



GCBH ANNUAL REPORT

INDEX

| | |
|--|----|
| From the CEOs desk | 3 |
| About GCBH | 4 |
| Our focus our mission, vision and values | 4 |
| Our people and the people we worked with this year | 5 |
| Our programs are delivering | 8 |
| Our services are in demand | 11 |
| A picture says a 1000 words | 12 |

FROM THE CEOS DESK

What a year this has been. We have achieved so much through our engagement with our community, delivering on our strategic plan and meeting our targets for ensuring sustainable practices in our program and service delivery.

As I recently said, when interviewed for our new website, our community programs are the heart of our Hub. These programs connect us to community through sport and art. We are also extremely proud of the employment successes that have flowed from our education and employment programs. We work closely with many businesses in Gentown and get a kick out of seeing past students succeeding in their chosen career.



At Gentown Community and Business Hub, we take our position as the hub of the community very seriously. We believe it is our role to provide a strong example of good quality business practices and customer services for the community. To that end we have chosen to take a lead in the regional initiatives supporting community inclusion, gender equity and sustainability. We feel that these are important issues for us to connect with.

The gender equity project is one that is near to my heart. In the last year we have commenced consultation, research and training of staff to ensure we are in a good position to take this further. We look forward to the coming year that will give us time to continue this important work.

We have achieved so much in the last year and as you go through this report, please think about the number of people that walk through our doors daily for support, guidance and direction and the amazing staff that respond to these requests.

Please join me in celebrating the year that was as you go through this year's annual report. I wish to thank the amazing team at the hub, the board members, leadership team, staff and volunteers. Thank you for your continued commitment to the important community work that we do.

Helen Omondi, CEO





ABOUT GCBH

The Gentown Community & Business Hub (GCBH) is a community driven space. We provide a wide range of services to support small business development, education, employment, recreation and social connection in the Gentown community.

Our Business Hub encourages community growth by helping local businesses and entrepreneurs thrive. Located on Main St. in Gentown, the hub offers office space, workshops, reception services, a high-speed fibre internet service and a supportive environment.

Businesses should serve the community and we are interested in strengthening both. Our programs and services are for the young and old, men and women, and people of all backgrounds. We look for businesses that align with our vision and mission to foster opportunities for the people of Gentown to flourish and succeed, whatever their circumstances.

Funded in part by the State and Commonwealth Governments, we provide low cost services for Health Care and Pension Card Holders. We are also a registered provider of Adult Community Education Programs.

OUR FOCUS OUR MISSION, VISION AND VALUES

Our mission:

To support community driven innovation for the well-being of all.

Our vision:

Inspired people working together to meet the needs of the whole community.

Our values:

- Quality in all aspects of what we do.
- Innovation in creating solutions that meet the needs of everyone in the community.
- Accountability in how we operate, by being clear on how and why we engage with business and community.
- Collaboration with each other as we recognise that by working together, we can achieve better outcomes.
- Respect for all, recognising that everyone's perspective is unique and valuable.

OUR PEOPLE AND THE PEOPLE WE WORKED WITH THIS YEAR

Over the last year we have seen a number of staff and volunteers join our growing team. It is important to acknowledge them for the work they do every day to support the Gentown community.



Helen Omondi
CEO

Helen has been the CEO at GCBH for four years. She has worked as a business consultant and has years of experience leading programs in the social services sector, particularly in the areas of health, disability, community and vulnerable people.

helen@gcbh.com.au

Trisha Gallo
Business Services

Trisha joined the GCBH team several years ago as Community Programs Coordinator before moving into the role of Business Services Manager after completing a Diploma in Business Administration.

trish@gcbh.com.au



Paul Sorokin
Employment and Training

Paul has led the employment and training team at GCBH for several years. With a background in business management, he is committed to helping people find the right roles and secure long-term employment.

paul@gcbh.com.au



David Peres

Community programs

David has extensive experience starting and managing community programs. He has worked in a variety of sectors, including municipal government, refugee and asylum seekers, and mental health.

david@gcbh.com.au**Katrina Jovanović**

Finance and Administration

Katarina worked in corporate law before successfully transitioning to the community sector as the finance and administration manager at GCBH. She has provided sound financial guidance to all members of the community.

katatina@gcbh.com.au**Phillip Martin**

Human Resources

Phillip has over 30 years of work experience in human resource management, primarily in the private sector. He recognises that people are the greatest contributor to an organisation's success.

phillip@gcbh.com.au**Volunteers**

We wish to thank the nearly 100 volunteers that currently support the work of GCBH. Without your commitment we could not achieve what we do.

Special recognition to our Volunteer of the Year Siobhan Preece for her substantial contribution to supporting the education programs with conversational English groups



Board members

We wish to thank our amazing board for their contribution this year. Your contribution to the work of GCBH is immeasurable. Thank you:



Zoë Katsaros



Ryan Law



Kevin Walsh



Gabriel Cohen



Adi Grover



David Bhatt



Juan Russo



Sara Li

Our partners

The work of our partners ensures that the GCBH Programs and Services are strongly tied to the the community. We would like to thank the following organisations for their contribution to GCBH in the last year:

- **Gentown Chamber of Commerce and Industry (GCCl)**
- **Business and Tourism Regional Alliance (BTRA)**
- **Gentown Business Owners Network**
- **Gentown Arts Centre**
- **Regional Women in Business Network (RWBN)**



OUR PROGRAMS ARE DELIVERING

Sports and recreation

The sports and recreation program is an active part of Gentown Community & Business Hub. Many of our players became involved through our Employment Skills and Training program. Joining our team has been a great way for these individuals to connect with the community and expand their circle of friends and acquaintances.

This program wouldn't be possible without the incredible support and sponsorships from our partner organisations Gentown Local Council, Regional Women in Business Network and Gentown Business Owners Network.

In the last year we have run:

- a seniors' fitness program with 42 women and men staying fit and active through the fab 50s program.
- a women's football, netball and soccer team with 30 young women engaged in sport
- a youth soccer team with over 20 young women and men engaged in training throughout the year.





Employment skills and training

The Gentown Employment Skills and Training Program (GESTP) helps jobseekers become work-ready by providing pre-employment training. This program is supported by the local Chamber of Commerce and Industry members.

Our focus is to give individuals a better understanding of employers' expectations in both the recruitment process and as new employees in the workplace. This means providing opportunities for jobseekers to develop and practise their IT, problem solving and communication abilities. We work with businesses to ensure that people are acquiring industry relevant skills and knowledge.

At GCBH, our aim is to assist Employment Skills and Training participants in achieving the best outcomes, whether they're looking for long-term employment or guidance charting a career path. GESTP works closely with our business arm, Gentown Recruitment Services, to connect participants with local industries through work placements and mentorships.

In the last year we have assisted:

- 22 women and 46 men find employment
- delivered pre-employment training to 112 jobseekers – 52 women and 60 men.

A group of people, including a man in a blue polo shirt and a woman in a floral shirt, are sitting at a table. The woman is holding a yellow pen. There are papers and other items on the table.

Arts education

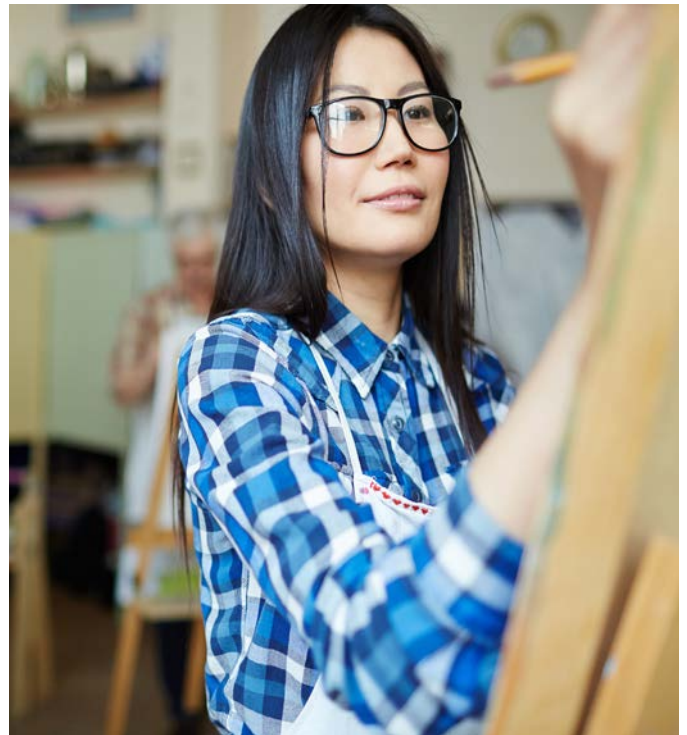
The Gentown Community Arts Program (GCAP) runs a range of artistic projects and programs that reflect and support the diversity of our community.

This program focuses on art in the community, not only offering ways for emerging and established artists to further their talents, but also art as therapy. We emphasis inclusivity, offering and developing art events and activities with the following groups: Aboriginal and Torres Strait Islander community, LGBTIQ+ community, culturally and linguistically diverse communities, people with disabilities, seniors, and youth.

Over the last year we have run 40 art classes and worked with over 50 artists.

In addition to our breadth of art classes, GCAP provides opportunities for local artists to showcase their work, do meet-and-greets with the public, and sell their art by commission at the local Gentown Arts Centre, located in the town centre.

Twelve of our artists have exhibited in the last year.





OUR SERVICES ARE IN DEMAND

Business hub

The Gentown Business Hub (GBH) contains everything a business owner or entrepreneur would need to start and run their business through the provision of shared services in one central location. Our vibrant hub is an environment for collaborative action that responds to community needs.

We currently have four new start-ups using the hub and over the last year, another two businesses have achieved sustainability using the hub space to base their new business. The Business Owners Network has continued their support and mentoring of new hub members.



Recruitment service

At GCBH we know that a strong community is one that has high levels of community engagement and employment. The Gentown Recruitment Services (GRS) is an active and growing business arm of the GCBH. We help local organisations and businesses find the right people for their teams by assisting with the full recruitment process – advertising job posts, reviewing applications, interviewing, conducting reference checks – to providing support for onboarding new employees.

In the last year we have helped 68 of our Employment and Training jobseekers find employment and a further 28 Gentown community members find a new career.



A PICTURE SAYS A 1000 WORDS

