

# ANNUAL REPORT

## 2017 / 2018



## SORRENTO COMMUNITY CENTRE

*A healthy, connected and vibrant community*

# SORRENTO COMMUNITY CENTRE INC

## Our Vision

### ***A healthy, connected and vibrant community.***

We strive to be accessible and responsive to local residents and visitors to the Southern Mornington Peninsula.

We work within the community through a Community Development framework, as outlined by Neighbourhood Houses Victoria and the Victorian Department of Health and Human Services.

We aim to achieve our vision through social, educational, recreational and support activities.

## Our Governance

We are governed by a volunteer Committee, made up of local residents.

### **Our Board Members** for the 2017/2018 year:



Chairperson	Haydn Park
Vice Chairperson	Shane McMahon
Secretary/Public Officer	Douglas McLaine
Honorary Treasurer	Chris Malkin
General Committee	Inez Dusseyer
	Gail Hood
	Kate Smith
	Lino Tarquinio
	Gloria Watson
	David Woolnough
	Ashley Summerfield
<b>Centre Manager</b> (non voting)	Tracey Trueman

## Sorrento Community Centre Membership

At the time of the Annual General Meeting, 40 people were registered, financial members of the Incorporated Association 'Sorrento Community Centre Inc'.

Each financial member has full voting rights and are eligible for nomination to a position on the Board.

**860-868 Melbourne Road, Sorrento VIC 3943 (03) 5984 3360 ABN 98 085 210 677**



## CHAIRPERSON'S ANNUAL REPORT – 2017/2018

Sadly, I am presenting this report on behalf of Haydn Park, our 2017/18 Chairperson who as most of you know, passed away on 31 July this year.

Neighbourhood Houses/Community Centres bring people together to connect, learn and contribute to their local community through social, educational, support and recreational activities.

Our activity groups including but not limited to the Sorrento Savvy's, the mid-week walking groups, Café Catch-Up group, Book Clubs, Tai Chi, Mahjong, Art and the Boomerang Bags project continue to provide worthwhile activities, social connections and promote a sense of belonging, that benefit members in our community. The Sorrento Junior Basketball Club, which continues to grow at a rapid rate, uses the Centre daily.

During the past year, the Centre has been pleased to play a role in supporting the establishment of the Blairgowrie Community Garden group as their 'auspicing sponsor' and the Point Nepean Men's Shed in their early development stage, prior to finalising their incorporation to become a standalone organisation.



### Operational Review

In his report last year, Haydn emphasised the challenge the Centre was facing as a result of our operating expenses continuing to increase at a greater rate than program participation and our income. The Centre had recorded a succession of deficits over recent years, except in 2016 when a minor surplus was reported. In order to preserve the financial viability of the Centre for the future, a program of review was commenced soon after last year's AGM with Board members being assigned key areas of the Centre's operations to review, in concert with the Centre Manager.

Recognising that engaging and consulting with our community is key to the future success of the Centre, staff, volunteers and a cross section of stakeholders were invited to provide feedback and suggestions for service and efficiency improvements that could assist the Manager and Board in relation to enhancing services offered and identify future opportunities for growth. Feedback was considered, and as an outcome of this review process, a decision was made that, in order to relieve the Manager of some of the day to day administrative tasks, while keeping within a tight budget, a two-tier structure for management and administration be introduced, with two part-time roles. While the principal staffing impact of this change falls outside of this reporting period (year ended 30 June, 2018), it is timely to use this opportunity to update the community at today's meeting on the latest developments .

Tracey Trueman, as our Centre Manager was offered the opportunity to take up a revised Manager's role. Unfortunately Tracey advised that, instead, she wished to take the redundancy entitlements offered and terminate her employment with the Centre.

We have previously communicated in advices to the community the Board's disappointment in Tracey choosing not to accept the new position of Centre Manager.

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## CHAIRPERSON'S ANNUAL REPORT – 2017/2018 CONT'D

Tracey had extensive experience developed over more than 28 years at Sorrento Community Centre and during this period, in conjunction with governing Boards, oversaw many changes and implemented and co-ordinated a broad range of educational programs and community initiatives that have contributed to the development of the Centre, making it an important part of the service offered to our community.



Tracey also played a key role in the broader Mornington Peninsula Neighbourhood House network and the Community House Network, Southern Region (DHHS), freely sharing information and offering advice and guidance to Managers of other Houses assisting them in managing their respective responsibilities. With Sorrento Community Centre being a successful Learn Local provider, Tracey also made a significant contribution to Adult, Community and Further Education (ACFE) initiative through the Victorian Department of Education and Training.

We thank Tracey for the contribution she made to the Sorrento Community through her work as our Centre Manager.

Other initiatives arising from the review, particularly in the area of increasing participation, has been the introduction of successful system and process changes which has led to improved enrolments in Early Learning programs, and further work is underway to enhance our Learn Local offerings for adult learners. These core activities are important, not only for the service and benefits provided for participants, but are integral to the financial wellbeing of our Centre. The continuing challenge for the Board and staff is to ensure that our programs are relevant to the community in what is a comparatively small market. Board working teams are continuing to monitor and implement strategies to ensure these areas operate at an optimum level, within budget, and to explore and develop new opportunities to meet community needs while building reliable income streams. We are continuing to grow and enhance our knowledge of community wishes and needs and, armed with that information, develop new programs and expand the existing offerings.

**MP Shire led Governance of Neighbourhood Houses** The Chairs of the Neighbourhood Houses/Community Centres across the Peninsula, with the support of Shire Officers, have during the past year continued their program of network meetings to share experiences and knowledge for the benefit of all. Unfortunately, Mornington and Mount Martha Houses have closed over the past year as a result of them not being able to maintain services at a cost effective level.

**Volunteers** The importance of our Volunteers who enable our Centre's operations to continue cannot be over estimated. The contribution of these people are essential to the structure of not only Sorrento but the statewide Neighbourhood House network. We record our sincere thanks to all of our volunteers who so generously share their time and their talents with us - in so many ways - for the benefit of the community.

**The Sorrento Community Centre Annual Golf Day**, our major fund raising event each year, was in 2017, held at the Sorrento Golf Club. The day was an outstanding success with 120 participants, about 40 of whom chose the lunch only option. To provide you with some feedback funds raised at previous Golf Day provided funding to build an equipment shed for the Early Learning Centre (more on page 11).



**Our building** has many flaws and the Board and Manager have over the past years, worked tirelessly with Mornington Peninsula Shire Officers and service providers to ensure the maintenance of the facility is optimised.

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## CHAIRPERSON'S ANNUAL REPORT – 2017/2018 CONT'D

As you would appreciate, there is not usually a priority match in these dealings but all parties continue to work to the best of their ability to maintain the building and its surrounds at appropriate levels.

The Shire has implemented a Solar Panel/Battery Support Trial at the Centre as part of its Environmental Strategy. As a result, we are expecting that the financial benefits to the Centre in reduced utility costs will be significant in the years to come. We are very grateful that our Centre was chosen for this trial.

### Public Facilities

The Board, in conjunction with our Shire Councillors, initiated a Capital Works Budget Bid during 2017/18 to provide additional public facilities at the Southern End of the Centre and an expansion of the Early Learning Centre facilities. The bid was unsuccessful but will be updated and resubmitted for the coming Shire budget period.

Also of concern and a matter for a Capital Works bid is the non-compliant Indoor Sports facility. To have changes made so that the court areas are compliant for competition basketball and netball will expand the opportunity for significantly greater community use.

### Thank you to our Supporters

The support offered to the Centre by our local Shire Councillors for the Nepean Ward, Cr Bryan Payne and Cr Hugh Fraser, is very much appreciated and while we understand that they cannot make all of our wishes come true, we thank them for their efforts on our behalf. The Council Officers, and the staff of our funding bodies and agencies are also to be acknowledged and thanked for the assistance and advice that they provide as they support us in our endeavors to continually improve the services we offer our community.

The support offered to the Centre and its programs by our sponsors and our volunteers is also valued and acknowledged as is the work of our Centre Manager and staff. They willingly give their skills and experience to coordinate and enhance the activities of our Centre.

Our Board members, all volunteers, are to be thanked for the passion, skills and time they give to the Centre.

Finally, Haydn Park; his outstanding leadership of the Centre and his initiation and management of our review in what became very difficult circumstances for him, was simply amazing. We will forever miss his drive, emails, his 'why' questions and those phone calls!

Shane McMahon  
Vice Chair

5 November 2018



## SOME REGULAR COMMUNITY PROGRAMS

### ART, CRAFT & CREATIVITY

- Mosaic Workshops Wed
- Drawing Workshops with Leigh Tues
- Art Workshops with Jos Mon
- Sorrento Writers Tues
- Boomerang Bags Wed
- Macrame Tues

### HEALTH AND WELLBEING

- Chat 'n Go Mon
- Wednesday Walkers Wed
- Sorrento Savvy Walkers Fri
- Live Longer, Live Stronger Wed
- Podiatrist at the Centre Mon
- Best Foot Forward Seniors Tues
- Tai Chi with Coral Mon
- Yoga with Jo Tues, Fri
- Soccer Wed
- Learn to Sail Tues

### LEARNING/WORK AND LIFE SKILLS

- Kick Start your Career Every day
- First Aid/CPR update Mon
- RSA (Alcohol Service) Thurs
- Food Safety Thurs
- Social Media Privacy Tues
- Genealogy Tips & Tricks Wed

### SOCIAL ACTIVITIES

- Sorrento Savvys Group
- Café Catch Up Tues
- Gone Gardening Thurs
- Mah Jong Wed
- Book Clubs Mon, Tues or Fri
- Pt Nepean Men's Shed

### SUPPORT SERVICES

- Free Book Exchange
- Alcoholics Anonymous
- Re-charge your phone or scooter!
- Complimentary internet access
- Baby changing facilities
- Photocopying (charges apply)
- Drop in tea/coffee stations

### FOR CHILDREN and FAMILIES

#### Sorrento Early Learning

- 1 to 5 year olds Mon, Fri
- 3 and 4 year olds Wed, Thurs
- Community Play Group Tues

### SORRENTO JUNIOR BASKETBALL

After School - Under 9+ - Mon, Tues, Wed, Thurs, Fri

### SCHOOL HOLIDAY PROGRAM

#### ROOMS FOR HIRE

Community rates

### SORRENTO SAVVYS GROUP

With over 150 members, Sorrento Savvys Group, is a social group for Over 50's, and forms an integral part of the Sorrento Community Centre.

The Sorrento Savvys have regular events such as weekly walks followed by coffee, and monthly drinks and dinners; and irregular activities such as picnics, gallery visits and sports like pétanque and croquet. The program is designed by the members quarterly with individual Savvys taking responsibility for the planned events

A successful geological lecture series, including on-site visits, were a feature of the 2017/2018 program.





## TREASURER'S REPORT FOR THE YEAR ENDING 30 JUNE 2018

I am pleased to present my Treasurer's Report for the twelve months ending 30 June, 2018.

The financial year has been a challenging one for the Sorrento Community Centre which recorded a loss of \$413 for the twelve months to 30 June, 2018. This is, however, a significant improvement on the loss sustained for the year ending 30 June, 2017 of \$18,723 - an improvement of \$18,310.

Annual Operating Income was \$264,569, representing an improvement of \$10,485 over the last year, but still \$33,787 short of budget.

Pleasingly, expenses continued to be well contained and were \$7,825 less than last year, and \$48,338 less than budget. Our reduction in the 2017 loss was largely attributed to this containment of expenses.

Summary: \$000s

	2018	Budget	Variance	%	2017	Variance	%
<b>Revenue</b>	264	298	(34)	(11.4)	254	10	18.5
<b>Expenses</b>	265	313	(48)	(15.3)	273	(8)	(2.9)
<b>Profit/ (Loss)</b>	(1)	(15)	(14)		(19)	18	94.7

The main reason for the revenue increase was due to a \$9,000 increase in the income for the Early Learning Centre.

The Board continues to address all sources of the income on which the Centre is dependent, as well as critically reviewing all of the operational activities of the Centre, in order to build future profitability and sustainability. The Board has achieved much over the past twelve months under very challenging and sad circumstances.

We have also continued to measure the performance of the Centre's various business segments. We understand that there must exist cross-subsidisation of inherently loss-making segments, however, this review has continued to focus our attention on the optimization of each segment and to explore ways by which each will be sustainable. This is an ongoing process.

The results of each business segment for the year to 30 June, 2018 were:

NHCP (DHHS)	\$29,220
Early Learning Centre	(\$6,919)
Mornington Peninsula Shire Council (MPSC)	\$13,032
Adult, Community and Further Education (DET)	(\$26,017)
Room Hire	(\$1,810)
Other	(\$7,918)
<b>Total</b>	<b>(\$413)</b>

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## TREASURER'S REPORT CONT'D.

### Balance Sheet

The Centre had Net Assets of \$185,584 as at 30 June, 2018, after the operational loss of \$413. Cash reserves stood at \$171,885 as at 30 June, 2018, which were up \$15,636 for the same date last year.

### Outlook

The Centre has incurred operating deficits of between \$413 and \$21,000 for five of the past six years (it made a small surplus of \$1,300 in 2016).

The Board is challenged to continue to turn this trend for ongoing losses around, such that the Centre can confidently progress by breaking even, if not by making acceptable profits. This will also enable broadening the range of community activities and meeting the changing needs of our stakeholders.

The Board has adopted a conservative budget for the twelve months ending 30 June, 2019 which indicates an operating loss of \$2,547.

The mitigation of this budgeted loss is dependent on continued increased enrolments in the Early Learning Centre, the obtaining of additional grants and increased fundraising activities. It also involves a continuing and realistic review of our structures and overheads which may require looking at the way some activities are undertaken in a different light.

By continuing to critically appraise the Centre's activities and constantly adapting to changing circumstances, I have a very optimistic outlook for the Sorrento Community Centre.

In closing, I would like to sincerely thank Lyn Reid, the Centre's Bookkeeper, for her invaluable support and very hard work over the past twelve months. Lyn has provided wonderful and very much appreciated support to not only me, but to the entire 'engine room' of our Community Centre.

I would also like to pay my respects to the entire Board, particularly Deputy Chair, Shane McMahon, for stepping up to the considerable challenges we faced and continuing the momentum of change improvement initiated by Haydn Park.

**Chris Malkin**

Hon Treasurer

Number of people utilising Sorrento Community Centre during the year:	<b>20,160</b>
Number of people participating in activities at the Centre for the year:	<b>14,880</b>
Number of people attending the Centre for social and crisis support:	<b>5,280</b>





# EARLY LEARNING OCCASIONAL CARE REPORT

## Introduction

The Report covers the period 1 July 2017 to 30 June 2018.

This was a year of extreme change; with threats to the viability of the Early Learning and Occasional Care Service and opportunities for renewal.

The commencement of the year saw enrolments fall dramatically. Decisive, co-ordinated action by the Board, Manager and staff saw 'the pendulum swing' with strong enrolment demand and viability returning in the later terms of 2018.

To place the decisions taken by the Board and actions taken by the Manager and staff in context, reference will be made to the previous operating period.

## Background Information

Sorrento Community Centre [SCC] holds a State licence to operate as an early learning occasional care service provider. The SCC must comply with State and Commonwealth Law and Regulation in addition to implementing the Victorian Early Years Learning and Development Framework [VEYLDF] and the National Quality Framework [NQF].

The Victorian Department of Education and Training oversees and audits the NQF. In 2016/17 whilst the service was well regarded by the community, an audit visit in 2016 /17 found the SCC service to be non-compliant with its licence to operate. This required action in 2016/17 by the Board and Manager leading to a change of Co-ordinator and some staff. Subsequently, enrolments fell dramatically. In addition, the Board undertook an extensive review of policies in response to the audit. This response ensured licencing compliance and established the foundation for service renewal.

## Early Learning and Occasional Care 2017/18

### Appointment of a Board Review Team

Given the events of the previous year, the Board, under the umbrella of the 'Understanding the Centre' Project, appointed a review team of two Board members and the Centre Manager. The objective was to assist the Board to understand the nature of the Early Learning and Occasional Care service. The Team's brief was to review the service, its delivery, financial underpinning and marketing.

### Review Team Process

The review process included informal discussions with stakeholders, documentation review, financial analysis, demographic analysis and the investigation of competitive entities.

### Summary of Review Team's Findings

#### Services:

There is an increased demand for childcare services on the Southern Peninsula with non-profit and for-profit service providers responding to demand in competition. From the Government's perspective this has highlighted the need for regulation, clarification of the type of service, quality improvement and the provision of targeted funding.

There is significant variation in the type of services being offered by providers and the names used to describe similar services.

SCC will need to clarify the type of services being offered and market accordingly in addition to providing extra administrative time for staff to meet the increasing regulatory requirements.

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## EARLY LEARNING OCCASIONAL CARE REPORT CONT'D.

### Enrolments:

The declining enrolment position of the previous year was exacerbated by past cultural practices, lack of clarity and training related to enrolment procedures and informal management supervision. In addition, limited time was available to induct the newly appointed staff who were required to 'hit the ground running'.

### Cost Centre Analysis:

The analysis of Financial Year Earnings broken down highlighted the need to generate revenue in excess of \$100,000 annually.

Unless this revenue is raised, through fee increases or grants, to cover expenses the Early Learning Occasional Care Service will continue to run at an increasing loss.

Note: Whilst the SCC currently receives a State funded grant, it will not continue to do so in 2019 due to the Commonwealth withdrawal of funding to the States for this purpose. Instead, future Commonwealth funding will be provided to parents to subsidise their childcare fees for their approved service provider of choice.

The Sorrento Community Centre is in the process of becoming an Approved Service Provider under this revised scheme.

### Marketing:

Now that childcare fee subsidies will follow the child, service providers will be placed in competition. The SCC will be in effect running what should be regarded as a not for profit socially responsible business.

Given this reality, SCC's Early Learning Occasional Care Service will need to have a distinct identity based on name, place of business, philosophy, curriculum and types of service.

### Recommendations to the Board

The Review Team's report was submitted to the Board in February. The report included immediate, short-term and long-term recommendations.

The report was accepted and the Manager requested to implement the immediate and short-term recommendations. They were related to enrolments, office processes, philosophy, curriculum planning, resources and a marketing and communications plan.

A number of the recommendations were implemented

### Moving Forward

The complex process of becoming an approved Childcare provider needs to be completed before the end of this calendar year and a business plan developed, taking into account the finalisation of the State grant and the introduction of the new Commonwealth funding subsidy for parents.

### Summation

The Early Learning Occasional Care Service, at the time of writing this report, has full enrolments with financial viability restored. This is a significant achievement and as such I wish to acknowledge the role played by past and present Board members, the Manager, staff, volunteers and the community.

**David Woolnough**

Board Member 2017/18



## A TRIBUTE TO OUR VOLUNTEERS

Strong communities often feature high levels of participation, and at Sorrento Community Centre we understand that, by working together with others, much more can be achieved. Volunteers play an essential and integral role in the work of the Centre, and we simply could not achieve our objectives without the willing, tireless work of our valued volunteers. They are a building block in strengthening our community, and a way to create and maintain networks of support among the members of the wider community.

Heartfelt   
**THANKS**  
**TO OUR VOLUNTEERS!**

So many people have contributed so much over the year in review. Whether they be people who share their time and talents in running classes and helping and sharing their knowledge with others, as Receptionists, doing maintenance and repairs, assisting in the Early Childhood Centre, serving on the Governing Board, running events and fundraisers, securing sponsorship and support from external organisations ..... the list is endless.

In return, we aim to provide a range of opportunities, such as:

- Support for social, learning, cultural and economic opportunities
- Personal experience and satisfaction
- Increased skills and confidence
- Leadership opportunities
- Support to move on to study and paid employment
- Enjoyment being part of something worthwhile

## 2017 ANNUAL FUNDRAISING GOLF DAY

Once again, Sorrento Golf Club were excellent hosts for our main fundraising event of the year - the 2017 Annual Fundraising Golf Day. A total of 80 players participated, with another 40 people joining in the day to enjoy lunch together. Proceeds from the day were \$11,104.

Our sincere thanks are expressed to the major sponsor, Bendigo Bank, the hole sponsors, and the many supporters who provided prizes for the auctions and the raffle.





## PARTNERS IN BUILDING COMMUNITY

During the year in review, Sorrento Community Centre has been pleased to work together with the following community-based organisations.

Bendigo Bank



Point Nepean  
Men's Shed



Blairgowrie  
Community  
Garden



Very Snuggly Quilts /  
Royal Children's  
Hospital



Peninsula Community  
Wig Centre and BCNA



Blairgowrie Yacht  
Squadron



Sorrento Golf Club



Boomerang Bags



Rotary Club of Sorrento



Sorrento Junior Basketball Association

