Leading community development by providing socially inclusive learning programs and opportunities that enable enriched and enterprising lives

2016 ANNUAL REPORT
Introduction:

Port Macquarie Community College (PMCC) began trading as Hastings College of Adult Education in 1983 through a range of courses to improve self, such as literacy, language studies, local history, environmental, wellbeing, arts and craft, music and vocational opportunities with computing and the internet, bookkeeping, typing and a range of horticultural pursuits. Whether we are offering general education or accredited vocational education and training, our ability to facilitate talented people to pass on their knowledge and skills, in a friendly and flexible environment is an advantage we value highly.

Our identity and acceptance as the local adult and community education provider has developed over many years. The College is independent, and most importantly, community owned. We are governed locally through a voluntary Management Committee, under the Constitution of Port Macquarie Community College Inc. We primarily receive support from the New South Wales government through the Department of Industry and Department of Education and are accountable to the Government and the community we serve. Importantly we would not be as successful as we are without the many partnerships we have with local organisations.

Our college reaches across the Hastings and Macleay communities offering a diverse range of short courses for skill development, personal enrichment and pathways to higher education as well as accredited qualifications and Statements of Attainment. As a Registered Training Organisation (RTO), SkillsLink Training provides quality workplace training and assessment that meets the strict National Standards for Registered Training Organisations 2015. This ensures quality business and financial management and consistently high standards of service delivery.

Our community involvement extends to specialist programs, such as youth and language, literacy and numeracy programs, programs for people with disabilities and mental ill-health as well as the provision of a meeting place for a cross section of local groups.

PMCC is a member of Community Colleges Australia, a network of community colleges who work together to support their communities and a member of Cooperative Learning Limited, a cooperative of 13 Colleges from Northern NSW providing the sharing of ideas and partnerships to meet local needs.
Our Purpose and Objective:

“To lead community development through socially inclusive learning programs and opportunities that enable enriched and enterprising lives”

Guiding principles

At Port Macquarie Community College (PMCC) we:

- Seek to support the lifelong learning needs of our community
- Provide quality education and training for individuals, community groups and agencies, and local business
- Are flexible and responsive to customer needs
- Embrace new initiatives and innovative practice
- Encourage strategic partnerships and alliances
- Foster inclusiveness
- Value and respect each of our staff and customers
- Respond to Federal and State government policy and initiatives
The Strategic Plan reflects the changing VET policy environment and educational needs identified within our community. The Business Management Framework outlined below defines the strategic directions of PMCC and addresses the key opportunities, weaknesses and threats.

**Strategic Pillars**

**Business Model**
Defines a College model that:
- *meets/exceeds goals and expectations of all clients & stakeholders*
- *is responsive to change in Government policy*
- *places the college in a financially secure position underpinned by proactive planning*
- *is environmentally sustainable*

**Teaching & Learning**
Teaching provided by the College:
- is client-centric
- meets/exceeds standards, delivery excellence and quality requirements
- is profitable, competitive, differentiated
- is credible

**Organisational Support & Systems**
Our organisation support and systems are systematic, scalable process that provide:
- Everyday support of efficient, compliant culture
- IT systems that continuously provide flexibility, drive productivity and realistic implementation

**Marketing & Relationship Management**
Marketing and Relationship Management processes and strategies
- Identify and target key markets and deliver a cost-effective and effective communications strategy
- Provide a high level of brand awareness
- Establish, maintain and promote positive relationships with all stakeholders

**Our People**
Competent and multi-skilled, providing the right level of service and standards
- Structured appropriately and efficiently - right person, right job and job rotation/succession planning is managed proactively
- Benefiting from a diverse learning culture focused on continuous professional development
Port Macquarie Community College is incorporated under the Associations Incorporation Act 2009. In line with the requirements of the Act, it has a volunteer Management Committee that sets the overall business and policy directions of the College. The Management Committee members are elected to the positions in accordance with the procedures in the Constitution.

**Current Members**

- Grant Burtenshaw  
  *President*
- Glenda Hamilton  
  *Vice President*
- Chen Gaul  
  *Treasurer*
- Graham Morgan
- Kathryn Stephens
- Marina Hynes  
  *Secretary*
- Tim Baker
- Kim Edwards

**Out-going Member**

- Lloyd Godson  
  Resigned Nov 2016
Staffing structure now accommodates for a senior management group comprising of Dr. Robbie Lloyd, Sue English, Pat Foley.

**Management Team**

**ACE Staff**
- Pat Foley
- Jenny Oriel
- TBA
- Alison Powell
- Katrina Humble

**Reception & Administration**
- Jess Gordon
- Shona Duthie
- Brodie Thom
- TBA

**Business Development**
- Sue English
- Deb Duncan
- TBA
- TBA

**Projects**
- Erinlii Davis

**Organisational Services**

**CEO’s Office**
- Valerieanne Byrnes
- Sue English
- Dr. Robbie Lloyd
- Jess Gordon
- Annemarie Gregory

**Finance Consultant**
- John Osley

**Training Manager**
- Compliance
- Training Support
- Literacy
- SOHK

**BD Manager**
- Northern Region
- Southern Region
- Central Region

**CEOs Office**
- CEO
- Marketing
- Community
- Relationships Manager
- Customer Service and Office Coordinator
- Finance Officer

**Business Development & Marketing**
- Sue English

**Service & Office Administration**
- Jess Gordon

**General Manager**
- Val Evans
- Retired Nov 2016
It is an honour to present my third report as President of Port Macquarie Community College, at a time when the college has grown remarkably in its scope, while remaining sustainable in all its activities in a stressful economic period nationally. This has been largely due to the trail blazing work of our outgoing CEO Val Evans (who retired at the end of 2016), whom we wish every good fortune in her well-deserved retirement, although we suspect Val will be seen “around the traps” regularly. And I am also pleased to welcome our new CEO Valerieanne Byrnes. Valerieanne has hit the ground running and brings an energy and passion for this sector that fits our stage of operation, as well as being a highly experienced financial negotiator.

Speaking of finances, we have faced very tight times over the past year, with government funding being pulled back on a number of fronts and competition among community organisations being fierce. This has made for a stressful period of juggling risk and opportunity assessments, where we have needed to invest in strategic new developments while being uncertain of incoming revenues. We have also completed a major IT upgrade, as well as opening new satellite venues in Kempsey, Taree and the Nambucca Valley.

The Board’s plan to spread the risk among our different ventures has continued to unfold, and we are on track to maintain and sustain our activities in all areas.

This has been a year of many milestones and our team of dedicated staff and volunteers have risen to the challenge the results of which are reflective in the amazing achievements we have achieved. Well done the team.

It was with some regret that the Board received the resignation from our General Manager, Val Evans, in the last half of 2016. Val led the organisation through some of the greatest changes in its history and the history of adult education and the Port Macquarie Community College not only survived but blossomed. Val left due to retirement and the Board wish her all the best in the future; we know she will remain a close friend of the College.

It also gives me great pleasure to welcome Valerieanne Byrnes as our new CEO. Valerieanne came to us with very impressive credentials and in the short time she has been at the helm they have proved themselves. Welcome aboard Valerieanne.

In closing, this has been a tumultuous year of growth and development, and I want to thank the board, staff and volunteers for their unstinting support through this pace of activity. We are serving our community with great determination, and the rewarding thing about it all is that it has been achieved with the outcome of offering “fun and funky” programs and experiences for all.

Grant Burtenshaw
President
2016 was another year of incredible challenge in the vocational education and training sector; another year bedding down the Smart and Skilled reforms as they roll out, negotiating draft procedures and inadequate allocations to meet community demand. It was also a year of outstanding achievement for the team under the leadership of Val Evans.

In this changing environment, Port Macquarie Community College has set a range of challenging but achievable strategic goals to underpin our vision and stay true to our objects. We will continue to extend and renew our footprint across the Mid North Coast region in the area of vocational training, youth outreach, targeted inclusive programs and literacy. We will continue to diversify our activities to meet the needs of the community and to achieve a sustainable future. We have achieved deductible gift status during the year and will seek philanthropic partners to strengthen our focus on those who need a helping hand to achieve independence and to pursue opportunities for positive change.

Our purpose is to lead community development through socially inclusive learning programs and opportunities that enable enriched and enterprising lives. Social justice and productive community participation is important to us, cooperatively with like-minded organisations, I am looking forward to the next three years as a time during which we can use education to help improve the lives of our students and build capacity within our community.

Finally, my thanks go to the Management Committee for its guidance. We are fortunate to have a talented group of people who represent our community with such passion.

Valerieanne Bynes

Chief Executive Officer
PMCC, fuelled by its innovative team, navigated the vocational sector turmoil and produced a successful year. With its focus firmly on its objects, serving community educational need, PMCC reviewed its operations continued to offer a diversified educational service to Port Macquarie, Wauchope, Kempsey and the broader Mid North Coast.

At the end of 2015 the vocational education industry faced another 12 months of chaos and the unintended prospect of legitimate educational institutions, including Community Colleges and TAFE being "crippled" by the government's radical overhaul of the sector. Student loans were never a feature of PMCC's educational offer but the restrictions to follow made it difficult for all approved providers to meet community demand.

PMCC welcomes the tougher regulations promised to create higher barriers to entry for new providers, limit eligible courses to those deemed to provide good employment opportunities, and introduce strengthened compliance and payment conditions. However, many in the sector are concerned that pushing upfront fees back on to students who have equity problems, sending poorer students out of the sector. The new regime also continues to limit the provision of identified courses on a per provider, per region basis, without a clear and seamless process for addressing demand, even if industry requires more.

2016 also saw us launch our School of Hard Knocks and our Remote Community outreach strategy, providing community college education in the Northern Territory in a partnership with a disability provider and funded by the NT Government. 2016 also saw us prepare for the launch of our Nautilus Senior school for disengaged youth in 2017. It is with great pleasure that we present details of our 2016 achievements.
Our Achievements:

The key strategic developments that have taken us onto a new level of operation are:

- Establishing the **Nautilus Senior College** in our upstairs classrooms and enrolling students in the first term. This required massive preparation and submission of registration paperwork, followed by inspection by the NSW Board of Studies (BOSTES) to be approved as a Special Assistance Independent School.

- Creating new pathways for young people in Port Macquarie, Wauchope, Kempsey and Taree who left school with a negative feeling, or who are at risk of falling through all the cracks. The **Stepping Up** program has built a strong foundation for creative ways of engaging, inspiring and developing skills among those young adults who otherwise become statistics of failure across our region. This scheme is recruiting newcomers everywhere, once the word gets out that a learning journey is available that both respects them and invites their own contribution to shaping the program.

- Establishing the **Absolutely Everybody Choir of the School of Hard Knocks** Port Macquarie Hastings, and its associated Creative Arts for Recovery activities as a permanent feature of the college’s operations. We have faced a challenging time finding the ongoing funds to support this activity and have had to make adjustments to our budgeting arrangement. But we are maintaining a popular and successful local program that is changing lives and uplifting the community, while setting new standards in community mental health.

- Working with NSW State Training and the Smart & Skilled **Vocational Education and Training** (VET) scheme, we have continued to produce successful graduates across a range of full qualifications. This is in a field that is crowded with competitors. Our reputation for professional learning facilitation (not just “training”) and effective work placements and job outcomes has continued to grow. Integrity and caring are catchphrases often used about the SkillsLink RTO (Registered Training Organisation) aspect of our business. We have also been inundated with requests for access to the Community Service Obligations (CSO) and Foundation Skills (FSK) supported programs for disadvantaged learners.
Beginning to develop our Remote Community outreach, commencing with exploring a **Top End Community College** (TECC) in Darwin, Northern Territory. Building on our SkillsLink RTO work in 2016 supporting the Project 21 post-school college for young adults living with intellectual disability, which is run by the Down Syndrome Association of NT. TECC is now supported by its own Steering Committee, with a part-time contracted project consultant helping to develop our business proposal while building relationships with government, NGOs and funding bodies across the Top End.

**Working with vulnerable community members** has been at the core of our outreach efforts. This has now resulted in a suite of community mental health and disability support activities that have made us a leader in this field across a wide age range (now including stroke support, older people’s mental health and small group narrative sharing). We also continue to contribute to the Mid North Coast Human Services Alliance, a network of NGOs working in person-valuing and community-building, profit-for-a-purpose programs. This is in a world where privatisation has become the norm, while we support ongoing community ownership of sustainable local support activities.

The next phase of development will be to wrap all this activity into **The Recovery College** model (already running with our peer colleges in the inner city of Sydney and at Kogarah) which we will pursue with the Local Health District in the coming year.

Our long-term relationship building with **Birpai Local Aboriginal Land Council** has led to development of a Learner Driver’s program run from within the Birpai centre. We plan to continue to explore culturally-related training activities, and helping to support development of new enterprises with local Aboriginal community members. This activity will commence in March 2017.

**The Enterprising Futures Australia** support and development horticulture and hospitality program has met some challenges at the local council approval level. However, we remain determined to pursue opportunities for disadvantaged people to be able to work on the land and in a café setting.

Our Environmental Sustainability commitment remains strong, and this has now moved from sponsoring the Living Futures Hub (which got merged with the Hastings Sustainability Network in late 2016) to **The Nature School**, which has become a supported activity of the college. Running experiential hands-on learning experiences in the bush for young children, The Nature School has during 2016 provided similar programs for our disability groups.
Indigenous Strategy:

Port Macquarie Community College acknowledge the traditional owners of the land on which we work and pay our respects to the elders both past and present.

Strengthening our relationship with Aboriginal and Torres Strait Islander people, organisations and communities is fundamental to the PMCC’s work. This is reflected in our Strategic Plan 2016–18 and one of our priorities over the coming year.

Developing the Indigenous engagement strategy is an important first step in demonstrating this commitment. We recognise that delivery of the activities and actions included in the strategy is essential to improved relationships and outcomes.

Our Indigenous engagement strategy is centred on three key themes:
• Our relationships
• Our work
• Our people.

By building our relationships with Indigenous people, organisations and communities, and ensuring that our staff better understand the importance of those relationships, we will improve our services to Aboriginal and Torres Strait Islander people.

PMCC recognises the social and economic disadvantage experienced by Aboriginal and Torres Strait Islander peoples and is committed to overcoming the gap between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.

PMCC initiated its Indigenous Engagement Strategy to achieve greater Indigenous participation in PMCC’s education and community development agenda and activities. This participation will ensure that PMCC benefits from the insights that Aboriginal and Torres Strait Islander peoples can bring to the local challenges we face. It also provides a means of ensuring that PMCC’s activities are as effective as possible in contributing to the challenges and aspirations of Aboriginal and Torres Strait Islander communities. The strategy addresses four areas: education and outreach, employment, and cultural learning and development.

**Education and outreach**
We will increase participation and education outcomes of Indigenous youth at risk through our Nautilus School. We will increase participation and education outcomes through community education outreach initiatives and opportunities for Aboriginal and Torres Strait Islander students to make relevant education and training opportunities more accessible.

**Employment**
We will help to close the gap incrementally by increasing Indigenous employment levels that are comparable to population ratios within our area. Aboriginal and Torres Strait Islander people’s participation as employees in
PMCC is a powerful means of raising the contribution from and to Aboriginal and Torres Strait Islander peoples from our research. It will also contribute to tackling the local and national issue of high unemployment within Indigenous communities.

**Cultural learning and development**

We will broaden the knowledge and understanding of Indigenous issues and cultures within PMCC. In order to ensure that PMCC is a trusted provider and an employer of choice by Aboriginal and Torres Strait Islander peoples, the organisation must be able to demonstrate an understanding and empathy of Indigenous issues and values. A cultural learning program and an ethics framework that reflects, acknowledges and respects Aboriginal and Torres Strait Islander peoples values are therefore high priorities.

**Vision:**
The PMCC's commitment to Indigenous people is embedded throughout our organisation.

**Goal of strategy:**
Enhance our engagement with Indigenous people, communities and organisations.

**Our activities and initiatives:**
We have identified a number of activities and initiatives that we will be undertaking and have committed to reporting on our progress during that time.

We will:
- improve our outreach programs
- put communication plans in place that will significantly improve our connection with Indigenous stakeholders
- work with other organisations to strengthen the ability of Aboriginal and Torres Strait Islander people to engage with education and achieve employment
- Target recruitment to increase employment opportunities within the college
Our strategy:

<table>
<thead>
<tr>
<th>Our commitment</th>
<th>What we will do</th>
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<tbody>
<tr>
<td><strong>Our relationships</strong></td>
<td>Engage Indigenous communities in what we do, and seek out partnering opportunities with other agencies.</td>
</tr>
<tr>
<td>Strengthen our relationships with Aboriginal and Torres Strait Islander people, communities and organisations</td>
<td>• Develop communication and engagement strategies as part of major projects or activities that will have significant impact on Indigenous stakeholders.</td>
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<td></td>
<td>• Develop and promote practical and culturally appropriate publications, to meet the needs of Indigenous stakeholders.</td>
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<tr>
<td><strong>Our work</strong></td>
<td>Internally</td>
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<tr>
<td>Embed our commitment in core service delivery and operational outcomes,</td>
<td>• Deliver cultural awareness training across the organisation, including targeted training for operational staff.</td>
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<td></td>
<td>• Develop and implement protocols</td>
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<td></td>
<td>• Ensure business plans for all areas reflect our commitment to improved outcomes for Indigenous stakeholders, and identify activities or initiatives to deliver on the commitment.</td>
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<tr>
<td><strong>Our people</strong></td>
<td>Externally</td>
</tr>
<tr>
<td>Increase recruitment and retention of Aboriginal and Torres Strait Islander officers across the agency, and promote a culturally inclusive workplace.</td>
<td>Engage in programs that target employment outcomes</td>
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<td>Engage in programs that work to reduce children in custody</td>
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<td></td>
<td>• Increase recruitment of Indigenous employees across PMCC</td>
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<td></td>
<td>• Continue to implement an Indigenous traineeship and/or cadetship program.</td>
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<td></td>
<td>• Establish a support group for Indigenous staff members that caters for cultural maintenance.</td>
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Acknowledgment: Adapted from Crime and Misconduct Commission

**Programs in Action 2016-2018**

- **Literacy Group**: Assisting community members to improve their reading and writing skills.
- **Birpai and Dunghutti Learners program**: Aimed at assisting participants to gain their Ls and achieve their Ps.
- **Indigenous Teaching staff and Mentors**
We are growing at a rapid rate and clearly need additional accommodation urgently now. This is being pursued as a major priority, and council and local parliamentary members have been in discussions trying to help us to find the right venue or set of venues.

Some of the key new priorities for the next phase of development include:

Seeking new partnerships with other NGOs in our sector of health and human services, to aim for cost effective operational activity sharing and ways of achieving sustainable service development;

Expansion of our collaborative operations with peer colleges and other NGOs intra- and interstate and even overseas.

Seeking opportunities to establish major scale social enterprises that can both help to train and employ local college community members, and begin to build income streams to support our overall operations;

Forge new partnerships with universities, government agencies and other businesses, in fields such as research & development, new enterprise seeding, and workforce capacity building and development in a changing world of work.
Service Statistics at a Glance
Enrolments:

The chart below highlights our growth in enrolment activity despite VET funding being capped under the new VET scheme.

PMCC is committed to finding ways that allow it to continue deliver commercial courses and new outreach activities - In 2017 we will maintain a focus on developing new and innovative ways of sourcing funding from a range of relevant providers, and with that, ensure we are well placed to continue to provide our community with a full complement of services.

Enrolment Comparison
2013 - 2016
per unit of work

Courses - Skillslink
2014, 2015, 2016

Participation in Full time courses grew by 80% to deliver a unique balance between full and part-time participation.
Whilst Cert III Individual Support remained consistent in 2016, lifts in Work & Vocational as well as Digital Media & Technology highlight the healthy appetite for learning and development amongst our community.

Females continue to dominate enrolments whilst ‘Disability’ enrolments continue to hold ground since their 2015 peak....
Some students need additional support to access training. To help improve participation for disadvantaged learners, Community Colleges are funded to deliver a range of programs.

**Community Service Obligation (CSO)** targets training and support for disadvantaged learners, regional and remote communities and hard to service communities.

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**CSO ENROLMENTS**
- Disadvantaged 77%
- Regional 23%
- Indigenous 10%

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**CSO ENROLMENTS BY POSTCODE**
- 2429-31
- 2439
- 2440
- 2441
- 2443
- 2444
- 2445
- 2446
- 2447-49

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**CSO BY GENDER**
- Male
- Female

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**CSO BY AGE GROUP**
- 15 - 25
- 26 - 35
- 36 - 45
- 46 - 55
Under the leadership of Dr Robbie Lloyd (Honorary Research Associate, Centre for Disability Studies, Sydney University), PMCC continues to seek ways of supporting the marginalised and vulnerable in our community. In 2016, our highly-valued alliances and partnerships continued with local, intra and interstate not-for-profits and NGOs. These included:

- **Mental Health** - Working with Endeavour Clubhouse, School of Hard Knocks in Melbourne and Local Health District we continued to build a collaborative network of Community Mental Health and successfully established relationships with Mental Health Australia.

- **People with Disabilities** - We maintained rewarding partnerships and provided training to ACES, Nambucca Valley Phoenix and Macleay Options.

- **Human Services** - We initiated and continued to facilitate the Mid North Coast Human Service Alliance - a leader in NGO partnership building and advocacy for this sector - and established the Nambucca Valley Human Service Alliance.

- **Environment** - We formed and facilitated the Mid North Coast Living Futures Hub - an environmental sustainability network focused on young people that has built a very strong relationship with The Nature School based on the framework established by Byron Bay Community College.

- **Indigenous** - We actively collaborated with Birpai LALC on Youth and Cultural Tourism Development, gaining access to their land and facilities for our young people and for College events.

- **Youth & Education** - Our linking with Luminosity each year, Hastings Education Fund and Hastings Education & Skills Forum as well as local Service Clubs continued.

**Regional and Remote Outreach:**

- Programs were delivered in Nambucca, Macksville, Bowraville, Kempsey, Wauchope and Comboyne.
- With the cooperation of Camden Haven Community College, we provided services to youth at risk in Taree.
- We launched a program with a disability provider in the Northern Territory called Project 21 linking to the Down Syndrome Assoc. NT to deliver our holistic wrap-around program, Life Skills Express.
- We continued to contribute to the planning of a Human Services Hub.

**Peak Body Representation & Partnerships:**

- Acknowledging the significance of having greater representation on peak bodies has led to:
  - Dr Robbie Lloyd becoming an Adult Learning Australia Board member representing PMCC’s views on the national scene.
  - Community College Australia collaboration, advancing a partnership model with other colleges.
  - Cooperative Learning Limited, a network of 13 northern NSW Community Colleges also modelling partnership approaches in joint tenders and, parallel programs.
  - Alesco, WEA Hunter Foundation, in preparation for the commencement of our senior high school we have joined the Alesco family of alternative education for youth at risk.
Training Services Overview

Vocational Education - Customised Training:

Vocational training is a central part of PMCC’s objective in meeting the education needs of the community by providing qualifications and work skills to match industry needs.

Vocational programs delivered included qualifications in community services, business, horticulture, IT and training & assessment and a range of accredited short courses such as first aid, white card and MYOB.

Individual Support

The ageing population in our region provides many employment opportunities in the Aged Care sector. This creates high demand for well trained and qualified workers making our Certificate III in Individual Support our most popular certificate III level qualification.

Our small, supportive learning environment turns out work ready graduates, well prepared for their new, rewarding career. Such is the reputation of our graduates, many are offered employment immediately upon gaining their certificate.

Blended Learning:

Blended learning Courses increased in popularity; they provide a flexible alternative for those wishing to pursue part time work or manage a family or business.


This qualification will allow Erin to indulge her passion for training, passing on her industry knowledge to other aspiring fitness trainers.
Stepping Up:

Stepping Up is a comprehensive program for young people who are moving from school into further study or the workplace.

Offering flexibility and the choice of a number of vocational pathways such as Retail, Hospitality and Information Technology, Childrens Services, *Stepping Up* combines both accredited and non-accredited training into a well-rounded program offering students the opportunity to gain skills for work whilst supporting both their learning and the development of work readiness and life skills.

Course: Aged Care Pathways

A group of recent Individual Support Graduates had faced particular barriers during their full qualification course and required intensive additional support in order to complete. Recognising that these students may face further barriers in finding employment, they were offered this additional training in order to allow for further development of LLN, confidence and general work readiness.

One student, Tony Dunn not only achieved his goal of graduating and is now working as an Individual Support Worker, he went on to win the Mayor’s 2016 Award for Community Service.

Course: Leadership, Advocacy & Teamwork

Willing & Able, a local not-for-profit employing people with disabilities approached the community college to deliver the above training to seven of their supported employees who had shown leadership potential. Participants would require intensive LLN assistance to complete the requirements of the Training. Our trainer was selected for her experience not only as an Individual Support/Disability specialist but for her experience and training in providing LLN support for students with high needs. She was supported by her recent Individual Support graduates who volunteered their time to provide further classroom support to students.
LifeSkills Express

The LifeSkills Express program aims to deliver a high quality and eclectic range of courses and opportunities for people living with a diversity of challenges. LifeSkills Express aims to:

- build skills in a range of areas to enable participants to take significant steps towards independence, further study and potentially, employment.
- build self-confidence through practical, creative and engaging activities that will provide challenge as well as fun and enjoyment.
- provide enterprising opportunities leading to participants becoming more fully engaged in their community.

This person-centred program is designed to deliver education in a holistic, experiential manner, focusing on strengths rather than limitations, with potential to achieve nationally recognised statements of attainment and/or certificates.

LifeSkills Express provides a blend of vocational skills interspersed with the personal tools needed to encourage self-reliance, enable the realisation of individual capacities and potential and fulfil the needs and aspirations of each individual to achieve valued roles in the community.
Some examples of this program include:

- Home Maintenance
- Community Engagement (Out and About)
- Budgeting & Shopping
- Cooking
- Housekeeping
- Independent Travel
- Literacy Support
- Art & Craft
- Performing Arts
- Photography
- Nature School
- Cyber Safety
- Personal Safety
- Digital Technology

Backyard Blitz - LifeSkills Express

Going Places - Independent Travel

LifeSkills Express - Kitchen Ninjas

Explorers by Nature - Nature School
**Literacy Program**

Our Literacy Program provides many opportunities for the development of Literacy and Numeracy skills. Students come from all walks of life and their needs are as diverse as they are. Some students wish to improve their literacy skills for creative writing, while others require foundational skills. CSO funding allows us to provide intensive one-on-one support for those for whom English is a second language to those who may have suffered disengagement from school in their early lives.

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**Government Funded Programs**

In addition to the Accredited Vocational training funded through Smart and Skilled, a variety of government-funded programs were offered during 2016.

**Tech Savvy Seniors**

Funded by Telstra, our Tech Savvy Seniors program caters for the mature folk of our community by providing skills in the use of technology at a minimal cost. The benefits of this program include engagement of our seniors in what often seems to them a daunting and fast-paced world, one where they are often left behind by younger generations, which creates a communication gap.
**Links to Learning (L2L):**

The NSW Department of Education provides funding to eligible NSW based not for profit non-government organisations (NGOs) and local government authorities to deliver targeted, value for money projects to students in government schools that are at risk of disengaging with learning and/or at risk of leaving school early.

PMCC in partnership with Camden Haven High and Port High School provided a Links to Learning program for 21 students. Student progress through the program was measured by attendance and participation.

Of the 21 students who entered the program, 13 students undertook accredited learning. 9 students completed the Certificate II in Skills for work and vocational pathways and 3 students achieved a statement of attainment for several units.
Our People

Staff

Five key groups contribute to the success of PMCC’s operations. They are:

- Our students who provide the incentive for innovation and improvement
- Our Teachers/Trainers
- Our Volunteers
- The Administrative Team
- The Management Committee

We are extremely proud of our Staff and Trainers who continue to surprise us with their dedication. Their ability to translate their experiences in their respective industries is reflected in the confidence that our students display on completion of their courses.

In 2016 we were blessed with a reliable dedicated group of volunteers – we now have over 70 registered working across a range of programs including the School of Hard Knocks, Literacy and Numeracy, Youth at Risk, People with Disabilities, Animal Companioning and the Environment. It never ceases to amaze us that so many people are willing to dedicate their time to helping others. Certainly, our Community College would not be able to function without their support.
Partners in Education & Outreach
PMCC acknowledges and appreciates the many organisations through our region and government for their support during 2016

Professional Corporate Services
- PDD Advisory Group, Audit Services
- BakerIT and C2a Communications
- HLV Partners Chartered Accountants – for pro bono assistance with establishing the Mid North Coast Human Services Alliance

Government Funding Partners
- Department of Industry with Smart and Skilled
- Adult and Community Education
- Commonwealth Department of Education & Training
- NSW Department of Education & Communities
- State Training Services
- Lesley Williams MP
- Mid North Coast Local Health District – for funding and assistance with establishing the SOHK PMH program and the SPICE Stroke Recovery program
- Regional Development Australia MNC – for assistance with our workforce planning, training and development
- NTGovenment Department of Business – for assistance with an NT Equity Grant towards training and development for young adults with special needs
- PMH Council – with assistance towards a number of our community development projects and student awards
- The NDCO (National Disability Coordination Officers) network for ongoing partnership

Non-Government Grant Partners
- Telstra - Tech Savvy for Seniors
- Panthers Club – for assistance with the House of Many Stories older people’s narrative sharing project
- Camden Haven RSL Club – for funding towards SOHK
- Myer Foundation
- Other Grants Bodies

Peak Bodies and Member Organisations:
- Community Colleges Australia
- Adult Learning Australia
- Cooperative Learning Ltd

Community Program Partners:
- Carpentaria Disability Services NT
- Down Syndrome Association of NT
- Darwin Community Arts
- Carers NT
- Multicultural Council of NT
- Aboriginal Bush Traders NT
- Benelong’s Haven
- Endeavour MH Recovery Clubhouse
- Mid Coast Health
- Willing & Able
- Midcoast Connect
- Macleay Options
- Kempsey Showground Trust
- Nambucca Valley Phoenix
- REAP
Student Work Placement Partners
Facilities & programs who supported our Certificate III Individual Support Aged Care & Disability Work Placement students, during 2016:

**Aged Care Facilities:**
- Royal District Nursing Services
- St Agnes Parish
- Garden Village
- Bundaleer Nursing Home
- Uniting Care – Mingaletta

**Disability Programs:**
- ACES Incorporated
- Willing & Able Foundation
- Hastings Headway

**Customised Training Clients:**
- ACES Incorporated
- Aldavilla Public School
- Benelong’s Haven
- Birpai LALC
- Bowraville Recreation Club
- Camden Haven High School
- Coopemook Public School
- Endeavour Clubhouse
- Eungai Public School
- Fredrickton Public School
- Hastings Secondary College
- Kempsey Showground Trust
- Mid Coast Connect
- Meals on Wheels
- Midcoast Road Services
- Nambucca Valley Phoenix
- Oxley Island Public School
- Port X-Ray
- Rural Districts Nursing Service
- Reap
- Smithtown Public School
- St Columba Anglican School
- Willing & Able Foundation

Thank you
General Operations

Technology
2016 saw some big changes to the technology utilised by PMCC, which included:

- **9 x 32inch Plasma TV’s** were installed across the building (7 in classrooms and 2 in the foyer & Student Kitchen) allowing us to somewhat retire the use of data projectors and upgrade the quality of presentations shared within classes and meetings.

- We re-negotiated our photocopier contract with supplier Colourworks to upgrade all photocopiers and printers across the organisation. This upgrade included **3 x Canon Image Runner Advanced C5550i Photocopiers** and **3 x Canon LBP253x Series Printers**. These negotiations also secured a dedicated print server to be integrated into our Server Room, to enhance the effectiveness of the new Uniflow printing system. This upgrade has improved the reliability and speed in the preparation of all organisation documents and continued to improve the quality of student resources.

- We completed a full upgrade to our phone system, to account for the continuous growth of the business and in preparation for Nautilus opening in 2017. Telstra installed the iPECS550 phone system, giving us 50 ports (including extensions, lines, voicemail etc), doubling our phone capacity from 4 lines to 8 lines, allowing 8 simultaneous VOIP calls at any one time.

- This phone growth also required an internet upgrade with supplier C2A to ensure the necessary data bandwidth could maintain quality voice calls plus web traffic on the single current connection. This upgrade took us from a 10/5Mbps connection to a 20/20Mbps connection and has ensured the dependability of our phone and internet communication, as well as online marketing through social media presence and our website branding.
Processes

- Funding changes and new student information requirements saw an update to our enrolment procedures in order to ensure all relevant student information is captured during the enrolment process. This included a complete update to the student enrolment form.

- To maintain clear lines of communication with organisations who utilise our training services, a number of enrolment processes were developed to provide a simple, clear payment process when working with Government and Agency enrolments. These procedures include: Family & Community Service Employee Enrolments; Job Active Enrolments; CSO Funded Enrolments.

Partnerships with other Not for Pros

- A new contract was created to work with Disability Employment Provider, Valley Industries as our supplier of Secure Paper Destruction.

- We continued to work with another Disability Employment Provider, Willing & Able, who provided binding services for our class resources. We also commenced another contract with Willing & Able Laundry services, who have taken over the regular washing, ironing & folding of our bandages (utilised during our First Aid courses), as well as our table cloths (used during graduations and special events).
The strategies and actions deployed by the college are focused on satisfying both our economic and social goals. Growing our service footprint geographically and through expanding our education and training program range, requires responsive, innovative and prudent financial management.

Our plan for the next 5 years will require us to seek out new locations for administration and service delivery, invest in Information Technology to improve our blended learning capability and to provide the best system for our school as well as creating micro-enterprise opportunities to nurture education and employment. It is an exciting future we work towards.

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total income</strong></td>
<td>$1,185,974</td>
<td>$1,241,367</td>
<td>$1,129,249</td>
<td>$1,117,463</td>
<td>$1,559,059</td>
<td>40% 31%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$1,176,984</td>
<td>$1,285,744</td>
<td>$1,035,154</td>
<td>$1,060,174</td>
<td>$1,534,921</td>
<td>45% 30%</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>$1,710,118</td>
<td>$1,658,867</td>
<td>$1,658,091</td>
<td>$1,725,994</td>
<td>$1,937,594</td>
<td>12% 13%</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>$369,253</td>
<td>$375,012</td>
<td>$293,384</td>
<td>$320,592</td>
<td>$508,054</td>
<td>58% 38%</td>
</tr>
<tr>
<td><strong>Retained Surplus</strong></td>
<td>$1,340,865</td>
<td>$1,283,855</td>
<td>$1,364,707</td>
<td>$1,405,402</td>
<td>$1,429,540</td>
<td>2% 7%</td>
</tr>
</tbody>
</table>

After three years of considerable variances, 2016 signified a positive bottom-line result with a surplus of $1.4m representing a 7% increase over four years and 2% year on year.

Entering 2017 in this position means, our strategy is on track, we are in a strong position to deliver our objects and our people should celebrate their contribution.