the digitisation of the model has necessitated

flexibility. Wonderfully, this has been shown in the way each of the service arms have continued to engage with their community cohort, and how the community has engaged with Wingate Ave. The move to a full virtual teaching and childcare model, and the supporting engagement packs that have been created to facilitate this and ensure the connectedness of our community, has been second to none.

In addition, the food relief services have continued, and the Centre has responded to meet the increase demand, both in quantity, but also importantly in the quality of the offerings. The use of the Men's Shed, which was provided to the State run COVID-19 testing clinic within three hours of being notified, and is in direct support of the greater public and community good, has required programs and services to be activated from the main Centre.

**3. Resilience:-** Above all the entire Wingate Ave community can pride itself on its ability to show resilience in seeing this through, in staying together and making sure that our neighbours, our friends, our members of the Wingate Ave family, and the broader community have been supported, and know that regardless of the pandemic, Wingate Ave stands to continue to discharge its charter of being a community centre – and this being aptly demonstrated at a time of most need in its three-and-a-half decade history.

At the time of writing this statement, I do not know when there will be a change to the current way our services are delivered. As of today, Wingate Ave is back to delivering in-person childcare. And what I do know, is that because of the spirit and virtues shown throughout this 12-month period, I am certain, that not only will Wingate Ave recover, it will move forward and flourish.



I would like to thank and acknowledge the direct support of the local Mooney Valley Council, the Victoria State Government and the Federal Government, each of which have shown patience and respect in support of the critical community services, and the intangible connection within the Ascot Vale precinct. The collective team spirit and support shown has seen the Centre stay strong.

As I look forward to the coming year, I see many great opportunities and areas for continued growth and betterment. One positive challenge will be to work with the government and private sectors in increasing work placements and wrap-around services for our youth and vulnerable cohorts. The path is clear, the challenges lay ahead, but more so than ever, Wingate Ave has proven to be innovative, flexible and resilient to face into the head-winds and continue to be a stable foundation learn, grow, be safe, and prosper within society.

Finally, I am again truly humbled and privileged to work an excellent team of Wingate Ave management, staff and my fellow Committee members, all of whom, each day, make the challenging tasks seem easier than they should be. I thank Gavin Kempin who served as Acting General Manager at the start of the financial year, who with senior leaders, supported the Centre through a period of management change. I welcome some new members who joined the Committee of Management during the year and thank members who retired from the Committee for their service. I am grateful to each and every one of the team and our clients for their earnest endeavour and commitment to do what is necessary to fulfil our charter and the community's expectations.

Warm regards,

Ashley

5 October 2020



# General Manager's Message

Angeline

2020 has been a challenging year for many in the local community. With COVID-19 restrictions in place since March this year, everyone is feeling the long-term impacts of isolation and the loss of our normal, daily life. For those of us who live alone, it's been long periods without contact. For others, it's trying to adjust to living in crowded flats with mum, dad and siblings. For those of us who can afford the internet, our main form of connecting with others has been through online platforms, like Facetime or Zoom. For others, a trip to the supermarket can be the highlight of the day. (And even better if the toilet paper is in stock!).

In 2020, we've all experienced a loss of personal freedom, and experienced the impact this has on our physical, mental and emotional health. The loss of social connections, and the inability to be in charge of our own life's path is extraordinarily challenging. I'm sure I'm not alone when I say it's been a mentally challenging year, with waves of loneliness (as we self-isolate), optimism (that we might be returning to some type of normal), swiftly followed by depression (as we continue to physically distance).

For many in the community though, this is not dissimilar to their experience of life before COVID-19. Many in our local community live off less than \$40 a day, making it extraordinarily challenging to build social connections, or to positively engage in whatever aspects of life you choose. The lack of financial stability and social support mechanisms can compound existing challenges, such as depression, or create new barriers to engaging in life in meaningful ways.

2020, however, is also a year of opportunity. This year has given us the opportunity to build empathy for others (and ourselves) who face physical, mental or emotional barriers. We are all able to better understand the experience of disadvantage and vulnerabilities, and the long term impact this has. It's an opportunity

to reach out and include all, not just those who live in a particular street, but to everyone in our community that we interact with. It's me, you, the postman, the adult student who's struggling today, or the young person who'll be looking for their first job next year.

When I joined Wingate Ave in October last year, I was eager (and humbled) to lead the Centre's vision to be a vibrant, innovative, and diverse community, where individuals feel valued and have the opportunity to reach their full potential. Since joining, I've learned that the team have done tremendous work over the years in striving for this vision, and you'll see from their reports that follow, that Wingate Ave has well-established services, programs and activities that support community members to engage in education, employment and social connection opportunities.

What isn't immediately obvious in this year's report though, is the tremendous amount of work the team have put in this year, in response to COVID-19. The team have worked tirelessly in the past seven months to make sure our services continued uninterrupted. I would like to wholeheartedly thank them all for their professionalism, energy, and sheer hard work. I'd also like to thank the Committee of Management, who have also been tireless in their governance of the Centre. They have been generous of their time and provided outstanding counsel and guidance. We could not have kept our services and programs going during COVID-19 without everyone's efforts.

In signing off, I'll use the new farewell that's become a standard during COVID-19, and in doing so, encourage everyone to reflect on what safety means for you, and how we can foster that in our community in the coming year.

Stay safe and stay well,

Angie

# Strategic Goals Report

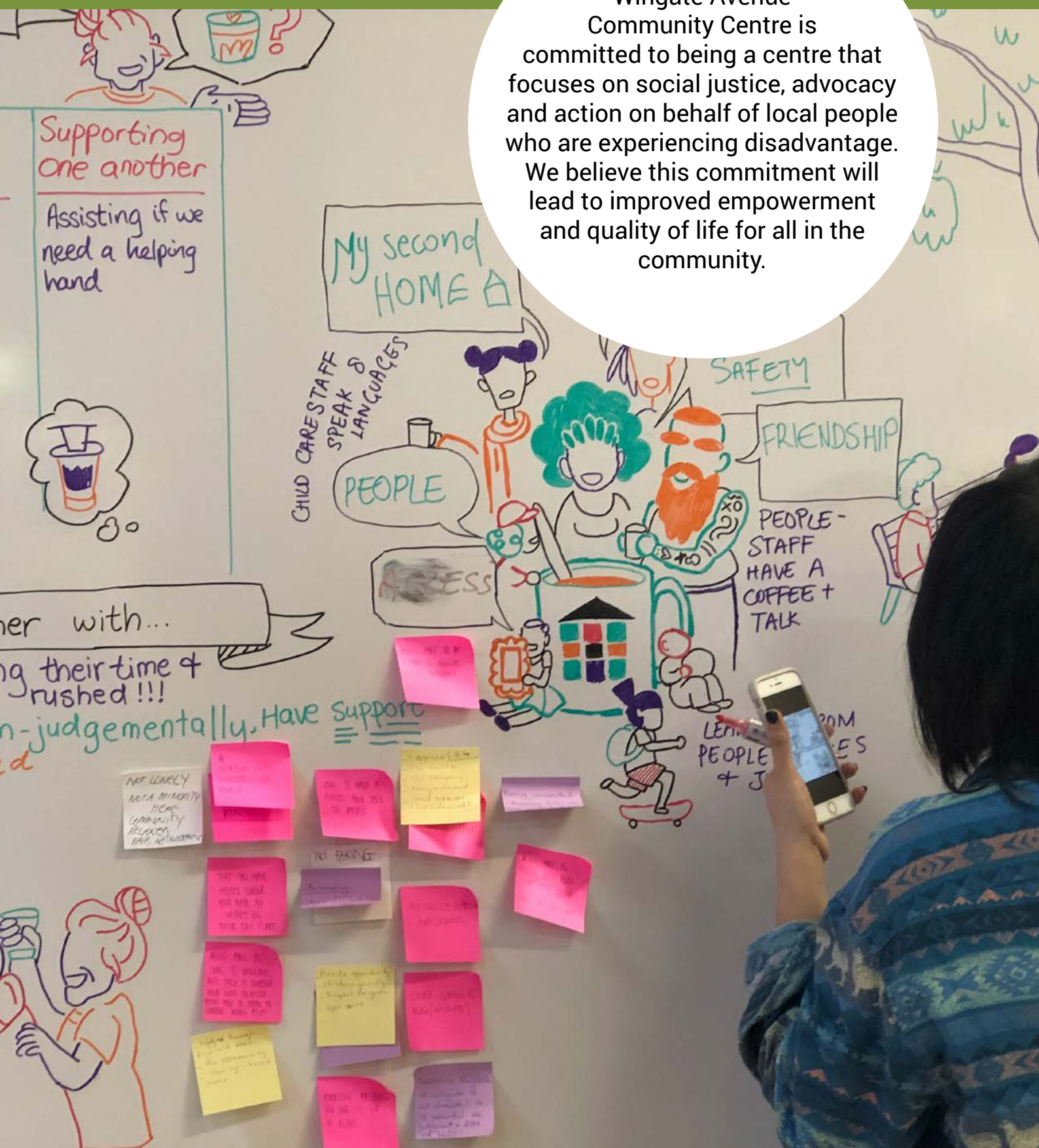
As we come into the final year of the 2016 – 2019 Strategic Plan, we provide the last brief report against the goals.

Goals	2019 – 2020 Measures
We will enable individuals and community members to achieve their <b>education</b> and <b>employment</b> goals	<ul style="list-style-type: none"> <li>• 9 pre-accredited courses offered</li> <li>• Over 200 students engaging in pre-accredited courses</li> <li>• 317 students engaging in accredited EAL courses</li> <li>• 104 job seekers supported through #workNOW</li> <li>• 48 job seekers supported into paid work placements</li> </ul>
We will <b>support</b> individuals and the community to reach their full potential	<ul style="list-style-type: none"> <li>• We provided play-based childcare for 128 children</li> <li>• We supported seven childcare students to complete their placements at the Centre</li> <li>• 40 people attended Heart of Wingate Forum</li> <li>• 12 people completed Leadership Program</li> <li>• Over 120 people voted on the Action Plan</li> <li>• Over 195 people joined in social connection activities</li> <li>• Over 40 volunteers provided support, contributing over 730 hours of their time</li> <li>• Over 1,247 food parcels distributed, for 2,054 individuals</li> </ul>
We will identify and manage sustainable sources of <b>funding</b> to allow for long term growth and sustainability of the organisation	<ul style="list-style-type: none"> <li>• Funding in 2019/20 grew by about 12% from the last financial year</li> </ul>
We will continue to provide strong and transparent <b>governance</b> in the conduct of Wingate business	<ul style="list-style-type: none"> <li>• The Committee met 23 times in 2019/20</li> <li>• The Committee of Management is scheduled to meet 12 times per year (monthly). In response to the novel coronavirus pandemic, the committee meet weekly, then fortnightly</li> </ul>
We will serve Wingate's mission by providing a <b>safe, rewarding place</b> for our people to work	<ul style="list-style-type: none"> <li>• Staff survey completed, with a 53% response rate</li> <li>• 100% of respondents feel there are people at work that care about them</li> <li>• 74% of respondents feel that the work environment is positive</li> <li>• 52% feel the work environment enables them to be productive</li> </ul>
We will identify, monitor, and <b>manage risk</b>	<ul style="list-style-type: none"> <li>• COVID Safety Plan in place</li> <li>• Business and Care Continuity Plan implemented, March 2020</li> <li>• The Centre continues to operate using a risk mitigation approach to services and operations</li> </ul>
We will review existing space and explore <b>opportunities</b> for new <b>physical space</b>	<ul style="list-style-type: none"> <li>• No new existing space was located</li> </ul>



# Our Purpose

Wingate Avenue Community Centre is committed to being a centre that focuses on social justice, advocacy and action on behalf of local people who are experiencing disadvantage. We believe this commitment will lead to improved empowerment and quality of life for all in the community.



# Services, Programs, Activities and Events



## Childcare - Kellie

Open during school terms, in February this year we expanded our operating hours to allow for longer sessions and more flexibility. We now operate three, four and five-hour sessions, Monday to Thursday, between 8.30am and 5.00pm, and a 5-hour session on Fridays. We also provide one five-hour session over the school holidays.

The service is mostly used by parents, who attend Wingate Ave's English as an Additional Language (EAL) classes, but it is also used by families in the local area who would like their child to socialize and learn in a safe, stimulating environment. The occasional childcare centre is a welcoming, diverse centre, that is open to anyone and everyone.

Wingate's occasional childcare centre caters for up to 19 children per session, in our purposely designed playroom. Parents can utilize a maximum of 5 hours a day, and 15 hours per week in our occasional care centre.

Funding comes through the Department of Education, Employment and Work Relations, and the Department of Immigration and Citizenship for children of students attending the Adult Migrant English Program (AMEP) classes.

The childcare team has had a few changes this year but is running stronger than ever; with five permanent staff working inside the childcare room, it is great that all children and their families are able to build strong relationships with staff as they see them consistently throughout the week.

The team consists of Kellie, Sema, Faduma, Rosa, and Nyankiir as the core staff and Vijaya as our casual reliever.

We said farewell to Marlene in January this year, after 15 years at Wingate Ave. Marlene has cared for many children in the community during her time at Wingate's childcare centre, and we sincerely thank her for her years of hard work. We wish her all the best in her new endeavours.



We would also like to thank our hardworking certificate three students from New Futures Training. Nahin, Tingting, Farheen, Tehseen, Tsegereda, Sonia and Barkha undertook their 80 hours of practical placement at our Centre, and we thank them for assisting staff with the day to day running of the childcare room.

We finished off 2019 with 128 individual enrolments, with most children attending on average three days per week. In 2020, we started the year off in full swing, with the Centre operating at full capacity for most sessions, and had families waiting patiently on the waiting list each week for a position to become available.

As you can imagine the childcare room was always buzzing with excitement and endless learning opportunities. The children could be heard from inside all of the offices and even from the carpark, having a great time exploring and playing.

Then COVID-19 hit and things changed dramatically.

We had to adapt quickly and I thank staff, families and children for dealing with the unknown, and

working together to continue to provide quality childcare. We saw a major reduction in childcare attendance, so we altered session times and days to accommodate the change. Wingate Ave classes were moved to home learning, new guidelines were introduced, and the government introduced free childcare, which supported a few families returning to care.

In term three this year, many families made the decision to keep their children home, and restrictions reduced childcare to essential workers and vulnerable families only. So, we found other ways to provide play based learning opportunities for the children – check in phone calls, distributing activity packs for the children to use at home, Zoom sessions, and most of all letting everyone know we were here if they needed care.

As this financial year finishes up, we have moved to remote learning, which I will fill you in on next year, so stay tuned.

WELL DONE EVERYONE on another successful year! Thank you for your support and dedication.

Kellie, Childcare Manager







## Community Development - Kelly and Lauren

In 2019/20 our community development work largely focused on the Together We Stand project.

This project takes a whole of organization approach to respond to racism and promote inclusiveness. Our project includes staff, volunteers and community members. A range of initiatives have been developed over 2019 to 2020, including anti-racism by-stander training, a community leadership program, a Heart of Wingate forum, and a co-designed Action Plan.

**Heart of Wingate Forum:**  
40 people participated

**Leadership Program:**  
12 people completed the leadership program

**Action Plan Launch:**  
over 120 people voted on the action plan project ideas

### Highlights of Together We Stand

#### *Heart of Wingate Forum*

On 15 July 2019 we hosted our Heart of Wingate forum. Using a co-design approach, led by a graphic facilitator Serene Lau, we engaged our community, staff and volunteers in the design process, and harnessed their expertise and lived experience of the Centre to create a shared, visual charter. The charter is a commitment that represents a respectful approach of how we behave towards one another at the community centre.

#### *Leadership Project*

A leadership program, designed by Helen Rodd, ran across 13 weeks, involving 12 local residents. The leadership program journeyed

through building relationships, creating a shared vision, exploring what inclusion in action looks like, and building community participation. This leadership program was funded through the Adult Community Further Education Board (ACFE).

#### *Action Plan*

The Action Plan was a culmination of big ideas, creative energy and a 13-week process to produce a plan on how best to create a more inclusive community. On the 21 October 2019 we invited the broader community to come and vote on a range of project ideas. Over 200 people voted online and offline to create the final action plan.



## Social Connection Programs

Wingate Ave has continued its commitment to provide opportunities for both women and men to build social connections and learn new skills.

The women's group met monthly in 2019-20 until COVID-19 restrictions meant that the program had to be paused to ensure the safety of participants. Approximately 10 women from a range of cultural backgrounds regularly attend the group. Workshops have been facilitated covering First Nations weaving, gardening, macramé and skills sharing in the form of cooking workshops delivered by participants. Bunnings Maribyrnong has been a wonderful supporter of this program. Women's Health West has also supported the women's group through delivering culturally appropriate health and family violence information.

The Ascot Vale Men's Group was established in November 2019, with local men taking the lead to invite others and plan the future of the program over chats and barbeques. Over 20 men have participated in the monthly catch ups. Their motto is *"men do better together"*. We can't wait to see what they have in store when they can meet again.

## Children's Programs

Huddle Up is a fantastic after school sports program delivered in partnership with The Huddle, the community arm of the North Melbourne Football Club. The program operates weekly during school terms, consistently attracts around 15 primary aged children, and gives the opportunity to try a range of sports at no cost and make great friends. The program is also supported by young volunteers from the Centre.

Since April this program has adapted to online delivery via Zoom, helping the kids burn off some energy during lockdown.

The Centre has continued its partnership with Moonee Valley City Council and The Huddle, to offer school holiday workshops to engage young people in Ascot Vale. During the 2019/20 year, some of the programs offered included build a billy cart, ukulele jam, brickworks – build a city, bubblemania, and a soccer clinic. In October 2019 The Huddle picnic was also a fabulous day of sports, face painting and barbeque fun for local families with over 150 people attending.



## Volunteers

*"I've learnt that you shouldn't go through life with a catcher's mitt on both hands. You need to be able to throw something back."* – Maya Angelou

Wingate Avenue Community Centre has over 40 volunteers, supporting our food relief programs, tutoring in the English classes, helping out at community activities, and providing governance across our organisation.

Along with many other not for profit organisations, our centre has been closed to the public through COVID-19. We have missed all our volunteers and the support they provide. We look forward to being able to have our wonderful volunteers back at the centre in the not too distant future.

From July 2019 to April 2020 our volunteers provided over 730 hours of their time.

From all the staff at Wingate Avenue, a huge heart-felt thank you.



## Seniors Program

In term four 2019, we were successful in obtaining a grant from the Department of Health and Human Services, to commence our Seniors Program.

Our Senior's Program aims to build strong connections with seniors living on the Ascot Vale public housing estate, and surrounding areas. We set out to reach a broad range of senior's; in ages, genders and diversity, and seniors living alone.

We kicked off the program with a consultative lunch. 15 seniors attended, and we enjoyed a lovely roast chicken and vegetables hot meal in the hall. We finished the lunch with a clear plan: senior's in the community wanted a variety of low cost experiences and excursions that allow them to socialize, leave their homes safely, and participate in a wide variety of activities in a safe place.

The program has had strong engagement from 16 regular seniors, who come along each fortnight to join in, and leave with a smile on their face and sometimes a big of goodies from bingo, or a piece of art they have created. We finish each session

with a chat and afternoon tea, where we continue to receive valuable feedback to further improve the program.

We had our first excursion to the Waterloo Cup Hotel for morning melodies and lunch. A great day was had by all, with singing, dancing, lots of clapping, and we all left with a full belly. Other fun and activities we have held included:

- Pizza and PAG information session
- Upside down drawing workshop
- BINGO
- Baking session
- Christmas lunch

In March this year, when COVID-19 caused disruptions to getting together, we adapted the Senior's Program to include check in phone calls, food parcels and senior activity packs.

Thank you to our wonderful volunteer Beth.

I cant wait for the program to recommence face to face so we can continue this wonderful program

Kellie, Senior's Program Officer







## Education - Tracy, Emma, Lauren and Rita

At the centre we run pre-accredited and accredited courses for all in the community.

### English as an Additional Language Programs (Accredited)

Wingate's English as an Additional Language (EAL) program has flourished and developed during 2019. Having moved to Certificates in EAL Frameworks for our English program in 2018, this year was one of consolidation. Teachers became more familiar with the curriculum, and we welcomed a number of new teachers to the program including Peter and Heyad.

Wingate successfully delivers the following accredited course:

22482VIC Course in Initial EAL  
 22483VIC Course in EAL  
 22484VIC Certificate I in EAL (Access)  
 22485VIC Certificate II in EAL (Access)  
 22486VIC Certificate III in EAL (Access)

These courses were delivered across three Wingate Avenue Community Centre sites – Wingate Avenue, Gannawarra Conference Centre, and The Hub on Union Road. By the end of 2019, the EAL program had 200 students funded through Skills First, Adult Migrant English Program (AMEP) and Skills for Education and Employment (SEE).

Wingate completed the VRQA re-registration audit in December 2019 and was certified fully compliant. This result was due to the dedication and hard work of Wingate teachers and the compliant and robust systems put in place by the education team. Special thanks to Tracy, Further Education and Compliance Manager, for driving the process and achieving such an outstanding result. Fantastic job team!

Students enjoyed a few excursions during 2019 including the Chinese Museum, Footscray Park and various libraries within Moonee Valley. For our end of year student celebrations, students also enjoyed a day out on the bowling green to finish off the year. Students appreciated the opportunity to try their hand at bare foot bowling and table tennis, or enjoy the clubrooms and appreciate a number of different art forms, including making jewellery and decorating oranges. A BBQ was enjoyed by all, thanks to our dedicated cooks Gerry and Neil. Thanks to all for making it a great day, and a special thank you to the administration team, Rita and Emma for making the day a success, at a very busy time of year.

As a result of the COVID -19 pandemic, Wingate Ave moved to distance learning in March 2020.



All teachers moved offsite, to working from home and students learnt from home. Wingate Ave quickly adapted learning materials and developed student workbooks, with the help of teachers and our Resource Coordinator, Liz. Students adapted to the new way of learning and lesson delivery, through a combination of methods including the digital platforms Zoom, WhatsApp or We Chat. Students had daily contact with their teacher while completing written work in the student workbook teachers created.

Wingate supported students to work remotely by providing many students with computers and dongles for data. Thanks to Lou, Wingate Ave's computer tutor, for assisting, training and supporting students and teachers to move to distance learning and access online systems.

The exceptional adaptability of our teachers is to be commended and special thanks must go to our committed team of teachers, administrators, management and volunteers. The education administration team moved to working from home and adapted to many changes put in place by funding bodies, while also supporting teachers and students. The dedicated support and hard work of the entire education team ensured the continued delivery of the accredited English program for our students.

Wingate is extremely grateful to all the teaching staff for their ongoing dedication and student

support. These talented teachers include Jenny, Vida, Susan, Liz, Dorothy, Wendy, Beth, Rose, Neil, Annette, Peter, Heyad and Gerry.

We were sad to farewell the following teachers, Jane, Lia, Susan and Fiona. We wish them well and thank them for their valued contribution to Wingate.

We would also like to thank our brilliant volunteers for their additional support in the classroom. Their contribution is integral for the delivery of the program, and support for our students and teachers. In addition, I thank the Committee of Management, General Manager, the Management Team and Administration for their ongoing support of the education program.

**Tracy,**  
**Further Education and Compliance Manager**

## AMEP

The Adult Migrant English Program (AMEP) is a federally funded program which continues to be an invaluable addition to the English as an Additional Language (EAL) program. Primarily a settlement program, AMEP provides 510 hours of invaluable language support to migrants through authentic settlement topics such as health, housing, education, transport and work. Wingate delivers the AMEP contract as a subcontractor of Melbourne Polytechnic.



AMEP numbers at Wingate have remained stable in 2019-2020. Once students have finished their allocated AMEP hours, Wingate's integrated classes enable these students to continue their studies through SEE and Skills First programs.

## SEE

The Skills for Education and Employment (SEE) program is a federally funded language program that provides 600 hours of English Language Learning, with an underpinning aim of enabling students to participate in training and employment. Whilst the SEE program also follows the overarching EAL curriculum and integrates with the AMEP program, a fifth skill of numeracy is an added focus in SEE.

Students in the SEE program study the curriculum in addition to pre-employment skills. Students are assessed against the Australian Core Skills Framework and, like AMEP, are required to complete progressive assessments, in this case at 200, 400 and 650 hours of training.

## Skills First

Wingate Ave has successfully delivered accredited training under the Skills First contract for a number of years now, and our current 2018 – 2019 contract has been extended until the end of 2020. Wingate is also on the Foundation Skills Approved provider list, which enables us to deliver Certificates in EAL courses.

The foundation English class curriculum is focused on engaging students in learning. Students' progress through units and work towards completion of the certificate level they are studying. Many of these students are also able to focus on language, literacy and numeracy skills through our pre-accredited ACFE program. Students may attend spelling and grammar, conversation, computer, job seeking or cooking classes in these pre-accredited classes.

## Adult, Community and Further Education (ACFE) Programs (Pre-Accredited)

Wingate has built on its pre-accredited vocational and employment skills offering, with the support of the Adult, Community and Further Education

Board. As a result, over 200 students have completed short courses at the centre in this reporting period. Our delivery in 2019/20 has included the development of several new courses and the on-boarding of new tutors with industry experience.

New courses offered included Introduction to Office Administration and Introduction to the Cleaning Industry, both of which have been well received by local learners seeking to transition to a new career or refresh their skills.

In April 2020, thanks to our ever-adaptable tutor, Lou, the centre's computing skills courses were adapted to online delivery via Zoom and this has continued through the COVID-19 restrictions.

The centre was also able to quickly respond to local community needs by developing a short course in digital learning skills to ensure locals were able to gain access to both IT hardware and support to transition their learning to digital platforms.

Existing courses in workplace communication, adult literacy, food preparation and digital literacy saw continued success.

The delivery of vocational programs has been significantly impacted by COVID-19 restrictions. Introduction to Office Administration and Introduction to the Cleaning Industry were completed via remote learning with resources emailed and posted to students to ensure they were able to complete their training. However, many courses planned for 2020 delivery have been unable to progress due to COVID-19 restrictions. We very much look forward to increasing our capacity to safely deliver these programs in 2020/21.





## Employment - Clara and Joeline

Wingate Ave provides support to local job seekers experiencing barriers in finding work through our #workNOW program. Funded by the Department of Jobs, Precincts and Regions, #workNOW is part of the Jobs Victoria Employment Network (JVEN) program.

#workNOW has been a very successful employment program, supporting 48 local jobseekers to find and secure employment in the past 12 months, and supporting many more in their job seeking efforts since it started in 2017. The program works across Kensington Neighbourhood House, North Melbourne Language and Learning, and Wingate Avenue Community Centre, linking job seekers to training programs, short courses, support services, and employment opportunities.

Until May this year, #workNOW services were available at Wingate Ave's Hub on Union Road, and at North Melbourne Language and Learning. However, due to recent COVID-19 restrictions, services have been provided remotely from Wingate Ave. As restrictions ease, we will return to delivering #workNOW services from Wingate Ave and North Melbourne Language and Learn.

Restrictions necessary to prevent the spread of COVID-19 in the community have also had a negative effect on #workNOW, with job availability drying up, and those looking for work set to increase. With a shrinking job market, #workNOW will continue to focus on supporting job seekers to prepare for work, as well as strengthening relationships with existing employers by referring job ready participants to advertised (and emerging) opportunities.

### Success Story

#workNOW provided Sahra with an updated resume and cover letter, and supported her to apply for jobs online. With #workNOW's support, Sahra applied for a casual child educator role at Raw Talent, to practice her interview skills and gain work experience. She was successful in her application, and #workNOW continued to support her while on the job, by building her administration skills and confidence. Sahra enjoyed the child educator role so much she has gone on to start her Diploma of Early Education.





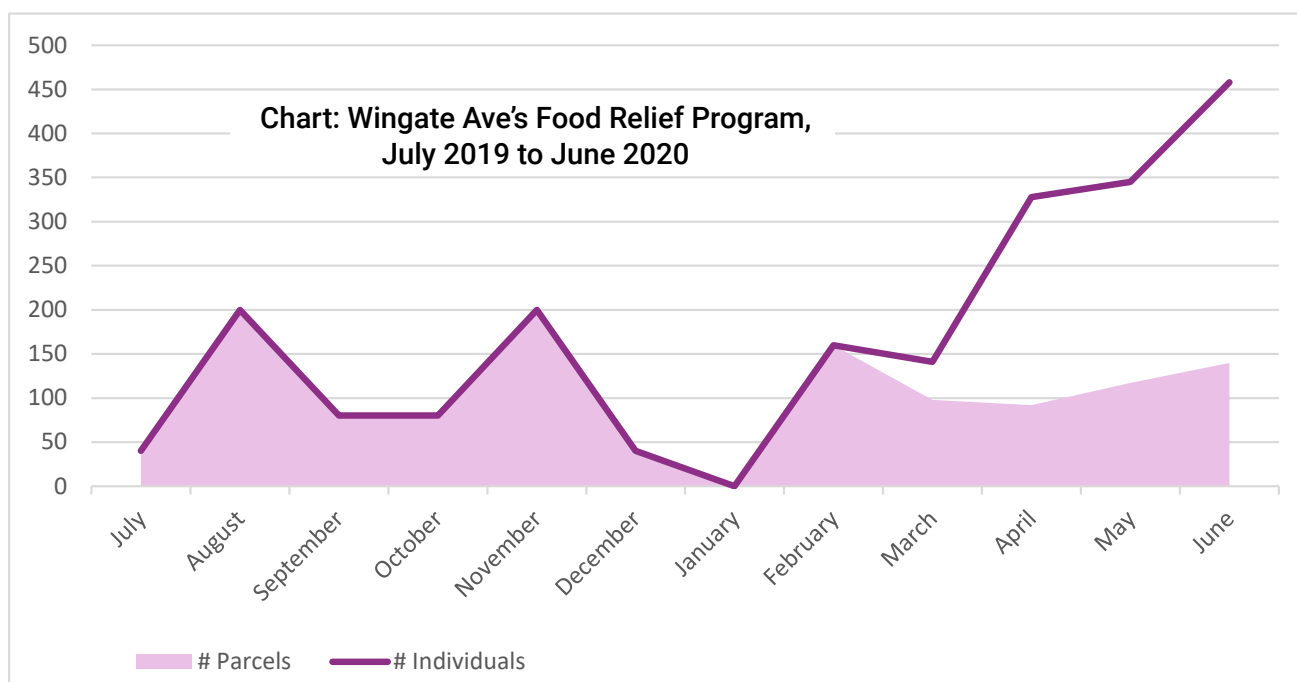
## Food Relief - Kelly

For the previous seven years, Wingate Avenue Community Centre has provided food relief parcels to our local community. Since March this year, we significantly expanded and changed our food support program, in response to an increase in demand, and to meet the challenges of providing food relief safely in this COVID-19 environment for our staff, volunteers and residents, aligned with state government health and safety measures.

Between July 2019 and February 2020, we provided food relief parcels for between 30-50 families each Friday during the school term. In response to COVID-19, the food program now operates over three days, by appointment (on Monday, Tuesday and Friday), and between late-March and 30 June 2020, we provided food relief parcels to over 358 families. In total, we estimate that Wingate has provided 1,247 food parcels

to the community, feeding an estimated 2,054 people.

Food security is a concern for many families in Victoria. Buying fresh fruit and vegetables on a low income wage can be challenging for families and individuals. Food insecurity affects people's physical, mental and social wellbeing. Foodbank's latest report states that each year, 3.6 million Australians, almost 15% of the population, are food insecure. The pandemic has seen a 22% increase in the number of people seeking food relief from charities in the last month, which also reflects our food relief program. This report provides an overview of our food relief program and the increase in food relief over the past months, a 'check-in' survey recently undertaken and how we are planning to continue to meet the needs of our food relief program.







## Co-Located Services

Wingate Avenue Community Centre has a strong working relationship with all co-located services, and a shared commitment to delivering high quality programs and services, that support a safe, engaged and vibrant community.

Co-located services include Moonee Valley Legal Service, Uniting Care (ReGen), MiCare, and Moonee Valley City Council's Maternal and Child Health Nurse.

Moonee Valley Legal Service has been co-located for 33 years and has a strong presence on the estate providing legal support, advocacy and outreach. MiCare have provided services to newly arrived migrants and refugees for over 15 years and is a vital service. Moonee Valley City Council has provided a Maternal Health Child Nurse at Wingate for many years. And, ReGen, drug and alcohol counselling service has been located at the centre for five years.

We'd like to acknowledge the important work the co-located services provide in the community and commit to continuing the shared mission of working together in innovative ways for the benefit of the local community.

### ReGen

Uniting ReGen (formerly UnitingCare ReGen) has been a leading provider of free alcohol and other drug (AOD) treatment, education, and training in Victoria since 1970; and has contributed to developing evidence-based policy and practice for the AOD sector.

During the year 2019 two AOD counsellors worked at Wingate Avenue Community Centre to support

clients who reside in Ascot Vale and surrounds. The counsellors supported forensic clients on Thursdays and community clients on Fridays. Due to the COVID-19 outbreak, Uniting ReGen staff started working from home in February 2020, and the Ascot Vale area clients have received uninterrupted counselling from Uniting ReGen via telephone and/or telehealth video calls.

Many participants offered positive feedback about the service provided to them, the welcoming environment at Wingate, and the convenience of attending services close to their residences.

Counsellors and clients work collaboratively to develop individual treatment plans to cease or modify their substance use behaviour, reduce crime, reduce harm, maximise family union, protect their children, promote health and optimise life situations. Referrals are also made to withdrawal units, rehabilitation centres, overdose response teams, peer support groups, family counselling, mental health services, housing services, case management, neuropsychological assessments and other specialized services. Forensic clients are helped with provision of court reports at the time of their court hearings. Uniting ReGen counsellors look forward to a future return to working on site at Wingate when it is safe to provide in-person counselling services again.

Individuals who wish to access services to address their substance use are directed to call Uniting ReGen's intake service (1800 700 514) during business hours, Monday to Friday.

Devika, Senior Forensic clinician, AOD counsellor



## Moonee Valley Legal Service

Moonee Valley Legal Service (MVLS) and Wingate Avenue Community Centre (WACC) continue to enjoy a strong and shared vision to contribute to the wellbeing and vibrancy of our local community. We have a valued relationship across a variety of different areas of practice and at both operational and strategic levels. We know the community appreciates WACC as a hub of activity, information, assistance and support. MVLS clients, in providing feedback, often reflect upon the significance and importance of being able to access legal support in a safe, welcoming and discreet location.

MVLS and WACC invested time this year to review the strengths and opportunities that are inherent in our partnership and colocation. These efforts have us excited about ways we can grow our work together into the future, for the strategic benefit of our organisations and our clients.

From 13a Wingate Avenue, MVLS offers legal information, advice and casework to members of the Moonee Valley community on a variety of legal issues including civil and criminal matters, consumer law, family law, family violence, fines and infringements and tenancy. We ensure our services are broadly accessible by also offering advice and casework at locations in Avondale Heights, Flemington and Niddrie. Our ability to maintain these services in this form has however this year been necessarily limited as we have had to pivot and adjust to the impacts of the pandemic. From early 2020 we have offered our services in modified form via the use of telephone and web-based technologies. These varied working arrangements have, though, underlined the strengths of our relationship with WACC and other services as we work together to ensure that individuals with legal and other need can find and receive the help they require.

MVLS is grateful to our supporters, our volunteers and our partners. Without these supports, our work would not have the same impact or outcomes. We very much look forward to circumstances enabling us to engage more directly again with our community and partners, and to entering 2020-21 with renewed energy and passion for our work.



## Statement by Members of the Committee

The committee has determined that the association is a reporting entity and that this general purpose financial statement should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial statements as set out on pages 1 to 15:

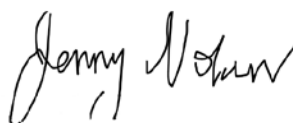
1. Present Fairly the financial position of Wingate Avenue Community Centre Inc., as at 30 June 2020 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Wingate Avenue Community Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed on behalf of the Committee by:

Chairperson, Ashley Hunt



Treasurer, Jenny Nolan



Dated this 16th day of October 2020



**Statement of  
Financial Position as  
at 30 June 2020**

ASSETS	
CURRENT ASSETS	
Cash and cash equivalents	\$569,501
Trade and other receivables	<u>\$197,418</u>
TOTAL CURRENT ASSETS	\$766,919
NON-CURRENT ASSETS	
Property, plant and equipment	<u>\$290,680</u>
TOTAL NON-CURRENT ASSETS	<u>\$290,680</u>
TOTAL ASSETS	<u>\$1,057,599</u>
LIABILITIES	
CURRENT LIABILITIES	
Trade and other payables	\$116,688
Provisions	<u>\$54,000</u>
TOTAL CURRENT LIABILITIES	<u>\$170,688</u>
NON-CURRENT LIABILITIES	
Provisions	<u>\$60,000</u>
TOTAL NON-CURRENT LIABILITIES	\$60,000
TOTAL LIABILITIES	<u>\$230,688</u>
NET ASSETS	<u>\$826,911</u>
EQUITY	
Retained earnings	<u>\$826,911</u>
TOTAL EQUITY	<u>\$826,911</u>

**Statement of  
Changes in Equity for  
the Year Ended  
30 June 2020**

	<u>Retained Earnings</u>
Balance at 1 July 2018	\$1,034,320
Profit attributable to members	<u>(\$107,111)</u>
Balance at 30 June 2019	\$927,209
Profit attributable to members	<u>(\$100,298)</u>
Balance as at 30 June 2020	<u>826,911</u>

**Income and  
Expenditure  
Statement for the  
Year Ended  
30 June 2020**

**REVENUE**

Grants Received	\$1,635,021
Sundry Income	\$13,540
Hire	\$33,568
Fees Received	<u>\$272,505</u>
	\$1,954,634

**OTHER REVENUE**

Interest Received	\$12,416
Donations Received	\$143,409
ATO Cash Flow Boost	<u>\$62,500</u>
	<u>\$218,325</u>
<b>TOTAL REVENUE</b>	<b>\$2,172,959</b>

**EXPENDITURE**

Advertising	\$6,252
Auditor's Remuneration	\$4,000
Bank Charges	\$654
Cleaning	\$4,497
Consultancy Fees	\$47,578
Depreciation	\$58,823
Education Resources and Activities	\$79,682
General Expenses	\$13,313
Hire of Equipment	\$4,268
Insurance	\$4,278
Light and Power	\$13,665
Long Service Leave	\$13,285
Printing and Stationary	\$5,335
Rates and Taxes	\$3,371
Rent	\$63,985
Repairs and Maintenance	\$2,584
Security Costs	\$1,967
Staff Training and Welfare	\$7,336
Staff Recruitment	\$20,346
Subscriptions	\$5,516
Sundry Expenses	\$2,979
Superannuation Contributions	\$161,765
Telephone	\$22,323
Tool Replacement	\$9,137
Wages	\$1,703,931
Workcover	<u>\$12,387</u>
<b>TOTAL EXPENDITURE</b>	<b><u>\$2,273,257</u></b>
Loss Before Income Tax	(\$100,298)
Loss for the Year	(\$100,298)
Retained Earnings at the Beginning of the Financial Year	<u>\$927,209</u>
Retained Earnings at the End of the Financial Year	<b>\$826,911</b>



# Team and Committee of Management

## Team

### Centre Management and Administration Team

Angie	General Manager
Clara	Community Employment Consultant
Emma	Education Administrator
Hannah	Receptionist and Administration Support Officer
Kellie	Childcare Manager
Kelly	Community Development Manager
Lauren	Community Programs Officer and ACFE Coordinator
Mark Raneem	Cleaner Receptionist and Administration Support Officer
Rita	Education Administrator
Tracy	Further Education and Compliance Manager

### Childcare Staff

Faduma
Nyankiir
Rosa
Sema
Vijaya

### Teaching Staff

Annette	Jenny
Beth	Louise
Dorothy	Tania
Gerry	Raveen
Heyad	Paul
Liz	Emma
Neil	Elif
Peter	Sue
Rose	Karen
Susan	Craig
Vida	
Wendy	

### Exited Staff

This year, we said goodbye to some of our team. We wish them all the best in their new endeavours.

Duc	Operations Manager
Jane	Teacher
Fiona	Education Manager
Joeline	Community Employment Consultant
Marlene	Childcare Coordinator
Stephanie	Officer Manager

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## Committee of Management

Ashley	Chairperson
Joel	Secretary
Jenny	Treasurer
George	Member
Suman	Member
Chris	Member
Jim Cusack	Coopted Member from Moonee Valley City Council

### Retired Committee of Management Members

Nicole Marshall	Coopted Member from Moonee Valley City Council
Charlotte	Retired Vice Chairperson
Sandra	Retired Member
Suzanne	Retired Member



**Wingate Avenue**  
Community Centre

13a Wingate Avenue, Ascot Vale VIC 3032

**Ph:** (03) 9212 0236

**E-mail:** [admin@wingateave.com.au](mailto:admin@wingateave.com.au)

**Web:** [www.wingateave.com.au](http://www.wingateave.com.au)

**ABN:** 33042739925 | **TOID:** 6419