

A photograph of two women in costumes standing in a hallway. The woman on the left is wearing a white and brown cow costume. The woman on the right is wearing a black and white witch costume with a large pointed hat. The hallway has framed pictures on the wall. A green vertical bar is on the right side of the image.

ANNUAL REPORT 2020

Supporting Community

No one left behind

KCLC Values

Respect

Respect other people's feelings. It might mean nothing to you, but it may mean the world to them.

Community

Devote yourself to the community around you. Devote yourself to creating something that gives you purpose and meaning.

Inclusion

Inclusion is a way of thinking, a way of being and a way of making decisions about helping everyone belong.

Integrity

Doing the right thing, even when no one is looking is called integrity.

Innovation

The best way to have a good idea is to have lots of ideas.

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Our Committee of Management

Peter Hann	Chair / Treasurer
Dianne Boulton	Public Officer/Secretary
Kerrie Bozzella	Committee Member
Jane Braiser	Committee Member
Tania Chiswell	Committee Member
Debi Kitt	Committee Member
Jacqui Ward	Committee Member
Mitchell Bull	Committee Member *
Leanne Reed	Committee Member *
Kerry Bridges	Treasurer **
Michelle Sing	Committee Member**

*Resigned member during 2019/2020 year

**Ceased 28/10/2020

Our Leadership Team

Jennifer Savage

Chief Executive Officer

Vicki Huggard

Integrated Family Services Co-Ordinator

Emily Edgar

Early Learning Director

Acknowledgement of Country

KCLC acknowledge the Yorta Yorta Yanbeena of this land, and water and pay our respects to the Elders both past, present and emerging for they hold the memories, traditions, the culture and hopes of all Yanbeena of Australia. We always remember that under the concrete and asphalt this land and water is, was and always will be Yorta Yorta Yanbeena land and recognise that sovereignty of the Yorta Yorta Yanbeena was never ceded.

Mission Statement

We are a socially inclusive learning organisation respectfully meeting the needs of the Kyabram region. We are a central hub for a range of valued community and support services. We facilitate, deliver and advocate for our families and individuals to develop personal and interpersonal skills to connect and empower our community.

KCLC's Commitment to Ensuring a Child Safe Organisation

KCLC are committed to creating an environment for children and young people to be safe and feel safe. We commit to using best practice standards in the recruitment, screening, and employment of KCLC employees and volunteers so they will not harm, abuse or exploit children and young people who are involved in our programs, services and facilities.

Quality Statement

KCLC is committed to providing flexible, responsive and innovative services of the highest quality that meet the needs of Children, Families, learners and Community members. With a dedicated team that strives for excellence, we focus on maximising opportunities for growth and development for families, individuals and communities.

KCLC has a commitment to assist in providing a tailored service that is culturally sensitive, inclusive and respects the dignity of all people. This is underpinned by our overarching KCLC organisational mission.

Kyabram

The name Kyabram is thought to have been derived from the aboriginal work Kiabram, meaning thick forest.



Our Impact

Across the Kyabram District, Kyabram Community and Learning Centre Inc.'s Staff and Volunteers are building compassionate, strong and vibrant Communities. We provide practical assistance to help make ends meet, and empowering families and community by helping putting food on tables, heating homes in winter, assisting young people engage in community, caring for children and families, listening in times of stress and celebrate in times of celebration and much more.



Value of Material Aid provided \$49,205.50/125 families



Family visits by family workers 2953



6.930 tonnes of food provided to community



5720 calls received at reception



74360 hrs of care to families & 5100 hrs of kinder



Centrelink support 1623 clients, over 23,200 hours of service



Over 1300hrs of Free Room hire to community



2.3 tonnes of clothing and blankets provided to community



4221 Volunteer hours



1744 hours of Community Sessions held



700 Boomerang Bags made

Diverting 1.6 tonnes of material from landfill.

Chair's Report

It is with pleasure that I present this annual report as Chairman of KCLC for 2019-20. Whilst we have enjoyed another very successful year, this year has not been without challenges. The last part of 2019 went relatively quietly with smooth sailing. Welcome in 2020 with the challenges of Covid 19. Fortunately, we have a sound and very competent management group and committed diligent staff. We have also built up sound cash reserves so we were always confident we could weather any financial pressures.

One of our main focus this year has been to support our staff and come out of the other end of the pandemic in sound financial position with a good staff morale.

The Committee of Management supported by the sub-committee structure is of significant benefit to the organization and enables KCLC to grow from strength to strength.

The Ethics Sub Committee chaired by Di Boulton has been active in reviewing policies and procedures that guide our organization. We continue to overview all of our existing policies and procedures and fine tune where necessary.

The Assets Sub-Committee chaired by Kerrie Bozzella has been involved in significant work in 2019-20 in reviewing our Childcare building extension, including the fine tuning of the plans, specifications and preparation, and letting of the building contract. The fact that this construction has been so successful whilst building with the child care still operating and the problems of social distancing because of Covid19 is a credit to the Assets committee, the staff and the builders. I would like to take this opportunity to congratulate and thank Morreto Builders and also Sally Olle our project manager. The project is almost at completion and once we are able to move around freely again we will have an official opening and an opportunity for the friends of KCLC to view their great work.

Continual upgrading of our facilities is vital to allow staff to be able to provide the facilities and services offered by our organisation.

Our Finance Sub-Committee chaired by Peter Hann supports the Committee of Management with effective and digestible financial reporting which enables informed decision making within the Committee and Executive. Our challenge in this area remains to recruit a Treasurer and Chairman of Finance.

Exciting programs for the future of services provided by KCLC include a funded 3-year-old kindergarten program commencing in Kyabram in 2021. This will be a fantastic opportunity for the Kyabram and district's community children to thrive, explore and excel socially and emotionally whilst developing a lifelong love of learning.

Unfortunately, we lost two quality board members in Mitchel Bull and Leanne Read. We were sorry to lose these two and wish them the very best.

Another challenge was the absence of our CEO due to maternity leave, and we congratulate both Jen and Nick on the safe arrival of Oliver.

However cometh the challenge cometh the person. Vicki Huggard. Vicki has stepped up and not only survived but triumphed in the role of Acting CEO. During very difficult times of working from home, social distancing, Vicki has shown a strong commitment to KCLC. I thank her very much.

Whilst it is generally unwise to single out individuals for recognition, I believe it would be remiss of me to not mention the dedication and commitment of three very high functioning women. First deputy chair Kerrie Bozzella. Kerrie is our longest serving committee member and brings knowledge and skill to the table, not to mention her good nature and friendly disposition. Secondly Di Boulton. Di is a tower of strength and a tireless worker on the committee, as chair of Ethics and Secretary and public officer. The current strong position of KCLC is in a large part due to her sound knowledge and unstinting commitment to KCLC.

And finally, Jen Savage. When Jen came to the position KCLC was in troubled times. We were close to the wind financially, was struggling with an identity crisis with regard to Government Departments, the Kyabram Public and KCLC Staff. Jen has been largely responsible for KCLC rejuvenation. Due to her careful financial management and sound planning we are now in a very sound position with adequate cash reserves and the ability to invest in the future *visavi*, the childcare extension. In my discussions with RANCH, DHHS and DET, KCLC and Jen are held in the highest regard. And the fact that our services ran so smoothly during her absence and Covid19 is testament to the quality and commitment of our staff.

As most will no doubt know I have retired from the position of Chair and congratulate Di Boulton for accepting that challenge. I am also retiring from the Board. I wish KCLC the very best for the future and thank those responsible for the honour of leading such an important organisation. It has been very enlightening, and I take some good friendships forward.

In conclusion I wish you all a happy and enjoyable Christmas and a safe and prosperous new year

Best Regards

Peter Hann - Chairman 2019-2020

As the new Committee of Management Chairperson, I would like to take this opportunity to thank Peter Hann for his support of KCLC. Peter has been the Chairperson of KCLC for the past 5 years and throughout this time, he has demonstrated commitment and dedication in supporting and rebuilding KCLC. Peter has worked tirelessly behind the scenes and on behalf of the committee and staff, I would like to wish him the best in his next advantages.

Di Boulton – Chair 2020

CEO Report

"We are not a team because we work together. We are a team because we respect, trust, and care for each other." - Unknown

What a year 2019/20 has been for our community and globally. The impacts of the actions of some have had far reaching impacts reverberating further than they have in the past. COVID-19 has been at the fore front of everyone's minds since February 2020 with direct impacts on all generations since. These effects have impacted each generation differently, but impact them it has. As always KCLC has placed our community at the heart of all that we do and has worked to engaged with community and offer support during this challenging period.

In addition to maintaining KCLC's core functions we supported a resilient Kyabram District that is responding to the significant impact of COVID-19 on our community. We maintained our focus on our mission to be a socially inclusive learning organization which meets the needs of the Kyabram District.

During times when people are under a great deal of stress it is the few people that have each other for support, and know they are able to depend on, and trust, that are able to continue to think of others and choose to support them while many people's instinct is to protect themselves and their immediate loved ones. It is in the knowledge that the person beside us will look after us, that enables the KCLC team to find the capacity to support others as essential workers. The KCLC team is one that I am very passionate about and proud to be a member of.

During stressful times it can bring both the best and the worst out in people. At KCLC we have certainly seen both during the past year. KCLC has seen the generosity of people providing a wide variety of support for our community and stepping with KCLC to ensure no one is left behind. This is the true rural spirit that ensures that we look after our own and for every dollar that governments spend in our region the benefit is 5-20 times greater than their initial investment. For those that we have seen at less than their best we remember the outcomes of stress on individuals and care for them, while reminding them there are always consequences for our actions, but all receive the dignity of risk.

Our program offering during the past year has varied to our original focus, however as a nimble and flexible organization, KCLC was able to pivot focus to rise to the call of the community and provide support. This support would not be possible without resources which are received by many. Government financial assistance is provided and delivered through KCLC, community members have held food drives and clothing drives, direct donations from community members through KCLC to provide to those needing support. Once again many in our community have stepped up to provide resources to ensure no one is left behind.

There are a number of achievements this year including;

- The commencement of the KCLC Early Learning extension
- Installation of the polycom video conferencing system
- Launching the 'Hello' program to provide support to the community during COVID-19.
- Providing material aid support to the Campaspe region with the support of the Neighbourhood House Network and our regional Hospitals.
- Established COVID safe plans to enable our essential workforce to continue to operate safely in new ways.

Of course none of this would be possible without our amazing team and partners. KCLC works with so very many organisations to ensure our resources achieve the goals we collectively establish.



15 Years of Service – KCLC Early Learning

(Memories of Kerrie Bozzella and Sevi Besim)

When I first became acquainted with KCLC childcare it was situated in a small L shaped room at the back of the Old Town Hall. There was a high window in the toilet area, 2 high windows in the back section of the room and no outdoor space. If you held your head the right way when you were in the toilet you could see the top of a tree and if you were really lucky you might see a bird resting before flying off again.



Childcare was open on Tuesdays and Thursdays for TAB 9-12. Parents were able to book weekly to leave their children to go to appointments or shop child free. On Mondays, Fridays and at times Wednesdays it was opened for mums to attend classes such as sewing with Win Bedford, Young Mums group or Aerobics.

To begin with there was no real capped capacity. Aerobics was really popular so it was not unusual to have 24 children for these sessions.

When regulations called for space requirements, the capacity was limited to 11 children. Educators at the time were Beth Murray, Kristen, Gretta Barrett and Kerrie Bozzella.

At this stage KCLC was working out of a number of venues, Skillshare building, Old Town Hall, old TAB, Mayors room, Shire meeting room and the Court house. I think it was in 1999 that funding was gained to build the New KCLC in Lake Road.

Everyone was really excited as this would be the first time since its inception that all KCLC sectors would be under the one roof.

The Childcare room was amazing. Not only were there large windows which had a view to the outdoors, there was an actual outdoor play area, complete with sandpit and shed.

There was capacity for 19 children. The sessions ran 9-3, however due to the funding restraints of being a short day care, children were only able to access a maximum of 5 hours a day. We still had aerobic families and vulnerable families attending family services sessions, but the added hours meant that some families were able to attend ACFE or accredited classes at the Centre, or go to

work. We also had families attending ESL classes in the adjoining room so that cultural requirements could be met.

Gretta and Kerrie were joined by trainees Kate Hocking and Claire Malone, who studied to complete their Diplomas at night at the Centre.

Other staff at the time were Cindy Denny, Chris Coventry, Teresa Sandford and trainee Sevi Besim.

Towards the end of 2013 Gretta Perry from the Department planted the seed of extending hours of the Childcare. It meant a lot of planning, but it was decided that the community needed a service that catered to working families and the times available at present were very restrictive.

After a lot of discussion, it was decided that the room next door could be included in the floor space area and create a 30-place long day care. Building and construction was minimal and happened over the Christmas 2004 holiday break.

In 2005 the day-care opened with Cindy Denny leading the team, newly qualified Diploma Sevi Besim, Judy Parsons, Claire Bassett and Venice Weeks and session hours were extended to 9am-4pm.

The outdoor area was also extended to accommodate the larger group of children.

The community responded to the new service and the longer hours and in particular the family grouping philosophy, which has always been associated with KCLC childcare.

Through all the changes that have taken place in the Childcare at KCLC, there has always been the ongoing support of the Friends of the Centre.

In 2012, the children of the centre were lucky to have a visit from players of the Carlton Football Club. This was very exciting for all of the children (and staff of the centre).

Rapidly KCLC was growing their name of providing excellent care of children within our community and as a result the community need grew to a enable sessions to be extended once more to 8am-5.30pm. KCLC also decided to introduce graduations for children leaving care to progress onto school. Children dressed up in a black gown and academic cap.

12 years on from the last expansion (2017), and the continued demand for services resulted in Jennifer Savage and Emily Edgar beginning discussions and planning for an expansion to KCLC Childcare.

A number of regular community events were incorporated into the program for the children including;



- Pets into Childcare- raised their own chickens (yearly event)
- Excursions to Warramunda, Safeway, Fauna Park, Community Garden, Library, Schools

2018 saw the Funded Kindergarten program incorporated into KCLC's service offerings and the establishment of the studio room after a visit to the Reggio Emilia Centre in Italy. As a result the name of KCLC Childcare was reviewed to become KCLC Early Learning to reflect the wider children's services provided. During this review hours extended to 7.30am – 6pm. This was also the first year for Digital Learning Portfolios and booking system.

In 2019 KCLC Received a Capital Facility Grant from the Victorian State Government to expand into a 60 place Centre.

In 2020 building commenced to become a 60 place centre, with completion expected November 2020.

Kyabram Neighbourhood House

"Fight for things that you care about, but do it in a way that will lead others to join you." – Justice Ruth Baden Ginsberg

Kyabram Neighbourhood House is funded for 25 hours per week, and is required to provide a minimum of 50 hours per week. With such a strong community minded District, KCLC is able to provide in excess of this requirement with the commitment of volunteers and community businesses. This is only possible with the work of volunteers and community member's willingness to share their knowledge strength commitment with other members of the community.

Each week Kyabram Neighbourhood House delivers over 84 programs to our community. This is achieved largely through the committed volunteers within our District.

Kyabram Community and Learning Centre value their volunteers. Volunteers help us as an organisation support the community. Volunteers regardless of age, cultural background, circumstance bring their individual personalities, positive contributions and skills. These all bring an add-on of support that the board, management and staff appreciate immensely.

Being a volunteer also can provide a supporting environment for community members. Connecting with others and improving social ties, being active within the community, experiencing new challenges, raising awareness and supporting important community issues, interacting with different cultures and social spheres, contributing to social change, developing skills (professional and personal), finding a pathway to getting a job, a course or training and research has shown that volunteers physical and mental health can improve through volunteering.

It can alleviate depression, Increase satisfaction with life, Lower the frequency of hospitalisation and boost a person's ability to cope with illness.

During COVID-19 volunteers have been significantly limited in the support they have been able to provide our community while we ensure their safety. We thank all volunteers that have supported the work KCLC does whenever they were able over the past 12 months.

We look forward to returning to COVID 'normal' operations in the near future which will enable our volunteers to operate in a safe manner while supporting our community and KCLC's mission.

Neighbourhood House
The heart of our community

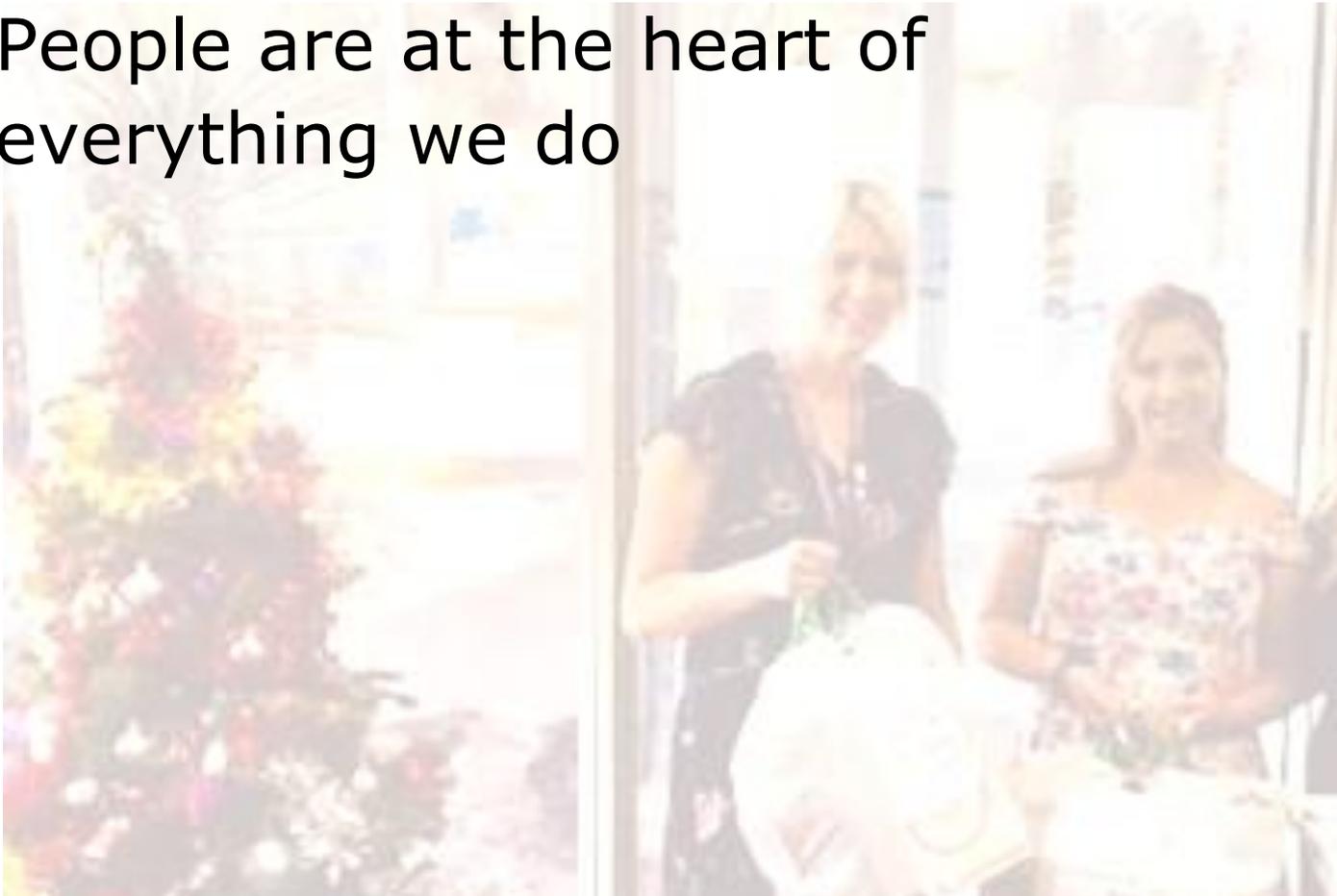
Volunteer Roles at KCLC include:

- Office Administration Support.
- Preparing and distributing Food Hampers to the community
- Unpacking and packing Food Bank deliveries
- Helping in the Community and Early Learning Centre Kitchen
- Support with fundraising activities and events
- Sorting and displaying clothing donations
- Community Garden upkeep
- Maintenance duties and odd jobs
- Room Hire preparation
- Domestic Duties
- Centrelink Assistance
- Making quilts and boomerang bags
- Bush Market and wellness days
- ACFE Classes
- Leading Neighbourhood House groups and classes
- Starting initiatives and community projects
- Making Material Reusable masks for the community

During COVID-19 lockdowns the ability of volunteers to safely participate in KCLC programs was very limited. During the National Lockdown all volunteers' needs and concerns were discussed with them and all volunteers withdrew from KCLC by mutual agreement to ensure their safety. Upon returning from lockdown and during Victoria's return to lockdown the limitations of community volunteers to support the work of our Neighbourhood House has been felt across our community. With volunteers being at the heart of all Neighbourhood Houses this has been a challenging time for both the KCLC Neighbourhood House programs and KCLC volunteers. The Volunteers who enjoy their work and the connections it offers them, and our community who feels the impact of the gaps produced without our volunteer members active within our community.

Despite these challenges some of the programs in the following pages highlight the important work our Neighbourhood house supports within our community.

People are at the heart of everything we do



Community Groups

Social support means having friends and other people, including family, to turn to in times of need or crisis to give you a broader focus and positive self-image. Social support enhances quality of life and provides a buffer against adverse life events.

In fact, social support is now proven to be a literal life-saver. People that are supported by close relationships with friends, family, or fellow members of groups and work are less vulnerable to ill health and premature death.

Boomerang Bags

The bags create a platform to start conversations, make friends, up-cycle materials and work towards shifting society's throw away mentality to a more sustainable revolution of re-use – one community, needle and thread at a time! Together we link hands globally to create a paradigm shift to a more connected and conscious society.

Material Aid Funding

KCLC was able to provide these grants throughout our region with other services notified of the funding availability, through KCLC. Use of the funding has been strong with many community members able to secure the support they require to avoid entering or remaining in the poverty cycle. The benefits of this work to the individual, their family and the wider community is significant. We thank the Commonwealth for providing the funds which enable KCLC to provide this service to our region.

People are at the heart of everything we do



Foodshare/Community Garden

Support from Foodshare, Foodbank and the community has been vital during the past year. In addition to people that need support in any standard year, COVID-19 and the resultant restrictions on employment has impacted many families within our community.

Coat Drive and the Giving Place

We have seen the KCLC Coat Drive continue to grow once again this year, and expand to include other clothing and items. Now in its fourth year, we distributed over 6000 items which also included blankets, hats, scarves children's and adults clothing and other items, approximately double the items provided last year. Providing access to clothes is both a basic need, but also a way of encouraging people to be able to reduce their energy bills through reduced home heating.

ACFE and After School Classes

Afterschool Cooking fun at KCLC is continuing to prove popular with local school aged children joining in from various schools in the area. Classes have been at capacity all year with 10 students at a time every Thursday after school.

Pre-accredited programs are short modular courses designed for learners to gain confidence and skills. They focus on creating pathways to further education and training or a step to employment.

A Voice for the Community



"The flyers are just so we can contact as many people as possible and give them some ideas of ways we would be able to support them during this time"



By Jared Prestwidge
 HAS self-isolation taken a toll on you and your family?
 Then be sure to keep checking your letterbox this week and you might find a much-needed helping hand.
 In an initiative that is being co-ordinated by the Kyabram Community and Learning Centre, flyers are being sent to homes across town as a way to assist those hamstrung by the current COVID-19 situation.
 KCLC is offering to pick up shopping, post mail and gather urgent supplies for those in desperate need.
 Staff can even lend a friendly ear for residents feeling lonely or down.
 In a nutshell, KCLC team members will be there for anyone if they get the call they are needed.



CARING FOR THE COMMUNITY — KCLC administration office Parrella and family support coordinator Vickie Hill helped launch the latest campaign to be trapped at home by the coronavirus pandemic.
 just connect with them someone to talk to.
 "We're also looking online initiatives so used to attend classes still do that through process."
 KCLC will also be updating and monitoring Facebook page.
 "Everyone during the communicate in different ways."

Thank you **Greenham's** for hosting a meeting this morning to discuss youth employment in Tongala. We shared ideas and developed some actions. **Brotherhood of St Laurence** and **Kyabram Community & Learning Centre (KCLC)** sharing their expertise and local knowledge. Check out the morning tea!



Kyabram Free Press
 25 June 2019 · 🌐

The **Kyabram Community & Learning Centre (KCLC)** is calling on the community to donate to their blanket and coat drive for locals doing it tough.



KYFREEPRESS.COM.AU
Hot on keeping us warm - Kyabram Free Press
 THE cold doesn't discriminate.

Plastic Pollution Solutions held a community workshop "The Solution to Plastic Pollution" today for 20 eager women at **Kyabram Community & Learning Centre (KCLC)** in **Kyabram, Victoria** followed by a session for their kindergarten kids (and including a session around Bev the campervan!) The workshop focuses on providing up-to-date knowledge on the global status of plastic pollution while demonstrating how to educate others in their family and community in addition to urging, encouraging and helping businesses and government join this growing movement. Oceans of gratitude to Lesley from **Boomerang Bags** Kyabram, Sheri from **Campaspe Shire Council** and Claire from KCLC for making it happen.



Accreditation

"Do the best you can until you know better. Then when you know better, do better." – Maya Angelou

KCLC undergoes several accreditations to ensure that program delivery meets or exceeds the standards that our community deserves to receive. These accreditations are conducted at various times and to meet the program needs.

Accreditation that KCLC experiences the following audits

- Kitchen audit
- ISO 9001:2015 (Family Support Services) (internal and external audits)
- HSS (Family Support Services audit)
- Childcare
- Annual Financial audit
- Health and Human Services Standards (Family Support Services)

KCLC is a registered Community Service Organisation (CSO) in Victoria and a registered ACFE provider, and Registered Childcare and Kindergarten in addition provides services to the Kyabram District as a Centrelink Agent.

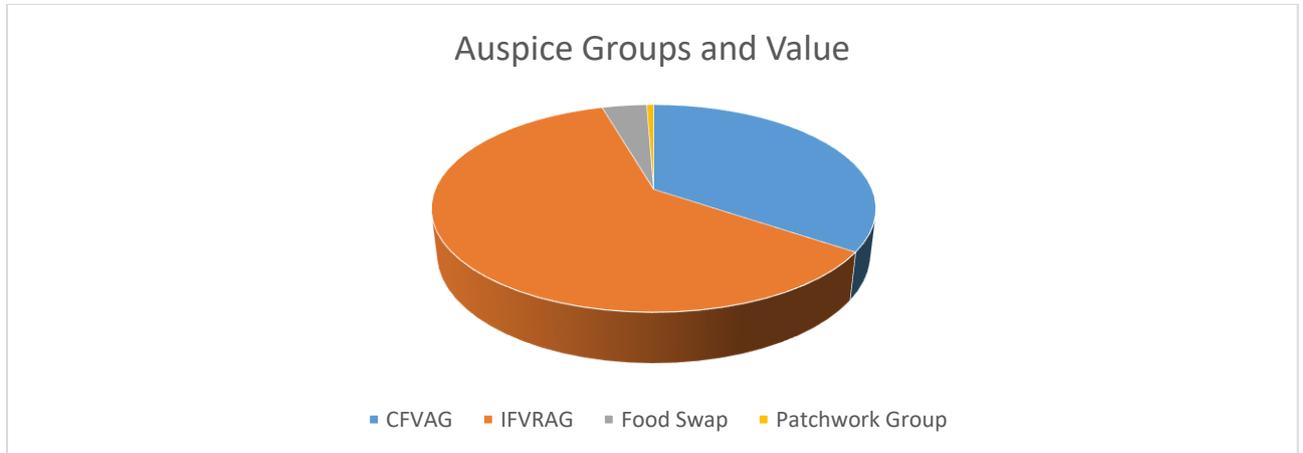
In February 2020 HDAA Australia conducted an assessment for certification of Family Support Services in relation to HSS and ISO 9001:2015. The purpose of this assessment is to evaluate the implementation and effectiveness of KCLC's quality management system.

This year the assessment was conducted remotely due to COVID-19 restrictions. Assessors reviewed documentation and assessed our ability to implement and deliver our services and ensure they are provided with quality to HSS and ISO 9001:2015 standards. While undertaking their assessment assessors held discussions with clients of our service, KCLC management, staff and connected agencies.

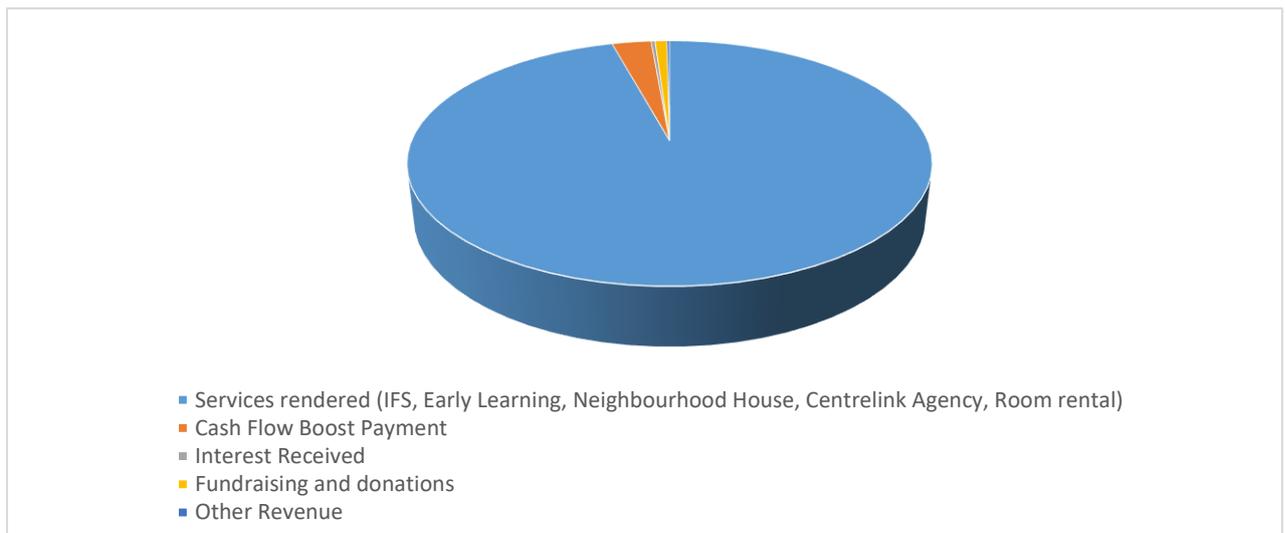
The Auditors confirmed KCLC has strong and established organizational systems, processes and practices that are provided.

Financial Highlights

Auspices KCLC provided to community groups



Sources of Revenue



The Kyabram Community and Learning Centre Inc ended this financial year in a positive position and our finances are in a very sound position for a not-for-profit organisation. Profits for 2020 financial year \$224,433. The profit this year will be secured to enable maintenance and asset replacement when required in future years.

Peter Hann
Chair/Treasurer

Events and partnerships

Colour Run

For our second year KCLC prepared for our major fundraiser the colour run. The support for this event has grown each year with both community support attending the event and our business community supporting the event to ensure that KCLC is able to raise much needed funds to continue our work in supporting the community the best we can. We chose to delay the colour run to support Kyabram P-12 College in their event and then COVID-19 has since prevented the gathering of large groups. As a result KCLC moved the event to an online forum and KCLC thanks all people that are still supporting KCLC and the community that benefit from these fundraisers throughout the year.

CFVAG

The partnership of the Campaspe Family Violence Action Group has continued to grow with member organisations working together to support our community access services, support raising community awareness and challenging stereotypes within our community. A review of CFVAG priorities were undertaken this year with support from the Shire of Campaspe for a facilitator to assist with this work.

IFVRAG

KCLC's connection with the IFVRAG has been a welcome connection to some of the members of our indigenous community. We have worked well in partnership on programs and as auspice for the group on projects, as required. KCLC would like to thank the IFVRAG members for their time and guidance in supporting KCLC improve our understanding, connection and celebration of our indigenous community.

Krispy Kreme Fundraiser

In 2019 KCLC tried working outside of our usual fundraising initiatives and instead of asking our local businesses to donate during challenging times we would engage with an organization outside of our town in attempt to also be able to fundraiser funds from outside of KCLC and bring them into KCLC also. This fundraiser did attract significant attraction from a variety of communities outside of Kyabram and was successful of bringing new funds into KCLC that were able to be spent locally on goods and services for members of our District.



Kyabram Masonic Lodge and Mitre 10

The Kyabram Masonic Lodge kindly approached KCLC to support the Kyabram Community Meal/foodbank with a donation generated from a sausage sizzle held at the Kyabram Mitre 10 store. Unfortunately with the COVID-19 outbreak these and many other fundraisers were suspended until it is brought under control.

Woolworths Christmas Tree



Our partnership with the team at Woolworths and the Kyabram Community is one that supports a number of families within our region. The National average is 1 in 6 children are growing up in poverty. In Kyabram we have a population of 7,331 and service a District of 16,000, resulting in 1221 to 2666 children living in poverty within our District. These figures are not including the increase in people needing support due to COVID-19.

It is with partners like Woolworths that are willing to assist KCLC to collect items which will support these children and their families to enjoy a life many of us take for granted.

Sheridan Partners, D & V Riordan, Waterpool, Elders Insurance Food Drive and Christmas.



Multiple times a year this group of local businesses (D & V Riordan, Waterpool, Elders Insurance and Sheridan Partners) hold food drives, clothing/coat and blanket drives and Christmas appeals. The goods donated to families during these appeals are generated from the Kyabram District and staff from the businesses to support families within our District. We thank all people that support these drives on behalf of all the families that receive this support throughout the year.

Thank you to our Supporters

KCLC is a not for profit organisation and a registered charity, reliant on our members, partners and philanthropic donors to provide vital funds, as well as the essential volunteer support that is the backbone of our work. We occupy a unique position between the private, community and place great importance on these relationships.

Our capacity to pursue and achieve public interest goals derives from the culture and community of goodwill that we have fostered over many years with lawyers, governments, professional associations, funders and community groups.

We would like to recognise the support and contribution of the following people and organisations:

Life Members

Gretta Barrett
Judy Binion
Helen Caldwell
Glenys Crow
Lesley Lowe
Maree Matthews
Fay Pattison
Trevor Simm
Delia Soar
Bill Solly
Wendy Smith
Margaret Sullivan
Barbara Wilson
Beth Murray
Sue Solly

Volunteers/Students

Heather Darby	Dermot Brophy
Tamara Kelly	Sue O'Sullivan
Jenny Corrigan	Tara Groves
Kaylene Barker	Melanie Smith
Lesley Lowe	Ellie Fry
Andrew Lovie	Natasha Harney
Rebecca Grant	Lorraine Warren
April Basset	Angela Arnold
Paris Lehmann	Bev Hubble
Heidi Milne	Lionel Curling
Mary Roberts	Helen Walker
Heather Dove	Janine Coleman
Ruby Grabham	Jill Tucker
Barbara Archibald	Lisa Walters
Chrystie Reardon	Julie Ford
Kara Canny	Belinda Evans
Rhonda Matthews	Dianne Smith
Evelyn Groves	Adriana Shaw
Gladys Russell	Denise Gemmell
Marg Mason	Anne Price
Faye James	Margaret O'Sullivan
Judy Scott	

KCLC is committed to building dynamic partnerships that ensures we are connected to the communities where we live. Without your support we would not be able to do what we do.

We thank our Community Partners



Alanon
 Narcotics Anonymous
 Kyabram IFVRAG
 Kyabram Uniting Care
 Family Safety Victoria
 Lifesource Church
 Kyabram Uniting Care
 Kyabram Bendigo Bank
 Roy Ogden Foundation
 Kyabram Baptist Church
 D & V Kyabram
 147 Fenaughty Social Club
 Bakers Delight

Haven Housing
 Kyabram CERT
 Kyabram Food Swap
 LMWH
 Bunnings Echuca
 Kyabram Community
 Save the Children
 CFVAG
 Scentral, Moama
 ACT Curious
 Woolworths Kyabram
 GMCU
 Riverine Herald

Empire Signs
 Youth Partnerships
 Water Pool Co-op
 Safer Care Victoria
 Kyabram Chamber
 CCLLEN
 Kyabram CERC
 White Ribbon
 Salters
 Sheridan Partners
 Elders Insurance
 Debi Kitt

Early Childhood Intervention Services Team

And having the opportunity to connect with Njernda in Echuca and Rumbalara in Shepparton to assist to meet the needs of the Kyabram Community.

We thank our Government Partners



WE thank Our Peak Bodies

- N.H.V
- R.A.N.C.H
- Campaspe Cluster Neighbourhood Houses
- North Central Family Services Alliance



We thank our Funders



We thank our Regionally Elected Members of Parliament

Peter Walsh MP

Wendy Lovell

Damien Drum

Individual Donors

We sincerely thank the many valued individual donors who generously supported our work, including through our annual fundraising events.

To all of you who have supported and donated, who have helped spread the word about the movement. YOU are the reason these amazing stories of impact exist. Thank you for changing the future.

This is just the beginning. Stay in touch.

We look forward to showing you much more of what is to come.

Early Learning

Philosophy

KCLC Childcare provides an inclusive curriculum based around the Victorian Early Years Learning Framework, also including the family and child's voice.

KCLC incorporates community practice to promote children's identity, wellbeing and sense of belonging in a safe and sustainable environment.

We believe as educators the early years are critical for establishing self-esteem, resilience, healthy habits, curiosity, empowerment and a love for lifelong learning.

As educators we are dedicated to continually update, reflect and improve our practice through ongoing professional development.



Parent Voice

My son has been at KCLC for just over three years now and has come a very long way thanks to the wonderful ladies at day care. If it wasn't for the girls there we would not have known how to access some critical schemes for my son's development. They have been so supportive and continue with a range of activities and learning tools for his development. He enjoys his days and I know if it wasn't for him going to day care, as a first time Mum and full time worker, I would not be able to give the vast assortment of fun activities these girls offer. They teach him manners, words and so much more to progress through his early years. Thanks girls!



My twins attend K.C.L.C. Early learning. We looked at other centres, but felt 100% supported by the program+ Educators at K.C.L.C. The Educators support our beliefs and Culture. And my girls love coming to care. As an Early childhood Educator myself I have high expectations of what I would like to see in a care setting and K.C.L.C meets all of them. The Educators have built strong bonds with my girls and our family and I know I have made the right choice when I chose K.C.L.C.

We have used KCLC Early Learning for last 5 years. We are stoked with the level of care and compassion given to each of our 3 children. We appreciate the learning that goes on and can see how it has helped as our eldest is flourishing at school now. Our kids always have a great day when at KCLC Early Learning.

Both of my sons have attended KCLC over the last three years, from as young as 4 months old, right through the kindergarten. During our time, we have found the staff to be nothing short of amazing. I happily leave my children in their care knowing my boys are being cared for in a loving manner and supported in their education, interest and fussy eating. Both of my son's are confident in their care and think of the girls as family, which is huge comfort to me. I could not recommend the centre more highly.

Achievements

- Play worlds introduced to increase literacy skills
- Intentional teaching allocated time introduced to further extend children. Each day educators plan an activity to further extend children's abilities based off children's interests, staff interests and parent goals. November 2019
- New menu approved by Smiles 4 Miles and gained Achievement sticker
- A number of New children, even through COVID
- Numbers have been good given COVID and Expansion Renovations
- Attendance was high in second round of Lock down
- Received a grant for the community garden
- Further embedding Ingenious Culture into everyday practice
- New medical bags to store medication
- Staff training around information sharing, Play worlds, Intentional Teaching, Attachment and Emotional Coaching



Play Worlds:

Play Worlds is a play based model of teaching young children to form concepts. It's an intentional teaching approach developed by Marilyn Flear at Monash University and we here at KCLC have adapted it to our learning program. Each world is based around a book or fairy tale, it can be set up anywhere. We run a story or fairy tale over two weeks. It is an imaginary scenario created by the educator where young children are invited to go on an imaginary journey, solve problems and learn. Children are given the freedom to turn the story into their own version.



Incursions and excursions 2019-2020

July:

NAIDOC WEEK- Went to the smoking Ceremony at the Fauna Park

Community Members Visited- Billy Brady (Electrical), Mitchell Bull (Police), Carolynne Coutts Smith (Dental), Tyson Di Petta (Fire Brigade)

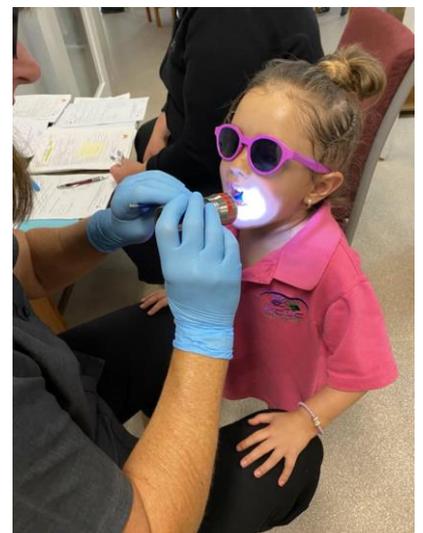


August:

Teddy Bears Picnic in the Community Garden

Book Week Visitors- Miles Gould Kyabram Chamber of Commerce, Vicki Huggard Family services, Natalie Stephenson Kyabram Library, Jennifer Savage CEO KCLC, Mitchell bull Kyabram Police, Kate Whitford P-12 College, Peter Walsh Politician, Holly Tregenza Kyabram Free Press and Braydon Stone St Augustine's Kyabram

Visits to the Library



September:

Warramunda Visits

Community Garden Visits

October:

Grandparents Week: 21st-25th- we had lots of our favourite people come and join in on activities

November:

Sam Ferrier- Shire of Campaspe to teach children about sustainability

Police Visit- Road Safety over in the community garden using road signs to stay safe around the roads

December:

Warramunda Christmas Visit to sing songs and wish them all a wonderful Christmas

February:

Plastic Solutions Visit- keeping our water ways clean

Fauna Park visited us with a friendly Lizard

Dental Visit from the ERH Hospital- all children 3 and over

March:

No further excursions have been available to the children due to COVID-19 restrictions, as per DHHS requirements.

April:

Children made thankyou cards for the essential workers looking after us during COVID. Cards went to the follow places and people:

All individuals at Ambulance station in Kyabram and Police Station

Made big cards for Hospital Staff, Warramunda Staff, Scope Staff, Ky Regional Clinic, Amcal Chemist staff, Kerrs Chemist staff, IGA staff, Woolworths Kyabram Staff and all the Petrol Stations in Kyabram.

Made a total of 85 cards.



Kinder Graduation

In 2019 we held our first official graduation for the Kindergarten Children heading off to school. The children demonstrated to their guests many of the skills they have learnt at Kinder. Children introduced themselves in Indonesian. They then sang their favourite song and used sign language. Each child was presented with their graduation bear which all of them wrote their names on, their kindergarten photos, their learning portfolio and a framed photo of themselves in their graduation gown.

It was a great night for all the families to get together and make a connection and arrange a catch up for the first day of school in 2020.



Our Team of Educators



Director\Early childhood
Teacher: Emily Edgar



Co-ordinator\Educational
Leader: Sevi Besim



Room Leader: Suzana
Besim



Room Leader: Chris Willis



Educator: Chloe Chiswell



Educator: Jodie Ryan



Educator: Maricel Tesoro



Educator: Cheryl Nyberg



Educator: Ashley Fleming



Educator/Cook: Judy Parsons



Cook: Matthew Woods

Integrated Family Support Services

"Discover that the quality of our relationships with our teachers, families, friends and communities is as important to learning as the curriculum, testing and technologies which usually occupy our attention"

Lou Cozolino (neuroscience of human relationships)

Over the past 12 months the Family Services team has continued to work toward supporting vulnerable families to identify and build on their individual strengths and to ensure a connection and a sense of belonging to family and community.

This has helped families to work forward from trauma by assisting to create opportunity for co-regulation and healing.

Through continuous improvements in working with governing bodies Family Services strives to maintain best practice through best practice case principles, continuous review of policies and by working closely with collaborating services.

To assist in improving practice and capacity build awareness the training opportunities the team has had opportunity to complete are:

Cultural Competence Training

- Promoting equality and respect
- Diversity and discrimination

Family Violence Training

- MARAM Training
- Safe and together training
- Victims of crime training

Trauma Informed Practice trainings

- Building early attachment
- Treating trauma series – neurobiology of trauma
- Dr. Lou Cozolio – Social neuroscience of trauma and healing

Covid 19 training

- Covid infection control training

Child safe training

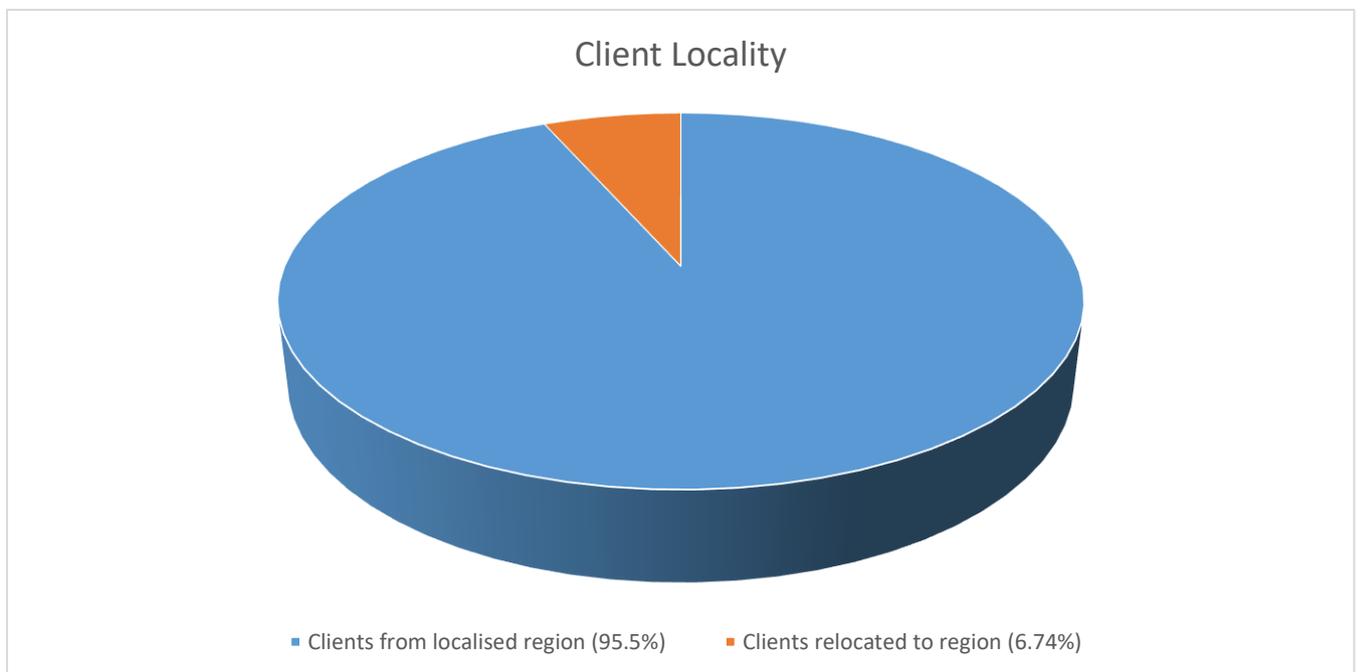
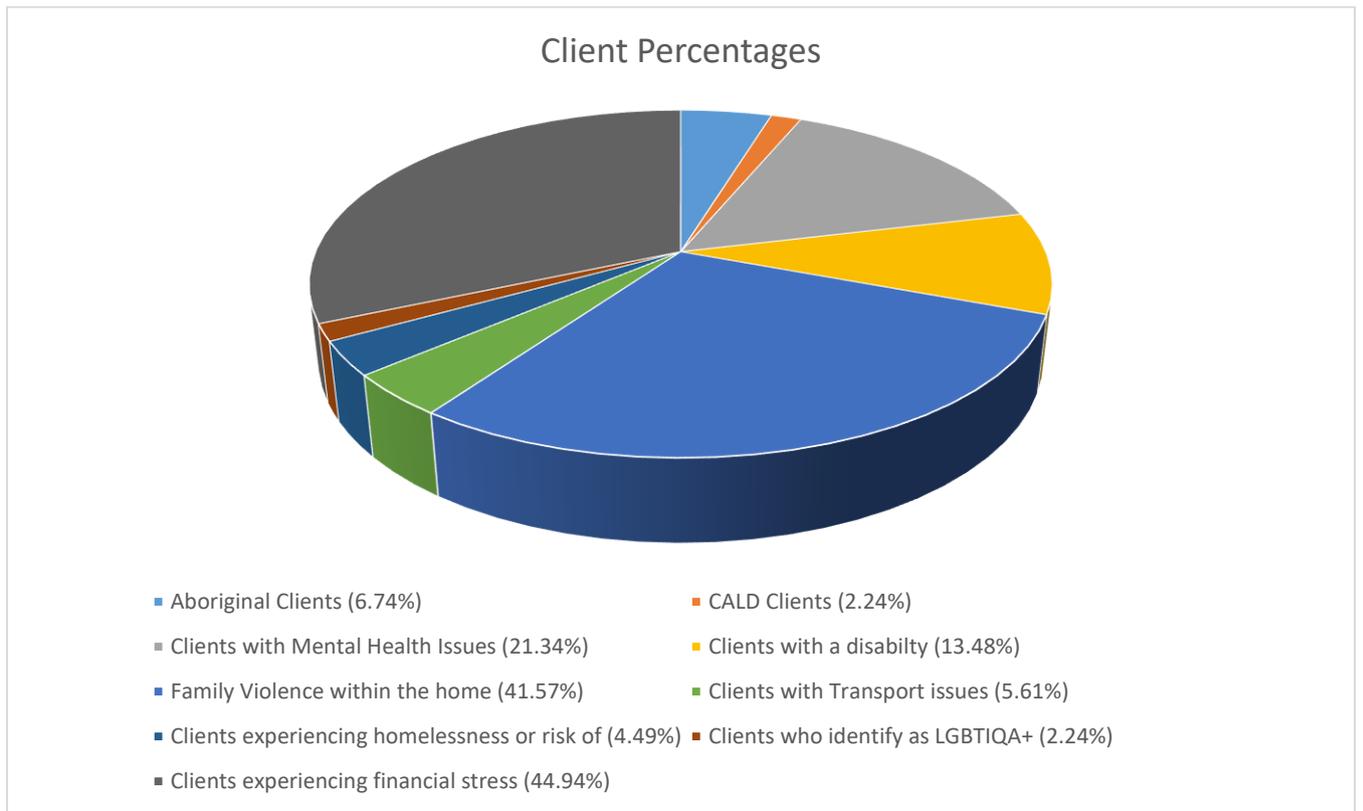
- Child safeguard training
- Child safe standards training

NDIS Training

- Working with NDIS to support families

Integrated Family Services over 2019-20 financial year saw 89 families receiving services from the team.

Our Clients



The team have been busy with the COVID changes to practices and have met these changes with professionalism and adaptability.

Group programs have been unable to progress since the beginning of the year due to social distancing but the team are still able to deliver parenting sessions remotely to families using various technologies – Facetime and Zoom applications.

Neurobiology sessions have also been suspended for the time being – the team has had some additional training to prepare for future appointments.

The following challenges are still being observed by some of the Family Services clients

Those that live with an undiagnosed disability and live in poverty have barriers to the NDIS scheme.

The barriers experienced by KCLC clients include;

- To access the NDIS applications have to be completed which include assessments and information (letters and reports) have to be completed, which incur significant costs for professionals to complete.
- Knowledge on how to complete forms
- Own transport
- Cost of transport upfront costs
- Cost of GAP fees for the professional assessments for clients
- GAP fees for counselling and other therapies
- Inability of public transport times to rural areas coinciding with appointments
- Lengthy delays from initial process and final outcome of applications for NDIS

Limited outreach to the Kyabram area:

- Youth Services
- Youth mentors
- Clinical Psychologist Assessments
- Specialised Services that are available in Bendigo

The challenges have also been impacted by COVID-19

Looking ahead for 2020-21 the Family Services team will continue to build on their individual knowledge and specialised experiences to deliver services which endeavour to build all families ability to become independent and resourceful.

There will be a focus on meaningful interactions with families creating opportunities for growth and learning, co-regulation to foster self-regulation for parents and children and a continued support through advocacy and collaboration between agencies.

Business Services

KCLC has continued to support several other agencies and groups provide services to the Kyabram District. This includes providing Auspice support to groups including Indigenous Family Violence Action Group and the Campapse Family Violence Action Group, Community Support Groups and Agencies.

Outreach services can be one off access provision or ongoing space for Services to support the Kyabram District, learn, grow and achieve. Some of the programs supported by KCLC include; Haven Housing, Psychologists, office Space, Youth Partnerships, Centrelink Agency, Counselling support, Warner Institute, and other education services.

KCLC Property at 226 Albion St, is home to the Kyabram Men's Shed, and where furniture making and Aquaculture ACFE courses are held.

During COVID-19 lockdowns KCLC business services was impacted through the changes required to our outreach services that attend KCLC delivering in alternative models. These changes worked better for some community members, however for others these changes presented significant challenges that KCLC worked hard to support them with.

As room hire bookings reduced so did a proportion of KCLC's income which supports a number of programs within our community. This reduction is a challenge we will continue to work through as we move to COVID normal operations and learn from others finding new and dynamic methods of connection with our communities.

KCLC Memberships

Memberships continued to grow in 2019/20. We currently have 86 Members, and look forward to growing this base. Any community members that are wanting to join the KCLC Committee of Management are required to be a KCLC Member prior to nominating. All childcare and kindergarten families are family members while their child(ren) are enrolled at KCLC.

There are 4 Membership Types available to our community, including;

- Individual Membership* - For one person 15 years or over, inclusive of one vote. Full members who are under the age of 18 are not able to nominate for the Committee of Management (for legal reasons). \$10
- Family Membership* - For one or two adults and all dependent children within the family. There is one vote per family membership. \$15
- Associate Membership* - For community groups to utilise KCLC facilities, room hire. \$10
- Life Membership* - Nomination to be approved by the committee of management.

(*Conditions apply)

Significant Days

Some of the significant Connection Days KCLC participated in include;

- Reconciliation week
- NAIDOC day celebrations
- 16 Days of activism
- White Ribbon Day
- Darnya Day
- IDAHOBIT Day
- Purple Day – The Gift
- And many more



Financial Statements
2019-2020