An aerial photograph of the Patterson Lakes Community Centre Inc. facility and its surrounding area. The image shows a large, modern building complex with multiple wings, surrounded by landscaped grounds, parking areas, and a road network. The background shows a residential area with houses and trees. A semi-transparent blue rectangle is overlaid on the top portion of the image, containing the title text.

Patterson Lakes Community Centre Inc

ANNUAL REPORT

2015-2016

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Patterson Lakes Community Centre Inc

About Us

Operating since 1985, the Patterson Lakes Community Centre Inc., continues to offers inclusive programs and activities to the local and surrounding communities.

Mission

Play. Learn. Connect. Create.

Vision

To be a leader in building a dynamic, diverse and inclusive community where every person has the opportunity to achieve their potential.

Values

Dynamic	embrace and drive change
Progressive	be adventurous, creative and open-minded
Relevant	facilitate the delivery of programs and activities that meet local need and encourage community participation
Engaged	build positive, open and honest relationships with communication
Inclusive	respect people, value diversity and are committed to equality

Manifesto

The Patterson Lakes Community Centre Inc., has a clear statement of purpose and strategic plan of what we believe are the key areas that should be our mission and vision for our community centre, what we are doing about them and how we hope to collaborate with the community to further engage the community through participation.

Purpose

Build a shared vision of strong, inclusive communities and lead and influence social change

Promote and enhance understanding of community development principles and practice.

Provide support, advice, referral, professional learning and information to our local and surrounding community.

Identify and promote key strategic community partnership opportunities.

Our Strategic Goals

Community Engagement:

Be recognised as a contributor to community engagement, inclusion, development and capacity building:

A community centre adequately resourced to deliver quality community development practice through a diverse range of activities and services.

Community Development and Governance:

Develop new strategies to enhance community development and governance practices.

Partnerships

Pro-actively identify and promote key strategic partnership opportunities.

Patterson Lakes Community Centre Inc

Committee of Management Representatives 2015—2016

President Stephen Hill

Stephen joined the committee in 2015 and brings a fresh perspective, an enthusiastic attitude and a genuine customer first to approach the community centre. You could say Stephen is a real people person.

Stephen prides himself on living by the mantra 'Nothing is a problem, everything is a pleasure' and you will see this from the moment you meet him.

Stephen has two amazing daughters and is a mad Richmond supporter, he loves cooking, reading books, running and entertaining friends and family.

Vice President Darryl Jarman

Darryl joined the committee in 2008 after being a friend of the centre for many years and has served as president for three years.

Darryl lives locally, runs his own company and has strong ties with the community, especially Patterson Lakes Primary School.

Secretary Wendy Sharman

Wendy joined the committee in 2012 and became secretary soon after.

Wendy is married with two talented daughters, both of whom have attended PLCC gymnastics and one daughter who continues to attend.

Wendy and her family lives locally and are involved with Bonbeach Primary School.

Treasurer Rayma Lindley

Having lived in Patterson Lakes for 24 years, Rayma not only joined the committee in 2010, but is a regular attendee at our weekly classes and social groups.

Rayma took on the role of Treasurer in 2012, and also part of the sub-committee of PLCC annual Children's Carols by Candlelight event.

This year Rayma was recognised for her contribution and selected as one of the few recipients across Australia to be presented the Commonwealth Bank NFP Treasurers Award.

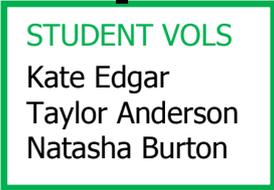
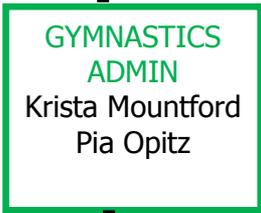
General Committee Member

Deidre Rae James

Betty Welsh

Nathan Ross

Vageesh Nonavinkere



Patterson Lakes Community Centre Inc

Message from the President Stephen Hill

In the past twelve months we have worked tirelessly to establish a high standard of Governance within our Committee of Management by implementing policies and procedures to ensure that the Committee of Management understand their roles and responsibilities. In doing so, we have committed to acting in accordance with our values to be more dynamic, progressive, relevant, engaged and inclusive.

Over the last year we have implemented our strategy to strengthen these values and embed them in our centre's culture.

Most recently this included providing our people with further guidance on behavioural expectations for each of our values; and ensure our vision and mission are reflected in our every day performance and performance management practices.

In terms of customer satisfaction measures we have established easier access to our customer compliments and complaints to our community centre users. This form is now available on our webpage. This easy access will drive fair customer outcomes and complaints resolution and improve our prevention and remediation processes.

We are also continuing to evolve our remuneration structures to ensure alignment with our values and securing financial performance growth. To ensure raised financial performance we have heralded in a heightened scrutiny of finances over the past year and

will continue this practice to ensure financial sustainability .

We welcome this scrutiny as critical to our community centre's financial performance and due diligence. This Committee of Management and our people are committed to a wide range of measures to address concerns and improve practices. Against the back drop of this years financial report we remain steadfast in our vision, to excel at securing and enhancing the financial wellbeing of the Patterson Lakes Community Centre Inc.

Over the year, our most important metric has been customer satisfaction and meeting identified community needs. Serving our community and acting in our communities best interest is our core business and directs our strategic plan.

Our people have been working tremendously hard this year to deliver the service, products and innovation that will meet our community expectations.

A mark of their success is in the record number of people returning and reengaging with us in programs and activities.

With the highlight of the year being the positive feedback we are now continuing to receive from our community centre visitors and users on our noted improvements in communication and the welcoming community culture.

Patterson Lakes Community Centre Inc

Message from the Centre Manager

Marisa Nowak

Adoption and continued execution of our strategic plan, derived from community development principles, focuses on customer satisfaction, community engagement, inclusion, innovation and strength. This is the foundation is our framework to which we turn to ensure that all we do continues to meet our community needs, help us to perform well and experience growth.

The 2015/16 financial year has been a busy and challenging year with our focus squarely on re-thinking and implementing our vision and mission. Guided by our vision and mission we have moved forward in excelling at securing and enhancing the wellbeing of our people, community and the centre in what has been a constantly changing environment.

In executing our strategy we concentrate on four key capabilities: people, productivity, technology and strength. Our efforts in each of these areas are guided by the basic principle that we put our customers and community at the centre of everything we do.

Leading in community satisfaction

Customer satisfaction has been and continues to be the key metric we use to benchmark execution of PLCC strategy. This year we have achieved our best ever customer satisfaction results and this has translated into increased community and customer engagement and communication.

The strength of our people and our culture

The strength of our performance is entirely a reflection of the commitment and dedication our people have shown to our customers, students and community centre values.

Our values speak to our commitment to be dynamic, progressive, relevant, engaged and inclusive and are integral to our culture. These dictate how we must treat our customers, community and each other. We have been working intensely this year to embed a values– driven way of working across the centre and are committed to incorporating into everyone's performance review, including mine. This aligns with our determination to be a community centre with high ethical standards.

Another of our main priorities is to ensure that PLCC is a place where our people feel engaged, supported and motivated to give and be their best, regardless of gender, ethnicity, sexual orientation, age or whether they have a disability.

Customer and Community focussed innovation.

In addition to on-going investment in our people , we continue to prioritise investment in technology and innovation and communications. PLCC's investment in our new customer relations management database, Jackrabbit allows us to deliver important benefits to our customers who are now able to have their payments and purchases processed in real-time.

Focusing on our long term strategy

The current operating environment has had its challenges but we remain positive about our future. Thanks to the dedication of our people we continue to grow in the right places, we have had significant growth in customer satisfaction and a strongly adopted new values-based culture. Of course we need to keep raising our standards and by building on our strengths, we will continue to manage for the long term, putting our customers and community first and investing in our future to ensure your centre is resilient, strong, successful and remain relevant to our community needs.

Patterson Lakes Community Centre Inc

Activity Group Reports

Gymnastics Head Coach Report

Katrina Koniusko

Classes operate out of two venues the Patterson Lakes Community Centre & our outreach program classes located at Cornish College also accessed by PLCC gym skills level program gymnasts.

In the last year we offered the following recreational and semi competitive programs for toddlers through to teenagers:

Our classes include:

- ◆ Kindergym: Tiny Tumblers (Child & Carer aged 18 months to 5 years) & Fun Gym (girls and boys aged 3 to 5 years);
- ◆ Recreational Women's and Men's Artistic Gymnastics: Gym Mix Foundation / Gym Skills Levels Program (girls and boys aged 5 to 8 years);
- ◆ Women's and Men's Artistic Gymnastics: Gym Mix Development / Gym Skills Levels Program (girls and boys aged 9 to 18 years);
- ◆ Semi Competitive Women's and Men's Artistic Gymnastics: Gym Star Program (girls and boys aged 7 to 15 years);
- ◆ POM: Mini POM, Junior POM and Youth POM (girls aged 5 to 15 years).

Our People

Coaches

In 2016, we farewelled five coaches and welcomed our new Head Coach, Katrina Koniuszko. During the period of this annual report the club had 10 coaches with a Gymnastics Australia accreditation.

Assistant/ Trainee/ Junior Coaches

As a club is committed to organic growth, personal and the professional development of our people, we run a dedicated mentor program.

Our Mentor Program pairs aspiring coaches with a coach who has been accredited as a supervisor with Gymnastics Australia.

During this period we welcomed the following assistant/ trainee/ junior coaches on board:

Isabella Baker Mini Pom

Amy Woodcock Gym Star Junior

Ella Holt Gym Skills Levels Program - Foundation Stream.

Natasha Robertson Gym Star Program Intermediate Stream.

Anna – Maria Rabottini Gym Skills Levels Program Foundation and Development Streams.

Jasmine De Chene Gym Star Program Intermediate Stream

Charlotte Baker Youth Pom

Support

In 2016 saw the introduction of our new customer relations management database, Jackrabbit and with this the new position of Gymnastics Program Administration Coordinator.

Competitions

Internal

Club Championships 2016

On 31 July 2016, PLCC Gymnastics ran its inaugural Club Championships with our Gym Star and former Gym Mix Development gymnasts competing.

Each gymnast received a participation medal, a certificate that detailed their individual scores, apparatus ribbons and a Gymnastics Victoria bracelet. Of the 232 gymnasts enrolled at PLCC Gymnastics, 110 gymnasts participated in Club Championships.

External

Hihett Youth Club Gym Star Level 3 3rd team
Berwick YMCA Gym Star Level 3 1xSilver
3xBronze
Berwick YMCA Gym Star 4 6th Vault 2x Judges Awards

Patterson Lakes Community Centre Inc

Activity Group Reports

Wesley Mission Victoria (WMV)

Each Thursday WMV, Connect South runs our cooking program from the community centre kitchen and small hall to conduct for people with a disability. We have 8 clients, of various ages, and 3 Disability Support Workers in attendance.

The Cooking Program provides the participants with the opportunity to maintain and develop transferable cooking and life skills to other areas of their lives.

The participants enjoy catching up on a weekly basis, conversing about their week and developing and maintaining friendships. The clients discuss and plan the main dish and dessert to be prepared in upcoming sessions and provide feedback on the meal of the day.

Wesley Mission Victoria has had an association with the Patterson Lakes Community Centre over many years. We sincerely appreciate our affiliation and the high level of customer service provided each time we attend.

Beyond this Dimension Joan King

Psychic and Spiritual meetings continue to be conducted on the fourth Friday evening of each month.

Over the years, when we used the hall on the first and third Sunday, the first Sunday seemed to attract a larger number of people when a demonstration of clairvoyance was presented to the public, and averaged between 40 - 50 people.

Unfortunately for us, Sundays became a very busy day generally with all-day shopping and sporting activities. Hence the move to a Friday evening, usually once a month.

The numbers attending vary, in the vicinity of 16

to 23. The decline in numbers, are two-fold; there are many more Psychic/Spiritual activities being conducted in and around the same area, and also lack of newspaper advertising opportunities, due to modern technology.

The age of people attending will vary somewhere in the region of 25 to 70 years.

The subject we present as a whole, intrigues and fascinates many people and if we have an overseas speaker from the USA for instance, the numbers can at least double in which case a larger hall is required.

HELEN O'GRADY DRAMA ACADEMY -

Patterson Lakes studio Helen Tanner

The program is one of self-development and aims to build students' confidence, communication skills and creative talents. Our Primary classes cover speech, movement, scripts and creative improvised drama, culminating in an end of year production. Our Youth Theatre classes (Secondary students) cover a balanced theatre arts program including speech, scripts, advanced improvisation, plot development, theatre sports and scripted productions.

We are currently running three age-groups: Lower Primary (grades Prep to three, 4-5 p.m.), Upper Primary (grades four to six, 5-6 p.m.) and Youth Theatre (secondary students, 6-7 p.m.). At the end of Term 2 all classes performed a cross-section of activities covered to parents and friends. Students who had completed four terms with the Academy were presented with certificates, and those completing one hundred lessons (or ten terms) received a commitment award. This year one student received an award commemorating four hundred lessons. That represents ten years and was a great achievement. We also have students receiving two hundred lesson awards at the end of the year. We look forward to continued success with productions at the end of term four.

Patterson Lakes Community Centre Inc

Activity Group Reports

Mahjong Group Barbara Cheshire

This year we will be celebrating our 13th, birthday. We had 6 people when we started and still 2 of those 6 are regularly at the club. We meet every Wednesday at 1pm and play till 4, with a short break for a cup of tea or coffee and a biscuit.

Our rules are updated from time to time with suggestions from some of the players with ways to improve the game. Though the rules and scoring that we use seem to be the most common throughout other clubs in Australia.

Our numbers have been down during the winter months with so many people going away, however we will be very pleased to see them return to our club when they are back from holidays. New players are always welcome, and we are happy to show them how we play the game.

We record players who have very high scores during the year and at Christmas they are rewarded with a gift.

Group Exercise Classes

Another report already! It feels like I was only writing the last report a couple of months ago! I'm very proud of all my participants. They continue to come to the centre and exercise their bodies, wit and spirits and along with that mixture of Fun, Laughter, Friendship and Understanding. We still have those escaping the Victorian winter so numbers fluctuate in all the classes however the weather is becoming warmer again and numbers will rise again..

Group Exercise Mon 9.30am

Class members redeem the benefits through continually attending these classes. Both old and new members are pleased with their increased mobility and balance, improvement in health and general well being. This class size varies as all our classes do. It is more active than Tuesday and is even becoming more like a Thursday session.

Gentle Group Exercise Tuesday 9.30am

Emphasis is on knowing where ones feet and arms are situated and ones own limitations.. Stretching and body awareness exercises are used in all the classes but more so with this smaller group. Seated activities, regaining movement and balance are the key to all round improvement. Hand weights are still used to help with strength and muscle movement.

Gentle Group Exercise Thursdays 9.30am

This class is similar to Monday and keeps participants on their toes. With alert minds ready for their daily challenges. All activities are feet on floor so one works at their own pace and abilities. We also still have some fun along with our social outings. learn and increase our self awareness. Whilst pushing the limitations that the ageing process is starting to throw at us. A greater variety of exercises and stretches are used along with dance and hand weights.

Overall Aim

Our goal is set to gain improvement in Posture, Breathing, Range of Motion, Personnel Strength & Stability along with body awareness. I provide a Safe- Fun - Specialised Activity Class for all participants to enjoy!!

Patterson Lakes Combined Probus Club

2016 has seen another successful year enjoyed by Patterson Lakes Probus Club. Members have taken part in a variety of activities from a BBQ with a local vintage car club, a visit to the taping of Family Feud, bus trips to Grandview Brewery, Coombe Cottage and Werribee Zoo, Dine-outs, Stage plays and Movies.

The highlight of our year was the Fashion Parade held at our Community Centre to celebrate 40 years of Probus in Australia. We wish to thank Marisa and staff for all the help given to us to make this day a success.

As with other years we have enjoyed many interesting Speakers including Chief Inspector Kel Glare on Policing, Marty Hook on the Kokoda Track today and Comedian Don Jones on The Magic of Laughter.

Patterson Lakes Community Centre Inc

Groups & Activities

Patterson Lakes Community Centre Groups & Activities

Gymnastics

Pom

Exercise with Debbie

Yoga

Tai Chi Plus

Chess

Patchwork & Embroidery

Card Group

Patterson Lakes Playgroup

Sensory Art

Other Groups & Activities

Lion Bushido Karate: For teenagers to adults.

Kumon: English and mathematics

Weight Watchers: weight loss.

Shimmy by the Bay belly dancing: for beginners.

Hey-De-Ho Music: interactive music program for children under 5.

British-Australian Community: monthly 50/50 dance.

Peninsula Jazz Club: monthly dancing and music.

Friendly Connections: social group meets each month.

Patterson Lakes Bridge Club: weekly games.

Mahjong: weekly, beginners welcome.

Beyond this Dimension: psychic and spiritual sessions.

Patterson Lakes Community Centre Inc

Acknowledgements

The Patterson Lakes Community Centre Inc gratefully acknowledges the support of our;

Volunteers

Volunteers are crucial to PLCC's operations, helping to deliver programs that allow others to build skills, retain their independence and beat loneliness.

Volunteers are one of PLCC's greatest strengths, contributing 6,500 working hours every year and allowing many of the centre's core activities to continue.

Our wonderful band of Volunteers help with programs ranging from the Kiosk, Gymnastics, Craft, Cards, ESL and Administration.

Corporate Sponsor & Donors

In addition to the financial support provided by Commonwealth, State and Local Government Patterson Lakes Community Centre extends its gratitude to the many private individuals who have made donations to our campaigns and projects over the past 12 months.

PLCC generates additional operating income through fundraising, delivery of programs, room hire, and donations. These diverse sources of income enable us to provide our many services to the community. All support is appreciated.

- * **The Cove Hotel**
- * **Bunnings Warehouse**
- * **Patterson Lakes Pharmacy**
- * **Ray White Realestate**

Funders

Victorian Department of Health and Human Services and the City of Kingston.

