



ANNUAL REPORT

2017-18

NOTICE OF MEETING

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

Friday, 19th October 2018 at 10.00AM

The Boardroom, The Science Exchange, 55 Exchange Place, Adelaide

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 age and disadvantaged job seekers, supportive, cost effective, timely and relevant training and employment services”

STRATEGIC OBJECTIVES

DOME's Strategic Plan has been linked to any relevant South Australian Strategic Plan targets. To achieve our vision, we are working across eight main strategic areas covering Building Alliances, Marketing, Innovation, Systems, Training Programs, Service Areas, Infrastructure and Staff & Volunteers. Within each of these strategies, specific actions and activities have been identified to guide the organisation in meeting, not only our own goals, but to work in-line with the South Australian Government and the State Strategic Plan. Our Strategic Plan provides a framework to develop what we do and monitor our progress in providing the assistance to our members that best meets their needs to gain sustainable employment.

BOARD 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, contact Greg Goudie on 8410 4344 for a nomination form or place your name on the nomination board located in the DOME Adelaide 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 Industry and Skills (previously the Department of State Development) and the WorkReady and Skilling SA programs. We are proud to be a partner in the State Government's 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 2017-18

DOME wishes to thank the members of the Board for their hard work throughout 2017-2018

Peter Smith – Chair

Angus Sutherland – Vice Chair

Alan Cooper – Treasurer

Greg Goudie – Executive Director

Debbie Crook

Jo Swingler (Resigned 28/03/2018)

Don Wyer

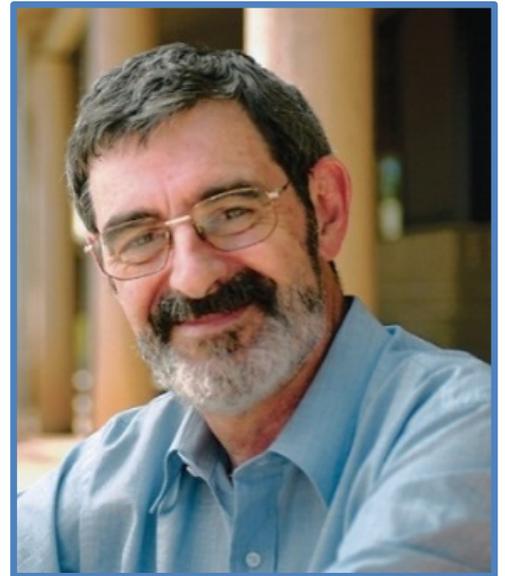
Johanna Milbank

Leanne Hill (Commenced 21/8/2018)

CHAIRMAN'S REPORT 2017-18

Once again this has been a year of challenges, but it has also been a year of successes. In fact, the two go together.

There are always challenges. Will we have enough income to meet our budget? Do we have sufficient staff and volunteers to do all of the things we want to do? Can we meet our reporting deadlines? Can we meet the targets that we have set ourselves and that have been set for us in the contracts we have been awarded? Can we meet the ever-tightening regulations to be a quality training provider?



But of course, it is all worth it because in meeting the challenges we have our successes. Success, because we welcome mature age unemployed people, listen to their problems and worries about finding employment. Success, because we do our best to help them find employment in what is a difficult employment market. Success, because we provide training and skills which help people find secure and worthwhile jobs.

That is our role. That is what we have been doing for about 37 years in South Australia through changing political and economic circumstances. That is what we will continue to do as long as we are needed.

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. Also, 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, as part of the process of ensuring the continued strong management of the Association, in September of this year the Board deliberated on and approved the appointment of Johanna Milbank as Assistant Executive Director as part of the succession plan for the current ED Greg Goudie. Johanna and Greg will be “job sharing” for the foreseeable future to ensure DOME has the continued direction and management.

Thank you all.

PETER SMITH

EXECUTIVE DIRECTOR'S REPORT

The new State Liberal government has provided new opportunities for our job seekers and employers in the form of a focus on traineeships and apprenticeships. Additional funding and resources are being provided to assist our mature aged job seekers into new or similar careers. DOME will be working closely with the government in researching and developing processes and assistance packages for the mature aged unemployed to make the most of these opportunities.



New funding opportunities are being provided by the Commonwealth government, which we are investigating and submitting applications to. We are also collaborating with various non-government institutions such as Adelaide University and COTA in programs that will target special needs groups such as unemployed women over the age of 50.

Following the audit of our training activities by ASQA, our registration as a Registered Training Organisation has been renewed for a further 5 years. We will be continuing to seek out training opportunities that will lead to employment. We will continue to focus on opportunities in the Aged Care and Disability Care sector as the demands and employment opportunities grow with the roll out of the National Disability Insurance Scheme (NDIS).

Unfortunately, late last year we found it necessary to implement a user ID and password for access to the DOME Jobs Board. We had tried to avoid this for many years, but technology beat us in the end, when we found that the jobs specifically secured by DOME for mature age unemployed only, were being scraped (copied) from the DOME site and listed on other sites such as JORA, Indeed, CareerOne and the Commonwealth job site JobSearch, where people not registered with DOME and of any age could view and try to apply back through DOME.

We will be continually focused on giving all of our job seekers the best opportunities and referrals to the vacancies provided by the mature aged friendly employers. We will also be developing new programs to specifically target special needs groups such as unemployed women at risk of homelessness and promote DOME as a source of highly skilled and experienced executives.

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 2017 - 2018

Adelaide

Greg Goudie – Executive Director (FT)

Peter Smith – Management Consultant (PT)

Eddy Strudwick – Finance Officer (PT)

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

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

Corrine Bardini – Project assistant (PT) (Resigned May 2018)

Peter Coulson – IT Administrator (PT)

Regional – Adelaide Hills and Fleurieu

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

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

Bronwyn Howe – Administration Feb 2015 – Current (PT)

Prue Smith - Administration April 2015 – Current (PT)

VOLUNTEERS 2017-18

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 and our most valuable resource. They give freely of their time to help others find employment and improve their situation.

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

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 and a diversified workforce.

We continue to talk with all levels of government to promote the case of the mature age unemployed. With the change of State Government earlier this year we have seen a change in focus for employment programs from direct support for the unemployed to gain employment to employment specifically through a traineeship or apprenticeship. Whilst this may not be appropriate for all mature age job seekers, it is likely to be where our focus will be in coming years and we will be communicating with Government at all levels as to how we can best support our members through these new programs.

We have also used many media opportunities in radio, print and television to create more awareness of the difficulties mature age unemployed face in finding employment.

PROGRAM REPORTS

EMPLOYMENT ACTIVITY

	2016-17	2017-18
Registrations	1,181	981
Found work	500+	500+
DOME Vacancies	542	439
Referrals	2,476	2,087
Average referrals per job	5	5

We continue to have “lower” levels of registrations after a few of years of exceptional registration activity of around the 1,200 per year mark. As a consequence, there has been a slight reduction in the number of people actively registered with DOME seeking employment, where we now have about 2,200 seeking employment. However, this is still a high number compared to the number of vacancies, which have also shown a decline, indicating there is still a lot of competition for the jobs promoted through DOME.

Specific funded DOME employment projects.

The 4 year Mature Age Employment Project funded through the Department of State Development concluded in June 2018. This project which focused on people across the Adelaide metropolitan area, had a target of 1,200 participants and 600 employment outcomes over the 4 years. The project achieved 1,311 participants and 671 employment outcomes. These placements were of a sustainable nature with outcomes being a minimum of 12 hours/week for at least 6 weeks.

Jobs in The Regions funded projects.

Our regional staff, under the leadership of Debbie Crook, have continued to deliver an excellent service across the Adelaide Hills and Fleurieu regions and working to develop new opportunities and support for our job seekers. This has led to many job placements with mature age friendly employers across these Regions.

TRAINING REPORT 2017

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 2017 our training services remained restricted. DOME's clients for training continue to be drawn from people who are unemployed and seeking either full-time or part-time employment. They are therefore dependent on accessing the subsidised training places funded by the State Government. In 2017 this funding continued to be severely restricted, particularly for private and non-profit training organisations such as ourselves. We were thus only able to deliver two nationally recognised training programs in 2017. These were the *Certificate III in Individual Support* which trains carers for aged care and disability support and a cluster of units in Hospitality Skills to train people for operative roles in food and beverage service. In both of these programs we increased our numbers over previous years.

We also organised short one day and half day courses in job search skills and basic computing which proved popular.

The demographic statistics of those enrolling in DOME programs indicate that we are continuing to serve our target clientele with 62 percent of people enrolling aged 40 years or above. At the same time just over 24 percent of those enrolling reported having some form of disability. An indication that DOME training services are supporting our aim of assisting people into employment is that 90 percent of people enrolling were unemployed and seeking either full time or part-time work.

Since early 2018, DOME has been audited twice by the Australian Skills Quality Authority (ASQA). The first audit has been concluded with permission to continue delivering the CHC33015 Certificate III in Individual Support. The final results of the second audit are pending with DOME having been reregistered as a Recognised Training Organisation for five years until 2022 but with the delivery of some of our qualifications suspended. We are appealing the ruling regarding the suspended courses with every hope of success.

Despite our difficulties, training remains an integral part of DOME's services. Through training we provide our clients with skills to obtain employment. We look forward to continuing to build a stronger training program within DOME.

DOME ASSOCIATION 2017 TRAINING STATISTICS

QUALIFICATION ENROLMENTS AND COMPLETIONS 2015-2017

QUALIFICATION ¹	2015			2016			2017		
	Enrolment	Qualification	2015 ² Completion rate	Enrolment	Qualification	2016 ² Completion rate	Enrolment	Qualification	2017 ² Completion rate
ICT10111 Certificate I in Information, Digital Media and Technology	67	61	91%	-	-	-			
BSB20112 Certificate II in Business	-	-	-	-	-	-			
BSB40212 Certificate IV in Business	1	1	100%	-	-	-			
CHC30212 Certificate III in Age Care	25	16	64%	2	2	100%			
CHC30312 Certificate III in Home and Community Care	25	16	64%	2	2	100%			
CHC30408 Certificate III in Disability	25	16	64%	2	2	100%			
CHC33015 Certificate III in Individual Support ⁵				11	11	100%	67	52 ²	78%
SIT20213 Certificate II in Hospitality	115	0 ⁴	0%	30 ⁴	30 ⁴	100%	52 ⁴	40 ⁴	77%
TAE40110 Certificate IV in Training and Assessment	135	100	74%	40	36	90%	-	-	
TAESS00009 Address Foundation Skills in Vocational Practice				7	7	100%			
40650SA Certificate I in Education and Skills Development	19	19	100%	-	-	-			
TOTAL	412	229	56%	94	90	96%			
Non-accredited job skills courses							22	22	100%

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

⁵ CHC33015 has replaced the three qualifications CHC30212, CHC30312 AND CHC304512

OVERALL SATISFACTION WITH DOME RTO TRAINING SERVICES 2015-17

[From AQIS Learner and Employer Satisfaction Surveys]

	2015	2016	2017
Learners overall satisfaction with training	88%	86.3%	80%
Employers overall satisfaction with training ¹	87%	100%	100%

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

RTO TRAINING PARTICIPANT DEMOGRAPHICS 2017

[From DOME Vettrak data base]

Category	Percentage of total	Percentage of total
Participants by gender		
- male	50.3%	41.5%
- female	49.7%	58.5%
Participants by age		
- < 40 yrs.	38.5%	39.2%
- 41-60 yrs.	48.6%	50%
- > 61 yrs.	13.0%	10.8%
Participants reporting a disability	6.8%	24.2%
Participants by employment		
Employed: unpaid worker in a family business	0%	0.01%
Employer	2.5%	0
Full-time employee	15%	0.7%
Not employed-not seeking employment	0%	2.0%
Part-time employee	25%	5.5%
Self-employed –not employing others	7.5%	2.0%
Unemployed- seeking full time work	26.7%	32.4%
Unemployed seeking part-time work	24.2%	57.2%
Not stated	0.6%	0%

DOME Association Inc. Financial Report

For Year Ended June 2018

DOME Income and Expenditure Summary

	2017	2018
Income	\$993,975	\$955,295
Expenditure	\$968,336	\$1,008,528
Surplus/(Deficit) for Year	\$25,639	(\$53,233)

DOME Balance Sheet Year Ended 30th June 2018

	2017	2018
<i>Total Assets</i>	\$260,164	\$487,548
<i>Total Liabilities</i>	\$ 94,982	\$375,600
<i>Net Assets</i>	\$165,182	\$111,948

