

DOME ASSOCIATION INC.

ANNUAL REPORT

2016-2017



36 YEARS

NOTICE OF MEETING

DOME Annual General Meeting
Members are advised of the Annual General Meeting of the
DOME Association Inc.
Friday, 20th October 2017 at 10.00AM
The Boardroom
The Science Exchange
55 Exchange Place
Adelaide

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 2018.

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.

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 Corrine Bardini 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.

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.

BOARD MEMBERS 2016-17

DOME wishes to thank the members of the Board for their hard work throughout 2016-2017

Peter Smith – Chair

Matthew Cragg – Vice Chair

Alan Cooper – Treasurer

Greg Goudie – Executive Director

Kay Priori – Secretary (Resigned March 2017)

Debbie Crook

Angus Sutherland

Jo Swingler

Don Wyer

Elizabeth Frankish (Resigned Feb 2017)

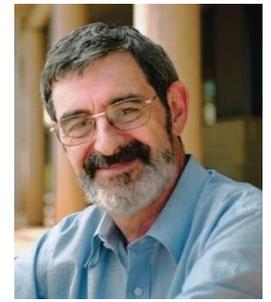
Rod Mellor (Resigned March 2017)

Kathy Reynolds (Resigned April 2017)

Rob McClory

Joh Milbank

CHAIRMAN'S REPORT 2016-17



It is a mark of the upturn in DOME's business in the past financial year that at the end of the year we moved into new and larger premises in Adelaide while also moving into new premises in Victor Harbor and Mount Barker. The new premises are necessary to accommodate our steadily growing business particularly in the first half of 2017. This does not mean that our work grows any easier, on the contrary staff and volunteers, have been working harder than ever to maintain the volume and quality of our efforts.

It is an unfortunate fact that the unemployment figures for South Australia remain stubbornly high and that mature age people continue to find it difficult to find employment both because of the economic situation and also because of some rather deep seated prejudices amongst employers. DOME, through its focus on providing employment and training services for mature age people, is trying to tackle both of those problems. On the one hand we try to make a point of providing a sympathetic and empathetic service for our clients and to place them in appropriate sustainable employment. We do this through our staff and volunteers who come from similar age groups to the clients and share their experience of unemployment and sometimes disappointment in the search for a new start. We continue to deliberately provide a personalised services in contrast to many other agencies which now provide only an impersonal on-line service. Secondly, we have over the years, built up a data base of employers who actively wish to employ mature age people and who value and appreciate the skills the people can bring as employees.

At the same time in delivering our training services we try to focus on providing training in skills which will assist our clients into employment. Despite the reductions in government funding during 2016-17 we developed new training programs in aged care and disability care which are both areas in which there are growing employment opportunities. We have linked these programs with employers so that clients were assisted into employment at the end of their training.

I need to thank all those employers who work with us and use our services. We value our partnerships with them. I also need to thank the volunteers who give their time to assist our clients. The Board of Management which includes members from both within and outside of the organisation. Their overview of our activities is vital to the good governance of DOME. Finally but of course not least, thanks to the Executive Director, Greg Goudie, and the small staff of DOME whose work in the past year has been so successful.

PETER SMITH

EXECUTIVE DIRECTOR'S REPORT

After 10 years at Currie Street, our lease was due to expire in May 2017 so we decided to investigate what other office space was available. In 2017 we have been developing a lot more training activity, particularly in Cert III in Individual Support and were forced to rent training rooms from other organisations. Following some lengthy research we located premises at 50 Grenfell Street which for a similar annual rental we gained about 20% more space in the form of another (larger) training room. Since moving, both of our training rooms have been in constant use, giving us more control and better outcomes for the students.



During the year we had a number of staff members leave for various reasons. Kay Priori resigned from DOME at the end of March. Kay worked for DOME for over 20 years, initially as a volunteer and then as a paid employee, providing empathetic support to the volunteers and many job seekers. This position has been filled by a long standing volunteer, Mike Warland who has brought some strong administration skills and enthusiasm to the role.

In early April our Training Administrator Rod Mellor resigned, citing a move to a similar position closer to his home in the Adelaide Hills. Rod has worked for DOME in a number of roles, initially as a Regional Manager in the Adelaide Hills and later in training related activities. He has been a strong supporter of DOME and provided great assistance to the mature age job seekers. We have hired a replacement, Deb Schneider who comes very highly qualified and experienced in the VET sector, and has performed admirably in a very busy first 6 months.

Our Business Development Manager, Kathy Reynolds resigned at the end of April to develop her own business. Kathy was very constructive in bringing new businesses and employment opportunities for our members.

Whilst most of the activity in assisting workers leaving the automotive sector is being directed to Federal and other selected agencies, we have been providing assistance to individuals leaving businesses in the sector. We have been nominated as a Preferred Provider of some basic job search skills workshops for the Auto Transformation Taskforce, supported by the Department of State Development.

A key component of assisting our job seekers into employment is our relationships with employers. Our training activity is developed on the same basis and to this end it was very satisfying to develop a relationship with Resthaven for the delivery of Cert III in Individual Support and have our mature age job seekers given direct opportunities for work in this field. We have developed similar relationships with other providers in the Aged Care and Disability sector which has also opened opportunities for employment.

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.

Greg Goudie
Executive Director

STAFF MEMBERS 2016- 2017

Greg Goudie – Executive Director (FT)

Kay Priori – Manager Employment And Volunteers (FT) (Resigned March 2017)

Mike Warland – Supervisor Employment and Volunteers (FT) (Appointed April 2017)

Kathy Reynolds – Project Manager (FT) (Resigned May 2017)

Corrine Bardini – Project assistant (PT) (Appointed Dec 2016)

Rod Mellor – Training Administrator (PT) (Resigned April 2017)

Deb Schneider – Training Administrator (FT) (Appointed April 2017)

Karen Barnes – Trainer (PT)

Peter Coulson – IT Administrator (PT)

Eddy Strudwick – Finance Officer (PT)

Peter Smith – Management Consultant (PT)

Deb Crook – Regional Manager – Adelaide Hills and Fleurieu (FT)

Julie Townsend – Project Manager Career Services Feb 2015 – Current (PT)

Bronwyn Monahan – Administration Feb 2015 – Current (PT)

Prue Smith - Administration April 2015 – Current (PT)

VOLUNTEERS 2016-17

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>2015-16</u>	<u>2016-17</u>
Registrations	1,523	1,181
Found work	500+	500+
DOME Vacancies	497	542
Referrals	2,845	2,476
Average referrals per job	6	5

We appear to have returned to “normal” levels of registrations after a couple of years of exceptional registration activity. Despite these lower registrations for 2016-17 compared to the previous year we still have about 2,500 people actively seeking work, so there is still a lot of competition for the jobs we secure. The number of vacancies has increased slightly, which we hope is a positive trend that will continue.

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 2017. The project achieved 300 participants and 178 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 178 placements just over half were for full time work.

Jobs in The Regions funded projects.

With the change in the structure of the funding through the Department of State Development under the WorkReady guidelines, noted last year, it proved very difficult to plan for a service in the Adelaide Hills and Fleurieu regions. Fortunately, after lengthy negotiations with the Department we were able to secure not only a program for the balance of 2016-17, but also an arrangement for funding through to June 2018. This has allowed us to be more pro-active in developing programs and assistance for the mature age job seeker and some stability in our staffing and premises.

Our regional staff, under the leadership of Debbie Crook have continued to develop new opportunities for our job seekers. A major opportunity in Victor Harbor was the collaboration with Oceanic Victor, where we were able to secure an arrangement with them to provide their initial staff (up to 50) and have the funding support from the Department of State Development for the training and case management. The process of securing and training these new staff members will take place between August and December 2017.

TRAINING REPORT 2016

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.

There was a substantial reduction in training enrolments during 2016. This was due to the discontinuation of the SA Government *Skills for All* Program and its replacement with the new *Work Ready* Program which, in its initial years is skewed to supporting the public TAFE system until that system has reorganised itself in order to be more competitive. Only a small percentage of government funding was available for non-government RTOs such as ourselves. Most of our clientele are in no position to pay commercial fee-for-service rates for training and are therefore reliant on training programs subsidised by the government. Thus the reduction in available funding support hit our programs particularly hard with only 94 enrolments in recognised training compared to 412 enrolments in the previous year and we were forced to reduce our already small staff numbers in order to maintain our economic viability.

Despite the small numbers the quality of our programs continued to be high with 94% of students successfully completing their programs. On the independently conducted learner satisfaction survey 86.3% of learners expressed themselves as satisfied or more than satisfied with the overall quality of their programs. At the same time 100% of the employers surveyed stated that they were satisfied or more than satisfied with our training although this result was only based on a small number of employer responses.

In 2016 we continued to develop our training services in aged care and disability care which are areas of continuing employment growth and opportunity. As part of the SA government Work Ready funding program the training has a substantial practical component and is directly linked to employment outcomes so that the overwhelming majority of those successfully completing the training were placed in employment. We shall continue to expand these training programs in future.

In terms of the demographics of our clientele we enrolled roughly equal numbers of males and females. Our training programs are open to all ages but the majority of participants (61.6%) were 40 years old or over with 13% being over the age of 61 years. Seventy-six per cent of participants were unemployed or had limited part-time employment. The funding for our training services came from two main sources. About 33 per cent was fee for service with clients paying for all of their training or making a contribution to government subsidised training. Sixty-seven percent was from SA Government through various funding programs. The amount earned for training services was actually larger than shown here because for some of the regional programs the training component was subsumed into the total funding for employment services.

DOME ASSOCIATION 2016 TRAINING STATISTICS

QUALIFICATION ENROLMENTS AND COMPLETIONS 2014-2016 [Nationally recognised programs]

QUALIFICATION ¹	2014			2015			2016		
	Enrolment	Qualification	2014 ² Completion rate	Enrolment	Qualification	2015 ² Completion rate	Enrolment	Qualification	2016 ² Completion rate
ICT10111 Certificate I in Information, Digital Media and Technology	-	-	-	67	61	91%	-	-	-
BSB20112 Certificate II in Business	52	44	85%	-	-	-	-	-	-
BSB40212 Certificate IV in Business	4	2	50%	1	1	100%	-	-	-
CHC30212 Certificate III in Age Care	23	16	70%	25	16	64%	2	2	100%
CHC30312 Certificate III in Home and Community Care	26	20	77%	25	16	64%	2	2	100%
CHC30408 Certificate III in Disability	-	-	-	25	16	64%	2	2	100%
CHC33015 Certificate III in Individual Support							11	11	100%
SIT10213 Certificate I in Hospitality	10	10	100%	-	-	-	-	-	-
SIT20213 Certificate II in Hospitality	88	32 ³	36%	115	0 ⁴	0%	30 ⁴	30 ⁴	100%
TAE40110 Certificate IV in Training and Assessment	121	57 ³	47%	135	100	74%	40	36	90%
TAESS00009 Address Foundation Skills in Vocational Practice							7	7	100%
40650SA Certificate I in Education and Skills Development	5	0 ³	0%	19	19	100%	-	-	-
40625SA Certificate II in Education and Skills Development	54	39	87%	-	-	-	-	-	-
TOTAL	384	220³	57%	412	229	56%	94	90	96%

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 students were enrolled only for a cluster of 4 units rather than a full qualification

OVERALL SATISFACTION WITH DOME TRAINING SERVICES 2014-16

[From AQIS Learner and Employer Satisfaction Surveys]

	2014	2015	2016
Learners overall satisfaction with training	83%	88%	86.3%
Employers overall satisfaction with training ¹	93%	87%	100%

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

TRAINING PARTICIPANT DEMOGRAPHICS 2016

[From DOME Vettrak data base]

Category	Percentage of total
Participants by gender	
- male	50.3%
- female	49.7%
Participants by age	
- < 40 yrs.	38.5%
- 41-60 yrs.	48.6%
- > 61 yrs.	13.0%
Participants reporting a disability	6.8%
Participants by employment	
- Employed: unpaid worker in a family business	0%
- Employer	2.5%
- Full-time employee	15%
- Not employed-not seeking employment	0%
- Part-time employee	25%
- Self-employed –not employing others	7.5%
- Unemployed- seeking full time work	26.7%
- Unemployed seeking part-time work	24.2%
- Not stated	0.6%

SOURCES OF FUNDING 2016

Source	Amount	Percentage
Fee for service	\$34,488	32.6%
SA Government	\$71, 350	67.4%

DOME Income and Expenditure Summary

For Year Ended June 2017

	2016	2017
Income	\$885,491	\$993,975
Expenditure	\$966,460	\$968,336
Surplus/(Deficit) for Year	(\$80,969)	\$25,639

DOME Balance Sheet Year Ended 30th June 2017

Total Assets	\$308,449	\$260,164
Total Liabilities	\$168,787	\$ 94,982
Net Assets	\$139,662	\$165,182