

# ANNUAL REPORT

2018-19



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**NOTE:** This report covers the financials for the 2018-19 year, and program activities from November 2018 to November 2019 unless otherwise specified.

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# PRESIDENT'S REPORT

The Committee of Governance has met on 5 occasions this year and has worked together very effectively. There has been good attendance at all meetings. Dixon house has been well served by the Committee which was elected at the meeting last November by the members of Dixon House.

**President** Vaughan Smith / **Vice President** Vacant

**Secretary** Rajesh Arja / **Treasurer** Ian Wilding (COG appointment)

**Members** Alison Bunting, Milroy De Vos, Margaret Boccabella

The Committee of Governance appointed Ian Wilding as Treasurer early in the year and he has been a significant asset to the Committee of Governance and Dixon House. The Vicar of All Saints, Charlie Fletcher and our Manager attended all Committee meetings during the year in a non-voting capacity. This provided a valuable link with the parish and the operational aspects of Dixon House.

## **Name Changes**

In order to clarify roles within Dixon House there have been a couple of name changes for titles. The **Committee of Management** will be re-titled to the **Committee of Governance** which clearly states its function as it is not responsible for day to day management of Dixon House. In keeping with this change and with Winston's role, his official title will become **Centre Manager** which creates a clear distinction between the Manager and individual coordinators of programs.

## **Licence Agreement**

The Dixon House Committee of Governance has approved a new Licence Agreement with the Anglican Diocese of Melbourne which clarifies a number of detailed issues between the Diocese, All Saints-Clayton and Dixon House. This agreement has been a long time in coming but will provide ongoing security for all members of our strong partnership. The document covers all areas of joint interest and formalizes the arrangement between all parties including various responsibilities. This Licence will be in operation for three years and renewed for further periods of time as our relationship further develops.

## **Neighbourhood House Advocacy Campaign**

Neighbourhood Houses in the City of Monash are advocating for ongoing operational funding from Council. To date, the funds provided by Council have been tied to special projects, requiring neighbourhood houses to develop, apply for, plan, implement, and acquit projects annually. This type of funding is not guaranteed, involves a lot of extra work and does not improve a neighbourhood house's financial viability nor its capacity to quickly and dynamically respond to community needs. Other local councils have been providing operational funding for their neighbourhood houses to the tune of tens of thousands of dollars each year. I would encourage members who are ratepayers to lobby their Councillors to give support to this necessary funding.

## **Strategic and Business Plans**

The Committee of Governance is currently working on a new Strategic Plan and Business Plan which will be finalized by the end of the year. Copies of the draft documents have been distributed for this AGM for any further input from our members. This is an important step to make sure we have a clear direction and can provide potential organisations who supply grants with our clear organisational direction.

## **Community Lunch**

You may have received a recent email encouraging attendance at community lunch to be held on a Wednesday at the end of each month. It is pleasing to note that the community lunch has been able to be reinstated, albeit in a different format which matches our volunteer base to support it. I would encourage your support and spread the word that this is again one of our significant programs.

## **Volunteers**

A volunteer celebration was held in May at which over 30 volunteers were recognized for their contribution to Dixon House. This was a positive night and thanks must go to Roslyn and Rita for its organisation. May I also express my sincere thanks to all volunteers who assisted in running our programs during the year. A Christmas thank you evening is planned for next week for supporters, volunteers and members of Dixon House and I look forward to meeting and personally thanking everyone for their efforts this year.



# PRESIDENT'S REPORT

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## **Emergency Relief Funding Update**

During the recent tender process of the 285 Emergency Relief funded agencies nationally, 109 agencies either lost 100 percent of their funding, or had their funding significantly reduced. Fortunately, Dixon House will receive an additional \$500.00 in funding via Anglicare for Emergency Relief as a result of the process. Anglicare has unfortunately reduced its financial commitment to Dixon House/All Saints partnership due to its own financial constraints but this will not affect the Emergency Food Relief work that we do. It will however mean that Dixon House will need to contribute more towards the amenity of the rooms that we use for our programs which has been factored into next year's budget. In the last financial year 468 clients were assisted with emergency relief with 1511 separate assistance instances provided in this timeframe.

## **Our Centre Manager**

Thanks to Winston Chee our manager who has moved Dixon House forward, consolidating our current programs as well as introducing new aspects of our involvement in the Clayton area. He has obtained new grants to move us onward in serving the Clayton community. I strongly acknowledge his hard work and organisation in achieving a fine year's outcome for 2019.

## ***Vaughan Smith JP***

President

Committee of Governance

# TREASURER'S REPORT

I took over from the previous Treasurer more than half way through the year so I start this report by thanking my predecessor, Val Manuelpillai, for his contribution to the governance of Dixon House. This report follows the format and builds on the Treasurer's report of a year ago.

Dixon House has again been able to meet its commitment to its Mission Statement. As in the previous year, this has been achieved thanks to the continuing funding and support from various organisations and individuals. For the 2018-2019 financial year, the income was \$4641 less than in the preceding year. To balance that the total outgoings were \$3965 less than in the previous year. For the 2018 -2019 year a deficit had been forecast but largely due to another generous donation from the Toorak Op Shop and careful overall management and control the end result was a \$3696 surplus. This was a pleasing financial result, building the retained assets to help in future years, particularly as the budget for the 2019-2020 year is forecasting a deficit of \$8471 which will have to be covered from reserves carried forward.

The financial statement for the 2018-2019 financial year has again been audited by Mr Garry Andrews CPA, who has confirmed that it represents a true and fair view of the transactions for the year ended 30 June 2019. Our banking continues to be managed via the Westpac Banking Corporation, with its secure processes requiring two signatories for all transactions. We are paying most of our bills online or via a Visa debit card and use cheques only where it is not feasible to pay online. Our major programs including staff salaries were funded by DHS, City of Monash, All Saints Partnership and Community fund-raising.

As mentioned above, for the 2019-2020 financial year, we are facing a funding shortfall of just over \$8000. Efforts are being made to reduce this funding shortfall by actively seeking ongoing funding from various Government bodies and charitable organisations and increased Community fund-raising projects and reduction of expenses where possible. An important initiative to help with forward planning is the development of Strategic and Business Plans for Dixon House. These documents will greatly help secure ongoing and new financial support from all the organisations and individuals who support Dixon House.

I would like to thank the Committee of Governance and the Manager for all their support and help in performing my function as the Treasurer of Dixon House. A special thanks to Ms Naomi Lim, Finance Officer, who has again done an excellent job, in managing the finances of Dixon House, reporting all transactions and producing the final financial reports for the year ended 30 June 2019.

***Ian Wilding***

Treasurer

Committee of Governance

# AUDITOR'S REPORT

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TO: Board Members; Dixon House Neighbourhood House Inc. Clayton, Victoria.  
Incorp. number A0058595N, ABN 86648041219

FROM: Garry Andrews - Auditor

SUBJECT: **Auditor's Report for the year ended 30 th June, 2019**

DATE: 18 August 2019

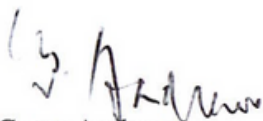
I inform members that I have carried out an audit of the accounting records and financial accounts of Dixon House , 2 Dixon Street, Clayton for the year ended 30th June, 2019 in accordance with Australian Accounting Standards.

In my opinion the financial accounts, including notes, provide a true and fair view of monies received and expended during the year and of the state of affairs at the year end being 30th June, 2019. The recorded profit being \$ 3696 for the year.

During the course of the audit I have not become aware of;

- ( A ) any matter in connection with the audit requiring further explanation within the financial accounts to enable a proper understanding of the accounts
- ( B ) any matter of material significance
- ( C ) any information or explanation that has not been made available to me

The Dixon House bookkeeper, Naomi Lim, has provided all that I have required and this has been to my satisfaction, reconciliations for all balance sheet accounts have been reviewed, two visits for auditing, phone calls and emails. In addition I meet the new Treasurer, Mr. Ian Wilding and engaged in conversation with the Dixon House Manager, Mr. Winston Chee.



Garry Andrews  
C P A, tax agent  
1 Higham Street  
Cheltenham Vic 3192  
03 95849871 or 0409834618

	30-Jun-19	30-Jun-18
<b>Income</b>		
Annual Membership Fees	325	245
Bank Interest Received	364	324
Donations - All Saints Church	5,550	6,050
Donations - Individuals (All Saints Church)	350	2,128
Donations - Individuals	3,958	3,780
Donations - Individuals (All Saints Church) (Community Lunch)	-	263
Donations - Individuals (Expression Through Art)	3,212	1,072
Donations - Rotary Club Clayton	-	1,000
Donations - Toorak Op Shop	10,000	10,000
Funding - Anglicare (Emergency Relief Administration)	4,200	4,200
Funding - Department of Health & Human Services	79,277	75,489
Fundraising	-	3,136
Grants - City of Kingston Grants (Fit-To-Learn)	2,372	3,624
Grants - City of Monash (Exploring Culture)	-	11,888
Grants - City of Monash (Volunteer Management)	11,000	11,000
Grants - Department of Home Affairs (Fostering Integration)	3,853	-
Grants - Department of Social Services (Volunteer Equipment)	-	4,310
Grants - Good Things Foundation (Be Connected)	3,500	-
Grants - Melbourne Anglican Benevolent Foundation (Homework Club)	6,650	-
Grants - Origins (Homework Club)	-	1,500
Other Revenue - Hall Hire and Other	3,665	107
Programs - Art Class Fees	2,092	2,045
Programs - Community Lunch Donations	70	835
Programs - Computer Class Fees	690	400
Programs - Craft and Friendship Group Donations	326	257
Programs - English Class Fees	7,954	10,041
Programs - Sewing Class Fees	170	495
Programs - Soccer Club Fees	-	90
Programs - Women's Group Donations	-	120
<b>Total Income Received</b>	<b>149,577</b>	<b>154,218</b>

**Operating Expenses**

Accounting Software - Xero	1,048	1,040
Bank Fees	221	99
Depreciation Office Equipment	374	623
Event Expenses	572	-
Fees - Auditor	200	180
Fees - Consumer Affairs Victoria	-	57
Fees - Membership for Professional Organisations	610	535
Fundraising Expenses	-	631
IT - Hardware	874	892
IT - Webhosting & Software	199	259
Miscellaneous Expenses	910	342
Office - Equipment & Printing	2,152	4,225
Office - Refreshments	469	220
Office - Stationery	753	980
Programs - Art Group Materials	363	300
Programs - Community Lunch Expenses	200	2,067
Programs - English Books	341	292
Programs - English Stationery	33	10
Programs - English Travel & Training Expenses	-	43
Programs - Fit2Learn Expenses	49	331
Programs - Fostering Integration Expenses	67	-
Programs - Homework Club Needs and Equipment	179	196
Programs - Homework Club Refreshments	359	354
Programs - Sewing & Craft Classes Expenses	17	60
Programs - Soccer Club Refreshments	-	4
Publicity and Signs	-	220
Rent Paid to All Saints Anglican Church	7,200	7,200
Staff - Admin ER Support	3,642	3,922
Staff - Admin Officer	23,478	23,198
Staff - Adult Education Co-ordinator	10,484	17,043
Staff - Annual Leave	2,565	-
Staff - Art Teacher	3,589	3,698
Staff - Computer Class Tutor	155	-
Staff - Co-ordinator	47,101	45,712
Staff - Fit2Learn Coordinator	473	2,692
Staff - Fostering Integration Officer	3,150	-
Staff - Homework Club Co-ordinator	9,171	1,411
Staff - IELTS Tutor	-	900
Staff - Long Service Leave	1,718	5,442
Staff - Receptionist	-	1,377
Staff - Super Contribution	10,435	9,889
Staff - Travelling Expenses	107	82
Staff - Volunteer Management Coordinator	9,684	9,261
Staff - Work Cover Insurance	2,438	2,990
Staff and Volunteer Training	225	716
WWC and Police Check	278	353
<b>Total Operating Expenses</b>	<b>145,881</b>	<b>149,846</b>
<b>Net Profit</b>	<b>3,696</b>	<b>4,372</b>

<b>Balance Sheet</b>	<b>30-Jun-19</b>	<b>30-Jun-18</b>
<b>Bank</b>		
Billing Account	144	144
Comm Solutions Cash Reserve	117,986	58,626
Comm Solutions Cheque Account	488	6,086
Debit Card	-	294
Petty Cash Community Lunch	104	301
Petty Cash General	178	200
Westpac Debit Card Account	266	-
<b>Total Bank</b>	<b>119,167</b>	<b>65,650</b>
<b>Current Assets</b>		
Accounts Receivable	880	165
Other Receivables - All Saints Anglican Church	1,500	4,062
<b>Total Current Assets</b>	<b>2,380</b>	<b>4,227</b>
<b>Fixed Assets</b>		
Office Equipment	3,960	3,960
Accumulated Depreciation	(3,399)	(3,025)
<b>Total Fixed Assets</b>	<b>561</b>	<b>935</b>
	<b>122,108</b>	<b>70,812</b>
<b>Current Liabilities</b>		
Accrued Liability	-	7,200
Deferred Income	59,947	7,324
Other Payables	-	180
PAYG Withholdings Payable	5,990	4,226
Provision for Annual Leave	11,078	8,513
Superannuation Payable	3,504	2,844
Wages Payable - Payroll	-	4,349
<b>Total Current Liabilities</b>	<b>80,518</b>	<b>34,636</b>
<b>Non-current Liabilities</b>		
Provision for Long Service Leave	7,160	5,442
<b>Total Non-current Liabilities</b>	<b>7,160</b>	<b>5,442</b>
	<b>87,678</b>	<b>40,079</b>
<b>Net Assets</b>	<b>34,429</b>	<b>30,734</b>
Current Year Earnings	3,696	4,372
Retained Earnings	30,734	26,362
	<b>34,429</b>	<b>30,734</b>



# MANAGER'S REPORT

It has been another busy year at Dixon House with continuing programs, new projects and new partnerships. I would like to say a big thank you to all staff, volunteers, Committee of Governance, members, All Saints Church, Anglicare, all our partner organisations and funding bodies. The backbone of Dixon House is its volunteers, who attend week in and week out, tirelessly serving the community without pay and without fanfare.

## **Personnel Transitions**

This period saw the transition of **Oanh Lam** out of the role of Homework Club Coordinator after being with us for a couple of years. Oanh was also involved in the Soccer program, Fit2Learn project, and Volunteer Management. She has always worked with dedication in all of her roles and will be missed, however, we have not seen the last of her. Oanh was recently involved with our Fostering Integration Creative Youth Program in Dandenong as a Dixon House volunteer and has also been trained up as a backup Payroll Officer. We wish her all the best with her other endeavours.

We were fortunate to have **Rita Ames** come into the role of Homework Club Coordinator, albeit for only two terms. Rita worked well with the kids and their families and brought new ideas and her bright personality to the role. We wish her all the best as she resettles back in her home country of Peru. In Term 3 we welcomed **Renuka Taluja** into the role. She comes with extensive experience as an educator of primary school children and a passion for learning. Renuka is also serving as our Volunteer Management Coordinator who is tasked with improving systems and processes pertaining to volunteers.

I would like to celebrate our Counselling volunteer who has been with Dixon House for almost one decade, but will unfortunately finish off this year. **Win Andrews** started at Dixon House in 2010, providing a free counselling service for those in the local area who could not afford paid counselling, after being recommended to the position by Reverend Canon Dr Ray Cleary. She was trained through the Cairnmillar Institute of Counselling and Psychotherapy. Win also taught English at Dixon House in her early years here and presented multiple times to the women's group on health and wellbeing topics. In her time, Win has counselled a multitude



of clients, covering areas such as relationships, grief and loss, trauma, and chronic health issues. The highlight for Win has been the opportunity to journey with people, whether a short time for some, or many months for others, and to see their appreciation for being able to access this vital service. Win's presence at Dixon House will be missed.

## **Fostering Integration**

We are grateful to the **Department of Home Affairs** for entrusting us with the Fostering Integration Grant to impact the lives of migrants. We started the project mid-year by recruiting **Lorien Vecellio** as the Project Officer. Lorien has extensive experience in the community sector, including specific experience in working with migrant and refugee families. Lorien has done a great job in coordinating the job search support programs, which included workshops, a peer support group, and individual mentoring. We would like to thank **Michelle James from Auscareer Coach** for running the workshops, **Vaughan Smith** for facilitating the peer support group, and for the team of volunteers who provided mentoring to jobseekers. For the Youth Creative Arts program, Lorien enlisted **Footprints Fam**, who with the support of the **City of Greater Dandenong**, provided dance, music, and spoken word workshops to migrant youth. With the Australian Culture and English Excursion Program, our own English Coordinator **Roslyn Brown** facilitated the program, first in-house in Term 3 and then at **Springvale Neighbourhood House** in Term 4. We are also excited about another partnership opportunity for Term 1 2020 which is currently in the negotiation phase. The project in its entirety will be completed by March 2020.

## **Saudi Women's English Program**

In Term 3 we ran a tailored English language program for group of Saudi women who were in Australia with their husbands, who were part of an educational exchange program at Monash University. The group had approached Dixon House through word of mouth and no doubt influenced by our positive and ongoing relationship with **Monash University's International Student Engagement Team**. We recruited **Heather Reilly**

# MANAGER'S REPORT

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(who had specific experience in teaching English to Arabic speakers) to teach the class for five weeks, with Roslyn Brown filling in for some sessions. We were grateful for this new opportunity and hope to be able to assist a similar cohort in the future.

## **Reception and Administration Volunteers**

I would like to acknowledge our Reception and Administration volunteers who are integral to our operations at Dixon House. Without them there would be no friendly faces to support our visitors, participants, volunteers, and staff. Dilkush Perera and Bhumika Patel who have since moved on to other things, Delrine Gay who has been with us for many years, Christine Hill, June D'Silva, and Reeta Dua who has recently joined us.

I want to extend a special thank you to **Naomi Lim**, who along with Dixon House staff, and the reception volunteers kept things running smoothly during my extended leave in Term 3, while I attended to a new addition to my family.

## **Winston Chee**

Centre Manager



VOLUNTEER APPRECIATION NIGHT | JUNE 2019

# CREATIVE PROGRAMS

## Craft and Friendship Group

Once again we have had a wonderful year. We have had an increase of attendees and are currently to capacity in the "Appletree Room". We are basically a knitting group. Not so much as teaching, but problem solving, and advice giving. Other than knitting members can bring their own crafts they are working on. For our beginner knitters, the satisfaction of completed pieces is shared by the whole group. The highlight of the afternoon is our shared afternoon tea and birthday celebrations. Our hat days are filled with much fun. We wear our hats for occasions at Easter, Melbourne Cup and Christmas. Maybe our group should be renamed "Knitting and Nattering". It is a very special time for sharing and caring.

**Dianne Payne & Gwen Clark**

Craft and Friendship Group Facilitators



LEFT: CRAFT & FRIENDSHIP GROUP  
BELOW: SEWING CLASS



## Sewing Class

This year we have had three students over the four terms. Two of the students completed one term while the third student has continued over two terms and is also a previous student. The small class size means that each student can individualized tuition and projects can be personalized to their learning needs. Some common projects included learning to sew a cushion cover and apron, and then progressing to making t-shirts and pull up pants, with a shopping bag being an example of a personal project. The students are quite proud of the finished projects and hopefully they have been taught with sufficient skills that they would like to continue sewing as a pleasurable past time.

**Liliana Dardengo**

Sewing Class Tutor



# CREATIVE PROGRAMS

## Expression Through Art Program

The year began with the group creating hand coloured paper through a marbling technique which used shaving cream, food dyes and acrylic paints. This was a new activity and the levels of enjoyment were quite high. The process delivered results that were most impressive. This paper was then used to create their paper mosaic 'Tree of Life'. Each participant chose their design and proceeded to choose their individual colour palette and shapes of the paper mosaic, for each aspect of their artwork. The project was long-term and participants connected to their patience, persistence, concentration, a creative vision for their end desired result and creative problem solving when things were not working. Their dedicated application to the project was evident in the outstanding creative results they produced, and they were all excited not only for their own work but also for everyone else's.

These works were exhibited at the annual **Noble Park Community Centre Exhibition**, which the art group has participated in for the last 5 years and the feedback that we received this year was very positive. Many participants and volunteers attended the event, and this was a highlight for them. Currently, the group has commenced work on a recycled plastic bottle cap project and a Christmas Tree constructed of plastic pot plants and Christmas baubles, which they will take home with them at the end of the year.

**Helen Plesar**

Expression Through Art Tutor



EXPRESSION THROUGH ART PARTICIPANTS  
WITH THEIR EXHIBITION WORKS

# ENGLISH PROGRAMS

Student numbers have fluctuated over the year, one of the spin-offs from the pleasing outcome of seeing a number of our long-term students ready to move into new spheres of volunteering and study. One highlight of the year was a baby shower for two of our pregnant students. The Tuesday program has altered due to different funding arrangements. Further English in Australia (FEIA) gave way to Australian Culture and English Excursion Program (ACEEP), a part of the Fostering Integration Project. Response to the inaugural term was slow, but those who attended benefited immensely from exploring Australian Indigenous culture, the National Trust, bushrangers and Australian flowers. Excursions to the Koori Heritage Trust, Rippon Lea Mansion and Old Melbourne Gaol were eye openers. English students in other programs joined the final excursion to Tesselaar Tulip Festival. International friendships continue to be forged. The ACEE program is now being repeated in Term 4, with slight variations, with a different cohort, in conjunction with Springvale Neighbourhood House - enrolment numbers for this class have already exceed our size limit!



LEFT: OLD MELBOURNE GAOL  
BELOW: KOORIE HERITAGE TRUST



LEFT & BELOW:  
TULIP FESTIVAL





# ENGLISH PROGRAMS

When approached by a group of Saudi Arabians, studying in Melbourne for 9 months, we were able to facilitate an intensive English course in term 3 for their interested wives. Dixon House ethos is going out all over the world!

Although the number of tutors (13) is currently less than last year, we have been able to keep up with the demand. Our most challenging students are those from disability employment agencies. The emergence of two extra English programs, offered by institutions in the Clayton area, has impacted on our numbers. However, the demand for assistance with preparation for IELTS tests, following the government's standard score being a '6' ('9' being the highest level), has continued unabated. Our 1:1 tutoring program is perfectly suited to respond to students' individual and varied needs.

**Roslyn Brown**

English Coordinator



LEFT & BELOW: LEARNING ENGLISH THROUGH GAMES



TOP: ENGLISH ONE-TO-ONE TUTORING

RIGHT: BABY SHOWER FOR ENGLISH STUDENTS



# HOMework CLUB

The Homework Club at Dixon House consists of a tight-knit multicultural group of students from Grades 4 to 8 and volunteer tutors, who get together each week for after school academic support. It also provides opportunities for children to make new friends and build social skills. Over the course of the year we have averaged around ten students and around eight volunteers who are predominantly students from Monash University.

We tailor activities according to individual needs, for instance, we provide visual learning, learning through play and learning by doing. The program is also able to provide activities that are designed to improve reading, writing, English comprehension and Mathematics. We celebrate birthdays during Homework Club, which is a way to value the children and to foster connectedness for all who attend, including families.

The Homework Club provides a safe environment for children and we equip our volunteers through workshops and hands-on training. Our volunteers play a key role in making this program successful. I truly believe that the Homework Club provides a great opportunity to bring education, community services and building social relationships together. I want to thank Winston, for giving me the opportunity to run this effective program. Many thanks to volunteers, parents and children for putting their trust in me. Thank you to the **Melbourne Anglican Benevolent Foundation** for funding this program and enabling it to continue operating.

**Renuka Taluja**

Homework Club Coordinator



HOMework CLUB IN THE CLASSROOM

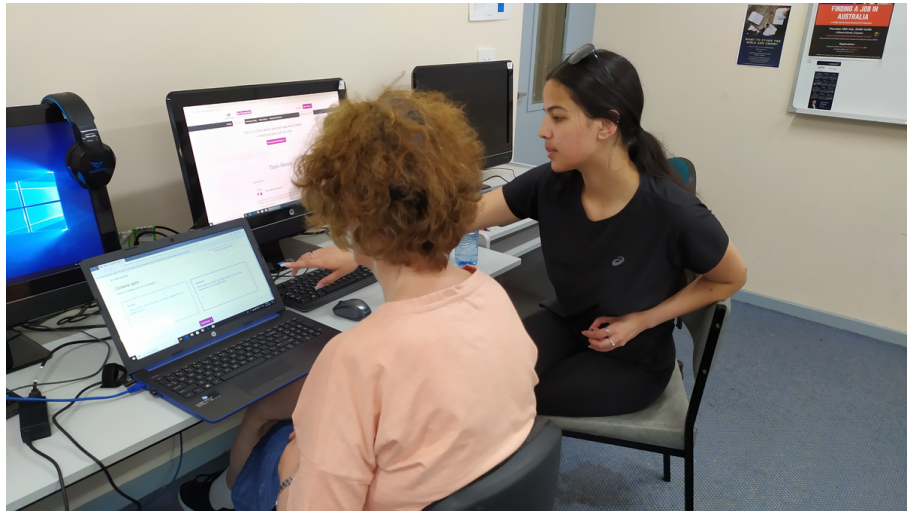


## **Be Connected: One-to-One Computer Tutoring for Over 50s**

My experience in Be Connected has been a rewarding one because people leave each session having a better understanding of computers and they feel more confident about using them. A highlight for me is when a student comes to a lesson having remembered what they learnt from last lesson without having to ask me for help - for example when they can log on to the Be Connected site or create a new folder box within their email.

**Bianca Yunus**

Be Connected Tutor



It's been a wonderful journey for me at Dixon House to date, and it has been a privilege for me to be a part of it. Thanks to Winston for giving me this opportunity and for believing in me; your constant guidance and support is appreciated. It's always a challenge when you enter a new country to find a community to connect to, but for me it was an easy start as I got the chance to do volunteer work at Dixon House. Although I have a busy schedule throughout the week, I still want to come help and meet people here because I feel refreshed and connected - it's always good to share your knowledge with others. In the Be Connected program for people over 50 years old, it has been fun teaching them even basic skills such as starting and shutting down a computer - things that many of us take for granted, but a new achievement for those who have never learned this skill, which helps with their confidence and desire to learn. It has been amazing to be part of this community and hearing the stories and experiences of others - which also motivates me in my life.

**Bhumika Patel**

Be Connected Tutor, Computer Class Tutor, formerly Reception & Administration Volunteer

## Employment Support Program

The Employment support program supported migrants who are looking for work through the delivery of:

- Workshops to improve their job seeking strategies and job readiness skills;
- One-on-one mentoring by volunteers with good experience of the Australian job market; and
- A peer support group in which participants could encourage and support each other.

One of the highlights was seeing participants engage in discussions in the workshop series delivered by **Michelle James** from **AUS Career Coach**. They learned about the Australian job market, participated in interactive activities, supported each other and listened to each other's journeys. We were also overwhelmed at our request for volunteer mentors with local employment experience. In all we had eight mentors with diverse backgrounds including a Justice of the Peace, an IT professional, and a business owner. The mentoring sessions addressed a range of topics based on mentees' expressed needs, including how to improve confidence and networking skills, improving their resume, how to approach employers who have not advertised a job, and options for volunteering and further study or training. During the course of the program, 6 of the participants found employment.

**Lorien Vecellio**  
Project Officer



FOSTERING INTEGRATION EMPLOYMENT WORKSHOP



## Youth Creative Arts Program

We delivered a series of workshops at The Drum Theatre in Dandenong and Noble Studios in Noble Park. The program was delivered in partnership with Footprints Fam and the City of Greater Dandenong. Each week we held three workshops, covering dance, spoken word and music industry skills. The workshops were facilitated by skilled local artists from diverse ethnic backgrounds, including Lebanese and South Sudanese. It was wonderful to see the increased confidence of the young people during the final dance workshop, with everyone joining in to perform a short routine they had devised, and looking like they were having the time of their lives! Some of the young people who participated in our workshops performed in front of hundreds of people at Stairway Church in Vermont.



## Lorien Vecellio

Project Officer

*Information about the Fostering Integration Australian Culture and English Excursion Program can be found in the the English Programs section of this report.*

LEFT: DANCE CLASS

BELOW: SPOKEN WORK SESSION



## Youth Creative Arts Program - A Volunteer's Perspective

I was glad to be involved in the workshops at the Drum Theatre and The Noble Studio. It allowed me to expand my creative interests in dancing, spoken words and music. I observed how creative projects for young people are promoted and organised, as well as the interactions between facilitators and participants. The workshops went well, with numbers gradually building up through word of mouth. The facilitators had easy rapport with the culturally diverse young people, and the participants really enjoyed the sessions with their knowledgeable instructors. It was great to see that these creative programs offered to young people as an outlet for their emotions and as a way to connect with others. I certainly benefited from being able to volunteer, connecting with different people that I may not otherwise encounter, and supporting Lorien with making this worthwhile program happen. Thank you for the experience.

## Oanh Lam

Volunteer



Anglicare Victoria was successful this year in receiving ongoing funding from the Department of Social Security (DSS) to continue the Emergency Relief Program at Dixon House until 1st January 2024. Our dedicated group of volunteers continue help those most in need, including those who are homeless, or are at risk of being homeless, refugees, asylum seekers and families, all facing food insecurity; and finding themselves short of money to buy food, pay rent, cope with the high cost of utilities, transport and essential medications. This year we have received a noticeable increase in the frequency of clients coming to our doors, particularly homeless individuals sleeping rough, suffering chronic health issues and struggling to survive on minimal amounts of Newstart Allowance. Our volunteers have been involved in some additional ER training this year, to enable them to listen with empathy, and provide our clients with compassionate support and assistance.

**Case Study** - Jeremy is a 48 year old single male who presented for assistance at our Dixon House Emergency Relief Service in Clayton. Jeremy lives on a Disability Support Pension (DSP) and is renting privately which leaves him little disposable income to buy food, medication and other expenses. Jeremy is suffering with severe physical and emotion trauma after recently being involved in a head on collision, when a truck turning right against a red light collided with his vehicle. Jeremy explained that his car airbag operated and saved his life; he has no broken ribs but is severely bruised down the left side of his chest and having difficulty sleeping and breathing at night due to the chronic pain. Our volunteers were able to help with a \$60.00 food voucher (Coles) a food parcel from the pantry, and pharmacy vouchers for essential medications to get him through until his next pension, and refer him to appropriate counselling. He was also very happy to be included for a Dixon House Christmas Hamper.

#### **Statistics from Emergency Relief for 2018–2019:**

- Number of clients helped – 467 (165 new clients)
- Average \$ value of assistance provided – \$47.85 (per annum)
- Total numbers of ER assistance provided – 1,515
- Total \$ value ( financial & in kind) – \$72,500

I would like to acknowledge and sincerely thank all our dedicated Emergency Relief Volunteers who work tirelessly throughout the year, to guide and support the most vulnerable in and around our local community.

**Suzanne Keil**  
ER Coordinator  
Anglicare Victoria



ER VOLUNTEERS - SOME HAVE BEEN WITH US  
FOR OVER A DECADE!

## **Counselling**

During the 12 months from November 2018 to November 2019 there have been 68 appointments, the most sessions I have had during my time at Dixon House! There were 13 different clients, and almost all were new. I spoke briefly to the English class and the Time for Women to inform them of the counselling available. This year I also discovered a service called Child First run by Dandenong Council, which has been very supportive of a client as they undertake school and home visits in support of families. Again I am grateful for the support of the Manager, Winston, and the ER team who referred some clients for counselling. And also thanks must go to all the staff for their kind support during my time at Dixon House

**Win Andrews**

Counsellor

## **Community Lunch**

This year the change from weekly lunches, to the once-a-month Wednesday lunch has meant smaller numbers attending. Attendees have been from the English classes, our regular guests from Manalin House, a supported residential service, and occasional visitors and service providers - averaging about 25 people. We have Irene Clements, Ada Brereton, Maureen Jenkins, Ian and Jenny Wilding on the team. Anita and Chantelle Patturajan treated us one month to a lovely Indian lunch. Thank you to all. Anymore volunteers?

**Maureen Jenkins**

Community Lunch Coordinator

# OUR FUNDING PARTNERS

It would be impossible for Dixon House to do its work without the financial support of the following organisations during the 2018-19 financial year, for which we are immensely grateful.

- All Saints Church Clayton
- Anglicare Victoria
- Department of Health and Human Services Victoria
- Department of Home Affairs
- City of Monash
- Melbourne Anglican Benevolent Foundation
- Toorak Op Shop
- Department of Social Services
- Good Things Foundation
- City of Kingston
- Churches and Organisations supporting Emergency Relief
- Individual Donors