



Portland WorkSkills Incorporated - The Organisation

Portland WorkSkills is a substantial and respected regional organisation, providing an array of training, education and employment services. The organisation is guided by a representative and experienced community-based board of management.

WorkSkills operates primarily in Portland, Hamilton and their districts, supplying services to Commonwealth and State Governments, to business and industry, and to learners and jobseekers.

Since its establishment in 1989, WorkSkills has met the diverse needs of district learners through its quality education and training courses. WorkSkills has also assisted many jobseekers upgrade their skills and gain sustainable employment.

As a Registered Training Organisation, WorkSkills supplies training services to government, business and industry. WorkSkills delivers the Victorian Government's Adult and Community Education service, its Apprenticeship and Traineeship Training Program and the Priority Education and Training Program. The organisation also delivers the Australian Government's Productivity Places Program.

The organisation coordinates delivery of the Commonwealth Government's Work for the Dole program throughout the South West. WorkSkills also facilitates and sponsors a range of Work for the Dole projects, building community capacity and providing quality work experience for unemployed jobseekers.

WorkSkills continues to operate a successful tour guiding business, an enterprise that effectively highlights Portland's many attractions.

Portland WorkSkills Incorporated is located in Pioneer Plaza in the heart of Portland, close to substantial parking, Target, the Post Office and Portland's central business district.

Our Hamilton establishment, situated at the Hamilton Institute of Rural Learning, enjoys a strategic location in a pleasant environment that enhances our delivery of Work for the Dole services and general training.

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. As a community-based, not-for-profit organisation, WorkSkills substantially contributes to building community capacity by supporting a range of community initiatives and projects.

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



Portland WorkSkills - Organisational Statement

Portland WorkSkills exists to provide high quality training, education and employment services to the community, particularly 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 2007/2008

- Michael Hunter (Chairman)
- Barry Huppatz (Treasurer)
- Nicole Adams
- Sue Beasley
- Jan Chilman
- Margaret Herbertson
- Allan Saunders
- John Sealey OAM
- Carmen Scott
- Bernard Wallace (Secretary/Public Officer)



WorkSkills at work with the Community

In addition to delivering its core training and employment services during 2007/2008, WorkSkills continued to play a significant role in the life of its community.

Community capacity building involvements, memberships and linkages included:

- Glenelg & Southern Grampians Local Learning and Employment Network member and current secretary
- Member of South West Adult & Community Education Network
- Provided staff time-release for Country Fire Authority duties
- Promoted community development and enhanced community infrastructure through successful Work for the Dole projects across the Glenelg and Southern Grampians Shires
- Member of Western District Adult and Community Education Managers' Network.
- Portland Housing Program Committee member and chairperson
- Member Glenelg Youth Network
- Radio 3RPC sponsor
- Portland Tourist Association member
- Operating Participant Special Support Fund and Participant Course Fee Concession Fund for the benefit of disadvantaged participants or learners
- Fostered effective learning partnerships with organisations including ABC Learning Centre, Aspire, Glenelg Shire Council, Henry House, Heywood Rural Health, Heywood Kindergarten, Jaycee Kindergarten, Kalbarri Kindergarten, Kyeema, Kurrajong, Lewis Court Home for the Aged, Portland District Health, Portland Secondary College, Portland Special Development School, Seaview House and the Portland YMCA
- Member Glenelg Shire Council's Admella Commemoration Advisory Committee
- Promoting Portland through the operations of WorkSkills Tour Guides
- Droughtforce delivery
- Ruralnet member
- Bronze Partner, Music Glenelg



Chairperson's Report

Michael Hunter

I am pleased to present our 19th Annual Report, for the year ending 30 June 2008.

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

The organisation also continued to play a role in the delivery of employment-related services by way of Work for the Dole and Job Search Training.

In terms of training services, WorkSkills delivered a substantial and varied Adult and Community Education program, provided training to Apprentices and Trainees, delivered the Priority Education Training Program and maintained our Registered Training Organisation operations.

The 2007/08 financial year saw our largest turnover to date, reflecting the increased activity undertaken by WorkSkills over the year.

As usual, considerable organisational development took place over the year and is mentioned in detail elsewhere in this Annual Report. We were pleased to see our contributions and efforts recognised by the community and by service-purchasers.

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

Portland WorkSkills Incorporated met all performance and budgetary targets in 2007/2008, achieved a pleasing surplus and delivered value for money to service-purchasers and to our service-users.

The WorkSkills Board of Management and I strongly thank our loyal and committed staff for their continued commitment and productivity. As well, we thank our many 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.

There are major challenges in future, particularly in regard to the future of Employment Services. The Commonwealth Government's decision to combine seven services into one large single service will have a major impact on organisations such as WorkSkills.

Be that as it may, the organisation is well positioned to capitalise on new opportunities or to manage change. Portland WorkSkills Incorporated looks forward to continuing to meet the needs of our community's learners and jobseekers in the future.



Executive Officer's Report

Overview

Portland WorkSkills Incorporated has 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 very pleasing surplus that will enable us to sustain the organisation in the future.

Programs

Key programs such as the Community Work Coordinator function, Work for the Dole projects, Adult and Community Education, Apprenticeship and Traineeship Training Program, Job Search Training and the Priority Education Training Program were successfully delivered and are reported upon in detail elsewhere in this Annual Report.

Work for the Dole operated at a very high level of activity due to further refinements in government policy and increased program capacity.

Adult and Community Education enjoyed another productive year and continues to attract high levels of participation in both accredited and non-accredited courses.

The Commonwealth Government's Productivity Places Program was added to our suite of training services during this year. This will enable us to deliver additional nationally accredited training courses to new categories of jobseekers.

All key performance indicators for the programs we delivered were achieved and we maintained our reputation as an effective, value-for-money, low-risk service provider.

Organisational Development

Considerable organisational development was undertaken in 2007/2008 via an ambitious strategic plan which focused on a balanced mix of priorities in regard to fundamentals such as maintaining existing services, developing the business, developing the organisation, and developing our human resources.

A large office in Shop 15 was refurbished, brought into use and rented as office space to a supplier of industrial training. New classroom furniture was installed in various classrooms in Shop 15. A disabled access computer work station was established in the computer training centre in Shop 15, further improving access to our courses. Additional computers were installed at workstations in both Shop 14 and 15.



A range of works were performed in regard to 135 Hurd Street, our outdoor projects base, including improved fencing, works to exterior, replacement of veranda and the installation of an additional toilet. Shop 9 Pioneer Plaza was acquired to protect us against the possible loss of a building we currently rent and to position us for possible growth.

A range of organisational policies and standard operating procedures were fine-tuned to ensure we deliver the best services possible to clients and service-purchasers. High-quality staff training was also maintained.

We also again substantially upgraded our website during the year to ensure it effectively promotes the organisation and successfully markets its services.

Staff

Who does what at WorkSkills is outlined in the organisational chart at the beginning of this Annual Report and is also noted at the end of individual Program Reports.

Our experienced staff performed effectively and productively in an environment of ongoing change, increased program complexity and ever-changing technology. The range of programs delivered by WorkSkills necessitates a high degree of staff versatility and flexibility. Staff participated in a range of training and development activities over the year in order to maintain organisational and program capacity.

In the 2007/2008 Financial Year, WorkSkills employed some 23 full-time and casual staff, and maintained the stability of core staff.

The effective performance of our staff strongly contributed to WorkSkills meeting its diverse performance and budgetary targets. Our staff, with their commitment, expertise and successful experience in the field, continued to be the organisation's key competitive advantage.

Marketing and Promotion

We worked consistently to effectively market and promote our services. Strong word-of-mouth referrals from satisfied learners, jobseekers and businesses underpinned our marketing and promotional activities.

Effective use was made of inserts in the *Portland Observer* to distribute our term Adult and Community Education programs throughout Portland and its district.

Sustained and successful use was made of the windows in our three Pioneer Plaza properties and of our A-Board in Pioneer Plaza to promote services and courses. A range of advertisements in the Yellow Pages and White Pages telephone directories also promoted our training and other services.

Our website was substantially upgraded to ensure it effectively promotes our organisational identity and our services.



Sponsorship of a regular weekly show on Community Radio 3RPC was maintained, publicising WorkSkills services including Adult and Community Education. We also became a sponsor of Music Glenelg and its activities, with a view to promoting our training and education services.

Our programs and projects attracted media coverage, which kept us in the public eye and generally maintained a high, positive profile for WorkSkills. The works, historical brochure and community event associated with our Work for the Dole project at the Narrawong Cemetery, for example, featured prominently in the *Portland Observer*

Networks and partnerships

Quality networks and strategic linkages were maintained at all levels.

Locally, we worked cooperatively with members of the Job Network, Centrelink, TAFE, the Glenelg Shire Council, Portland Secondary College and an array of community organisations and groups including Kyeema and Portland Neighborhood House to achieve the best possible access, learning and employment outcomes for our learners, participants, clients and the community. Memorandums of Understanding were established with several key organisations.

Regionally, WorkSkills maintained its close involvement in the Glenelg and Southern Grampians Local Learning and Employment Network (LLEN), working to improve employment and training outcomes for youth. The LLEN is made up of over one hundred significant regional organisations and employers.

We also worked closely with organisations including the Southern Grampians Shire Council, Southern Grampians Adult Education, South West SEAL, Hamilton Neighborhood House, Hamilton Institute of Rural Learning and the Casterton Community Centre.

Regionally, WorkSkills played an active role in the South West Adult and Community Education Network and the Western District Adult and Community Education Managers' Network. Membership of these networks of regional Adult Education providers assists us maintain high standards of training delivery and record keeping and gives us access to business opportunities. The South West Commonwealth Government Employment Services providers Network and the Western Victoria Community Work Coordinator Network also assisted us keep up with program trends.

Beyond the region, we maintained our membership of Jobs Australia, the Australia-wide peak body for not-for-profit, community-based training and employment services providers. Jobs Australia represents us at all levels and provides us with Human Resources and Industrial Relations expertise and back up. Jobs Australia also gave us access to the Australian Training Network and its support.

The upcoming year



We have an ambitious strategic plan in place for the year ahead, focusing on a balanced mix of priorities for existing services, business development, organisational development and human resources.

In regard to existing services, the focus will be on delivering these programs successfully and meeting all associated contractual obligations and performance targets. We will also aim to best position the organisation for the upcoming Employment Services tender.

Business development will focus on further expanding the training side of our operations. We will continue to work to attract niche programs that will enable us to round out our service delivery without creating major staffing or infrastructure demands for the organisation. To this end, our Registered Training Organisation scope of registration will be expanded to include additional qualifications.

We will also work closely with our networks to attract additional business to the region. Networks and strategic linkages will also be further developed.

In regard to human resources, staff training will aim to ensure 'understudies' are maintained for all key roles to manage prolonged illness or staff movements. An array of focused training will be provided for staff at all levels to ensure they are well able to perform their roles and in turn enable the organisation to meet its contractual and performance goals.

A range of organisational policies and procedures will be upgraded. As usual, resources will be directed towards compliance and maintaining standards, including the Australian Quality Training Framework standards.

Organisational infrastructural development will take the form of upgrading the balance of the interior of Shop 14, works on 135 Hurd Street, additional improvements to other buildings, and various computer and other equipment upgrades.

There are major challenges on the horizon, particularly in regard to the future of Employment Services. The Commonwealth Government's decision to combine seven different employment services into one single service will have a major impact on organisations such as WorkSkills. In our Employment Services area, the seven services are delivered by at least eight different organisations. In the future this number will be reduced to two providers. We deliver one of the services, Work for the Dole. The organisation will have to work hard to ensure it is well-positioned to manage change of all extremes.

WorkSkills will, as always, continue to contribute to the growth of our community by supporting positive initiatives in the fields of training, employment, learning and community capacity building generally.

Program Reports



1. Work for the Dole - Community Work Coordinator

WorkSkills is the Community Work Coordinator (CWC) for the Western District Employment Services Area, a service delivery region made up of the Glenelg and Southern Grampians Shires. The role of the CWC is to coordinate the delivery of the Federal Government's Work for the Dole (WFD) program throughout the region.

Our contract with the Commonwealth Government's Department of Education, Employment and Workplace Relations (DEEWR) to deliver CWC services runs from 2006 to 2009.

The CWC interviews prospective participants, establishes projects, involves local communities in projects, organises meaningful work experiences for participants, conducts extensive participant and project monitoring, and liaises with DEEWR and the Job Network. The role also entails making payments to sponsors on behalf of DEEWR, managing participants' Training Credits and organising and paying for training on their behalf.

The 2007/2008 year was one of sustained activity in regard to Work for the Dole. Thirty one Work for the Dole projects or activities were set up throughout the region, strongly contributing to the development of local communities.

We assisted community-based organisations sponsor and conduct seventeen projects in their own right. We also established five Drought Force projects in the region. WorkSkills sponsored nine major projects across the region. They are referred to in the report following.

The Portland Neighbourhood House delivered the 'PNH Skills Initiative' and 'PNH Skills Initiative 2' projects focused on developing and making information kits and teaching aids for community-based organisations.

Portland Lions Club sponsored two projects—the 'Lions, Roos & Emus' and 'Lions, Roos & Emus Mark 2' projects, which produced works of lasting community benefit at the Husson Fauna Park. The Portland RSPCA also sponsored two projects, 'PAWS' and 'PNC & PAWS'. Both projects focused on developing the RSPCA's new facility with landscaping, animal care and plantings. The Dhauwurd-Wurrung Elderly & Community Health Inc (DWECH) sponsored two projects focused on developing sewing and other key skills—'DWECH Skills to Learn 1' and 'DWECH Skills to Learn 2'.

The Hamilton Institute of Rural Learning (HIRL) ran four different WFD activities in 2007/2008—'HIRL Bushland Team', 'HIRL Market Garden Project', 'HIRL Hamilton & District Helpers' and 'Renovate HIRL 2008'. These projects helped maintain and develop the infrastructure of HIRL and a range of community-based organisations. Hamilton Community House sponsored the 'Monuments, Medals and Memories' project and the 'Monuments, Medals & Memories 2' project in



partnership with the Hamilton RSL. A fine publication dealing with personalities and events associated with the Hamilton RSL came out of these projects.

Casterton's Old Courthouse Community Centre ran two activities over the year—'Linking History & Past', and the 'CCC 20 Years Celebration'.

Our involvement with Drought Force continued, with WorkSkills establishing five farm-based projects across the region, at Heywood, Gorae West, Greenwald, Dergholm and Branxholme.

The introduction of full-time Work for the Dole for certain categories of participants necessitated a range of organisational and project changes. Some forty eight full time participants commenced Work for the Dole during this reporting period.

WFD participants improved their skills, knowledge and work ethic by participating in Work for the Dole. Participants gained valuable transferable skills and developed useful employment and social networks. A number of participants used the program as a springboard into employment. All projects strongly focused on Skills in Demand—skills sought by district employers.

It was pleasing to note that half of our Work for the Dole participants were volunteers, motivated by access to Training Credits, the desire to improve skills, the desire to improve their employability skills and to take part in projects that will benefit their community.

WorkSkills met all key performance indicators, facilitating the equivalent of some 334 Work for the Dole commencements for the year and met the demanding Key Performance Indicators for CWC2006/2009.

Staff involved in our Community Work Coordinator role included Work for the Dole Program Coordinator Angela Ryks, Vicki Clayton then Helen Welsford, Kylie Duncan and Chris Marley. Executive Officer, Bernard Wallace was closely involved in delivery of the program.

2. Work for the Dole – WorkSkills sponsored projects

As an incorporated, not-for-profit organisation, WorkSkills also sponsors and runs Work for the Dole activities in its own right. In 2007/2008, WorkSkills conducted nine major projects in Portland, Hamilton, and at locations across the Western District Employment Services Area.

Our projects included a range of host-out activities in Portland, Hamilton, Coleraine and their districts including 'Developing Work Skills', 'Hamilton Work Choices', 'Portland and District Work Place Choices' and 'Portland Career Choice'.



Mobile community-support projects were run in Portland, Heywood and their districts—‘Project 100 Helps Heywood’, ‘Diversity Plus’, ‘Far South West Eco-Heritage’, ‘M & EMs’, ‘PANDAS’ and ‘Heywood and Surrounds Community Help’.

In Portland, our host-outs and mobile community support teams provided assistance to an array of community organisations—Portland YMCA, Portland Cable Trams, the Glenelg Hopkins Catchment Management Authority, Lifeline, RSPCA, Henry House, Salvation Army, Portland Library, Narrawong Cemetery Trust, Old Portland Cemetery, History House, the Arts Company, Radio 3RPC, Kyeema, Portland Dahlia Festival, Bundarra Primary School, Palmer Street Primary School, All Saints Outreach, Mitchell Park Day Care and Portland Scouts.

In Heywood and district, our projects supported the operations of the Heywood Uniting Church Opportunity Shop and Church, Wood Wine and Roses, Heywood Rural Health, Heywood RSL, Heywood Bowls Club, Promoting Heywood and District, Heywood Masonic Lodge and the Heywood Tennis Club.

Support was also provided to the Dartmoor Progress Association, the Branhholme Hall Committee, the Glenelg Hopkins Catchment Management Authority and the Mount Gambier Lifeline Bookshop.

In Hamilton and district, we assisted organisations including the Hamilton Special Development School, Hamilton Institute of Rural Learning, Hamilton Red Cross, Lifeline, St Vincent’s, Hamilton RSL, North Hamilton Kindergarten, Southern Grampians Shire Council, Glenelg Hopkins Catchment Management Authority and Friends of the Grange Burn.

We also provided assistance to groups such as the Points Arboretum and the Eucalyptus Discovery Centre at Coleraine, Coleraine’s Friends of Bryan Creek, Advance Peshurst, Dunkeld Public Lands Committee, Parks Victoria, the Department of Sustainability and Environment, Cavendish Townscape Association and the Nareeb-Woodhouse Hall Committee.

Program participants improved their skills, knowledge and work ethic by participating in Work for the Dole. Participants gained valuable transferable skills and developed useful employment and social networks. A number of participants used the program as a springboard into employment or accredited training.

Our three twelve-seater vehicles gave us the mobility and capacity to deliver more diverse and effective projects. The vehicles were well-used by our project teams. The Hurd Street property continued to give us scope for quality projects, and Hamilton Institute of Rural Learning continued to be an ideal base for our project teams.

Work for the Dole projects were supervised by Geoff Clark, Julian Cook, Graeme Cross, Andrew Delony and Margaret Dunsmuir. Projects and supervisors were managed by Work for the Dole Program Coordinator Angela Ryks, Helen Welsford and by Executive Officer Bernard Wallace.



3. Adult and Community Education

Adult and Community Education (ACE) is funded by the State Government and administered through the Adult, Community and Further Education Barwon South Western Regional Council (ACFE).

WorkSkills is a substantial and proven provider of Adult and Community Education. In 2007/2008, WorkSkills delivered some 21,500 hours of Employment Skills, Adult Literacy and Numeracy, and Vocational Education and Training to learners in Portland and district. We also delivered some forty two fee-for-service training courses, almost double the number of such courses delivered in the previous year.

Day and evening courses were run to ensure that learning opportunities were available to all. We now have some 2367 learners on our database. Our quality ACE courses and their effective delivery attracted a diverse range of learners, ranging in age from 14 to well into their 80s. Older learners continued to strongly access our ACE offerings, particularly Introduction to Computers and Internet courses.

Computer-related courses were in demand, particularly introductory courses with an average of four introductory classes run per term. These courses of varying length introduced a range of computing skills including word processing, internet and email, spreadsheets, presentation packages, Quicken and QuickBooks, and digital imagery.

Creative Writing classes continued. Units covered included Poetry and Short Story Writing. Other courses included Driver Learner's Permit and Introduction to the Hospitality Industry.

Certificate in General Education for Adults courses, strong in literacy and numeracy skills, were supplied to learners from Kyeema, Aspire, a growing number of Job Network referrals and to other learners. Accredited Vocational Education courses included Certificate III in Children's Services, Certificate I in Information Technology, Certificate III in Aged Care Work and Certificate III in Home & Community Care. Over the year, we issued almost 200 accredited Certificates or Statements of Attainment and 180 non-accredited certificates across our various programs.

Fee-for-Service courses included eleven Food Handlers courses, three Food Hygiene for Supervisors courses, ten Responsible Serving of Alcohol, four 'All Things Coffee' courses and six First Aid courses. Certificate IV Training & Assessment was also offered on a fee-for-service basis. These industry-focused courses were accessed by workers and jobseekers aiming to improve their skills and their advancement prospects. The Commonwealth Government's Work Skills Vouchers enabled us to deliver Certificate II in Community Services Support Work

Adult Learners' Week was celebrated with range of activities including 'Portland Talks', a forum highlighting famous women in Portland's history.



Community leisure and recreational courses and activities were strongly supported in our four term brochures, which promoted over twenty organisations delivering some seventy activities in Portland and its district.

September 2007 saw us undertake a routine Office of Training and Tertiary Education audit in regard to delivery of ATTP and PETP programs. We clearly satisfied all requirements and standards in regard to these programs.

Four members of staff were supported to undertake Certificate IV in Training and Assessment in 2007, with three awarded the qualification and another near completion. In 2008, another three staff are undertaking the qualification. Regular internal training was provided to all tutors and a number took part in regional professional development activities.

WorkSkills' ACE program was coordinated by Kathy Taylor and our diverse courses were delivered by a team of sessional tutors whose names are listed at the front of the Annual Report.

4. Job Search Training

WorkSkills is involved in the delivery of structured Job Search Training (JST) by way of supplying this service to clients of Job Network provider, Westvic Work Force.

Our delivery of JST is very much focused on equipping jobseekers with quality résumés, confidence building, overcoming or reducing obstacles to employment, developing an understanding of the labour market in which they are seeking employment, interview skills, and linking jobseekers to potential employers.

Participants came from all walks of life and aspired to employment in a diverse array of occupations and jobs. The training program was delivered in a range of formats to suit the needs of the Job Network provider's clients.

Job Search Training was delivered to some 61 participants from Portland and its district. Some twenty nine participants undertook the standard 100-hour program, whilst some thirty-two jobseekers with existing skills took part in the 30-hour 'Refresher' program.

We continued to offer participants the opportunity to take part in mock interviews conducted in a realistic setting and atmosphere. Relevant guest speakers also contributed to the effectiveness of JST delivery.

Trends include growing referrals of younger jobseekers, with the next most strongly represented group being 25-44 years of age. The trend amongst recent schools leavers is a preference to pursue vacancies advertised on the Internet. Mature aged jobseekers, a group who experience a range of barriers to employment, were assisted



by a range of new DVD resources. They were also strongly assisted in making online applications for positions.

Our Job Search Training learning materials were comprehensively updated and upgraded during the year. This process also included 'Value Added Activities' for jobseekers with specialised interests or specialised skills.

A pleasing number of employment and training outcomes were achieved for our JST participants including part-time, casual and ongoing full-time work, and access to further training and education.

Job Search Training was delivered by Heather Mutch, with occasional delivery by Kathy Taylor.

5. Apprenticeship and Traineeship Training Program

The State Government funded Apprenticeship and Traineeship Training Program (ATTP) involves us in the delivery of accredited training to Trainees and Apprentices.

We increased the number of qualifications we offer to meet local demand and provide employers with user-choice in regard to the training of their trainees. New qualifications included Certificate II and III in Hospitality Operations.

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 employed by businesses in Portland. Our 2007 allocation of eight trainees was achieved and appropriate progress is being made to achieving our 2008 targets.

This service was delivered by Kathy Taylor, Leanne Warburton and Mischelle Star.

6. Priority Education and Training Program

The Priority Education and Training Program is funded by the Victorian State Government, enabling WorkSkills to deliver sought-after accredited training to a range of eligible jobseekers.

In 2007, we successfully delivered the Certificate III in Aged Care Work to ten local learners. This qualification is recognised throughout Australia and opens up an array of employment opportunities to those who successfully complete training.

In 2008, the qualification is being delivered to six learners who are studying units of competency which will also give them the opportunity to gain a double qualification—Certificate III in Aged Care Work and Certificate III in Home & Community Care.



Training involves a balanced mix of classroom-based, theory work, site visits and a comprehensive work placement with district care providers. The quality practical work placement is an integral part of the course and will provide learners with the hands-on experience necessary to develop skilled care workers.

The course will conclude in December, with graduates well-placed to take up employment in a growth industry that provides considerable job satisfaction and strong career paths. WorkSkills plans to offer similar opportunities to potential care workers in 2009.

The course was delivered in 2007 by Bronwyn Mibus, supported by Allison Richards. Judith Hillier is delivering the course in 2008.

7. Productivity Places Program

The Productivity Places Program (PPP) is an Australian government initiative aimed at ensuring that Australian workers develop the skills needed to address the skills shortage across the nation. Accredited training is focused on meeting the needs of both businesses and participants.

PPP is managed by the Department of Education, Employment and Workplace Relations. Through the program, we are delivering Certificate II in Community Services Support Work in a classroom setting. We are also able to deliver other accredited courses through the program.

Productivity Places Program is coordinated by Kathy Taylor, with training delivered by Allison Richards.

8. Other services

We continue to hire premises to groups for seminars, training sessions and suchlike. As well, space and buildings were rented to various organisations on an on-going basis. We also produced résumés for fee-for-service clients from time to time. This service is sought by employed jobseekers wishing to change jobs or secure promotion.

9. Tour Guiding Services

Our tour guiding service was established in 1994. The WorkSkills Tour Guides enjoyed another successful year of guiding operations. School groups and coach companies from Victoria, South Australia and New South Wales enhanced their visits to Portland by making use of our professional tour guide services. Guides escorted a range of coaches and mini-buses carrying over 600 visitors around Portland and its district.



Our most popular tour continues to be the one-hour 'Introduction-to-Portland' tour, which serves to acquaint visitors with our history, heritage, economy and other diverse attractions.

We also offered 'tours to order' to accommodate the differing interests of visitors. These included tours of the surrounding countryside and its many natural attractions, particularly our coastal landscape.

Tours highlighting our different industries also appealed to visitors, particularly members of industry interest groups.

The work of our tour guides continues to publicise Portland and its region to visitors from throughout Victoria, from interstate and from overseas. WorkSkills will continue to offer a comprehensive range of tours to visitors and our community in the upcoming year.

WorkSkills is a member of the Portland Tourist Association, a member of the Friends of the Great South West Walk Marketing Committee, and a member of the Glenelg Shire's Admella Commemoration Advisory Committee.

Our Tour Guiding services were coordinated by Kylie Duncan and tours were conducted by Janice Cain, Leanne Warburton, and Mischelle Star.



Financial Reports

Portland WorkSkills Incorporated

The 2007/2008 financial year saw the organisation turnover in excess of one million dollars for the first time. This large turnover, a very favourable combination of circumstances and a range of advance payments produced a surplus of \$278,878.66.

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 Kylie Duncan. Specialised, external accounting support services were provided by David Gorrie.

The books of account for Portland WorkSkills Incorporated were audited by Mr Cameron Young of Young's Chartered Accountants, whose Audit Statement follows this report. The audited Income Statement and Balance Sheet are also included in this report.

An undischarged but paid-out mortgage remains on Shop 15. There were no other 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 to further develop the organisation in the future.

Funds held on behalf of the Department of Education, Employment and Workplace Relations

Our contract with the Federal Department of Education, Employment and Workplace Relations (DEEWR) to deliver Community Work Coordinator and Work for the Dole services requires us to operate a separate bank account specifically for the receipt and expenditure of Work Experience and Training Credits funding.

DEEWR funds continue to be held by WorkSkills as part of the 2006-2009 Community Work Coordinator contract and are audited annually.