



MEADOW HEIGHTS
LEARNING SHOP
Inc

ANNUAL REPORT
2009

www.mhls.com.au

CREATING OPPORTUNITIES, OPENING DOORS

Our Purpose

The Learning Shop aims to improve quality of life through adult education for the community, in a safe non-threatening environment, in the areas of education, recreation, leisure and children's services¹.

Our Aims and Objectives

- Meet the needs of our culturally and linguistically diverse and socio economically disadvantaged community
- Provide accessible further education and vocational education and training
- Provide youth, recreation and leisure programs
- Provide community services and development support
- Provide free services to those experiencing poverty or helpless circumstances
- Engage the local community in the learning Shop
- To develop fundraising and income activities.

¹ Constitution Meadow Heights Learning Shop Incorporated 2005

Our Board of Management 2009-2010

President	Burhan Yigit
Vice President	Judi Gray
Treasurer	Renaldo Tomasiello
Secretary	Michael J Halls
Committee Member	Mohamad Abbouche
Committee Member	John Haddad
Committee Member	Malcolm Peacock
Committee Member & Past President	Phillip Perroni
Committee Member	Richard Turnbull
Committee Member	Margaret Wood

The Board has established the following Committees:

- Audit (Members: Mr Michael J Halls, Mr M Peacock)
- Finance (Members: Mr R Tomasiello, Chair, Michael J Halls. Mr M J Halls, Mr P Perroni, Mr R Turnbull)
- Human Resources (Members: Mr B Yigit, Chair, Mr Michael J Halls , Mr R Tomasiello, Mr R Turnbull,) and
- Programs (members: Ms J Gray, Chair, Mrs M Wood)

NOTICE OF MEETING

The Annual General Meeting of the Meadow Heights Learning Shop Inc will be held at 5.30 pm on Wednesday 26th May 2010 in the Function Room, Visy Cares Learning Centre 3-13 Hudson Circuit Meadow Heights.

AGENDA

1. DEMONSTRATIONS AND ENTERTAINMENT

Video Presentation of Highlights of Meadow Heights learning Shop in 2009
Dancing Presentation

2. WELCOME and APOLOGIES

3. MINUTES

The Minutes of the meeting held on May 20th 2009 are attached.

It is RECOMMENDED:

THAT the minutes of the AGM held on May 20th 2009 be confirmed as a true and correct record.

4. ANNUAL REPORT

It is RECOMMENDED:

- a. THAT the AGM receive the Annual Report*
- b. THAT the AGM receive the statement submitted by MHLS in accordance with section 30(3) of the Act*
- c. THAT the Auditor be reappointed for a further period of one year.*

5. SPECIAL BUSINES

6. ELECTIONS

The Manager will act as Returning Officer for the declaration of the poll.

7. CLOSURE

All members and guests are invited to remain for light refreshments and conversation

NOTICE OF MEETING

The Annual General Meeting of the Meadow Heights Learning Shop Inc was held at 5 pm on Wednesday 20th May 2009 in the Function Room, Visy Cares Learning Centre 3-13 Hudson Circuit, Meadow Heights.

Prior to the commencement of the meeting members and guests were entertained by a performance from the Broadmeadows Community Singers Inc.

MINUTES

1. WELCOME and APOLOGIES

- a. The Secretary and Manager Mr Michael J Halls welcomed members and guests to the seventeenth Annual General Meeting.
- b. The attendance register was signed by all members and guests. The register is attached to the original of these minutes. There were 18 people present of whom 6 were members (or 10% of the membership). In accordance with Rule 15 of the Constitution there was a quorum present.
- c. A number of persons had been invited to attend the meeting but were unable to attend for various reasons. We had received 24 apologies of which 7 were members. Apologies from those people have been recorded in the register.
- d. No proxies were received.
- e. The President Mr Burhan Yigit took the Chair.

2. MINUTES

The Minutes of the meeting held on May 20th 2009 had been circulated and were included in the Annual Report.

Having been correctly moved and seconded it was **RESOLVED**:

THAT the minutes of the AGM held on May 20th 2009 be confirmed as a true and correct record.

3. ANNUAL REPORT

The President presented his report and thanked the various funding bodies for their generous support.

The Secretary and Manager's report was noted.

The Treasurer presented his Report which included the annual Financial Report and Auditor's report.

All reports were included in the Annual Report which was tabled.

It was **RESOLVED**:

- a. THAT the AGM receive the Annual Report for 2009*
- b. THAT the AGM receive the statement submitted by MHLS in accordance with section 30(3) of the Act*
- c. THAT the Auditor Mr Joe Boyar be reappointed for a further period of one year.*

4. SPECIAL BUSINESS

There was no special business of which notice had been given.

5. ELECTIONS

The Manager acted as Returning Officer for the declaration of the poll. The following members were declared elected or appointed to the Board of Management;

Elected Members:

Judy Gray	Member
Margaret Wood	Member
Phillip Perroni	Member
Renaldo Tomasiello	Member
Richard Turnbull	Member
Burhan Yigit	Member

Appointed Representatives:

Ian Allen	Appointed Representative
Malcolm Peacock	Appointed Representative

Ex Officio:

Michael Halls	Member and appointed Public Officer
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Vacancy:

The Returning Officer declared one vacancy for an Appointed Representative which, as a casual vacancy, would be filled by the Board at a future meeting.

The report of the Returning Officer was received and the members of the Board congratulated on their election and appointment.

Former member of the Board Mr Chai Vue (Past Vice President) was unable to attend. The President presented a certificate and gift to Mr Mai Vue to pass on to his brother.

6. CLOSURE

There being no further business the meeting closed at 6:30 pm. All members and guests remained for light refreshments and conversation.

PRSIDENT'S REPORT

Throughout 2009 Meadow Heights focused once again on its Purpose:

The Learning Shop aims to improve quality of life through adult education for the community, in a safe non-threatening environment, in the areas of education, recreation, leisure and children's services.

By remaining focused on its purpose it was able to achieve all of its Aims and Objectivities which are:

- Meet the needs of our culturally and linguistically diverse and socio economically disadvantaged community
- Provide accessible further education and vocational education and training
- Provide youth, recreation and leisure programs
- Provide community services and development support
- Provide free services to those experiencing poverty or helpless circumstances
- Engage the local community in the Learning Shop
- To develop fundraising and income activities.

Throughout 2009 Meadow Heights Learning Shop continued to thrive and meet the diverse cultural and educational needs of the community. The enrolment profile shows a growth of 32.5% . In addition to the provision of education to the residents, M.H.L.S developed further its Community Development Programs which focused on residents being engaged in their areas of interest and celebrated cultural events.

The proposed redevelopment of Shop 24 unfortunately did not proceed due to releasing negotiations not being successful. During the scheduled time of improvements to this dwelling delivery of education would have been hampered significantly. However, due to the dedication and flexibility of staff at M.H.L.S classes continued at V.I.S,Y Care Learning centre and Buchan St. for the benefit of all students.

In 2010 we must look to the future as our current allocated space does not allow enough room to meet the needs of the community. It will be the responsibility of the Board during 2010 to look at options so that we can continue to meet the educational and community needs of M.H.L.S

At the end of 2009, we farewelled Michael Halls who has been Director for the last three years. During his time of management, he provided vision and leadership which led to a significant increase on educational enrolment and Community Development Programs. I wish him well in his future endeavours and thank him on behalf of our board and the community for the service he provided us during his tenure.

I want to also welcome our new director Frank Devlin to our community and look forward to working with him into the future.

Burhan Yigit

President

MANAGER'S REPORT

It was with pleasure that I commenced working at MHLS in December of 2009 in a transition program to ensure that there was a smooth transition between the old and the new manager.

One of the first things to hit me was how large the organization was and how it benefitted so many representatives from the local and surroundings area through educational, community, social and cultural programs.

Throughout the year, the Skills Victoria Program commenced and even though we received no funding in 2009, by having the opportunity to get used to all implementation expectations, the program will provide great funding to our organization in 2010 and will assist far more students in having access to quality educational programs. The funding will also assist our growth and it will be our duty for us to meet the challenges of providing students with the courses which they desire and which will assist them in gaining meaningful employment.

Throughout the year, Meadows Heights Learning Shop continued to grow. The main operational centre is still VISY Care Learning centre and this is supported by eleven other centres around Melbourne (majority in the Hume area) where we provided educational programs in Migrant English and skill Development. In 2009, we saw the implementation of a Diploma class in Beauty and in 2010, Meadow Heights will have the facilities to offer more courses at the Diploma level

We sadly farewelled Michael J. Halls in December after 4 years of service. Under the direction of Michael during this time Meadow Heights learning Shop not only continued to grow but at all times, met MHLS Purpose, "The learning Shop aims to improve quality of life through adult education for the community, in a safe non-threatening environment, in the areas of education, recreation, leisure and children's services"

Our achievements included:

- involving more than 190 people visiting our centres every week, 888 successful vocational education and training outcomes and a wider range of active and generous volunteers
- responding to the community needs and aspirations of more affiliated organisations particularly those from the Government's identified priority groups
- a significant increase in our partnering arrangements and the delivery of quality programs, services and activities.
- worked through difficult times, with the closure of Shop 24 for an extended period, we were still able to meet the learning needs of all students.

This is my first report to the membership and our wider community and I continue to be amazed and praise the dedicated work of our committed staff and Board of Management. Their good humour and plain hard work make our part of the City of Hume a great place to be.

Frank Devlin
Director

YOUR LOCAL COMMUNITY COLLEGE...

Meadow Heights Learning Shop Inc is

A registered and accredited State Adult, Community and Further Education provider
A nationally accredited Registered Training Organisation and
A listed Commonwealth TAFE institute.



Most of our courses are approved for compliance with Centrelink Benefit and Youth Allowances, Austudy and Abstudy payments. Several students receive the *Return to Earnings* grant. Some courses are approved for the Commonwealth Productivity Places Program.

We would like to thank the following agencies and individuals for their generous grants, gifts and donations:

Supported by
the Victorian
Government



PARTNERSHIPS AND AFFILIATIONS

DALLAS NEIGHBOURHOOD HOUSE Inc

Dallas Neighbourhood House Inc (DNH) and Meadow Heights Learning Shop Inc have been working closely together for a number of years. Both enjoy a close working relationship where either organisation is prepared to assist the other whenever possible. Over the last few years DNH was involved in the Broadmeadows Education, Support and Training (BEST), an ACFE-funded consortium under the lead agency of Broadmeadows Employment Project Inc.

Changes in that consortium and the State Governments requirements for registration as an ACFE provider led Dallas Neighbourhood House to rethink its future engagement. Throughout 2009 MHLS continued to work with Dallas Neighbourhood House to assist them in continuing to offer its participants adult, community and educational programs. Our two organisations have made a commitment to provide a quality service to residents in the Broadmeadows, Campbellfield, Coolaroo, Dallas and Meadow Heights communities through sharing services.

COMMUNITIES OF LEARNING,

DNH offers a wide range of programs and services including Information Technology, Aged Care Work, Community Event and Volunteering expertise and networks such as their partnership with ***Fawkner Community House*** that are now complemented by what we do at the Learning Shop thus providing a wider reach for our joint community capacity building.

WORKING TOGETHER

The Community College program expanded significantly over 2009.

One of our objectives was to engage in a wider scope of cooperative partnerships with our sister neighborhood houses and learning centres. Our agreements with these partners saw an enhanced range of the community accessing education and training over a wider portion of Hume City: In 2009 we continued and developed further:

Homestead Community Arts and Cultural Centre

- Spoken and Written English

Tullamarine Community House

- Beauty Services
- Hospitality
- MYOB
- Spoken and Written English

Craigieburn Education and Community Centre

- Beauty Services
- Spoken and Written English

New and developing practical partnerships we have pursued to increase access by individuals to vocationally focused training in 2008:

- **JobCo Employment Services Inc**
We continued with an agreement with JobCo to deliver their Certificate III in Education course for integration aides.
- **MBG Education Pty Ltd**
Our agreement with MBG continued to enable local people to complete the Certificate IV in Training and Assessment at reasonable fees.
- **Glenroy Neighbourhood Learning Centre**
We met the training needs of this centre by running a partnership agreement in arranging Food Safety Training through parts of the Certificate II, in Hospitality Operations
- **Sussex Neighbourhood House**
We also met the training needs of Sussex Neighbourhood House for Food Safety training through delivery of parts of the Certificate II in Hospitality Operations
- **Port Melbourne Neighbourhood House**
We assisted PMNH with guidance on the development of their RPL and learning pathways policy.
- **Spectrum Education and Training Centre (Spectrum Migrant Resources Inc)**
In the last year we assisted Spectrum Education and Training with the delivery of

Training is everything.

*The peach was once a bitter almond:
cauliflower is nothing but cabbage
with a college education.*

*Mark Twain in Pudd'nhead Wilson
(1894)*

Language and Literacy units to the students in their Certificate courses.

Our **ACE in Schools Project** also proved to be a great success.

Meadow Heights Learning Shop Inc as a member of the Hume Global Learning Village has been developing relationships with Hume schools to advance the objectives of the *Ministerial Statement on Future Directions in ACE in Victoria* and the Hume City Council *Learning Together 2 Strategy* over the past three years.

In late 2007 we were pleased to respond to a request from Meadow Fair North Primary School to deliver within the school elements of the Certificates in General Education for Adults to the parents and friends of that school community. This related pilot expanded to include Coolaroo South Primary School and Roxburgh Park College. The program for parents and friends is developing and in 2009 we offered elements of the Certificate II in Hospitality (Operations) and ESL classes at the Roxburgh Park College.

Our development of the **Meadow Heights** program did not sit idle and during 2009 we consolidated the courses implemented in 2008

- Certificate IV in Further Education
- Diploma of Further Education
- Diploma of Beauty Therapy.

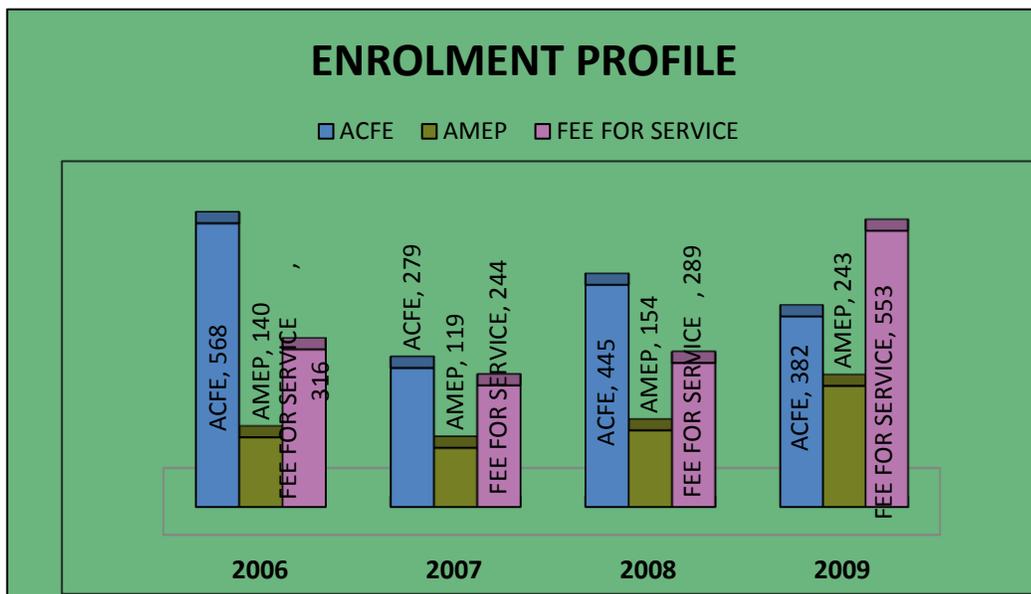
MHLS took proactive steps in 2009 to extend its scope for 2010. It is our intention to add the following courses to our scope in 2010.

- Nail technology
- Certificate II in security
- Diploma of Educational Support

EDUCATION AND TRAINING PROGRAMS

At 31 December 2009 census date we had the following enrolments:

Figure 1: Enrolment Profile



<i>Year</i>	<i>2009</i>	<i>2008</i>	<i>2007</i>	<i>2006</i>
<i>ACFE</i>	<i>382</i>	<i>445</i>	<i>279</i>	<i>568</i>
<i>AMEP</i>	<i>243</i>	<i>154</i>	<i>119</i>	<i>140</i>
<i>Fee For Service</i>	<i>553</i>	<i>289</i>	<i>244</i>	<i>316</i>
<i>Total</i>	<i>1178</i>	<i>888</i>	<i>642</i>	<i>1024</i>

In 2009 we had over 900 enrolments in the following courses:

BSB30407	Certificate III in Business Administration
ICA10105	Certificate I in Information Technology
ICA20105	Certificate II in Information Technology
ICA30105	Certificate III in Information Technology
SIR20207	Certificate II in Retail
SIT20207	Certificate II in Hospitality
WRB30104	Certificate III in Beauty Services
WRB50105	Diploma of Beauty Therapy
21695VIC	Certificate IV in Further Education
21772VIC	Certificate I in General Education for Adults
21773VIC	Certificate II in General Education for Adults
91418NSW	Course in Preliminary Spoken and Written English
91421NSW	Certificate I in Spoken and Written English
91422NSW	Certificate II in Spoken and Written English
91423NSW	Certificate III in Spoken and Written English
921484VIC	Certificate III in Education in partnership with JobCo
TAA40104	Certificate IV in Training and Assessment in partnership with MBG Education

These courses were delivered in 16 venues in Meadow Heights, Craigieburn, Tullamarine, Roxburgh Park, Coolaroo, Broadmeadows, Sunbury, Glenroy, Brunswick and Port Melbourne. In response to the community needs, we applied for extension of scope of registration to include:

CHC30808	Certificate III in Educational Support
CHC51308	Diploma of Educational Support
WRB20104	Certificate II in Nail Technology

ACFE: Adult, Community and Further Education

The enrolment outcomes for ACFE and Fee for Service programs were:

- Competency achieved 47%
- Satisfactory non assessable 9%
- RPL & Credit transfer 7%
- Not achieved 25%
- Withdrawn or not satisfactory 12%.

Figure 3: ACFE Funded SCH 2009

	Targeted	Actual	Variance
Vocational	5546	6633	
Adult Literacy and Numeracy	686	798	
Employment Skills	1572	948	
Foundation Skills	15619	16155	
Skills Creation (1&2)	9542	8960	
Skills Building (111 &1V)	19961	21027	
Skills Deepening	381	381	

(V&V1)			
Total	45503	45872	- 369 or -1%

Fee for service 2009

	Actual
Foundation Skills	67432
Skills Creation (1&2)	7730
Skills Building (111 &1V)	50120
Skills Deepening (V&V1)	2170
Total	137452

Results of our 2009 ACFE Learner Satisfaction Survey

- At end of year we had 5734 module enrolments
- The median age range of students was 35-39
- Total Number of students 834
- No of males 228
- No of females 580
- 82.63% were female students
- 90% of students completed the end of year ACFE Learner Satisfaction Survey
- Nearly 64.02 %of students studied 11-15 hours per week and a further 20.11% studied 16-20 hours per week.
- 12.17% of students studied the course to get into another one, 11.11% to improve general educational skills, 30.69% for interest and 0.53% to get into or improve employment possibilities. (These percentages are not mutually exclusive.)
- 87.30% indicated that their course helped them to achieve their reason for doing the program and 10.58% partly only.
- 97.88% were satisfied with the quality of the course
- 0.53% of students did not agree that the learning resources were appropriate to their needs. A further 4.76% neither agreed nor disagreed.
- 1.06% of students reported they were not able to access IT resources when they needed them (This may mean at home as well as at the centres).

The Adult Migrant English Program

Enrolment outcomes for AMEP:

- 243 eligible applicants commenced the Adult Migrant English Program
- 78% of students that started the program (174) completed



- 48 students received a full certificate, 104 a statement of attainment, 18 participation records and 4 did not attend.

Figure 4: Northern AMEP Consortium funded program 2008-9

Course	Class Groups		Students	
	2008	2009	2008	2009
CSWE Preliminary	3	3	52	83
CSWE Pre& 1	2 - day and evening	1 evening	34	29
CSWE 1	3	4	40	47
CSWE 2	1	2	7	25
CSWE 2& 3	2 - day and evening	2	21	6
CSWE 3	1	1	7	8
CSWE Mixed	0	3	0	25
Citizenship	0	0	0	
Electives	1	4	13	20
Total	13	9	174	243

AMEP PROGRAM

Grouped By Years Key Variable AGE	Select No. of Clients	Report No. of Clients	Average Enrolments per Client	Row Total Hrs Offered
00.00 17.99	0	0		0
18.00 25.00	39	79		6907.1
25.01 35.00	89	197		16178.9
35.01 45.00	66	165		13278.1
45.01 55.00	27	64		5219.9
55.01 65.00	22	50		3634.0
65.01 Plus	0	0		0
Total	243	555	2.3	45117.9

Language and Literacy

English as a Second Language studies make up nearly 50% of our tertiary education enrolments.

Spoken and Written English

As mentioned in this report Meadow Heights Learning Shop has collaborated with many centres in the neighbouring suburbs to deliver the Adult Literacy and Basic Education program and the Adult Migrant English Program (AMEP). Thanks to the collaboration of various providers in Hume, 2009 has been an enriching and happy experience for all and it is hoped it can continue into the future.

In particular the Learning Shop is very grateful to the **Glenroy Neighbourhood Learning Centre** who coordinated a collective approach to the implementation of the reaccredited certificates on our scopes of registration.

Collaborative Centres have sent their thanks to Meadow Heights Learning Shop for supporting the necessary language and literacy needs of the various communities in their surrounds and for sharing their resources.

Numeracy and the AMEP

When staff identified that numeracy was without exception a skill gap among their student cohort, they ensured that the CSWE numeracy elective module (levels 1 thorough 3) was part of every Northern AMEP student's learning plan.

The syllabus centred on the underpinning importance of numeracy in everyday life. Lower level students were introduced to Australian currency and basic skills related to shopping, such as how much change to expect when purchasing goods. They also learnt how to tell the time and to recognise dates.

Higher level students learnt about topics such as interest rates, banking and mobile telephone contracts. For students who were keen to study IT, simple mathematical formulas are useful prior to learning programs such as Excel.

Meadow Heights Learning Shop continued to work collaboratively with many centres in the neighbourhood in the delivery of AMEP and Certificate in Spoken and Written English Classes. Having classes, delivered in a variety of centres led to greater participation as we have found in the past many students were reluctant to attend classes due to travel factors. The year 2009 experienced an increase in the number of clients (students) in all classes at VISY Cares Learning Centre, Shop 24 and Buchan Street Community Centre and the other Neighbourhood Centres. The way the classes were conducted brought about rich experiences and satisfactory results for most students.

All Certificate IV students who completed Certificate IV gained their first preference into the TAFE or University of their selection.

Tahani gained entry into a TAFE retail and pharmacy course.

Sharok gained entry into a TAFE Building course

Hiba gained entry into a Masters of Science Course at La Trobe

Hameeda gained entrance into the Diploma of Interior design at Kangan TAFE

ACE in Schools Project

English classes were scheduled to start at 9.15am, just after parents drop their children at school, and lasted for three hours. The primary schools involved offer child care so that younger children are looked after nearby during class time. Each class has 12 or more students and, at the end of each term, they bring food and celebrate together over morning tea. Classes proved so popular that each school now has a waiting list. Other schools have also expressed interest in hosting similar programs.

The benefits of this program are that parents are learning English where their children study and increasing their connection to the school community. The children really enjoy having their parents at school too. It is also a good promotion for the schools involved.

The difference this program is making to lives is obvious. Mothers are taking their children to school and staying there. It makes their world different – they have friends, they are learning the language and gaining confidence. They understand a lot more about Australian education. They do not have to worry about child care, travelling to classes or learning in an unfamiliar environment.

Another predicted outcome is that those who are AMEP eligible will have a raised awareness of the AMEP and will decide to increase their AMEP English language tuition.

Course reports:

Beauty Services

2009 was another successful year for our Certificate 111 in Beauty Services and Diploma in Beauty Therapy. Our January 2009 students just graduated last December after the completion of their one year course, some whom have returned with us again to complete the Diploma this year. Our mid year intake of students are just a term away from completing their course in June of this year.

It is with delight of our beauty tutors to witness our students develop over the duration of the course, from the beginning where very few skills are evident, to the end of the year where they have blossomed into beauticians and beauty therapists ready to step out into the real world of beauty and place into practise all they have learnt.

The operation of our on site salon simulation is a great help in preparation for their entry into the beauty industry as skills and knowledge such as customer service, personal grooming, as well as their practical skills are demonstrated .

21484VIC Certificate III in Education

Participants in this course were required to complete class sessions as well as a self organized placement in an education setting. Students found placements at a wide variety of schools including Primary, Secondary and in Special Education. An MHLS staff member visited each student while on placement. This allowed us to offer an extra level of support to our students and develop working relationships with the schools they were placed at.

Throughout 2009 we had over 70 enrollments in the course and a high success rate of graduating students. Many of our students reported back that they obtained either casual or permanent employment on completion of the course.

In 2010 we hope to offer an updated course structure CHC30808 Certificate III in Education Support under our own scope as well as the CHC51808 Diploma in Education Support. We envisage that these courses will continue to attract students looking to enter or update their qualifications as a Teacher's Aide.

In 2009 Meadow Heights Learning Shop was pleased to be able to offer the 21484VIC Certificate III in Education In partnership with JobCo Employment services. This course was designed to provide entry level training to those wishing to work in the education sector as a Teacher's Aide. We were fortunate to be able to offer the course at three locations; Meadow Heights, Craigieburn and Sunbury.

Buildings Usage

Data on the number of clients and users that attended the Learning Shop since the beginning of 2007 have been tracked except for some instances of equipment malfunction or tampering:

2009	Buchan Street Community Centre	Visy Cares Learning Centre
July	8300	5004
August	6440	7402
September	1180	6781
October	4532	7230
November	4331	9417
December	2600	8064

One of the standard expressions of Community Development theory is that 'people have the right to participate in decisions which have an effect upon their well-being'. Meadow Heights Learning Shop's objectives include this principle and we have tried to grow this aspect of our programs and services over the past year.

Youth & Children

At census date at end of Term 4-2009 we had 334 participants registered and by the end of the year. 2009 we had 129 young people under the age of 15 and a further 205 between the ages of 16 and 25 registered for our active after and out of school hours' activities including the Study Centre, Homework Club and INTEL Computer Clubhouse and Young Gunz indoor soccer group.

Due to the success of the Hume Futsal League Boys' night, we established a girls' night each week and we had more than 30 participants on each session.

Other activity data of interest is:

- After School Programs:
 - Young Gunz average 15 participants
 - Hume Futsal League average 20-30 participants each session.
- COMPUTER CLUBHOUSE
 - Active members at mid year: 83
 - Daily average 12 participants
 - 51% female.
 - 7 mentors weekly on average
 - Active mentors: 7

Women

About 85% of our participants in the education and training program are women. There has been no change since last report.

MHLS is one of the organizers who organized the International Women's Day on 11/03/09. We had over 400 women on the day.

Children

At census dates our Community Programs activity data was:

- Playgroup - Tumble Tots: 7 registered families
- Occasional Care Childcare:
 - Term 3 & 4 attendance 817 children
 - Highest daily attendance 19

The Samoan Community Link for Victoria Inc is now been affiliated by Meadow Heights Learning Shop Inc they usually meet on the 4th Saturday of every Month 9:00 AM to 4:00 PM at Visy Cares Learning Centre since 23/05/2009

Multicultural

Approx 75% of our education and training program is engaged in Language and Literacy courses.

In the face of restricted funds from the State and Federal Government we have been unable to meet the demand for further places.

Unemployed or under employed

Our working relationship with job network agencies has continued to improve in the second half of the year with increasing referral to us for education and training for their clients' activity agreements. We have also developed a partnership with Youth Project Inc who will refer the volunteers to us to give them an opportunity to gain work skills and experience.

Social isolated people

Visy Cares Learning Centre and Buchan Street Community Centre provide a free public internet access program 9 am to 4 pm five days per week. Usage statistics for this reporting period cannot be provided as the system has been changed, recording numbers can only be shown as whole year, not individuals.

Disabled persons

As previously reported there were no explicit objectives set for this group as the new Disability Discrimination Action Plan emphasises Ability of all participants, clients and visitors to the Centres.

In order to give more opportunities to disabled people to access our service we have submitted some funding applications regard to the automatic access at BSCC. However we didn't get the funding as we haven't got 10 years lease from council. We are still trying to apply for some funding from VCOSS, we will discuss with Hume City Council if they could contribute some money on towards this project.

Auspice Groups.

To foster Community Development and Participation, MHLS supports the following groups:

- Somalian Association
- Brunswick Women's Theatre Groups
- Broadmeadows Community Singers
- ROXY Happy Club

Community Events:

Throughout the year, Meadow Heights Learning Shop, organized and participated in a variety of community event to assist in the fostering community development and participation. The register of events for 2009 were:

Event	Date
Computer Club House Launch	20-2-2009
International Women's Day	11-3-2009
National playgroup Day	25-3-2009
One Community , One World	20-4-2009
Neighbourhood House Tour	11-5-2009
Refugee Day	19-6-2009
Our Traditions, One Community	25-7-2009
Multi Faith Events –Eid Celebration	30-9-2009
Multi Faith Events –Diwali Celebration	13-10-2009
Multi Faith Events –Christmas Celebration	1-12-2009
Shop 24 Expo Night	2-12-2009
Graduation Ceremony- Meadow Heights Learning Shop Graduates'	11-12-2009

In 2009, We have had wonderful experiences on our Multifaith celebrations which funded by Victorian Multicultural Commission and supported by the staff, volunteers, community and faith groups from Meadow Heights Learning Shop Inc and Roxburgh Park Homestead Community & Learning Centre.

The four celebrations start off with Eid (Islam) 30 September at the Homestead. Diwali (Hindu) on 13 October and Christmas (Christian) 1 December at Visycares Learning Centre in Meadow Heights and Wesak (Buddhist) in May at the Homestead 2010.



Eid- al Fitr is the title of Ramadan celebration which is carried out at the end of the month of Ramadan signalling the end of the 30 days fasting period in which Muslims fast every day from sunrise to sunset. Eid is a month where peace and harmony is encouraged by Muslims reconciling and ending past animosities. Eid/Bayrum celebration was hosted at Roxburgh Park Homestead Community & Learning Centre on 30 September 2009.



Diwali is a festival of light, where people from all ages give expression to their happiness by lighting earthen 'diyas' (lamps), decorating the houses, lighting firecrackers and inviting people to partake in feasting. Diwali Celebration was hosted at Visy Cares Learning Centre, Meadow Heights on 13 October 2009. It was

a hugely successful event with great feedback and requests for information about the next one being Christmas.

On 1 December 2009, Meadow Heights Learning Shop and Roxburgh Park Homestead Community & Learning Centre kicked off Christmas celebrations for the community. There are over 150 people in attendance. Celebrations included:

- A welcome by Lisa and Director Michael Halls to the community
- A blessing performed by Father Linh Phan from the local Catholic Church,
- Christmas carols by the Broadmeadows Community Singers
- Line dancing to Jingle Bells by the Homestead Volunteers
- A burst of spontaneous community singing and dancing from the audience
- Santa arriving on a fire engine and distributing lollies and chocolates to children and helpers
- Delicious finger foods including traditional fruit mince pies



Meadow Heights Learning Shop Inc. is keen to promote our cultural diversity; it was a pleasure that we have invited 5 different cultural groups to our multicultural event – Different Traditions, One Community funded by Hume City Council.

By introducing different cultural traditions, music, dance and food, we aim to further break down the cultural & religions barriers through rising awareness of cultural activities in a spirit of fun.



... AND COMMUNITY HUB.

Meadow Heights Learning Shop Inc is

A neighbourhood house and learning centre and
A registered occasional care childcare provider.



We would

like to thank the following agencies and individuals for their generous grants, gifts and donations:

Supported by
the Victorian
Government



Department of Planning and
Community Development
Department of Education and Early
Childhood Development

VICNET State Library

**ARTS
VICTORIA**



VICTORIAN
multicultural
commission



Peter Williams Trust Fund

*...a focus
on early childhood.*

BROADBAND FOR SENIORS

COMMUNITY STRENGTHENING

Community Building Hub

The following community groups and several individuals used the Visy Cares Learning Centre, the Centro Meadow Heights Learning Centre or Buchan Street Community Centre during the year:

- Amara Ganesh Yoga
- Australian Islamic Social Association
- Australian Lebanese Welfare Australian (now Arabic Welfare Inc)
- Beth Nahrin Cultural Club

- Turkish Institute
- Dianella Community Health Inc
- Hmong Language Resources Centre Inc
- Hume City Council Vacation Care Program
- Moreland Turkish Club
- Olympic Taekwondo Centre
- Somalian Australian Culture Foundation Inc
- The Samoan Community Link of Victoria Inc
- Tamil Group
- Northern Turkish Women's Association
- Victorian Cooperative on Children's Services for Ethnic Groups (VICSEG)
- Victorian Immigration and Refugee Women's Coalition and

Hume City Council services

Services at the Visy Cares Learning Centre include

- Maternal and Child Health
- Immunization
- Visy Cares Learning Centre Occasional Care and
- Hume City Mobile Library.

Services at the Buchan Street Community Centre include the **Recharge Scheme in Hume**. This enables the disabled to charge their motorised wheelchairs, scooters etcetera into any available plug-in socket between the hours of 9.00am to 4.30pm. There are no special equipment requirements just a normal power socket. If someone asks to use this facility we make them welcome and get them to sign the visitors' book with a description of "recharge" so we will be able to track the number of users for planning purposes.

As an active member of the **Hume Global Learning Village** we have also contributed to the Village Committee, the **Hume Winter Music Festival** and the **Hume Learning Festival**.

RELATIONSHIPS

To meet the needs of the community, Meadow Heights Learning Shop works in conjunction with a variety of community and business organisations. We acknowledge them for their ongoing assistance.

Neighbourhood House Networks

- ANHLC, member
- ANHLC, ACE Advisory Group
- NWNH Network, vice chair
- Hume Houses Network, member
- Hume Houses ACFE Forum, chair
- Various Houses, MOU, DGR agent

Local Government

- Hume City Council, funding agency
- Hume Global Learning Village, member and service provider
- Hume City Council Neighbourhood Houses Working Group

Adult, Community and Further Education

- ACE Vic, member
- ACFE NMR, provider
- ACFE WMR, Council member
- Northern AMEP Consortium, service provider
- ACFE Cluster (Homestead Arts and Cultural Centre, CEACC, Tullamarine CH, Macedon Ranges FEC), member, MOU service provider
- Dallas Neighbourhood House, MOU lead agent
- Various ACE providers, MOU service provider

Government Departments

- Centrelink, training referrals
- DEEWR, AMEP
- DPCD, funding agency NHCP and ACFE.
- DIIRD, funding agency, Skills Victoria, policy agency
- VMC, funding agency
- State Library of Victoria, PIAP
- Vic Health, funding agency
- Arts Victoria, funding agency
- DEECD, funding agency

Community Health

- Victorian Police, Dianella Community Health and Sunbury Community Health Centre, SFYS, MOU partnership HYART
- Dianella Community Health Inc, service referral
- Hume City Council, Maternal and Child Health Service

Community/Local agency networks

- AISV, partnership
- Australian Islamic Social Association
- Amara Ganesh Yoga
- Australian Arabic Welfare
- Hmong Language Resources Centre Inc
- Hume Whittlesea Local Learning and Employment Network, member
- Olympic Taekwondo Centre
- The Samoan Community Link of Victoria Inc
- Tamil Community Education Group
- Meadow Heights Turkish Women's Association
- United Islamic Cultural Centre of Australia
- Victorian Cooperative on Children's Services for Ethnic Groups (VICSEG)
- Victorian Immigration and Refugee Women's Coalition
- Workforce Plus.
- Somali Australia Cultural Foundation Inc
- Roxy Happy Club
- Broadmeadows Community Singers
- Brunswick Women's Theatre Inc
- Football Federation Victoria, Northern Futsal Club, Centre for Multicultural Youth and others, partnership

- Migrant Resource Centre
- Turkish Women's Voice
- Brotherhood St Lawrence
- Beth-Nahrin Cultural Club
- The Vietnamese Senior Citizen group of Hume
- Turkish Women's Association
- Victoria Police

Schools/Education Services

- North West Skills Store Consortium
- RMIT University, student placements
- Box Forest Secondary College, MOU
- Meadow Fair North Primary School, partnership
- Coolaroo South Primary School, partnership
- Roxburgh College, partnership
- Victoria University, student placements
- Kangan Batman TAFE, student placements
- Meadow Heights Primary School
- Council member referrals

Local Service Clubs

- Fawkner Bowling Club
- Glenroy RSL
- Freemasons Melton
- Oak Park Football Club

Business

- Australasian Association of Registered Training Organisations Inc, member
- 98.9 NW FM community radio, member and presenter
- MBG Education Pty Ltd, MOU
- Centro Meadow Heights Shopping Centre
- Architect EAT, pro bono services
- Redall Business Communications, services

Affiliations

Our **affiliated** groups include

- Roxy Happy Club
- Broadmeadows Community Singers Inc
- Brunswick Women's Theatre Inc
- Somalian Australian Culture Foundation

Brunswick Women's Theatre Inc

Brunswick Women's Theatre continued to operate in 2009 and was run on two days per week at the Buchan St facility. The program offered women an excellent venue and activities where they could develop their self esteem and assist them towards goals of work, volunteer work, reconnecting with their community and learning

Australian Lebanese Welfare now **Arabic Welfare Inc** continued to provided a free counselling and support service to our students.

Banksia Gardens Community Centre

As in past years we have been pleased to partner with the Banksia Gardens Community Centre to enable them to deliver a range of programs and activities funded from the generosity of a number of philanthropic bodies.

The project ***YADI: Youth Addressing Diversity Issues*** has also continued to enjoy the wonderful support of the Reichstein Foundation. A separate report on that project has been prepared and appears in the annual report of the Banksia Gardens Community Centre.

PROGRAMS

Youth Programs

Sport and Recreation

Migrant and refugee young people often undergo a variety of experiences relating to their settlement in Australia. Young people are at a critical developmental time in their transition from childhood to adulthood. For some, the settlement experience can mean learning a new language, resuming schooling, negotiating identity, dealing with inter-generational conflict and racism. Refugee young people face multiple risks, factors that often lead to long-term social and economic disadvantage. For most, the settlement process is exacerbated by experiences of torture and trauma, persecution, poor health, disrupted education, and loss of, and separation from, family and community and periods of time spent in refugee camps.

Health and Wellbeing

Our very successful **Young Gunz** indoor football (soccer) program has grown healthily throughout the year but we have identified a range of other needs.

Study Centre , Homework Club and INTEL Computer Clubhouse

2009 was a year of growth for the Computer Clubhouse and Homework Support program. In February we had the official launch of the Computer Clubhouse with Gail Breslow, Director of Intel Computer Clubhouse as our guest speaker. Miranda Nation had just joined the staffing team as the Coordinator of the Computer Clubhouse and did a fabulous job. We put on an exhibition of the members work and had involvement from many parents and young people.



At the end of first term we moved from Visy Cares Learning Centre to the Shop which was a good move as it gave the young people more sense of their own space for the Clubhouse. At the beginning of third term we received all new computers. One of the aims of the Computer Clubhouse is to engage youth and in an effort to do so we have raised the youngest age to 9 and hope to raise it again next year to 10. We have seen an increase of teenagers this year and hope this will continue.

Miranda Nation brought with her skills in film making which engaged many young people. Films were made and one of our members won a prize in the Hume'n Writes competition and two other members entered their films and were short listed in the Future Shots Sustainability Short film competition.

During the September holidays we ran a successful holiday program with the support of Banksia Gardens and made several entertaining short films with webcams and stop motion. At the end of the year we had a party and had a showing of all our short films in one room and an exhibition of Photoshop graphics in another room. There had been a lot of good work created and it is always useful to have an exhibition so that we fully realise what has been achieved over the year.

We saw growth in the number of volunteer mentors this year. We had 2 long term mentors who were excellent and a constant flow of new mentors who generally came for 6 months. Usually we had 7 mentors coming each week. We are very grateful for their contribution which enables us to offer one - on - one assistance to young people with their homework or with graphic design on the computers.

In collaboration with Omer, a leader in the local Somali community, Stan, who was in his third year as a volunteer mentor, spent the year tutoring maths to groups of young people whose level of achievement at school was greatly enhanced. These classes were 3 nights a week and enabled young people to really understand many concepts in maths that they had missed out on.

We wish to thank the Scanlon Foundation for their development funding which ended in June 2009 and enabled us to run our program 5 nights a week . We also wish to thank CMY for their Learning Beyond the Bell Funding which enabled us to employ Hussien Isaak Aden on a permanent basis as Assistant Coordinator. Huss provided skills in Photoshop, graphic design and painting and won the Hume Outstanding Tutor Scholarship in the Community Section which paid for him to go to USA for training to become a computer clubhouse coordinator

Children's Services

The MHLS ***Buchan Street Occasional Care Childcare Service*** is partially funded by the Department of Education and Early Childhood Development (1.64 places annually in the ACFE Child Care Program) and the Adult Migrant English Program. It is based at the Buchan Street Community Centre.

We have finally been licensed by the Family Assistance Office as a provider for child care benefits.

Playgroups

Our three playgroups are for babies, toddlers and preschoolers, and their parents or caregivers. Playgroups offer quality time together for both the child and parent/care giver.

Three different language based playgroups are available.

- Turkish speakers group - VICSEG
- Assyrian- Chaldean-Syriac group - VICSEG
- Tumble Tots- MHLS group

Volunteer

Volunteers are the backbones of the community. We would like to acknowledge and thank all the following for their contribution to our activities:

Stan Jaskierniak	Study centre and Computer Clubhouse Mentor
Xuelin Hu (Irene)	Finance & Community Events
Renjie Wang (Tony)	Community Events
Mathew Wakefield	Computer Club House
Jin Li	Computer Club House
Minh Tran	Computer Club House

Poppy Papamikroulis
Aisah Abangan
Nicola Kinloch
Alin Sanossian
Mubina Begum
Jacqueline Yacoub
Adan Abdi

Computer Club House
Occasional Care
Young Gunz

Student Placement

Sukjinder Singh

Henaar Aziz

Emily Curotte

Urban Johnstone

Olin Mulhem

Kuinitusi Kennach

NMIT

Kangan Batman TAFE

Kangan Batman TAFE

Victoria University

Craigieburn Education and Community Centre

Craigieburn Education and Community Centre

We have agreements with Youth Project Inc. as a host organization for their clients.**During the year we worked with**

Joseph Obadi

Christine Fuimaono

Work for the dole, An Australian Government initiative.

We have agreements with WorkForce Plus as a host for Skills Link West and JobCo as a host for their clients. During the year we worked with Houda Dennaour.

OUR BUSINESS AND ADMINISTRATION

Meadow Heights Learning Shop Inc is

**An incorporated not for profit community based association and
An ATO registered deductible gift recipient.**

We would like to thank the following agencies and individuals for their generous grants, gifts and donations:

MEMBERS OF THE ASSOCIATION

We currently have 58 association members increasing from 53 members at last census (2007). There are 424 student members.

Ashhaf Aba basha
Mohamad Abbouche
Ian Allen
Alejandro Araujo
Hakan Aydan
Joy Smithers
Martha Chapman
Lee Clarke
Maria- Carmen Cruz
Tracey Dolinson
Ali Ekiz
Mandy Ellison
Moussa Elsabhani
Michael Ferster
Irene Fihut-rossa
Stella A Flower
Alex Francis
Amara Ganesh
Judith Gray

Tuba Gurocak
Michael J Halls
Gul Hasan
Yilmaz Hasan
Ann Hindeli
Eula Jackson
Gamze Koc
Durania Kontoris
Taylor Lami
Vanessa Little
Aufui Logo
Laurie Long
Erdinc Mehmet
Mohamed Nassar
Nisharni Navaratnam
Kemal Ozturk
Michaela Pelevanic
Phillip Perroni
Karen Pietrangelo
Malcolm Peacock

Arthur Rossiter
Khalid S Shlikoor
Julia Sheedy
Vesna Sladojevic
John Smithers
Vicki Soterale
Sharyn Lee Stockdale
Mark Sullivan
Sue Tantaró
Renaldo Tomasiello
Richard Turnbull
Keith Vandome
Wantanee Varrasso
Chai Vue
Moya White
Benjamin Wuyteross
Saluada Yavuz
Burhan Yigit
Sema Yildiz
Margaret Wood

BOARD OF MANAGEMENT

The Board of Management continued to support all operations of Meadow Heights Learning Shop throughout 2009. Due to their dedicated efforts MHLS continued to grow and prosper. Names of Board members listed previously in this report and thanks to their outstanding efforts

MEMBERSHIPS

We are a member of the following organisations and groups:
Adult Learning Australia Inc
Association of Neighbourhood Houses and Learning Centres Inc
Australasian Association of Registered Training Organisations
Adult Community Education (Victoria) Inc
Australian Council for Adult Literacy Inc



Centre for Multicultural Youth Issues
Community Childcare Association Inc
FKA Children's Services Inc
Hume Whittlesea Local Learning and Employment Network
Hume Global Learning Village
National Childcare Accreditation Council Inc.

Deductible Gift Recipient

In January 1995 our Association applied for recognition of "gift deductibility" as it was then understood. In December 2003 we were granted DGR status as an entity in our own right. Only certain types of gifts to these DGRs are tax deductible to donors.

Meadow Heights Community Foundation

During 2009 , the legal and operational aspects of the Foundation were finalised.

It is anticipated that the Foundation will operate as an independent entity who will provide relief of poverty, helplessness, misfortune, suffering and distress to economically or socially disadvantaged people in the community

FUNDING AND RESOURCES

Fees and Charges

The ***Returning to Earning*** program extends and expands the highly successful *Parents Returning to Work* program and addresses two priorities of the Victorian Government: supporting people back into training and work and broadening and deepening skills.

The Returning to Earning program provides support to parents to return to work after an absence caring for children. Grants of up to \$1000 are available which can be used to cover any costs associated with approved training, such as books and materials, course fees, transport and childcare. Applicants must be:

- out of the workforce and caring for children for the past 2 years
- not had more than 4 months paid work (full time or equivalent part-time) in the past 2 years
- the training is to improve their workforce skills
- currently not employed
- planning to return to the workforce in the next 12 months
- Australian citizen
- Not previously claimed a grant under this program Parents Return to Work

We were successful in receiving a contract to enable 20 grants to be made over the 2008-2009 period and a further 20 for 2009-2010.

Partnership

Our relationship with one group of sister ACFE providers has been ongoing and strong for many years and led to thinking about how we might meet the needs of our communities more efficiently and effectively.

Tullamarine Community House (TCH), Craigieburn Education and Community Centre Inc. (CEACC) and the Learning Shop have adopted a collaborative and coordinated approach to course delivery over the last few years achieving improved pathways and outcomes for learners and increased dividends on ACFE funding. Other ACFE Providers have also participated in these arrangements from time to time to various degrees, their continued involvement determined by organisational capacity. All have agreed on the benefits of a collaborative approach but have lacked the resources and opportunity to further explore the sharing of services.

Following the Skills Reform Statement *Securing Jobs for Your Future – Skills for Victoria* and the new ACFE Board Investment Model, we concluded there is now an imperative to build on these earlier experiences and proposed to formally examine the feasibility and establishment of shared services, with the longer term view of extending this opportunity to other smaller providers as the opportunities arise. In short we hope that a closer merging of our organizations will prove the old adage that this synergy will be greater than the sum of the individual parts. With tongue in cheek we call this project “Starship Enterprise”.

The Board would like to thank all the staff of 2009 for their service to the community and the association:

Name

Role

BUSINESS AND ADMINISTRATION

Nohad	Dagher	Program Support Officer
Debbie	Elvey	Client Services Officer/ Business
Michael J	Halls	Manager / TAA & Further Education
Shelley	Mansfield	Webmaster
Rhonda	Sadovsky	Finance Officer/ MYOB
Naci	Tekin	Administrative Assistant/ OHS

COMMUNITY DEVELOPMENT

Catherine	Simmonds	Senior Tutor Creative Arts
Xiaojiao (Lisa)	Sun	Community Development Assistant
Carolynne	Venn	Coordinator, Community Development

VOCATIONAL

Nola	Du'Lee	Tutor Business /Retail
Jacqueline	Ellul	Tutor Beauty Therapy
Maged	Guirgius	Tutor IT
Murni	Holyoak	Tutor Beauty Therapy
Rob	Lonigro	Tutor IT & Consultant
Julie	Odewahn	Tutor Education
Poppy (Kalliopi)	Papamikroulis	Tutor Beauty Therapy
Joy	Smithers	Tutor Education

LANGUAGE & LITERACY

Giovanni	Arca	Tutor TESOL
Ayfer	Barca	Tutor ESL
Carmen	Bellino	Tutor TESOL
Nader	Hanna	Senior Tutor TESOL, Tutor IT, Coordinator, Education & Training
Ishrat	Hussaini	Tutor ESL
Syed Muzaffer	Hussaini	Tutor TESOL
Serap	Onal	Tutor ESL
Joyce	Opore-Addo	Tutor ESL
Arlene	Rankothge	Tutor TESOL (Senior Tutor)
Marguerite	Rees	Tutor TESOL
John	Carronea	Tutor TESOL

EMPLOYMENT SKILLS: Computer Clubhouse, Homework Club

Miranda	Nation	Senior Tutor Study Centre
Chrys	Gardener	Senior Tutor Study Centre/ Business
Hassen	Isak-Aden	Tutor Study centre (Assistant)

OCCASSIONAL CHILD CARE

Lorraine	Assaf	Childcare Assistant (Qualified)
Melanie	Woods	Team Leader Childcare