



ASHBURTON  
COMMUNITY  
CENTRE

# ANNUAL REPORT 2015 - 2016

CELEBRATING 30 YEARS 1986 - 2016





**ASHBURTON  
COMMUNITY  
CENTRE**

## Our New Brand

The Ashburton Community Centre was rebranded in March 2016.

The aim of the brand revision was to continue the essence of the brand identity and its connection to the Apple Myrtle tree at the front of the Centre while providing an approachable, modern and clearly recognisable identity.

The 'leaf' design has been retained, but revised to more closely reflect the longer shape of the myrtle leaf. It has also been separated from the text (in the previous logo the green leaf was positioned overlapping text) and the two leaves form an informal 'A' to echo the 'A' in Ashburton.

A complementary colour palette of branding colours to use across all business stationery and marketing material has been developed to incorporate the colours of the Apple Myrtle bark and the colours found within the Centre's building.



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# Our Vision, Mission, Values & Objectives

## Our Vision

A Centre for inspiration, growth and enjoyment.

## Mission

To connect and engage with our community and respond to their needs

## Values

Respectful, honest and open

Professional and accountable

Collaborative, inclusive and embracing diversity

## Objectives

1. Ensure high standards of governance are practised
2. Ensure future financial sustainability
3. Increase internal capacity
4. Increase brand equity

### Objective 1: To ensure high standards of governance are practised

- Ensure the Centre meets its legislative, statutory, fiduciary and contractual obligations
- Ensure the Centre meets the accountability requirements of its funding bodies
- Oversee the fulfilment of the Strategic objectives
- Actively prepare for the future leadership of the Centre with succession planning

### Objective 2: To ensure future financial sustainability

- Operate within an approved budget
- Streamline our financial processes
- Monitor and review the financial viability of the programs/activities offered
- Source additional and alternative forms of funding
- Manage the relationship with the City of Boroondara
- Foster a relationship with the State Government and advocate for future funding
- Develop shared valued initiatives with community organisations, businesses and our stakeholders

### Objective 3: To increase internal capacity

- Assess organisational needs
- Continue the development of policies and procedures
- Introduce a Customer Relationship Management program (CRM) to maximise relationships with our tutors and members
- Seek appropriate opportunities for joint training and professional development with the other City of Boroondara Houses and Centres
- Develop a volunteer program

### Objective 4: Increase brand equity

- Identify our point of difference
- Identify existing and emerging community needs and develop targeted programs/activities in response to those needs
- Provide a suite of programs/activities that promote community connection and engagement
- Review and implement our marketing plan
- Identify key performance indicators for building brand
- Increase content marketing to attract and retain more members
- Develop a strategic approach to social media marketing
- Build and strengthen our marketing involvement with the other City of Boroondara Houses and Centres

# About Us

The Ashburton Community Centre offers courses, workshops and programs that primarily service people from Glen Iris, Ashwood/Ashburton, Camberwell, Mount Waverley and Malvern East.

## Population

Ashburton has an estimated population of 7,668 people and is part of the City of Boroondara. Compared to the Boroondara average, Ashburton has a larger proportion of families with young children, with 22.1% of the population aged between 0-15 and a lower proportion of people in the older age groups (65+). 42% of Ashburton's households are made up of couples with children compared to 36% in the City of Boroondara.

Glen Iris has an estimated population of 15,212 people and a similar demographic, with 21% of the population between 0-15 and a lower proportion of older age groups. Camberwell has an estimated population of 21,188 people, with 18% of people between 0-15, yet has a larger percentage of people in older age groups (65+).

## Where do we come from?

Ashburton has 24.7% of the population born overseas; the largest non-English speaking country of birth is China (3.0%). Glen Iris has 21.9% of the population born overseas, with the largest non-English speaking country of birth being China (2.3%). Camberwell has 25.9% of its population born overseas and the largest non-English speaking country of birth is China (2.5%)

## Where are our members located?

### Local members

The majority of our members live within 6km of Ashburton.

### Wider community members

People are willing to travel to attend some of our unique courses. For example, we have people travelling from places as far a field as Mordialloc (18km), Oak Park (28km) and Officer (42km) to attend classes on a weekly basis.

## Membership By Age

The majority of our members are aged between 50-84 years.

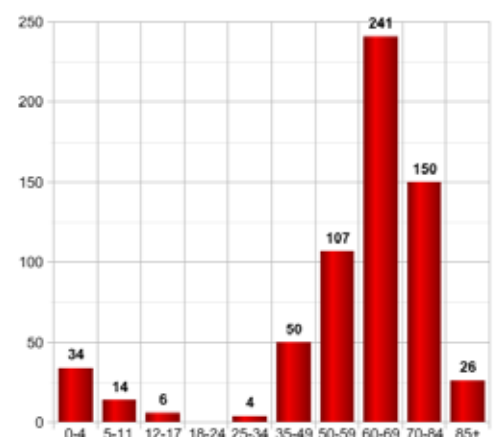
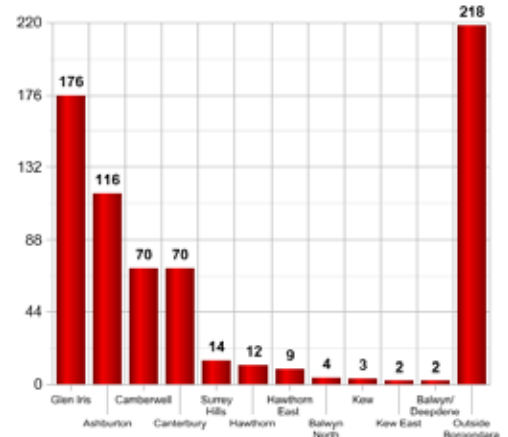
Many of our members have either retired or are close to retirement and are looking for ways to stay fit and healthy, as well as meet people within their local community.

85% of participants are female.

## Our location

Ashburton is bounded by the Ferndale Trail, the Alamein railway line and a line that runs east-west to the north of Baker Parade in the north, Warrigal Road in the east, Gardiners Creek in the south, a line that runs east-west to the south of Dent Street, a line that runs north-south to the west of Munro Street, High Street and a line that runs north-south to the east of Summerhill Road in the west.

Source: profile.id.com.au



# Our Services

Ashburton Community Centre is a community owned and managed not-for-profit organisation offering activities and programs developed in response to the needs of the community. We came into being in the mid 1980s out of local community need and through the vision and hard work of a group of local community representatives.

Since its inception the Centre has grown steadily in size, out growing the original building that once was a Doctor's surgery and undergoing a redevelopment in 2013 to a purpose-built meeting and activity space. This facility was built by the City of Boroondara with the Centre co-locating with the Ashburton Library.

Our Centre works within a community development framework and is guided by the principles of community ownership, empowerment, community participation, access and equity, life-long learning, inclusion, networking, advocacy, self-help and active citizenship. As a direct outcome of these values we aim to build stronger communities; communities that are active, confident and resilient.

Costs are kept low and class sizes small to encourage all to be active members of the Centre.

We receive some funding from the City of Boroondara, with more than half our income being self generated. We are governed by a volunteer committee who are members of the local community, Centre participants and interested persons who wish to have an input into the policy and direction of the Centre. The committee meets monthly, delegating the day-to-day management of the Centre to the Executive Officer.

In their governance the Committee ensures the Centre achieves its vision, mission and strategic goals as well as fulfilling its ethical, legal, financial and constitutional obligations. Office staff are all part-time. The Centre employs a contracted book keeper and cleaner.

Ashburton Community Centre has enhanced the lives of many people within the local community through the provision of a suite of courses, workshops and events based on community need. We welcome people from all walks of life and encourage opportunities through our classes and activities for individuals and groups to enrich their lives.



# Our Staff & Committee

## Office Staff

The Ashburton Community Centre is staffed from 9am to 2.30pm Monday to Friday (excluding public holidays).

Executive Officer - Geraldine Farrell

Marketing Manager - Janine Arantes (until October 2015)

Partnerships & Marketing Officer - Natasha Kuperman (from December 2015)

Bookkeeper - Tony Crawford

Administration Assistant - Judy Little (Monday - Wednesday)

Administration Assistant - Shannon Newport (Thursday & Friday)

## Committee of Management

### Official Office Bearers

President - Liz Webb

Treasurer - Michael Read

Secretary - Sid Naidoo

### General Committee Members

Barbara Boxhall

Pam Case (leave of absence from May 2016)

Peter Choma

Ginia Reddaway

Jenny Yarwood

Pam Athanasakis (resigned May 2016)



# Our Tutors

We pride ourselves on the quality and professionalism of the tutors who facilitate the courses, workshops and events.

The Ashburton Community Centre works with tutors from diverse backgrounds, many of whom are professional artists, instructors and teachers with national and international recognition and awards.

Over 60 individual courses and workshops have been offered at the Centre, delivered by our amazing tutors throughout the year. Some of our tutors are new in 2015/2016 and others have been with the Centre since its inception in the 1980's. We have over 160 years of collective experience at the Centre.

Tutors who offered courses in 2015/2016 are:

Catherine Bainbridge  
Michelle Barca  
Jennifer Biggin  
Martine Bourbon  
Barbara Boxhall  
Jane Creasey  
Miffy Gilbert  
Linda Grigg  
Ulla Jones  
Jean Marc Lopez  
Maeve McKeown

Karyn Montgomery  
Carolyn Morpeth  
Lisa O'Keefe  
Alan Rawady  
Lisa Ryan  
Elizabeth Sadler  
Mary Thow  
Norma Turner  
Maxine Wade  
Nick White  
Echo Wu



# Our Volunteers

Our limited resources mean we depend on volunteers to assist and support the provision and expansion of our services. Volunteer workers are the lifeblood of organisations like ours; the day-to-day operations of the Centre could not be managed without their considerable involvement. We rely on our volunteer's help to co-ordinate our groups and keep costs low for various workshops, activities and events. Volunteer positions range from group co-ordinators, brochure walkers, fundraising assistance, housekeeping duties, maintenance, children's course assistants, office and reception assistants and tutors who volunteer their time at events. Our Community needs project was supported by over 130 hours of volunteer help including assistance at the project launch at the Ashburton Festival. Our 50+ volunteers contributed nearly over 1,100 hours of unpaid community work for our Centre - an amazing effort! The estimated cash value of their voluntary contribution is over \$26,000.

The sum of the individuals working together is incredibly inspiring and an important expression of community spirit.

Our Centre is highly synergetic and the sum of the individuals working together is incredibly inspiring. Thank you to everyone!





# Our Tutors



Pictured from left to right:  
Jenny Biggin, Catherine Bainbridge,  
Alan Rawady, Ulla Jones and  
Mary Thow (absent Norma Turner).

## Tutor Recognition

For long serving tutors 20+ years

In October last year, Executive Officer Geraldine Farrell celebrated our long serving tutors at the Centre: Alan Rawady, Jenny Biggin, Ulla Jones, Norma Turner, Catherine Bainbridge and Mary Thow.

“The Ashburton Community Centre is very fortunate in the quality of people who choose to teach at our Centre. I would like to thank and acknowledge all those people in this very select group.

All are very experienced, talented and creative people whom we value very much! They contribute to the friendly, welcome environment we are proud to say our Centre provides. Our tutors are our best advertisement and we cannot thank them enough for their warmth, dedication and support.

Today we would like to take this opportunity to acknowledge and celebrate six of our longer serving tutors:

- Mary Thow, one of our Health and Fitness professionals who leads in our morning yoga classes
- Alan Rawady, a professional artist and Watercolour tutor
- Ulla Jones one of our Health and Fitness professionals who leads some of our health and well-being classes
- Catherine Bainbridge, a professional artist and art tutor
- Norma Turner, one of our Creative Pursuit tutors specializing in Bobbin and Lace and
- Jenny Biggin one of our Health and Fitness professionals who also leads some of our health and well-being classes.

All six have been with our centre for 20 years or more, some who were employed in the first year the centre opened. Together these six fabulously talented people have given over one hundred and fifty years' of service to our Centre. What an immense impact these tutors have had on our members and centre.

In that time they would have seen hundreds and hundreds of students come and go... although I must say that the quality of the teaching and professionalism is such that all of these tutors have students who have been here as long, or almost as long, as they have. Some I know are life-long friends. All would have seen staff come and go too and of course the Centre itself has undertaken enormous changes.

# Our Tutors

We would like to acknowledge the immense impact our tutors have had on our members and our centre. When thinking about what I was to say about these wonderful people and in talking to their students, I realised that, although their talents are varied, there are many common personal and professional attributes that underpin the work that these wonderful people do:

- Understanding and Patience. Not only because each person learns at a different pace but there are some students that will test every ounce of your patience
- Passion – a love for their work and their students
- Being an effective communicator - A good listener and speaker
- Creativity
- Honesty
- A love of learning
- Being able to demonstrate empathy and fairness, - being caring and approachable
- Being resourceful and positive and adopting a problem – solving approach
- Adaptable – to work with students of different ages and abilities and with different Committees and Managers
- A sense of humour

It is apt that we celebrate the work and contribution of these wonderful tutors in Victorian Seniors week. We are proud for our Centre and these wonderful tutors to be part of positive aging.

Getting older has a very 'bad press', and most people would rather not think about ageing. Positive ageing is a term used to describe the process of maintaining a positive attitude, feeling good about yourself, keeping fit and healthy, and engaging fully in life as you age. Add life to your years!

You can't help getting older, but you don't have to get old. What a case in point we have here!

Before I finish I would like to share with you some of their thoughts on positive aging:

"An important aspect of positive ageing is to continue to make our own choices as long as possible. For example it is important to maintain the choice to continue to work or retire, and where to live. Having a good network of family support and friends, and/or pets around you is also important. Make time for yourself, be active and keep a healthy body and mind. Exercise regularly, have good nutrition and listen to music."

"Do not be afraid to try new things. You need to make an effort to do activities in the company of like-minded happy people. Stimulation is important, physical, mental and spiritual. Community centres offer opportunities for the aged to be involved in activities at a reasonable cost"

"The best advice for positive aging is to "Keep Dancing". I don't mean dancing like ballroom dancing, I mean – keep moving. Move, breath; focus on your movements, live. It is really important to breathe and smile. Find fun and friendships in everything you do"

"I consider that maintaining some sort of purpose in life other than just existence is very important. I make sure I have social contact with friends on a regular basis. I still try to create interesting and valuable classes for my students, and am always looking for new and better ways to teach"

"Attitude is very important. Keep involved in the things you enjoy, make time to keep working on friendships and of course keep up with your exercise. But don't stop there! Have fun and allow yourself to have plenty of moments that makes you laugh"

I now invite Councillor Coral Ross, Mayor of Boroondara to present each tutor with their certificate and gift."

Geraldine Farrell, Executive Officer

Ashburton Community Centre

7th October, 2015

# Partnerships and Collaborations



## RACV

RACV provided us a grant enabling us to purchase art supplies.



## Bunnings Warehouse

Bunnings Chadstone provided materials for our school holiday program.



## Milanos

Milanos has provided discounted coffee and catering throughout the year.



## Value Art and Craft

Value Art & Craft has provided discounts for members and tutors.



## Alamein Men's Shed

Men's Shed have displayed their wooden toys in the Centre foyer.



## Boroondara Council

The Council have provided funding, support and various inkind professional development.



## Boroondara Volunteer Resource Centre

For ongoing assistance in the development of our Volunteer Program.



## Neighbourhood Houses Boroondara

NH Boroondara have provided ongoing support, knowledge and assistance.



## Ashburton Library

The Library has assisted in the promotion of our courses in their foyer and general marketing support.



## HAWTHORN ARTS CENTRE

## Hawthorn Arts Centre

The Hawthorn Arts Centre hosted our tutor and student exhibition 'Inspiring CommYOUunity' in April/May.



## NIECH

NIECH has provided ongoing support, advocacy and guidance throughout the year.



## Boroondara Houses

The Neighbourhood Houses and Community Centres are an unending source of assistance and support.



## Biggin & Scott

Biggin & Scott provided our CommYOUunity sign on High St.



## Graham Watt

Graham Watt kindly donated a hamper used for fundraising.



## Sisterworks

Sisterworks members attended the Ashburton Festival & participated in our 'Pop Ups with Purpose' program.



## Victorian Multicultural Commission

VMC supported our 'Pop Ups with Purpose' program.



## Making Meals

Lisa Ryan (Making Meals) has supplied us with her delicious home-made jam for fundraising.



## Scullerymade

Scullerymade in Malvern provided kitchen utensils for our cooking classes.



## Kelkay Jewellery

Jewellery from Kelkay has been on display in the ACC foyer.



## The Stories That Shape Us

The exhibition currently displayed at the Centre.

# Celebrating 30 years

The history of Community Centres goes back to 1970s, when young mothers would meet in each other's homes for a chat over a cup of coffee. These women began to share some their skills, particularly in arts and crafts.

As time passed, the groups became too large for private homes and so the members approached local councils for alternative accommodation. This was how many Community or Neighbourhood houses started, not only in Melbourne, but all around the country.

Community Centres became meeting places where anyone could drop in for a cuppa and a chat, and people shared their skills on an informal basis. With the passage of time, committees were elected, constitutions were written, and tutors were employed on a formal basis.

## A Community Centre for Ashburton

It was recognised that a community centre was needed similar to the centres that had already been established in Balwyn and Camberwell. Many local residents lobbied for their own Centre by way of petitions, gathering signatures by door knocking and meeting with councillors.

The City of Camberwell (now the City of Boroondara) purchased the property at 160 High Street Ashburton and took possession in December, 1983. The house had formally been the residence and consulting room for a doctor. At its meeting on 28 November 1983, Council recommended: "That the property at 160 High Street be committed for the purpose of a community centre and that the Council appoint an interim Committee to operate the facility."

It wasn't until September 1984, that the TRY youth organisation was invited to submit a plan and budget for managing the Centre. A proposal was submitted but it was ultimately declined by Council. It was then decided that the centre would be best managed through a voluntary Committee, with a manager employed by Council.

## The early years

In April 1985 a Steering Committee was formed, with South Ward Councillor, Jean Christie, in the Chair. Serving on the committee were Dr Colin Copland (the South Ward Association), Mr Peter Friend (Ashburton Chamber of Commerce), Mr Bob Rendall (Rotary Club of Ashburton), Ms Anne Le Lievre (Ashburton Library) along with three community representatives - Ms Syliva Campbell, Ms Brenda Ryan and Ms Margaret Buszard.

It was resolved that the Committee would have the responsibility of proposing a Constitution and operating guidelines for the establishment of the Centre. It was further resolved the voluntary Committee of Management will comprise one representative each from the South Ward Association, Ashburton Chamber of Commerce, Rotary Clubs of Ashburton, Camberwell-Waverley Regional Library and three Community representatives. The Committee would thus comprise of a total of seven plus a Councillor. The constitution was based on the Centre Manager being directly employed and responsible to Council. Any additional staff including tutors were to be hired by and responsible to the Committee.



## December 1983

Council purchased the property, now known as the Ashburton Community Centre at 160 High Street Ashburton and took possession in December, 1983. The house had been the residence and consulting room for a doctor.



## September 1984

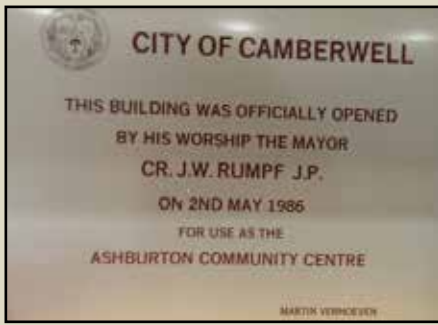
The TRY youth organisation was invited to submit a plan and a budget for managing the Centre. A proposal was declined by Council and then a voluntary Committee, with a manager was employed by Council.



## April 1985

A Steering Committee was formed with South Ward Councillor, Jean Christie, in the Chair.

# Celebrating 30 years



## May 1986

Shelagh Amor was appointed by the Council to manage the Centre. The Mayor, Councillor Jim Rumph, performed the official opening on Friday May 2nd.



## March 1991

The Ashburton Community Centre pooled its efforts with the Balwyn and Camberwell Community Centres and the Balwyn Leisure Centre, and produced the Leisure and Learning Guide, with a letterbox distribution to 83,000 households.



## July 1996

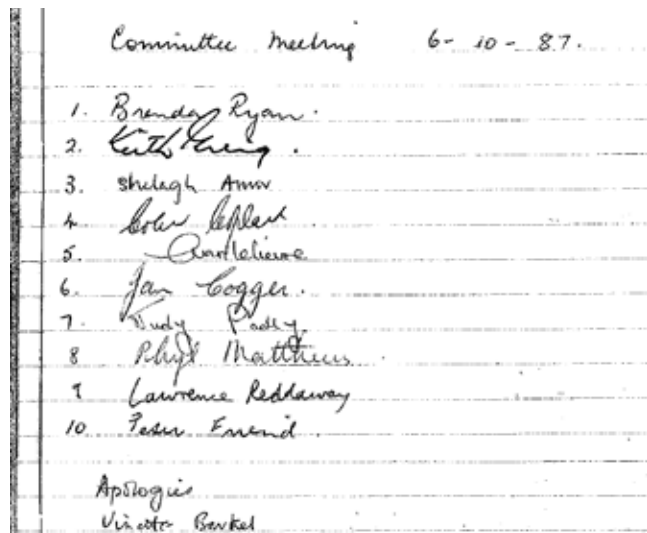
The Ashburton Community Centre became an incorporated association. The Centre was no longer covered by Council's insurance policies and audit procedures, replaced with an on-going grant to cover insurance and audit costs.

Early in 1986, Shelagh Amor was appointed by the Council to manage the Centre. Taking over a newly renovated empty building, Shelagh began by formulating a program of activities, found suitable tutors, devised a timetable, obtained furniture and organised the printing and distribution of a program. With enrolments taken, full operation began in May which coincided with the start of the school term.

On May 2, 1986 The Mayor, Councillor Jim Rumph, performed the official opening. The CEO of Camberwell and the heads of the Finance, Engineering, Recreation and Maintenance Departments attended.

The Steering Committee which had become the Committee of Management were all present, along with many others as well as those who had anything to do with enabling the Centre to become established. The celebration and sense of achievement was enjoyed by all, especially those for whom this was the culmination of a lot of hard work.

Fifty two people attended the first Ashburton Community Centre Annual General Meeting on November 18, 1986. Many who attended remained part of the Centre as Committee members and participants for many years. Below the recorded list of those members who attended one of the first Committee meetings.



From the outset there was enormous interest in the programs offered, particularly in arts and crafts, languages and fitness.

Initially managed by a team of volunteers in the office, all offered their time willingly. Some of these volunteers joined the Committee, thus becoming part of the management process.

Once the full-time activities were under way, it became apparent that the Centre needed to generate more income. Council provided and maintained the building, and paid the manager's salary, but beyond that the Centre had to ensure that it was self-sufficient.

Council contributed \$4,000 for furnishings. This was used for the purchase of tables and chairs for the rooms, easels for art classes, an iron and ironing board for dressmaking classes, a microwave for cooking classes and a whiteboard. A second-hand fridge for the kitchen, a filing cabinet and second-hand typewriter for the office were purchased. Incidental items such as rubbish bins, cutlery, crockery, an urn and a vacuum cleaner were also required. It certainly wasn't difficult to spend the \$4000 and then for office furniture cast-offs were obtained at no cost.

# Celebrating 30 years

It was the need to have some cash flowing in that led to an emphasis on short courses for which fees could be charged. However the Centre was also conscious of the importance of providing a meeting place for those wishing to simply meet with other people sharing a similar interest.

The very first Special Interest Group formed was for hand spinners. The Centre quickly established other groups to cater for lace makers, patch workers, bridge players, mah jong players, two walking groups, a discussion group and two very keen book groups.

In the early years, as soon as the students booked in and paid their class fees, the money would be immediately deposited into an interest bearing bank account where it would be left for a few weeks until it was time to pay the tutors. Fortunately, this was at a time when interest rates were as high as 16%. So in this way sufficient interest was earned to provide for furniture and equipment replacement, and even enough to purchase much needed office equipment, a computer in 1988 and a photocopier in 1989. Gradually more tables were purchased for the rooms and now and after 20 years of hard wear and tear, the eight tables bought out of the original furnishing grant were replaced.

On September the 6, 1999 the Governor of Victoria Sir James Gobbo and Lady Gobbo visited the Centre.

## Marketing and Advertising

The very first program of events was distributed through local schools in readiness for the term starting in May 1986 and this procedure was repeated for the September term. Because of limited resources in that first year, this was the most expedient way of getting the program in front of the public. However it left a large sector of the community who didn't have school children and so weren't necessarily hearing about the Centre. Many other ways of spreading the word were tried, until 1991 the Centre pooled its efforts with the Balwyn and Camberwell Community Centres and the Balwyn Leisure Centre, and produced the Leisure and Learning Guide, with a letterbox distribution to 83,000 households. Later a Short Course Activity and Social Guide was proceeded. In 2014 the ten Neighbourhood and Community Centres, with some financial support from the Council launched a joint bi-annual short course guide advertising courses and activities on offer.

In 2016, in celebration of the Centres 30 years, a new logo was introduced consisting of two myrtle leaves (representing the apple myrtle tree at the front of the Centre).

## Incorporation and Management

On the 30th of May 1996, the Centre became an incorporated association. This step was being taken by community facilities around Victoria, giving each one a legal identity and providing protection for Committee members. The Council assured the Committee it would not be disadvantaged either financially or in terms of support. However this change meant the Centre was no longer covered by Council's insurance policies and audit procedures. To compensate for this, the Council proposed an on-going grant to cover insurance and audit costs. The City of Boroondara continued to employ the Manager, provide and maintain the building and grounds.

With Shelagh Amor at the helm for 12 years, Alex Threfall, who had been at the Camberwell Community Centre for seven years, became centre manager in 1998.



### March 1999

Swinburne University approached the Centre to run computer classes, using their tutors and equipment. A Swinburne tutor bought along 18 laptops to teach four sessions a week.



### June 2006

Bob Stensholt MP (State Member of Parliament for Burwood) made a statement in Victorian Parliament recognising the 20th anniversary of Ashburton Community Centre.



### October 2006

The Centre office was relocated to a transportable shed at the rear of the library and classes were moved to temporary locations due to white ants. The floor needed to be replaced and renovations to the building were undertaken.

# Celebrating 30 years



## December 2012

The Ashburton Community Centre and adjacent Library underwent redevelopment. The ACC offices were relocated to the Glen Iris Road Uniting Church, 200 Glen Iris Road, Glen Iris. Classes continued to operate at various venues.



## November 2013

The upgrade was completed and the existing Daryl Jackson façade and large Apple Myrtle tree (*Angophora Costata*) were retained.



## February 2014

Classes recommenced at the Ashburton Community Centre in the new building at 160 High Street.

For a number of years Shelagh returned to the Centre both as a volunteer and as a paid relief manager.

1986 – 1998	Shelagh Amor	2009	Sandy Buchanan
1998 – 2008	Alex Threfall	2009 – 2013	Gayathri Buur-Jensen
2008 – 2009	Lisa Penna	2013 - present	Geraldine Farrell

## Staff and Tutors

In 2013 the staffing structure was reviewed resulting in the creation of two positions in place of the Managers role; a Programming and Marketing coordinator (15 hours per week) and an Executive Officer (20 hours per week). The administrative role remained as a job share arrangement (total 25 hours per week).

There have been many talented tutors during the history of our Centre. Tutors that started at the inception of the centre are still teaching in 2016. These valued tutors include Jenny Biggin, Ulla Jones, Norma Turner and Mary Thow. In 2015 those tutors, together with Alan Rawady and Catherine Bainbridge celebrated 20+ years at our Centre. In the 2015/16 year the Centre employed nearly 20 casual tutors.

## The Introduction of Information Technology

The Centre's first computer was purchased in 1988. 1999 saw a notable addition to the program when Swinburne University approached the Centre to run computer classes, using their tutors and equipment. This continued until late 2005. With four sessions a week a tutor from Swinburne arrived with 18 lap top computers. There was rarely a free place in any of the classes and many members took advantage of the opportunity to learn computer skills in a friendly environment.

In 1999 the Centre purchased a computer, fax machine and printer for the Managers use. Previously all printing and use of a fax was undertaken at the Library. The Managers report of April 1999 noted "We are researching appropriate software for wages, accounting and membership records for year 2000 compliance. The computer is internet ready and I have investigated the possibility of an email address for us". In 2000 it was also reported "there were no Y2K problems", a millennium computer bug that was predicted when the clocks rolled over into 2000.

## Recent Years

On June 1 2006, Bob Stensholt MP (State Member of Parliament for Burwood) made a statement in Victorian Parliament recognising the 20th anniversary of Ashburton Community Centre.

In 2008, the Council's involvement in the running of the Centre ceased and the responsibility was given to the voluntary Committee to continue with the administration and appointment of all staff. The Council continues to provide the building and the Centre receives an annual grant which contributes towards the operations of the Centre. The balance of the operational costs incurred in the daily running of the Centre is financed by the income derived from courses and activities. Changes were made to the Centres constitution to reflect the change of Council involvement. The constitution was also updated in 2013 after all incorporated associations were required to revise their model rules.

# Celebrating 30 years

In 2009 the Centre was endorsed as a Charitable Institution, meaning GST is not paid by the Centre.

## BUILDING RENOVATION AND REDEVELOPMENT

The Centre received a partial renovation in 2001 to allow for disabled access and greater use of the existing rooms. Over the years there were the normal refurbishment and maintenance jobs such as landscaping works, interior painting jobs, new watering systems and new carpet installations.

A major disruption to the centre occurred in Term 4 of 2006. The Centre office was relocated to a transportable tin shed at the rear of the library and classes were moved to temporary locations while the floor was replaced due to major white ant damage. First reports of white ant damage was in July 1999. Renovations to the building were undertaken at this time as well.

It was announced in the Annual Report of 2008/09 that the Council had allocated funds in the next three year term towards creating an Ashburton Community Hub. In 2012 The Ashburton Community Centre and adjacent Library underwent redevelopment at an estimated cost of \$6 million. The existing Ashburton Community Centre building was replaced to make way for a modern, purpose built, single level Community Centre on the present site, with a shared entrance and foyer space with the library. The new community centre building included:

- Five separate rooms for classes, meetings and activities;
- Access to shared multipurpose rooms (Copland Room) and kitchen;
- Three outdoor areas with access from program rooms;
- Separate toilets, kitchenette and storage space;
- Reception area and manager's office, storage space and access points.

During the upgrade in 2012/2013, the Community Centre office was located at the Glen Iris Uniting Church, and classes continued for five terms at temporary premises located at the Eric Raven Pavilion, Lynden Park Recreational Pavilion & Glen Iris Uniting Church. In November 2013, the renovations were completed and classes returned to 160 High Street, Ashburton in February 2014.



## February 2016

The current Ashburton Community Centre building. The external signage on High Street, and the foyer and reception area.

## New centre for Ashburton

**ASHBURTON'S** new community centre is due to open any day, with the appointment of a manager to be finalised this week.

The building cost \$63,000 to renovate. It is situated on the corner of High St and Highgate Gve, next to the library in Ashburton.

It will be the third in the Camberwell Council's area — the others being at Camberwell and Balwyn.

It is made up of five activity rooms of various sizes, a kitchen, office and toilet facilities.

The steering committee which guided the centre project to this stage will become the management committee. It includes Cr Jean Christie, representatives of the South Ward association and other local groups.

The building will be used for art and craft, meetings, adult education courses, fitness groups and other activities.

The management committee plans to find out how the community wants to use it. "We are looking for people to tell us what they want," Cr Christie said.

Some activities will be co-ordinated from the centre by the manager, but Cr Christie said it was likely outside organisations would use it as a base. Some of these have had to use the library as a meeting place until now.

"it's going to be self-sufficient — user pays," she said.

The upgrading work included renovating the structure of the building, installing some glass doors and full repainting.

PROGRESS PRESS  
WED MARCH 19<sup>th</sup> 1986

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### Open days

THE Ashburton Community Centre, on the corner of High St and Highgate Gve will be holding open days on Friday March 21 from 10 am to 5 pm and Saturday March 22 from 9.30 am to 2 pm.

★ ★ ★

Ashburton Community Centre located at 160 High St, is now also up and running for the first time. She-lagh Amor, the newly-appointed manager, is keen to get programs underway. She feels that the centre should live up to its name and fulfil as far as possible the needs of the community.

THE PRESS PRESS  
WED. MARCH 26<sup>th</sup> '86



# Celebrating 30 years

BURWOOD BULLETIN  
MAY/JUNE 1986

## ASHBURTON DEVELOPMENTS

### NEW COMMUNITY CENTRE

Plans are now in full swing for over thirty classes to start at the newly-opened Community Centre, 160 High Street, Ashburton. These are scheduled to start from the beginning of Term 11 and enrolments are now open. Both day and evening classes are included, at modest prices.

The classes range from exercise sessions for both men and women of all ages, self awareness and effective speaking, numerous art and handicraft classes, vegetarian and Mexican cooking amongst them.

Ashburton and neighbouring residents are cordially invited to call at the Centre to find out more about its resources and classes — or telephone for a copy of the brochure with full details of all subjects available for Term 11.

The Manager of the Centre is Shelagh Amor, 25 7952.

The Ashburton Community Centre at 160 High Street was officially opened by the Mayor of Camberwell, Cr. J.W. Rumpf, on Friday, May 2.

PROCESS PRESS  
MAY 28<sup>th</sup> 1986

## New community centre opens

**THE** new Ashburton Community Centre is up and running. It was opened earlier this month and will begin its first series of classes on Monday, May 26.

The centre intends offering a variety of subjects including exercises, effective speaking, cake decorating, calligraphy, spinning and screen printing.

Other courses will include dressmaking, guitar tuition, chocolate making, photography, leadlighting, textile arts, cookery and painting.

The centre is located at 160 High Street, adjacent to the Ashburton Library. Contact Shelagh Amor — 25 7952.

## Shelagh Amor

Shelagh Amor has been recently appointed as Manager of the new Ashburton Community Centre at 160 High Street, Ashburton.

Shelagh has spent the past 21 years in Camberwell, where she lives with her husband and two teenage children. She has a background of involvement in craft and an interest in leisure time pursuits. Her first major task is to prepare a programme for the new centre. This will include a wide selection of activities covering many aspects of recreational pursuits.

The first programme of classes are expected to commence in late May, and Shelagh feels that the centre should live up to its name and fulfill the needs of the local community. With this in mind she invites interested people to call in to the centre, which is located next to the Ashburton Library, between 10am and 4pm weekdays. Everyone is welcome to call in and view the centre and have a chat about the activities which they would like to see covered.

ween 10am and 4pm weekdays. Everyone is welcome to call in and view the centre and have a chat about the activities which they would like to see covered.

*Shelagh Amor, new Manager of the Ashburton Community Centre.*



CAMBERWELL CITY NEWS APRIL 1986

**ASHBURTON COMMUNITY CENTRE**  
160 HIGH STREET, ASHBURTON, 3147  
Phone 25 7952 Office Hours: 10 am - 4 pm

**\* Term 2 \***  
**Programme**

The Ashburton Community Centre has been established by the City of Camberwell and is administered by a Council appointed Committee of Management.

The aim of the Centre is to provide a venue for leisure time activities and classes where members of the community may meet and have social contact.

A wide range of activities is included in the programme for Term 2 commencing 28 May, 1986. Bookings may be made now and should be followed up by payment of the class fee within 5 days to secure your place.

If you do not see the class of your choice or if you could contact a class that may be of interest to others, please feel free to contact Shelagh Amor at the Centre.

Membership of the Centre is \$1.00, valid until 30 September, 1986 and will be \$3.00 per annum (31 January) from 1 October, 1986.

**COME AND VISIT THE NEW**

PROCESS PRESS  
MAY APRIL 30<sup>th</sup> 1986

## ASHBURTON COMMUNITY CENTRE

160 HIGH STREET, ASHBURTON  
Phone 25 7952

### TERM 2 CLASSES

Watercolor	Canvas Embroidery	Vegetarian Cooking
Oil Painting	Spinning	International Cooking
Drawing	Dressmaking	Exercise — 50s + over M & F
China Painting	Smocking	Creative Movement 20s-40s
Screen Printing	Baby Gifts	Music and Movement 6-10 years
Calligraphy	Creative Gifts	Yoga
Photography	Floral Art	Recorder
Leadlighting	Cake Decorating	Effective Public Speaking
American Patchwork	Mexican Cooking	Positive Thinking

# Activity Snapshot

## Meeting our Community's Needs

Neighbourhood Houses bring people together to connect, learn and contribute in their local community through social, educational, recreational and support activities, using a unique community development approach.

Community development enables communities to identify and address their own needs. It starts from the assumption that communities have existing strengths and assets that make them part of the solution.

As part of our community development practise our Centre delivers programs and events that are based on identified needs of the local community.

Here of some of the classes, workshops and groups that we had on offer during the year:

### Courses

Acrylic Painting  
Ageless Grace®  
Bobbin Lace  
Caroline's Little Stars  
Chinese Painting  
Drawing & Thinking  
Excercise to Music  
Floral Art  
Floristry - Contemporary  
French for Beginners  
Italian Intermediate  
Keep Fit  
Life Drawing  
Mah-jong (Western) Lessons  
Meditation & More  
Men Making Meals  
Men Making More Meals  
Mindfulness  
Primary Colours (Children's Art)  
So U Think U Can't Run  
The Joy of Good Books  
Waterclour  
Yoga & Pilates  
Yoga Beginners  
Yoga Continuing  
Your Healthy Spine

### Workshops

Jewellery Making  
Life Drawing  
Watercolour  
School Holiday Crafts  
Art Gallery Floortalks  
Decluttering  
RACV Lifestyle Series Personal and Home Safety  
Garden Design Lecture  
Jam Making

### Groups

Acoustic Music  
Blues Music  
Book Group (Afternoon & Evening)  
Cryptic Crosswords  
Drawing  
Foreign Film Group  
Mahjong (Western)  
Mis Amigos (Spanish playgroup)  
Patchwork and Quilting  
Spinners and Knitters  
Table Tennis  
Walking for Health and Fitness

*"Maxine is one of the best, if not the best, teacher I have ever had.*

*I have been to TAFE and numerous other places for drawing classes and I have never felt as if I was improving or taught correctly.*

*Maxine plays to everyone's different disciplines and guides them in their own style to improve their drawing.*

*Because of Maxine's teaching, areas of my drawing that have needed help have greatly improved."*

**Life Drawing Student**

via email

*"My parents Dr and Mrs Copland would have been thrilled to know that the Copland Room was being used to show foreign language films, as for many years they used to go into the city every Wednesday night to see a foreign language film"*

**Sandra Masel**

via email

What I like about volunteering at ACC

*"There's never a dull moment!  
Lots of variety and working with lovely, caring staff."*

**Linda - Volunteer**

# Activity Snapshot

## Members Mothers Day Morning Tea

We held two members Mothers Day Morning Teas for our members on May 6 with scones, strawberry jam and lemon curd prepared by our fabulous chef and tutor, Lisa Ryan.



## Ashburton Community Festival

This year the Ashburton Community Centre partnered with Sisterworks as part of the "Ashburton 'Til Twilight" Community Festival.

Sisterworks is grass-roots based Melbourne social enterprise which supports women with asylum seeker, refugee or migrant backgrounds. Their goal is to assist women in gaining new skills, become self-sufficient and financially independent.

In the lead to the Festival Sisterworks held a series of pop up market stalls at the Centre, featuring hand made products and crafts. Over twelve stalls were showcased at the Festival which saw over 20,000 visitors. The involvement of Sisterworks and the pop ups markets enabled the community to celebrate cultural diversity in a lively, fun-filled way, increasing awareness and acknowledging the valuable contribution made by our growing culturally diverse population. It provided an opportunity for social connections, building relationships within the broader community.

The pop up stalls and market were supported by the staff and volunteers at our Centre. We received a small grant from the Office of Multicultural Affairs and Citizenship to showcase the vibrancy of Victoria's multiculturalism and to develop partnerships between community organisations.

We are proud to support Sisterworks and their efforts in empowering some of our most vulnerable members in our community.



# Activity Snapshot

## Community Wall - Inspiring CommYOUity

Inspiring commYOUity was a project aimed to showcase the artwork produced by the wonderfully talented tutors and their students at our Centre.

Through the Community Project Wall at the Hawthorn Town Hall Gallery over eight pieces of artwork were exhibited during the month of May allowing our Watercolour, Acrylic and Chinese Brush painting groups to exhibit in a contemporary, professional environment and to a large audience under the guidance of a curator

The exhibition provided a celebration of the friendships formed, the engagement seen and the increased community capacity built through the ongoing delivery of art programs at the Ashburton Community Centre. Our tutors are highly qualified and experienced who love to share their skills and build a strong community network of passionate, emerging artists.

Inspiring commYOUity provided the opportunity for our emerging artists and their tutors to share work in the contemporary, professional space at the Hawthorn Town Hall Gallery. The quality of art that is produced in our art classes is simply exceptional and we were delighted the students were able to exhibit their work to friends, families and the wider Boroondara community.



## Stories that Shape Us

Our 'Stories that Shape Us' exhibition at the Centre has led to a wonderful new story of its own:

"A woman came to the Centre to pick up her sister who was attending a workshop. As I took her down the passage way to our break out area she looked at one of the "Stories that shape us" photographs on the wall and exclaimed "That's my sister!". Her sister was Yen, one of the Boroondara community members whose story is captured in this exhibition. Yen's sister was visiting from Quebec, Canada. When the family had to flee Vietnam in 1980 due to conflict, Yen came to Australia but her sister went to Canada. She had no idea that her sister was being honoured in this way and was quite taken aback. Yen lives here in Boroondara with her own family and their elderly father. She also mentioned what a wonderful opportunity is to celebrate the diversity in our community and in a way she has not seen in her hometown. She was very impressed and so proud of her sister."

- Geraldine Farrell, Executive Officer



# Room Hire

The Ashburton Community Centre has various facilities to hire for community groups, not-for-profit organisations and for commercial use. The venues are suitable for a variety of different functions, including meetings, classes, general interest gatherings and workshops.

The Ashburton Community Centre is located on vibrant High Street and is co-located with the ever popular Ashburton Library.

The Centre is within walking distance of public transport, has accessible and convenient parking, and beautiful, light and bright rooms. These features have contributed to the revenue raised from our Room Hire options increase from year to year.

Our rooms have been hired for more than 560 hours this financial year.

## Who hires our rooms?

We offer affordable room hire to meet community need. The rooms vary in size and have tiered pricing and a range of facility options to accommodate a variety of groups.

Room hirers are wide-ranging in their needs and purpose and can be either casual, short term or long term hirers. Various small business, support groups and philanthropic groups have taken advantage of our exceptional facilities. For example Farolito runs spanish language classes for children on Saturdays, Brain Link have used a room for ongoing support meetings for their clients and carers, McCrindle Research from NSW have used a meeting room for a local market research project and organisations such as Safe Futures have a regular room hire for committee meetings.

In 2015/2016, room hirers have predominantly been either community groups or small businesses seeking greater visibility and the use of fresh facilities. Many of the hirers take advantage of the Breakout Space for catering and tea and coffee facilities, and appreciate the sense of space that the outdoor decks provide.



# Community Needs Survey

## Key Findings and Recommendations - Community Needs Project “Insight - What is needed to thrive in a changing landscape”

In 2015 the Ashburton Community Centre received a Community Strengthening grant from the City of Boroondara and the Rotary Club of Balwyn for a consultant to undertake a Community needs assessment - “Insight - What is needed to thrive in a changing landscape”. The project was also supported with financial contribution from Ashburton Community Centre plus considerable in-kind support.

The following is an extraction from the projects key findings and recommendations. Please contact the Centres administration staff on [office@ashburtoncc.org.au](mailto:office@ashburtoncc.org.au) to view a full copy.

### Our Community

The likely demand for services at the Centre will continue to increase steadily as the population of Ashburton (8,280) and Glen Iris (15,909) increases. Almost half of the population of Ashburton and Glen Iris is made up of couples with children and program offerings should consider the needs of this group in addition to the current focus on older adults. Income levels demonstrates that whilst price is a factor for many in the community, there are significant proportions of both Ashburton and Glen Iris (average 25.5%) who earn high incomes and have the capacity to pay. Over 30% earn a low income however and their needs must be recognised in the programming and payment options in order to facilitate participation.

### Participation and Utilisation

The total number of hours the centre currently provides activities from its rooms is 65 hours per week which is 10.8 hours per day on average. With 13 programmable hours per day per room equating to 546 available hours, the current utilisation rate is 11.9%. This does not include classes provided in the Copland room. ACC runs 11 hours of classes per week from the Copland Room and 3 hours off site each week. ACC also have 13 hours use by regular monthly hirers and approximately 20 hours of other hires each month. There is significant scope for increased use of ACC both for direct programming as well as for room hire. The most popular programs by number of participants over the last five years were for exercises classes, yoga, drawing and thinking and Mah-jong.

Since the new centre has opened participation has exceeded pre redevelopment levels and is on an upward trend. There is scope however to increase the utilisation of the centre and achieve higher participation levels.

### Stakeholder Consultation Summary

Key points from the stakeholder consultation have been summarised below.

- Staff feel that utilisation has declined in comparison to levels of participation at the old centre and there is scope for increased activities however many of the rooms are small.
- Key user groups are older adults (50+)
- ACC offers over 40 classes each term with the majority running at an operating surplus.
- With three services funded by Council within close proximity to each other (The Craig Family Centre, Alamein Neighbourhood and Learning Centre and Ashburton COmmunity Centre) a co-operative approach is important.
- There is increasing competition in the area particular for programs such as Yoga.
- Samarinda Ashburton Aged Services offer similar activities at a cheaper price as the service is Home & Community Care (HACC) funded. Willingness to explore partnership opportunities & could assist with recruitment of volunteers.
- Regular and consistent access to the Copland Room has been challenging.
- Consider running more starter courses as high financial cost to term based activities can be a barrier for some
- A lower room hire rate may encourage more groups to the use the meeting rooms at ACC.
- Could consider offering taster classes through the library with ongoing classes then provided by ACC
- Make more use of the multi screen in the foyer to promote programs and activities

# Community Needs Survey

- Glen Iris U3A has 1,300 members is huge. ACC could benefit from looking at what they offer from introductory classes and could then offer options for ongoing participation, e.g. learn Mah Jong at U3A – continue to play at ACC.
- One of the key issues from NIECH is that Ashburton Community Centre does not receive Neighbourhood House Co-ordination Program funding from the State Government.
- Possible consideration of offering exercise classes through January
- Pay as you go more likely to attract participants to many classes
- Offer a shredder service and a battery recycling facility to the community

Programming recommendations to meet the broad demographic of the area could include:

- Parenting Education Workshops – toddlers, primary school and teenagers
- Activities for parents and children to do together across all age ranges e.g. cooking, craft
- More activities for parents and pre-schoolers that they can participate in together
- Short parenting support classes
- Playgroup for Grand Parents
- First Aid for toddlers, children adults, CPR etc.
- Fitness class for men

## Community and Members Surveys Summary

The key points from the Community and Members survey are as follows:

- The local paper is the most used method of being informed about centre programs and activities.
- 87.61% of respondents were aware of Ashburton Community Centre.
- Walking past was the main way people know about the Centre.
- Exercise classes is the activity that most people were aware was offered at the centre
- 42.71% of respondents had used the centre.
- Room Hire (36.08%) was the most participated in activity followed by exercise classes.
- Lack of time was identified as the greatest barrier to participation (55.56%).
- Price was considered very important by 38.43%.
- The weekend mornings are the most preferred time of day for activities/classes.
- Short courses (1-4 weeks) is the preferred length of time to attend courses.
- Art/Craft classes were the classes most participated in 32.7%
- Main reason attending welcoming, informative and professional office staff
- 17 respondents suggested art/craft, 16 suggested health and exercise, 12 suggested cooking, 10 suggested languages, 6 x computer/IT, 3 suggested discussion groups, 2 suggested by card games, 1 x gardening
- Time of day was the highest rated reason for participation
- Price was deemed moderately important by 41.84%
- Length of course was rated very important by 41.84%

## Recommendations

The report has made recommendations in five key areas: Partnership, Programs/Classes, Marketing Program Structure and Pricing and Processes. These recommendations will help inform the Centre's work over the next year, allowing more targeted decisions regarding potential programming and matching community needs.

## Report Conclusion

ACC is a very well managed centre offering over 40 classes each term. Members find the centre very welcoming and friendly and this contributes to its success. Participation is at a higher level than before the redevelopment; however there is significant scope for increased utilisation of the centre.

Going forward, the major area to explore is to increase the number of short courses or one off workshops to attract new users and to offer options for those who are time poor to ensure the centre meets the needs of a broader range of local residents.

# President's Report

Almost 30 years ago, when I first moved to Ashburton and joined the Ashburton Community Centre, I never dreamed I would one day be President of this amazing community organisation. Like a lot of you, I've exercised with Jenny Biggin and Ulla Jones, tried to improve my French and spent many fulfilling hours painting with Alan Rawady and drawing with Catherine Bainbridge.

Ashburton Community Centre has been a very stable fixture in the lives of many of us and I'm sure this is due to our wonderful Managers – first Sheila, then Alex and now Geraldine. Welcoming, efficient and caring with no request being too difficult, our Centre has been lucky enough to attract and keep great Managers and extremely competent, friendly and loyal office staff, namely Judy, Shannon and Tony. This year I experienced another first! Being part of the selection panel that employed Natasha, our Marketing officer. We were sad to see Janine leave, and had reservations about replacing her, but when Natasha 'breezed in' we knew almost immediately she would be the 'right fit' for Ashburton Community Centre. Speaking with other Neighbourhood houses I realise how lucky we are to have Geraldine's expertise in programming and Policy Procedures, Natasha's creativity and great marketing skills and the efficiency, dedication and helpfulness of Judy, Shannon and Tony.

I would particularly like to thank our volunteer committee. Michael Read, our highly professional yet down-to-earth Treasurer, who keeps us all on track. We are also fortunate enough to have two other financially qualified Committee members, Sid Naidoo and Peter Choma (it's no wonder our figures are good!). Jenny Yarwood, Ginia Reddaway and Barbara Boxhall who all offer great ideas and opinions and ask very perceptive questions. It was sad to see Pam Athanasakis leave mid-year due to work commitments and most recently, long standing Committee member Pam Case has resigned due to medical reasons, but I know we'll still see her around the Centre.

My thanks also to the City of Boroondara for their funding grant and for the provision of the premises from which we operate. This year the Council agreed to include our Centre on its Public Liability and Professional Indemnity insurance policy.

Looking at our Strategic Plan for 2014-2017, I think it's fair to say that we have successfully put in place a solid framework for our first two Objectives:

1. To ensure high standards of governance
2. To ensure future financial sustainability

2017 will be the year to work on our Plan's other two objectives which are:-

3. To increase internal capacity, including encouraging more members, classes and volunteers, and
4. Increase brand equity- continuing to identify existing and emerging community needs, engage with and respond to their needs with suitable programs & activities. Build and strengthen our involvement with other Boroondara Centres.

We are already working on points 3 and 4. Earlier this year Managers from Boroondara's Neighbourhood houses met at our Centre to discuss and plan how we can all actively support each other, pool resources and promote the importance of Neighbourhood houses in creating strong communities. The outcomes of our Community Needs project will also assist us with further engagement and connection with our community.

Just last week, an inaugural President's meeting discussed how we can uphold our independence but use our collective lobbying power to create stronger strategic links with Boroondara Council which will benefit long term future planning for our community sector.

Finally, as your Committee we are all focused on a couple of big aims for the coming year. These include:

- Working collaboratively and effectively with Ashburton Library
- Strengthening the working relationship between all Boroondara Centres
- Investigate with Council the possibility of implementing some structural changes to create more space for our growing classes and membership.

**Liz Webb, President**



# Treasurer's Report

## The Year in Review

The Centre has seen increased member participation this year, utilising courses and programs on offer, leading to an increase in revenue earned.

This increase in revenue, has offset cost increases to operate the centre.

The operating result was a profit \$7,422 compared with the prior year's profit \$4,037.

## Statement of Financial Performance

Income from regular activities increased 6% over last year, excluding the receipt of a community grant during the year. The number of activities undertaken increased, whilst participation has improved in key age groups, and health and fitness courses.

Room hire income increased 33% over last year, and is now an important income stream for the centre.

Council Grants received are as reported, with an increase over last year, based on a CPI adjustment.

Interest income increased, and despite a market fall in interest rates during the year, is based on a larger Investment balance.

Expenses increased 5% over last year, excluding the cost to conduct the community grant program.

Tutor costs increased primarily with more activity, and Staff wages increased with award adjustments, and recognition of leave entitlements due. Award rate changes remain underpinned by guaranteed rate increases for the next few years.

Members will have noted a new look website, and a cost \$2496 was incurred this year.

Market research is a one off cost related to the community grant program.

A number of costs are lower this year, with smart buying. The centre has relied less on mail outs for its communications, advertising programs thru social media or email. Depreciation has declined with a low or no spend on capital items over the last two years.

## Statement of Financial Position

The Member Funds at June 2016 is an accumulated position \$111,683.

Cash and equivalent assets amount to \$161,377 up from \$152,620 last year. The increase in cash is the consequence of the improved Operating result and higher fees paid in advance. Fees in advance is a good indicator of member interest in courses at the Centre for next financial year.

Liabilities were comparable to last year, closing at \$57,524. All liabilities increased, other than trade payables.

There was no Capital spend this year.

## The Year Ahead

The Centre continues to market courses of interest to the community, and offer greater opportunities for participation by members. The future financial success of the Centre will continue to be linked to growing member numbers and member participation. Our members are our best ambassador's to spread the word to attract new members to enjoy the great activities on offer.

It is contemplated that next year's trading outcome will be comparable to the financial year just completed, although an expected reduction in the Operating result.

I would like to thank our bookkeeper, Mr Tony Crawford, Executive Officer Geraldine Farrell and the office staff for their assistance throughout the year, which assists me in the delivery of these accounts.

**Michael Read, Treasurer**

# Executive Officer's Report

In seeking to build a strong and inclusive community our Centre has had a busy, rewarding and productive year. There have been challenges, but alongside challenges sit the opportunities and rewards of being part of this vibrant community.

This year's Annual Report documents our Centre's achievements, activities and performance. I look back on the year with pride as I read how much we have accomplished and how our membership has grown. It has been a busy year with our main focus on building community engagement and use of our Centre. You will read in this report many fine examples of how we made a real difference to our Community. We pride ourselves in developing a diverse range of programs designed to engage all sectors of the community.

In focusing on the future viability of the Centre the Committee of Management looked at ways it could meet its strategic objectives of increasing brand equity and further community engagement. As part of this goal the Centre undertook a range of formal and informal methods to identify existing and emerging community needs and develop targeted programs/activities in response to those needs. A community strengthening grant from the City of Boroondara supported us with this key strategic activity and a consultant was employed to determine our demographics, speak to our stakeholders and undertake research to identify the gaps in our offerings. The staff and volunteers played a significant part in this project through many hours of community consultation; conducting surveys and interviews, holding focus groups, an extensive newsletter and social media campaign calling for ideas and input, and the gathering and analysing of data. A postcard mail-out gave us an insight to community awareness of our Centre, our reach and perceived position in the local area. The outcomes of this project will inform our work in the coming year and allow us to make more targeted decisions regarding potential programming and match our courses to community needs. It will provide a means to increase the future community participation and build our revenue.

This year we continued to look at ways on how we could reposition ourselves in the community after the eighteen month relocation process. With so many choices available for our audience it is essential we stay relevant and noticed! Our thirtieth year gave us the opportunity to rebrand our Centre with a new logo and marketing materials. The new logo consists of two myrtle leaves (representing the apple myrtle tree at the front of our Centre). A big thank you to Natasha Kuperman for her work in creating a new design and brand identity. To further promote our activities and share our successes we now produce regular email newsletters for our members and stakeholders. Using her expert graphic design experience Natasha also assisted in designing a new website with the launch date in July 2016. The website aims to be more contemporary and widen our reach.

As a community meeting place our Centre is committed to providing a safe and secure environment for all its employees, members, visitors and volunteers and particularly to children, the aged and vulnerable people. As part of this risk management expectation the Committee and staff developed a client protection policy and accompanying procedures. The Committee also spent substantial time looking at any financial risks such as salary increases, workplace agreement changes and their impact on the Centre's future viability.

I would like to thank the wonderful staff team at our Centre for another great year. Janine Arantes, our Marketing Manager left in October to further her work opportunities. Janine was instrumental in reinvigorating our Centre post redevelopment. To our administration staff Judy Little and Shannon Newport - you do a fabulous job, with such enthusiasm for your work, dedication to the people with whom you work, with commitment to our Centre and its community. Natasha Kuperman joined our team in December as our Partnerships & Marketing Officer and has already "made her mark" at our Centre with her enthusiasm, new ideas and creative skills. Together we are all part time staff (the equivalent of a 1.4 full time position). My thanks also to Tony Crawford our bookkeeper, who kept our finances on track. My work here is made just that bit easier with all your support!

# Executive Officer's Report

The Centre benefits from a broad cross section of support and I would like to thank all donors, community and business partners who have helped support our activities over the year and who have been highlighted in our report. Our partnership with Sisterworks proved to be very successful this year with a series of pop up stalls leading up to Christmas and a mini market selling hand-made products and crafts at the Ashburton Community Festival in February. Thank you to the Office of Multicultural Affairs and Citizenship who provided a small grant to assist with this work. My thanks also to the City of Boroondara for their funding grant and for the provision of the premises from which we operate; our Centre although an independent legal entity, has the use of the building owned by the Council. We are also provided additional support through maintenance of the building, marketing and training opportunities. This year the Council agreed to include our Centre on its Public Liability and Professional Indemnity insurance policy. As one of the few Neighbourhood and Community Centres in Victoria not in receipt of State government funding and linked insurance this coverage is very welcome. I would also like to acknowledge Alex Threlfall and Ria Mountford from the City of Boroondara for their support and advice. I am grateful that they are always on the other end of the phone (or computer) for assistance. I would also like to acknowledge Sue and the staff at the Ashburton Library with whom we share the building. The library staff are always helpful in promoting our services and we look forward to collaborating in the future.

Neighbourhood and Community Centres in general seem to be fortunate in the quality of people who choose to teach in our sector. I would like to thank and acknowledge our wonderful tutors. All are very experienced, talented and creative people whom we value very much! They contribute to the friendly, welcome environment we are proud to say our Centre has provides. In October we proudly recognized six of our tutors who had been with our Centre for over twenty years. What an achievement! Our tutors are our best advertisement and we cannot thank them enough for their warmth, dedication and support. The success of our classes is very much due to the enthusiasm of these dedicated people. It is a credit to our tutors that word of mouth is still a predominant reason for people joining our Centre. As well as our paid tutors we have interest/support groups who have "unofficial" volunteer leaders. The volunteers are an important link between the Office and their groups. Our thanks go to them for the wonderful job they do in keeping everyone (and everything) on track!

Thank you to those who have helped volunteer in our Centre during the past year. As well as our Committee of Management we have other volunteers who play an important role in our Centre and the day-to day operations are made just that little bit easier with their support! Our volunteers contribute in many varied roles at our Centre - in office administration, general housekeeping, events and maintenance. Thank you one and all. I would encourage anyone who has a skill they would like to share or even if it's simply that they want to give something back to the community to come and join our wonderful team of volunteers - our Community Centre would benefit from your contribution.

I would like to acknowledge our Committee of Management under the leadership of Liz Webb as President, for their commitment to our Centre and its community - they continue to provide strong governance and bring a wealth of skills and experience to our organisation. I would like to thank the Committee members for the support and guidance they gave me in my role as Executive Officer. My thanks to Michael Read, our Treasurer, for maintaining a watching brief on the monthly accounts and providing a link between staff and the Committee.

My acknowledgement also goes to my fellow Boroondara Neighbourhood and Community Managers. We work on many levels from sharing information and staff networking through to collaborative projects and I thank you for your support. Our combined Short Course guide has provided us an excellent way of advertising our courses and activities. I would also like to recognise the support we receive from NIECH - the Network of Inner East Community Houses and Merial Clark for her assistance and representation on our behalf.

# Executive Officer's Report

Another group without whose support our Centre would not be the vibrant community hub it is, are our Members. It's widely acknowledged that the true strength of a community centre is reflected in its membership, and I would like to thank our Members for all the support they have shown to our Centre. It is a joy to connect with past committee members, volunteers, program participants and staff – some going back to the early beginnings of the Centre and to hear about what our Centre has meant to them. Stories, both poignant and funny, reminded us of the vital role that Community Houses play in fostering caring and inclusive communities. We are very proud of our thirty year history. Our program outcomes and member testimonials in this year's annual report are proof that we are making a positive difference.

Looking to the future our challenge will be to continue to grow member numbers and increase participation in a tough financial, competitive and funding environment. The financial implications of our workplace agreement and minimum wage increases, together with the absence of state government funding will need to be closely monitored. Our capacity to increase student numbers in some classes is hampered by smaller size of the rooms within our facility. Unfortunately this has led to some groups looking elsewhere.

I am extremely proud of our achievements this past year; I'm sure you will all agree this Centre has been transformed into a vibrant, regenerated community facility. Our Centre brings together a diverse range of people, enriching the lives of children and adults of all ages and provides a base where much has been accomplished for our local community

I look forward to the Centre's continued progress and growth and a successful year for everyone.

**Geraldine Farrell, Executive Officer**

# Marketing Officer's Report

Before undertaking the Partnerships & Marketing Officer role in January, I didn't realise how much this Centre has to offer the local community despite living in the area for more than 15 years. Having conversations with tutors and members who have been a part of the Centre for many years has been inspiring, and it's great seeing members not only attending classes, but also taking the opportunity to socialise and meet for a coffee, a walk or just chat in the break-out space before or after class. This is central to what the Centre is about; providing a welcoming and friendly space for the local community to meet, learn and socialise.

## Our Program

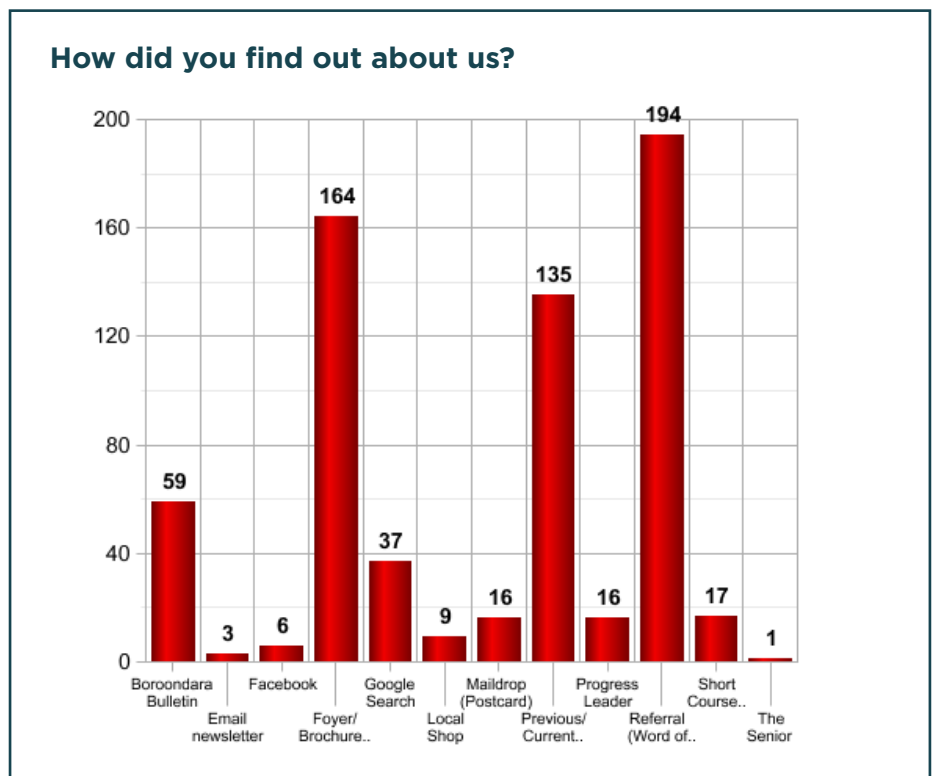
Our current program features a range of casual fitness and exercise classes, along with term classes in areas such as languages, creative arts, wellbeing, childrens classes and social groups. During the year we also held workshops and events in different areas of interest. Our long-standing casual fitness classes remain popular, and some of our term-based courses have a waiting list. Our special interest groups are an opportunity for our members to meet regularly in our Centre and engage in peer-to-peer learning in areas from Mah Jong to Patching & Quilting. Feedback from the Community Needs Survey has influenced our planning for the coming year, with some suggestions such as shorter courses of up to four weeks, and one-off workshops already in place. We are constantly reviewing feedback and suggestions by members to create an engaging and successful program. Activities for next year will continue to build the Centre as a central community hub, giving the local community more reasons to visit and engage with the Centre.

## Promotion & Communication

Our courses and workshops are listed in our Course Guide released twice a year, along with the Boroondara Short Course Guide which features the courses of offer across all 10 neighbourhood houses in Boroondara. Our shared entrance and foyer features a prominent display stand and benefits from being accessed by both visitors to the Centre and to the library. The stand contains the Course Guides and category-based brochures (a change from the small single course flyers printed previously) that allows cross promotion of other courses in the same area of interest - Creative Pursuits, Health & Wellbeing, General Interest and Special Interest Groups. In addition to this, we promote new classes, workshops and our monthly Foreign Film Group through their own dedicated promotional flyer and poster in the period preceeding their start date. This is often complemented with online promotion through our member email newsletter and social media (primarily Facebook) which are areas that we will continue to explore in the new year, along with continuing to develop the content on the new website for the Centre.

I would like to thank the tutors and members for their valuable suggestions and feedback that help to shape the programs on offer at the Centre. To the office team, in particular Geraldine Farrell, Shannon Newport, Judy Little and Tony Crawford, thank you for being so welcoming, answering my many questions and making the Centre such an enjoyable place to work.

**Natasha Kuperman**  
Partnerships &  
Marketing Officer



# Financial Statements

## Ashburton Community Centre

160 High Street, Ashburton Vic 3147

ABN 55 622 841 337

### Statement of Financial Performance

For the Year Ended 30 June 2016

	<u>2016</u>	<u>2015</u>	<u>2014</u>
<b>Income</b>			
Membership Fees	6,015	5,467	4,350
Class Fees	114,070	107,185	94,430
Group Fees	9,102	6,842	3,805
Room Hire	8,849	6,626	1,945
Interest	3,905	3,232	4,433
Grants - Council	89,590	87,320	84,858
Grants - Relocation Funding	-	-	8,000
Grants - Minor Equipment	-	1,991	-
Grants - Other	12,825	1,650	-
Income - Other	2,046	1,179	-
Total Income	246,402	221,492	201,821
<b>Expenses</b>			
Audit Fees	2,200	2,400	1,900
Advertising	2,345	3,237	2,121
Bank Charges	1,080	1,394	968
Bookkeeping Fees	17,850	18,360	18,705
Cleaning	5,016	5,060	3,982
Class Supplies & Equipment	4,176	1,756	575
Computer Maintenance	357	140	2,040
Depreciation	1,734	3,541	5,866
Functions & Gifts	1,680	235	998
General Supplies	941	1,505	1,000
Insurances	3,749	3,949	4,695
Market Research	9,800	-	-
Office Equipment & outgoings	356	1,535	2,000
Postage & Stationery	2,465	3,008	3,277
Room Hire	3,555	4,431	8,169
Staff Wages	103,274	94,639	98,139
Staff Recruitment	479	-	-
Superannuation	10,571	10,640	10,030
Telephone & Internet	1,891	2,471	2,455
Training & Subscriptions	3,555	1,708	1,731
Tutor Payments	58,003	55,847	48,158
Website	2,496	-	-
Workcover	1,407	1,599	1,631
Total Expenses	238,980	217,455	218,440
Net Profit/(Loss)	7,422	4,037	(16,619)

# Financial Statements

Ashburton Community Centre  
160 High Street, Ashburton Vic 3147  
ABN 55 622 841 337  
Statement of Financial Position  
as at 30 June 2016

	<u>Note</u>	<u>2016</u>	<u>2015</u>	<u>2014</u>
<b>CURRENT ASSETS</b>				
Cash at Bank & on hand		3,295	3,902	14,553
Short Term Investments		155,471	145,686	121,226
Receivables & prepayments		2,611	3,032	7,116
<b>Total CURRENT ASSETS</b>		<b>161,377</b>	<b>152,620</b>	<b>142,895</b>
<b>NON CURRENT ASSETS</b>				
Furniture & Equipment - at Cost		18,064	18,064	17,082
Less Depreciation		(10,234)	(8,500)	(4,959)
<b>Total NON CURRENT ASSETS</b>		<b>7,830</b>	<b>9,564</b>	<b>12,123</b>
<b>Total ASSETS</b>		<b>169,207</b>	<b>162,184</b>	<b>155,018</b>
<b>CURRENT LIABILITIES</b>				
Trade & Other Payables		15,352	20,634	21,013
Fees in Advance		18,390	17,470	13,341
Provision Staff Annual Leave & Lieu		9,593	8,771	10,496
Provision Long Service Leave		14,189	11,047	9,943
<b>Total CURRENT LIABILITIES</b>		<b>57,524</b>	<b>57,922</b>	<b>54,793</b>
<b>NET ASSETS</b>		<b>111,683</b>	<b>104,262</b>	<b>100,225</b>
<b>MEMBERS FUNDS</b>	4	<b>111,683</b>	<b>104,262</b>	<b>100,225</b>

# Financial Statements

## Notes to and forming part of the Financial Statements

1 The Ashburton Community Centre is not a "Reporting Entity", and these Financial Statements are prepared as a Special Purpose Financial Report, to comply with Associations Incorporation Legislation.

2 The accruals basis of accounting has been used. Historical cost accounting has been adhered to.

3 No capital commitments, charges over assets or contingent liabilities existed as at 30 June 2016.

4 Statement of changes in Members Funds	<u>2016</u>	<u>2015</u>	<u>2014</u>
Retained Earnings			
Balance at beginning of period	16,762	12,725	19,344
Gain \ (Loss) from ordinary activities	7,422	4,037	(16,619)
Transfer from Corpus	-	-	10,000
Balance at close of period	<u>24,184</u>	<u>16,762</u>	<u>12,725</u>
Corpus Fund §			
Balance at beginning of period	80,000	80,000	90,000
Transfer to retained earnings	-	-	(10,000)
Balance at close of period	<u>80,000</u>	<u>80,000</u>	<u>80,000</u>
Equipment Replacement Reserve	7,500	7,500	7,500
Members Funds	<u><u>111,683</u></u>	<u><u>104,262</u></u>	<u><u>100,225</u></u>

§ Corpus Fund: the capital generated for the continued sustenance of the Ashburton Community Centre



# Independent Auditor's Report

NMM Audit & Assurance Pty Ltd

Directors  
Glenn A. Miller FCPA  
Dane T. Black CPA

## INDEPENDENT AUDIT REPORT

### TO THE MEMBERS OF THE ASHBURTON COMMUNITY CENTRE INC.

We have audited the accompanying financial report, being a special purpose financial report, of Ashburton Community Centre (the association), which comprises the Statement of Financial Performance, Statement of Financial Position and explanatory notes for the financial year ended 30 June 2016.

#### Committee's Responsibility for the Financial Report

The committee of Ashburton Community Centre is responsible for the preparation and fair presentation of the financial report, and have determined that the basis of preparation is to meet the requirements of the Associations Incorporation Reform Act (2012) Vic and is appropriate to meet the needs of the members. The committee's responsibilities also includes such internal control as the committee determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

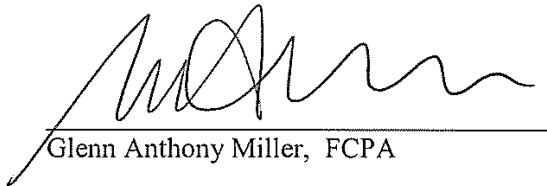
# Independent Auditor's Report

## **Auditor's Opinion**

In our opinion, the financial report gives a true and fair view of the financial position of Ashburton Community Centre as at 30 June 2016 and its financial performance for the year then ended in accordance with the requirements of the Associations Incorporation Reform Act (2012) Vic.

## **Basis of Accounting and Restriction on Distribution**

The financial report has been prepared to assist Ashburton Community Centre to meet the requirements of the Associations Incorporation Reform Act (2012) Vic. As a result, the financial report may not be suitable for another purpose.



Glenn Anthony Miller, FCPA

*NMM Audit & Assurance P/L*  
NMM Audit & Assurance Pty. Ltd.  
110 Drummond Street, Oakleigh VIC 3166

Dated: 15 August 2016

# AGM Meeting Minutes 2015

TUESDAY, 6 OCTOBER, 2015; 10:30 am for 10:45am start

## **1. Welcome**

Meeting opened by Garry Thompson

## **2. Apologies:**

Tanya Williams, Michael Chong, Merial Clarke, Norma Turner, Judith Voce, Kevin Chow, Ria Mountford, Liz Webb, Peter Choma, Pam Athanasakis, Christine Embury, Madge Wallace, Paul Redmond, Mary Liston, Helen Molnar, Lorraine Wise, Jill Shannon, Ursula Povey, Alan Timke.

## **Present:**

Councillor Coral Ross (Mayor of City of Boroondara), Fiona Brown, Hilary Puche, Michael Read, Alan Rawady, Garry Thompson, Wendy Graham, Catherine Bainbridge, Geraldine Farrell, Janine Arantes, Thomas Ewing, Monnie Fenner, Walter Scharley, Ruth Scharley, John Thow, Jan Cripps, Kevin Biggin, Shelagh Amor, Laurise Larmour, Marg Sim, Julie Howson, Judith Brown, Margaret Sullivan, Virginia Reddaway, Sally Spencer, Barbara Boxhall, Isobel Barnard, Judy Cain, Margaret Maxwell, Gaynor Phillips, Sid Naidoo, Helen Caldwell, Grant Caldwell, Ulla Jones, Erja Hundal, Jill Williams, Kath Williams, Jo Mariani, Sheila Rawady, Kay Young, Lesley Lord, Cathy Clarke, Julie Scott, Anne Keogh, Rosalind Gross, Lola Pantazes, Patricia Grunberg, Henry Thorburn, Brian Boyce, Lisa Ryan, Pam Case, Don Bladier, Sue Elliott, Jenny Yarwood, Yvonne Matheson, Hilary Puche, Sandra Ferguson, Bev Guar, Charmian Wright, Barbara Bicknell, Enid Williams, Loretta.

## **3. Confirmation of Minutes of the previous Annual General Meeting (2014)**

Minutes of the AGM held on 11 September, 2014 tabled and confirmed by Jenny Biggin and Charmian Wright.

## **4. President's Report**

Garry Thompson presented the Presidents report in Jackie King's absence. He thanked Jackie King, Geraldine Farrell and Janine Arantes for their performance through the year. An overview of Copland Room and funding proposals for ACC was provided.

Garry Thompson thanked Michael Read, Pam Case and other committee members.

## **5. Treasurer's Report**

Treasurer, Michael Read, presented the Financial Statement as reported in the Annual Report. He stated that ACC has seen a turnaround of results with a profit of \$4,000. It was stated that moving courses off site did not help, but some price rises of activities assisted in gaining income.

Treasurer thanked the Bookkeeper, Tony Crawford, for his conscientious work.

Treasurer proposed adaption of the Accounts. Motion passed by the meeting.

## **6. Executive Officer's Report**

Geraldine Farrell mentioned key Tutors, friends of the centre, and Committee Members.

The contribution from the staff was acknowledged.

Geraldine thanked the outgoing Committee Members, Wendy Graham, Catherine Bainbridge, Helen Caldwell and Garry Thompson

## **7. Appointment of Auditor for year ending 30 June 2016**

Committee of Management approved MMM Audit and Assurance Pty Ltd to be Auditors for the financial year in 2016

## **8. Election of Committee Members**

Fiona Brown to hold election of new members.

Pam Anathasakis, Virginia Reddaway, Peter Choma, Liz Webb, Michael Read, Barbara Boxhall, Jenny Yarwood, Sid Naidoo, Pam Case.

Garry welcomed new members.

## **9. Recognition of long serving tutors:**

Geraldine presented gifts to: Alan Rawady, Catherine Bainbridge, Ulla Jones, Mary Thow, Norma Turner, Jenny Biggin

## **10. Meeting closed**

Garry Thompson declared the meeting closed at 11.25am and invited all to Morning Tea.



**ASHBURTON  
COMMUNITY  
CENTRE**



**Neighbourhood Houses**  
Boroondara



**Neighbourhood Houses**  
The heart of our community



**BOROONDARA**  
City of Harmony

Ashburton Community Centre  
160 High Street, Ashburton 3147

**Office Hours:** 9am-2.30pm Monday to Friday (excluding public holidays)

**Phone:** (03) 9885 7952 **Email:** [office@ashburtoncc.org.au](mailto:office@ashburtoncc.org.au)

**Website:** [www.ashburtoncc.org.au](http://www.ashburtoncc.org.au)