



2023

# ANNUAL REPORT

Wingate Avenue Community Centre, established in 1985, is a busy and vibrant neighbourhood house, based in the heart of the Ascot Vale low-rise public housing estate. The centre is a not for profit, incorporated association governed by a Committee of Management, who provide the governance structure and strategic direction for the centre's management. A dedicated team deliver services, programs and daily activities and events, lead by the General Manager.

Wingate Ave CC provides multiple place-based services at the centre, that meet the need of the community. Services include occasional childcare, EAL certificate courses, pre-accredited courses and education programs, employment support services, community programs and activities, as well as co-located services including Moonee Valley Legal Service, maternal and child health nurse, Uniting's ReGen drug and alcohol support services, MiCare's migrant settlement services, Collective Communities provisional psychologist, Good Shepherd financial councillor, and Cultivating Communities community garden.

Wingate Ave CC believes that providing support to community members experiencing vulnerabilities is an integral part of supporting individuals to overcome disadvantage, to achieve agency, and to improve the quality of life for everyone in the community. Wingate Ave CC strives to achieve this by providing services, programs, courses and activities that are relevant to our community, are accessible, and of outstanding quality.

Wingate Avenue Community Centre  
13a Wingate Avenue, Ascot Vale  
Phone | (03) 9212 0236  
Email | [admin@wingateave.com.au](mailto:admin@wingateave.com.au)

TOID 6419

© Wingate Avenue Community Centre 2023

# Contents

Highlights	2
Chair’s Message	4
Community	6
Activities + Events	6
Regular Activities.....	6
Special Activities and Events .....	7
Employment	7
Jobs Victoria Employment Service .....	7
Training + Education	8
Learn Local Courses.....	8
EAL Certificate .....	9
Skills First Reconnect .....	10
Childcare	12
Social Support	13
Food Relief .....	13
Farms to Families Market .....	13
Social Support .....	14
Visiting Services .....	14
Operations	16
Year In Review .....	16
Team	17
Committee of Management.....	17
Professional Development .....	18
Facilities.....	18
Treasurer’s Report	19
Partners + Funders	22

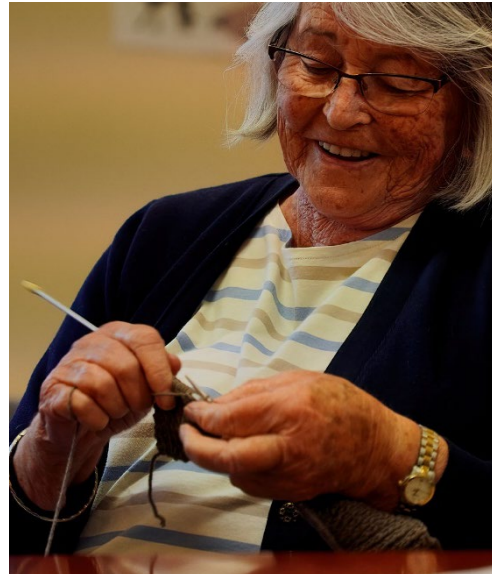


We acknowledge the traditional custodians of this country and their connection to the land, sea and sky.

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

We pay our respects to First Nation elders past, present and emerging, and extend our respect to all Aboriginal and Torres Strait Islander people.

Image source: <https://www.aboriginalartbylani.com.au/products/aboriginal-art-and-graphic-design-2019-naidoc>



# Highlights

July 2022 to June 2023

## Childcare

---

- 93** Individual children enrolled and regularly attending occasional care
- 3.5** Average sessions attended per week
- 4,134** Attendances this financial year

## Community

---

- 912** Attendance at regular activities (includes repeat visits)
- 133** Young community members attended school holiday activities
- 500+** Community members attended 2022 EOY Celebration
- 15** Deloitte's staff volunteered for working bee day
- 12** community members volunteered at the centre

## Education

---

- 17** Unique pre-accredited courses delivered
- 237** Students enrolled in one or more pre-accredited courses
- 417** Enrolments in pre-accredited courses
- 18,383** Hours of learning delivered for pre-accredited courses
- 289** Unique students enrolled in EAL accredited courses
- 143** Individual and Placement Assessments completed for EAL accredited courses

## Employment

---

- 400+** Participants registered in our JVES/JVEN program
- 174+** Participants supported into employment
- 111** Participants supported to achieve 26 weeks of sustainable employment

## Education, Training and Employment

---

- 101** Participants in Skills First Reconnect program since 2021
- 18** Participants enrolled in accredited TAFE training courses in FY 2023
- 11** Participants participated in pre-accredited training in FY 2023
- 2** Participants gained employment through Reconnect in FY 2023

## Social Support

---

- 45** Share the Dignity bags and backpacks distributed
- 80** Families accessed our food relief program weekly
- 270** Holiday hampers collected in December 2022
- 550+** Households served by our food relief program this year
- 2,685** Food parcels collected this year
- 3,236+** Meals With Impact meals distributed
- 5,776+** Times our food relief program accessed this year (includes return counts)
- 250+** Community members attended Farms to Family Market
- 640+** People feed through Farms to Family Market
- 250+** Community members accessed our social support service

# Mission

Wingate Avenue Community Centre is committed to being a centre which focuses on social justice, advocacy, and action on behalf of local people who are experiencing disadvantage.

We believe this commitment will lead to improved quality of life and empowerment for all in the local community.

# Aim

To be aware of, and responsive to, the changing needs and aspirations of local residents, particularly those experiencing barriers to participation.

# Objectives

- To remove barriers to participation by providing a safe, welcoming, accessible venue, programs and services, which are affordable, relevant, and inclusive.
- To undertake and encourage community development activities and processes.
- To liaise and consult with local residents and agencies to plan and develop programs and further develop the aims of the Association.
- To improve the learning opportunities and overall quality of life of the local community.
- To provide education, training and professional development programs and courses to support local people in developing pathways to employment or further education.
- To build and promote a sense of community and neighbourliness based on harmony, understanding and respect for difference.
- To act as an advocate on issues and developments which impact on the wellbeing of the local community.
- To encourage, promote and support volunteerism wherever possible.
- To encourage and maintain a Committee of Management which is representative of, and accountable to, the diversity and richness of the local community.

## We Value

**Compassion   Diversity   Inclusion   Quality**



# Chair's Message

As Wingate Ave Community Centre (WingCC) approaches its 40<sup>th</sup> anniversary in two short years, it is prudent to look back, assess and strategically review what has worked well, and what needs to change in order to further enhance our community offerings. It is this vein of review and renewal that underpins the reporting year 2022/2023.

As in other recent years, WingCC has faced unforeseen challenges through the year. Of significant note for this reporting year was the changing funding environment and the once in a generation inflationary costs and wages landscape. While it is shown within the Annual Report that both of these related issues have impacted on WingCC's cash reserves, it is a testament once again to the staff and volunteers that service levels, compassion and teaching, childcare and various programmatic deliveries were not affected.

For myself, after eight wonderful years, with six of those being Chair, it has come time for me to step down and hand the reigns to those who follow.

My time with WingCC will always be remembered as one in which I belonged to a community-based family. One in which every day the staff and volunteers work so hard and diligently to make a real difference to the lives and social-being of all that directly and indirectly interface with the Centre.

As a not-for-profit organisation, WingCC has at its core, the desire to ensure every dollar that passes through the centre is targeted towards better outcomes and deeper social inclusion – as can be seen in this year's Annual Report, this is exactly what we have achieved. To labour this fact, it has been calculated that our services provided a 6x ratio of benefit for every dollar spent. This is simply amazing and quantifies what we at WingCC have always been able to see qualitatively!

The Committee of Management (CoM) acknowledges the excellent work and stewardship by WingCC's General Manager, Angie, in making the day-to-day delivery decisions that enable and bind the organisation to always stay focussed on the continued delivery and social benefits this brings.

The CoM recognises the practical and valued support WingCC has received by all tiers of government (local, state and federal) and the many direct benefactors listed on the final page of this Annual Report. It cannot be stated strongly enough that without this ongoing partnership and funding, the life-changing opportunities and value that WingCC provides to the broader community would be made that much harder, or if at all.

Looking into the coming period, I know that the new Chair and dedicated CoM members, along with the General Manager, will chart a strategic course that builds upon the near 40 year community and social fabric of WingCC and embrace new challenges as they emerge, and show the flexibility that is unique to WingCC to stay aligned to changing local demographic needs and ensure that the positive value that WingCC offers continues unencumbered.

Finally, I am again truly humbled and privileged to have had the opportunity to have worked with an excellent team of WingCC management, staff and my fellow committee members throughout the eight years, all of whom helped guide the organisation to ever higher standards of delivery and community trust.

To each of you, present and past – thank you!

Finally, I am grateful to each and every one of the volunteer team and the community in which we serve, as we strive to deliver what is necessary to fulfil our charter and the community's expectations.

Warm regards,  
Ashley Hunt





# Community

## Activities + Events

July 2022 to June 2023

Wingate Avenue Community Centre is a hub for the community, a place to connect, access programs, and join in activities and events. During this reporting period, we provided a range of activities and events for community members to opt into, build social connections, and meet with friends.

### Regular Activities

#### **Community Singing**

The Community Singing group meet every Friday\* to sing a range of genres (pop, rock, jazz, folk, blues and contemporary).

#### **Drop in Art**

Open to all creatives in the community, this is a safe space to work on individual art projects. The group meets every Monday\*.

#### **Huddle Up**

North Melbourne Football Club's, The Huddle, provides a great sports program for kids aged 5- to 12-year-olds, every Wednesday after school, in the park behind the community centre.

#### **Library on the Move**

Moonee Valley City Council's library van parks at the community centre once a month, on a Wednesday afternoon and we roll out our coffee cart, so community members can enjoy a coffee while borrowing or returning library books.

#### **Men's Group**

A social group that meets the first Friday of the month to catch up with old and new friends over a BBQ lunch and have information sessions.

#### **Patchwork**

A small, friendly group that creates individual patchwork projects, share their skills, and learn new ones. The group meets every Monday\*.

#### **Senior's Group**

Senior's Group meet once a month on Thursday afternoon, to socialize share stories, and get out and about. Senior's group activities were held between July and December 2022, with none in 2023 due to funding restrictions.

#### **Women's Exercise Group**

Delivered by The Huddle, this gentle exercise group moved online during COVID, and closed at the end of December 2022, due to funding restrictions.

#### **Women's Group**

A social group that meets the third Thursday of the month to catch up with friends, cook and eat together, join in activities, and venture out.

\* Except school holidays

## Special Activities and Events

### Kids Cooking

Cultivating Communities hosted a cooking program for 8- to 12-year-olds every Tuesday in the community shed, between July and December.

### School Holiday Kids Activities

Every school holiday we deliver a couple of activities for primary school aged children, funded by Moonee Valley City Council.

- Science Discovery Dome (Sep 2022)
- Bees Knees (Sep 2022)
- The Huddle Art (December 2022)
- NGV Kids on Tour (Jan 2023)
- Sports Jam (Jan 2023)
- Creative Natives (Apr 2023)
- Circus (Apr 2023)
- Supreme Incursions (Jun 2023)

### Deloitte's Volunteer Day – 15 November 2022

Every year the team at Deloitte's volunteer their time to do a working bee at the community centre. A team of about 15 Deloitte's staff cleaned, tidied, gardened and painted.

### 2022 EOY Celebration – 15 December 2022

We set up a mini festival at the front of the centre to celebrate 2022 achievements. About 500 of our closest friends joined in, making it a fantastic day, with something for everyone – the petting zoo was a highlight amongst the kids, students had a great time in the talent show, everyone loved the henna stand, and the African drumming was a major hit.

The first big event we've held in a quite a few years; we couldn't have achieved such a large event without support from our partners. Our thanks to:

- Ascot Vale Leisure Centre
- Brotherhood of St Laurence NDIS Coordinators
- Circus Nexus
- Maribyrnong and Moonee Valley LLEN
- Moonee Valley City Council - Library Van
- Moonee Valley Legal Service
- Moonee Valley Youth
- Project Sunrise
- The Venny
- Victoria Police

Our part-time Community Development Worker is funded by Moonee Valley City Council.

# Employment

July 2022 to June 2023

### Jobs Victoria Employment Service

The JVES (formerly known as Jobs Victoria Employment Network) commenced in October 2016, supporting culturally and linguistically diverse community members to enter or re-enter the workforce. After seven years, our JVES closed on 30 June 2023.

As a community centre delivering JVES, we have been able to connect with CALD community members in genuine and meaningful ways, support them (participants) to access wrap around services, and provide training (group and individual) on job application processes, Australian work culture, employment onboarding, and sustaining employment. This has supported participants to overcome barriers to finding and sustaining work.

Over the life of our JVES, we have had three office locations – Union Road (Ascot Vale), North Melbourne Language and Learning, and 272 Racecourse Road (Flemington). This has enabled us to deliver JVES in or near public and community housing estates.

Our JVES Mentors have been key to its success. They have provided outstanding professional care and services to the community. We thank them for their excellent work:

- Clara, who led the team for seven years
- Joeline, (2017 – 2020)
- Penny (2021)
- Lucy (2022)
- Matt (2022 – 2023)

Our JVES (and JVEN) program supported over 400 community members in to the workforce.

- 400+ participants registered with our JVES
- 174+ participants supported into employment
- 111 participants supported to achieve 26 weeks of sustainable employment outcomes

JVES was fully funded by the State Government of Victoria.

# Training + Education

## Learn Local Courses

17 unique pre-accredited courses to adult learners were delivered during this reporting period.

Pre-accredited courses are designed to support learners to build their confidence to pursue further study options, employment opportunities, and engage with others in the community.

In 2022, we were awarded a Melbourne Airport Grant, which enabled us to deliver a new, 70 hour *Ready for Hospitality* course, to build education and employment pathways while learning at a slower pace, in a smaller class. In this course, 12 students learnt how to prepare café style food, make barista style coffee, practise customer service and learn about food sustainability while on an excursion to CERES Environmental Park. Students also earned their Responsible Service of Alcohol certificates. On completion of the course, students prepared a menu, cooked, and served 30 customers at our own pop-up café.

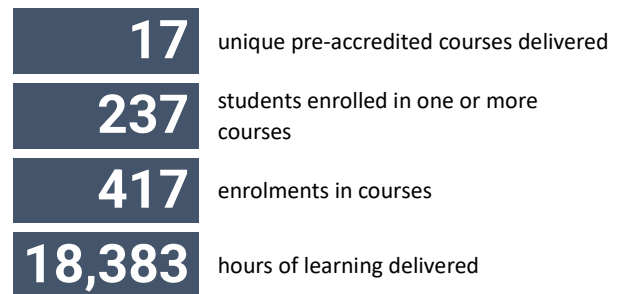
In 2023, we noted an increase in enrolments, with an addition of 70 new students enrolling who had not studied with us the previous year. We attribute higher enrolments to an increase in confidence in socialising after two years of COVID, our new policy to waive course fees (introduced in 2023), and a targeted marketing approach.

Our Tutors have also been key to the success of our pre-accredited courses, who we thank for their dedication, excellent teaching approach, and care.

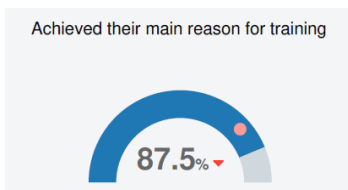
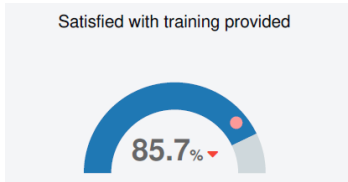
- Angie, Barista Tutor.
- Davesh, Ready for Hospitality Tutor
- Libby, Cooking Tutor.
- Louise, Information Technology Tutor.
- Raveen, EAL Tutor, Office Skills Tutor, Citizenship Tutor.
- Rose, EAL Tutor.

Thank you too, to our JVES and Reconnect team for providing pathway support as well.

Pre-accredited courses are fully funded by the ACFE Board, State Government of Victoria.



Pre-Accredited Courses	Semester 2, 2022 Enrolment	Semester 1, 2023 Enrolment
Advanced Computers	30	14
Barista Training	28	20
Beginner Computer	17	12
Citizenship English		22
Conversation Level 1	24	9
Conversation Pre		8
Digital Life Skills	16	17
EAL Beginner Computers		9
EAL Digital Essentials		9
Family Home Cooking	13	26
Intro to Cleaning	9	
Mobile Know How	13	27
Office Skills Level 1		6
Office Skills Level 2	8	7
Ready for Hospitality	10	12
Spelling and Grammar 2	15	19
Volunteering Voices	17	



■ 2023 ● 2023 Victorian average  
 Victorian Skills Authority 2023 Student Survey Results

- 231** Unique AMEP students enrolled
- 58** Unique Skills First students enrolled
- 2** Unique Skills for Education and Employment students enrolled
- 114** Individual + Placement Assessment
- 29** Skills First PTAs

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

TOID 6419

## EAL Certificate

During this reporting period, we continued to focus on the delivery of English as an additional language (EAL) as a major activity at the centre.

The centre was busy with students during school terms, with all students returning to face-to-face classes and enrolments increasing.

Accredited EAL courses at the community centre are designed to be responsive to community need; they support migrants to learn English to settle into life in Australia, to gain employment, and build social connections. As well as participating in EAL Access courses, students participated in a range of wrap around support activities throughout this reporting period, including a panel presentation at the 2022 Annual General Meeting, the Farms to Families Market held in partnership with Foodbank, various incursions and excursions, Women in Leadership Workshop, \$250 Power Saving Bonus, and Monday Markets (food relief).

Balancing class sizes with a growing student population and limited space was challenging however, we managed by holding classes at other locations – Gannawarra (Essendon), Ascot Vale Uniting Church, and our pop-up hub at Racecourse Road (Flemington) for a term.

Teachers continued to create inclusive and accessible learning environments, that are welcoming and friendly. This is reflected in our student satisfaction results. Our place-based occasional childcare also supported student learning, with students with young children given priority access, which had a positive impact on student outcomes, particularly on attendance, learning capacity, and unit completion rates.

Teachers trialled a Teachers Observing Teachers (internal) professional development program, to share teaching techniques and approaches. This worked well; we'll continue this PD approach in the coming years.

EAL students were enrolled into one of three funded programs:

- **Adult Migrant English Program.** AMEP provides funding for free EAL courses for migrants to learn English, to help settle into life in Australia, look for employment, and make friends. AMEP is funded by the Australia Government Department of Home Affairs.  
 In 2023, AMEP celebrated 75 years and we joined in with a potluck lunch in June, which all students attended. It was a celebration of student diversity, with amazing food from around the world.
- **Skills First.** Skills First provides subsidised training for Australian citizens, permanent residents, and New Zealand citizens for courses in growth industries. It is funded by State Government of Victoria.
- **Skills for Education and Employment.** SEE supports job seekers to get the skills needed for the job – or further study – they want, through stronger reading, writing, maths and computer skills. Our SEE numbers significantly reduced this period, and the contract ended as result in June 2023.

## Skills First Reconnect

In 2023, our Reconnect service entered its third year of assisting participants to overcome barriers in engaging in education, training and/or employment.

Reconnect has a strong focus on engagement, to promote the program to community members.

- We prioritize engagement with local public housing residents living in the Ascot Vale, Flemington and North Melbourne estates. During this reporting period, Reconnect was available across three estates, with drop-in information sessions in the foyer of 33 Alfred Street, North Melbourne and 120 Racecourse Road, Flemington (and local offices in all), to talk to community members about how the program can support them to achieve their employment and/or education goals.
- Our Reconnect team also attended the Moonee Valley City Council Jobs Fair in March 2023, with over 1,300 people in attendance. This was a good opportunity to engage with a broad sector of the community about their employment and education goals. 11 people who attended the job fair have registered with the program for assistance with their employment or education goals.

There is a strong demand amongst participants for work in Aged Care, In-Home Care, Disability Support and Childcare. Our Reconnect workers attended a Care Jobs Expo and connected with around 20 companies actively recruiting for workers. Since this connection, Reconnect has been able to put forward approximately eight participants for employment and they have all been progressing to job interviews, with some successful getting the job.

Since Reconnect started at Wingate Avenue Community Centre in early 2021, our team have supported 101 participants (40 clients in 2021, 40 in 2022, and 21 2023) to achieve their employment and/or education goals.

2023 outcomes were:

- 18 participants enrolled in accredited training at TAFE including Certificate III in Individual Support, Certificate IV in Disability, Certificate III in Childcare, as well as business and education support courses.
- 11 participants participated in pre-accredited training including Computer Fundamentals, Introduction to Hospitality and Digital Life Skills.
- 2 participants gained employment, including working as a school crossing supervisor, teacher's aide and case worker.

We deliver Skills First Reconnect in partnership with North Melbourne Language and Learning, and Kensington Neighbourhood House.

Skills First Reconnect is funded by the State Government of Victoria.

**The thing I valued the most about the program was feeling supported and having a safe space to reach out.**

**Reconnect Participant**

**The thing I valued the most about the program was that the program was a holistic approach and focused not only on study/work goals but considered other life challenges.**

**Reconnect Participant**



## WOMINJEKA TO WINGATE AVE OCCASIONAL CHILDCARE

Wingate Avenue Community Centre recognizes children as competent and capable learners who have rights and agency. Our childcare philosophy has an emphasis on play-based learning and children's right to play and be active participants in all matters affecting their lives. We recognize children's learning is dynamic, complex and holistic, and that early learning influences the continuing education journey. Wellbeing and a strong sense of connection, optimism, resilience and engagement, enable children to develop a growth mindset, and a positive appetite for life-long learning.



Our play-based early learning centre is a unique, fun place where children have opportunities to explore, develop and make connections, through play in a safe place that feels like a second home for all children.

Children are given opportunities to thrive, be challenged, be heard, and belong. Wingate Ave CC is their place.

**Diversity** – Our multicultural team of caring educators ensure that individual backgrounds and customs are respected and embraced.

**Inclusion** – We support everyone in our flexible learning environment, created and adapted to meet the needs of all children.

**Compassion** – We warmly welcome you and your family into our one-of-a-kind centre, in a friendly, helpful manner.

**Quality** – Our high standards are achieved by working above and beyond the minimum standards, made evident by educator's dedication, children's personal outcomes and strong connections that are made with children and families.

**WINGATE AVENUE COMMUNITY CENTRE**  
13a Wingate Avenue, Ascot Vale, 3202  
(03) 9212 0236 | [admin@wingateave.com.au](mailto:admin@wingateave.com.au) | [www.wingateave.com.au](http://www.wingateave.com.au)

During this reporting period we documented our childcare philosophy. Thanks to parents and families that participated in providing feedback on why they chose our childcare centre to care for their children. This feedback helped form our childcare philosophy.

# Childcare

July 2022 to June 2023

We started the year trying a group orientation day for the first time, with 20 new children and their parents registered to attend. This turned out to be very successful. Children had the opportunity to meet educators and make new friends, and parents were able to ask questions and see the environment that their children will learn many new skills in.

Our occasional childcare offers an indoor/outdoor, play-based approach to learning for our youngest community members, aged from 5 months to 5 years old, in our purposely designed modern childcare centre.

Our favourite learning experience this year was making pancakes. Through this activity, children learnt new skills including taking turns, measuring, counting, mixing, hand-eye coordination, following instructions, and confidence in tasting new food; all whilst bonding with peers and educators.

Families from the local and surrounding areas use the service for study (both at Wingate and elsewhere), work, attending appointments, having a much deserved break, shopping, or a place where their child can socialise and learn in a safe, stimulating environment.

Occasional childcare is open during school terms and registered to educate up to 19 children per session. We operated three, four and five hour sessions, Monday to Thursday between the hours of 8.30am – 5.00pm, and a five hour session on Friday. During this reporting period, we also provided a single five hour sessions during each school holiday.

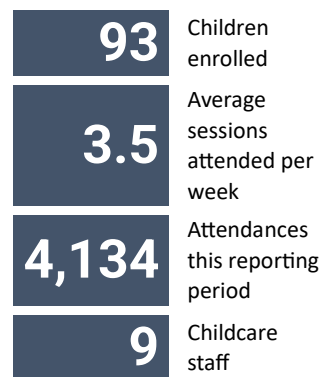
We had the pleasure of supporting four students during this reporting period. We thank them for choosing our centre and hope they have gained some valuable skills that they can use in their future. The children really enjoyed having them here.

- Cecelia from New Futures Training
- Zach and Indy Year 10 work experience students
- Summer Year 12 SWL student

Our childcare team have continued to be a strong and consistent team – Kellie, Sema, Vijaya, Faduma, Rosa, Nyankiir, Wafa, Remah and Suad continue to work as a team and share their valued years of knowledge and experience with each other.

I would like thank staff, children and families for another successful year, their ongoing support, and working together to achieve positive learning outcomes for all children.

Childcare is funded by the Australian Government (Dep of Employment, Workplace Relations and Dept of Immigration and AMEP).



# Social Support

July 2022 to June 2023

## Food Relief

Wingate Avenue Community Centre's Food Relief program continues to provide healthy, culturally appropriate food, with an emphasis on making people feel welcome and valued. Community members can easily book individual appointments, which allows our Food Relief Worker and social work students to provide a friendly entry point to the centre.

During this reporting period we have seen the need for food relief increase sharply, with Foodbank's latest Hunger Report (2022) reflecting our experience; the rising cost of living has had a major impact on people's food security and the challenge of having adequate and nutritious food is increasing, with 21% of households in Australia experiencing food insecurity in the previous 12 months and over 55% of food insecure households reporting that they're unable to afford food more often this year than last.

In our recent survey of community members using our food program, the ongoing need for food relief in the community was highlighted by the fact that over half stated that they either "regularly can't afford enough food" or "sometimes have no food left at home".

We have purposefully designed our food relief program to be a warm entry point for people into services in the centre. This model continued during this reporting period and food relief remains a first contact point for new community members. For people experiencing vulnerabilities, accessing services in a safe environment is a key component of being able to engage with services that support them to achieve agency and overcome vulnerabilities.

Our experience has been that, once people have come multiple times to food relief or indeed other programs in Wingate, and relationships and trust with staff are established, they often then begin to share areas of their life for which they would like to support.

Between 21 November 2022 and 29 May 2023, our food relief program was mostly funded by Department of Families, Fairness and Housing, which enabled us to increase the volume and variety of food available, provide food in a friendly Monday Market setting that allowed people to choose items, and allowed us to increase the number of households we served each week. We delivered 23 Monday Markets, serving 390 households 1,608 times with DFFH funding.

Between July and November 2022, and June 2023 we self-funded Monday Markets. Our partners continue to be key in the success of the program.

- *Foodbank Victoria* supply ~400kg of fresh fruit and vegetables, frozen food, and dry goods on a weekly basis free or low cost.
- *Meals with Impact* provide ready-made, healthy and culturally appropriate meals to our community.
- *Share the Dignity* provide female sanitary products as well as handbags filled with hygiene products which were distributed with our end of year hampers.

A big thank you for the contributions of all our Social Work Students throughout the year, to Steve our delivery driver, and our amazing volunteer, Margaret.

## Farms to Families Market

We held Farms to Families Markets in partnership with Foodbank in November 2022. Held at the front of the community centre, 250+ attended, feeding over 640 people, who received fresh produce, at what was once again a great community day.

Our social support services are self-funded.

80

families serviced weekly

550<sup>+</sup>

households served

2,685

food parcels collected

5,776<sup>+</sup>

individuals served (includes repeats)



## Social Support

The need for social support has steadily increased over the past four years, and that trend continued in this reporting period.

Social support is the provision of assistance, such as information, advice, a sense of belonging or being heard, and connection to other services. Importantly, we provide social support in ways that build resilience and agency for individuals.

Our social work students provided support to over 250 community members this reporting period, for what we call light touch support. The top three support requests were:

- Support applying for \$250 Power Saving Bonus.
- Housing application form support.
- Support contacting government agencies, such as Centrelink, citizenship, Medicare.

We also held special social support activities:

- Tuning Into Kids (July 2022), an eight-session course for parents with information on supporting child/ren's emotional intelligence development.
- Bills and Fines Support (July 2022). Moonee Valley Legal Service organised a bill and fine support day, with multiple services available on the day, including lawyers, Centrelink, Fines Victoria, Origin Energy, AGL Energy, Transurban/Linkt, Good Shepherd, Energy and Water Ombudsman, and Telecommunication Ombudsman.
- Victorian Public Tenants Association (October 2022). After seeing an increase in demand for support with housing issues through our regular social support, VPTA did drop-in support at the centre, which developed into regular outreach appointments.

- Early Childhood Centrelink Computer Sessions (December 2022). The Maternal and Child Health Nurse organised for Centrelink to attend so parents can connect to online Centrelink platforms and services.
- \$250 Power Saving Bonus (December 2022). The Energy Affordability Programs and Services team (Department of Energy, Environment and Climate Action) dropped in for the day to support residents apply for the \$250 PSB. 20 residents were supported to apply for PSB3, 9 to apply for utility relief grant scheme, 5 to connect concession to their energy bills, and 4 to access best offer savings.

## Visiting Services

- AEC, Election Polling Station (Nov 2022)
- Alcohol and Other Drug Councillor, Uniting Care, Devika and Gary
- Elder Support, Moonee Valley City Council, Van (Apr- May 2023)
- Financial Advisor, Good Shepherd, Christian (Sep – Dec 2022)
- Financial Councillor, Anglicare, Kathryn (Jan – Jul 2023)
- Financial Councillor, Better Places Australia, Kellie
- Jobs Victoria Advocate, SSI, Obi (Jul – Nov 2022)
- NDIS, Brotherhood of St Laurence, Scott and Kathleen
- Provisional Psychologist, Community Collective, Natasha (July – Dec 2022)
- Services Australia, Leon and Jane (Jun 2023)
- Settlement Social Worker, MiCare, Rashmi

3,236<sup>+</sup>

Meals With Impact Distributed

270

Holiday Hampers collected

45

Share the Dignity Bags

250<sup>+</sup>

Attended Farms to Family Market



# Operations

July 2022 to June 2023

## Year In Review

This financial year has been a tough year, with multiple pressure points on centre operations escalating.

There continues to be an increase in disadvantage and vulnerability in the community, which is both unnerving to see and stretches our resources beyond capacity. This is most evident in our social support services which has seen a steep increase in use, necessitated by the continuing raise in the cost of living. With more community members, more frequently having to decide between buying essentials, such as petrol or food, and electricity or rent, we saw an increase in the use of our food relief program, engagement in social support activities such as \$250 Power Saving Bonus, and housing application support.

We also felt the increase in utility and supply chain costs on centre operates. The cost of maintaining centre operations so that services and programs can continue to operate smoothly have risen sharply this year, particularly utility costs, printing costs, repairs and maintenance, and personnel costs.

Unfortunately, funding hasn't increased proportionally to expenses, which has stressed our financial performance this year, resulting in us drawing on savings keep up with community need and centre operating costs. We also went through our third organisation change in as many years, to reduce ongoing deficit budgets, a process which is destabilising for the team.

Despite the tough year, we continue to deliver excellent community value with our services, programs, and activities. For every \$1 of income we earned, we delivered \$6.76 work of value to the community through our services (NHVIC Community Impact Report, 2022).

We have also worked hard this year to position ourselves for the continued demand on our services in the coming years. We have been successful in winning grants for funding in areas that meet community need, and the new team structure includes a qualified social worker within the same budget, which will improve support to the community in a high demand service area. And of course, our childcare, community activities, education, training, and employment programs continue to provide excellent, quality services to the community.

Angie, General Manager

## Community Value

<b>\$6.76</b>	for \$1 of income
<b>\$59.18</b>	for every \$1 of NHCP funding
<b>\$3,589+</b>	for every hour the centre is in use

NHVIC Community Impact Report

# Team

July 2022 to June 2023

## Committee of Management

Wingate Avenue Community Centre is an incorporated association, governed by our 2021 Constitution (Rules) and a Committee of Management (CoM).

The CoM is required by the Rules to meet at least four times in each year and hold an Annual General Meeting (AGM) of the Association within five months of the end of the financial year. The CoM met nine times during this reporting period and held its AGM on 25 October 2022, meeting its requirements under the Rules.



Left to right: Ash, Jenny, Joel, Chris, Geroge, Suman, Veronica



Left to right: Angie, Barney, Bronwyn, Cate, Clara, Craig (not pictured here), Dorothy, Libby (not pictured), Emma, Eveline



Left to right: Faduma, Hannah, Kellie, Lauren, Lou, Mahsan, Matt (not pictured), Mark, Neil



Left to right: Nyankiir, Peter, Ralph, Raveen, Remah, Rita, Rosa, Rose



Left to right: Sema, Steve (not pictured), Suad, Tracy, Vijaya, Wafa, Wendy, Xi

During this reporting period, we farewelled the following staff. We thank them for their hard work and care provided to the community.

Clara	Jobs Mentor	Liz	EAL Teacher
Caitlin	ACFE Tutor	Lucy	Jobs Mentor
Gulsen	EAL Teacher	Matt	Jobs Mentor
Lauren	Community Development Manager	Michelle	Cleaner
	Manager	Tracy	Adult Ed and RTO Compliance

We would also like to acknowledge the hard work of our university student placements. They continue to play a key role in keeping our reception open on Thursday and Friday, as well as supporting community members with social support and food relief.

Carmen	Social Work Student (Semester 2, 22)	Karma	Social Work Student (Semester 1, 23)
Chris	Social Work Student (Semester 2, 22)	Kat	Social Work Student (Semester 1, 23)
John G	Social Work Student (Semester 1, 23)	Meliha	Social Work Student (Semester 1, 23)
		Mohamed	Social Work Student (Semester 2, 22)

## Professional Development

During this reporting period we continued our whole team professional development day with a Mental Health in the Community training day in May 2023.



Geoffrey Ahren, Mental Health First Aid Principal Master Instructor and Senior Emergency Mental Health Clinician at the Royal Melbourne Hospital delivered the training, which focused on building an understanding of mental health problems and disorders, in order to assist people who are experiencing mental health issues until professional help is received or the crisis resolves.

## Facilities

Facilities management and maintenance continues to be a challenge, with minor maintenance requirements hampered by a lack of funding and resources. Despite the continued lack of funding and staff to manage the aging building, we achieved some headway on facility management.

- Asphalt resurfacing (April 2023). Through the Australian Government’s Department of Industry, Science and Resources grant, we resurfaced the driveway, which was severely degraded and hazardous.
- Paving (April 2023). We funded the extension of the brick paving at the front of the community centre, to improve access for parents with prams.

We continue to operate EAL classes at Gannawarra Conference Centre (Keilor Road, Essendon) and periodically used the Ascot Vale Uniting Church for additional EAL classes. The office at 262 Racecourse Road has been a key space for JVES and Reconnect to meet participants who reside in the Flemington and North Melbourne public housing estates. We also held an EAL class at the site, but with limited success.



# Treasurer's Report

July 2022 to June 2023

2023 was another challenging year as we experienced increases in costs across all areas of expenditure, 7.4% overall, in line with the general cost of living pressures in the economy.

Our income was steady at \$2.1 million, down 3.7% from 2022.

Employee benefit expenses increased by \$78,000 as a result of operational staffing changes to support future growth and general salary indexation.

Despite the years deficit of \$262,159 we continue to have a strong balance sheet with cash on hand of \$828,569. This strong position will continue to support our operations in 2023/2024 and beyond.

Jenny Nolan

## Balance Sheet 1 July 2022 to 30 June 2023

### Assets

#### Current Assets

Cash + Cash Equivalents	\$828,569	
Trade + Other Receivables	\$226,400	
	<u>\$1,054,969</u>	

#### Non-Current Assets

Property, Plant + Equipment	\$214,234	
Total Assets		\$1,269,203

### Liabilities

#### Current Liabilities

Trade and Other Payables	\$111,549	
Provisions	\$111,518	
	<u>\$223,067</u>	

#### Non-Current Liabilities

Provisions	\$37,093	
Total Liabilities		\$260,160

### Nett Assets FY 2023

\$1,009,043

## Statement of Equity 30 June 2023

Balance as at 30 June 2022	\$1,271,202
Deficit for FY 2022	<u>(\$262,159)</u>
<b>Balance as at 30 June 2023</b>	<b><u><u>\$1,009,043</u></u></b>

Income and Expenditure Statement 1 July 2022 to 30 June 2023

**Revenue**

Grants and Fees Received	\$1,695,816	
Sundry Income	\$4,531	
Hire	\$37,649	
Interest Received	\$5,238	
Grants and Donations Received	\$357,074	
		\$2,100,308

**Expenditure**

Advertising	\$5,022	
Auditor's Remuneration	\$4,727	
Bank Charges	\$970	
Cleaning	\$5,546	
Consultancy Fees	\$96,163	
Depreciation	\$50,182	
General Expenses	\$23,282	
Photocopier Expenses	\$10,371	
Education Recourses and Activities	\$112,108	
Insurance	\$3,675	
Light, Gas and Power	\$18,290	
Long Service Leave and Annual Leave	(\$44,492)	
Printing and Stationery	\$6,595	
Rates and Taxes	\$1,851	
Rent	\$36,635	
Repairs and Maintenance	\$39,120	
Security Costs	\$1,384	
Staff Recruitment	\$1,390	
Subscriptions	\$7,194	
Superannuation Contributions	\$180,353	
Telephone and Internet	\$15,004	
Tool Replacement	\$1,034	
Wages	\$1,770,022	
Workcover	\$16,041	
		\$2,362,467

**Deficit for Year**

**(\$262,159)**

Retained Earnings at Beginning of FY \$1,271,202

**Retained Earnings at End of FY \$1,009,043**

WINGATE AVENUE COMMUNITY CENTRE INC.  
ABN 33 042 739 925

STATEMENT BY MEMBERS OF THE COMMITTEE


The Committee has determined that the Association is not a reporting entity and that this special purpose financial statements should be prepared in accordance with the accounting policies outlined in Note 2 of the financial statements.

In the opinion of the committee the financial report as set out on pages 3 to 15:

1. Presents true and fair view of the financial position of Wingate Avenue Community Centre Inc. as at 30 June 2023 and its performance for the year ended on that date.
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 for and on behalf of the committee by:

Chairperson:   
Ashley Hunt

Treasurer:   
Jenny Nolan

Dated this 13<sup>th</sup> day of October 2023

KINGSTON & KNIGHT  
AUDIT



AUDITOR'S INDEPENDENCE DECLARATION  
UNDER SECTION 60.40 OF THE  
AUSTRALIAN CHARITIES AND NOT-FOR-PROFIT COMMISSION ACT 2012

TO THE COMMITTEE MEMBERS OF WINGATE AVENUE COMMUNITY CENTRE INC.

In accordance with the requirements of section 60.40 of the *Australian Charities and Not-for-Profit Commission Act 2012*, as the auditor for the audit of the Wingate Avenue Community Centre Inc. for the year ended 30 June 2023, I declare that to the best of my knowledge and belief, there have been:

- (I) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to audit; and
- (II) no contraventions of any applicable code of professional conduct in relation to the audit.



Michael Raffoul  
Chartered Accountant

Registered Company Auditor  
486825

Dated this 13<sup>th</sup> day of October 2023



# Partners + Funders

July 2022 to June 2023

We would like to thank all our partners and funders for their support. Without strong relationships with our partners and funders, we would not be able to provide the quality services that the community need and ask for.

Anglicare	Adult Community and Further Education Board
Ascot Vale Leisure Centre	Adult Migrant Education Program
Better Places Australia	Ascot Vale Office of Housing
Brotherhood of St Laurence	Department of Education and Training
Bunnings	Department of Education, Employment and Work Relations
Community Collective	Department of Energy, Environment and Climate Action
Cultivating Communities	Department of Families, Fairness and Housing
Deakin University	Department of Immigration and Citizenship
Deloitte	Department of Jobs, Precincts and Regions
Foodbank Victoria	Melbourne Airport Grant
Good Shepherd	Services Australia
Meals With Impact	Skills for Education and Employment
MiCare	Victoria Police
Moonee Valley City Council	
Moonee Valley Legal Service	
National Gallery of Victoria	
Project Sunrise	
Share the Dignity	
SSI Settlement Services	
The Huddle	
The Venny	
Uniting Care	
Victoria Racing Club	
Victoria University	