



2016

Yarram Community Learning Centre



Annual Report
September 2016

Yarram Community Learning Centre Inc.
Annual General Meeting

September 13th 2016 6pm At The Yarram Club Hotel

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VISION

We share the vision that Yarram Community Learning Centre will become the hub of lifelong learning accessible to the wider Yarram Community.

MISSION

To promote pathways to learning and personal achievement for all ages and abilities.

PROFILE

Yarram Community Learning Centre provides socialization and life long learning opportunities for all adults in our community.

We offer a diversity of programs that encompass:

Socialisation and Empowerment

Pre Accredited Learning

Job Enhancement

Health and Wellbeing

Hobby and Enrichment

OBJECTIVES

- To ensure that anyone who becomes involved with Yarram Community Learning Centre is assured of high Standard of service.
- To expand the image of Yarram Community Learning Centre by exploring avenues to increase public participation in our activities.
- To expand our partnerships with other community based organizations and appropriate commercial ventures for the benefit of the community.
- To maintain our course costs at an affordable level for everyone in the community.
- To explore new opportunities for social enterprise projects.

Yarram Community Learning Centre Inc. Organisational Chart 2015-2016

President

Hazel Ramsay

Vice President

Justine Meaker

Secretary

Jenny Leat

Treasurer

Michael Glebov

Committee of Governance

Brianna Leat, Justine Milne, Jess Lawrence, David Coburn

YCLC Coordinator & Office Manager

Kristy Turner

Workshop Coordinator/Supervisor

Mark Binding/Clarrie Smith

Centrelink Agents

Michael Glebov, Robin Sharp, Gerry Ryan, Paul Reeve

Tutors

Michelle Travers

Rhonda Cahill

Elinda Thompson

Sue Glebov

Jayne Dean Collins

Scott Bindloss

PROGRAMS WE OFFERED THIS YEAR:

General Skills and participation:

Craft and Conversation
Art – twice weekly
iPads for Beginners
Smartphones for Beginners
Patchwork and quilting
Photography
Art Programs for Adults with Disabilities

Computer Classes:

Beginners

Workshop:

Men's Shed Program
Mirridong Woodwork Program

Physical:

Strength Training
Fast & Furious
Moderate Trim & Tone
Boxing

Events & Competitions:

Mens Shed Raffle
Neighbourhood Houses/National Volunteer Week Afternoon Tea

Groups:

Spinners and Knitters
Scrabble

Job Enhancement:

RSA Responsible Serving of Alcohol
APM – Advanced Personal Management

Accredited Courses:

Vicroads Learners Permits
First Aid

Thanks to our Supporters

Funding Bodies

Department of Health & Human Services - Neighbourhood House Coordination Program

Wellington Shire - Venue Lease, Newsletter Support, Community Grants

Tutors

Michelle Travers

Sue Glebov

Rhonda Cahill

Jayne Dean Collins

Elinda Thompson

Scott Bindloss

Traders

Radcon Timber Mill

Pattons Hardware

Yarram Drapery

Smiths Butchers

Yarram Mitre 10

Yarram Betta Electrical

Tarra Hardware

Newsxpress Yarram

Yarram Bakery

Colleagues and Partners

Neighbourhood Houses Victoria

Gippsland Regional Neighbourhood Houses Group

Wellington Cluster of Neighbourhood Houses

DHHS - Centrelink

Yarram and District Health Service

Mirridong Adult Services

Yarram Library

Services Provided

Advanced Personnel Management

Tenancy Union

Vicroads

Our Publication

We publish a Community Newsletter every month. "The Drum" contains our term program, Community activities, items of interest and Community group listings.

Volunteers

Volunteers are the backbone of any organisation, and ours bring with them a willingness to help that shows in the many tasks they complete throughout the year. Special thanks to our Committee who have worked so hard this year.

Special Thanks to the Men at the Men's Shed for volunteering their time and skills throughout the year, they do an amazing job working on projects for the community and helping fundraise for the YCLC.

A big thank you to all our volunteers and members – however you have helped. In the veggie garden, mowing lawns, maintenance jobs, baking, lifting and shifting! Please know that your efforts are greatly appreciated and is what makes the YCLC successful.

Yarram Community Learning Centre - Presidents Annual Report

I knew at the 2015 AGM when all positions were filled with enthusiasm that I had the best team I could have wished for, and have been proved right over and over during the past twelve months.

When a job needed doing, hands were raised and all tasks taken with a smile. Meetings have had near full attendance each month, and that there is much laughter during and after, leaves one feeling good, and made me feel proud of each and every one of my Committee.

Financially the House is in the best position it could be in a very long time and most of this and with our thanks, is due to Kristy our Co-Ordinator, who has put every effort into getting the paperwork in order, the ideas put into practice, and my Committee into action.

I am proud that we now have a Committee member as our representative at quarterly GRNHG meetings and there is always a good show of hands from other Committee members wishing to attend when other GRNHG meetings are listed.

This has made it very easy for me as President as I had faith in my Committee and by standing back and allowing them to attend as a team they have learnt very quickly what it needed to work together and to integrate with our sister Neighbourhood Houses.

Social media has been embraced and Facebook has been used extensively to keep the community up to date with happenings and events at our house, this has been successful in getting the numbers necessary to conduct classes, and answering questions quickly when needed. The Messenger group set up by Kristy for Committee Members has been a blessing in disguise, almost immediate contact with one or all. A really great and well used feature.

Classes offered this past year have been First Aid, RSA Training Certificate, a Barista Course, Boxing, Agritrain and Harmonica, to which I am delighted to say the group played at the Yarram Eisteddfod this year winning a first place in their section. Very well done. All this beside the permanent programs of Art, Scrabble, Quilting & Patchwork, and the ever popular fitness centre and Men's Shed have enjoyed a busy and exciting year.

I can't finish without mentioning our guest for Volunteers Week, Mayor of the Wellington Shire Darren McCubbin, who delighted our Mirridong Class by him just being there and joining in the fun, they loved him and the atmosphere was electric and I still don't know whether he managed to finish anything he tried to eat or drink!

My retirement as President is timely as I have no doubt at all this younger group of Executive Members are ready and able to take over and bring our plans for the future to fruition, so it is with my thanks to each and every one of you, for the support and friendship you gave me that I now step aside.

Hazel Ramsay – President

Yarram Community Learning Centre

Yarram Community Learning Centre - Coordinators Annual Report

I can't believe it! One year already gone from when I started as Coordinator at the Yarram Community Learning Centre. The first weeks of my training were a whirlwind of acronyms and abbreviations and I found myself writing pages and pages of notes trying to remember everything!

I am a Mother of a 7 year old and I found that being a coordinator is similar in that it feels like multitasking madness, so much to do and not enough time to do it in. With the help of the YCLC committee and support networks I feel like I have found my place and welcome each day that offers up new challenges and the odd spanner in the works.

We are working to identify what the community wants from the YCLC focusing on social media and have had a great response engaging new age groups that have previously not participated in programs, courses and workshops delivered through the Centre.

I would like to thank the staff, tutors, trainers, and volunteers that put in such an amazing effort this year. You all do such an amazing job and helped the YCLC deliver the wide range of programs that we have on offer. 2015-16 welcomed the addition of boxing, crochet, a wider range of technology and photography classes.

Registered Training Organisations including Victorian First Aid, Federation Training, Agritrain and Vicroads have delivered a range of accredited courses. It is my aim to make more of these courses available in Yarram to provide the community the opportunity to study without having to travel to obtain these qualifications.

Centrelink staff continue to provide the community with quality help and support from our rural agency with limited resources and manpower.

The Men's shed have completed an amazing amount of community projects and continue to provide a great place for men in Yarram to go which promotes inclusion and awareness for Men's Health. The shed continues to grow and evolve so much so they had to have a clean out to make more room!

This year has been filled with meeting new people and learning new things. I'm excited for the coming year, just as long as we don't run out of biscuits for our Wednesday craft group.

Kristy Turner – Coordinator

Yarram Community Learning Centre

Yarram Community Learning Centre – Workshop Annual Report

2016 has been a bit bumpy in the shed. We have had a few issues during the year but all have been resolved and the shed has come out bigger, better and stronger.

- We have seen many new members attend the shed this year.
- Major increase in projects and income with the aim of self-sufficiency,
- An increased profile and awareness in the community.
- Sizeable donations of timber to the shed.
- Mirridong returning to 4 terms.
- Successful expansion to 3 days a week

Men's Shed

Like last year we have seen some new men attend the program. These new men have brought a lot of skill, energy and ideas to the program. There has been a great improvement in the quality of project as well as the number of projects undertaken for fund raising for the shed.

There have been some challenges with personalities and the supervisor throughout the year however these were successfully worked through.

The men have worked very hard this year to raise money for the shed and YCLC. It was decided that half of the money raised by the men would go to YCLC to help with the running costs of the shed. The long term aim would be that the men are able to raise enough money each year to cover all costs. As a result of this decision the annual Tarra Festival fundraiser and raffle raising over \$5,000.

The program and the men are also enjoying the fruits of past years efforts within the community. The increased profile of the shed has seen many community organisations seek the assistance of the shed for fundraising, Organisations include;

- Red Cross Yarram,
- Cancer Council Foster,
- Yarram Social Dance Group,
- Diabetes Australia,
- Elderly Citizens,
- Heart Foundation
- Mirridong
- Rosedale Fire Brigade
- Foster Bowls
- Fish Creek Kindergarten

The other big success for the year is the successful expansion to 3 days a week. The shed now operates Tuesdays (with Mirridong), Wednesday (Men's Shed day) and Thursday's (community enterprise day)

The good thing about this expansion is that it has increased the number of men attending and not everyone attends every day. It has given a wider section of the community a chance to attend the shed and also allows people with other commitment's on Wednesday to attend as well.

The shed has also started to look at solar panels as a way into the future and reducing overheads. David Coburn has taken this project on and has done some very good background work on the proposal and has succeeded in getting a new bank account assigned to this project.

Improvements include;

- Completion of smoking shelter

New purchases include;

- No major new purchases were made.

New donations include;

- Timber from the pine mill (every week)
- Wood lathe and other tools from a deceased estate
- Hardwood timer from Radcon

Mirridong

This year we saw Mirridong extend the classes back to all 4 terms. The demand from the clients and the families was the main reason.

We had challenges maintaining tutors however we successfully overcame these with new men stepping up to the role throughout the year

Overall though Mirridong has progressed well with some really good projects completed with Frank and Darren starting to introduce some new skills with some different types of projects.

Summary

What we have seen this year is the Men's Shed and the program weather its first real storm. The strength of the program and the character of the men has been put to the test and passed with flying colours.

The desire of the men to now try and become self-sufficient is also another indicator of the strength of them and the program.

Again we see the program change its direction and create a new and exciting pathway into the future.

Looking forward to new horizons!

Mark Binding – Workshop Coordinator

Yarram Community Learning Centre

Centrelink Annual Report 2015 – 2016

July. July was a very busy month for the Centrelink Agency, with more clients than last month and well up on this month last year.

As expected, the deadline for clients to set up their 'MyGov' accounts has been extended, due to the difficulty clients are having. This has seen the agents spending over 1hr with some clients to assist them with this convoluted process.

Centrelink keep changing the MyGov process, which means there are new agent training modules to be completed by the agents. This is also consuming Agent's time.

August. August was a busy month for the Centrelink Agency, with fewer clients than last month but well up on this month last year. The deadline for clients to set up their 'MyGov' accounts continues to be extended. It has been a busy and erratic month with large peaks and troughs in day to day client attendance.

Gerry Ryan is away & unavailable until the end of September.

Agent Robin has managed the agency very successfully while Michael Glebov was away & unavailable on his tropical cruise. Robin has proved he was well and truly up to the task.

September. We have received the new Centrelink telephone handset for the agent office.

Gerry Ryan is away & unavailable until the end of October. Paul Reeve is unavailable to commence re employment as a Centrelink Agent until November at the earliest.

October. Preliminary meetings with Paul Reeve will see him commence as a Centrelink Agent in the New Year.

November. This month was busier than this time last year.

December. It has been a very busy lead up to the Christmas New Year Break this month. Many clients needed to report early due to closing dates and the DHS Website was locking up constantly, much to the frustration of clients. This culminated in the website being down for 1 week before Christmas. This resulted in clients needing to report over the phone, tying up the phones for long periods and resulting in clients being turned away and sent to the library. A second phone line supplied by Centrelink would be invaluable in these situations. Much of the Agent's time was also consumed assisting these clients.

New P.O.I processing requirements also require agents to now phone in the information instead of faxing. This too has increased the agent's workload.

January. The DHS Website issues continue with it locking up constantly, much to the frustration of clients. This resulted in clients needing to re log in many times or report over the phone, tying up the terminal and phone for long periods and resulting in clients being turned away and sent to the library. Much of the Agent's time was also consumed assisting these clients. New P.O.I processing requirements also require agents to now phone in the information instead of faxing. This too has increased the agent's workload.

The Centrelink training day held on the 22nd was well attended by YCLC Employees. Centrelink are really enforcing the push for clients to enroll on line. This process is also tying up the terminal time and the agent's time.

February. The Centrelink client call back function has CEASED. Therefore customers must wait on the phone. This too ties up the agent phone for longer. Agent Paul has completed his first day as Centrelink.

March. There was no slow down over the Easter School holidays with many visitors to the area coming in to complete transactions.

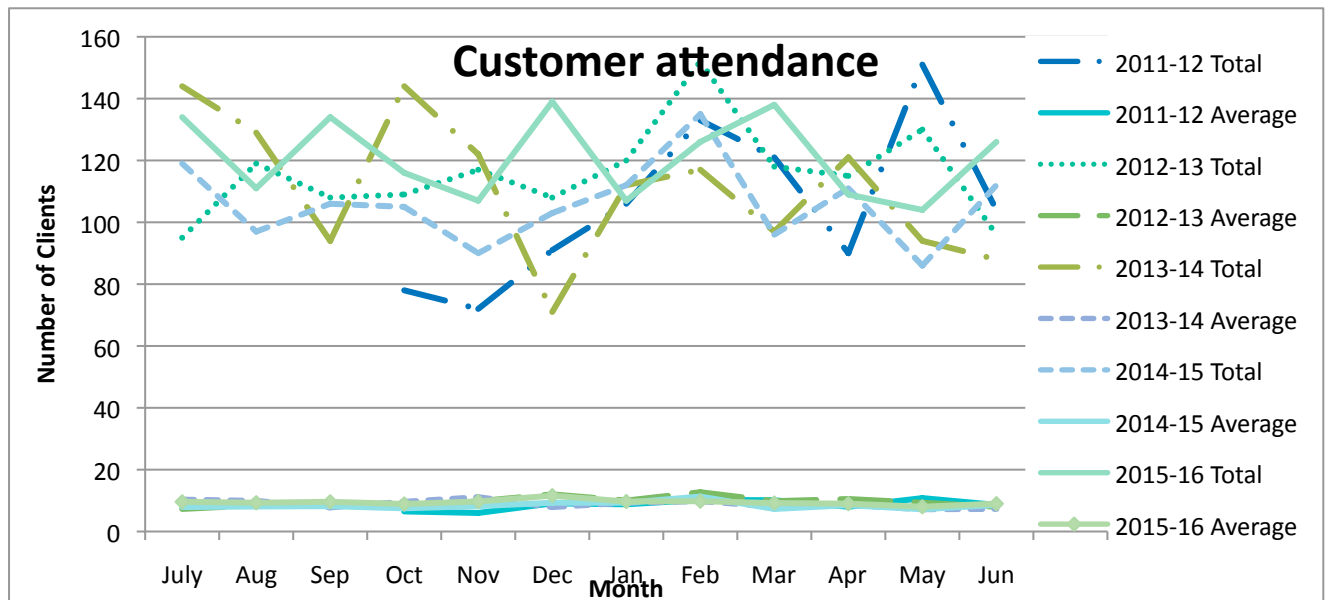
April. The warm Autumn weather seems to have resulted in more tourists and visitors remaining in the area and coming in to complete their casual DHS business.

May. Technical issues with P.O.I silver service processing have resulted in long waiting times and increased agent's workload. The record warm Autumn weather seems to have resulted in more tourists and visitors remaining in the area and coming in to complete their casual DHS business.

The Centrelink mobile service centre (truck) was in Yarram on Tuesday 17th May and resulted in visits from Centrelink personnel and management. An agency office performance review was completed and the issues of POI silver service and computer terminal times were raised by the agent.

June. A reporting table has been established to report technical issues with P.O.I silver service, fax and internet SST back to sale in the aid to get these issues rectified.

The Centrelink mobile service centre (truck) was BACK in Yarram on Tuesday 28th June and resulted in visits from Centrelink personnel and management. As well as technical issues with equipment in the truck had personnel and clients coming back to the agency to complete tasks. This made for a busy day! The return visit was due to the latest focus on Farmers concerns and farm household assistance.



This was an increasingly busy year.

Michael, Paul, Gerry & Robin.