



# ANNUAL REPORT

## Sorrento Community Centre

Year Ended 30 June, 2019

*"There is no power for  
change greater than a  
community discovering  
what it cares about"*

*- Margaret Wheatley*



**CONNECT  
LEARN  
GROW  
STRENGTHEN**



All set for Christmas - the creativity of the children at Sorrento Early Learning

## Vision

To establish and maintain a healthy, vibrant and connected community.

## Purposes

Sorrento Community Centre aims to provide community leadership by bringing people together to connect, learn, grow and strengthen through:

- Responding to, supporting and engaging the community using community development processes such as
  - community consultation, responding to identified needs and priorities,
  - collaborating with others to build sustainable funding bases and
  - ensuring ongoing financial viability and accountability
- Promoting community participation and inclusion
- Supporting lifelong learning opportunities
- Promoting health and wellbeing opportunities

*Sorrento Community Centre acknowledges and pays respect to the Boon Wurrung / Bunurong people, the traditional custodians of these lands and waters*

## Values

**Collaboration.** We believe that by working with others, more can be achieved. Building partnerships with other organisations and agencies is our way of work so that we can help people to find a sense of belonging.

**Connectedness and Inclusivity.** We believe in the power of people. We continually work to engage the members of our community in ways that meet their needs so that we can help create a healthy, vibrant and connected community. We welcome people of all ages, backgrounds and abilities.

**Learning and Curiosity.** We believe in the importance of learning opportunities for people throughout all cycles of life. We aim to stimulate curiosity as part of a Positive Ageing Strategy.

**Health and Wellbeing.** Positive health and wellbeing is fundamentally important for all segments of our community and is a key success factor for the Centre.

**Accountability.** In order to effectively maintain and grow our services for our community, we strive to become financially viable, transparent and accountable.



We educated the children about the three flags that represent our beautiful country



## People without whom.....

The importance and the need for people who happily and voluntarily share their time and talents with others cannot be over-estimated.

We rely on volunteers. They enable us to help bring people together to

be **connected with others, learn,**

**grow,**

**strengthen both as individuals and**

**grow our community.**

And in return?

Through becoming part of our community,

people gain a sense of belonging and relevance,

become healthier,

happier, and lead fulfilling lives.



**Volunteers celebrate together over lunch at our end of year get-together December 2018**



**A glimpse of Sorrento**

## Chairperson's Report

What a year we have had!

The 2018/19 reporting year has been one of significant change and discovery for the Sorrento Community Centre.

I reported at our last Annual General Meeting on our organisational review and that as an outcome of the review, the Centre had introduced a revised staffing structure comprising two part-time roles to assist us to further enhance our face to face client service offering. The hours for each role are spread across the five days of the working week and actual attendance hours have resulted in front desk customer service between 9 am and 5 pm each weekday. We have been very pleased with the results, and feedback we have received from our community has been most supportive. In May 2019, Lyn Reid, the Centre's Bookkeeper for the past five years resigned from her SCC role to take up full time employment. I would like to take this opportunity to acknowledge Lyn's service and the contribution she made to the Centre during her term of employment.

We were thrilled when Heather Barton AM agreed to assist the Centre in August last year. Heather initially joined the Centre as a consultant to guide us through the early stages of introducing the revised operating structure. Even better news was to come when Heather agreed to accept an offer to be appointed as the Centre Manager. Heather has formed an outstanding working relationship with all of our Board Members and Program Leaders. And, despite the massive

## Chairperson's Report cont'd.

challenges Heather has faced in dealing with government agencies and semi government organisations with which we need to work to procure and provide services, I am pleased to advise that she has agreed to extend her appointment into 2020.

Neighbourhood Houses/Community Centres bring people together to connect, learn and contribute in their local community through social, educational, recreational and support activities. Our Centre participates actively in the Mornington Peninsula Neighbourhood House networks to share information and ideas.

Our regular activity groups have become more diverse expanding beyond, but not limited to the Savvy's, Book Clubs, Mosaics, Tai Chi, Yoga, Mah Jong, Gone Gardening, Drawing and Art classes. For those wanting to keep active, the mid-week Walking Groups, Best Foot Forward, Shake it Up Music, Dance and Movement, Live Longer Live Stronger – and most recently, the introduction of the new sport – Pickleball – forms a weekly attraction. Did you know that the Centre provides a Podiatry service every three weeks? Our thanks to the tutors and leaders whose contribution is integral to their success.

In the campaign to rid the Peninsula of single-use plastic bags, the Boomerang Bags project has continued, and as an additional service, the Centre has introduced a Secure Document Disposal service.

User groups continued with 22 teams from the Sorrento Junior Basketball Club now using the Stadium weekly for after-school training, together with other basketball practice groups. Other groups using the Centre include Sorrento Writers, Sorrento Ladies Probus, Nepean Coalition Group, Nepean Ratepayers Association, Red Cross and AA.

In our continuing aim to develop community cohesiveness and work together with other community groups, during the past year the Centre has been pleased to continue as the 'auspicing sponsor' for the Blairgowrie Community Garden group and, more recently, the Roger Penman Reserve Refurbishment group.

In our report last year, we emphasised the ongoing challenge the Centre faces as our operating expenses continue to increase at a greater rate than program participation and, correspondingly, our income.

While we are pleased with the progress we have made in our endeavours to work our way back towards a balanced budget, we have faced some unplanned expenses for the reporting year.

During this year, to better serve our community, the Federal Government's new Child Care Subsidy scheme was implemented, enabling eligible families to receive a Child Care Rebate. For the Centre, instead of receiving a fixed amount of annual State funding, the new system requires working with Federal Government Agencies, including Centrelink, resulting in a series of unpredicted challenges and a four-month delay in implementation.

These included unbudgeted purchase and rental of approved software, delays caused by conflicting instructions as industry providers came on board and while the system was being bedded-in across Federal and State Government Departments and their online systems.

These caused weeks and weeks of frustration and delays as our staff spent day after day in the transition process.



**Creators Market in full swing**

However, I wish to pay tribute to the Hon. Greg Hunt MP and his staff who came to our aid and assisted in speeding up the process. The initial probity requirements for staff and Board members was extensive and time consuming; you will be pleased to know that we all have clearance from the Australian Business Register (Tax Office), AFSA, ASIC, PRODA as well as current Criminal Record and Working with Children Checks! We continue to provide ongoing support for families as they come on board with the system; gradually the system will be less time consuming and run smoothly.

### Sorrento Early Learning

continues to thrive, and was expanded during the year to run five days each week, over 48 weeks of the year.

In order to continually improve educational programs and meet enrolment demand, we were successful in gaining some additional funding through a budget bid with the local Council, and plans for further expansion and enhancements are currently being worked on with representatives from the Mornington Peninsula Shire.

As we strive to increase participation, the Centre has also initiated successful system and process changes including a new telephone system which increased call capacity and introduced a functioning message system, computer upgrade enabling compatibility across all computers,

## Fundraiser Golf Day 2018

The Sorrento Community Centre Annual Golf Day, our major fundraising event each year, was held at the Sorrento Golf Club. The day was an outstanding success with 120 participants, about 40 of whom chose the lunch-only option.

We have earlier this month held our 2019 event at the Portsea Golf Club. Once again, we have been humbled by the generosity of our community members and their guests.

Proceeds this year will go towards improving recreational facilities and indoor sporting programs.



## Chairperson's Report cont'd.

and, through the new software system, an improved Early Learning enrolments and reporting system. These urgent and necessary core activities are important, not only for the service they provide, but for the financial wellbeing of our Centre.

Whilst Adult Education classes have been limited to First Aid, Responsible Service of Alcohol and IT, and based on the cancellation of a number of activities, the challenge remains for the Board and staff to ensure that our programs are relevant and meet community needs in what is a comparatively small and well serviced market.

The introduction of the quarterly Sorrento Community Conversations events on topics of general interest have been well received, with guests including John Baker, the CEO of Mornington Peninsula Shire, Felicity Topp, the CEO of Peninsula Health, and our State and Federal Members of Parliament. The Open Days and afternoon drinks functions have also been events to bring our community together.



Board working teams have continued to monitor and implement strategies to ensure programs operate at an optimum level, within budget and assist us to build reliable income streams. We need to continue working to enhance our knowledge of community preferences and needs and, armed with that information, find tutors who can work with us to offer new programs and expand the existing offerings.

### Forward Planning

The Board, along with our Manager, has conducted a review of the previous Strategic Plan, and created a new, enhanced and ambitious Strategic Plan to cover the next three year period of growth and develop

ment. Implementation of this plan is through our Annual Operating Plan, and provides clear allocation of responsibilities and accountability with relevant performance measures.

### Our Valued Volunteers

The importance and the need for volunteers to assist our Centre achieve our aims cannot be over-estimated. They are essential to the structure of not only Sorrento but the statewide Community House network. So, thank you very much to the people who generously share their time and their talents with us to help us all achieve more for our community.

Please note that we welcome and warmly appreciate any contribution. Our community is blessed with talented people and we would dearly love you to take up the opportunity to share your skills to enhance the offerings for the community. I urge you to review the Centre's Strategic and Operating Plans and should you be tempted to become involved in assisting us to achieve more, please don't hesitate to consult with any of our Board members, staff members or other volunteers.

### Building and Amenities

We reported last year on our building and its many constraints and flaws. The Board and Manager have again this year worked tirelessly with Mornington Peninsula Shire officers and service providers to ensure the maintenance of the facility is optimised. As you would appreciate, there is not usually a priority match in these dealings but all parties continue to work to the best of their ability to maintain the building and its surrounds at appropriate levels. We are grateful to the Shire for selecting us to install, as part of their Environmental Strategy, a trial Solar Panel/Battery Support at the Centre. We are pleased to report that as a result of this improvement, during the first year of operation, a saving of \$2,000 has been achieved.



## Chairperson's Report

The Board in conjunction with our Shire Councillors and officers again initiated a Capital Works Budget Bid for the 2019/20 budget period. The addition of public toilets on the south east corner of the building and expansion of Early Learning facilities were projects captured in the bid; this proved unsuccessful, except for minor funding for planning and some Early Learning Centre improvements which will enable a small increase in enrolment numbers

Looking forward, we have been working with Shire Officers and Architects in relation to a 'master plan', informed by consultation and data collection, to include staged projects which would ensure that the building is ultimately more inviting, fit for purpose, and enabling significantly expanded greater community use seven days a week.

A future Capital Works Budget Bid will include an upgrade of our non-compliant Indoor Sport facility. To have changes made to make the court areas compliant for competition basketball and netball will expand the opportunity for significantly greater community use.

### Thank You!

The support offered to the Centre by our Nepean Ward Shire Councillors, Bryan Payne and Hugh Fraser is very much appreciated and while we understand that they cannot make all



of our wishes come true, we thank them for their efforts on our behalf.

The Shire staff and the people in our funding agencies are also to be acknowledged and thanked for the assistance and advice that they provide as they support us in our endeavours to continually improve the services we offer our community.

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

Our Board members are to be thanked for their commitment and their preparedness to share their skills and time to benefit our Centre. Two of our Board members Inez Dussuyer and Gloria Watson resigned during the past year; also Andrea Galgoczi Kratochvil and Gail Hood have advised they will not stand for re-election to the Board for the 2020 year. We thank them for the contributions they have made to the Centre during their time on the Board and for their advice that they plan to continue to support the Centre in targeted project areas.

We look forward to another successful year ahead where we continue to strengthen and build our capacity and fully implement our plans to engage and support our community.

**Shane McMahon**  
Honorary President  
Sorrento Community Centre

November, 2019



## Working towards a Sustainable Peninsula



**Make your own Bees Wax wraps -  
popular Sunday workshops**



**Sorrento Boomerang Bag group  
achieved a milestone of 6000 + bags**



**Getting expert at making your own  
compost - workshops with the dirt guru**

# Treasurer's Report

I am pleased to present my Treasurer's Report for the twelve months ending 30 June 2019.

The financial year has been another challenging one for the Sorrento Community Centre which recorded a loss of \$53,044 for the twelve months to 30 June, 2019. This loss has been exacerbated by several abnormal items mostly to do with the change of the Centre's Management and amounts owing to tutors which had not been identified.

Whilst the Board did not like to see the Centre incurring a loss, it was very happy to see the tide turn to the extent that we are now making a good year to date profit.

Annual Operating Income was \$286,000, representing an improvement of \$22,000 over last year, but still \$30,000 short of budget.

Expenses, although well managed, were \$339,000 against a budget of \$319,000 and compared to \$265,000 last year. We predicted that we would take a hit during the year and budgeted accordingly, but some unforeseen staffing expenditure further exacerbated our loss-incurring position.

We had budgeted to make a loss of \$2,000 for the year. Notwithstanding missing our revenue budget of \$316,000 (mainly because we did not receive the full ACFE funding for the year) and exceeding our budgeted expenses of \$319,000, resulting in a loss of \$53,044, I accept the fact that we have overcome an adverse position that we have effectively managed through.

## Summary: \$000s

	2019	Budget	Variance	%	2018	Variance	%
<b>Revenue</b>	286	316	(30)	(9.5)	264	22	8.3
<b>Expenses</b>	339	319	(20)	(6.3)	265	(74)	(27.9)
<b>Profit/(Loss)</b>	(53)	(3)	(50)	-	(1)	(52)	-

The Board continues to address all sources of the income on which the Centre is dependent as well as critically reviewing all the operational activities of the Centre in order to build future profitability and sustainability.

The Board has achieved much over the past twelve months including introducing disciplines surrounding culture, planning and accountability. This could well be thought to be challenging, particularly in a Centre dependent on volunteers, but everyone on the Board, as well as key staff and volunteers, have embraced the commitment to make the Centre profitable and to build a sustainable business which will serve our community well into the future.

## Within Centre

**20,416** total number of visits

*\*inc. volunteers, program participants, user groups.*

## Off-site Activities

**5,151** (25% of all activities)

*\*inc. Chat 'n Go Monday Walkers, Wednesday Walkers, Gone Gardening, Art Classes with Jos Law, Yoga with Jo Hafey and Savvy group activities*

## Stadium Users

**6,066** (30% of users)

*\*inc. Markets, Art Show, Magic Show*

**+ 5,040** (24% of users)

Sorrento Junior Basketballers

## Art Studio

**1,281** (6% of users)

*\*inc. Mosaics, Drawing Workshops with Leigh, Mah Jong, Sorrento Writers, Write your Life Story, Pottery, Book Clubs (4)*

## Meeting Room and Sewing Studio

**1,642** (8% of users)

*\*inc. meetings, functions, Community Conversation events, Weekly Boomerang Bag sewing and Patch workers*

## Other 1,237

*School Holiday Programs, Open Days, School Visit (St Joseph's Primary School), Kitchen Use, and other people dropping in*

## Registered Users

**- 427** (Financial for 2019)

## Treasurer's Report cont'd.

We have also continued to measure the performance of the Centre's various business segments. We understand that there must exist cross-subsidisation of inherently loss-making segments, however, this review has continued to focus our attention of the optimisation of each segment and to explore ways by which each will be sustainable. This is an ongoing process. As part of this process, we have elected not to participate in ACFE activities in the current financial year and to concentrate on where we can achieve the best results for the Centre and our community.

### Audit

We changed Auditors last AGM. I am pleased to report that MVA Bennett, our new Auditors, have given us a clean, unqualified Auditor's Report and have found no reportable issues. MVA Bennett are a large City firm who work with many similar entities such as ours and can be relied upon to advise us if they see anything that needs addressing.

### Outlook

The Centre has incurred operating deficits of between \$413 and \$53,000 for six of the past seven years (it made a small surplus of \$1,300 in 2016).

However, year to date 30 September 2019, the Centre is making a profit of \$17,000. Revenue is up \$34,000 on the same period last year. Operating expenses are rigorously controlled and are on budget.

The Centre is achieving excellent results year to date compared with the last two years. The synergy and vibe can be felt throughout. I am hopeful that our budgeted profit for the year to 30 June 2020 of \$6,000 will be achieved if not exceeded.

We are certainly not without our challenges. We will not rest on our laurels or allow ourselves to become complacent. We have new processes in place to make us all accountable and help us to collaborate to achieve our goals. We need the support of our Community, the fund providers and our volunteers.

I am personally very pleased that we are starting to achieve what we have set out to achieve, an acceptably profitable community centre that is making a real and sustainable contribution to its immediate communities and its surrounding dependents; a centre that has the funding and momentum to give back to - and support - our stakeholders.

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

In closing, I would like to sincerely thank Erica Bawden, the Centre's Bookkeeper, for her invaluable support and very hard work since she joined us. Erica sees the vision and has the passion to help us all achieve it. I would also like to sincerely thank Lyn Reid, our previous Bookkeeper who resigned during the year to seek additional work hours, for her diligence and support over the past five years.

I would also like to acknowledge the excellent and understanding support of the entire Board, particularly President Shane McMahon, for his attacking of his relentless workload, accepting and working through the constant challenges, keeping us all together and all with good humour. And of course, Heather Barton continues to be an absolute inspiration.

## Sorrento Early Learning

Pleasingly, and most importantly, Sorrento Early Learning exceeded its budgeted revenue by \$3,000.

It still turned in a loss for the year to June 30, 2019 but as at 30 September 2019 is now making a healthy profit, based on direct expenses, of \$17,000.

This is a terrific achievement due in no part to the dedication of Bianca and Jacqui and other staff. In addition, we have a solid waiting list of children for future enrolments.

**\*160** *Early Learning Sessions were delivered during the year.*

## Balance Sheet

**Total cash and deposits** stand at \$112,216 as at 30 June 2019. They were \$173,287 as at 30 June 2018. The difference is mainly attributable to payments made to our former Manager and other staff costs as well as the operating loss for the year.

**Total liabilities** stand at \$70,503 as at 30 June 2019 compared to \$93,567 June 2018.

**Net Assets** as at 30 June 2019 are \$133, 825 compared to \$186,869 as at 30 June 2018.

**Chris Malkin**

Hon. Treasurer



## Valued Partners in Building Community

### Working together for the common good

It is no secret that when people and organisations who share a common goal work together, more can be achieved for the common good. We warmly thank our partners, sponsors and supporting organisations for the contribution made over the year, and look forward to continuing to build these relationships further into the future. Some of them are listed here:



**Rye and District Community  
Financial Services Ltd.**



**Victorian Department of  
Health and Human Services**



**Mornington Peninsula  
Shire**



**Australian Department  
of Education and Training**



Education  
and Training



**Victorian Department of  
Education and Training**



**Pt Nepean Men's Shed**



**Jack 'n' Andys Op Shop**



**Sorrento Beachside Tour-**



**Rotary Club of Sorrento**



**BLAIRGOWRIE YACHT SQUADRON**

**Blairgowrie Yacht Squadron**



**Blairgowrie Community  
Garden Group**



**Sorrento Golf Club**



**Sorrento Basketball Club**



**Bunnings Rosebud**



**Penman Reserve  
Refurbishment Group**



**David Macfarlan Reserve  
Committee**



**Cómmunity 3942**



**Sorrento Primary School**



**Boomerang Bags**



**St Joseph's Primary  
School**

## Reaching Out, Giving Back - Thank You for Supporting Others

Through regular programs and activities, one-off 'pop up' programs and events, Sorrento Community Centre works to engage others and also reaches out to assist others.

### St Joseph's Primary School - Year 1/2 One Day Camp.

66 students visited Sorrento Community Centre where each student used their creative skills to decorate a bag to take home; bags generously donated by the Boomerang Bag group.



**Sorrento Primary School** - over 100 Boomerang Bags were donated to support the school's Father's Day activities.

### Australia's Biggest Morning Tea

The Centre was pleased to host a Morning Tea, bringing together members of our community to enjoy the opportunity to chat –as well as enjoy a delicious spread. Over \$300 was collected and donated to the Cancer Council.



### Winter Coat Drive

Thanks to the generosity of community members, over 50 coats were collected and distributed to local people in need through the Southern Peninsula Community Information and Support Centre.



### Hearts and Handbags

#### Glasses for Sight Collections

Thank you also to everyone who donated their 'no longer needed' handbags, complete with toiletries for disadvantaged women, and unused spectacles to be sent overseas. Thank you!



## School Holiday Programs ..... Look what we did!



Cooking



Sewing 101



Basketball



10

Magic



Circus Skills



Card Making

## Community is the new Currency



Gone Gardening



Exploring Working with Pastels



Pickleball: fitness all weathers, all ages



Kokedama  
Japanese type  
of bonsai -  
a Sunday  
Workshop



## Looking Forward

### Our Three Year Strategy 2019 - 2022

Sorrento Community Centre, an independent not for profit organisation, was established with the intention of creating a formal platform to:

- Invite members of the community to come together and participate in a range of activities designed and planned to meet their needs
- Build strength and capacity for local people through sharing of skills and knowledge
- Provide a basis for a learning journey for all ages.

Our framework to focus our work with community:

#### 1. COMMUNITY ENGAGEMENT

**Community is engaged ....**

More people use our wide range of activities and services more often.

#### 2. WE ARE RECOGNISED FOR LEARNING EXCELLENCE FOR PEOPLE OF ALL AGES

- Sorrento Early Learning
- School aged Children
- Adult Learning

#### 3. HEALTH AND WELLBEING

We encourage and facilitate healthy and active lives.

#### 4. INTERNAL CAPACITY BUILDING

We continually develop skills and resources

#### 5. BUILDINGS AND FACILITIES FIT FOR PURPOSE

Our facilities support our strategy for growth and community strengthening.

#### 6. FINANCIAL VIABILITY AND ACCOUNTABILITY

We are financially strong, and continuously develop our skills and resources for growth



# Sorrento Savvys

The Sorrento Savvys now have over 190 members (aged 50+) who participate in a diverse range of activities planned and managed by the members.

A planning meeting is held every three months during which Savvy members bring along ideas for events. We have a number of regular activities including a weekly one-hour walk on Friday mornings followed by coffee - we regularly have 30 to 40 walkers and locations are organised by one or two Savvys each month.

Once a month we have a drinks and dinner evening at a restaurant in our area - again this is organised by a volunteer. Other occasional activities include trying sports such as pétanque, croquet and bowls; longer walks followed by lunch; theatre, gardens and gallery visits such as shows at Beleura House; breakfast and lunch outings and really anything someone is prepared to organise and run.

In December we let our hair down and celebrate the great year we've just had at a fabulous Christmas Dinner.

Through all these activities, strong friendships are formed and a very supportive network has developed to support each other when needed.

But mainly we just have fun making the most of our community and all that our beautiful area offers.



Savvy Christmas



Pétanque Portsea



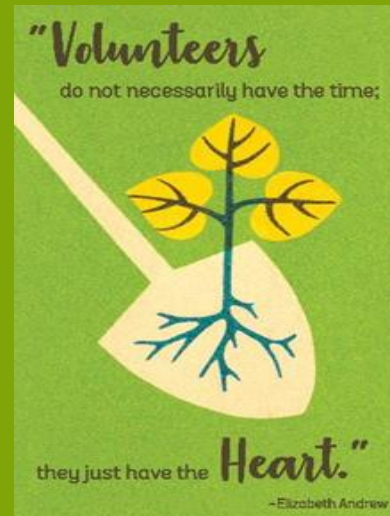
Friday Walks



Lunch Red Hill Bakery



## Sorrento Community Centre



### Contact Us

**Call us** for more information about our programs, activities and services


**(03) 5984 3360**

**Visit us** on the web at  
[www.sorrentocommunitycentre.com](http://www.sorrentocommunitycentre.com)

**Email us:**  
[admin@sorrentocommunitycentre.com](mailto:admin@sorrentocommunitycentre.com)

**Find us at**  
**860-868 Melbourne Road**  
**Sorrento VIC 3943**

*(Enter from Morce Avenue; car park behind IGA)*

 **Sorrento Community Centre**  
**Sorrento Early Learning**