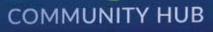
The Cire Way

Purpose | Approach | Outcome

Creating communities where everyone is empowered to reach their potential







Documenting The Cire Way

Documenting The Cire Way aligns with our strategic vision and offers several positive benefits for our overall impact. It provides an opportunity to inform the community on what Cire symbolises and strengthen our value.

Additionally, detailing the evidence base that underpins our services, provides transparency and validity to our functioning, as well as provides a foundation for further developing the tools and processes required to systematically monitor and evaluate our impact. A huge thanks to CEI, our Board and Cire team members for making this possible.

Cire partnered with the Centre for Evidence and Implementation (CEI) to document the evidence base for our approach to service delivery. CEI worked with staff across our organisation to understand The Cire Way, our service users, context and current practices, programs, and ways of working.

From focus group meetings with key staff, CEI was able to explore the day-to-day context of delivering services and our current approaches. They were also able to produce program logics for our four service streams: our Community School, Early Learning, Training & Community Hubs and Corporate Services. These program logics are

Acknowledgement of Country

At Cire Services, we acknowledge the Traditional Owners of the waterways and lands where we work. We pay our respects to Elders past and present. We commit to ensuring everyone we work with is safe, empowered, supported and respected, especially our young people. We support and celebrate diversity of race, culture, ability, gender, sexuality and gender identity. We are an inclusive organisation that values the unique perspectives of all our employees. We believe diversity makes us stronger and helps us better serve our community. Our goal is to create a workplace where everyone feels welcome, respected and valued.



The end result is this book, The Cire Way. A document that describes each of our services, presents the program logic, an overview of the evidence, and key implementation strategies for the delivery of each service. It also describes the key values, principles and other important organisational approaches that are common across Cire Services.

Julian Carle Board Chair

Gus Seremetis CEO

Who we are

Empowering individuals through education is at the core of Cire. We prioritise inclusivity, sustainability, and innovation to create opportunities for all. As one of eastern Melbourne's largest not-for-profit organisations, we offer innovative education options and quality services.

With over 300 employees and multiple locations, including Yarra Junction, Mt Evelyn, Lilydale, Berwick, Monbulk, Pakenham, and Chirnside Park, we provide comprehensive support for every stage of learning.

- Cire Community School: Crafting alternative
 pathways for education where conventional systems
 don't suffice.
- **Cire Early Learning:** Ensuring every child's right to quality early childhood education.
- Cire Training: Our Registered Training Organisation
 (RTO) helps individuals advance their professional skills.
- **Cire Community Hubs:** Spaces where individuals come to learn, belong and connect.

We are more than just a service provider; as a dedicated charity, we're an integral part of the communities we support. In collaboration with the Yarra Ranges, City of Casey, and Cardinia councils, our partnerships bolster our commitment to providing exceptional education, training, and assistance.

Since our humble beginnings in 1976, we have evolved into Cire Services Incorporated, offering a wide range of educational opportunities. Our launch of new campuses at Lilydale, Berwick and Monbulk for our Community School and the expansion at John Street, Lilydale, for our adult learners are testaments to the relentless demand for our unique blend of services.

We pride ourselves on our evolution and our foundational roots in a market that recognises us for our credibility. Cire is not just large in size, but monumental in its educational innovation and community service. As a not-for-profit organisation, Cire is dedicated to positively impacting the communities we support. Our commitment to providing inclusive and sustainable change goes beyond just offering services – it is ingrained in everything we do.

Education is the key to unlocking potential and creating a brighter future for all individuals, which is why Cire offers services that cover every stage of learning – from early childhood education to alternative pathways for those who don't fit into traditional education systems, and professional training for career advancement.

Embedded in the fabric of our communities, earning a strong reputation as a credible advocate for those who experience social and economic disadvantages, including homelessness, isolation, loneliness, unemployment and mental health challenges. Our unwavering commitment to promoting lifelong learning and supporting individuals to overcome challenges is what sets us apart. True change requires a collaborative effort, which is why we work closely with local government and community groups and partner with organisations to create a strong network of support for our communities. Together, we can achieve more and make a real difference in the lives of those around us.

We also strongly emphasise sustainability, not just in terms of environmental practices, but also in creating sustainable education and training opportunities for individuals from all backgrounds. By prioritising inclusivity and sustainability, we strive to create a more equitable future for everyone.

Our commitment to serving the community remains at the heart of everything we do as we continue to expand and evolve. We are grateful for the support of our partners, volunteers, and donors who make it possible for us to continue positively impacting the lives of those around us.

"We prioritise inclusivity, sustainability, and innovation to create opportunities for all."



Why we do what we do

Cire Community School We embrace diversity and empower young minds.

Acknowledging that every student has unique learning styles and needs is at the core of what Cire Community School stands for. Offering an alternative to mainstream schooling, allowing students to thrive in a supportive, caring, and nurturing environment. We believe that the wellbeing of our students is of utmost importance, and that's why we offer quality education and personal development opportunities hands-on, project-based, and relevant. that are By engaging our students in their education, we help them develop the skills and knowledge they create a positive future. Our curriculum to need on three levels: junior, middle, and is based years, with each student developing their senior pathway plan that includes individual learning own goals. These Individual Learning Plans (ILPs) are co-created with each student to ensure they are realistic and meet their individual needs. At Cire Community School, we believe that students are more engaged and motivated to succeed when they have a say in their learning.

The Cire Difference:

- Small class sizes high staff to student ratio.
- Specialised wellbeing team at each school campus.
- Designated safe spaces for self-regulation.

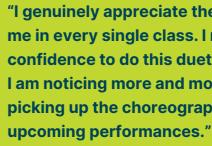
Student wellbeing is at the heart of what we do. Recognising that growing up in our modern society has many challenges, particularly for teenagers and young adults. We know that every student manages scenarios differently and may face a multitude of challenges. This is why student wellbeing is so important and it is our top priority. It ensures our students feel safe and empowered to tackle whatever challenges come their way so they can grow into confident and resilient young adults.

In recent years, the educational landscape has changed. There has been a huge shift in understanding the impact of trauma, not only on the students' learning, but also on their wellbeing. We know that the majority of our student body have experienced trauma. Whether that be developmental trauma or Post Traumatic Stress Disorder (PTSD), trauma-informed practice within the educational environment has emerged as a vital practice.

At Cire, we pride ourselves on being trauma-informed. Historically, we have utilised the Berry Street Education Model to ensure that our teachers, learning assistants and wellbeing team are equipped with the tools and resources to respond to the diverse needs of our students who have experienced trauma. We are still suffering the after effects of disengagement through the pandemic, which is evident by our waitlist. There are so many families that are in need of an alternative to mainstream education. At Cire, we focus on the individual.

Our innovative education model is the next step in fulfilling that commitment. Utilising the learnings, knowledge, and experiences with an approach that is centred on each student's unique needs, ensuring they are valued and provided with the tools to flourish. Our focus on personalisation and adaptability will enable us to better serve our students and help them achieve their fullest potential.

At Cire, we believe that education is not just about providing knowledge, but about fostering growth in every aspect of a person's life.



Rachel, Student - Cire Community School, Lilydale campus



Rachel's success in reengaging with school can be attributed to finding a safe learning space that catered to her interests and needs. This enabled her to gain confidence, overcome shyness, and achieve impressive accomplishments. Her mother, Kimberly, expressed pride in Rachel's achievements, highlighting how Cire provided a safe space for her to flourish.

"I genuinely appreciate the encouragement and support you show me in every single class. I really don't think I would have had the confidence to do this duet without you by my side the entire way. I am noticing more and more things I can do and how fast I'm picking up the choreography. I'm so excited for next term and our

Cire Early Learning

A place where young minds can grow and develop and create the foundation for a lifetime of learning.

Cire Early Learning proudly delivers high-quality education and care programs that support the needs of the community. We offer an inclusive and supportive learning environment that celebrates diversity and values each child's individuality. We believe that children are active, capable and invaluable members of our community, and our approach nurtures their innate curiosity, fosters exploration and lays a solid foundation for lifelong learning.

Our team of qualified and experienced early learning educators recognise that meaningful interactions and the surrounding environment nurture learning and establish a strong sense of identity.

At Cire Early Learning, we develop play-based educational programs in line with the Victorian Early Years Learning and Development Framework (VEYLDF), National Quality Framework (NQF) and the Early Years Learning Framework (EYLF) guidelines. Drawing inspiration from the renowned Reggio Emilia Approach, our curriculum and environments are thoughtfully designed to spark a child's imagination and create positive relationships with education from a young age.

We foster environments where children are encouraged to learn through hands-on experiences, active listening, tactile exploration and keen observations and are committed to creating a child safe organisation where all children and young people are safe and feel safe.

Cire Early Learning Philosophy

- Sustainability Building a culture of sustainability.
- Integrity Your child's best interest is the foundation of everything we do.
- Inclusion We value all individuals and embrace diverse backgrounds, beliefs, and cultures.
- Innovation Creating a shared evolving vision and reimagining education.
- Quality Being consistent, safe and always present.



"The staff at this centre are incredible! They are so caring and kind toward all the children. The centre is always clean and bright. My daughter loves coming to day care and settled in immediately."

Jess, Parent – Cire Early Learning Centre, Mt Evelyn



At Cire, we believe that education is a powerful tool that should be accessible to everyone, regardless of their age or background. This is the ethos that Cire lives and breathes by. Education enriches lives and opens doors to new opportunities.

It is the key, whether it's getting young children ready for school, helping secondary school students graduate, improving career prospects through higher qualifications, or simply learning a new hobby for personal enrichment. The beauty of it is that there are no limits to what one can learn.

Cire Training Nationally recognised qualifications, creating career pathways and life skills for all ages.

Since its inception in 1983, Cire Training has been a Our job readiness programs offer support that extends respected and vital part of the community offering Adult beyond the classroom, with programs designed to Community and Further Education funded courses, we have help students acquire the skills and knowledge they need empowered countless individuals with the skills they need to succeed in their chosen field and ultimately secure meaningful employment. We carefully select courses that to enhance their personal growth, improve their literacy and foundational education, and re-join the workforce. align with the local community's needs, ensuring that our graduates are well-positioned to take advantage The Cire Difference of the growing demand for skilled workers.

- Flexible study options to fit in with student commitments.
- Small class sizes with tailored one-on-one support.
- Additional support for students returning to study.

Our commitment to educational excellence led us to evolve into a Registered Training Organisation in 1992, which allowed us to expand our scope to offer nationally accredited vocational qualifications. In 2019, our dedication to high-quality education and training was recognised when we were awarded the title of Victoria's top Community Training Provider. We are proud of our programs, passion for innovation, and dedication to the people we serve in the Yarra Ranges and beyond.



Cire Community Hubs A place to learn, connect, and belong.

Cire's journey began from a single community hub at Yarra Junction. Fast forward to 2019, and Cire opened its second community hub at Chirnside Park, extending its reach beyond just one community. Our two hubs strive to allow individuals to learn, connect, and belong.

When you enter one of our community hubs you can expect to be greeted with a smile and a sense of belonging. We pride ourselves on creating a friendly and welcoming environment that is reflective of the communities we serve. As community pillars, each of our hubs is dedicated to giving back and making a difference in the lives of those around us.

Whether through our complimentary community lunches and pantries, or our tailored programs catering to local interests and needs, we are committed to enriching lives and creating a positive impact.

From parenting and environmental education, to wellness programs and creative classes, there is something for everyone at our hubs.

We are proud to collaborate with the Yarra Ranges Council to bring Maternal and Child Health Services to the community; we also take pride in the many fundraising initiatives that we support and promote throughout the year.

Our active engagement with Neighbourhood Houses Victoria (NHV) and the Community Houses Association of the Outer Eastern Suburbs (CHAOS) allows us to extend our reach and impact.

As our locals like to say, 'it's good to have a cuppa and a chat at the Hub!'

First Impressions Clothing Exchange Empower women for brighter futures by helping them achieve their personal and employment goals.

Cire Training's First Impressions Clothing Exchange (FICE) is more than just a retail space. Established in 2019, this initiative aims to empower women and support them in achieving their personal and employment goals.

Through ongoing support, programs, and networking events, our experienced trainers work with women to instil confidence and develop the skills necessary for success in the paid workforce. FICE also offers a range of pre-loved, affordable women's clothing, making it a great environment for volunteers to learn new skills. FICE also helps reduce textile waste through our upcycle program. It is a win-win approach that has already impacted the lives of hundreds of women.

"So many great and helpful programs for everyone!"

Grant, Cire Community Hub, **Chirnside Park attendee**







Painting the picture

Guided by The Mind Gallery, our leadership team was asked to paint a picture representing how Cire empowers the community through flexible learning; the team created small works of art. Their enthusiasm sparked a vibrant creative process, with paintings embodying their vision. Each stroke tells a unique story, culminating in a stunning display that unites ideas and inspiration. These paintings served as inspiration and were included in a final art piece by one of The Mind Gallery's talented artists.

Collaboration

At Cire, we nurture our community through programs and services symbolised by the watering can. Our thriving community is represented by the flower, while the field of flowers signifies endless possibilities. Collaboration is key to our success as together, we achieve more. Join us at Cire where teamwork across all our services makes a difference.

Belonging

At our Cire camp site, everyone is safe and supported. Stay for a night or longer, all ages are welcome. Share stories, laughter, and meals around the campfire. Leave feeling relaxed and fulfilled after being part of something truly special.

Support

Cire is like a strong tree trunk, supporting the community to live happily and healthily. Just like branches catching falling apples, Cire is always there to support those in need. More branches and bigger hands mean more support for everyone. At Cire, we imagine a world where the community thrives through connection and opportunity, where obstacles can be navigated successfully through resources created to foster hope. Working together, we can shape our communities and help achieve positive outcomes for individuals at all stages of life.

The powerful message of our collaborative artwork is that a lighthouse symbolises guidance and empowerment through learning. This piece celebrates our vision of community empowerment through flexible education options. Let the light guide you on your path to success.

Connection

Diversity

We embrace diversity as we move together towards our goals, each contributing a different note to create harmonious unity, just like a choir.

Opportunity

Who we work with and support

At Cire, we provide comprehensive and adaptive support to individuals across all life stages. Our offerings are as diverse as the communities we serve – from nurturing infants at our Early Learning Centres and guiding disengaged youth at Cire Community School campuses, to empowering adults and seniors at our Training and Community Hubs.

We're committed to a personalised approach, understanding that each individual has unique circumstances. Especially at Cire Community School, we focus on those distanced from mainstream education due to mental health challenges, trauma, or homelessness. Diversity is also a hallmark of our early learning programs, supporting socio-economically disadvantaged families, including those from diverse cultural backgrounds and Aboriginal and Torres Strait Islander communities.

Recognising the vulnerability of certain groups, such as women and those with low literacy and numeracy skills, our Registered Training Organisation offers tailored courses to help improve employability and foster fulfilling lives. We place a high value on flexible, compassionate education that acknowledges each person's specific needs for support.

Our partnerships with government, businesses, and philanthropic organisations enable us to develop innovative solutions that strengthen our community while addressing the distinct needs of our clientele.

Cire boasts a variety of programs that address varying needs, from early childhood development to vocational training in sectors such as hospitality and care support, aligning with the community's requirements.

In every interaction and every stage, Cire aspires to deliver exceptional experiences. We have even established a dedicated role to enhance customer satisfaction, ensuring a consistent, positive experience with Cire. This reflects our deep commitment to understanding and enhancing each member of the community's journey with us.

Our vision: to create communities where everyone is empowered to reach their full potential

Cire's unique service approach

We aim to provide a sense of community for people of all ages and backgrounds and empower them by providing safe, inclusive spaces where individuals can grow, connect and thrive.

We provide a person-centred approach to education, vocational experience and community support that is tailored to each individual's needs, preferences and goals.

Through partnerships and collaboration with community and government, we also hope to drive system level change in the early learning, primary and secondary education and adult learning sectors. By aligning the approaches of each Cire business unit with evidence-based practice, we hope to become recognised as best practice and have elements of The Cire Way reflected in mainstream education, highlighting the importance of inclusivity across the board.

Cire Services

supporting our staff, with a culture that allows everyone to learning and for being a caring and active participant in thrive in the workplace - we are proud of the impact we the community. We are viewed as being a valued partner, have on our communities and are committed to staying focused on continuously improving what we do and what we can influence.

Individuals

Our person-centred approach focuses on the individual, providing them with access to three levels of support, and to our peers in the education and early learning space. tailored to their needs.

- 1. When they first come to Cire, helping them feel safe and secure.
- 2. Working with them to develop their less tangible skills and build their confidence.
- 3. Providing them with opportunities to learn practical skills and knowledge so they can be prepared for the future.

Community

As an organisation, we have a reputation for valuing and We have a reputation in the community for excellence in both by local government and businesses.

System

Our model of learning is considered gold-standard and elements of it are reflected in mainstream education we are a trusted thought partner at all levels of government

Ne are seen as a strong advocate & catalyst for change in The education sector



Our Vision

Ultimately, we aim to achieve change for the communities we support through leveraging our expertise and unique service offering.

At the heart of our approach are values and principles that include integrity, sustainability, inclusion, quality, innovation, respect, flexibility, and first and foremost as a community organisation - connection with our community.

Cire's vision is to provide a sense of community for people of all ages and backgrounds and empower them to reach their full potential.

Our Clients

Cire supports individuals at all stages of life from infancy to older adulthood, including people who may be experiencing complex circumstances such as:

- Mental health issues. Homelessness.
- Trauma.

• Unemployment.

Our Approach

Cire recognises that all people are unique. As such, Cire takes a person-centred approach to providing education, vocational experience and community support by tailoring these to each individual's needs, preferences and goals and delivering services in a safe and supportive environment.

We believe

Everyone, whatever their circumstances or age, deserves the chance to reach their full potential through accessing education and learning opportunities in a safe, supportive and welcoming environment.

We provide

A person-centred approach to early learning, schooling, training and community support, tailored to the needs of the individual.

To support

People of all ages and from all backgrounds living in our communities, including children, young people, adults and older Australians.

That leads to

Individuals with the support, skills, knowledge and confidence to realise their full potential, communities with access to high quality learning and personal growth opportunities, and collaboration and partnerships across the education and learning sector.

Resulting in

Communities that are supported to thrive, and reflective systems that level change around learning and community supports.

Our Services

Cire's safe and supportive community

Cire Training | Cire Community School | Cire Community Hubs | Cire Early Learning

Outcomes

Improved engagement in education and training.

Increased job readiness.

Improved social connection and sense of belonging.

Children, individuals and families are supported to meet their full potential.

- Social isolation.
- Disability. •

Strengthened communities.

Improved sense of self-efficacy and independence.

Our principles

While many values were identified as important to The Cire Way, the following six were the most consistently cited by staff and are common across all service streams.

Community connection

Cire demonstrates a strong commitment to relationships and building community. We prioritise connection with service users, families, our staff, and the community we work with. Being highly responsive to community needs and improving social connection is a primary purpose of each Cire service.

Across Cire, this looks like:

- Ensuring that Cire staff are carefully selected to align with Cire's values to ensure staff culture is maintained. •
- Understanding the ramifications of not providing services to the community and acting on this, for example, by offering a bus service to students to increase accessibility.
- Strong connections and collaborations with external services and community organisations to ensure every Cire service user has the resources and support they require.
- High visibility in the community, a commitment to running community engagement events such as the Cire Community • Markets and consistently responding to community needs.



Flexibility

Cire understands that flexibility is key to achieving successful outcomes for their service users. Across all Cire needs of individuals, their preferences, service streams uniaue and qoals are the considered when determining how to best support service users. Cire makes a genuine effort to meet people where they are at and develop innovative solutions to meet their identified doals. This includes recognising how a person's broader socio-economic and environmental background may impact their learning needs.

Across Cire, this looks like:

 Developing person-driven individual learning plans to support individuals to understand their abilities, across their unique academic, personal, or social goals.

For the Cire Community School, this looks like:

- Offering a project-based approach to learning based on individual interests.
- Flexible school hours, extended course time for students to complete their Victorian Pathways Certificate and Victorian Certificate of Education - Vocational Major through flexible assessment.

Respect

Respect is at the foundation of all Cire's relationships. Cire honours diversity and actively works to understand every individual's differences, background and perspectives. This helps us to provide individualised support which best enables positive outcomes. Cire communicates with service users, families, our staff and the community with compassion. We are thoughtful when collaborating with community and consider our impact before we act.

For the Cire Community School, this looks like:

- Staff practice unconditional positive regard when interacting with students to nurture positive, trusting relationships.
- · Prioritising restorative practice and conversation over punitive disciplinary action. Both students and staff model this behaviour and there is an expectation set to interact respectfully with others.
- Approaching enrolment thoughtfully by screening prospective students to ensure that the appropriate resources established across the school.
- · Individual learning plans being formulated to respect students' backgrounds and differences in goals and to support them to understand their strengths.

For Cire Early Learning, this looks like:

• Ensuring all staff complete 'No Limitations' training to breakdown gender stereotypes and foster an inclusive environment for children.

For Cire Training and Community Hubs, this looks like:

 Undergoing a long period of engagement with prospective students to understand what options are the most appropriate for each individual.

identify their immediate needs and preferences, encourage meaningful activities, and build confidence

are available to support their needs, as well as safeguarding the strong sense of community that has been

Safety

Cire is committed to providing a safe space for children, families, staff, and the community. This involves providing an environment that is physically and emotionally safe. We also work to provide a culturally safe environment for Aboriginal and Torres Strait Islander families. The physical and psychological safety of our staff is also of utmost concern and staff are provided with measures to ensure they can remain safe at all times.

Across Cire, this looks like:

- Policies and procedures outlining Cire's commitment to safety and standards for all services and staff to follow.
- Cire Corporate Services has developed a Health and Safety Committee that provides a consultative forum for improving safety across all service streams.
- Health and Safety Representatives who manage risk and maintain Cire's culture of safety.

For the Cire Community School, this looks like:

- Many staff have completed the Berry Street Education Model.
- All staff undertake training and have a trauma-informed approach to their work.
- Providing a predictable and consistent school routine for students that promotes healing from trauma and reduction in anxiety.
- Providing an inclusive environment where students can feel safe and receive the care they need, including
 nutrition and health care. Cire provides students with breakfast daily and has an onsite school wellbeing
 team, including social and mental health workers, who can provide emotional support and assist with referrals
 when further support is needed.

For Cire Early Learning, this looks like:

- Offering a Victorian Aboriginal Child Care Agency (VACCA) supported playgroup for Indigenous children and families to improve cultural safety.
- Creating a physical environment at Early Learning Centres that is culturally safe for Indigenous families by displaying the Aboriginal and Torres Strait Islander flags at all sites, commissioning Indigenous art, and installing plaques at all sites and Head Office acknowledging Traditional Owners of the land.

Empowerment

Ensuring people have the opportunity to participate in learning, employment and the broader community regardless of their circumstances is central to Cire's vision. Cire provides services and spaces that are accessible to everyone. They also aim to empower individuals and families to meet their potential by collaborating with individuals to recognise their strengths and support them to build on these. Cire is also a strong advocate for their community and is responsive in meeting their needs.

Across Cire, this looks like:

- Collaborative relationships that support person-centred, individual-led decision making and goal setting.
- Being positive educational role models for children, young people, adults and the community.

For Cire Training and Community Hubs, this looks like:

• Cire's First Impressions Clothing Exchange empowers women to enter the workforce by providing them with the opportunity to develop the necessary skills and build their confidence to meet their goals.

Quality

Cire strives to ensure that our services are of the highest quality and responsive to service users and the community's needs. This involves providing inclusive, accessible, safe, and evidence-informed services and ensuring that individuals receive timely support. We are recognised by local government as being a reliable service provider that can provide sustainable solutions to community needs and has been sought out for innovative projects such as Project Cire, which includes a purpose-built food truck designed to provide students with on-the-job training and experience to meet the high demand for hospitality workers in the region. Referrals for our services across all business units are primarily by word of mouth, reflecting high consumer satisfaction with service quality. All Cire services meet sector quality and care standards. Cire Corporate Services consistently works to improve the efficiency and quality of Cire's systems and processes.



For Cire Community School, this looks like:

• Victorian Registration and Qualifications Authority approval, including Victorian Child Safe Standards.

For Cire Training and Community Hubs, this looks like:

- Registered Training Organisation approval from the Australian Skills Quality Authority.
- Victorian Community Training Provider of the Year award in 2019 and finalist in 2020 and 2021.

For Cire Early Learning, this looks like:

 The Australian Children's Education and Care Quality Authority rated services as 'meeting' all areas of National Quality Standards.

Our ways of working Holistic

Cire undertakes a holistic approach to service planning and delivery that provides flexible support that considers the whole individual, including their physical, social, and emotional needs and wellbeing, their family and social networks, and the context they live in. This is similarly encapsulated within individual learning plans at all Cire services.

For the Cire Community School, this looks like:

- Having an onsite school wellbeing team who are readily available to support students.
- Being well connected to community organisations and services, assisting smooth referral of students who require additional support.
- Reducing common barriers to school attendance and engagement found in mainstream schools such as smaller class sizes, as well as eliminating uniforms, bells, lockers, and rotating teachers.
- Increasing accessibility for disengaged and disadvantaged students by offering a Cire bus service that transports students to and from school.
- A strong emphasis on developing students' self-regulation skills to increase resilience post-education.
- A shorter school week only students participating in VETIS attend school on Wednesdays. The remaining students don't attend, allowing time to rest, regulate, and participate in other meaningful activities.

At Cire Early Learning, this looks like:

- Educators supporting parents and carers with referrals to required services such as paediatricians, as well as working with them to build confidence and skills to implement behavioural strategies at home.
- Adopting a non-judgemental lens that views behaviour holistically and considers how it may reflect the complexity being experienced by families who attend Cire's services. At Cire Early Learning Centres, behaviour is not labelled as 'bad/challenging' but instead as a 'big behaviour' that warrants further reflection.

At Cire Training and Community Hubs, this looks like:

- Being well connected to community organisations and services and referring individuals in a timely manner to appropriate resources.
- Providing access to Cire's inhouse support, for example the food pantry, or FICE for clothing needs.

Innovative

Cire is a leader in delivering innovative education, vocational and community programs that draw from evidence and are responsive to community needs. Our multi-streamed service delivery approach also uniquely provides whole-of-family support from early learning to primary and secondary education, to adult education as well as facilitating social connection for people of all ages. Our flexible, person-centred education model is innovative in catering to student's individual learning needs and preferences as opposed to the traditional one-size-fits all models of education and training. Cire Training and Community Hubs have additionally developed several innovative programs to support the communities' unique needs.



For example:

- Project Cire was developed in consultation with local community businesses to provide a training program for students to gain work experience and upon completion be prepared to meet the high demand for hospitality workers in the region.
- FICE is innovative in a similar manner as it provides opportunities for socio-economically disadvantaged women to improve their employability skills and gain retail work experience and increase social connectedness and confidence.

Our people personally align with Cire's vision and values.

> "We are all passionate about making a difference in our students' lives. Cire is not just a job; it is a calling. We want to be leaders in the field of trauma-informed education."

Adam Kennon, Campus Wellbeing Leader Cire Community School, Lilydale Campus

Cire staff

At Cire, all levels of the organisation remain engaged and responsive to individual, family, staff, and community concerns. This non-hierarchical nature of the organisation enables:

- •
- improvement.

Cire prioritises recruiting staff whose personal ethos aligns with Cire's vision and values in order to maintain a strong community culture and ensure service users experience high quality support.

Strong communication.

 Relationship building and collaboration between all staff and levels of management.

• Professional development opportunities and continuous quality



Cire's evidence-informed approach

Cire adopts an evidence-informed approach to decision making and practice. This is important in ensuring that we can meet the needs of the community appropriately and effectively.

An evidence-informed approach to practice is built from three blocks:

- The best available research evidence.
- · Service user values and preferences the voice, preferences and lived experience of clients
- ٠

Drawing on different sources of knowledge allows for approaches that are innovative, adaptable and context driven.

Best available research evidence

There are many evidence-based programs that have been manualised and tested with services like Cire and are used throughout Australia. These have been trialled, tested and refined to ensure that they produce consistent results when applied with high levels of adherence to the original program design and context.

However, service providers often find that these are impractical and inappropriate in social and community service contexts and miss the real-world implementation considerations of service delivery. Therefore, at Cire, our evidence-informed approach harnesses the 'best available research evidence' and insights from a range of study designs and sources that are appropriate to the context we work in.

Service user values and preferences

It is imperative that our services offered align with values and preferences of those accessing them. This enables greater service user engagement and improves the program's fit to the service user's individual circumstances. It also supports service user autonomy and choice, which improves the likelihood that intended outcomes will be achieved and maintained over time and supports self-determination.

Practice expertise

Our staff bring a blend of training, experience and clinical, professional insight to help support the achievement of better outcomes for service users (otherwise known as 'practice wisdom'). Their everyday understanding and knowledge of the context is vital in informing how the theoretical underpinnings of the best available research evidence will apply in their service setting.

Practice Expertise - the experience of our practitioners and their expertise in delivering services.



As Cire works with diverse members of the community, this is an important approach that allows us to determine what will work best to achieve the outcomes we desire for the people we work with.

We are also embarking on a journey of evidence generation, which involves tracking service impact and outcomes. This is also a key part of our evidence-informed approach and strategic goals.

Image adapted from: https://aifs.gov.au/resources/short-articles/what-evidence-informed-approach-practice-and-why-it-important

How we use evidence to achieve outcomes

At Cire, our evidence-informed approach involves drawing upon the best available research evidence and bringing it to life in practice.

Four key evidence-based approaches inform how The Cire Way is implemented:

Cire adopts the following four key evidence approaches:

- Trauma-informed Practice.
- Zones of Regulation (Cire Community School).
- Reggio Emilia Approach (Cire Early Learning). •
- Personalised Learning Approaches (Cire Community School and Cire Training). •

An independent review of the scientific literature has been undertaken in each of these areas to establish the quality and efficacy of these approaches, as well as support Cire staff to apply these to their work across all service streams.



Building evidence of our impact

Cire is committed to monitoring our service streams to ensure we are providing individuals with their best chance to achieve their potential. We have been through an extensive and rigorous process of documenting our service delivery and how these components contribute to achieving positive outcomes.

Cire has worked with the Centre for Evidence and Implementation to document our work, and develop program logics for Cire Community School, Cire Early Learning, Corporate Services and Cire Training and Community Hubs.



Cire program logics

Program logics are important tools to outline what goes into our services, what our services do, and what our services create for individuals and families. That's not all though, a program logic also describes how our services inform positive outcomes for individuals.

Program logics help Cire drive accountability and transparency, support internal learning and communication. They align with our evidence-informed approach as they inform monitoring and evaluation, so we can determine and improve how effective our services are. See how we define sections of the program logic below:

Inputs

What goes into our services (e.g. staff, buildings, content and curriculum).

Activities

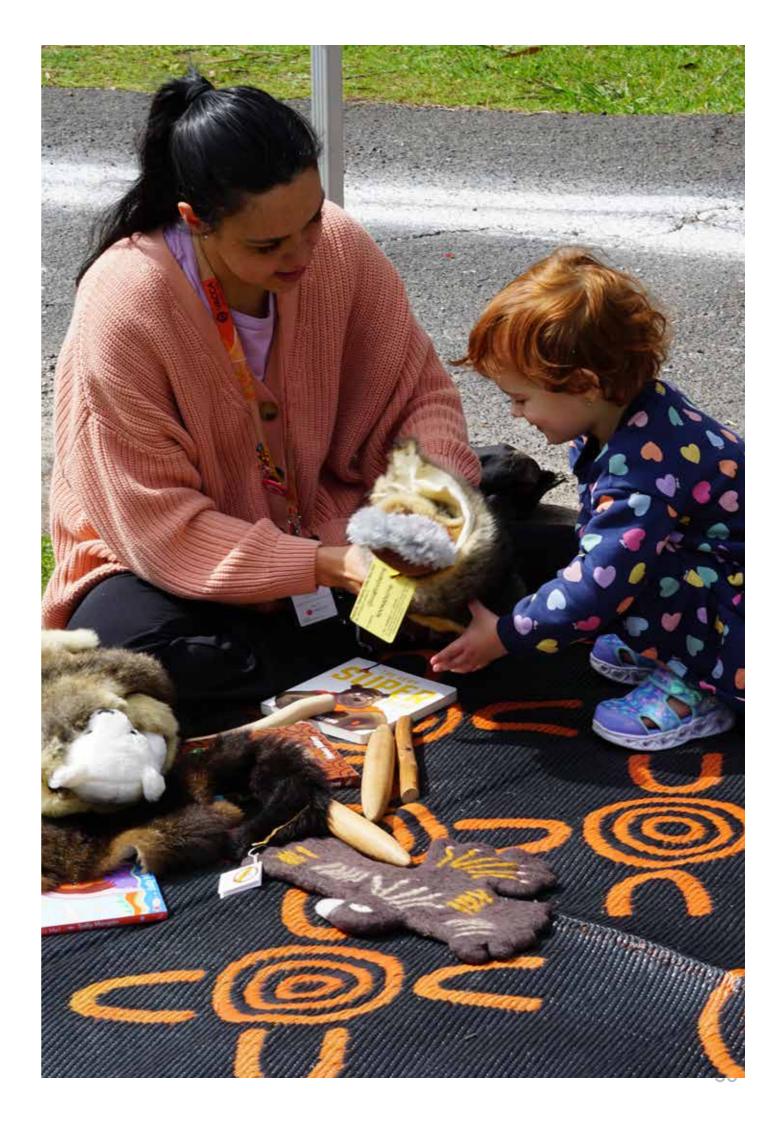
What we do as part of our work with individuals, the steps involved along the way.

• Outputs

What happens or comes from our work.

Outcomes

How does our work benefit individuals we work with?





Cire Community School

Cire Community School aims to provide a positive educational environment for students who need an alternative to mainstream education.

Many Cire Community School staff participate in the Berry Street Education Model (BSEM) training. Cire adopts an approach that offers students various opportunities, including transitioning back to mainstream school.

Ensuring a trauma-informed space for education is accessible for students in the community, is a top priority for Cire Community School. This is integral in ensuring equal access to post-school opportunities. Our staff are trained to work with a trauma-informed lens, to provide student-centred support that is most appropriate for individual needs and circumstances, especially for those most vulnerable.

Each student is supported to achieve their unique goals through flexible, tailored supports, project-based opportunities and individualised learning plans.

Cire has campuses in the Yarra Ranges and Casey LGAs catering to students from prep to Year 12.

Cire Community School Program Logics



- Qualified, experienced and vision driven staff, teachers and wellbeing professionals.
- Strong partnerships with support services.
- Evidence-based practice. •
- Cire bus fleet.

Activities

- Individualised learning and focus plans co-developed with students.
- Zones of Regulation.
- Project-based development opportunities. •
- Trauma-informed curriculum.
- Restorative practice. •
- Bus service.



Outputs

- Multiple Cire Community School campuses.
- Nearly 500 students enrolled (2024).
- Students provided with positive pathway options.
- Referrals to external support.



Outcomes

- Improved student engagement, motivation and attendance.
- Improved student socio-emotional development and skills.
- Improved levels of student confidence, self-efficacy and independence.
- Students are supported to transition to adulthood and beyond. •

The Cire Way in focus **Zones of Regulation**

Everybody experiences different emotions throughout a day. Zones of Regulation is a framework designed to teach students to self-identify their emotions and energy levels so they can understand how they are feeling and how it might influence their engagement with learning and each other. Four "zones" are represented by different colours - blue, green, yellow and red - and are used to categorise the various emotional states students may experience.

For example, the Red Zone represents strong emotions and high energy states such as anger, while the Blue Zone portrays sadness and low energy.^(2,3)

Zones of Regulation offer visual cues and simple language, to make it easier to articulate sometimes complex feelings. This approach equips students with strategies to regulate their emotions and behaviours appropriately for different situations, identify emotional and behavioural triggers, and understand how their behaviour may impact on those around them.

Theory of change

Outcome of Zones of Regulation

Zones of Regulation is based on the premise that children who display disruptive behaviours in class may not know how to change their behaviour. By providing them with social-emotional learning and skills, children will be able to self-regulate. Well-regulated children who can participate in class while being in the appropriate 'zone' at the appropriate time will lead to an observable reduction of undesirable behaviour and enhance a child's school performance and experience.

- Improved student self-awareness and self-regulation skills.
- Improved responsible decision making.
- Improved classroom participation.

Evidence-based practice and theory including Cognitive Behavioural Therapy (CBT), Social and Emotional Learning (SEL) and polyvagal theory provide the foundation of the Zones methodology and teaching approach.

Zones of Regulation is a promising program that has been widely implemented in Australia and globally. As it is a relatively new program, few peer reviewed studies of its efficacy have been published.

Early findings, however, suggest that use of the Zones program may be associated with a range of positive impacts on students' self-awareness, self-regulation and behaviour.⁽⁴⁾

The Cire Way in focus **Trauma-informed practice**

Trauma-informed practice

Trauma-informed approaches in schools work to recognise the widespread impact of trauma on students' behaviour, learning and wellbeing. By being trauma-informed, Cire staff incorporate knowledge and understanding of trauma into all aspects of policies, procedures and practices at all our sites. The goal of this approach is to integrate trauma awareness into every aspect of the school environment in order to foster recovery and support the needs of students. For example, this could include training all staff on the prevalence and impacts of trauma, using non-disciplinary policies that are sensitive to trauma, and providing appropriate supports and services for individuals in need. Through a trauma-informed approach, an overall school culture of safety, trustworthiness, choice, collaboration and empowerment for all students can be created.

Cire understands that experiences of trauma can impact how individuals interact, behave and learn. Trauma-informed practice is widely endorsed and prioritised in Victorian schools and early learning centres. (6-9) While the evidence for the approach's effectiveness is still emerging, particularly in the Australian context, it appears likely to positively impact socio-emotional functioning, educational engagement and performance and positive behavioural outcomes (9-11).

We are guided by an established set of trauma-informed principles originally established in the United States, that have been widely embedded in practice globally across the health, education and social sector ⁽¹²⁾. These include: safety, trust and transparency, peer support, collaboration, empowerment, voice and choice.



The Cire Way in focus What trauma-informed practice looks like at our school

Collaboration

Students at Cire Community School are treated as A range of support is available to students at individuals and collaboration is important to the learning Cire Community School to support them in meeting their goals. Examples include: process. Staff and students work together to determine individual learning goals based on each student's Support from an internal wellbeing team including personal needs and preferences. Collaboration also mental health workers. occurs with the school and other Cire business units to connect students to future opportunities. · A focus on referring students to external services to

• The size of Cire's classes are intentionally capped at a number that allows for personable relationships between all students and staff and fosters a strong community culture.

Safety

At Cire Community School, physical and emotional safety and wellbeing are paramount. Examples of ways in which we foster safety include:

- · Removing common stressors that can be found in mainstream schools such as bells, uniforms, homework, and changing teachers.
- Step Down Step Up procedures.

Theory of change

Trauma-informed practice

By implementing trauma-informed practice, educators develop an understanding of how a student's past experiences may impact their behaviour and learning. Educators that are trauma-informed can identify and respond to behavioural and emotional cues that the students display and implement the supportive strategies that meet the individual's needs and lower their distress. In doing this, educators establish stronger relationships with students and provide a safe, supportive environment where they can grow and learn. In school environments where children thrive, their wellbeing, identity, and engagement is positively impacted, and their full potential can be fulfilled.

Peer support

- ensure individuals are always supported.
- A Cire school bus service to improve accessibility and attendance.
- Breakfast and communally prepared lunches.
- Pathways career coordinators provide guidance and follow-up for students to successfully transition to employment or further education after schooling.

Cire's unique multi-streamed service approach also allows Cire Community School students easy accessibility to vocational pathways with further study.



Empowerment, voice and choice

Each student develops an individual learning plan that is led by their decision making and based on their personal goals, needs and preferences. Students are also empowered to grow and heal through the development of focus plans which help equip students with emotional regulation skills to support them throughout their life.

- Cire believes that academic achievement does not have to be the central goal of education and encourages equal recognition of personal, and social goals that students may have.
- · Cire Community School promotes an approach of unconditional positive regard. central to empowering healing, resilience and growth.
- 'School circles' are held with all students and staff providing an opportunity for students to voice their concerns and facilitates restorative conversations and problem-solving.
- If students have a desire to transition back to mainstream school education, this is encouraged to facilitate this.

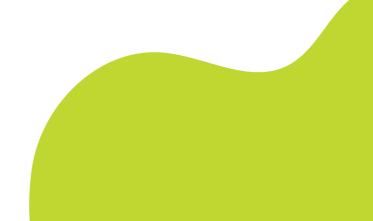
Trust and transparency

Trust and transparency is demonstrated throughout the school in the way that staff treat students with unconditional positive regard.

Additionally, at Cire Community School there is no punitive action, detention or suspension. Restorative practice is emphasised and students are trusted and supported to mend relationships and concerns.

This approach is a powerful tool in developing self-esteem and trusting relationships and is

and supported by staff and Cire Community School maintains strong relationships with local schools





Cire Early Learning

Cire has been an Approved Provider of early learning including funded kindergarten programs for more than 25 years. Cire Early Learning (CEL) provides inclusive, child-centred early childhood education and wrap-around supports for children from 6 weeks through to primary school age including long day care, kindergarten programs, occasional care, playgroups, and a unique Outside School Hours Care services (OSHC) that services local primary schools offering transport to ensure the needs of the community are met.

We are a leader in the sector with innovative approaches and currently building capacity across all our services in Reggio Emilia and trauma-informed practice. At CEL, we acknowledge the importance of the early years in children's development and believe that all children should have opportunities for high quality education and care. As part of this approach, we place a strong emphasis on partnering and building connection with families and the local community.

Cire Early Learning Program Logics

Inputs

- Qualified, experienced and vision driven staff and educators.
- Reggio Emilia evidence-based practice.
- Learning materials that support creativity and the '100 languages of children'.

Activities

- Out-of-School Hours Care (OSHC).
- Community events (e.g. Cire Teddy Bears Picnic, Bush Kinder).
- Local community excursions.
- School transition planning.

Outputs

- Multiple Cire Early Learning Centres.
- Successful transition to primary school.
- EYLF and the NQF.

Outcomes

- Improved sense of belonging and self-confidence among children. •
- Children develop strong relationships. •
- ٠ Improved child educational engagement.
- Seamless transition to primary school.
- Increased support for vulnerable families. •

Partnerships with community organisations, support services and local schools.

Early learning services, sessional kindergarten, long and occasional day care, playgroups,

Child wellbeing and learning plans developed to meet our learning frameworks VEYLDF,

The Cire Way in focus **Reggio Emilia inspired approach to learning**

The Reggio Emilia Approach is an early childhood educational philosophy that emphasises providing children with flexible, hands-on learning that creates opportunities for self-expression, particularly through art and creative approaches which make up part of the '100 languages' of children. Learning is child-led and children are empowered to guide their own personal learning and development based on their interests. Engagement with family and the community is also prioritised by the Reggio Emilia Approach and by being a community-centred organisation this is something Cire identifies strongly with. Cire Early Learning builds connection to community through a range of activities including community events and excursions.⁽¹³⁾

Reggio Emilia Approach: theory of change

By providing children with a flexible, hands-on and engaging approach to early childhood education that creates opportunities for self-expression, children are empowered to guide their personal learning and development. Because learning is child-led and based on a child's interests, children show increased levels of creativity, problem solving and enthusiasm for education.

Evidence regarding the impact of the Reggio Emilia Approach to early-childhood education on social, emotional, behavioural and academic outcomes is still emerging. Early findings, however, suggest that adopting this approach may be associated with improved classroom conduct and emotional needs.

In Victoria, early-childhood education is informed by the Victorian Early Years Learning and Development Framework (VEYLDF). The Reggio Emilia Approach is fit to context and aligns with several practice principles required by VEYLDF including reflective practice, integrated teaching and learning, partnerships with families and professionals, and respectful relationships.

The Cire Way in focus The guiding principles of Reggio Emilia

The Reggio Emilia Approach is not a structured curriculum for early childhood education, but rather a set of guiding principles in which children are viewed as valuable, capable, curious and resilient individuals in their learning process. The literature on the approach identifies key guiding principles.

- 1. The environment as third teacher – 6. Negotiated learning – This is a process of teamwork the Foundational to the Reggio Emilia Approach and collaboration between teachers and children that is the importance of one's environment to child involves seeking to understand the child's interests development. It involves creating an intentional and perspective of the world in order to co-create environment that is rich in possibilities and challenges meaningful projects with them. Learning goals are that invites problem solving and exploration. The 'who' determined by children and achieved through long term is equally as important as the 'what' in the construction creative projects with flexible timelines. of early learning environments and common spaces 7. Documentation - A central feature of Reggio Emilia are encouraged to integrate classes and facilitate is broad documentation of children's learning interaction.
- 2. The multiple languages of children _ This principle, also known as the '100 languages' of children, invites educators to extend their understanding of expression beyond verbal language to include the variety of ways children can understand world the them. around There is a strong focus on art and creative approaches to expression.
- 8. Social relationships - The Reggio Emilia Approach regards relationships as central to child development 3. Projects – In the Reggio Emilia Approach, education and and learning. Interactions between children, teachers learning activities are based on the interests of each and families are particularly emphasised. Children child. Projects can be short or long term and decision require a community where they can participate making is led by the child. as socially active members, which facilitates how they construct the world around them. Engagement 4. The teacher-researcher - The role of teachers adopting with families and community are central to the a Reggio Emilia Approach is to collaborate and coapproach, for example, caregivers volunteer in operate with children in ways that stimulate their classrooms and community members host excursions. growth, as well as listen, observe and document their Parental and community advisory groups are also learning. encouraged as active participants in shaping culture 5. The image of the child - This concept involves and policy.
- understanding children as independent and competent individuals who are full of potential and capable of constructing their own knowledge and understanding of the world.

Supporting successful transition to school

Cire works closely with local primary schools to ensure a seamless transition to school for our children. We prioritise creating opportunities such as excursions for children to visit schools in order to increase their familiarity with the environment and reduce anxiety about the future transition. For example, we take children to see dress rehearsals of local primary school productions.

processes that showcase their unique development and experiences. Common forms of documentation include photos, videos, audio recordings and written notes from observations. Children's documented work is collated in a portfolio by educators and shared with the child and family regularly over the year to observe development.





Cire Community Hubs

Cire Community Hubs at Yarra Junction and ChirnsideThere are also large-scale community eventsPark are friendly, vibrant and inclusive places that aim to
empower people to learn, connect and belong.There are also large-scale community eventsby Cire Community Hubs,
such as our Halloween Street Party at Yarra Junction and
Easter, Winter and Christmas markets at Chirnside Park.

Our Hubs offer an extensive range of services, supports, leisure programs and community development activities that reflect the needs and interests of our community.

These include:

- Parenting.
- Environment education and sustainability initiatives.
- Health and wellbeing.
- Activities for seniors.
- Craft and hobby.
- After school youth programs.

An integral feature of our Hubs is the community support that is offered in the one place. These include public internet access, connection with support services, food pantries and monthly community lunches. Our Hubs are important in removing accessibility barriers faced by part of our community.

Cire Community Hubs is an active member of Neighbourhood Houses Victoria (NHV) and the Community Houses Association of the Outer Eastern Suburbs (CHAOS).



Cire Training

Cire has been a Registered Training Organisation (RTO) since 1992. Cire Training offers nationally recognised qualifications and short courses creating career pathways and life skills for people of all ages.

Cire Training provides flexible education and training opportunities for people of all ages. This is achieved by removing barriers to engagement and participation, providing individualised support, and enhancing their community connections.

The options we offer within Cire Training are diverse, and include: the Reconnect Program, First Impressions Clothing Exchange (FICE), 'Project Cire', Vocational Education and Training (VET) accredited courses and Workskills short courses.

All of these services take an interest-based approach which encourages meaningful learning activities that align with individuals' technical, academic, personal, and social goals.

Our training programs include:

- Vocational Education and Training (VET) gualifications in areas such as Early Childhood, Community Services and Business.
- Workskills short courses to support work readiness with certifications in Food Safety, First Aid, CPR and Responsible Service of Alcohol.
- Adult Community and Further Education (ACFE) funded short courses, within First Impressions Clothing Exchange (FICE).

The Cire Way in focus: Personalised approach to learning

A fundamental aspect of The Cire Way to training is our personalised approach to learning. This comes from the understanding that individuals learn in their own way and at their own pace. Personal, or individualised learning plans are commonly used and endorsed in Australia,1,2 with emerging research evidence indicating a positive association with the achievement of outcomes for learners, especially in the following indicators:³

- Improved academic performance.
- Improved engagement and motivation.
- Decreased adverse child emotional symptoms. •

Cire Training & Hubs Program Logics

Inputs

- and businesses).
- Qualified, skilled trainers, staff and volunteers.
- Case managers, service delivery and admin staff. •
- Appropriate infrastructure, equipment and resources.
- Accredited program and course curriculum. •

Activities

- management/support.
- FICE and Project Cire includes: Training volunteers, retail activities, fundraising, mentoring, networking events and participation at local events.
- · Community Hubs includes: Parenting sessions, seniors activities, IT classes, Fitness classes and social clubs.

Outputs

- Community Hubs, FICE retail locations.
- Participation at Hubs.
- Student/participant satisfaction and feedback received.

Outcomes

- Increased job readiness, skills and knowledge.
- Increased social connection and expanded social network. •
- Improved confidence, self-efficacy and everyday skills.
- Progress with vocational goals and/or participation in meaningful employment, volunteering, or training opportunities.
- Increased awareness of and confidence to access other services.
- Increased self-advocacy skills.

External partnerships (government, community organisations, local education providers

Training includes: Intake, individual planning/needs assessment, enrolment and case

Delivery of pre-accredited courses (students enrolled and qualifications completed).

First Impressions Clothing Exchange

Community partnerships

First Impressions Clothing Exchange (FICE) is a unique Cire Training initiative that empowers vulnerable women to enter the workforce by providing opportunities for mentoring and pathways for personal development, study and employment.

With sites at Lilydale and Yarra Junction, as well as outreach, FICE not only offers affordable quality clothing to women; it is a real-life training space with experienced trainers and mentors who provide ongoing support aimed at boosting confidence and self-esteem and assist in developing the skills necessary to enter the paid workforce.

FICE takes a personalised approach to reconnecting and equipping women who are financially disadvantaged and/or with experience of domestic violence to meet their goals, which may include:

- Identifying transferable skills to succeed in new industries.
- Interview preparation and job readiness.
- Future independence and goal setting.
- Empowerment and confidence building.
- Financial literacy.
- Making community connections.

So far, FICE has successfully helped long-term unemployed women in securing paid work largely because of their involvement in the program while others have gained the confidence to undertake training courses. FICE provides a gateway to a range of other valuable external support services and referrals. Cire has developed many strong collaborative partnerships within the community. These include partnerships with all levels of government, community organisations and businesses, external support services such as WorkForce Australia, philanthropic funding bodies, and local schools.

Cire is recognised in the sector and by local government as being a reliable service provider and has been sought out to provide innovative solutions to community needs.



"I truly believe our communities would be at a loss without Cire Services. Be it Cire Community School, Early Learning, Training (RTO) or Community Hubs.

From their humble beginning in 1976 at Yarra Junction, the Cire commitment to community and families has never wavered. Cire Services, thank you"

Cr Jim Child Yarra Ranges Council Further examples of Cire's strong partnership with Yarra Ranges Council, Cardinia Shire Council and City of Casey include:

- Being requested by Yarra Ranges Council to deliver the pilot of the 'No Limitations' training to deliver gender equality training to our staff.
- Requested by local government to manage services operating from council owned premises.
- Cire also has strong links with community organisations such as VACCA. This partnership is critical in ensuring our services are safe and inclusive for our community. We work closely with VACCA to implement programs such as Bush Kinder with our early learning centres to cater to our communities' cultural needs.



Optimising the Cire experience for service users and staff

Cire has created a dedicated role to enhance customer experience. This role optimises our understanding of service users' needs, improves their service journeys, ensures a consistently positive experience, and assists staff in streamlining systems and processes.

The work Cire Corporate Services does to improve systems efficiency and foster positive relationships among staff is essential for the successful collaboration and co-functioning of each business unit individually and with each other.

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- Cire Corporate Services.

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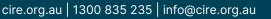
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The Cire Way

Purpose | Approach | Outcome

Creating communities where everyone is empowered to reach their potential

To learn or contact us today:



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Cire Services is a registered not-for-profit organisation committed to investing our profits in improving service delivery, facilities and staff development. Cire Services Incorporated ABN 51 933 700 538 TOID 4150 - Level 1, 7-9 John Street, Lilydale, VIC 3140