

Healesville Living and Learning Centre Inc

A.B.N. 78 831 662 475 | Incorporation Number: A2731 | TOID: 29556



Annual Report 2020

2020 Annual Report

Healesville Living and Learning Centre

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Healesville Living and Learning Centre Mission Statement / Organisation Profile

History

In the autumn of 1979 fifteen people attended a meeting in the Healesville Shire Hall and formed a committee of six to establish a community centre for local activities. In August 1979 the group commenced operations with six craft classes run by volunteer tutors.

"We had a lovely friendly atmosphere of mutual helping and sharing" - Edith Noonan 1999.

Vision

A strong, healthy and resilient community.

Mission Statement

We stand for inclusiveness, providing opportunities for life long learning and greater involvement in community.

Our Purpose

To provide quality programs and activities with a strong focus on empowering and supporting local people, contributing to a unified, vibrant community;

To provide a positive environment that supports lifelong learning.

Organisation Profile

The organisation was incorporated in 1984 and moved into their Badger Creek Road premises in 1987. Healesville Living and Learning Centre is a not for profit organisation operating as a neighbourhood house and adult education provider. It is located on the Shire of Yarra Ranges and serves the community of Healesville and surrounding districts.



Felicity making a start in the Student Lounge - one of a great team of volunteer painters from Eastern Volunteers which also included John, Angela, Joseph and Jack. Their hard work and generous donation of resources resulted in fantastic improvements to the Centre and to the East End Op Shop.

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Healesville Living and Learning Centre Committee of Management Profiles



Vicki King - President

Vicky lived and worked in this district with her family for over 25 years. She and her husband ran a successful tourist business in Narbethong, and Vicky sat on the executive of the Marysville Tourism Association for over 5 years. Vicky worked in Economic Development for the Shire of Murrindindi and has also operated a strategic planning consultancy during this period. Prior to moving to this region Vicky worked in Melbourne for the Commonwealth Government in the area of community development and adult education. Vicky currently runs a micro wellness business, having completed graduate qualifications in Health and Wellbeing. She is a fierce advocate for equality for all and the power of strong communities.



Ethne Pfeiffer - Vice President

Ethne is a local resident with a passion for connecting people through the arts, education, sustainable living and gardening. She has worked for many years as a communications manager in the public and private sector. Ethne enjoys using strategic thinking and creativity to achieve people's goals. She joined the board in 2020. 'Volunteering is the work we do to keep our communities strong and resilient,' she says. Ethne has a Bachelor of Education and is a qualified Mental Health First Aider. As a leader in local community groups, she sees the impact of connection on people's wellbeing. Ethne believes Healesville Living and Learning Centre is a great place for lifelong learning and belonging.



Esther Moncrieff - Secretary

Having grown up in and around the Healesville area, they have a strong passion for local community, the arts, and supporting the vulnerable. They wish to help create better support for local LGBTQ+ people, strengthen environmental policies and aid the HLLC in serving the community as a whole.



Simon Jaensch - Treasurer

Simon is a qualified accountant and has over 25 years' experience in the financial services sector. He held several senior finance positions in a number of organisations and businesses in Victoria and interstate. Simon currently works as the Business Manager of a Melbourne charity and provides financial consultancy to a number of private schools.



Jacqueline Perry - Ordinary Member

Jac Perry works with Uniting Vic Tas, as the Team Leader – East, responsible for all Social Support Programs supporting older residents, living in the Eastern Region of Metro Melbourne. Jac is also a member of the Badger Creek Community Group. She is passionate about local business and community development and has extensive management experience within the Retirement Living Industry.

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Healesville Living and Learning Centre Committee of Management Profiles



Tracey Jackway - President until August, 2020

Tracey joined the Board in 2014 after volunteering as a project leader working with homeless teenagers. Tracey has been a student at the Centre, undertaking a traineeship in Business Administration. She also holds a Certificate IV in Community Development.



Robynne Mauger - Treasurer until August, 2020

Robynne is a person who is passionate about building strong communities, happy families and celebrating life. Robynne brings skills and experience in leadership, management and strategic direction. She appreciates strong integrity, ethical behaviours and environmental health, and is always open for sharing ideas.

"Healesville Living and Learning Centre provides great opportunities for people to achieve their aims"



Kathy Cameron - Secretary until August, 2020

Kathy was previously a founding member of the Toolangi Neighbourhood House and is also a member of the Healesville Tennis Club and the Badger Creek Hall Board. Kathy would like to encourage other people to join the Board of Governance, "to see first-hand what a dynamic organisation the Healesville Living and Learning Centre is". Kathy has been a Board member since 2006.



Heather Dunne - Ordinary Member until August, 2020

Heather initially qualified as a nurse, midwife and maternal and child health nurse, later qualified as a teacher and completed a Graduate Diploma in Education Administration.

During her career she has worked in developing countries and with indigenous communities. Heather and her husband Ian have two adopted children with special needs, have and owned and operated a winery in the Yarra valley for many years.



Tracey Port - Ordinary Member until August, 2020

Tracey is a new member to the Living and Learning Centre Committee of Management. She has had extensive history with the Centre over the last 10 years, has organised voluntary community projects and is interested in developing an ongoing network of ideas to assist the Centre in the future.

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Staff Profiles



James McCarthy OAM - Chief Executive Officer

James McCarthy OAM has a background social work and has worked across many parts of the human service sector. James has held management roles in a number of organisations including Anglicare Victoria and Melbourne Citymission and well as several roles in various government departments. He has lead several organisations from a governance perspective, including No To Violence, Relationship Matters, Community Plus and C-Collective. James operates a private practice specialising in supervision and humans service consulting.



Carol Hoskins - Finance Officer

Carol has worked within the community sector for over eleven years, and is currently working at Olinda Community House Inc as their Finance/Administration Coordinator and at Healesville Living and Learning Centre Inc as our Finance Officer. Carol is currently undertaking a Certificate IV in Accounting and Business Administration, and has many years of experience within Finance, Administration and Office Management in the Not for Profit Sector.



Jenny Poole - Technical Resource Officer

Jenny joined the Living and Learning Centre team as a volunteer in Reception and Childcare in 1999. She has since worked in various departments, including Student Administration, Finance and Vacation Care. In her role as Technical Resource Officer, Jenny is responsible for marketing and promotional materials, student resourcing, e-Learning, website development, I.T. maintenance, social media management and document production and management.



Dianne Sanders - Course Administrator

Dianne joined the Living and Learning Centre team as Administration Assistant in September, 2006, and has worked for the Centre in both paid and voluntary capacities at various times over the last sixteen years. She commenced her working life as a hairdresser and her knowledge of the industry has been invaluable. Dianne has over ten years experience in office administration, which includes a variety of reception, database management, word-processing, computerised banking, customer service and general office duties.

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Staff Profiles



Jackie Warren - Program Coordinator

Jackie has over 15 years experience working in community development and programming in adult education organisations. She joined the team at HLLC in June 2015 as VET Manager, and has recently returned as Program Coordinator. Jackie has a Certificate IV in Training and Assessment as well as a Certificate IV in Career Development.



Shona Rimmer - Community Development Officer

Shona joined the Living and Learning Centre as a volunteer and supporter of a number of our community initiatives. This role has developed into a funded position supporting various groups in the community including but not limited to, people living with a mental illness, the LBTIQA+ community, people with disabilities and members of the Aboriginal community. Shona is currently completing her Diploma of Community Development and is actively engaged with other community organisations in the Healesville area.



Naomi Macdonald-Johnson - Cleaner

Naomi joined the Healesville Living and Learning Centre as cleaner in February 2016. She has a long association with the Centre as a student; studying recreation, fabric design and childcare. She has worked locally in many fields including hospitality, after school care and retail for over ten years.

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Healesville Living and Learning Centre

President's Report

Healesville Living and Learning Centre had an unprecedented year of changes, reflections that have sounded a new era. We started out the year with great energy, enthusiasm and we welcomed our new CEO, James McCarthy. Shortly after the COVID-19 pandemic struck unexpectedly, requiring us to change and respond to the community's needs and our obligations in new and exciting ways.

The Board undertook a number of initiatives to complete and tidy some of the work started in previous years. The organisations Constitution was no longer current; work had previously been done to bring it in to line with Government legislation, however it had not made it to the membership for approval. At the AGM last year the new Constitution was passed by the membership to bring us up to date, setting our path to providing good governance. This was followed with the implementation of new policies and procedures for both the Board and the organisation. A process that is still continuing so we can ensure we are accountable and provide services with integrity.

The gap in face to face delivery allowed time for us to look internally and in particular focus on the financial management of the organisation. We were able to gain the support of Simon Jaensch, a qualified accountant, to support the Board in understanding the true financial position. The Board also appointed a new auditor to thoroughly check over the accounts. Whilst this highlighted some of the gaps in our processes it enabled us to resolve them through the implementation of new systems. The board also sought to clarify its assets, an activity that is still ongoing and is helping us in our planning. The Board has commenced a process for strategic planning that will be finished mid-2021. This plan will shape the way we do business in the future by prioritising the community's needs going forward. There will be a greater focus on sustainability and community partnerships to ensure we are fit for the future.

During 2020, the Board underwent some changes. We farewelled a number of long serving Board members, Tracey Jackway, Robynne Mauger, Kathy Cameron, Heather Dunne and Tracey Port. Their contribution to the Centre over the last few years was amazing and I thank them for the commitment they made. We were pleased to welcome; Ethne Pfeiffer, Simon Jaensch and Jac Perry as new Board members. I am grateful to all of you for your support during a very challenging year.

On behalf of the Board, I thank James for his leadership and I would like to extend a thank you to all HLLC staff, volunteers and others in the team for their tireless dedication to the Healesville Community. Congratulations on a successful year in challenging times!

Vicky King
President

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Healesville Living and Learning Centre

Chief Executive Officer's Report

The 2020 year was one of extreme challenges and change for our organisation.

The COVID-19 Pandemic saw our organisation pivot to respond to community need and change the way we do business going forward. The team of highly dedicated Board Members, committed staff and volunteers continued to work together to ensure we were there for the community and for each other.

My role at HLLC started a month before the Pandemic took hold of the world. It was a whirl wind start to the role, meeting the staff and many of our key stakeholders. Then all of a sudden, we were thrown in to lock down. Whilst it was unexpected, new opportunities arose and the pause on some of our activities meant time to stock take. We were able to revise and update policies and procedures and refine governance processes. We also were able to start some of the planning to ensure future sustainability. The time without student's on site allowed for us to make some improvements. Eastern Volunteers put together an amazing team of volunteers who came to paint classrooms, the community lounge and the staff kitchen. This added a sense of freshness for when people started to return.

The Neighbourhood House program developed several innovative programs and activities to respond to the needs of the Healesville community. Our first initiative was a project to engage people from around the Yarra Ranges in a series of online wellbeing forums. These forums were attended well and shared ways of promoting healthy wellbeing and mindfulness while in lock down. Early in the pandemic there was a rush on masks and supplies to make them. We opened our doors to the community offering free material for people to make their own. If people did not have the skill to make theirs, the staff were here to support them on our sewing machines. A number of places contacted us with concerns for some of those who were isolated; our team here at HLLC put together wellbeing packs that were distributed directly to individuals or through some of our partner organisations.

Our Education, Skills and Recreation program responded quickly to the change caused from the Pandemic. The team worked closely with tutors and students to move many of our classes to online and flexible learning. The team used a number of platforms to engage both the tutors and students and assisted where needed. The tutors, as usual, delivered a range of exceptionally well-tailored courses to meet the needs of our students.

The Op Shop also underwent some changes during the year. The volunteers from Eastern Volunteers gave the shop a makeover to make it bright and fresh. The layout was worked on to help make it more inviting. All proceeds of the Op Shop will be reinvested into the community through various programs, activities and resources. I would like to thank the wonderful work and commitment of all the volunteers at the Op Shop, we could not do it without you.

Thank you to our funders who have stood by us during this time. They have shown flexibility in their approach which has been greatly appreciated by us and we have come out of this with stronger relationships and new connections. We would like to specifically acknowledge the support of the Yarra Ranges Council and the ACFE board for their ongoing commitment to the centre and to the people of Healesville.

Finally, the HLLC would like to recognise and thank the staff; Jenny Poole, Dianne Sanders, Carol Hoskins, Shona Rimmer and Naomi Macdonald-Johnson, our Program Co-ordinator Jackie Warren, the dedicated trainers along with our committed volunteers, especially; Tracey, Thom, Graedon and Lyn for their high level of professionalism. They ensured that the organisation continued to run and meet the needs of our community.

James McCarthy
Chief Executive Officer

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Healesville Living and Learning Centre Programs

Community Development

The year began with me completing an ACFE report on Indigenous education. This explored how we can support and engage Indigenous students and trainers. The report provided us and other members the SwinLocal network with strategies they could undertake to make their services more accessible for Aboriginal students.

Once we went into lockdown, we had to get creative about engaging with the Arts and Minds mental health group. We delivered art packs to the art group and other vulnerable people in the area. There was good demand for the packs, and they were well received with regular requests for more.

The online mindfulness forum ran during the first lockdown, and was well attended. We explored ways to reduce anxiety and debriefed around some of the feelings and concerns the participants were experiencing.

The development of the peer support training program began. This involved locating and creating materials for the lessons and finding volunteers who were interested in undertaking the training. We now have a number of volunteers ready to support those in the community needing support.

Later in the year we had two students from RMIT, Sapna and Tuyen, join us for their placements. Both students were studying Community Services and were interested in helping us find ways we could better support the community. During their placements they conducted needs analysis for young people 18-25 and for families with children. The findings were helpful and will help in our planning going forward.

Shona Rimmer
Community Development

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Healesville Living and Learning Centre Programs

Education

Term 1, 2020 began well until COVID restrictions were put in place. Most of the scheduled classes were completed by this time and courses that had not finished were cancelled and students were given refunds or transfer credits. Computer classes still running went to online learning which was at times challenging for both trainers and students due to internet access. Writing for a Purpose classes also went to online delivery for Term 2. Term 4 saw the return of our Art Room and Craft Space students for the last 4 weeks to enable them to re-engage with each other as the restrictions has eased enough to have them safely back on site.

All other courses planned for the rest of the year were postponed and did not return to on site learning for 2020. During this time our Technical Resource Officer – Jenny Poole created an online feedback survey to track the opinions of students with their experience of online learning. The feedback was quite positive from students and some computer classes went on to continue for the rest of 2020 engaging in online classes either via Zoom or Google Meet.

We were able to have a small group attend the Women's Shed during April and May. Planning throughout the year became quite challenging and there was a lot of ongoing communication with students and trainers to keep up with the forever changing terms of restrictions and social distancing guidelines.

The end of year figures uploaded for 2020:

ACFE (Adult Community and Further Education)

Pre-accredited Programs

Hours - 4,649

Number of Students - 135

FFS (Fee For Service)

Hobby Leisure Programs

Hours - 444 hours

Number of Students - 43

The pre-accredited delivery was over half of the contracted hours to deliver for 2020, which was a great achievement considering the challenges COVID-19 presented throughout the year. Great effort by all the staff involved!



Women's Shed trainer, Michael McLellan, with one of his students - happy to be back in the shed at HLLC.



Bush Tucker Trainer, Peter Lorback, with eager students in the Oonah Belonging Place.

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Memberships and Thanks

Life Members

Shirley Allott
Joan Barlow
Carmel Brennan
Trish Crowley
Sharolyn Devitt
Marjie Endacott
Rosemary Franklin
Janet Goodwin
Liz James

Meryle Maxwell
Di Moore
John Murray
Edith Noonan
Sean O'Sullivan
Zillah Postlethwaite
Ann Templar
Seini Van den Berg
Helen Waixel

Kathy Clark
Leikney Fladeby
Ivy Harry
Innes Henderson
Anne Hogg
Dulcie Rooney
Marea Yann
Nan Evans

Thank You

We would like to acknowledge the following government departments and organisations for their contribution to and support of the Centre during 2019:

Funding

ACFE - Adult, Community and Further Education
DFFH - Department of Families, Fairness and Housing
FRRR - Foundation for Rural & Regional Renewal
YRC - Yarra Ranges Council

Supporting Organisations

Healesville Community Bank
Eastern Health
Uniting
TB Solutions
JG Training

Memberships

CHAOS - Community Houses Association of the Outer Eastern Suburbs Inc
Neighbourhood Houses Victoria