



Portland WorkSkills Incorporated - The Organisation

Portland WorkSkills is a substantial and respected regional organisation providing training and education services. Portland WorkSkills, established in 1989, is guided by a representative and experienced community-based board of management.

Over time, WorkSkills has delivered an array of different services and programs in response to community needs and in accordance with its organisational statement and objectives.

WorkSkills meets the diverse needs of district learners through its quality education and training courses. WorkSkills also assists many jobseekers upgrade their skills and gain sustainable employment.

The organisation operates primarily in Portland and its district. Over time, the organisation has delivered a range of programs and services on behalf of the Australian Government, including labour market programs and training. Today, it mainly supplies training and education services to the Victorian Government, business, industry, learners and jobseekers.

As a Registered Training Organisation, WorkSkills supplies training services to government, business and industry. WorkSkills delivers training supported by the Victoria Government through Skills Victoria and Adult and Community Education. WorkSkills also delivers an array of Fee-for-Service training.

WorkSkills continues to operate a successful tour guiding business, an enterprise that effectively highlights Portland's many attractions to visitors. The tour guiding service was established in 1994.

Portland WorkSkills is located in Pioneer Plaza in the heart of Portland, close to substantial parking, Safeway, Target, the Post Office and the central business district. WorkSkills now occupies four buildings in the Plaza. The organisation also has a presence in South Portland by way of the Waratah Centre.

WorkSkills makes substantial contributions to the district economy by virtue of the external contracts it wins and by being a substantial employer in its own right. The organisation is very much a part of the community, employing and buying locally.

Portland WorkSkills supports initiatives that enhance skills and learning, and initiatives with the potential to generate sustainable employment and economic development for Portland and its district.



Portland WorkSkills - Organisational Statement

Portland WorkSkills exists to provide high quality training, education and employment services to the community, particularly the disadvantaged and unemployed jobseekers, in order to assist them find employment and enhance their quality of life.

Portland WorkSkills - Organisational Objectives

1. To attract and deliver Commonwealth and State employment, training and education services to Portland and its region.
2. To attract and deliver an appropriate range of employment, training and education services to Portland and its region.
3. To deliver quality employment, training and education services to the community.
4. To ensure that our service delivery is as inclusive as possible.
5. To further develop the organisation by undertaking appropriate general fee-for-service training and enterprise activities.
6. To support selected social and economic initiatives in our community that may create opportunities for our learners, participants, jobseekers and other stakeholders.
7. To use resources generated by the organisation to continually improve our services, procedures and infrastructure.
8. To operate in a manner that not only complies with all relevant legislation and contractual obligations but is also actively fair, honest and reasonable.

WorkSkills Board of Management 2010/2011

- Michael Hunter (Chairperson)
- Barry Huppatz (Treasurer)
- Jan Chilman
- Margaret Herbertson
- Allan Saunders
- John Sealey OAM
- Carmen Scott
- Lois Watson
- Bernard Wallace (Secretary/Public Officer)



WorkSkills and its Community

In addition to delivering its core training and employment services during 2010/2011, WorkSkills continued to play a significant role in the life of its community.

Community capacity building involvements, memberships and linkages included:

- Member of South West Adult Community Education Network
- Operation of the WorkSkills Education, Training & General Support Fund for benefit of disadvantaged participants or learners
- Fostered effective learning partnerships with organisations including ABC Learning Centre, Aspire, Branxholme Kindergarten, Casterton Kindergarten, Elsa McLeod Kindergarten, Glenelg Shire Council (Aged & Disability Services, Children's Services), Heywood Rural Health, Heywood Early Learning & Development Centre, Kyeema, Kurrajong, Lewis Court Home for the Aged, Portland Pre-School, Portland District Health, Portland Secondary College, Portland Special Developmental School and the YMCA Outside School Hours Care and Crèche.
- Member of Portland District U3A steering committee, providing current chairperson
- Portland Tourist Association member
- Promotion of Portland through the operations of WorkSkills Tour Guides
- Provided staff time-release for Country Fire Authority duties
- Portland Housing Program Committee member and provide chairperson
- Radio 3RPC sponsor
- Business and Community Links (Baclinks) member
- Ruth Martin Memorial Trust member
- Supported Portland Toy Library with its 25th Anniversary publication
- Periodical involvement in Glenelg Shire Council advisory groups
- Supported Wood, Wine and Roses Committee with its 25th anniversary publication



Chairperson's Report

Michael Hunter

I am pleased to present our 22nd Annual Report, for the year ending 30 June 2011.

Portland WorkSkills continued to be a significant provider of training and education services within our region, successfully delivering a range of important programs.

In terms of training services, WorkSkills delivered a substantial and varied range of government-funded training services, maintained its Registered Training Organisation capacity and delivered a large number of employment-focused Fee-for-Service courses.

As usual, considerable organisational development took place over the year including the purchase of the Waratah Centre in South Portland from the Glenelg Shire Council. The Waratah Centre will play a key role in our community-development initiative in the future.

WorkSkills maintained its involvement in its community by taking part in a range of community initiatives and by supporting or assisting community-based groups develop their capacity.

Portland WorkSkills Incorporated met all performance and budgetary targets in 2010/2011. We achieved a small surplus and delivered value for money to service-purchasers and to our service-users.

The WorkSkills Board of Management and I strongly thank our staff for their continued commitment and productivity. As well, we thank our community stakeholders for continuing to support this organisation so strongly.

I also thank my fellow board members for their contributions to the effective operation of the organisation over another successful year. Whilst our board enjoys regular renewal, it continues to be characterised by loyalty and stability.

Portland WorkSkills Incorporated is well positioned to enter another year of operations and to seek new opportunities for the organisation and the community. Our operations will be guided by another broad-based and ambitious Strategic Plan.

We look forward to continuing to meet the needs of our community's learners and jobseekers.



Executive Officer's Report

Overview

Portland WorkSkills Incorporated completed another successful and satisfying year of operations. We again effectively delivered our suite of services and programs. Much was achieved for learners, jobseekers, service-purchasers, the community and the organisation. Financially, we achieved a modest surplus in the face of change and challenge.

Operational and organisational highlights

- Successfully transitioned from funded training model into the Victorian Government's Skills Victoria 'contestable training environment'
- Celebrated our organisation's 21st Anniversary in October 2010, with a commemorative annual report and a range of special events
- Finalised re-development of our Pioneer Plaza training complex with works officially launched by Glenelg Shire Mayor, Bruce Cross, in March 2011
- The Mary MacKillop interpretive brochure, *In the footsteps of Mary MacKillop*, developed by WorkSkills in conjunction with its tour guiding services, was nominated for the 2011 Victoria Community History Awards
- Finalist in Victorian Aboriginal Education Association's Wurreker Awards for our role as an ACE Provider of training to district indigenous learners
- Comprehensively reviewed organisational Marketing Strategy with support of Adult Community and Further Education grant, enabling us to reduce costs and more effectively market the organisation and its services
- Substantially extended Registered Training Organisation Scope of Registration, including Certificate IV Disability and Certificate IV Aged Care
- Achieved very pleasing employment outcomes for nationally-accredited Vocational Education and Training course graduates
- Undertook an array of staff training at all levels of the organisation to ensure that our trainers are well-equipped to deliver quality training and that our management and administrative staff maintain the skills and knowledge to successfully operate a complex community business



- Obtained support from AMES through an Adult Community and Further Education initiative to conduct research into the training needs of Portland's Culturally and Linguistically Diverse (CALD) communities. The research outcomes will enable us to better meet the training needs of the Portland CALD communities
- Comprehensively re-worked organisational Strategic Plan and Business Plan to manage accelerated change and to best position organisation for the future
- Participated in and completed Adult, Community and Further Education's ACE Business Capacity Program, aimed at enabling us to manage the challenges facing organisations providing Adult Community Education
- Took part in the Small Business Mentoring Program, also aimed at managing accelerated change and to best position the organisation for the future
- Purchased the Waratah Centre—the former Birralee Kindergarten and South Portland Community Health Centre—from the Glenelg Shire Council. The Waratah Centre will play a key role in our future community-development initiatives
- Participated in the Adult Community and Further Education supported Regional A-Frame Project, aimed at providing greater structure and consistency in pre-accredited training.
- Foundation member and convenor of the Portland Registered Training Organisation Group, a group of independent local Registered Training Organisations working together to improve the quality of training in the district
- Played key role in revamping the South West Adult and Community Education Providers network and are the convenors of the Group for 2011-2012
- Worked collaboratively with Casterton, the Glenelg Shire's other community-based training provider and Adult, Community and Further Education supported 'Learn Local' organisation

The upcoming year

The organisation will continue to face a number of challenges as it continues to operate within 'the contestable training environment'. We will focus considerable attention on diversification and keeping in tune with the needs of our training clients and of the local labour market. We will closely follow our multi-faceted and robust Strategic Plan and three-year Business Plan. The organisational development we have consistently undertaken over the years will position us well to manage change, overcome challenges and to capitalise on opportunities that emerge in the future.



Programs & Services

Overview

Our core activity is accredited and general training. In 2010/2011, WorkSkills delivered more than 43,250 Student Contact Hours (SCH). Almost 28,500 SCH were delivered through Government Funded Training Programs—Skills Victoria, Apprenticeship Traineeship Training Program (ATTP), Adult Community Further Education (ACFE) and suchlike. Almost 15,000 hours of training was delivered on a Fee-for-Service basis. To ensure that all members of the community have access to training and education, WorkSkills made use of its Education, Training & General Support Fund to assist financially disadvantaged learners and participants. A combination of day and evening classes were offered in Portland, Heywood and other locations to ensure learning opportunities were widely accessible.

Our 2010/2011 programs and services included:

1. SkillsVictoria

The introduction of Skills Victoria funding in January 2011 for eligible learners to undertake accredited training, at all levels, provided the opportunity for WorkSkills to broaden its accredited training offerings.

As well as offering Certificate III in Aged Care, Certificate III in Home & Community Care and Certificate I in Information Technology, we are delivering Certificate IV in Aged Care, Certificate IV in Disability and Certificate II in Community Services. All course enrolments were strong, a response to the quality of our training staff, the support we offer learners and the good employment outcomes achieved by our graduates.

The new funding guidelines also enabled us to offer Certificate IV in Training and Assessment as a funded course. This course was very well taken up by those wishing to improve their employment or advancement prospects.

2. Adult Community & Further Education ‘Learn Local’ pre-accredited training

Through the Barwon South Western Regional Council of Adult Community Further Education, the Victorian Government provided funding to Portland WorkSkills to deliver education and training programs designed to meet learners’ needs and support them to return to study, improve their literacy and numeracy skills, gain a qualification, broaden their employment options and learn new skills. WorkSkills is a substantial and proven Adult & Community Education provider, now referred to as a ‘Learn Local’ Organisation.



From 1 July to 31 December 2010, WorkSkills delivered quality training in Adult Literacy and Numeracy, Vocational Education and Training and in general employment skills. From 1 January 2011, in line with the new funding model through Skills Victoria, ACFE funding is restricted to the delivery of pre-accredited training. Computer related courses and pre-accredited courses aimed at improving literacy, numeracy and general education are offered under the 'Learn Local' program.

A Presentation Ceremony held in March 2011 recognised learners who had achieved qualifications in 2010. Mayor Councillor Bruce Cross congratulated learners on their achievements and awarded the 'Learner of the Year' honour to Sharon Hunt, an Aged Care/Home & Community Care student who performed at a very high level, contributed to the learning of her fellow classmates, utilised her skills and knowledge in her workplace and undertook additional voluntary work to apply her skills.

Over the year, 66 accredited Certificates for full qualifications and almost 160 pre-accredited certificates across our various training offerings were issued. Our ACE program was coordinated by Kathy Taylor. Courses were delivered by a team of sessional trainers whose names are listed at the front of the Annual Report.

3. Fee-for-Service training

Fee-for-Service training is delivered on a fully user-pays basis, as not all training is subsidised by the Victorian or Australian Government. Likewise, despite the introduction of the Victorian Training Guarantee, not all learners are eligible for Skills Victoria-funded training and must fully pay for their accredited training.

Strong demand for Fee-for-Service short courses continued and we delivered 74 courses, including seventeen Food Handlers courses, four Food Supervisors courses, nineteen Responsible Serving of Alcohol courses and four 'Espresso Coffee Making'. Some thirty First Aid courses, including re-accreditation programs, CPR and Anaphylaxis Management, were delivered this year. Certificate IV in Training and Assessment was also delivered on a Fee-for-Service basis.

Fee-for-Service clients include small business, industry groups and individuals. Industry-focused courses were accessed by workers and jobseekers aiming to improve their skills and advancement prospects. Day and evening courses were offered, ensuring learning opportunities were available to all. A range of community venues and workplaces across the Glenelg Shire, including Casterton, Heywood and Dartmoor, were utilised for delivery, enhancing access to our quality training services.

Some 690 Fee-for-Service clients undertook training with us this year, gaining full qualifications, statements of attainment or industry-recognised certificates.



4. Apprenticeship and Traineeship Training Program

The State Government funded Apprenticeship and Traineeship Training Program (ATTP) involves us delivering one-to-one accredited training to Trainees and Apprentices in their workplaces. We have delivered this service across the region since 2001. The program is now funded by Skills Victoria. We provided accredited training to trainees in Business, Hospitality and Retail at both Certificate II and III level. The trainees we delivered services to are primarily employed by businesses in Portland and Hamilton.

This service was delivered by Kathy Taylor, Mischelle Star, Helen Breedon and Kylie Duncan.

5. Retrenched Workers Program

The Retrenched Workers Program, a state government initiative, was administered through Skills Victoria and provided free training to eligible retrenched jobseekers. Under this program, we delivered Certificate IV in Training and Assessment to several learners. This service is now part of Skills Victoria training.

6. Skills Store

Skills Stores referred clients to Registered Training Organisations such as Portland WorkSkills for an assessment-only pathway where clients provide evidence of their previous employment, training and life experiences. This is then assessed with a view to receiving formal recognition of skills and knowledge, and potentially obtaining a nationally recognised qualification. In this operational year we serviced a range of Skills Store clients. This service is now part of Skills Victoria training

7. Community enterprise operations

The recently-acquired Waratah Centre—the former Birralelee Kindergarten and South Portland Community Health Centre—already has a number of user-groups based there, including the Portland Mens Shed. At the same time, the complex is being progressively developed. CVGT's National Green Jobs Corps team provided valuable assistance with developing the grounds and a Portland Aluminium Community Grant will assist us effectively fence the complex and develop community gardens.

8. General services

We continue to hire out premises for seminars, training sessions and suchlike. As well, space and buildings were rented to various organisations on an on-going basis. Consumer Affairs Victoria, for example, is a regular user of office and interview space. We also produced résumés for fee-for-service clients from time to time, a service sought by employed jobseekers wishing to change jobs or secure promotion.

9. Recreational courses

WorkSkills supports community leisure and recreational courses and activities by strongly publicising them in our Training Brochure which is widely distributed each term as well as being available in our training complex. Our term training brochures promote over twenty organisations delivering some seventy activities in Portland and its district.

Organisations promoted include the Julia Street Creative Space, Portland Neighbourhood House, Portland Field Naturalists Club, 3RPC-FM Community Radio, Portland Leisure & Aquatic Centre, Portland & District Health Services and Portland Library. As well, groups offering an array of craft, dance, fitness and health, outdoor activities, yoga, meditation and relaxation, karate, squash and racquetball and suchlike were promoted.

10. Tour Guiding Services

Established in 1994, the WorkSkills Tour Guides Service enjoyed another successful year of guiding operations. Coach companies from Victoria and other states made use of our professional tour guide services. Guides escorted a range of coaches carrying over 700 visitors around Portland and district.

Our most popular tour continues to be the one-hour 'Introduction to Portland' tour, which serves to acquaint visitors with our settlement's history, heritage, economy and other diverse attractions. We also continued to offer 'tours to order'.

WorkSkills is a member of the Portland Tourist Association and our tour guides continue to effectively promote Portland and its region to visitors. We continued to make available the interpretive brochures and self-guided walk tour brochures we have published over the years. *In the footsteps of Mary MacKillop* continues to be very popular with visitors.

Our tour guiding services were managed by Bernard Wallace and coordinated by Chris Marley. Tours were conducted by Janice Cain, Eileen Hampshire, Bernard Wallace and Mischelle Star.



Financial Report

The 2010/2011 financial year saw a sound financial performance by Portland WorkSkills, with a modest surplus of \$13,467 achieved in what was another challenging transitional year.

Committee member Barry Huppatz served as the organisation's Treasurer, whilst day-to-day financial management and bookkeeping was performed by the staff of Portland WorkSkills, primarily Administration Officer Chris Marley. Specialised, external accounting support services were provided by David Gorrie.

The books of account for Portland WorkSkills Incorporated were audited by WHK Portland, whose Audit Report follows this report. The audited financial statements also follow.

There were no mortgages, charges or securities affecting the property of the organisation at the end of the financial year. There were no trusts held on behalf of the organisation by any person or body in which funds or assets of the organisation were placed.

Portland WorkSkills ended the financial year in a strong financial position, able to meet its financial obligations and operate and develop the organisation.

Financial Reports for 2010/2011:



**PORTLAND WORKSKILLS INC.
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
PORTLAND WORKSKILLS INC.**

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Report on the Financial Report

We have audited the accompanying financial report, being a general purpose financial report, of Portland Workskills Inc., which comprises the statement of financial position as at 30 June 2011, and the statement of comprehensive income and statement of cash flows for the year then ended a summary of significant accounting policies, other explanatory notes and the statement by members of the board committee.

Committee's responsibility for the Financial Report

The Committee of the association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the financial reporting requirements of the Associations Incorporations Act and are appropriate to meet the needs of the members. The Committee's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Committee's financial reporting under the Associations Incorporation Act Victoria. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



**Annual Report
2010 - 2011**



Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Portland Work Skills Inc as of 30 June 2011 and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

WHK

WHK Western Victoria Audit Partnership

**Gregory B Tomkins
Principal**

36 Gawler Street, Portland
Dated: 7th October 2011

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