



2017

# Yarram Community Learning Centre



Annual Report  
October 2017



# **Yarram Community Learning Centre Inc.**

## **Annual General Meeting**

**October 20th 2017 6pm At The Victoria Hotel Alberton**

Contents:

Page 4 -	Vision and Mission
Page 5 -	Organisational List
Page 6 -	Programs on Offer
Page 7 -	Thanks to our Supporters
Page 8 -	Presidents Report
Page 10 -	Coordinators Report
Page 11 -	Workshop Report
Page 12 -	Centrelink Report
Page 14 -	Financial Report

## **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 2016-2017**

## **President**

Justine Milne

## **Vice President**

Justine Meaker

## **Secretary**

Jess Lawrence

## **Treasurer**

Michael Glebov

## **Committee of Governance**

David Coburn, Heather Grimshaw, Shirley Pederson, Darren Dunne, Sally-Ann Henderson, Jacqui Fisher, Tracey Parker

## **YCLC Coordinator & Office Manager**

Kristy Turner

## **Workshop Coordinator/Supervisor**

Mark Binding/Clarrie Smith

## **Centrelink Agents**

Michael Glebov, Robin Sharp, Gerry Ryan

## **Tutors**

Michelle Travers

Rhonda Cahill

Sue Glebov

Jayne Dean Collins

Scott Bindloss

## **PROGRAMS WE OFFERED THIS YEAR:**

### **General Skills and participation:**

Craft and Conversation  
Art – twice weekly  
Patchwork and quilting  
Art Programs for Adults with Disabilities

### **Computer Classes:**

Beginners

### **Workshop:**

Men's Shed Program  
Mirridong Woodwork Program

### **Physical:**

Strength Training  
Fast & Furious  
Boxing

### **Events & Competitions:**

Mens Shed Raffle  
Neighbourhood Houses Walktober  
National Volunteer Week Mens Shed Bus Trip

### **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

Scott Bindloss

### **Traders**

Radcon Timber Mill

Pattons Hardware

Yarram Drapery

Yarram Mitre 10

### **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

What a year!!

My first experience as being a chairperson on a board has been an interesting one to say the least. Such an amazing opportunity to learn a lot of new things and get involved with the centre on a more in-depth level. It has again been a great experience for myself to learn the grant application process, IR training, social media enlightenment and committee management information. None of this would have been possible without the support of the YCLC committee so thank you!!

Big changes seemed to happen consistently throughout the year with Kristy leaving for abroad (sorry Tassie) and Cathy taking up the huge task of being coordinator. I feel Kristy really started the ball rolling with new ventures for the centre and her savvy social media approach got us out there in the community. Now that we have Cathy on board, it's all steam ahead with her amazing enthusiasm and management expertise. As a committee member it is exciting to see our ideas and initiatives really taking off as Cathy truly puts in the effort to get new classes up and running and staying ever present in the social media eye. Her administrative experience and connection with the community has been such an asset to our centre and I can only see great things ahead for us.

As everyone is aware it was a rocky year for the Men's Shed. We lost our coordinator Mark who was a passionate front-runner at the shed, as well as our coordinator Clarrie. It was such a heavy loss that it all looked a bit grim for the lads, but with the recruitment of Shed Facilitator Robert Oehm, I hope there will be a fresh air of enthusiasm and team spirit. The Men's shed is such an important place for the men in our community to come together and achieve great things. It was a pleasure to travel with them to Boolarra and Gormandale and meet other likeminded fellas. Thanks to Cathy for putting on such an amazing spread for the men's shed week luncheon. It was a great opportunity for me to meet the new facilitator and have a tour of their busy shed.

It's been a fantastic year for the fitness centre. With the receipt of the Wellington Shire grant we were able to purchase much needed equipment and give the building a bit of a face lift. With the helpful advice and assistance of fitness guru Leanne Sklavenitis, we secured two personal training courses at a great price for both myself and Michelle Caddie. Leanne will continue to mentor us and will be holding a training weekend in November.

The Old bank building continues to provide fantastic permanent programs within the fields of art and sewing. The crafty clan participated in a bus trip to Morwell for the Craft Alive expo thanks to the Wellington Shire providing a quick response grant. A great day was had by the looks of things and it's great to be able to offer these kinds of expeditions for our highly valued volunteers and members.

Recently the Wellington Shire held a volunteer information night from our centre. It was great to see other community groups come along and benefit from this knowledge, as well as being able to network with each other. Hopefully the shire will continue to run these programs locally so that more people can attend.

I still have not been able to attend a GRNHG meeting! This is not by choice but rather dates not complying. I will endeavour to attend one this year as I look forward to connecting with other

neighbourhood houses. Toni from GRNHG has been a fantastic resource and her help has been greatly appreciated.

As a committee we have been presented with some complicated situations throughout the year that we have had to deal with and learn from. I am confident that we will continue to grow and provide a friendly supportive network to everyone in Yarram.

Justine Milne – President

Yarram Community Learning Centre

## Yarram Community Learning Centre - Coordinators Annual Report

Sorry I couldn't be there to present my report in person but I am no doubt surrounded by Labrador puppies in Tasmania!

Wow what an amazing year with some great achievements from the new committee, volunteers and staff. We have all worked together towards our goal of taking the YCLC into the future with sustainable viable programs which will continue the success of the Neighbourhood House for a long time to come.

Our programs break down social barriers and isolation by encouraging members of the community to get involved, learn a new skill or improve their physical or mental health by attending one of our programs.

The YCLC has continued along with all the regular classes and workshops this year some losing interest, some gaining interest whilst also seeing an increase of volunteers and some old faces returning back to social groups and classes. We continue to offer and develop new courses and workshops by identifying the community wants and needs often through social media.

I am proud to say that the committee has done an amazing job this year, taking on more tasks and upskilling by attending training and seeking out information to be better informed of how the YCLC can be a better committee. The committee is getting more hands on which in turn is attracting new volunteers and increasing awareness.

The Fitness Centre has had some great successes this year with the approval of the Community Assistance Grant allowing us to purchase some new equipment to better supply our participants and trainers. The YCLC also welcomes Michelle Caddle and Justine Milne as Fitness Trainers in training, both being enrolled into the PT academy in June of this year. Well done girls, with them coming on board the YCLC will be able to offer more courses expanding our program and helping members of the community stay fit and healthy.

The Men's shed continue to do an amazing job working not only on projects for themselves but by helping to support community groups, businesses and the general public by making a variety of products anything from planter boxes to Drum Stands. The Shed also was successful in obtaining some new equipment through the Wellington Shire which allowed them purchase a sander which will finish large scale slabs enabling them to make large items.

The YCLC has continued to grow and work as a team this year and it really is limitless what we can achieve, even finally getting the window fixed upstairs!

Kristy Turner – Coordinator

Yarram Community Learning Centre

## Yarram Community Learning Centre – Workshop Annual Report

It has again been a big year for the Yarram Mens Shed. We have had some truly positive achievements as well as some rocky times.

We again supplied tutoring services at the Shed for clients from Mirridong Services which went really well. However this was only in Term 3 and 4 2016. It would be an asset to the Shed if we could re-engage Mirridong Services and their clients for 2018.

The Shed received a grant from Wellington Shire for a new Drum Sander. The Sander has been set up and has been used to produce an extremely high quality finish to projects.

The men had a very successful Tarra Festival and Monday Market at Easter time, raising valuable money for the shed.

The shed has again been greatly supported by the local timber mills. Both Radial Timber Australia and Carter Holt Harvey Timber Mill has donated a large quantity of good quality timber which the Men have turned into products for themselves and to sell for the Shed.

The House also obtained a grant from Wellington Shire for National Volunteers Week to take the men on a bus trip to visit the Boolarra Mens Shed. It was great for the men to explore around another towns shed, meet the locals and discuss similarities and differences between the two sheds. The men were very happy with the day, everyone thoroughly enjoyed themselves and everyone got something out of the day. A hearty lunch was also enjoyed and a quick stop off at the Gormandale Neighbourhood House on the way home.

Various community projects, items for community organisations, products for individuals have been completed by the men as well as a myriad of personal articles.

Mark Binding, who has been with the Yarram Mens Shed for many years, decided to resign mid-year. The House and the Shed appreciate all the hard work Mark put in over the years to get the Shed to where it is today, he will be missed. Our long standing supervisor Clarrie Smith also had to step down from his duties, due to ill health. Clarrie put a lot of time into the Shed and we look forward to having him back as a member when he is up to it.

YCLC would like to thank those members of the shed who stepped up into supervisor roles in the interim period between facilitators.

We have welcomed Rob Oehm to the helm at the shed. Rob has only just started but we look forward to bright things from him.

To improve the viability of the Yarram Mens Shed, we have introduced a new fee structure. Participants now pay a term or yearly fee and the daily fee and lunch has ceased.

The Shed has continued to provide a venue with a good social atmosphere, somewhere for the men to talk, put the skills into practice and laugh.

YCLC Coordinator Cathy Cook

For Mark Binding, Mens Shed Coordinator

## Centrelink Annual Report 2015 – 2016

Overall It has been a mixed year. A slower start to the year but busier in the second half. Technology changes are having a huge influence. One can't even be unemployed without knowing how to use a computer and going on line.

July. A busy month as the average time spent per client has been extended for on line and sign up issues.

August. Gerry Ryan is away & unavailable to the end of September. This poses no problem as agents Robin and Paul are available for back up.

September. Centrelink Clientele slowed dramatically during the school holidays period. This made for a slow average for the month and fewer clients than this month last year. Gerry is back

October. Nothing new to report.

November. It was a very average month for the Centrelink Agency with 3 fewer clients than this month last year and last month and right on the average average of 8.0 clients.

Centrelink have reverted back to the old procedure of NOT needing to mail documents to Sale when they have been faxed to Canberra. This will save Agent's time and paper, but will require diligence to ensure faxes are confirmed as sent.

December. It has been a busy lead up to the Christmas New Year Break this month, however slower than this time last year.

January. It has been a very busy return from the Christmas New Year Break this month and busier than this month last year. The growing trend of more clients with more complicated issues continues. Much of the Agent's time was also consumed assisting these clients.

Centrelink continue to really enforce the push for clients to enroll and apply on line. This process is also tying up the terminal time and the agent's time.

February. It has been another very busy month after the return from the Christmas New Year Break.

March. The trend for more clients coming in to establish MyGov accounts continues. Carer payments and Allowances claims are now being moved to MyGov.

April. BUSY, BUSY, BUSY! Oh, the web site is down.....that shouldn't be? Oh, the fax is jammed....Damn! Oh, the phone lines are engaged! Why? They're on what? Rolling strike! For how long? Two weeks!!!....OMG that's NFG! Oh no, the printer toner alarm is going off! The Beeping...The Beeping...THE BEEPING.....ARGH!!!

May. It has been a very busy month, however statistics are not available this month.

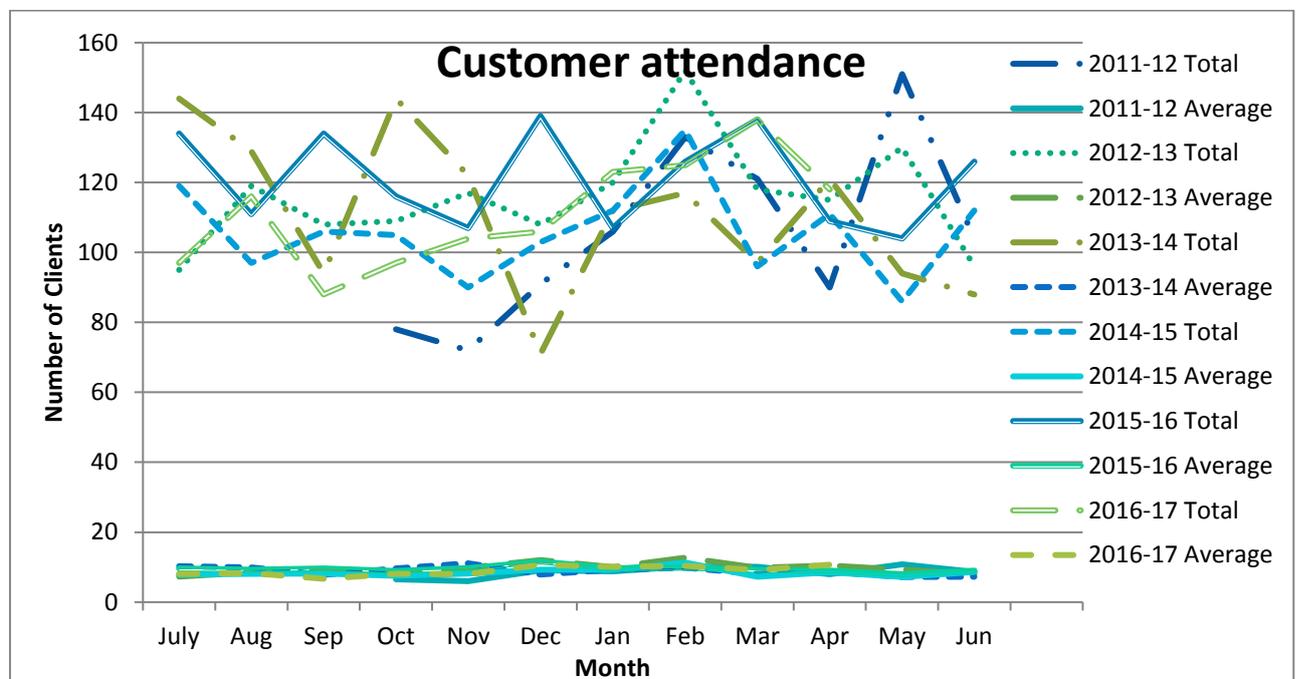
Centrelink delivered a range of major new equipment for the Yarram Agency. This implements major changes for how the agency delivers it's services for the clients. It

appears Centrelink is no longer using the 'carrot' to coax clients onto MyGov, and are now using the 'Stick' to insist MyGov is the only way to do business with Centrelink. These changes have resulted in Agent training time required in office and on the phone, and more time taken with clients to submit their documents.

June. The Centrelink mobile service centre (truck) was in Yarram on Tuesday 6<sup>th</sup> June and resulted in visits from Centrelink personnel and management.

The Centrelink range of new equipment and procedures continues to be rolled out for the Yarram Agency. Agent training was conducted during teleconferencing on Thurs 8<sup>th</sup> June. These major changes are resulting in more time spent with the clients. There remain some glitches to iron out.

Gerry Ryan is away & unavailable to the end of September. This poses no problem as agent Robin is available for back up.



This was an increasingly busy year.

Michael, Gerry & Robin.