



# COMMUNITY & EDUCATION NEWS



## INSIDE

### CEO's Report

"Many new programs a success for 2018"

PAGE 2

Youth programs page 3

Learning for Employment celebrates page 4

AMEP student's path to employment page 5

Western Health partnership page 6

Skills First Reconnect page 7

Celebrating volunteers page 8



Now offering AMEP

# Continued strong performance

## – Chair's Report 2017-18 –

**I am delighted to present the 2017-18 Djerriwarrh Community & Education Services Chair's Report.**

It gives me enormous pleasure to report that Djerriwarrh has continued its strong performance from last year and has again performed extremely well in this financial year. Previously we have talked about the challenges of "growth" and I am excited by the way all staff, both old and new, have embraced challenges and changes as the year has progressed. The Board would again like to express its appreciation to Chief Executive Officer, Trish Heffernan, her management team and all the staff who continue to do amazing things in the delivery of a wide range of services to the community.

During the last twelve months our vision for "self-reliant people, strong communities" and our approach of "Learn, Connect, Grow," continued to guide all of our discussions and decisions at the Board level.

***Our focus has continued to be on strategic (3-5 year) planning and preparation.***

This has included strengthening our skills and talents by welcoming new Board members to the team and completing the update of our strategic plan for 2017-2021. In line with this we are currently working on a similar long term financial plan which we plan to complete in the next 6 months.

Finally, the Board has completed a review and update of the "Djerriwarrh Community & Education Services Inc Board of Governance Constitution". This document outlines all of the rules under which we operate as a Board and organisation. This was a major undertaking with the previous update completed back in 2010. I would like to thank everyone involved in completing this important task for their expertise, input and generous time commitment.

As a part of our growth strategy, we will continue to build and foster partnerships with a range of community stakeholders and partners. This allows us to deliver the highest quality services to the community. I would like to take this opportunity to thank all of these partners for their continued support and assistance.

My deepest appreciation and thanks goes to each of my Board colleagues, who as volunteers, give so much of their time and expertise each month to ensure that we provide the best advice and guidance to the organisation. I would like to recognise their valuable contribution to Djerriwarrh, not only in terms of their personal skills and experiences, but also the expertise they bring to the Board. Once again I am very thankful for the opportunity to work with the whole team at Djerriwarrh and look forward to seeing the continued growth and celebrating the successes in the coming year.

**Ian Pearce**

## Would you like to work in hospitality?

Have you considered being a barista, working in a café or serving alcohol? Are you interested in the flexibility that hospitality work can offer?

Djerriwarrh offers courses in Food Handling, Barista Skills, Responsible Service of Alcohol and more. Classes are held in our commercial kitchen teaching space and taught by respected industry professionals.

**For more information please call:** Djerriwarrh Community & Education Services on (03) 8746 1000.

## Would you like to improve your English?

Did you know Djerriwarrh offers a range of English classes?

Improving your English can help you to talk to a doctor or to your child's school teacher. It can help you to communicate with government agencies such as Medicare or Centrelink. Better English can help you to access training or get a job.

Djerriwarrh can also help English students to create pathways to industry accredited training that is recognised by employers.

**For more information please call:** Djerriwarrh Community & Education Services on (03) 8746 1000.



## VISION

Self-reliant people,  
strong communities.

## MISSION

Supporting individuals and  
the local community to  
learn, connect and grow.

### Our approach

#### LEARN, CONNECT, GROW

We are a leading not  
for profit community  
organisation, providing  
high quality learning,  
engagement and  
employment opportunities  
for our local communities.

### We do this by:

1. Offering lifelong learning,  
education, training,  
learning pathways and  
youth services.
2. Supporting individuals and  
families to engage with local  
communities and settle into  
the broader community.
3. Connecting, responding  
and adapting to community  
needs.
4. Continuous improvement  
and co-designing programs/  
activities with local  
communities.
5. Partnering with other  
organisations.
6. Staff as a community  
of learners connected to  
professional networks  
and global best practice.

## OUR CORE VALUES

### CARING

We provide a safe  
and welcoming  
environment

### RESPECTFUL

We treat all people  
fairly and equally

### INCLUSIVE

We are welcoming and  
put people first

### ADAPTABLE

We respond to  
individual and  
community needs  
in creative and  
flexible ways

### ACCOUNTABLE

We take responsibility  
for our decisions and  
follow through on our  
commitments

# Many new programs this year a success

## – CEO’s Report –

The 2017- 2018 financial  
year was one of new  
challenges, opportunities  
and growth.

This was the first year that  
Djerriwarrh Community &  
Education Services, trading  
as Learning for Employment,  
delivered the Adult Migrant  
English Program (AMEP).  
Learning for Employment  
delivered AMEP across three  
employment contract regions:  
Western Melbourne; Barwon;  
and, Ballarat. Djerriwarrh  
delivers AMEP directly in  
Brimbank (Sunshine), Melton  
and Ballarat while our partners,  
commUnity+, Laverton  
Community Integrated Services,  
Wyndham Community &  
Education Centre and Yarraville  
Community Centre deliver in  
the other areas. There were  
some challenges initially but I’m  
pleased to report that Learning  
for Employment engaged with in  
excess of 3,000 AMEP students  
across the contract regions by 30  
July 2018 and the numbers  
continue to grow.

We also commenced a new  
contract for Skills in Education  
and Employment (SEE) this  
year with all Learning for

Employment members including  
Williamstown Community and  
Education Centre and WCIG. SEE  
is being delivered in the contract  
regions listed above as well as  
North West Melbourne and  
Inner Metropolitan Melbourne.

I wish to acknowledge the  
responsiveness and hard work  
of our Learning for Employment  
partner organisations with  
setting up new sites,  
understanding the new contract  
requirements and recruiting  
staff in a short period of time.  
All this was done while keeping  
focus on engaging and  
supporting our AMEP and  
SEE learners.

The Work for the Dole Coordinator  
Services contract ceased on 31  
December 2017, 2.5 years into  
a 5 year contract, as a result  
of a decision made in the  
Commonwealth’s 2017-2018  
budget. The team continued  
to work to their full capacity  
achieving the targets set by the  
Department of Jobs and Small  
Business while transitioning the  
Work for the Dole services across  
to the jobactive. Fortunately,  
all staff working in the program  
transitioned into other jobs  
within Djerriwarrh.

In April 2018, we were excited to  
be notified of our success in our  
application to deliver a new

Department of Jobs and Small  
Business program called  
ParentsNext in the Western  
Melbourne Employment Region  
which commenced on 1 July 2018.  
Djerriwarrh delivers ParentsNext  
across eleven locations in the  
Western Melbourne  
Employment Region.

We were also pleased to be  
offered a Skills First Reconnect  
2018 contract which commenced  
1 July 2018 and follows on from  
the Skills First Reconnect 2017.  
Both programs are delivered in  
partnership with Yarraville  
Community Centre and  
commUnity+. Skills First  
Reconnect provides wrap-around  
services, such as literacy, health  
and accommodation support for  
eligible disadvantaged learners  
(17 to 64 years) with the aim for  
them to engage in vocational  
education and training.

As a member of the consortium  
west@work, Djerriwarrh  
delivered the Jobs Victoria  
program which exceeded targets  
and supported numerous people  
residing in the western suburbs  
to obtain sustainable  
employment.

This year discussions  
commenced with Melton  
City Council regarding the  
redevelopment of 239 Station  
Road Melton which includes the

demolition of the current  
building and a rebuild of a  
purpose designed learning  
venue for the local community.  
We look forward to the further  
development of this area as a  
learning precinct in Melton.

Djerriwarrh only achieves what  
it does by having great staff that  
are committed to the values and  
purpose of the organisation and  
focus on the needs and  
aspirations of our participants.  
We have a leadership team that  
not only support their staff and  
one another but also support me  
in my role as CEO. So a big thank  
you to all Djerriwarrh staff with  
a particular acknowledgement  
of Anita Cutler, Deputy CEO,  
Roma Pedersen, Senior Manager,  
Simon Harris, Finance Manager,  
Kathi Parer, Stakeholder and  
Engagement Coordinator and  
Stacey Osborne, Executive  
Assistant.

As always, thank you to the  
Board Members for their  
commitment to and leadership  
of Djerriwarrh Community &  
Education Services. In particular,  
I wish to acknowledge the Chair,  
Ian Pearce, for his advice and  
support.

**Trish Heffernan**

## Sharing our expertise

### Could you fill in this library membership application?

Συμπληρώστε την εφαρμογή σύνδεσης και μεταβείτε σε οποιαδήποτε  
Βιβλιοθήκη Lambeth. Θυμηθείτε να τηρείτε αρχείο  
Το όνομα και η διεύθυνσή σας: όπως μια δήλωση λογαριασμού

Αίτηση σύνδεσης με τη βιβλιοθήκη. ....  
Απόδειξη διεύθυνσης .....  
Αρχεία εργαζομένων .....  
Επώνυμο .....  
Όνομα .....  
Κα ☐ κυρία ☐ κα ☐ Άλλο ☐  
Ημερομηνία γέννησης \_\_\_\_/\_\_\_\_/\_\_\_\_  
Κατοικία: .....

### How about if someone very pleasantly and politely, with lots of smiles, explained – in Greek – how to fill it in?

This is the experience Melton City  
Libraries staff were presented  
with recently, by our SEE teacher  
Natalie Nawrocki, who also  
speaks Greek.

Melton City Libraries want  
to welcome people with low  
literacy and English and  
encourage these people to

visit the library. Natalie  
presented training to their  
staff about communicating with  
people with low literacy or whose  
first language is not English.

Natalie began her session speaking  
only Greek and asking the Melton  
library staff to fill out the library  
enrolment form in Greek.

This was to give her audience a  
taste of some of the barriers to  
using the library for people who  
don’t speak English. Library staff  
commented on starting the  
session in Greek:

*“It was interesting to be on  
the other side – to be the  
person doing the smiling  
and nodding.”*

Natalie reminded her audience  
that people who don’t speak  
English well, may feel demeaned  
to be spoken to like a child. She  
also talked about people who  
speak English well but struggle  
with literacy. These people may  
claim to have ‘left their glasses  
at home’ or ask to take the form  
home. Filling in a form can be  
a real barrier to becoming a  
library member.

After the session library staff  
commented that;

**Natalie**



*‘It was a good experience.  
I laughed but imagine if it  
was real life – it would be  
stressful if you were in  
a difficult situation and  
someone hands you a  
form you can’t fill in.’*

**Kathi Parer**

# VCAL students enjoy hands-on learning

The Victorian Certificate of Applied Learning (VCAL) is an alternative option to VCE for young people to complete years 10, 11 and 12.

This year our VCAL numbers have grown – both in staff and students – and we have worked to create an outstandingly memorable year for everyone. The students have studied a diverse range of topics including human rights and crime as well as working on career development and planning their post school pathways.

Our Foundation class students and teachers were all new to Djerriwarrh in 2018 and a highlight of the year has been developing the VCAL Community Garden. Our Intermediate class has created artworks for our new building in Harvester Rd. Our Senior VCAL students have been busy doing community volunteering with Linking Melton South, creating their own Senior VCAL jumpers, doing food truck challenges and focussing on completing their VET studies for their transition to the world outside school.

All of our VCAL groups have come together to participate in educational excursions where they have engaged with new ideas and learning. They have also organised community days such as; R U OK? Day, Harmony Day and International Women’s Day. The groups have taken it in turns to run a café every Thursday and Friday serving barista coffee, morning tea and lunch to Djerriwarrh’s staff, students and community. These activities have allowed them to gain real world skills.

Our VCAL students have worked hard to meet their goals, which will allow them to progress to further education within Djerriwarrh, work, apprenticeships or further study.

Adele Ouslinis



Josh

“When my old school stopped doing VCAL, I was referred to Djerriwarrh. VCAL is hands on and a better path to my dream job. I’ve wanted to be a mechanic since I was about 2 years old and Djerriwarrh has helped me get into a program called Handbrake Turn. I’ll get hands on automotive training there. My teacher Andrew is easy to get along with and lets us get the work done in our own time. He’s the best teacher I’ve ever had. I’ve been bullied a lot at other schools and life has been a pile of crap since my father died. There is no bullying here and Djerriwarrh is the best school that has ever happened to me.”



Jordan

“I’ve been doing VCAL at Djerriwarrh for two years and it has been an amazing opportunity. This anti-mainstream institution has offered me an opportunity to learn. I’m a hands on person and here, I am able to learn in a format that suits me. I finished my Certificate II in Plumbing yesterday and I’m applying for an apprenticeship for next year now. I came here because I had anxiety issues, and they are nearly non-existent now.”

## SPRINGBOARD SUCCESS

# Springing into adult life

Springboard provides free individual support, information and assistance for young people aged 16 – 21 years who are, or have been, in residential out-of-home care.

Springboard is funded by the Victorian Government. Young people meet with their Springboard case worker in a confidential and safe environment with the goal of re-engaging them with education, training or employment.

Phoebe was referred to the Springboard Program in October 2017. Her Springboard case worker supported her to re-engage back into mainstream schooling to complete her VCAL studies. Springboard was able to pay for her school uniform, school books and a laptop.

Phoebe also showed interest in getting her driver’s licence . To support Phoebe to get her licence, Springboard organised and paid for driving lessons. These were arranged for two days a week, Wednesdays and Saturdays, so as not to interfere with her education and part time work.

Phoebe was also interested in completing a coffee/barista course. With her caseworker’s support Phoebe enrolled into Djerriwarrh’s Introduction to Café Skills and Use Hygienic Practices for Food Safety. This course complemented her part time work at Degani Café in Woodgrove.

I am pleased to report that Phoebe will be completing her year 12 VCAL studies this year. She has also completed 120 hours of drive time and is booked in to sit her driving test at the end of this month.

Anita Meredith

# School Focused Youth Service (SFYS)

School Focused Youth Service (SFYS) supports young people to stay in school.

Djerriwarrh is the School Focused Youth Service (SFYS) provider for the Melton municipality. Djerriwarrh works with Melton schools to plan, deliver and/or access evidence based interventions to support vulnerable cohorts, groups and individuals who are at risk of disengaging from school. The program is available for students aged between 10 to 18 and aims to integrate strategies and sustainable support for students to remain at school and remain positively engaged in their own education.

The model provides an opportunity to improve outcomes for young people and their families through fostering collaborative relationships between the health/welfare and education sectors and the delivery of coordinated prevention and early intervention services. In 2017 Djerriwarrh Community & Education Services delivered School Focused Youth Service (SFYS) in partnership with Good Shepherd Australia New Zealand in Brimbank and Melton areas. In 2018

Djerriwarrh works independently in Melton only. SFYS is funded and supported by the Department of Education and Training (Victoria).

Although there have been changes to the program and partnerships for SFYS, Djerriwarrh has continued to deliver high quality support for the schools and community as a whole. Through SFYS, Djerriwarrh has supported the implementation and integration of programs such as: Hands On Learning, Drum Beat, Bounce, Restorative Justice, Genesis Music Choir program, Kings and Queens Chess Program and more. Our popular quarterly

SFYS network meetings also provide further opportunities for the relationship between schools and community organisations to strengthen. At each of these meetings we hear about potential programs from intervention providers, updates from community groups and reports from schools that have worked with SFYS in providing an intervention or capacity building program.

Celeste Cody

From the Lady Northcote CALM intervention –  
**95%** of participants were reported to have better relationships with their teachers

**90%** of students from Kurunjang Secondary College who participated in the Kings & Queens Chess Program were reported to have made significant improvements with regards to their relationships with their peers.

Through the Drum Beat program students found a **higher sense of connection to their school** and the teachers.

Through Music Therapy, Brookside saw an **11% reduction** in the students getting into fights and detention

Here are some of the statements made by young people that participated in Hands On Learning Creekside through SFYS:

“ This is the highlight of my week”  
“I am feeling good about myself”



# Learning for Employment celebrates 70 years of AMEP

**Did you know that the Australian government has offered English programs for migrants for 70 years? The first government supported English program was offered at Bonegilla Migrant Reception and Training Centre in 1948.**

Learning for Employment celebrated AMEP's 70th anniversary by hearing from our students about their migration experiences and how AMEP is helping them to settle in to Australia.

Our two students making their first ever speeches in English were Sherin and Thuy. Both have been in Australia for less than a year and AMEP is helping them to feel welcomed. According to Sherin, 'It is better to come to class and gain knowledge than

stay at home. I didn't have any friends in Australia and AMEP has allowed to me to make multicultural friends. It is more than just English.'

Thuy heard about AMEP from some friends and says, 'I am surprised at what I have learned in AMEP. I enjoy classes and discussions and feel like I have a second family at Djerriwarrah. As well as English I've learned about working in Australia, multiculturalism and the Aussie lifestyle.'

Our students celebrated the day in their cultural dress and entertained us with their enthusiastic singing and dancing. Our thanks to the students for their performances, and also to our AMEP teachers, Chris Murphy, Cem Yucel and Susan Lawrence, for encouraging and facilitating the student performances.

**Kathi Parer**



## International student volunteers to teach English

**Naziha is an international student who has only been in Australia a year and a half, but she is already volunteering to help others learn English.**

Naziha loves to explore, enjoys a challenge and also likes cricket. All of this made Australia seem the perfect place to come to from Bangladesh to complete her studies.

Naziha is studying a Masters of Construction Management in Geelong. She works part time at a restaurant and also tutors two students through the Adult Migrant English Program (AMEP) Volunteer Tutor Scheme. AMEP is funded by the federal government and provides up to 510 hours of English language

tuition for recent arrivals to Australia. Naziha's students are learning English to help them settle successfully in Australia.

I asked Naziha why she volunteered and her face lit up. "I like to do social work, get engaged and work with people. It makes me so happy when I see others happy. I'm also learning a lot. It's an interactive process."

Naziha tutors two students, in between her studies and work. She even shares a language with one of her students. They both

speak Bengali and before she started tutoring this student, Naziha worried that they wouldn't speak English together. In fact, the student is very focused and wants to speak only English. She wants to improve her English so she can do simple things like take her children to the doctor and make friends.

Her second student does know some English, but wants to improve. "Teaching her grammar helps me to improve my own and I'm not afraid of English grammar anymore." Naziha is also not afraid to look something up. If her student asks a question that she can't answer, they look up the answer together. "I enjoy solving problems," adds Naziha.

Naziha tries to follow the interests of the student when she tutors. She prepares for

situations the student will encounter, such as shopping or going to the doctor. They brainstorm words and phrases and role play situations. Naziha has also been an English student herself.

**"I know what I've struggled with while learning English – so I try to add those things to my teaching."**

Things can get very hectic when Naziha has exams or assessments at university, but tutoring has been a good break from study for her. She likes the family environment and talking to her student's children as well as her student. All of this is a welcome change from Naziha's student life.

**Kathi Parer**



**"I like change and I like a new challenge. Until you are pushed to your limit, you don't know what you can achieve."**





## AMEP student follows a path to training and employment

**After two years in Australia, Aisha has finally achieved her dream of a job in the health sector. Just this week, she started a new job as a Sterilisation Officer at a hospital in Melbourne.**

In her home country, Aisha was a university qualified Public Health Officer but she needed to improve her English to live and work in Australia. She started studying English with the Adult Migrant English Program (AMEP) but she realised she would have to start at a lower level in health care than what she had been used to. ‘Many people have come from high positions in their home countries and you need to start from scratch here. I made up my mind I was ready to do anything.’

She was impatient to get a job but couldn’t find one with her existing qualifications. A friend working in the health industry suggested she train in sterilisation, as there were jobs in that area. Aisha continued her English studies alongside a Certificate III in Sterilisation. At first she felt intimidated because she was the only non native English speaker in the class. But she realised she didn’t want just any job, she wanted to start work in the health sector and use her existing training and expertise.

When she completed her course and did not find a job straight away she went back to her English studies. Eventually she found an employer who would give her a chance, even though she didn’t have experience in Australia.

She told me that she is very happy. She likes the environment and feels confident about the work. ‘I wanted to work in this sector and it is a good chance for me to start at this low level. Sterilisation is at the core of medical treatment. The best surgeon in the world cannot help patients without clean instruments.’

I asked Aisha what advice she would give to someone who had recently arrived in Australia.

‘It’s good not to rush. I don’t mean you should be lazy, but take the time to work out what you want to do. Imagine your future and be patient. You have to have hope. Believe in yourself and everything will be fine. Not on the day you start but eventually you will get there.’

Aisha’s success is an inspiration to her old English class at Djerriwarrh. She told me that she’d like to study and work her way up to being a nurse. With her positive outlook and belief in herself, the sky is the limit for her.

**Kathi Parer** *\*This student’s name and some details have been changed to protect her privacy.*

## Learning for Employment – expanding our programs

**After an intensive tender process Learning for Employment (Lfe), was successful in renewing our contract to deliver the Skills for Education and Employment (SEE) Program and gaining a completely new contract to deliver the Adult Migrant English Program (AMEP).**

Both of these programs are funded by the federal Department of Education and Training (DET) and the new contract period commenced on 1 July 2017. Djerriwarrh trades as Learning for Employment (LFE) for the delivery of SEE and AMEP. Djerriwarrh holds the contract with DET for the delivery of the program and works with a group of not for profit community based organisations under the trading name of Learning for Employment. Lfe was established in 2001 and members include

Djerriwarrh; commUnity+; Laverton Community Integrated Services; WCIG; Wyndham Community and Education Centre; Williamstown Community Education Centre and Yarraville Community Centre. AMEP is a new program for Lfe, with delivery in the Western Melbourne, Barwon and Ballarat contract regions. The new AMEP contract saw a number of changes to the program, which celebrated 70 years in 2018. AMEP offers eligible migrants and humanitarian entrants up to 510

hours of free English language tuition, focused on settling into life in Australia. This year Lfe has established 22 new community based AMEP delivery sites and employed numerous additional teachers, assessors and administrators. AMEP also offers the Volunteer Tutor Scheme, which provides individual tutoring to AMEP clients in their homes or in community based locations. We have enlisted the support of over 80 generous and dedicated volunteers to provide tutoring to

our AMEP clients. We were very excited to welcome students transitioning to us from the previous contract and new students accessing AMEP for the first time. Lfe delivered AMEP services to 3,744 clients in 2017-18. The Lfe SEE program expanded in 2017. The SEE program offers up to 800 hours of free Language Literacy and Numeracy (LLN) training for eligible jobseekers aged 15 – 64 with a focus on developing skills to pathway into further education and/or employment. Lfe is contracted to deliver SEE in the Western Melbourne, North West Melbourne, Inner Melbourne, Barwon and Ballarat regions over 27 sites in total. Lfe delivered

training to 1,203 students in SEE 2017-18 including 482 new students. Our high quality training saw 97.14% participants make a significant improvement in their LLN skills, well exceeding the 80% benchmark. Djerriwarrh delivers both SEE and AMEP under the Learning for Employment banner. This year’s highlights have included establishing a new site in Ballarat as well as a site in Harvester Rd Sunshine, which is in addition to our existing Sunshine site in Hampshire Rd. These new sites have been needed to accommodate the expansion of our services and programs.

**Anita Cutler**



## Young mums and bubs designing their own futures

**Our Young Mums and Bubs project was funded by the Adult, Community and Further Education (ACFE) Board to support young mothers in the Melton area.**

Very young mothers may struggle to participate in traditional education and training and are also at risk of social isolation and disconnection from their local community and services. This project aimed to connect young Mums to their communities,

support their parenting and create pathways to further education and employment.

A group of young Mums worked with Djerriwarrh staff to develop and pilot a 6 week course including parenting and life skills, pathway planning and a weekly social activity.

The project successfully involved young mothers in the design of the program and improved their engagement with social groups and other service providers. After the program one of the young Mums commented that,

**‘We got to have our own say and mention the things we wished to get out of the program.’**

**Mina Barghi**

## Partnership with Western Health gets jobseekers into sustainable work

**Abdella has been in Australia for 31 years and always worked. However, after 24 years at Toyota, he had recently been made redundant. He was thinking of going on a holiday, but decided to look for another job. ‘I’ve never been without a job and I make sure things keep me going.’**

He registered with Djerriwarrh’s Jobs Victoria team in February 2018 and started a Certificate II in Community Services (Preparation for Health Services Assistance). This certificate course is offered by Djerriwarrh in partnership with Western Health. Upon completion of the course, students are able to apply for a traineeship with Western Health as a Patient Services Assistant. Abdella applied successfully and started employment with Western Health in April this year.

He said this job is something different to his previous work. ‘Life is a learning process.

So I am learning something new and different and I am happy so far.’ He recommends the program, saying that ‘This is the time to make a decision – it’s never too late. It’s a good place to be and a good opportunity for the future as well.’ Abdella said he enjoys meeting people at work from different and diverse backgrounds and that ‘Every day I learn something new. When you are new to anything you need to listen and you need to ask.’

Abdella’s pathway to work at Western Health has been facilitated by a long running partnership between Western

Health, Djerriwarrh and west@work. west@work is funded by Jobs Victoria to help Victorian jobseekers find work – particularly those who have been retrenched or out of work for 6 months or more. west@work bridges the gap between employers and jobseekers, to help employers find suitable staff and to find jobseekers sustainable work. west@work is a consortium made up of WCIG as lead agent, Djerriwarrh and Wyndham Community & Education Centre. The consortium works under the west@work brand. west@work is completely



“

**Life is a learning process.**

**So I am learning something new and different and I am happy so far.**

”

voluntary and helps jobseekers, regardless of whether they are registered with Centrelink. west@work offers specialised assistance with resumes, interview skills and general employment coaching. west@work also works closely with employers to understand their needs and assist them to get the best out of their new employees. west@work reverse markets jobseekers to employers and finds candidates to fill specific roles.

Over the 2017-18 financial year Djerriwarrh’s west@work team registered 84 candidates and placed 70 into work. We reached our October target of 67 employment outcomes by May! Our results have been outstanding, and well over the targets that were set. Full credit should go to Djerriwarrh’s west@work team of 2017-2018 – Tyron Bravo, Sam Boden and David Fuller.

**Kathi Parer**



## International Women’s Day at Djerriwarrh Community House

**Djerriwarrh’s Community House is a community building space for people of all ages, abilities and backgrounds. People can learn a new skill, make new friends, volunteer or just connect with their local community.**

Our celebration of International Women’s Day was an opportunity for our whole community to come together to mark the social, economic, cultural and political achievements of women. The day also marks a call to action for accelerating gender parity.

This year Djerriwarrh Community House held a big event with more than 80 participants. We involved all of our classes and staff in reflecting on what International Women’s Day is and about and how we could all contribute. Participants were

encouraged to write a postcard to a woman they loved, and all of the postcards were displayed in our main building. Melton’s 2018 Woman of the Year, Jane Sultana, was guest speaker at our event. She is passionate about the prevention of violence against women and works tirelessly to advance the status of women in Melton. Jane shared her knowledge and experience of these issues with us.

Our VCAL students did a great job setting up and decorating the room and hosting a shared BBQ lunch. Students were

engaged in activities such as henna art, a relaxation corner and a display about influential women. We all enjoyed the live music played in the background by two of our teachers, Abe Dunovits and Andrew Hadden.

**Mina Barghi**





# Vocational education and training prepares students for employment

Djerriwarrh has been a Registered Training Organisation (RTO) since 1996. In the 2017/2018 financial year, nationally accredited qualification courses included:

- Certificate II in Community Services
- Certificate III in Early Childhood Education and Care

- Certificate III in Education Support
- Certificate III in Individual Support (Ageing)
- Course, Certificate I and Certificate II in English as an Additional Language

At the end of June 2018, 132 students had successfully

completed their accredited training in the 2017-2018 financial year. A further 59 students are still continuing their studies. We deliver these accredited training courses with Victorian and Commonwealth Government funding through the Skills First Program. We also offer courses on a fee for service basis where

students are not eligible for funding. In 2017/2018, Djerriwarrh conducted short course training for Responsible Service of Alcohol (RSA), Food Handler's course and combined Professional Barista and Food Handler's course. A total of 149 students gained certification to enable them

to seek work within the hospitality industry. There were 72 enrolments for Responsible Service of Alcohol (RSA), 53 for the Food Handler's course and 24 for the Professional Barista and Food Handler's course.

Maree Morgan

## Successfully reconnecting 'at risk' young people with education and training

Skills First Reconnect is funded by the Victorian State Government and is designed to provide support to people with barriers that impact on their ability to engage in education, training and ultimately employment.

The program provides caseworker coaching support to address barriers to entering education and completing an accredited course. Djerriwarrh has been offering Reconnect since 2016. We have Reconnect coaches who work across the Brimbank and Melton local government areas and our consortium members Yarraville Community Centre and commUnity+ have Reconnect coaches in Maribyrnong and Hume respectively. While our Reconnect program has a diverse range of participants, there is a specific emphasis on targeting young

people who are referred through various avenues such as Local Government Councils, Community Centres, the Department of Health and Human Services, the Department of Justice, local high schools and other organisations offering support services around mental health, alcohol and other drugs (AOD) and housing. Over this year, the consortium has helped 186 people through the Back to Work Reconnect program and Skills First Reconnect. Here is one of their stories. **Hannah Clarke**

### The story of Alex

Alex immigrated to Australia with his family but struggled to adjust to school here.

He left school in year 10 to find work but got involved in criminal behaviour. Alex was referred to Djerriwarrh from the Diversion Co-ordinator at the Children's Court in Sunshine as he was facing a string of serious offences before the court. He registered with Djerriwarrh's Skills First Reconnect and started working with a coach weekly to map out learning and personal goals that he wanted to achieve. Alex admitted that a lack of routine and boredom had led to his criminal behaviour. He also disclosed to his coach that drug use was a part of his problem and was often related to his offending. He had previously been referred to a drug and alcohol service but he was no longer engaging.

Alex decided to reengage with Youth Support and Advocacy Service (YSAS) which provides drug and alcohol help and advice for young people. As he mapped out learning goals with his coach, Alex decided he really wanted his driving licence. The Reconnect coach assisted with booking and studying for his Learner Permit test. He passed the test and is currently having driving lessons so he can work towards his probationary licence. Another personal goal that Alex wanted to work on was further developing his rap music. He is passionate about music so his Reconnect coach linked Alex in with Brimbank Youth Services music programs. Alex has recently been signed up to a record label and released an EP on music websites Sound Cloud and Spotify. While music is Alex's passion, he also wanted skills that would help him gain full time employment quickly. Through the coaching process Alex decided that he would like to

work in building because he enjoyed physical work and liked working outdoors. He enrolled in a Certificate III in Bricklaying. **After 7 months Alex has successfully completed this certificate and his Reconnect coach is now supporting him make the transition into the work force.** He is getting help with his resume and his Reconnect coach is linking him with Jobs Victoria and other recruitment agencies. Perhaps most importantly, Alex has not reoffended in the period he has been working with Reconnect. He recently finalised all criminal matters without receiving a criminal record as the Magistrate was so impressed with Alex's engagement and the positive steps he had made to change his life. *This young person's name and some details have been changed to protect his privacy.*

## Pre-accredited courses provide a gentle transition to learning and work



Samira arrived in Australia in 2005 and has been studying at Djerriwarrh since 2011.

While raising her six children, Samira has progressed through many of Djerriwarrh's pre-accredited English courses

including English for Community Services, English for Life Skills and Learn English with Computers. Samira recently got a job packing goods in a warehouse. She has had her job for four months now and says, with a shy smile, that she feels good about going to work. When she arrived in Australia Samira had almost no English and little understanding of how to live in Australia. Djerriwarrh's pre-accredited courses were perfect for her as they offer adults a welcoming and non threatening way to learn new skills. Samira could learn at her own pace. Her English skills and confidence have grown in this supportive environment. Samira recently completed English for Community Services. She practiced her English while learning about things like her rights at work, workplace safety and how to improve her resume and look for work. During the course she worked with both

Matchworks and the Salvation Army Employment Services to get her new job. 'At first it was very hard at work. I was very tired when I got home because you have to work very fast with the machines. Now I understand. I can do it at work and I feel good. Things are better now that I'm working. I have more money too.' Samira's English study has helped in other parts of her life too. 'Now I can talk to my children's teachers myself at interviews. It wasn't always easy to get an interpreter who understood Sudanese Arabic, but now I can understand the teachers myself.' Samira was glowing with confidence when I met her, and she admitted her children are all proud of her as well. **Kathi Parer**



### It's never too late to start learning

Djerriwarrh delivers pre-accredited courses in English, computers and hospitality which are funded by the Adult, Community and Further Education (ACFE) Board.

This year more than 400 students enrolled in ACFE courses. They came from more than 42 different countries and between them , speak a dizzying array of 42 languages in addition to English. The students attended a range of courses including English, computers and hospitality. According to our data, more than 50% of our ACFE students have never attended school and an additional 30% of them never finished year 12. With 80% of our ACFE learners enrolling with low levels of prior education, our training is offering them a pathway to achieve goals that may otherwise be unattainable. According to the Participation, training outcomes and patterns in the Victorian pre-accredited sector report that was produced by Deloitte Access Economics in 2017, vulnerable pre-accredited learners who transition to accredited training experience relatively high rates of attainment. One of the ways we support our pre-accredited learners is by creating an in house café for them to gain confidence and experience. Djerri's Café is run by Introduction to Cafe Skills students and offers freshly made food and coffee to staff and other students. This course and café combination is just one example of the way we empower our learners and aim to create pathways to further training or employment for them.

Mina Barghi



# Our longest serving classroom volunteer



Asero has been a classroom volunteer at Djerriwarrh Community & Education Services since 2010.

Asero assists Djerriwarrh’s students and staff in our SEE classes, where most of our students have English as an additional language. Asero is happy here at Djerriwarrh. She loves teaching, “both of my parents were teachers, it’s my calling in life, when I was a child, I would gather my friends and pretend to teach”. Asero speaks an impressive total of five languages; English, French, Swahili, Lingala and her Mother tongue language. At the age of 62, still continues to learn and is now pursuing a Diploma in Biblical Theology. She is occasionally selected to speak at communions at her church. Before Asero’s 8 year volunteering journey at Djerriwarrh, she was born and raised in the Democratic Republic of the Congo. She studied to become a teacher and had taught two years in high school and six years in primary school. In 1996, there was a civil war and rebels took control of Asero’s hometown. Asero and family had to flee and lived in a refugee camp in Malawi for five years. The physical strain of the flight meant that Asero was living with great

agony in her back, especially whilst sleeping. However, that did not stop Asero from improving her English at the refugee camp, where they provided free classes. Asero was preparing herself for the life she wanted overseas, “I did not want an interpreter”. Finally, she was accepted to migrate to Australia in 2007, where she lived in Tasmania for two years. Asero discovered through an MRI scan that she had bulging discs in her back that would affect her long term. Asero and her family moved to Melbourne so her husband could attend university. Asero chose to learn more for herself and completed a Certificate III in Education Support. She did placements at a primary school and another in child care but could not take up a paid position because of her ongoing health problems. Luckily for us, she started volunteering at Djerriwarrh and our students and staff have benefitted ever since. Asero encourages those who are finding English difficult, to be motivated, “if you are motivated to learn, you can do it, like I did”.

Christina Anastasi



L2P mentors and learners participated in the 2017 Djerriwarrh Festival parade. Melton Mayor and L2P mentor Bob Turner dropped by to offer his support to our team.

## L2P success driven by volunteers

Our local Melton and Moorabool communities have again helped to deliver a successful year of the L2P Learner Driver Mentor Program.

L2P matches volunteer mentors with young learner drivers who would otherwise struggle to get the 120 required hours of driving practice before sitting for their probationary licence test. With the support of Melton City and Moorabool Shire Councils, local businesses and the police, our wonderful community volunteers have mentored over 80 learner drivers to complete over 2,000 hours of driving practice during the 2017 to 2018 financial year. Thirteen of the learner drivers achieved their probationary licence during this time. At June 30th 2018, 133 licences had been achieved since L2P commenced in July 2009. Nine new mentors have joined the program this year after hearing about L2P via a Senior Drivers Expo and Sons of the West activities. This allowed a greater number of our disadvantaged young people to access L2P. We also successfully applied for a \$2,000 grant from the Victorian Magistrate’s Court Fund to support the costs of the program. Mentors and community supporters celebrated L2P achievements at activities during Youth Mentor Week in November, National Volunteer Week in May, and at a Christmas BBQ get together. The L2P program is managed by VicRoads and funded by the TAC until June 2019. Local supporters include Melton City Council, Moorabool Shire Council, Melton Toyota, Harrison Hyundai, Bacchus Marsh Rotary, IMO Carwash Melton and Melton and Bacchus Marsh Police. We thank all of our community volunteers who have generously contributed their time and skills mentoring young learner drivers.

Kim Leech

## Djerriwarrh acknowledge financial support from

- Adult, Community & Further Education Board,
- City of Melton,
- Department of Economic Development, Jobs, Transport & Resources,
- Department of Education & Training (Australian),
- Department of Education & Training (Victorian),
- Department of Health & Human Services,
- Department of Jobs & Small Business,
- Helen Macpherson Smith Trust
- VicRoads.

## Volunteers

- Community House**  
Lorraine COELHO, Martin GRAHAM, Farda HABIB, Conceita TANYA LEAN and Evelyn MEIJER.
- Classroom**  
David BULINSKI, Sarah CHAUHAN, Thanh HA, Asero NGUMA and Van Dung VU.
- L2P volunteers**  
Tony BACON, Colin BREGUET, Travis BRUNT, Nola CAMILLERI, Kylie CHARLESON, Stacey CHAVASSE, Barrie COWMAN, Les CHITTS, John FOSTER, Helen FOWLER, Graeme GEBERT, Arthur GROUIS, Lisa HESLINGTON, Stephen HILLS, Paul JORDAN, Gary KING, Joy LAWN, Kim LEECH, Mitchell LOVELL, Wayne MCKNIGHT, Nick MOUTSOS, Hung PHAN, Rosalie PIERCE, Nicole PILBEAM, Terrance ROSEWARNE, Omar SAWAR, Janelle SHEEN, Joseph SHIBERRAS, Steve STAUNTON, Andrew STEVENSON, Ina STEWART, Brigid SULLIVAN, Jan SZOSTAK, Katalina TANNER, Robert TURNER, Shane WARWICK and Andrew WINTER, .

- Volunteer English Tutors (AMEP)**  
Ifnan ADAM, Khatira AFZALI, Stephanie AGIUS, Zainah ALSHAHRANI, Hema ALWIS, Emine AMBROSE, Barbara ANDERSON, Ricky ANTHONY, Nina BARADAS, Danielle BAUCH, Tara BEWLEY, Carol BRADFORD, Karen BRERETON, Elizabeth BRIDGEMAN, Ron BRUCE, James CHADIMA, Donna CHAPMAN, Sarah CHAUHAN, Kelly CHIN, Mahmuda CHOWDHURY, Brian CORBETT, Peter COX, My Loan DANG, Phillip DAVIDSON, Kate DAVIS, Nhien DINH, Di DOLMAN, Jan Paul DUNBAR, Negin EBRAHIM, Rosalie ELLIOTT, Rae Mary FAIRBAIRN, Rosana FAY, Jennifer FELL, Amina FERDOUS, Kathryn FRASER, Karen FREEMAN, Gad Syed GAD, Harriett GRIFFITHS, John GU, Joel GUNDRY, Trudy HAIRS, Francie HILL, Maisha HOSSAIN, Hasan HOTIC, Suad HUZY, Naw JACQUE, Raji JANA, Coralie JENKIN, Marwa KAMARELDDIN, Harprit KAUR, Lakhvir KAUR, Lauren KEUNEN, Hessam KHALILZADEH, Emmy KORONEOS, Dulshanie Nisansa KUKULEGE, Yueh Chiao (Tina) LAN, Sindy LI, Yi Hen (Linda) LIN, Kathleen LITERSKI, Judy LONEY, Christy LONGHURST, Supriya MAHLAN, Lynn MARGRET, Harry MASON, Margie McDONALD, Jenny MCKEAN, Kevin MERTON, Naziha MOHAMMAD, Khushboo NAGDEV, Lena NEIL, Joseph NICDAO, Gibert NICHOLS, John NORMAN, Margaret O'BRIEN, Anne O'SHEA, Ruth PATCHING, Joseph PELLONE, Janet PEPPER, Elmo PERERA, David PHILLIPS, David RICE, Faryal RIZWAN, Robin ROCHESTER, Rosana CAVKA, Anne RUNNALLS, Aloka Rani SARKER, Lynne SCOTT, Shelby SEABERT, John SEMMENS, Sue SIMMONS, Rebecca SLAVEN, Tracy SMITH, Moira SMITH, Cath SMITH, Joshita Sanam SNIGDHA, Lajwanti SOMVANSHI, Shahmala SUBRAMANIAM, Christine SULLIVAN, Shaila Hoq TANJU, Sayeed TANVIR, Jade Jun TIAN, Michael TREGONNING, Beverley TURNBULL, Katie VALENTA, Beress VANDEPEER, Van Dung VU, Sijia WANG, Gemma WHITE, Deidre WILLIAMS, Krystyna WISNIEWSKI, Asya WONG, Leah WROBLEWSKI, Christine YATES and Amelia ZEHNWIRTH.

# Thank You

Thank you to all the organisations that supported Djerriwarrh students on work experience or work placement.

## Djerriwarrh acknowledge and thank

- Alan Wayman, AMES, Apps Matter, Bakers Delight Melton, Ballarat Community Health, Ballarat Regional Multicultural Council, Brimbank Council, Brimbank Library, Bunnings Warehouse Melton, Campbell-Page, Carlton Neighbourhood Learning Centre, Centrelink, City West Water, Co Health (formerly Outlooks), Department of Employment, Djerriwarrh Health Services, Duke Street Community House, Foundation House, Victoria Survivors of Torture Inc., Glenroy Neighbourhood Learning Centre, Harrison Hyundai, Helping Hands Mission, IMO Carwash Melton, IPC Health (Refugee Nurse), Jesuit Community College, Job Prospects, Jobs Victoria, Lendlease, Life Saving
- Victoria, Lucille Cutler, Matchworks, MAX Employment, Melton Toyota, Metropolitan Fire Brigade, Motley, Nillumbick Living and Learning, North West Migrant Resource Centre, OCTEC Employment Services, Olympic Adult Education, ORS Group, Salvation Army Employment Plus, Salvation Army SASHS, Sarina Russo Job Access, Spectrum Migrant Resource Centre, Status, The Rotary Club of Moorabool, Rotary Donations in Kind, Transport Accident Commission (TAC), VicRoads, Victoria Police (Bacchus Marsh, Melton and Sunshine), Vision Australia, Wesley, West Justice, Western Bulldogs Community Foundation and Western Health

## Staff

- Jennifer ANDISON, Sara AYGUR, Sonia BABIC, Mina BARGHI, Matthew BIGNOUX, Clare BLACKMAN, Samantha BODEN, Diane BOURAS, Tyron BRAVO, Leigh BURGOYNE, Kelly BUTLER, Angela CAMILLERI, Kirsti CAMPBELL, Rhiannon CARASSELLOS, Lynne CAROLAN, Leanne CARROLL, Zehra CILELI, Lyndell CLARK, Hannah CLARKE, Dana COHEN, Mathew COLBOURN, Anita CUTLER, Carolyn CUTT, My Loan DANG, Ozlen DANIELLS, Catherine DANIELS, Sariah DAWSON, Lynette DAWSON, Stuart DEAGAN, Anne DEDMAN, Helen DOBSON, Peter DORAN, Abraham DUNOVITS, Dezzie EKLADIOUS, Heidi FRANKL, David FULLER, Suzanne GATZ, Heather GLOVER, Ban GORUAAL, Kate GRANG, Heidi GROGGER, Juicenta GUNNING, Andrew HADDEN, Simon HARRIS, Hayley HAUGH, Gerard HEALY, Trish HEFFERNAN, Mat HINE, Paul HOBBY, Tracey HORNER, Shamima ISLAM, Lea JOHNSON, Annie JOSEPH, Katie JUDD, Veena KARLEKAR, Renee KNIGHT, Amy LASSLETT, Susan LAWRENCE, Ellen LAWSON, Catherine Le ROUX, Kim LEECH, Wei LIAO, Lisa MACHERAS, Georgia MARTIN, Lee MARTIN, Jamie MASSOURIS, Temukisa (Temu) MAUGA, Nicole
- McCARTHY, Melanie McGrath, Jemma McNabb, Anita MEREDITH, Ashleigh (Ash) MORFFEW, Maree MORGAN, Julia MORTELLARO, Christina MURPHY, Michelle NADREZ, Natalie NAWROCKI, Keely NGUYEN, Maree NICOL, Marcella O'CONNOR, Amatullah OMRAN, Stanley OPARA, Stacey OSBORNE, Tayna OSBORNE, Adele OUSLINIS, Tegan PAIN, Kathleen PARER, Stephanie PAYNE, Roma PEDERSEN, Kristina PINTI, Tricia PRIEST, Wazih RAZIB, Leslee REES, Belinda RIMMER, Andrew ROBERTSON, Lyn ROBSON, Sharon ROSS, Patricia SACCO, Catherine SANDOW, John SHACKLOCK, Sween SHARMA, Gengiz SOYTURK, Shahmala SUBRAMANIAM, Karl TATTERSALL, Amporn (Yui) THANACHAROENPORN, Kwandara TOKA, Margaret TOOHEY, Lucy TRAN, Rosie TRAN, Anna TRAN, Zorica TUMBAS, Pennyhellentai (Penny) TUPUOLA, Hayrettin UYAR, Chi VU, Min WANG, Michael WANYAMA, Alan WAYMAN, Rebecca WILLIAMS, Rebecca WILLIS, Jennifer WOJCICKI, Janice YANO, Ilkay YILMAZ and Cem YUCEL.

Our friendly staff are here to help

**Melton – Head Office**  
239 Station Road,  
Melton VIC 3337  
T: (03) 8746 1000  
E: [info@djerriwarrh.org](mailto:info@djerriwarrh.org)

**Sunshine**  
266 Hampshire Road,  
Sunshine VIC 3020  
T: (03) 9009 7900  
E: [info@djerriwarrh.org](mailto:info@djerriwarrh.org)

**Sunshine**  
155 Harvester Road,  
Sunshine VIC 3020  
T: (03) 9009 7900  
E: [info@djerriwarrh.org](mailto:info@djerriwarrh.org)

