

GLENROY NEIGHBOURHOOD LEARNING CENTRE INC.

**Strategic Plan 2021-2022**

Table of Contents

[Introduction 3](#_Toc87608828)

[History 3](#_Toc87608829)

[Registration 3](#_Toc87608830)

[Premises 3](#_Toc87608831)

[Strategic Plan 4](#_Toc87608832)

[Strategic Objectives 4](#_Toc87608833)

[Key Priorities 6](#_Toc87608834)

[Key Priorities for 2021-22 6](#_Toc87608835)

[Strategic Alliances 6](#_Toc87608836)

[Overview of Organisation 8](#_Toc87608837)

[Contacts 8](#_Toc87608838)

[Organisational Structure 9](#_Toc87608839)

[Committee of Management 9](#_Toc87608840)

[Current Committee of Management: 9](#_Toc87608841)

[Sub-committees 10](#_Toc87608842)

[Finance sub-committee 10](#_Toc87608843)

[Policy, risk and compliance sub-committee 10](#_Toc87608844)

[Glenroy Community Hub sub-committee 10](#_Toc87608845)

[Annual Plan 11](#_Toc87608846)

[AMEP (The Adult Migrant English Program) 11](#_Toc87608847)

[FOUNDATION LANGUAGE, LITERACY AND NUMERACY 14](#_Toc87608848)

[PRE-ACCREDITED PROGRAMS <insert course codes> 14](#_Toc87608849)

[HEALTH & WELLBEING <kaz to send list> 15](#_Toc87608850)

[Risk Management Policy 15](#_Toc87608851)

[Guiding Principle 15](#_Toc87608852)

[Strategies relating to Strategic Risk 16](#_Toc87608853)

[ASQA, VRQA and Skills First Noncompliance risks 17](#_Toc87608854)

[Review of Policy and Procedures 17](#_Toc87608855)

[Marketing plan 19](#_Toc87608856)

# Introduction

Glenroy Neighbourhood Learning Centre (GNLC) has a proud history as a Not for Profit organisation serving the needs of the local and surrounding communities.

Since the early 2000’s GNLC has operated as a Registered Training Organisation (RTO) offering a range of accredited English Language programs and programs for youth.

Since the onslaught of COVID, the Centre has found itself in difficult times. COVID has impacted significantly on many lives and livelihoods and on the operation of GNLC.

As the financial sustainability of GNLC is critical, the Committee of Management has reviewed the viability of all aspects of its operation.

The RTO function has placed a significant and unsustainable financial burden on GNLC.  And despite the efforts of the manager and her team, it is no longer a financially viable operation.

The Committee of Management has made the decision to suspend its operation as a Registered Training Organisation, and focus on rebuilding the Neighbourhood House Coordination Program

and providing pre accredited training through its Adult Community and Further Education Program.

Glenroy Neighbourhood Learning Centre Inc. (GNLC) is a community development and education service provider and a Neighbourhood House. The organisation offers a suite of digital literacy programs, health and well-being activities, language and literacy programs and programs for young people.

Continuing our proud history, in the coming years we will enhance our profile as a leading not for profit organisation, foster existing partnerships and forge new partnerships to extend the scope of our operations, and strengthen internal capacity to maintain a sustainable organisation.

It is envisioned that in fulfilling its obligations to deliver Neighbourhood House functions and education services, the GNLC will be attuned to the needs and desires of the local community, to improve efficiency and use limited resources more effectively and to adopt a holistic approach to the welfare of the community members who access our service.

The following Plan contributes to achieving the vision outlined, detailing the current operations of the organization, future direction, enrolment and future projections.

# History

The Learning Centre opened in 1978 in the Glenroy Library and became a Neighbourhood house in 1999. It then joined the Northern Adult Migrant English (AMEP) Consortium in 2003 with VCAL (Victorian Certificate of Applied Learning) commenced in 2006. GNLC moved from the Glenroy Library to Hartington Street in 1989 and then to Nelson Street. In 2006 GNLC, moved to the purpose-built Community Services Hub in Cromwell Street.

# Registration

GNLC Inc. is an incorporated association active from 1 November 1999 (ABN 14 154 206 543). It is a not for profit, charitable institution endorsed with the following tax concessions:

* Goods and Services Tax (GST) concession from 1 July 2005
* Fringe Benefits Tax (FBT) rebate from 1 July 2005
* Income Tax Exemption from 1 July 2000.

The organisation is also endorsed as a Deductible Gift Recipient (DGR) from 1 January 2015, as covered by Item 1 of the table in section 30-15 of the Income Tax Assessment Act 1997 and registered as a charity with the Australian Charities and Not-for-Profit Commission (ACNC).

# Premises

Glenroy Neighbourhood Learning Centre operates from purpose-built facilities located at 5b Cromwell Street, Glenroy Victoria 3046.

**Strategic Plan**

The Strategic Plan is reviewed and updated annually to ensure the annual business plan activities aligns with the strategic priorities. The Committee of Management and staff of GNLC meet annually to plan for the future of the organisation. The following vision, mission and strategic objectives have been ratified by the Committee of Management at the March 2020 ordinary monthly meeting. In January and March 2021, and October 2021 the Committee of Management reviewed and updated the Strategic Plan to better reflect the current work of the GNLC.

## Our Vision

Creating opportunity, confident, connected, and creative communities underpinned by the values of equal opportunity, harmonious cultural diversity and social justice.

## Our Mission

Glenroy Neighbourhood Learning Centre creates a welcoming environment where individuals, families, and groups can access community development and education opportunities to realise their aspirations, improve their wellbeing, and make valuable contributions to the community.

## Our Values

*Accessibility -* Welcoming every member of the community regardless of cultural background, financial or physical capacity, or social context.

*Creativity -* Encouraging foresight, challenging the status quo, and independence of thought

*Diversity -* Recognising and valuing the unique contribution everyone can make towards better communities.

*Empowerment -* Strengthening communities through empathetic and understanding support in a safe and welcoming environment.

*Respect -* Honoring personal choice and opinion.

*Responsiveness -* Understanding and adapting to the needs and desires of the local community

*Wellbeing -* Contributing to the mental and physical health of local community members, reducing social isolation and promoting community connection.

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# Strategic Objectives

Our strategic objectives and our measures of success are set out below

|  |  |
| --- | --- |
| **Objective** | **Measures of success** |
| Position GNLC as the leading community development providers for wellbeing, and education services in the North West of Melbourne | * Growth and diversity of students, volunteer and members
* Breadth and utility rate of services and courses
* Increased participation from diverse cultural groups
 |
| Provide community development, wellbeing and education services to all community members at every stage of their lifecycle from birth to retirement. | * Programs and services suitable for various life stages
* Formal and informal settings offered to members and students
* Provides links and connectedness to other community services
 |
| Extend our scope of operations through partnerships with organisations who share our values | * Develop new programs and services
* Increase in referrals to GNLC
* Develop new and enhance existing partnerships
 |
| Ensure our organisation is financially secure, well managed and compliant with all funding, policy and statutory frameworks. | * Continued access to grants
* Improved cash flow
* Systems/processes implemented to review and assess levels of compliance
 |
| Embrace community development, equal opportunity and social justice as guiding principles in the management and operations of our organisation. | * Diversity of student, volunteer and member numbers
* Increased participation and accessibility rates from lower socio-economic community cohorts
* Increase accessibility and outcomes for people with a disability
 |

# Key Priorities

## Key Priorities for 2021-22

Governance

There has been significant turnover of the Committee of Management and there is work to be done to strengthen the governance of the GNLC. Over the next 12 months the Committee of Management is focused on risk management, fiscal responsibility and compliance obligations understanding that a continuous improvement approach is critical to the success of GNLC.

Health & Wellbeing –

Increasing active living and improving mental wellbeing and engagement with our local community.

GNLC recognises the devastating impact COVID19 restrictions and lockdowns have had on those in our community. Bringing people together post COVID19 restrictions is a key focus. This will be pursued through partnerships with neighbourhood house networks, health groups, employment and education organisations and local community groups, to provide a diverse range of programs, in a welcoming and safe space.

## Strategic Alliances

The GNLC recognises the importance of strategic alliances to support achievement of its objectives. The GNLC is committed to active engagement with key organisations detailed below.

GNLC also has collaborative networks in the community with employment agencies, local enterprises and service providers to the assist local community members in meaningful employment.

### Moreland City Council

GNLC is closely aligned with the Moreland City Council (MCC) who supports Neighbourhood Houses by providing the premises and an annual operational grant.

MCC assists with the promotion of the programs, support groups and services offered by neighbourhood houses to its local community. It also promotes the active engagement of volunteers at neighbourhood houses.

### North West Neighbourhood House Network

The North West Neighbourhood House (NWNH) Network, comprises of 18 neighbourhood houses and learning centres located within the local government areas of Hume and Moreland in Melbourne, Victoria, Australia. The NWNH Network is a key partner of GNLC and provides a forum for local government, state government, other neighbourhood houses to collaborate, work collectively on key actions and support community development.

### Glenroy Community Hub (formerly Wheatsheaf Hub)

The GNLC has been invited and accepted to take up space in the Glenroy Community Hub development, which is envisioned to be completed in late 2021. The space made available will enable the GNLC to develop and offer more programmes that support the changing dynamics and demographic needs of the Glenroy community.

### Lions Club Glenroy

Lions Clubs are part of community life, in the cities and in the country. Lions Australia is part of an international association, filled with people who are joined by the common desire to make their communities better, by using their creativity, enthusiasm and energy. GNLC allows the Lions Club Glenroy to use its premises, bringing services and activities to its members.

### Local secondary schools

The GNLC have a relationship with the following secondary schools who refer students to our programs.

* Penola Catholic College
* Glenroy College
* Pascoe Vale Girls Secondary College
* Broadmeadows Secondary College

### Local libraries

GNLC partners with Glenroy library to run events, training and workshops. This year we are running the Homework Help at the library. GNLC access space in the Glenroy Library to periodically run classes when additional rooms are needed.

### Networks

GNLC also participates in the following networks:

* Compliance Community of Practice
* Glenroy Service Providers’ Network
* Moreland Cluster of Neighbourhood Houses
* North West Neighbourhood House Network (NWNHN)
* Glenroy Community Hub Network

# Overview of Organisation

## Contacts

|  |  |
| --- | --- |
| Manager | Karen Fitzsimons [manager@glenlink.vic.edu.au](file:///%5C%5Cgnlc-v02%5COffice%5C2018%5CStudent%20information%20Booklet%202018%5Cmanager%40glenlink.vic.edu.au) |
| Pre-Accredited Coordinator | Wendy Buzza Wendy.buzza@glenlink.vic.edu.au |
| Neighbourhood House Coordinator | Elizabeth McGee nhcoordinator@glenlink.vic.edu.au |
| Finance Officer | Meghan Fraser financeofficer@glenlink.vic.edu.au |

## Committee of Management

As an incorporated body, our overall governance is overseen by an elected Committee of Management. The Committee members are volunteers from the community. They meet monthly in addition; an Annual General Meeting is usually held in May.

##

## Current Committee of Management:

Matthew Hurley Chairperson

Janet Stephens Treasurer

Frank Stephens Secretary

Meghan Fraser Management Committee Member

Kerrie Baxter Management Committee Member

Catherine Myers Management Committee Member

Neil Johnson Management Committee Member

# Sub-committees

## Finance sub-committee

The role of the finance sub-committee is to maintain and review the financial records and to produce reporting for the Committee of Management. They are responsible for the development and implementation of financial policies and procedures.

Members include:

Janet Stephens, Meghan Fraser and Karen Fitzsimons

## Policy, risk and compliance sub-committee

The role of the policy, risk and compliance sub-committee is to review policies and manage financial and compliance risk and to ensure the GNLC remains compliant with its legislative obligations.

Members include:

Matt Hurley, Catherine Myers, Frank Stephens, Kerrie Baxter and Karen Fitzsimons.

## Glenroy Community Hub sub-committee

The role of the Glenroy Community Hub sub-committee is to plan for the utilization of meeting areas to deliver courses and activities for the local community. It also supporting the Community Garden by working with volunteers and local community groups and will incorporate gardening into the activities offered through the GNLC.

Members include:

Kerrie Baxter, Meghan Fraser, Frank Stephens

# Annual Plan

## Budget

<Insert draft budget for 2022>

Glenroy Neighbourhood Learning Centre offers a range of accredited and pre-accredited courses as well as leisure activities.

## Computer Courses

Glenroy Neighbourhood Learning Centre offers computer courses for beginners to more advanced users.

* Computers for beginners – Microsoft excel, Computer Basics and Microsoft Word
* Digital Essentials

## Language and literacy

Glenroy Neighbourhood Learning Centre has a proud history of delivering quality language and literacy courses:

## Conversational English

This course will focus on increasing students’ conversation skills. Students will focus on strategies to assist them in becoming more confident with oracy based requirements in the community. Students will develop the use of everyday Australian English in everyday situations and to use the language to explore and discuss any life issues meaningful to them. They will also build on knowledge of Australia and focus on pronunciation and vocabulary.

Students enrolled in this course will participate in one, three hour, class per week.

## Grammar for Speaking

This course will help students to develop the use of English language and in particular the use of basic grammar when speaking. Learners will focus on strategies to assist them in becoming more confident with their literacy so that they can function within the community to gain employment and to look at their options for further study.

Students enrolled in this course will participate in one, three hour, class per week.

## Grammar and Spelling for Writing

This course will help students to develop the use of English language and in particular the use of both grammar and spelling in their writing. Learners will focus on strategies to assist them in becoming more confident with their literacy so that they can function within the community to gain employment and to look at their options for further study.

Students enrolled in this course will participate in one, three hour, class per week.

## Literacy and Numeracy for MID Learners

This course will focus on increasing reading, writing, speaking and numeracy skills for the mildly intellectually disabled student. Learners will also focus on strategies to gain relevant life skills in order to participate in their community, including possible volunteer work/employment opportunities or further study options.

Students enrolled in this course will participate in one, five hour, class per week.

## Health and well being

GNLC supports the health and well being of its local community by offering activities of interest to its local community groups. The types of activities include:

Yoga, Heart Moves, Harmonisers Choir, Gardening, Chess club, Play Group, Craft, Sewing program, Men’s Shed, Walking Group, Parent’s Club, Cooking, Tai chi, Guitar classes for children, Art class

## Children’s Activities

At Glenroy Neigbourhood Learning Centre we offer a selection of children’s activities available during the school term and throughout the school holidays. The types of activities include:

Keyboard/percussion lessons, coding course.