

NATIONAL COMMUNITY HUBS PROGRAM

2022 Year in Review

STORIES OF ORDINARY PEOPLE
DOING EXTRAORDINARY THINGS



Contents

We acknowledge and pay respect to the Traditional Custodians of the lands on which our hubs are based.

We pay our respects to Elders past, present and emerging.

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A message from our CEO

If I was to sum up 2022 in a few words, they would be resurgence, resilience and joy.

Every year brings its own unique challenges and 2022 has certainly been no different. After the exhaustion of restrictions and COVID lockdowns, floods impacting communities across our network, worker shortages across many industries, and rising cost-of-living pressures, it would be easy to paint a bleak picture of the year that was.

Yet, every challenge brings opportunity and in 2022, there's been a real resurgence in our community hubs as families – new and existing – return. We saw the resilience of our hub model with its ability to flex and respond to the changing needs of local communities and we've seen joy as people from diverse backgrounds, circumstances and cultures came together at their local hubs to make real, human connections.

Hubs are safe, welcoming spaces that enable people to connect, share, learn and build a real sense of community, where people roll up their sleeves and just get on with it. The model is clear, tight and evidence-based, yet each hub looks and feels different. Flavoured by the school, the space and the community in which it is located, each of our hub leaders, with guidance from their school principal and regional hub support coordinator, adds the right mix of programs and support services to suit their local needs.

In 2022, the national hubs network expanded to Coffs Harbour (New South Wales) and Toowoomba (Queensland), and early in 2023, the size of the network will pass 100 hubs for the first time.

In Hume, Victoria, we reached a significant milestone with our nine pilot hubs celebrating 10 years in their community. With some of the original team still involved, they've navigated everything from changes in migration patterns to the challenges of a pandemic.

From Term 3, hubs delivered a similar number of conversational English classes as early childhood programs across the network, reminding us that everyone wants to connect, regardless of age.

At a national level, we are grateful for the generous and ongoing financial support of the Scanlon Foundation and the Department of Home Affairs. We extended agreements with the New South Wales and Victorian governments to 2024 and received accreditation from the Australian Service Excellence Standards (ASES) as a funding requirement of the South Australian government.



“I note CHA’s longstanding role in delivering the National Community Hubs Program and acknowledge the valuable contribution this program has made to the lives of migrants settling into life in Australia.”

The Hon Andrew Giles MP,
Minister for Immigration, Citizenship
and Multicultural Affairs.

My sincere thanks go to everyone who has played their part in keeping our community hubs network going and thriving over the past year, including local hub leaders, coordinators, school principals, volunteers, funders and the Community Hubs Australia team. People come to our hubs for many reasons, but the underlying thread is always the same – it’s to make a human connection. And that’s what you enable. I look forward to meeting many of you at this year’s national conference where we will finally connect in person for the first time since 2019.

Finally, to those readers not from a hub or who’ve never visited a hub, I warmly encourage you to do so. Reach out to a hub leader and ask them to tell you a story of someone they’ve met at a hub today, last week or even in the last 10 years. I guarantee you’ll hear stories of ordinary people doing extraordinary things.

Dr Sonja Hood
Chief Executive Officer
Community Hubs Australia



Photo: Dr Sonja Hood and the CHA team.

Our Chair reflects on 2022

With the challenges of the past few years now hopefully in the rear-view mirror for good, it's heartening to see a real resurgence of people – new friends and old – back at our hubs in a very welcome return to predominantly place-based programs.

Being able to provide a safe warm space where families can learn and connect with one another over a coffee helps people feel part of something again, and that's a feeling we've all missed over the past couple of years.

Hubs have always been about connection, especially for some of the most isolated people in our communities. So, to see our network grow again this year is both satisfying and rewarding. Our first hubs in regional Queensland have now opened, providing access to basic services and support to help local communities become more engaged and connected. This is how we build stronger communities from the ground up.

2022 also marks a significant milestone with our original pilot hubs in Hume, Victoria, celebrating 10 years of support in the local community. What has always been inspiring about the hubs is their ability to respond and connect people with whatever it is they need, adapting as circumstances and community needs change over time. As the team at Hume exemplify, good people will always find a way to keep doing good things.

It's also a reminder of why hubs exist. We want all adults, regardless of how long they've been in Australia or the circumstances in which they arrived, to learn English in a way that works for them. We want to support people who want to learn, whether it's to volunteer, learn a new skill, do further study or get a job. And we want to help people make real, human connections – after all, that's what makes hubs thrive.

Peter Scanlon AO

Chairman
Community Hubs Australia



Our achievements in 2022

Engagement



9,952 families engaged with hubs

8,641 referrals to external support services (e.g. education and training, emergency aid, family support, preschool, and community health services)

365 local organisation partnerships across the hub network

Early childhood



93 hubs delivered early years programs, either place-based, online or offsite

1,344 referrals to early childhood services, such as preschools

46 hubs ran targeted school-readiness programs

135 partners worked with hubs to deliver early childhood activities and programs such as playgroup, music, literacy, toy libraries and many more

English



81 hubs delivered English classes, place-based, online or offsite

1,171+ participants attended English classes and activities*

55 hubs referred participants to the Adult Migrant English Program (AMEP)

94% of English participants reported an improvement in English competency*

73 partners worked with hubs to deliver conversational and formal English classes

Vocational pathways



331 jobs were secured by hub participants

1,230 people volunteered on **20,245** occasions

977 referrals to education and training services

1,709 formal and informal training sessions were delivered

87 partners worked with hubs to deliver work-ready skills

About community hubs

Community hubs create social cohesion in some of our most disadvantaged communities. They're welcoming places where families from diverse backgrounds, particularly women with preschool children, can connect, share and learn together.

Every community hub has a goal to improve the social and economic outcomes of local families and individuals, particularly those from migrant backgrounds. Hubs are based on a proven place-based and people-centred model that builds connections and provides a safe environment, especially for women and children, that is uniquely tailored to their communities. By being embedded in local primary schools, hubs bridge the gap between families and the wider community, connecting families with each other, their schools, local services and support, and provide a gateway to health, wellbeing and education services.

"My mum has really changed now from being with this group. She has new friends and they are talking with each other. She is not alone any more and just stay at home. She is more secure to ask if she needs something or has any problems. I see this really big difference for my mum and am so happy."

Participant at Roxburgh Rise Primary School hub, Hume, Victoria.



Our community hubs network

What began as nine pilot sites in 2011, now comprises a network of 96 hubs across four states.



96

active community hubs
including seven new hubs,
two replacement hubs and
four hubs leaving in 2022

101

hub leaders

4

states

11

**support
agencies**

23

**metro and
regional
LGAs**

Our original hub pilot sites located in Hume – Bethal Primary School, Broadmeadows Valley Primary School, Campbellfield Heights Primary School, Holy Child Primary School, Meadow Heights Primary School, Meadows Primary School, St Dominic's Primary School, Coolaroo South Primary School and Dallas Brooks Community Primary School – are all still in operation.

In 2022, we welcomed seven new schools to the network and farewellled Gowrie Street Primary school in Shepparton, Victoria, Watson Road Primary School in Brisbane, Queensland, WoodLinks State School in Ipswich, Queensland and Wollongong West Public School in New South Wales.

Our new schools are:

- **Darling Heights State School, Harlaxton State School and Newtown State School** (Toowoomba, Queensland)
- **Elizabeth Park Primary School** (Playford, South Australia)
- **Narranga Public School** (Coffs Harbour, New South Wales)
- **Hilltop Road Public School** (a replacement school in Cumberland, New South Wales)
- **Mooroopna Park Primary School** (a replacement school in Shepparton, Victoria).

The following page includes the location of the network in 2022 and opening plans for 2023.

The map on this page shows hub locations by state and local government area (LGA).

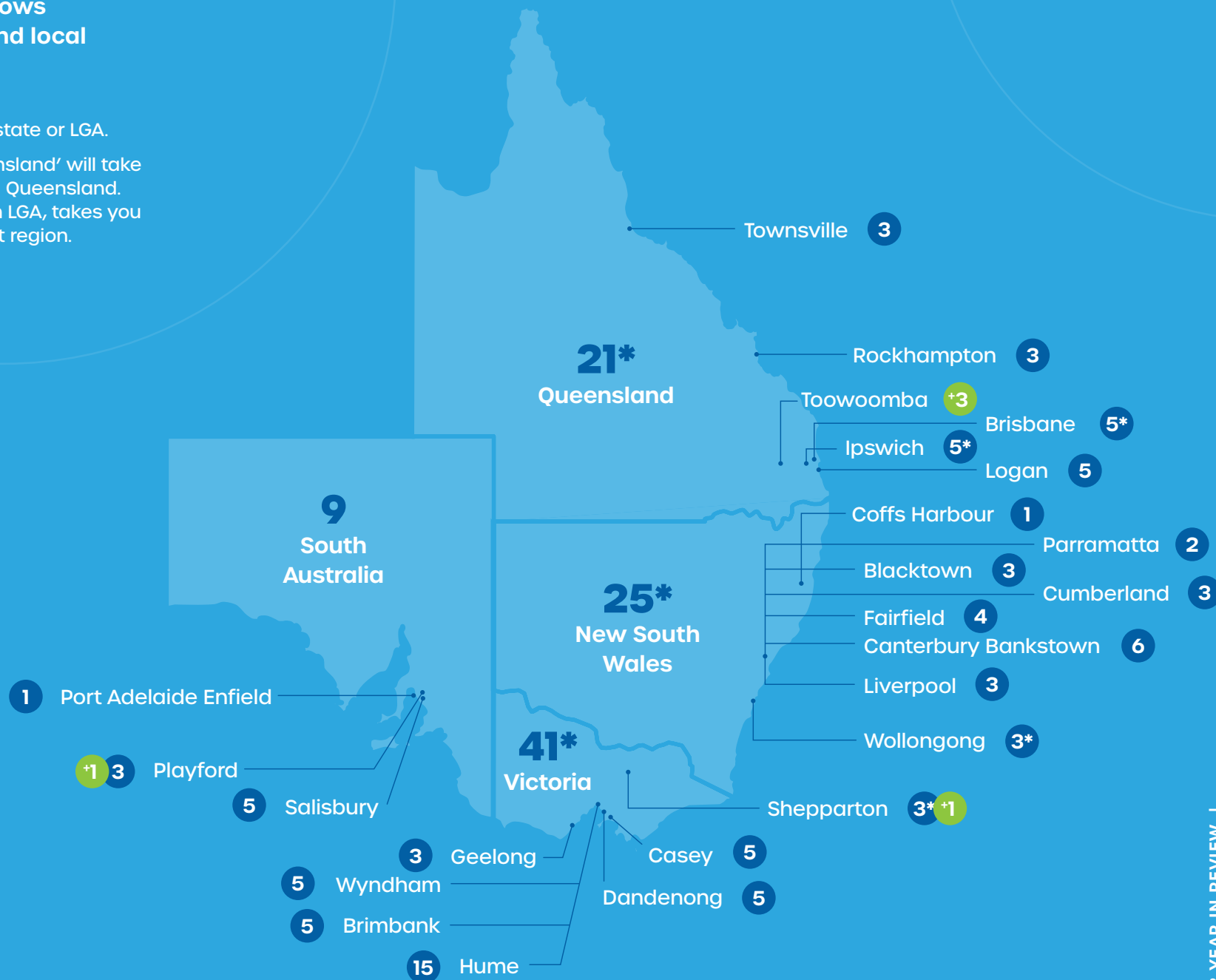
To see schools, click on either state or LGA.

For example, clicking on 'Queensland' will take you to the list of hub schools in Queensland. Clicking on 'Toowoomba' as an LGA, takes you to the list of hub schools in that region.

96*
active community
hubs in 2022

+5
new hubs
opening in 2023

* Hub left the network in 2022.



Celebrating our new hubs

With new community hubs opening across Queensland and Victoria, there has been much to celebrate in 2022.

At the launch of the five Brisbane community hubs, participants shared their stories of how their community hub has transformed their lives.

"It's been 10 years since I came here (to Australia) and I feel like I've started living now, because of the hub. The best thing is I've gained my confidence and I have more friends. Being a mother at home, it's hard. If the hub wasn't in the school, I wouldn't get any chance to go to a community hub. It's a really good idea to have the community hub inside the school."

– Udeni, originally from Sri Lanka.

"I'm very new to the community hub but since I've found it, I've been so grateful to have that place where you can go and meet people from all over the world from so many different circumstances. It's been lovely to feel that you can help each other, even if it's just sharing a smile or having a nice conversation. I know what it is like to come to a country and not know the language and how hard it can be. It is lovely, amazing and inspiring to be made to feel at home and it's greatly appreciated from all of us. Our kids also love it and that means a lot."

– Mari, originally from Venezuela.

Three new hubs were officially launched in Townsville, Queensland. The hubs, based at Aitkenvale State School, Kelso State School and Wulguru State School, are run in partnership with The Smith Family and cater to local migrant and Indigenous families.

In Rockhampton, we celebrated our new hubs at Berserker Street State School, Lakes Creek State School and Waraburra State School.

In Victoria, community members, hub participants and the Federal Member for Bruce, Julian Hill MP, celebrated the launch of five community hubs in Casey. Hub participants shared personal stories of how their hub had helped boost confidence, English language skills and engagement with each other and the wider community.



Photo: Bec Kotow from CHA (far left) and Alan LeMay from The Smith Family (far right) celebrating with principals Tracey Kenway from Wulguru State School, Thomas Frankling from Aitkenvale State School and Darrell Sard from Kelso State School.



Photo: Federal Member for Bruce, Julian Hill MP joined the celebrations in Casey.



Photo: (From left to right) Justina O'Connor and Jill Armstrong from Multicultural Australia celebrate the end of a busy year opening hubs in Rockhampton, together with hub leaders Ali, Shae and Brandon.

Building a stronger network

Ensuring the right support is in place for our hubs is critical. In 2022, we conducted an external review of the relationships between Community Hubs Australia and our agency partners, and the partners and schools. The review found that while the relationships are strong, there are more things we can do to support hubs. This includes continuing to provide role clarity in delivering the program so that all parts of the network understand their role and how it fits in.

Throughout the year, we also invested in the network, making professional development available to hub leaders and support coordinators. This was designed to build on their experience and share knowledge and skills.

For hub leaders, an online webinar program focused on a key pillar of the program each term, providing an opportunity to learn from each other, share good practice and ideas and establish connections. Topics included how to engage local communities, early childhood program and partnerships, and the volunteering opportunities available in hubs.

Support coordinators fulfil a broad role in the network including the responsibility of working with school leadership teams to implement programs at a local level. To develop their leadership skills, knowledge and capability, coordinators participated in a six-month program, facilitated by leadership development coach Jon Eddy, connecting them with like-minded leaders from across the sector and enhancing their strength as a team. The program culminated in Melbourne with coordinators coming together for a day of reflection.



Photo: Coming together in person: our hub support coordinators at their Reflection Day in Melbourne in May 2022.

How community hubs work

Community hubs are a gateway for connecting people and services. Across the network, hubs partner with organisations to deliver programs in four key areas (engagement, early childhood, English and vocational pathways) and measure outcomes for children, families, schools and communities.

Each hub is managed by the school in which it is based, with operational and program decisions made at the local level. This flexibility enables each hub leader to develop the space and program offering which best addresses the needs of their school and the local community. Hubs are clustered within local government areas (LGAs) and within each LGA, a local organisation provides coordination and connection.

A variety of activities are offered ranging from playgroups and social 'coffee and chat' sessions to conversational English and vocational skills. Attending a community hub also delivers additional benefits including increased confidence and improved social, educational and employment outcomes.



Who visits our hubs?

Everyone is welcome in a community hub.

Hub participants – an overview

118
nations
represented

80
different
languages
spoken

85%
women with
dependent
children

75%
aged
between
25-44

30%
spoke
little or no
English

47%
arrived in
Australia
from 2011

Source: National Community Hubs Program Census 2017/8



Our first community hubs began with a purpose of welcoming and engaging culturally diverse women (primarily) and families arriving in Australia, regardless of their visa status or English language skills. That spirit of inclusiveness and support has now been broadened to meet the specific needs of other growing communities within each hub's local area.

At their core, community hubs build on a basic human need to connect. They are a safe environment for people who may not otherwise know how to access government or community services, to come together to learn, grow and make connections. While each hub caters to the specific needs of their communities, offerings could include playgroup, informal coffee catchups, cooking, sewing, craft and gardening sessions, exercise classes, and English tuition supported by childminding.

Awards and recognition

Across the community hub network, our hub leaders, coordinators and partners were acknowledged and celebrated for their work with their local communities.



Photo: Silvia Amici, Hub Support Coordinator from Hume City Council, collecting the award on behalf of all Community Hubs in Victoria, pictured with (left) Natalie Hutchins, Minister for Education and (right) The Honourable Linda Dessau AC Governor of Victoria.

The Victorian Multicultural Commission's Victorian Multicultural Awards for Excellence recognise, celebrate and appreciate outstanding Victorians and organisations for their service to multicultural Victoria. For their support of children and families during lockdown, our 41 Victorian community hubs received the award for Early Childhood Education.

At the end of 2021, Victorian hubs reopened their doors to welcome participants back, helping families overcome social isolation and re-engage actively in learning.

"It is often said that hubs have the power to transform schools, and winning this award also tells us that hubs have the power to positively influence the educational pathways of our littlest hub participants."

– **Jana Hovic**, Support Coordinator, The Smith Family, Dandenong and Casey, Victoria

Mathew Lundgren, Executive Director, Early Learning Operations and Monitoring, Department of Education and Training, Victoria congratulated our Victorian community hubs on receiving the prestigious award.

"The work of the Victorian community hubs has demonstrated positive outcomes to support the settlement of Victoria's newly arrived migrant and refugee families. Through your early childhood programs, you have achieved outstanding results in strengthening intercultural capability and ensuring that the most vulnerable children in our community are engaged in early learning and able to successfully transition to school."

Staying in Victoria, the community hub leader for Bell Park North Primary School in Geelong was inducted into the Victorian Multicultural Commission's Victorian Multicultural Honour Roll. Since arriving in Australia in 2012, Azadeh Doosti has been an active community member and volunteer. Through the hub, she connects families with each other, their school and the services they need. Azadeh's support of families with refugee backgrounds helps them to settle into life in Australia, build English conversational skills, and engage and become active members of the community.



Photo: Azadeh Doosti with Vivienne Nguyen AM, Chairperson of the Victorian Multicultural Commission.

For more than 40 years, Maureen Leahy has helped create stronger and more connected communities in Broadmeadows, Hume, Victoria. This year in recognition of her volunteer work, including at the Meadows Primary School community hub, Maureen was named a finalist in the Volunteering Pathways to Skills and Inclusion Award, part of Volunteer Victoria's annual awards.



Photo: Maureen Leahy, hub leader at Meadows Primary School in Hume, Victoria, was named a finalist in Volunteer Victoria's annual awards.

With many families having limited toys at home and parents not always having the confidence to support their child's learning through play, we partnered with Toy Libraries Australia to establish Toy Wells at six primary school hub sites in Victoria. Toy Well was named a finalist in the Victorian Department of Education's Victorian Early Years Awards 2022, in the 'Supporting parents to build their capacity and confidence' category.

Some of our partners were also recognised for their work with families with pre-school aged children.

In Ipswich, Queensland, Riverview State School and its hub played a critical role in helping raise awareness and highlighting the importance of child protection in the community. In recognition of their work, the school won the Educational Program or Project category at the Ipswich and West Moreton Child Protection Week Awards.

"This award highlights the important part our hub plays in our school and wider community. A great achievement!"

– **Yvette Phillips**, Principal, Riverview State School, Ipswich, Queensland



Photo: Yvette Phillips, Principal and hub leader Sonya Morrissey, Riverview State School celebrate their Ipswich and West Moreton Child Protection Week Award (in the Education and Project category) with Amanda Margerison, CEO, Ipswich Community Youth Service Inc.

ACHIEVEMENTS IN 2022

Engagement

Goal: help families
connect and engage
with their community.

Engagement



Engagement and connection are at the heart of every community hub. Our hubs engage with culturally and linguistically diverse families, particularly women with young children, connecting them with each other, their host schools, local support services and the wider community.

9,952

families
engaged
with hubs

587,380

attendances
by children and
adults at activities
throughout
the year

8,641

referrals made to external support
services (such as emergency relief,
maternal and child health, early
intervention, pre-schools, domestic
violence, financial counselling)

365

**local
organisation
partners**

88%*

of participants
felt better
connected to
other people

47%*

of participants
used the hubs
to connect to
other services

100%*

of volunteers felt better
connected to other people

89%*

of volunteers
felt a sense
of purpose

*Findings of the Community Neighbourhood Development Survey conducted twice-yearly by the South Australian government. An average is taken from both surveys for participant figures with volunteer figures collected only once during the year.

In 2022, hubs continued the transition back to place-based programs to best suit their community needs and when it was safe to do so. A mix of place-based, online and offsite programs were offered across the network with the number of place-based sessions increasing as the year progressed and participants became

more comfortable meeting face-to-face. In fact, from Term 2 onwards, 93% of all hub activity was being run in a hub.



Photo: St Dominic's Primary School hub participants, Hume, Victoria.



Photo: Roxburgh Rise Primary School hub participants, Hume, Victoria.



Photo: Marsden Road Public School hub participants, Liverpool, New South Wales.

In the swim

Across the network, life skills and friendships grew as participants embraced a range of wellbeing and lifestyle activities, including learning to swim.

Marsden Road Public School and Heckenberg Public School hubs in Liverpool, New South Wales, offered a 10-week swimming program to help women overcome their fear of water, teach them to swim and give them confidence and a sense of achievement. At the end of each lesson, they were joined by their children for afternoon tea and good conversation.

Swimming was also a popular activity in Hume in Victoria, and Townsville in Queensland, with participants gaining confidence in the water while connecting and making genuine friendships.

“Some of the ladies had never been in the water before and had a great fear. With encouragement and guidance from the instructors, they were able to push through and go from being scared, anxious, nervous with some in tears, to smiling, singing and dancing in the pool and on the way home.”

Nivek Aoun, Marsden Road Public School hub leader, Liverpool, New South Wales.

Sharing cultures through cooking

Cooking was a popular way to share and learn about other cultures throughout the year. In partnership with food donation services and gardening suppliers, our hubs offered healthy cooking classes, created community gardens and encouraged participants to share their cultures and learn new cooking techniques and recipes.

In Victoria, Dandenong West Primary School's hub offered an after-school cooking class for parents and children. With support from Foodbank Victoria, the class encouraged the children to get involved in cooking with their parents to prepare a healthy meal. At the end of the class, families also received a food box and recipes.

"It has been an absolute joy to watch our families come together in this way and spend time outside of their home away from technology. We have a couple of new arrival families who we've seen grow in their confidence as they participate in this program and build relationships with other mums from the community. It has also been really good for these families to do something together that is a positive experience after coming from a trauma filled background."

Rahima Rizai and Abby Rezek, Dandenong West Primary School hub leaders, Dandenong, Victoria.



Photo: A mum and her daughter enjoy the Foodbank Victoria cooking class offered by the Dandenong South Primary School hub in Dandenong, Victoria.



Photo: Zahra and her children Hesam and Hasti enjoying cooking together at Dandenong West Primary School hub, Dandenong, Victoria.



Photo: A 'hole' lot of fun was had at Stevensville Primary School hub in Brimbank, Victoria, with participants cooking donuts together.



Photo: Participants learned about healthy eating on a budget and reducing food wastage at the Oz Harvest Cooking program in Rydalmere Public School in Parramatta, New South Wales.



Photo: In Canterbury-Bankstown, New South Wales, Chester Hill Public School hub's first aid participants got into the 'sling' of things. The first aid program was delivered in partnership with the local neighbourhood centre with 16 participants completing the course and receiving their certificate.



Photo: In Cumberland, New South Wales, participants at Granville Public School hub's first aid workshop practice their skills.



20

Photo: As participants at Bert Oldfield Public School hub in Blacktown, New South Wales, discovered, first aid training can save lives at any age.



Photo: Meadows Primary School hub in Hume, Victoria, called on a local leader to facilitate their first aid workshop for parents.

Learning for life

Learning first aid does more than save lives. At community hubs across the network, participants learned the basics of first aid, connected with each other and built their confidence and skills.

From little things, big things grow

It's the community garden that brought the community together. Wilmot Road Primary School's community hub is based in Shepparton, Victoria. With the garden in desperate need of a facelift, thanks to two years of COVID-induced neglect, hub leader Sarah Pearson made it her mission to reinvigorate the space, restore the garden as a relaxing place where people could connect, and create a kitchen garden. Working in collaboration with the Rotary Club of Shepparton South, Notre Dame College and the Greater Shepparton Lighthouse Project, and with funding support from their local Bunnings, Sarah recruited 26 volunteers to turn, fertilise and mulch 25 garden beds, and plant vegetable and herb seedlings. The volunteers also removed two garden beds to make way for the installation of a labyrinth surrounded by native Australian plants.

The garden is now open to the public during hub hours while the hub runs a gardening program every Friday for community members.

"The native plants are hardy, sensory and edible to encourage education regarding local and indigenous plants. I love the idea of having a meaningful labyrinth - something with an indigenous or cultural meaning to tie in with the surrounding Australian garden."

Sarah Pearson, Wilmot Road Primary School hub leader, Shepparton, Victoria.



Photos: Wilmot Road Primary School's community garden in Shepparton, Victoria comes to life through volunteers and hub participation.



2022 YEAR IN REVIEW



Photo: Racheal, a hub participant at St Mary Magdalene's School, Playford, South Australia, enjoys learning English.

Space to thrive

In community hubs around the country, participants are gaining confidence by joining in group activities. In St Mary Magdalene's School hub in Playford, South Australia, a popular sewing and English class is bringing women together to learn practical skills while practising their English and conversational skills.

"We have happy students who are giving us great feedback at the end of every lesson which is lovely. Racheal is new to the hub and when she first arrived, she was nervous and scared of what to expect. However, after her first class, she fell in love with the place and now comes to multiple classes. She's made friends with other students and is always sad when it's time to leave as she has a real love for learning. The hub has made a difference to Racheal and her daughter because her life at home during the day was very lonely and her daughter was always bored. She is happy they both have somewhere to come and be with other people and she doesn't feel alone anymore."

Kerryn Chambers, St Mary Magdalene's School hub leader, Playford, South Australia.

ACHIEVEMENTS IN 2022

Early childhood

Goal: run playgroups and connect families to local early childhood activities, support the learning and development of preschool children, improve children's social skills, build relationships between families and prepare children for school.

Early childhood



Embedding community hubs in primary schools supports school readiness and connects migrant families to their local school communities. When children start school ready to learn, the impact is positive for the children, their families, the school and the local community. However, many families who come to our hubs are yet to access any other early childhood services.

93

hubs delivered early childhood programs place-based, online or offsite

110,410

attendances by children and adults at early childhood programs and activities

1,344

referrals to early childhood services

46

hubs ran targeted school-readiness activities

Hubs provide engaging early childhood programs for preschool children and connect families into local early childhood services. Our established hubs also run playgroup – a cornerstone hub program that provides instant connection for children and parents.

One of the impacts of COVID lockdowns has been younger children's lack of interaction with others and preparation for school. Hubs play a critical role in supporting families through playgroups

and early childhood programs and accessing early intervention services like speech pathology, occupational therapy and associated health services. They're also a great place for children and families to learn and apply some of the essential skills required to ensure children are ready for school and that the school is ready for them. Many hubs also ran first aid and parenting courses to support parents and families.



Helping children become school ready

The school readiness program at Chester Hill Public School hub in Canterbury Bankstown, New South Wales, recommenced in 2022 after a six-month break. With just three participants to begin, the program grew to 16 participants by the last term. Parents were overwhelmingly positive about the program saying their children were happy to participate. The children grew in confidence, played better with other children and improved their literacy and numeracy skills, while for parents, it was an opportunity to form new and meaningful friendships.

“My son is always excited to come to the programs. When I tell him we are going he makes sure he has his bag and is ready to go. He loves doing small activities like cutting paper and loves story time. Thank you for making us always feel comfortable.”

Mona, parent, Chester Hill Public School hub, Canterbury Bankstown, New South Wales.

Developing vital social skills through music

Music is giving pre-school children at Marsden State School hub in Logan, Queensland, the opportunity to develop vital social and language skills in a creative environment. Music teacher Anne attends playgroup every Monday, bringing a joyful music and singing program for the children to grow and develop through a series of rhythmic movement activities that encourage beat synchronization and challenge one or more functions in a fun and engaging way. Anne's been a regular part of playgroup for two years and with the help of Access Community Services and Logan City Council funding, will continue to contribute to the wellbeing of the attending families.



Photos: Children at Marsden State School hub in Logan, Queensland exploring singing and rhythm.





Supporting the whole child

At St Augustine's Parish School hub in Salisbury, South Australia, there's a focus on supporting the whole child. In addition to expanding their playgroup to include a music therapy class and offering a free opportunity shop for parents, the hub is also connecting families to much needed health services. For one family, this improved the dental outcomes for their child.

"Accessing the school dentist and supporting an emergency referral made a significant difference for one family. The child attended a screening visit and was referred to SA Dental services for immediate removal of decayed teeth. With the support of the hub, the family secured an appointment for extraction within a week and had an interpreter on hand during the procedure. While the child has now recovered well, the family received intensive education about oral hygiene and health ensuring they had the knowledge and understanding to prevent any further problems."

Carole Smith, St Augustine's Parish School hub leader Salisbury, South Australia.

Prepping parents for school

Strengthening the relationship between school, teachers and parents sets a good foundation for a child's learning and outcomes.

At Meadow Heights Primary School hub in Hume, Victoria, a workshop prepared parents for school by connecting and engaging them in the learning process.

"The workshop helps strengthen the relationship between parents and teachers as they work together for the child's learning and education. Teachers learn about the barriers and struggles facing families while parents learn about the curriculum and how to support their children's education. Parents are also given support in developing daily routines (especially minimising screen time and going to bed early) learn about the importance of healthy eating habits and encouraged to pack a healthier lunch box for their kids."

Salwa Salem, Meadow Heights Primary School hub leader, Hume, Victoria.





ACHIEVEMENTS IN 2022

English

Goal: provide migrants with opportunities to learn and practise English through formal and informal programs.

English

Developing English language competency is a critical area of focus within our community hubs. Time and again, we see the confidence and social connectedness of individuals completely transform once the language barrier is reduced.

81

hubs offered English classes

62

hubs funded through CHA to provide childminding alongside their English class

5,660

English classes and sessions attended, an increase of **7%** on 2021

1,171+

participants attended English classes and activities

55

hubs referred participants to external AMEP and **4** hubs ran AMEP onsite

English language skills enable women to better support their child's education, engage in social activities, gain new qualifications and skills, and access volunteer and employment.

With many women unable to access formal English language classes, due to the competing demands of life in a new country (such as raising a family, work commitments and a lack of confidence in learning). Hubs offer these women a safe place to learn and practise English. Through less formal conversational programs, women build confidence and competency. Hubs also provide a pathway to more formal learning opportunities, such as the Adult Migrant English Program (AMEP), which some hubs offer onsite.

Many hubs also provide access to childminding so parents can focus on learning a new language. From Term 3, hubs delivered a similar number of English classes as early childhood sessions across the network.



Photo: Rabi with (from left to right), Julia Stever, hub leader at Aitkenvale State School in Townsville, Queensland, Bec Kotow from CHA and Jillian Sutcliffe from The Smith Family.

Rabi's story

When you already speak five languages, what's one more? Rabi arrived in Australia two years ago and learned English at the Aitkenvale State School hub in Townsville, Queensland. Rabi has now obtained her Working with Children card and is volunteering in the school's prep class. She's a wonderful reminder that many people who access our hubs already have many talents and that hubs provide the opportunity and space to learn even more.

"Today was Rabi's first day as a volunteer in our school's prep class. The teacher had taught her boys when they first arrived in Australia two years ago. They had and still have a great relationship. Rabi spent the middle session in class helping the teacher. To say I am so proud is an understatement. I am proud of Rabi and I am so proud to be a part of Community Hubs. The support I have with all our staff at school is amazing."

Julia Stever, Aitkenvale State School hub leader, Townsville, Queensland.

Beyond teaching English

Elizabeth Vale Primary School hub's English classes in Playford, South Australia, are helping women connect with other women, while learning and practising together.

The hub also provides a connection to the local community centre where English is offered offsite, with a 'walking bus' between the school and the centre increasing the engagement of local community members.

"Souaad, a new member of the school community, signed up for English classes to develop her language skills, particularly her confidence in using English every day. Souaad is more confident in talking to school staff and no longer needs support from a bilingual staff member. She now independently liaises with her rental property manager, without the support of her children."

Jordon Keipert, Elizabeth Vale Primary School hub leader, Playford, South Australia.



Photo: Souaad and her husband Faysal enjoying learning English together at Elizabeth Vale Primary School hub in Playford, South Australia.



Photo: Families enjoy learning English together at Elizabeth Vale Primary School hub in Playford, South Australia.



Photo: Northern Bay College hub participants in Geelong, Victoria practise their conversational English skills.

From zero English to confident speaker

The Northern Bay College Family Centre hub in Geelong, Victoria, offers English classes for people with little or no English. At the hub, participants can practise and extend their English learning through activities like sewing and cooking. Volunteers also help participants learn specific words that will potentially improve their employment prospects.

When Aseel's son started school, she spoke no English. The hub leader, who was also a migrant, invited Aseel to join the English class. Aseel is now confident enough to go shopping and talk to her son's teachers. She's also joined in sewing and cooking activities to learn more. Having established a good relationship with her English teacher, Aseel is now beginning to write in English and plans to keep coming classes.

"Thank you teacher for helping me to learn English. Now I can go shopping alone and talk with my neighbours."

Aseel, Northern Bay College hub participant, Geelong, Victoria.

"English classes have a lot of impact on my vocabulary and speaking as well. Before attending this class, I was pretty much reluctant in speaking with someone, but after this class I gained a lot of confidence in speaking and reading as well. Now I am trying to focus on the Aussie accent as well."

Afshan, Truganina South Primary School, hub participant, Wyndham, Victoria.

Starting at the ABCs

To meet a need in their local community, Parramatta West Public School's hub in Parramatta, New South Wales, introduced a basic English class that starts at the ABCs. Participants are flourishing, confidence levels have skyrocketed and they're keen to engage in conversation despite their limited language skills. They're also using any opportunity they can to practice what they've learned with one hub mum singing the ABC song to her toddler who accompanies her to class.

The hub has also introduced Home Reader Hero workshops for kindergarten families, giving them confidence, a chance to connect and raise concerns. Several dads have also participated.

"The class has a special bond: they laugh together, they help each other out, they support one another. This level of connectedness tells us we are on the right path. We have also had positive feedback from teachers who noticed the parents are engaging more with their child's schoolwork since attending our English classes.

One hub participant would laugh when asked basic questions such as, 'How are you?' as she didn't know how to answer. Now she proudly walks into the hub and will answer, 'I am fine, thank you... how are you?'. The laugh is still there but it is now a proud giggle, not one of awkwardness. She stays around after class to make conversation which is just so heart-warming to see.

Kristina Medak, Parramatta West Public School hub leader, Parramatta, New South Wales.



Photo: Hub participants learning their ABCs at their English class in Parramatta West Public School, Parramatta, New South Wales.

A blue-tinted photograph of two women wearing headscarves, one with a polka-dot pattern and the other with a striped pattern, looking at a tablet together in what appears to be a library or study area. Bookshelves are visible in the background.

ACHIEVEMENTS IN 2022

Vocational pathways

Goal: build pathways to employment by encouraging volunteering and providing adults with access to formal and informal training opportunities.

Vocational pathways

Participants across the community hubs network continually tell us they want to improve their job readiness and find paid work.



331

jobs secured by hub participants as a direct result of their participation in the hub

1,230

people volunteered on **20,245** occasions

977

referrals to training and educational services

1,709

formal and informal training sessions delivered

Hubs help them to do this by:

- providing English language tuition and practise
- helping with resumes, job applications and preparing for interviews
- providing connections to vocational training and volunteering opportunities
- connecting them to organisations that can help with skills and job readiness and
- linking participants to job opportunities in the host school and local community.

Community hubs support vocational training programs across the country, connecting hub participants with study, training, volunteering and job opportunities.

With many people seeking employment, hubs host practical accredited and pre-accredited programs to support pathways to work. In some cases, schools can provide placement opportunities resulting in beneficial outcomes for individuals and the school.

For many women, there are challenges in returning to the workforce, especially after spending years at home caring for young children. However, for migrant mothers, additional barriers can prevent them from work. In addition to language and cultural barriers, qualifications and experience obtained in their homeland may not be recognised in Australia, and they often have no professional or social networks on which to call. Hubs can help women build their confidence and overcome barriers as they pursue further study or look for work.



New skills, new income possibilities

For school mums at the Springvale Rise Primary School hub in Dandenong, Victoria, the Women's Friendship Group offers a safe and inviting place to go after they drop their children at school. That has led to new friendships and the opportunity to learn new skills. In partnership with Dandenong Community Learning Centre, the group has recently started sewing classes, and are now proudly showing off their new crochet skills.

"Many local school children are now wearing beanies made by their mums. Other members of the group are selling their handmade hats, bags, scarves and toys through SisterWorks."

Nicole Coates, Springvale Rise Primary School hub leader, Dandenong, Victoria.

Photo: Participants of the Women's Friendship Group at Springvale Rise Primary School in Dandenong, Victoria, putting their new crochet skills to good use on a personalised school bag.

Volunteering builds with personal confidence

On enrolling their children at Paralowie R-12 School in Salisbury, South Australia, a group of families from Myanmar were introduced to the community hub. Now, Deih, a mother of four children, attends playgroup, English classes and citizenship class. With a warm and bubbly nature, she's enthusiastic, keen to learn and takes everything on board. Deih is the one who stays behind to help with tidying up, doing dishes, making sure others are involved, especially other families from her cultural group.

"Deih has become an important leader for her group and a role model for many other women who come to the hub. She actively helps other women in the English and citizenship classes and is keen to join in with any projects to help the hub. She has seized every opportunity, is happy to share her opinions and ideas and her support for others is amazing."

Louise Venning, Paralowie R-12 School hub leader, Salisbury, South Australia.





From volunteer to employee

Rahel is a volunteer at the Staines Memorial College hub in Ipswich, Queensland. Originally from Ethiopia, Rahel has lived in Australia for most of her adult life. After fleeing a difficult situation two years ago with only a few belongings, her baby and toddler, and moving to Brisbane, Rahel started bringing her son to playgroup. Her youngest son is now in prep so Rahel volunteers at playgroup and homework club. With a Diploma of Early Childhood Education and Care, she's also helping with English childminding and has been offered work at the kindergarten (located next to the school) for next year.

"When I started to volunteer at the hub, I wasn't meaning to find a job. I was available and happy to help at playgroup. My youngest child had just started prep so I was starting to apply for some jobs in childcare. I was happy to be offered work at Staines Memorial College first at the community hub as a childminder and then at the kindy."

Rahel, Staines Memorial College hub participant, Ipswich, Queensland.

Supporting volunteering and job seeking

At Wollongong Public School community hub in New South Wales, participants were offered volunteer opportunities to assist with setting up, engage with mums and help the children with different activities. As a result, the mums grow in confidence and are more relaxed around different cultures and people. A few women who have volunteered at the hub over the last few years have now secured employment.

“This term, we were so fortunate to be back, fully delivering all our programs in the hub! Meeting the families and reconnecting with them was really rewarding and for them to connect again with each other after a long time. We maintained our connection with all our previous families, as well as connecting with new families. We offered volunteer opportunities this term, which was great and very beneficial for women and children in the hub. We’ve also assisted two women to gain employment.”

– **Evoon Yacoub**, Wollongong Public School hub leader, Wollongong, New South Wales.

Heba Atto is a participant at the hub. She has volunteered at the hub, taken English classes and training courses and is now working with the NDIS. As a requirement for her employment, Heba has to have a Certificate 3 in Aged Care or be currently enrolled. She’s now enrolled in the course at the hub, which is being run in partnership with Kiama Community College.

“I was excited to come to Australia but starting a new life was quite a challenge. Once I had the opportunity to connect with the hub, it helped me a lot in terms of socialising with a variety of communities and immigrants. I started working as a volunteer in mid-2021. I really enjoy working in this environment. This helped me to learn about the different cultures, the lives of others and what they went through in their country, and in their lives and gave me self-confidence.

Thanks to my experience working here as a volunteer, I am more confident than ever and have started working elsewhere as well. I wouldn’t be able to do this without the help and support of the hub leader. Thank you for your support and belief in me – amazing people and a great place to be.”

– **Heba Atto**, Wollongong Public School hub participant, Wollongong, New South Wales.



Funding our network

The National Community Hubs Program exists thanks to the generosity of the Scanlon Foundation in partnership with the Department of Home Affairs, state and local governments and support from the education and community sectors.

For every dollar provided by the Australian government, the program draws another two dollars from other sources, either as direct funding or in-kind support. This includes:

- funding from state governments, host schools and philanthropy for hub operations, staffing and administration
- support from host schools including with facilities and overheads
- partnerships with service providers
- funding and in-kind support for hub programs from corporate and non-profit supporters
- in-kind management support contributed by host schools and partner support agencies.

This ability to attract additional support and effectively triple our core operational funding is critical to our success and delivers excellent value for the Australian government's investment. As previously reported in our 2021 Year in Review, a Deloitte Access Economics evaluation based on 2019 national program costs and operations, conservatively assessed that for every \$1 invested in the program, \$2.20 in social value was given back to Australian society.



We wish to acknowledge
the ongoing support
and contributions of our
major program funders:



Australian Government



**Queensland
Government**



Doing the right thing: our governance framework

To ensure we always do the right thing, the program operates with a rigorous governance framework at three levels:

- **Grassroots community level** – through local leadership groups, decisions are made on how to best respond to the unique circumstances and needs of the local community.
- **Policy level** – a National Advisory Committee comprising specialist academic and sectoral expertise, oversee the operation and development of the hubs network.
- **High-level strategy and business acumen** – the Community Hubs Australia (CHA) Board of Directors guides the sustainability, direction and evolution of CHA.



Photo: National Advisory Committee.

Our hub schools



New South Wales

Blacktown

Bert Oldfield Public School
Colyton Public School
Kings Langley Public School

Canterbury Bankstown

Banksia Road Public School
Bankstown Public School
Bass Hill Public School
Chester Hill Public School
Sacred Heart Catholic Primary School
Villawood East Public School

Coffs Harbour

Narranga Public School

Cumberland

Granville Public School
Hilltop Road Public School
Westmead Public School

Fairfield

Bossley Park Public School
Fairfield West Public School
Prairievale Public School
Smithfield Public School

Liverpool

Heckenberg Public School
Hoxton Park Public School
Marsden Road Public School

Parramatta

Parramatta West Public School
Rydalmere Public School

Wollongong

Warrawong Public School
Wollongong Public School
Wollongong West Public School

Queensland

Brisbane

Acacia Ridge State School
Grand Avenue State School
Inala State School
Watson Road State School
Zillmere State School

Ipswich

Fernbrooke State School
Kruger State School
Riverview State School
Staines Memorial College
WoodLinks State School

Logan

Marsden State School
St Francis College
St Paul's Catholic Primary School
Woodridge North State School
Woodridge State School

Rockhampton

Berserker Street State School
Lakes Creek State School
Waraburra State School

Townsville

Aitkenvale State School
Kelso State School
Wulguru State School

South Australia

Playford

Elizabeth Vale Primary School
Playford College
St Mary Magdalene's School

Port Adelaide Enfield

St Brigid's School

Salisbury

Karrendi Primary School
Para Vista Primary School
Paralowie R-12 School
Salisbury Primary School
St Augustine's Parish School

Victoria

Brimbank

Deer Park North Primary School
Holy Eucharist Primary School
St Albans Heights Primary School
St Albans Primary School
Stevensville Primary School

Casey

Cranbourne Primary School
Fountain Gate Primary School
Hampton Park Primary School
Holy Family Catholic School
St Therese's Primary School

Dandenong

Dandenong Primary School
Dandenong South Primary School
Dandenong West Primary School
Springvale Rise Primary School
St Anthony's Catholic Primary School

Geelong

Bell Park North Primary School
Northern Bay College - Goldsworthy
Northern Bay College - Peacock

Hume

Bethal Primary School
Broadmeadows Valley Primary School
Campbellfield Heights Primary School
Coolaroo South Primary School
Craigieburn South Primary School
Dallas Brooks Community Primary School

Good Samaritan Catholic Primary School

Holy Child Primary School
Meadow Heights Primary School
Meadows Primary School
Mount Ridley College
Roxburgh Park Primary School
Roxburgh Rise Primary School
St Dominic's Primary School
Sunbury Heights Primary School

Shepparton

Gowrie Street Primary School
St Georges Road Primary School
Wilmot Road Primary School

Wyndham

Davis Creek Primary School
Dohertys Creek P-9 College
Point Cook P-9 College
Truganina South Primary School
Wyndham Park Primary School

New hubs opening in 2023

Queensland

Toowoomba

Darling Heights State School
Harlaxton State School
Newtown State School

South Australia

Playford

Elizabeth Park Primary School

Victoria

Shepparton

Mooroopna Park Primary School

Our support agencies and partners



Our support agencies

New South Wales

Illawarra Multicultural Services
Liverpool City Council
Settlement Services International

Queensland

Access Community Services
CommuniQ Queensland
Multicultural Australia
The Smith Family

South Australia

Lutheran Care

Victoria

Greater Shepparton Lighthouse Project
Hume City Council
The Smith Family

Hub partners - NSW

Anjali Fisher
Arab Council Australia
Arts and Cultural Exchange
AusRelief
Ayden Littleford
Bankstown Community Resource Group
Bankstown Public School Parents and Citizens Association
BCC Institute
Belgravia Leisure
Big Fat Smile
Blacktown City Council
Boronia Multicultural Services
breakthru
Bunnings Warehouse
Cafe On The Boulevard
Cancer Council Australia

CatholicCare
Centrelink
Charmaine Barretto
Chester Hill Neighbourhood Centre
Chester Hill Public School Parents and Citizens Association
City Of Canterbury Bankstown
City of Parramatta Council
Community Care Kitchen
Community First Step
Community Migrant Resource Centre
Connect Child and Family Services
CORE Community Services
Creating Links
Cumberland Multicultural Community Services
Cumberland Women's Health Centre

Diabetes Australia
 Doterra Australia and NZ
 Ermington Branch Library
 Ethnic Community Services
 Cooperative
 Fairfield City Council
 Fitted for Work
 Foodbank Australia
 Glow Gym Fitness
 Good360 Australia
 Granville Public School
 GyMEA Community Aid &
 Information Service
 Healthy Cities Illawarra
 Heartfulness Institute
 Hills Community Aid
 Housing NSW
 Indian Crisis Support Agency
 Jump Start Jellybeans
 Karabi Community & Development
 Services
 Karitane
 Kiama Community College
 Learning Links
 Liverpool City Council

Liverpool Neighbourhood
 Connections
 Marina Robins - Arts Facilitator
 Mount Druitt Ethnic Communities
 Agency
 Mission Australia
 NSW Department of Education
 NSW Health
 OzHarvest
 Parramatta Artist Studios
 Parramatta College
 Piccolo Me Australia
 Playgroup NSW
 Plus Fitness
 Prosper
 Ramya Kodiyalam Santhanam
 Reclink Australia
 Royal Botanic Garden Sydney
 Royal Life Saving Australia
 Royal Life Saving Society - New
 South Wales
 Rydalmere Public School Parents
 and Citizens Association
 SDN Children's Services
 Seav May Tea
 Services Australia
 Smithfield Public School Parents and
 Citizens Association
 Sonyla's Beauty Spot
 Spinal & Sports Care

St George and Sutherland
 Community College
 St Vincent de Paul Society
 STARTTS
 Strong Safe Families
 Sydney Community College
 Sydwest Multicultural Services
 TAFE NSW
 TAFE Outreach
 The One Box
 The Salvation Army
 The Social Outfit
 UnitingCare
 Western Sydney Local Health District
 Westmead Public School Parents
 and Citizens Association
 Wollongong City Council
 Woodville Alliance
 Woolworths Supermarkets
 Yarra Plenty Regional Library
 Yoga Peace Australia

Hubs partners - QLD

123 Grow Child Care
 Act For Kids
 Aitkenvale Uniting Church
 ALDI
 Anglicare Southern Queensland
 Australian Red Cross

Baptcare
 Belong
 Bendigo Bank
 Bidgerdii Community Health Service
 Blue Fin Fishing Club
 Brisbane City Council
 Brisbane South Primary Health
 Network
 C&K Woodridge North Community
 Kindergarten
 Camp Australia
 Carers Queensland
 Central Queensland Indigenous
 Development
 Central Queensland Multicultural
 Association
 Central Queensland, Wide Bay,
 Sunshine Coast PHN
 Centrelink
 Centro Church
 Children's Health Queensland
 Hospital and Health Service
 Churches of Christ
 Community Gro
 Country Women's Association of
 Victoria
 Creche and Kindergarten
 Association
 Deadly Choices
 Diversity with Dance
 Domestic Violence Action Centre

Eat Up
 Elliot Springs Community Hub
 Family Life
 FamilyCare
 First 5 Forever
 Foodbank Australia
 Footloose Dance Fitness
 Fuel for Schools
 Griffith University
 Hands On Art
 Happy Feet Fitness
 Head Start
 HIPPY Australia
 Integreat Queensland
 Ipswich City Council
 Jabiru Community Youth and
 Children's Services
 John Paul College
 Kaela's Patch
 Kellogg's Australia
 Kids Helpline
 KindyLinQ
 Kiwi Kids Education and Care

Koobara Kindergarten and Pre-prep
 Aboriginal and Torres Strait Islander
 Corporation
 Kummara Association
 Kurbingui Youth and Family
 Development
 Lilli Pang
 Logan Central Library
 Logan City Council
 Logan Together
 Mercy Family Services
 Metro South Health
 Mission Australia
 Music therapy
 Musicability
 Officeworks
 OzHarvest
 ParentsNext
 PCYC Queensland
 Phoenix Education
 Physi Kids
 Play Matters Australia
 Playgroup Queensland
 Positive Partnerships
 Project Partnerships
 QPASTT
 QSTARS
 Queensland Country Women's
 Association's

Queensland Department of
 Education
 Queensland Health
 Queensland Police Service
 Queensland University of
 Technology
 Rotary Club Rockhampton
 Reclink Australia
 Refugee Association of Logan
 Rockhampton Children & Family
 Centre
 Rockhampton Regional Council
 Royal Life Saving Queensland
 Save the Children
 Scripture Union QLD
 SecondBite
 Services Australia
 Sing&Grow Australia
 St Paul's Anglican Church Ipswich
 Strategix
 St Vincent de Paul Society
 TAFE Queensland
 The Benevolent Society
 The Body Shop
 The Good Foundation
 The One Box
 Townsville Intercultural Centre
 Townsville Multicultural Support
 Group

Townsville State High School
 Unique Partnerships Pty Ltd
 Woodridge North State School
 Woolworths Supermarkets
 Wulguru State School Parents and
 Citizens Association
 YMCA
 Youth Family Services
 Zillmere Community Centre
 Zillmere Library
 Zillmere State School Parents and
 Citizens Association

Hub partners - SA

Access to Care
 Anglicare Australia
 Anglicare SA
 Austral-Asian Community Church
 Australian Refugee Association
 Believe Housing Australia
 Belinda Cole
 Catholic Archdiocese of Adelaide
 Catholic Education South Australia
 Centrelink
 Department of Education South
 Australia
 Department of Human Services
 South Australia
 Family Zone Ingle Farm

Flinders University
 Foodbank Australia
 Good360 Australia
 Hallam Senior College
 HIPPY Australia
 JET Creche
 Kerry Prier
 Kickstart for Kids
 Kids Helpline
 Kilburn Community Centre
 MyTime
 Novita
 Parenting SA
 ParentsNext
 Playford Communities for Children
 Playford Library
 Playgroup SA
 Raising Literacy Australia
 Relationships Australia
 SA Dental
 SA Health
 Save the Children
 Sing&Grow Australia
 St John Ambulance Australia

St Luke's Modbury
 Sue O'Reilly
 Talking Matters
 The One Box
 The University of Adelaide
 Woolworths Supermarkets
 Yonna Pettigrew

Hub partners - VIC

ABC Goulburn Murray
 Above and Beyond Counselling & Support
 Access to Care
 AFL SportsReady
 AMES Australia
 Anglicare Australia
 Arab Council Australia
 Arabic Welfare Incorporated
 Ardoch
 Arthur Mawson Children's Centre
 Australian College of Professional Studies
 Australian Electoral Commission
 Australian Muslim Women's Centre for Human Rights
 Australian Sports Commission
 Australian Vietnamese Women's Association
 Bakers Delight

Banksia Gardens Community Services
 Barwon Health
 Berry Street
 Bethany Community Support
 Bohollow Wildlife Shelter
 Brimbank City Council
 Broadmeadows Aquatic and Leisure Centre
 Brotherhood of St. Laurence
 Bunjil Place Library
 Bunnings Warehouse
 Burke and Beyond
 Business Bloom International
 CareWorks SunRanges
 CatholicCare
 Centrelink
 CFA
 Chisholm Institute of TAFE
 Chobani
 City of Casey
 City of Greater Dandenong
 Communities for Children Facilitating Partners
 Craigieburn Secondary College
 Dallas Neighbourhood House
 Dandenong Community and Learning Centre
 Dental Health Services Victoria

Department of Education and Training Victoria
 Department of Families, Fairness and Housing
 Department of Transport Victoria
 Diversitat
 Doveton Neighbourhood Learning Centre
 DPV Health
 Duke Street Community House
 Early Learning Association Australia
 Eat Up
 EdConnect Australia
 Elly's Music Playtime
 Ethnic Communities Council of Victoria
 Ethnic Council of Shepparton and District
 Foodbank Australia
 Foundation House
 Foundation Learning Centre
 Free to Feed
 GOTAFE
 Goulburn Valley Health
 Goulburn Valley Libraries
 Government House of Victoria
 Gowrie Victoria Broadmeadows
 Greater Dandenong Library
 Greater Shepparton City Council
 Hampton Park Community House

Hampton Park Library
Helping Hand Helping Hearts
Homestead Community and Learning Centre
IPC Health
Jan Phillips
Jesuit Social Services
Kangan Institute
Keysborough Learning Centre
KS Environmental
Launch Psychology
Life Saving Victoria
Lifehouse Church
Meadow Heights Education Centre
Meadows Primary School
Melbourne City Mission
Melbourne College of Further Education
Melbourne Polytechnic
Mercy Health
Merinda Park Learning and Community Centre
MiCare
Migrant Resource Centre North-West Region Inc

Monash Health
Monash University Museum of Art
Multicultural Centre for Women's Health
Multicultural Health Connect
North Dandenong Neighbourhood House
Notre Dame College, Shepparton
One FM
Partners in Training
Picnic 4 Peace
Playgroup Victoria
Primary Care Connect
RACV
Reclink Australia
Refugee Legal
Relationships Australia
RiverConnect
RMIT
Rural Australians for Refugees
Second Stitch
SEDA College Victoria
Services Australia
Shepparton Festival
Shepparton Sailability
Sheriff's Office Victoria
Sing&Grow Australia
SisterWorks
South East Community Links

Springvale Learning and Activities Centre
Springvale Neighbourhood House
St Albans Primary School
St Dominic's Broadmeadows Parish
St Paul's African House
St Vincent de Paul Society
Start Outdoors
Stephannie Alexander
Steps Into Life
Stows Waste Management
Sussex Neighbourhood House
Tennis Australia
The Fathering Project
The Good Foundation
The Multicultural Network
The One Box
The Royal Children's Hospital
The Salvation Army
The Sixth Child
The Water Well Project
Toolbox Education
Toy Libraries Australia
UnitingCare
VicRoads
VICSEG New Futures
Victoria Police
Victorian Arabic Social Services

Victorian Electoral Commission
Victorian Mandali Community Language School
Visy Cares Learning Centre
Volunteers West
Wellsprings for Women
Westjustice
Woolworths Supermarkets
Wyndham City Council
Wyndham City Library
Wyndham Community and Education Centre
YMCA

