

DOME ASSOCIATION INC.

ANNUAL REPORT

2015-2016



Liverpool House in Flinders St, Adelaide,



35 YEARS



NOTICE OF MEETING

DOME Annual General Meeting

Members are advised of the Annual General Meeting of the DOME Association Inc.

Friday, 21st October 2016 at 10.00AM

Theatrette, Ground Floor

Allianz Building

55 Currie Street

Adelaide

Nominations: Members are invited to nominate for the positions of Chair, Vice Chair, Secretary, and Treasurer as well as membership of the Board of Management.

To register your interest you can contact Kay Priori on 8410 4344 at DOME for a nomination form or place your name on the nomination board located in the DOME office.

Nominations for election to the Board of Management must be received by the Public Officer, no later than seven days prior to the Annual General Meeting.

GRANT FUNDING and OTHER FUNDING ACKNOWLEDGEMENTS

DOME recognises its key stakeholder, the South Australian Government through the Department of State Development and the WorkReady program. We are proud to be a partner in the State Governments strategy for mature age employment and the SA Strategic Plan.

We are also proud to work with Regional Development Australia in the Adelaide Hills, Fleurieu, Murray Bridge, Riverland, Yorke and Mid North.

DOME receives supplementation funding, and has a statutory declaration certifying that the supplementation funding received was used for the sole purpose of paying higher wages awarded as a result of the ERO.

STATEMENT OF DOME VISION, MISSION AND MAIN STRATEGIC OBJECTIVES

We have a four year strategic plan which is reviewed and modified every year.

The current plan was reviewed in February 2015 and with regular reviews is set to take us to 2017.

We have endeavoured to link the DOME Strategic Plan to the South Australian Strategic Plan and any of the relevant targets.

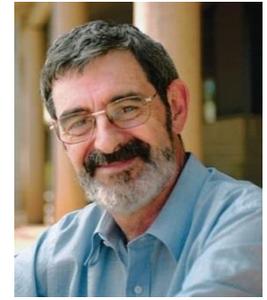
Our Vision – Mature age and disadvantaged job seekers gain entry to, and reach their full potential, in the workforce.

Our Mission – As a leading organisation, we provide to mature aged and disadvantaged job seekers, supportive, cost effective, timely and relevant training and employment services.

To achieve this vision we have developed eight strategy areas covering Building Alliances, Marketing, Innovation, Systems, Training Programs, Service Areas, Infrastructure and Staff & Volunteers. Within each of these strategies we have developed specific actions and activities that need to take place. We use this Strategic Plan to help us monitor and develop what we do, so that we can assist our members as best we can, to gain sustainable employment.

CHAIRMAN'S REPORT 2015-16

It is now 35 years since DOME first opened its doors. In that time we have grown from a small, purely voluntary association offering assistance and support for mature-age unemployed into a much more complex organisation with volunteers and paid staff providing a range of employment and training services. Our aim, however, set out in the DOME constitution thirty-five years ago, has not changed. We concentrate our efforts on providing employment and training services for mature-age unemployed and other disadvantaged groups and in so doing we are one of the few organisations in the state, and indeed in the nation, which have this particular focus.



Providing such services for a low cost or, indeed no cost, to our clients does not make DOME into a wealthy business and, of course, that is not our aim. We are a not-for-profit association. We rely on partnering with government and winning government contracts for a substantial proportion of our income. It is pleasing to note that this partnership has been very successful in assisting our clients into employment and into training.

Of course we cannot just rely on government for our funding and we are constantly looking for ways to increase our income by selling our services, particularly our training services, where this is possible.

All of this means that we must provide a professional service which matches and surpasses that of other commercial agencies in the industry. Thanks to the commitment and skills of our staff led by the Executive Director, Greg Goudie, we have been able to do this. Thanks also to the commitment and effort of our volunteers without whom DOME would not be able to survive economically. DOME began as a totally voluntary association thirty-five years ago and we have retained that feature of our organisation. The volunteers do essential work and because they have shared the experience of our clients, they deal with people who come to us with understanding and empathy, which is so important to people going through difficult times of unemployment.

DOME is also fortunate in having a strong Board of Management with members who bring their expertise from inside and outside the organisation. They oversee the planning and check on the results to make sure that DOME maintains clear directions and is financially stable since without that we would be unable to keep delivering our services.

The past year, like the past thirty-five, has brought its challenges, its successes and also some disappointments. It was always the case. The point is that we have clear goals, planned strategies and a strong team which will enable us to continue our work as effectively as ever.

PETER SMITH

BOARD MEMBERS 2015-16

DOME wishes to thank the members of the Board for their hard work throughout 2015-2016

Peter Smith – Chair
Matthew Cragg – Vice Chair
Alan Cooper – Treasurer
Greg Goudie – Executive Director
Kay Priori – Secretary
Debbie Crook
Jo Swingler
Rod Mellor
Rob McClory

EXECUTIVE DIRECTOR'S REPORT

In what may be a symptom of the times we have again surpassed the number of registrations of job seekers. In last years' report I noted our highest level of registrations on record with 1,334 new members, in 2015-16 it reached 1,523. In recent months the number hasn't been increasing, but seems to have levelled off. In one sense this is not a number we are proud of as a lower number means less unemployed mature age looking for work. On the other side we are glad that we have been able to offer some support to these people, even if it is just an empathy and understanding of their situation and some form of encouragement.



As with previous years our main source of funding has been through the State Government, Department of State Development, where we have secured various contracts for employment services and training. With this project funding we have successfully assisted people across the Adelaide metropolitan area, Adelaide Hills and Fleurieu Regions.

Almost 600 DOME registered jobseekers participated in the second annual survey. The report and recommendations have been submitted to the State Government, Department of State Development. The objective of the survey is to provide the government with real data and analysis of the mature age unemployed which they can use to influence policy changes and develop support programs.

Information from the report was provided to and published in the Willing to Work National Inquiry in 2015, conducted by the Human Rights, Age and Disability Discrimination Commission. This generated an invitation for DOME to be involved in a workshop in Canberra to discuss possible support programs for providing career advice and training support to mature age employees to extend their working life and prevent early redundancy.

The survey will also be used in other research projects being conducted by Uni. SA into the issues people face that may force them to take early retirement, but find they need to gain work to make ends meet.

For a summary of the report go to the following link on the DOME website
<http://discoverdome.org.au/news/2016-dome-survey-results>

We have received an "excellent" report on our ASQA Delegate Audit. I do not use this word lightly as it was used in the report to describe the Rating of Audit Finding for The Performance of The Delegated Function and the Effectiveness of the Internal Review.

"I think that you will be pleased with the outcome of the audit and congratulate you on the quality of the evidence provided. I would also like to acknowledge the organisation involved in presenting the evidence to me." ASQA - Auditor

My thanks go to the DOME Board, staff members, training contractors and our extraordinary volunteers who have all combined to provide a valuable service to our members and I look forward to further success in the future.

This year DOME celebrates 35 years of service to mature age unemployed. DOME began its operations in a home in Norwood in October 1981, when 5 mature age unemployed got together to form a self-help group. Within a year they had over 500 other mature age unemployed registered seeking help.

Over the years, DOME has assisted over 25,000 mature age unemployed and we will continue that service for as long as needed. Have things changed over the past 35 years? Here is a quote from the DOME Annual Report in 1981 *"The immediate future economically appears bleak, but with determination, and faith in ourselves and our skills, DOME will succeed"*

Greg Goudie
Executive Director

STAFF MEMBERS 2015- 2016

Greg Goudie – Executive Director (FT)
Kay Priori – Manager Employment And Volunteers (FT)
Kathy Reynolds – Project Manager (FT)
Rod Mellor – Training Administrator (PT)
Karen Barnes – Trainer (PT)
Peter Coulson – IT Administrator (FT)
Eddy Strudwick – Finance Officer (PT)
Peter Smith – Management Consultant (PT)
Deb Crook – Regional Manager – Adelaide Hills and Fleurieu (FT)
Cecilia Richardson – Project Manager Employment Assist 2015 -2016 (PT)
Julie Townsend – Project Manager Career Services Feb 2015 – Current (FT)
Bill Eden - Employment Services Manager Feb 2015 – 2016 (FT)
Bronwyn Monahan – Administration Feb 2015 – Current (PT)
Prue Smith - Administration April 2015 – Current (PT)

VOLUNTEERS 2015-16

For another year we have been fortunate with the support of regular and new volunteers to help us with the process of registering and matching people to the vacancies we secure at DOME.

Our volunteer staff continue to be the backbone of the service to our job seekers. They give freely of their time to help others find employment and improve their situation.

On behalf of all our job seekers out there I give thanks to our volunteers for their generous support.

ADVOCACY

A key function of our organisation is to argue the case to eliminate age discrimination, particularly from decisions in employing people, so through the year we have taken many opportunities to promote the value and benefits of the mature age worker.

We continue to talk with all levels of government to promote the case of the mature age unemployed. Particular success has occurred recently at Commonwealth Government level with our interaction with the Willing to Work Enquiry.

We have also used many media opportunities in radio on 891 and 5AA and on television on Today Tonight and Channel 44 to create more awareness.

PROGRAM REPORTS

EMPLOYMENT ACTIVITY

	<u>2014-15</u>	<u>2015-16</u>
Registrations	1,334	1,523
Found work	450+	500+
DOME Vacancies	480	497
Referrals	2,682	2,845
Average referrals per job	6	6

Despite the difficult job market and thanks to the efforts of a number of people we have been able to secure more vacancies this past year than in recent years, which has assisted us in placing more people into

employment. The only unfortunate point is that the jobs are mostly part time and there is a strong number of job seekers who have a need to increase their working hours.

The number of people registering with DOME reached an all-time high last year and has continued into 2015-16 with increasing numbers of people in the 40 to 55 age group registering to find work. A change from previous years is a shift to more men than women looking for work. In past years the split was 50/50, last year the split was 60% male to 40% females, which may be a reflection of the reduced opportunities in the manufacturing sector.

Specific funded DOME employment projects.

The Mature Age Employment Project which focussed on people across the Adelaide metropolitan area, had a target of 300 participants and 150 employment outcomes for the 12 months to the 30th June 2016. The project achieved 307 participants and 165 employment outcomes. These placements were of a sustainable nature in that to claim the outcome the successful applicant had to work for a minimum of 12 hours/week for at least 6 weeks, of the 162 placements just over half were for full time work.

Jobs in The Regions funded projects.

The end of the 2015-16 year has seen a major change in the way regional projects are tendered for and managed. As from July 2016 The Department of State Development has taken the management of regional projects in house and projects in the Western and Eastern regions were rolled over to complete the financial 2015-16 year.

Both the Western and Eastern Adelaide projects achieved their targeted outcomes for the year, successfully placing over 190 participants into employment. We have submitted an application to deliver similar projects across metropolitan Adelaide through till June 2017.

Our cross regional projects in 2015-16 in the Adelaide Hills and Fleurieu covered Employment Services for mature age job seekers and Career Services for people of all ages. These 2 programs have successfully assisted over 430 participants into employment in the 2015-16 year. The Career Services project has been rolled over for a further 6 months until December 2016 and we have submitted an application to continue the Employment Service until June 2017.

As well as these successful employment placements we were also able to assist job seekers into training programs, volunteering and career advice services.

TRAINING REPORT 2015

In conformity with national training reporting requirements the Training Report is compiled by calendar year rather than by financial year as is required for other DOME activities.

In 2015 DOME worked hard to maintain and improve its training services. We sought to diversify our funding sources in order to strengthen the viability of our program. Our primary goal is to support the employment services program by providing upskilling for mature age unemployed and other disadvantaged groups and 69% of people enrolling were over the age of 40 while 61% were unemployed and seeking either full-time or part-time work. In order to provide training services for these groups we seek to partner with government and win contracts through the South Australian 'Work Ready' Scheme and through regional development funding. Fifty-eight percent of funding for training in 2015 came from government sources and just over half of that came through contracts with regional areas.

Many of these contracts are linked to employment outcomes and DOME's training and employment services work together to successfully place students into employment. For example, of the 16 participants completing the certificate in Age Care in 2015, 15 were placed in continuing employment.

Part of our strategy to diversify sources of funding involved expanding the number of fee-paying enrolments. We were able to increase the amount of fee-for service enrolments in 2015 to 42% of the total. This was

mainly achieved through the *TAE40110 Certificate IV in Training and Assessment* program where we delivered a strong program of recognition of prior learning and also won a major contract with another training company.

In order to win government and private contracts we have developed innovative training products. We combined the three certificates of aged care, home and community care and disability into one triple certificate in order to provide participants with a range of skills and employers with more flexible employees. This anticipated by one year the new national Certificate III in Individual Support which has combine the three areas. Similarly we delivered clusters of units in Hospitality in order to provide short courses in basic skills for unemployed in regional areas.

The appointment of a Business Officer during the year improved the effectiveness of our promotional and marketing activities as well as our contacts with employers. The employer contacts were crucial in improving the quality and employment outcomes of our courses and strongly assisted us in winning government contracts.

We also continued to deliver high quality training services with a strong customer focus. The nationally organised learner survey indicated continuing increase in learner satisfaction with DOME training with 88% of those surveyed stating they were satisfied or more than satisfied compared to a national average across all registered training organisations of 80%. At the same time 87% of employers also indicated that they were satisfied or more than satisfied with the training provided to their employees.

A further indicator of the quality of our training was the result we obtained in an audit conducted by the Australian Skills Quality Authority (ASQA) into our function as an approved delegate of the Australian Skills Quality Authority¹. The auditor assessed DOME's performance as excellent.

Maintaining a strong training program is an important feature of DOME's overall purpose. However, it does require substantial resources and management. With only a small team of staff we must ensure that we comply with national training regulations, manage and administer our training programs to a high standard and flexibly adapt courses to deliver the product demanded by participants, employers and government funding bodies. For a small training provider in a competitive training market this requires careful management, thorough planning, innovative thinking and a flexible approach. We intend to continue these approaches in the coming year.

¹ Refer to the Approved Delegate page on the ASQA website: <http://www.asqa.gov.au/vet-registration/delegations/delegations.html>

DOME ASSOCIATION 2015 TRAINING STATISTICS

OVERALL SATISFACTION WITH DOME TRAINING SERVICES 2012-15

[From AQIS Learner and Employer Satisfaction Surveys]

	2013	2014	2015	2015 All RTOs
Learners overall satisfaction with training	81%	83%	88%	80% ²
Employers overall satisfaction with training ¹	93%	93%	87%	Data not available

¹Employer numbers responding are too small for the figures to be statistically significant but they do provide some indication of trends

² Figures based on the average of 197 small metropolitan RTOs similar to DOME

UNIT ENROLMENTS AND COMPLETIONS [Nationally recognised programs]

Qualifications are made up of units of competency. Many participants complete individual units of competency but do not necessarily complete a full qualification.

Year	Unit enrolments	Unit completions	Completion Rate
2013	3,223	3,029	94.0%
2014	2,544	2,428	95.4%
2015	3,047	2,632	86.4%

QUALIFICATION ENROLMENTS AND COMPLETIONS 2013-2015 [Nationally recognised programs]

QUALIFICATION ¹	2013			2014			2015		
	Enrolment	Qualification	2013 Completion rate	Enrolment	Qualification	2014 ² Completion rate	Enrolment	Qualification	2015 ² Completion rate
ICT10111 Certificate I in Information, Digital Media and Technology	-	-	-	-	-	-	67	61	91%
BSB20112 Certificate II in Business	78	45	58%	52	44	85%	0	0	0
BSB30412 Certificate III in Business Administration	44	36	82%	-	-	-	-	-	-
BSB40212 Certificate IV in Business	30	22	73%	4	2	50%	1	1	100%
CHC30212 Certificate III in Age Care	-	-	-	23	16	70%	25	16	64%
CHC30312 Certificate III in Home and Community Care	-	-	-	26	20	77%	25	16	64%
CHC30408 Certificate III in Disability	-	-	-	-	-	-	25	16	64%
SIR20212 Certificate II in Retail Services	9	8	89%	-	-	-	-	-	-
SIT10213 Certificate I in Hospitality	-	-	-	10	10	100%	-	-	-
SIT20213 Certificate II in Hospitality	-	-	-	88	32 ³	36%	115	0 ⁴	0%
TAE40110 Certificate IV in Training and Assessment	245	131	54%	121	57 ³	47%	135	100	74%
TAE50111 Diploma in Vocational Education and Training	-	-	-	1	0	0%	-	-	-
40650SA Certificate I in Education and Skills Development	38	0 ²	0%	5	0 ³	0%	19	19	100%
40625SA Certificate II in Education and Skills Development	11	7	64%	54	39	87%	-	-	-
TOTAL	455	249	55%	384	220³	57%	412	229	56%

¹ These are the current codes and titles of the qualifications which may have superseded previous qualifications

² The completion rates only count those students gaining the qualification during the calendar year.

³ Some students only wish to complete some of the units in the qualification rather than the whole qualification

⁴ The 115 students were enrolled only for 4 units rather than a full qualification

TRAINING PARTICIPANT DEMOGRAPHICS 2015

[From DOME Vettrak data base]

Category	Number	Total responses	Percentage of total
Participants by gender		490	
- male	261		53%
- female	187		38%
- not stated	49		10%
Participants by age		490	
- < 40 yrs.	153		31%
- 41-60 yrs.	248		51%
- > 61 yrs.	89		18%
Participants reporting a disability	102	490	21%
Participants by employment			
- Employed: unpaid worker in a family business	1		0.2%
- Employer	0		0%
- Full-time employee	102		21%
- Not employed-not seeking employment	8		2%
- Part-time employee	66		13%
- Self-employed –not employing others	12		2.5%
- Unemployed seeking full time work	149		30%
- Unemployed seeking part-time work	152		31%

Sources of funding for training 2015

