



Williamstown
Community
and Education
Centre Inc

Hobsons Bay Business Excellence Awards 2017 Application

Question One. Business Description

Established in 1974, Williamstown Community and Education Centre has been servicing the Hobsons Bay community for over 43 years.

We are a not-for-profit Community Centre, Neighbourhood House, Registered Training Organisation (RTO), Childcare Provider and offer a range of programs and services to our community in Hobsons Bay.



The Centre has nearly a 100 members, 22 staff, 22 volunteers, 200 students, 100 children in child care and a variety of programs from counselling services, exercise, yoga and meditation to acting, language and music programs for all ages, cultures and interests, including mature aged, unemployed, disadvantaged, disabled and new arrivals to Australia.

The Centre also has many service contracts with local, State and Federal governments as well as numerous philanthropic organisation to deliver a wide range of programs and services to our community.

We manage two houses - Joan Kirner House in Williamstown and Spotswood Community House, as well as delivering educational programs at Altona North Library and Dulcie Shaw House in Altona North.

In a single week there will be over a 1,000 local community members coming through the doors of these venues. As well as meeting the needs of our funding bodies, we cater for the needs of our local community, many who might just want to drop in for a chat and cup of coffee.

Williamstown Community and Education Centre Inc. (ABN 67 864 341 860) is -

- An Incorporated Association registered with Consumer Affairs (Org. No. A0014000T).
- Public Benevolent Institution and endorsed as a Deductible Gift Recipient.
- Registered Charity with the Australian Charities and Not-for-profits Commission.
- Registered Training Organisation with the Victorian Registration and Qualifications Authority (Training Org. Id. 4640).
- Registered with the Adult, Community and Further Education Board.
- Deliver the Skills for Education and Employment Program and the Adult Migrant English Program for the Department of Education and Training through the Learning for Employment Consortium.
- Licenced to Operate a Children's Service, Limited Type 2 Service Licence with the Department of Education and Training (Licence ID:10436).



Major activities and services provided to our community can be found at -

- **Attachment 1** – Brochure, or on our website (Google search "Williamstown Community and Education Centre").
- **Attachment 2** – 2016 Annual Report (Also on website).

Our Vision Statement

"Williamstown Community and Education Centre Incorporated will be recognised for its capacity to develop, implement and deliver high quality programs and training and services from various locations, based on what the community want and need".

We deliver community services and programs for local, State and Commonwealth government departments including -



- ✓ Hobsons Bay City Council.
- ✓ Victorian Department of Education and Training.
- ✓ Victorian Adult Community and Further Education Board.
- ✓ Victorian Department of Health and Human Services.
- ✓ Commonwealth Department of Education and Training.

We don't consider ourselves as in a 'competitive market', we work very closely with other community centres, both in Hobsons Bay and even networks that are state wide.

As a 'sector', we jointly provide services and programs to our communities at low or no cost.



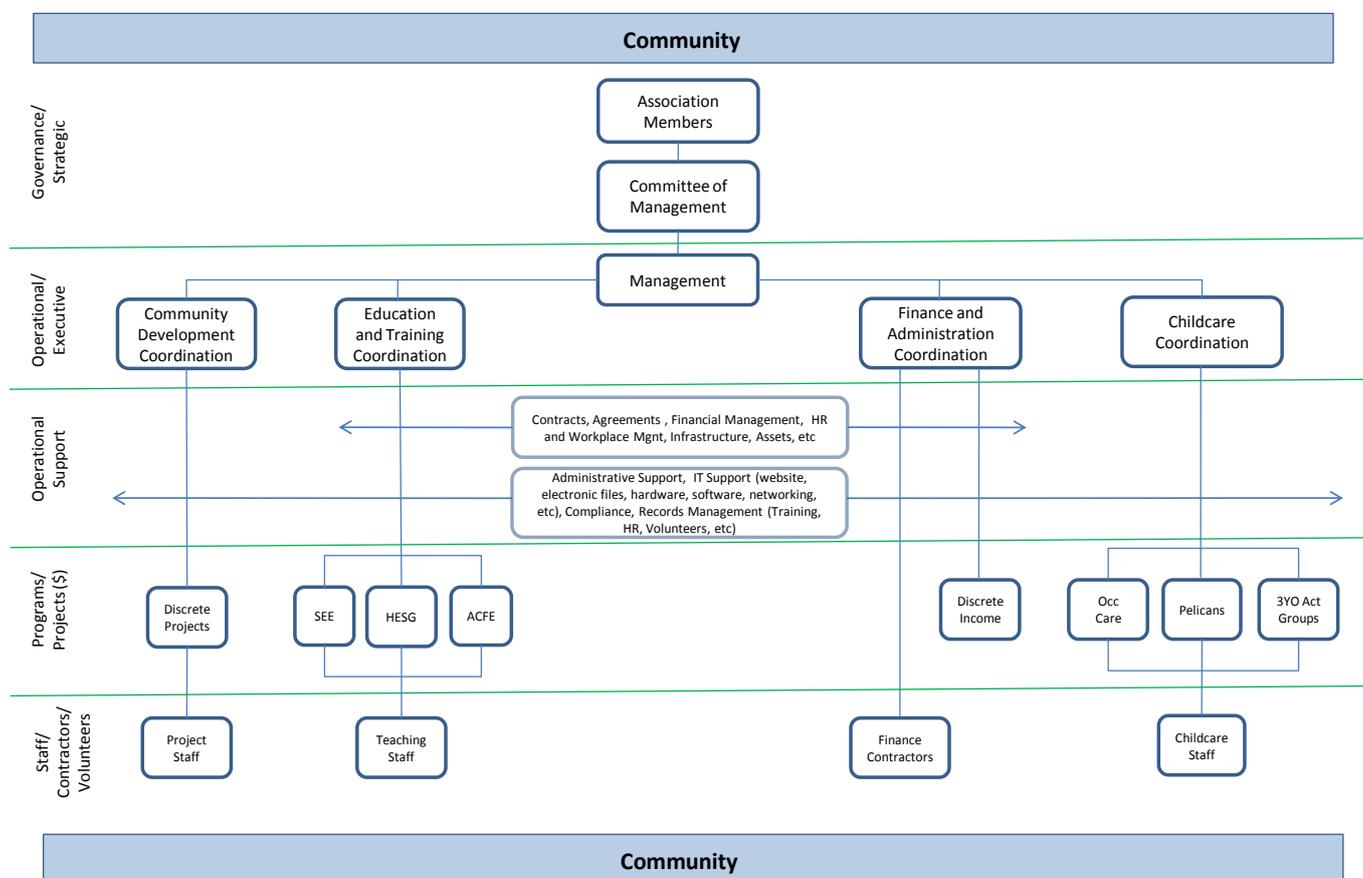
Question Two. About our organisation

History

Our Centre has a long and proud history of over 43 years. Starting in 1974 with a small group of mums wanting a craft and discussion group at North Williamstown Primary School, to a centre that now caters to hundreds of local community members weekly all across Hobsons Bay.

Our proud history is briefly documented in **Attachment 3 - History of Centre**

Williamstown Community and Education Centre Inc. Functional Organisational Chart (August 2013)



Note that the organisational structure is unchanged in over four years, reflecting excellent business stability.

Our range of programs has grown significantly in recent years in response to community need. While also coping with significant regulatory changes in the sector we have also been able to maintain an excellent standard of compliance and generate a surplus for the past six years.

Current activities and priorities

- English Language Courses.
- Skills for Education and Employment Program.
- Introduction to Computers and iPad Classes.
- Disability Activity Groups.
- Occasional Child Care.
- Pelicans Three Year Old Program.
- Two Plus Year Old Activity Group.
- Language Programs for Children.
- Counselling and Referral Services.
- Exercise Programs.
- Book Swaps, Exchanges and Clubs.
- Open Access Computer.
- Regular Community Events.
- Recharge Scheme.
- Venue and Room Hire.
- Lifestyle Programs.
- Recreational Programs.
- Referral Service.
- Environmental sustainability initiatives.
- Local sector research projects.
- Innovative solutions to local community challenges.



We also welcome our community to just drop in and meet others. We have a comfortable foyer, kitchen, coffee, tea, information stands and notice boards, local and state newspapers are delivered daily, library books, free Wi-Fi and computers to use.

There is also a free Seed Swap, DVD / CD Swap and Produce Swap.

Business Planning

- Our Business Plan is updated annually. Senior management in the organisation update the Business Plan in June and July. The Committee then views and authorises this in August.
- Our current Business Plan is available on our website and at **Attachment 6**.
- An independent *Financial Health Assessment* was carried out in 2015 on our organisation by *Grant Thornton Australia Limited* as a part of our re- registration as a Registered Training Provider. The findings highly praised our Business Plan.
- In the same Assessment, the Auditor scored our organisation at 9 out of 10 on a Financial KPI Scorecard and 10 out of 10 on a Non – financial KPI Scorecard.
- Because of the large number of contracts we have with local, State and Federal governments, as well as philanthropic projects, we have a large amount of compliance and regulations to abide by. This is our biggest business risk. Our thorough and exemplary Business Plan, as well as comprehensive policies, ensures we are strong in this area.



Marketing

Marketing strategy and actions are one of our seven 'Goals' in our Business Plan (**Attachment 6**, page 21).

Because we deliver so many different services to different people and agencies we need to be innovative on what time and resources we spend on marketing.

For example with Childcare, our main marketing tool is 'word of mouth'. However we know young mums (and dads) get their information via social media, so our Facebook page reaches out through existing parents to these networks.

Our Skills for Education and Employment program is funded through the Commonwealth Government. It is an English language program for those receiving unemployment benefits. That is, if its determined that their English level is not adequate to gain employment, they must attend this training to receive benefits. Therefore our market is Centelink or Jobactive personnel who refer their clients to us. Therefore we visit them personally to meet and promote our courses and services.

Philanthropic funding relies on writing a good tender application, ensuring that the checks they make on us hold up strong. I.e. good financial track record, good governance, sound financials, well regarded in the sector, fiscally responsible, excellent reporting, accurate acquittals, achieving previous project goals and objectives, etc. So sound governance, healthy financial status and a Newsletter reporting back to those who fund us is extremely effective in ensuring that we successfully achieve project objectives and funds are well spent.

Our excellence in this area is demonstrated by our ongoing and continued success over many years in securing significant philanthropic support for a wide range of innovative community initiatives.

For this reason we have a range of marketing strategies.

We produce a high quality brochure each semester, have a dedicated website, Facebook page, produce regular media releases and have a monthly Newsletter with a circulation of over 650. Circulation includes funding bodies, local businesses, regulators, Committee, staff, volunteers, students, parents, Hobsons Bay community members and local media. Often local media will pick up on stories in the Newsletter and run with them.

- **See Attachment 7, 8 and 9.** Examples of our Newsletters (Also on website).
- Note in the newsletters that have 'In the News' section with links to media articles.
- Website - <http://www.williamstown-spotswoodcc.org.au/>
- **Attachment 1** – Brochure.
- Award winning promotional video on website under 'About Us'.
- **Attachment 10** – WCEC in The Media, a collection of local media articles about our Centre.



Customer Service

- As explained above in 'Marketing', we have a very diverse range of customers. From parents looking for child care to Centrelink clients attending English classes under Mutual Obligation (They have to attend to receive benefits). For this reason all staff and volunteers sign our 'Code of Conduct' at **Attachment 15**. This way we can encapsulate all cohorts we work with in one document.
- In our foyer we have a 'Suggestion Book' and a 'New Initiative Assessment' form for locals to submit any ideas for the Centre.
- A Satisfaction Survey for all students is conducted annually. Results are analysed at management and Committee levels.
- We recently received our *Registered Training Organisation (RTO) Performance Indicator Report* from the Victorian Government. A copy is at **Attachment 11**.

Data for the Report comes from surveys conducted with our nearly 200 students. Below is a sample of the results comparing our performance against all other RTOs in Victoria -

	Our Centre	All Other RTOs
<i>Proportion of students reporting a positive perception of teaching</i>	93.8%	72.4%
<i>Proportion of students who are satisfied with training provided</i>	100%	75%
<i>Proportion of students satisfied with generic skills and learning experiences</i>	81.3%	51.3%
<i>Proportion of students going onto further study at a higher level than their completed training</i>	21.4%	19.5%
<i>Proportion of students who achieved their main reason for training</i>	80%	67.2%
<i>Proportion of students who recommend the RTO</i>	100%	65.2%

These results are a testament to our excellent management and dedicated team of teachers and their skills and ability, especially when considering that many of our students are disadvantaged.

Our excellent customer service is also evident in the many certificates of appreciation and awards our staff and Centre has received. See **Attachment 12**.

- Below are some email extracts to our Centre from clients on the services that we provides to our community -

➤ *Hello Mark,*

Thank you for forwarding the message and link to your newsletter.

We are always interested in what neighbourhood / community houses are doing as they provide a vital stepping stone into work and further study for many people in the community.

We like building bridges. Please do keep the information flowing.

Regards

*Philip Adams
 Manager Industry and Community Partnerships
 Industry and Government Partnerships
 Melbourne Polytechnic (July 2017)*

- *Thanks Mark – great stuff happening, especially excited about the ‘Welcome to Australia Program’ you guys are running – great stuff!*

Amber Cassidy
Acting Multicultural Officer
Learning Communities
Hobsons Bay City Council (June 2017)

➤ Dear All,

Congratulations! This is an excellent report- comprehensive, professional and very informative.

Special acknowledgement to Helen and Mark for driving and delivering on this project. Your commitment and skills are truly impressive.

It is an excellent document that provides evidence for planning and decision making for managers, Committee members and Council.

I look forward to discussing it with you.

Kind regards

Tatiana
Tatiana Walker
Acting Coordinator Community Development
Learning Communities
Hobsons Bay City Council (March 2017)

➤ Hi Mark,

I'm enjoying reading about the progress of the Financial Literacy for Positive Living program in your newsletters...

Cheers

David Mattner
Hobsons Bay Community Fund (March 2017)

➤ Hello Peter

I propose to get this to you by Wednesday afternoon next week. I hope that is ok.

By the way I have a few contacts in Spotswood, Yarraville and Sunshine and they speak very highly of the programs that are run by WCEC etc, great leadership was the comment!

Congratulations.

Kind regards

Kathy Havers CFP MEI GAICD
Director/Financial Planner (February 2017)

➤ *Great- thanks Mark,*

Love the idea of the DVD-give/take stand in the foyer – great idea!

Also love the recipe book.

Congrats,

*Marg Claringbold
Co-ordinator Seabrook Community Centre
Learning Communities (February 2017)*

➤ *Hello Mark,*

There will be a formal 'thankyou' at some time soon but, having seen your article about the centrepieces in the newsletter, I thought I'd just let you know that there were many appreciative comments about them last night.

Cheers

*Jane
Jane Dewildt
Manager, ACFE Governance and Planning Unit
Participation Branch
TAFE and Participation Division
Higher Education and Skills Group (November 2016)*

➤ *Hi WCEC & Pelicans,*

I was just reflecting on my son's education and teachers over the years, and was thinking how fortunate he was to have had Cathy and Denise at Pelicans, back in 2010.

I wanted to get in touch and hope you can pass on the appreciation.

What wonderful teachers they are.

Kind regards,

Jen, mum of Finn (September 2016)

➤ *Hi Mark*

Yesterday Minister Herbert launched Skills First – an outline of Victoria's new training system...

You will note the announcement includes the establishment of learn local quality partnerships. These are clusters that we talked about funded to support compliance...

Thanks so much for our discussion which has contributed to this outcome.

Kind regards

*Sue
Sue Christophers
Chairperson, ACFE Board (August 2016)*

➤ *Hi Mark,*

You have just blown me away with generosity.

This helps so much to relieve the financial pressure that is burdening me and I cannot thank you enough.

Kind regards,

Carly (June 2016)

Staffing

- Approximately 22 staff and 22 volunteers and 100 Association members. Staff consist of administration, management, project workers, teachers and childcare workers.
- All staff are under the *Neighbourhood House and Adult Community Centre Collective Agreement 2016*. This Agreement has a three per cent increase in wages annually.
- All Childcare staff are fully trained, and receive annual training upgrades.
- All teachers are fully compliant with State and Federal training requirements.
- We recognise staff achievements, hold several annual events for staff and families, run a monthly free Sausage Sizzle for staff, students and Centre users, all professional development and training for compliance is free (I.e., First Aid, upgrading of Training and Assessment qualifications, etc).
- Two staff members have received the Hobsons Bay City Council *Inspirational Woman Award* in recent years.
- 90 per cent of staff lives in the City of Hobsons Bay.
- **Attachment 7, 8 and 9.** A selection of staff is profiled in each monthly Newsletter. Also, birthdays are recognised for staff and volunteers.
- Our very small turnover of staff, one resignation in last three years, also demonstrates the excellent working conditions of the Centre.



- All courses run by the Centre are free for staff to attend.
- Staff are free to use Centre iPads, laptop computers and log into Wi-Fi for free mobile phone use while at work.
- Staff get free coffee, tea, morning tea once a week, free lunch once a month, as well as a night out for dinner at a local restaurant twice a year.



Health and Wellbeing

- **Attachment 14** – Policies. See Health and Safety Policy.
- The Centre runs and sponsors programs in meditation, exercise groups, yoga, walking groups and acting classes.
- The Centre offers both *IPC Health Care* and the *Odyssey House Counselling* program. Both are mental health programs.
- We have a regular *Adult Children of Alcoholics* meeting group.
- Regular *Willy Walking Group* on Wednesday mornings.
- The *Healthy Lunches Program* involves the Centre providing a free healthy lunch every month to the community.
- We have a fully *Automatic External Defibrillator* in our foyer at Joan Kirner House.
- *Grow, Cook, Create and Tell Project*, where students grow and cook their own food, recycle materials for art and craft and share on social media.
- We have community garden beds, a Seed Swap, Book Swap, DVD Swap and Produce Swap.
- Referral service for Hobsons Bay community members to health and wellbeing initiatives.



Innovation

- Continuously supporting and developing new and innovative programs, activities, courses and classes. See **Attachment 7, 8 and 9**. Within these three months we introduced -
 - ✓ Stress Reduction Course
 - ✓ Young Engineers Lego Challenge
 - ✓ Group Violin Classes
 - ✓ Adult Migrant Education Program
 - ✓ Welcome to Australia Program
 - ✓ Bird Life Australia Tours
 - ✓ Mobil Computer Room Upgrade
 - ✓ Presenting at Neighbourhood Houses Victoria Conference
 - ✓ North West Melbourne Learn Local Education Coordinators Community of Practice
 - ✓ Solar panel installation
 - ✓ Refugee Week Lunch
 - ✓ Hobsons Bay Refugee Network Winter Food Drive
 - ✓ Joan Kirner House Youth Club
 - ✓ Life Saving Victoria Pilot Swimming Program for Older Multicultural Adults
- **Attachment 2** - Annual Report, pages 10 and 11. A long list of innovative activities carried out during 2016.
- In the last couple of years we have also commenced consultancy services to other community centres and developed a research direction.
- We have produced two research reports on the sector, one for Hobsons Bay and one for the Victorian Government.
 - ✓ *Hobsons Bay Community Centres Research Project Report - Attachment 4*
 - ✓ *Yarraville to Williamstown Learn Local Corridor Study - Attachment 5*

Leadership

- Many community centres have great difficulty even surviving due to financial and compliance burdens. The 'Neighbourhood Houses Survey 2016' showed since 2012 there was a reduction of centres as ACFE providers by three per cent, reduction of Childcare provision of eight per cent and a reduction of RTOs of 23 per cent. We have maintained our status in all areas including passing all compliance audits.
- Research reports (**Attachment 4 and 5**) demonstrate we are leaders in this area.
- With the *Hobsons Bay Community Centres Research Project Report* at **Attachment 4** in particular, our Centre was given the brief by Council to conduct research across all communities in Hobsons Bay. We



led a two year comprehensive study with -

- Altona Meadows Community Centre
- Laverton Community Integrated Services
- Louis Joel Arts and Community Centre
- Newport Community Education Centre
- Seabrook Community Centre
- South Kingsville Community Centre
- Walker Close Community Centre

This Report was presented at the Neighbourhood Houses Victoria Conference in 2017.

- **Attachment 12** – Certificates and Awards demonstrates we are leaders in the sector.
- We are currently leading a Victorian Government supported Community of Practice for Education Coordinators across nine community centres in Melbourne's North West. These centres include -
 - Wyndham Community and Education Centre
 - Yarraville Community Centre
 - Laverton Community Integrated Community Services
 - Community Plus
 - Djerriwarrh Community and Education Services
 - Duke Street Community House
 - Angliss Neighbourhood House
 - Farnham Street Neighbourhood Learning Centre
- **Attachment 2** - Pages six to eight. Experienced and professional Committee. Recently a sector peak body commented publically that our Committee and transparent governance was exemplary.
- **Attachment 16** – Well qualified and experienced CEO, who is an experienced leader in the sector.
- **Attachment 6** – Robust Business Plan, reviewed annually.
- **Attachment 2** – Annual Report. Manager, President and Coordinators reports.
- Also letters of thanks for donations, assistance support etc from Port of Melbourne Authority, Anglicare, Latitude, ACMI, Mobil, Foodbank, Victoria West Welcome Wagon, Hobsons Bay Community Fund, Hobsons Bay Refugee Network, etc.

Sustainability

- We recently had solar panels installed at our Joan Kirner House Williamstown venue. This initiative was jointly supported by industry (Powershop), Local Council and State Government.
- The Spotswood Community House upgrade commenced in 2014 and is an ongoing initiative. With raised garden beds, water tanks, shed, garden plots, herb garden, recycled timber fences, worm farm, etc to embrace aspects of permaculture, water saving, energy saving, recycling, community garden and self sustainability.

We designed, developed and piloted activities around garden design, horticulture, floristry, water saving, landscaping, gardening, permaculture, sustainability, recycling, environmental awareness, 'carbon footprint', food preparation, cooking, food preserving, etc. The design and development also took into consideration the needs of culturally diverse groups, those with a disability (i.e. raised garden beds, wheelchair access, etc) and those with a mild intellectual disability.

Sponsors and supporters for this upgrade included Newport Timber, CitiWest Rentals, Spotswood Primary School, The Williamstown Gardener, Bunnings Warehouse, Joncol Building, Matchworks and Mobil.

- At Joan Kirner House we managed a project to educate our Centre users on how to recycle correctly. Using the resources available on the Victorian Government Website *Get it Right on Bin Night* we purchased recycling bins (including a compost bin) for the Centre and ran a series of workshops with our English language and Computer classes, childcare participants and Centre staff on how to recycle correctly.

As well as separating recyclables such as glass, plastics and paper, garden waste and food scraps to be composted, educating our community to undertake actions to reduce the community's greenhouse gas emissions led the community towards achieving Council's target of zero net greenhouse gas emissions.

- At Joan Kirner House we have installed several community garden beds for students and centre users. We have compost bins, worm farms and worm towers.
- This year our *Advocates for the Environment* program is introducing a new sustainability initiative every month including making worm towers from recycled materials, old mobile phone recycling, Planet Ark printer cartridge collection and a Friday File Fling.

Access for all

- **Attachment 1 – Brochure.** Includes Statement '*Both of our houses are wheelchair friendly and those with a disability are welcome to participate in any class or program*'
- Disability toilets are at Joan Kirner House.
- Two disability car parking places.
- Free Wi - Fi at both venues for Centre users.
- Free Open Access computer at Joan Kirner House.
- Both houses are under the *Recharge Scheme*. For those with electric scooters, wheelchairs, etc. to recharge batteries.



- Good Access Award - *By the Mayor of Hobsons Bay... in recognition of your success in making your Centre as accessible as possible for people with disabilities.*



- **Attachment 14** – Policies. Disability Action Plan and Access, Equity and Diversity Policy.
- Use of Hobsons Bay Language Line for interpreter services.
- We have mature aged exercise classes.
- We run disability specific programs, from basic communication and literacy, to art and a drama group, *Wakety Pals*.
- The diversity of our English language students is reflected in the languages they speak. We recently had to complete a survey listing students first language and we identified 31 separate languages including Albanian, Amharic, Arabic, Bulgarian, Cantonese, Chinese, Croatian, French, German, Greek, Hungarian, Indonesian, Japanese, Korean, Italian, Macedonian, Maltese, Mandarin, Marathi, Persian, Polish, Portuguese, Serbian, Spanish, Tagalog, Tetum, Thai, Tigrinya, Turkish, Urdu and Vietnamese.

Community Involvement

- **Attachment 13** – *Calendar of Events*. Demonstrates planning in engaging different community groups. I.e. women, refugees, children, culturally diverse, disabled, mature aged, adult learners, etc.
- We estimate that the Centre purchases over \$100,000 annually worth of goods and services from suppliers within the City of Hobsons Bay.
- We provide volunteering opportunities, work experience for secondary school students, placements for Melbourne Polytechnic teacher and child care students, etc.
- Member of Williamstown Chamber of Commerce, Network West, Adult Learning Australia, Neighbourhood Houses Victoria and Jobs Australia.
- Free community Book Swap, DVD Movie Swap, CD Swap and Seed Swap for community members.
- We support refugees and asylum seekers with *West Welcome Wagon* and the *Hobsons Bay Refugee Network* by fundraising and food hamper collection.
- **Attachment 2** - Page 5, a list of community partners we are involved with. From local (local Hardware store and Butchers, etc) to international (Mobil).
- See also *Philanthropic Support* in **Attachment 2**, Page



18.

- We have a referral service where we collect information on all community activities across Hobsons Bay. We can inform locals who drop in, put on our noticeboards at both venues and often mention initiatives in our Newsletter.
- We also have a free weekly morning tea and monthly lunch for local Hobsons Bay residents.
- Our Centre is also involved in several sector partnerships which include -

- *The Learning for Employment Consortium* with seven other adult community education providers based in Melbourne's north and west (Community Plus, Djerriwarrh Community and Education Services, Laverton Community Integrated Services, Westgate Community Initiatives Group, Wyndham Community and Education Centre and Yarraville Community Centre).



The Consortium deliver the Federal Government Skills for Education and Employment and the Adult Migrant English programs.

- *Network West* is a network for the 49 neighbourhood houses and community centres in the western metropolitan region of Melbourne, covering the council areas of Hobsons Bay, Brimbank, Maribyrnong, Melbourne, Melton Shire, Moonee Valley and Wyndham.



Network West aims to strengthen communities by building networks between neighbourhood houses and community centres, communities, business, and government in the west.

- *The ThinkWest Cluster* is a group of six community centres comprising Angliss Neighbourhood House, Duke Street Community House, Laverton Community Centre, Wyndham Community and Education Centre, Yarraville Community Centre and ourselves.



- *The Learn Local Quality Partnership* is a Victorian Government sponsored program to help community centres, who are also RTOs, improve compliance and meet regulatory requirements. The group of nine centres include Carringbush Adult Education, Duke Street Community House, Farnham Street Neighbourhood Learning Centre, North Melbourne Language and Learning, Meadow Heights Learning Shop, Laverton Community Integrated Services, Westgate Community Initiatives Group, Wyndham Community and Education Centre and Yarraville Community Centre.



Question Three. What makes us stand apart?

Aside from the answers to Question One and Question Two that elaborate on our success and uniqueness, other areas that make us 'stand out' include -

- We were one of three Not-for-profit category Finalists in the 2015 Hobsons Bay Business Award, but were unsuccessful in winning the Award.
- We are one of the only two community houses in the City of Hobsons Bay that are a Registered Training Organisation. (The other is Laverton Community Integrated Services).
- We are the only Community Centre in Hobsons Bay that has programs operating out of four venues - Joan Kirner House in Williamstown, Spotswood Community House, Dulcie Shaw House in Altona North and the Altona North Library
- One of our Houses is named after the first Australian woman Premier – Joan Kirner and Joan Kirner House, as the former Magistrates Court House has a significant history.
- Joan Kirner House is unique. A vast array of programs operates under the same roof. From Childcare and disability art classes to accredited training, computer classes and yoga. It is uncommon for a Community Centre venue to have all this under the same roof.
- We have a rich 43 year history in Hobsons Bay, spanning several generations and thousands of local people being engaged and involved with Centre.
- We have had significant sponsorship and support from many local residents, organisations and businesses in the local area.
- Many of our staff have worked at the Centre for long periods of time. 12 years for the Childcare Coordinator, 19 years the IT Coordinator and 22 years the Education Coordinator.
- We are the exception when it comes to a Community Centre, as we deliver so many programs. We are a Registered Childcare Provider, a Learn Local, deliver the Federal Government Skills for Education and Employments Program, the Adult Migrant English Program, provide cheap rentals, etc
- Referral assistance to the public for a vast range of community services such as Hobsons Bay Libraries, aged care services, Hobsons Bay Language Line, Emergency Relief, Tax Help, etc.
- Commemorative *Joan's Garden* established in 2016, 12 months after her passing. Opened by her



good friend Linda Dessau, the Governor of Victoria.

- We have had continued success in grant applications and program delivery. Securing Federal, State and Local government contracts as well as industry and philanthropic grants. Recent sponsors and projects include -
 - 2017/18 - *Australian Communities Foundation / Hobsons Bay Community Fund* - Intergenerational program to join up our children in child care with our mature aged, reading stories, engaging in activities together, etc.
 - 2017/18 - *Australian Communities Foundation / Slater and Gordon Community Fund* - Free English language classes and help to ease transition into the community for refugees and asylum seekers ineligible for government subsidised training.
 - 2017/18 - *Office of Multicultural Affairs and Citizenship, in partnership with Laverton Community Integrated Services* - Promoting culturally diverse programs, activities and events.
 - 2017 - *The R E Ross Trust* - A range of alternative, interesting, active and team based activities that compliments the current formal learning environment. Gardening, cooking, art / craft and social media.
 - 2017 - *Hobsons Bay City Council* - Healthy Lunch Program and Advocates for the Environment Project.
 - 2017 - *Mobil Refinery Altona* - Sponsorship to upgrade IT, furniture and computers in Computer Classroom.
 - 2017 - *Powershop* - Funding to purchase and install solar panels and inverter.
 - 2016/17 - *Eastweb Fund / Australian Communities Foundation / Sidney Myer Fund* - Program to assist migrants, new arrivals, refugees and asylum seekers.
- Historically, the Centre has supported, fostered, subsidised, provided help and assistance for 'start up' groups of local residents in a range of initiatives in a variety of ways.

For example –

- ✓ Willin Wimmin, a community choir based in Williamstown. This group, with the Centre support, went on to become independent.
 - ✓ Hobsons Bay Men's Shed, which started out from Spotswood Community House, eventually became an Incorporated Association, secured funding and became independent.
 - ✓ Conversations for the Curious, who have now expanded out to include several groups including the Loom Room. Initially the Centre helped out in many ways including coordinating grants through Council.
 - ✓ Emergency Relief, where the Centre managed this program for several years until Anglicare took over Management.
- Dedicated, experienced, qualified and professional staff who want to help their community.

- We are a leader in community service provision in Hobsons Bay. We are self supporting, community based, community owned and administrated.
- We pride ourselves on being a contemporary and progressive Community Centre that is professional, provides a high standard of service, has a 'state of the art' computer training facility and Childcare area. We have digital projectors, a set of iPads, large library of training resources, books, activities, etc for teaching staff. We produce high quality resources and publications, yet still embrace the essence of a Community Centre.



Please feel free to contact Dr Mark Brophy (PhD), the Manager / CEO for further details and / or clarification. 03 9397 6168 – manager@wcec.com.au