

“Connecting With The Community”



Pines Learning

think ▶ grow ▶ evolve ▶ relax

ANNUAL REPORT

**Year Ending
31 December 2009**

**Presented at Annual General Meeting
20 April 2010**

Donvale Living & Learning Centre Inc. T/A
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President - Dianne Lacaze

Pines Learning is a leading community and adult education Centre in the City of Manningham. The Centre has a rich history of 33 years as a not for profit organisation with a vision for a strengthened, empowered and enriched community. Pines Learning grows from strength to strength and continues to achieve its vision by providing quality, diverse, lifelong learning opportunities in an encouraging environment to enrich the lives of the residents of Manningham.

2009 was the second full year of operation of Pines Learning in its new location at the Pines and it is very pleasing to report on behalf of the Board of Management that the Centre has had another highly successful and progressive year including an overall growth in delivery hours of an unprecedented 53% over the previous year. Many challenges are presented managing such a busy and diverse organisation. The Centre not only supports community development but is a fully accredited Registered Training Organisation subject to the rigours of AQTF and VRQA guidelines. In addition Pines Learning operates a State Accredited Child Care Centre. The Board extends its appreciation and pride in the truly outstanding work of the Centre Manager (Kalli Taifalos) and thanks all the staff, tutors and volunteers at the Centre who, on a daily basis, go above and beyond to deliver the highest levels of education, community support and child care that a society could expect. The Board strives for an excellent Centre by recruiting the most capable staff, nurturing, developing and supporting them resulting in delivery of outstanding outcomes for students and clients.

A particular highlight for 2009 was the enhanced development of Pines Learning's relationship with Manningham City Council – both with its Councillors and its officers. It has been an aim of the Centre to build this relationship and mutual trust as we believe if agencies and Council work together well, great results are achieved. I would like to thank Manningham City Council for their ongoing support and assistance in 2009 in creating new leasing policy relating to “community” levels of rent, for reconfiguring the air-conditioning equipment in the building, for constructing large new shade sails over the crèche playground, for improving the security arrangements of the facility and for generally supporting Pines Learning with service agreements, community grants and programs. The staff at Pines Learning work closely with staff at local Council - this vital good working relationship leads to both Pines Learning and Manningham City Council delivering their aligned visions to the community. Pines Learning is also developing very close links and programs with Doncare, the major community support agency in the locality, and this link will be a substantial benefit to citizens in need in Manningham into the future. The Centre also acknowledges the imperative support and funding it receives from Victorian State and Federal Government departments in particular ACFE, DPCD, Skills Victoria, DEECD and DIIRD.

Earlier this year a Menzies Community Australia Day Award was kindly presented by Kevin Andrews, MP. I accepted the award on behalf of the entire Board of Management of our Centre who give their time and expertise freely and willingly to support the staff at Pines Learning, who then in turn support the community. I wish to thank all Board of Management members for their significant contributions during the past year. We are privileged to have a full, vibrant, skilled and diverse Board. The Board has guided the Centre through the first year of its new four year

Strategic Plan, has implemented a new Constitution in June 2009, conducted a Self-Evaluation Good Governance procedure and is establishing a Board/Staff strengthening initiative.

Pines Learning had many outstanding achievements in 2009. These include:-

- ⇒ Overall service delivery increased by 53% to 120,683 student contact hours and child care delivery increased by 13% to 26,600 individual childcare hours.
- ⇒ The Community Programs area of health, well-being, general interest and community support groups thrived and diversified its range of programs increasing its delivery by 36%.
- ⇒ New marketing initiatives significantly raised the Centre's profile and awareness in the community.
- ⇒ Our highly successful VCAL youth program has become the envy of local high schools and has doubled in size.
- ⇒ The Centre's excellent English as a Second Language Program also doubled its output in 2009 and is in high demand.
- ⇒ Our Vocational Education and Training courses are diverse and deliver fully accredited Certificates and Diplomas and have not only passed an AQTF audit with flying colours but are now adapting to the demanding changes required moving from ACFE to Skills Victoria funding, data and reporting requirements.
- ⇒ The Centre was approached by Manningham City Council to auspice a grant for the Mia Mia Gallery to successfully run its Didge Circle Indigenous Event. In addition Pines Learning is currently planning its own Indigenous Awareness Program.

I would like to conclude by noting that we are all very proud of the well regarded VCAL program that the Centre offers for youth who are not suited to traditional VCE schooling. If we can assist individuals and families in this way to have a better, more productive and happier life, then our efforts are highly rewarded. I am sure Pines Learning will continue on its path of development and progression and even though there are many physical, human and financial challenges it will always retain its core altruistic values and aim to provide a welcoming and supportive environment to all who come through its doors.

Centre Manager - Kalli Taifalos

The year in review:

2009 was the year to establish Pines Learning's direction for the next four years. We enlisted professional community consultants to undertake an extensive analysis of the community's needs. A four year Strategic Plan (2009-2012) was developed using the information gathered by the comprehensive community needs analysis report in conjunction with extensive consultation from all stakeholders.

The Strategic Plan, Business Plan and Marketing Plan developed were aimed to advance the Centre over the next 4 years and position it for a sustainable and successful long term future.

The new organisational objectives derived were:

Vision

The vision of Pines Learning is for a strengthened, empowered and enriched community.

Mission

Pines Learning will achieve this vision by providing quality, diverse, lifelong learning opportunities in an encouraging environment.

Community Focus

Pines Learning aims to work with and be accessible to people in the local community, regardless of background, age or gender. There are some people that the Centre aims to focus on above all others. These are:

- Adults predominantly but not exclusively
- People seeking skills development to enhance their career choices
- People who are socially, educationally or economically disadvantaged
- People in need of greater community participation or engagement
- People who are culturally or linguistically diverse
- People seeking personal growth

Core Values

Pines Learning:

- Respects the dignity and rights of individuals
- Is committed to lifelong learning
- Encourages people to fulfill their potential
- Responds to community needs
- Embraces innovation and change
- Promotes excellence
- Strives for continuous improvement
- Celebrates diversity
- Encourages partnerships, teams and co-operation
- Provides a welcoming and supportive environment
- Values and develops its staff, tutors and volunteers

Centre Manager - continued

New Initiatives and Key Achievements for 2009 included:

Establishment of a successful Community VCAL (Victorian Certificate of Applied Learning) partnership between Pines Learning and Doncaster Secondary College.

Investment in the promotion of the centre and its activities.

Investment in the community development area to allow for broader networks and increased community participation.

Term break courses offered.

Increase of service delivery from 79,039 student contact hours in 2008 to 120,683 student contact hours in 2009 which represents an increase of 53%.

The staggering increase in service delivery is indicative that Pines Learning is in touch with the needs of our community. Our comprehensive Marketing Plan has raised awareness in the community of the various quality programs on offer. Pines Learning boasts a warm, friendly, professional environment for people to learn. As a result friendships invariably are formed between our course participants. It is wonderful to see the buzz and activity during the breaks over a cup of coffee. None of this would be possible without the dedicated, highly motivated staff who are truly committed to excellence.

Pines Learning continued to build close working relationships with other service providers and participated in a number of partnerships, networks, clusters and planning groups throughout 2009. We invested in the enhancement of these opportunities in 2009 by establishing the role of Community Development and Promotions Manager. We feel strongly about building and maintaining our relationships within the community

We would not be able to offer the learning opportunity to the community if not for the support of various organisations. We acknowledge the support of: Manningham City Council, Adult Community and Further Education (ACFE), Department of Planning and Community Development, the Department of Education and Early Childhood Development, the Department of Innovation, Industry and Regional Development and Skills Victoria.



Pines Learning Office staff

Centre Manager - continued

Current Source of Funds

Adult Community and Further Education	\$410,318
Manningham City Council	\$50,250
Department of Planning and Community Development	\$31,556
Department of Education and Early Childhood Development	\$26,646
Skills Victoria	\$4,189
Other Grants	\$25,766
Program Income excluding grants (from funded and unfunded courses)	\$442,197
Childcare Income excluding grants	\$174,268
Other Income	\$9,283
Interest	\$26,519
TOTAL	\$1,200,992

Programs offered in 2009 can be listed in 4 categories:

Formal Education

Adult English as a Second Language
 Accredited Vocational Education and Training
 General Access Computer Training
 Victorian Certificate of Applied Learning (VCAL)

General Community Programs

Health & Wellbeing
 Recreation/Leisure programs
 Arts/Crafts programs
 Languages other than English

Community Development

Volunteer program
 Board of Management
 Self directed groups
 Information access and referral
 Support Groups

Child Care Provision

Child care for course participants
 Occasional Child Care
 Childcare during term breaks

In conclusion Pines Learning is a result of a professional and supportive Board of Management, a dedicated staff, fantastic tutors and volunteers. Our President Dianne Lacaze was awarded the Menzies Community Australia Day Award for her tireless contribution to Pines Learning during 2009. I would like to acknowledge and thank Dianne for her assistance and support to me in my role as the Centre Manager. It is a privilege to be part of such a dynamic team committed to providing the community with quality, lifelong learning opportunities.

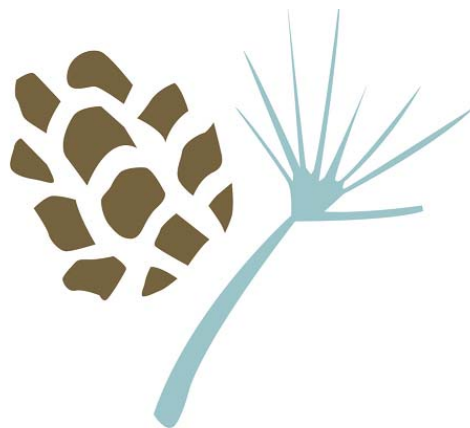
Pines Learning has a healthy net asset base resulting from careful and economical operations, planning and budgeting over many years.

The 2009 Income Statement reports a net deficit for the Centre for the year of \$24 compared to net deficit of \$43,582 in 2008 and net surplus of \$6,702 in 2007. This trend is the result of significantly high costs of occupying the new premises in addition to updated new award Provisions for Long Service Leave for many staff being taken into account this financial year.

The new site cost the Centre approximately \$30,000 per annum in rent payable to Manningham City Council and approximately \$40,000 per annum in occupancy costs and outgoings payable to Manningham City Council. However the 2008 & 2009 leasing agreement has now been reviewed by Council and occupancy costs will not be so onerous from July 2010. The Centre aims to continue to source maximum government funding, engage in marketing as well as operating viable fee for service programs in addition to funded programs in order to maintain its long term financial net security while still operating as a not for profit organization.

The Centre reported a total Gross Turnover of \$1,200,992 in 2009, comprising 45% in grants, 51% in fee revenue and 4% in other income. This gross income represents a 12% increase on operations over the previous year which is an excellent achievement. Total operating and non-operating expenses and costs of \$1,201,016 were incurred representing a 7% increase on the previous year.

With rapid growth and demand at the new location and the strong net asset base of the Centre, Pines Learning remains in a stable and strong financial position.



**DONVALE LIVING & LEARNING CENTRE
INC.**

TRADING AS

PINES LEARNING

ABN 49 115 297 243

FINANCIAL REPORT

FOR THE YEAR ENDED 31 DECEMBER 2009

Office Manager - Brenda Humphreys

Workload at Reception continued to grow during 2009, as more people became aware of our location, and also because of improved marketing. Our great Reception team of Bernie, Silvana & Sandra has coped very well with the demands of such a busy environment plus the ever changing procedures and funding requirements. We have put into place strategies for dealing with the exceptionally busy enrolment times, and now also have some cover during the school holidays, so that the workload is spread out more evenly. During 2009 we had the help of two volunteers at Reception: Teresa Papas and a VCAL student Brodeigh O’Reilly.

Grounds, Building & Maintenance

We have resolved most of the air conditioning issues, and now have access to the controls on the web so that we can alter temperatures when required. 2009 was a difficult year again for the crèche due to the problem of the inadequate and vandalised shade sails, but this was resolved in Term 3 when Manningham City Council organised the installation of large new shade sails. Improved security measures have reduced the incidence of vandalism.

Manningham City Council continued to assist with maintenance of the building and grounds, and John Bustard again provided us with invaluable help with minor repairs and installations during 2009.

Occupational Health & Safety

Our OHS policy was updated following a visit and report from an OHS consultant. Manningham City Council provided an Emergency Procedures manual, to which I have added information relevant to Pines Learning. During 2009 the council also instigated a system for having our essential services (such as fire extinguishers) inspected and these inspections are now carried out on a regular basis.

During 2009 we had two fire drills, which went well, and regular hazard inspections are carried out.

The Emergency Planning Committee (attended by U3A, Pines Learning, and Manningham City Council) met twice in 2009.



Over the last few years the Community Programs area grew and required additional staff. This created the new position of Community Development and Promotions Manager, and we began the year with the employment of Christine Gray taking on the Community Programs Coordinator position. Christine is a great asset to our organisation, she is a wealth of information, ideas and enthusiasm and has continued to develop the community program area offering a wide variety of interesting courses to our community.

Manningham Lifestyle Day

Once again we participated in Manningham Lifestyle Day. We had a guest speaker, Melissa Noonan from Limbs For Life. She is such an inspirational speaker who has a positive “can do” attitude to life. Participants then chose a morning and afternoon class from 8 different 1hr workshops. A healthy lunch was also provided.

Grants

The 2008-2009 Community development grant evaluation was completed, signed off and sent to council. The grant of \$8750 for “Celebrating Healthy Living at the Pines” aimed to raise awareness of our relocation by developing partnerships with health promotion organisations and identifying National Health days and then inviting participants to attend activities at our centre. Thanks to Linda Ellul for her work on the project.

We were successful in our application for the 2009-2010 Community Development Grant. The Grant named “**Listen, Learn and Live our Indigenous Culture**” aims to present a variety of speakers including topics on Artefacts, History, Culture, and Spirituality. It will also include Didgeridoo playing and dance. The Welcoming Ceremony will also be a part of the grant and an unveiling of the Traditional Owners of the land plaque. The council received 39 applications for funding. Eighteen of these applications were successful. We received \$4,024 to organise Indigenous programs during Reconciliation week in 2010.

PROMOTION/MARKETING

This is the first year we have had a specific marketing position and although I am often astounded to find many people who have never heard of us, I think we are making gradual progress.

Where people found out about us - reception have been great in collating data from the enrolment form about where people found out about us. The most common method of finding out about us was through a friend/word of mouth. Following that was the brochure mail out and an insert in the local paper. An advertisement, story, or the “What’s on” column was the next most common, and finally via Electronic/Internet.

Newspaper

What's On column - each week a brief outline of selected courses are submitted to Leader Newspaper the Melbourne Eastern Weekly. The Leader newspaper has been particularly supportive of our organisation. Of the 29 weeks that I submitted articles, the Leader newspaper included us in the paper for 21 weeks. This relates to approximately 45 different courses and free advertising.

Chinese Newspaper - we submitted a paid ad to the local Chinese newspaper. We had one quarter page colour ad and then a 1/8 page over 6 months). Thank you to Pancy for assisting with the translation.

Paid Ad – we developed a series of paid ads over six months with the Melbourne Eastern Weekly. We submitted a variety of ads in content and size depending what we wanted to publicise at the time.

Press Releases - we were fortunate to have several press releases in the Leader Newspaper including stories about our Yoga classes, the VCAL lolly making project, the Wu Tao dance class and a story and photo about Neighbourhood House Week.

Expos's - there have been several opportunities to hand out our brochure at expos this year including, the Indigenous Health Expo, the Spring Festival, the Mental Health Forum, and Manningham Book Launch.

Website - Brenda and I worked on the website to “spruce it up”. Much of the content has been re-written and photos have been added, however there is still a lot of work to be done.

Table at the Pines Shopping Centre - We regularly booked a display table over at the Pines Shopping centre, usually coinciding with the new brochure. Staff share shifts of “manning” the table, giving out balloons, leaflets and brochures as well as providing advice about courses. Thanks to the Stockland Pines shopping centre management who have been very accommodating and supportive of our centre.

Women's Friendship Group - Christine and I attended the Women's Friendship Group to showcase our courses. The group consists of 200 members (there were approximately 70-80 women there on the day. Christine and Teresa (our office volunteer) arranged a PowerPoint presentation which Christine spoke to. Thanks to Christine and Teresa for their hard work. We also handed out surveys to the women which provided us with information about courses that would be of interest.

COMMUNITY DEVELOPMENT

Mental Illness Fellowship/ Men’s Support Group has (with our assistance and support) been successful in obtaining funding from Bendigo bank for the Men’s Support group. The funding will assist with the payment of outings, hire of the room (at Pines Learning) and tutor payment.

Chinese Health and Wellbeing Program - We attend the launch of the Chinese Health and Wellbeing Program which was a series of workshops about healthy eating, exercise and financial management. It was a great opportunity to work with the Chinese Community Social Services Centre.

Volunteer Resource Centre - Christine and I met with the Coordinator of the Volunteer Resource Centre to discuss how volunteers can be more involved at our centre. In particular we discussed the possibility of getting volunteers to run a Book Club and also a social Craft group.

Metro Access - I met with Manningham City Council Metro Access Worker. Her role is to assist people with disabilities access services within the community, with an emphasis on assisting organisations being suitably set up to accommodate their needs. Nicola was particularly interested the issues faced by Neighbourhood houses that prevented participation.

White Ribbon Day breakfast - attended this breakfast and heard some remarkable speakers talk about violence towards women in their families. We heard speakers from Doncare, the Royal Children’s Hospital, the Police and Mayor, Charles Pick

Aboriginal Flag Raising Ceremony - attended this “history in the making” event whereby the aboriginal flag was raised outside council, where it is to remain on permanent display. This was a good opportunity to network with other organisations.

We also worked with Aquarena, Kevin Heinze Centre, Onemda and the Eastern Community Legal Centre forming some very positive partnerships for the future.

I continue to enjoy the wonderful partnerships we have with other organisations and look forward to further growth in this area. Thanks to our dedicated tutors, volunteers, Board of Management and my colleagues whose contribution, hard work and friendly faces make our centre the vibrant place it is.



The Community Programs area has continued to offer courses and activities that enable local residents to “think, grow, evolve and relax”.

We have enjoyed another successful year in 2009, offering approx 300 classes in Health, Fitness, Wellbeing, Arts, Crafts, Languages, Writing and Personal Development.

We have also offered 10 fitness classes over the Term 3 break so students could continue their exercise program.

We introduced some new classes/courses in Italian Beginners, French Beginners, Drawing, Reiki, Yoga for Teens, Dancersize for Young Adults, Wine Appreciation, Circuit Fitness and Fun, Hand Drums and Percussion, Saturday morning Yoga, Ladies Craft Days, Growing Spring Vegetables, Book Club and Craft Group.

It has been a very busy and diverse year supporting local groups and offering the community both interesting and appealing course that encourage participation in community life and enhance individuals' wellbeing.

Courses in 2009

The program area continued to grow and develop according to the needs, feedback and requests from community members. Our aim was to provide a general interest, leisure, health and well being program that met the needs of the community and was financially viable for the organisation.

The student contact hours increased from 22,011 in 2008 to 29,987 in 2009. That is a 36% increase, which is fantastic.

Tutors

I would like to acknowledge our dedicated, friendly and talented tutors who are the “faces” of Pines Learning that keep our students motivated and eager to return term after term. For without them delivering an excellent class/course, we would not have such a successful community program and be such a popular choice for our students.

We had 16 highly qualified and experienced tutors deliver the activities/courses throughout 2009.

Support Groups

Pines Learning makes a valuable contribution, in partnership with Doncare, Keystone and Mental Illness Fellowship by providing support groups at the centre. We have also organised special workshops and classes for these groups with our tutors.

Cross referral between our organisations offers valuable assistance to our participants.

Manningham Healthy Lifestyle Day

Manningham Healthy Lifestyle Day was held on the 3 March.

Melissa Noonan from Limbs For Life was the guest speaker. She is such an inspirational speaker who has a positive and “can do” attitude to life. Melissa spoke about her personal experience of losing a limb, and how she rose from “Tragedy to Triumph”. Her speech was very honest, touching and inspired many people.

Participants then chose a morning and afternoon class from 8 different 1hr

Community Programs - continued

workshops. A healthy lunch was also provided.

Thirty people were enrolled for the day, which is lower than expected. However due to the very warm weather and the “Black Saturday” fires, numbers were lower for all events during the week.

Grants

I attended the Developing a Successful Grant submission workshop at MCC which was very informative and assisting me in preparing grant applications.

I worked with Jenny on the submission of the 2009-2010 Community Development Grant- “**Listen, Learn and Live our Indigenous Culture**”. See Community Development Report for further details.

Projects, Events and Marketing

Sustainable Living Project

Together with 4 other neighbourhood houses we organised a series of workshops covering; Growing Vegies, Composting, Perm culture, Fruit Trees and Worm farming.

Stockland – The Pines

Each term we have a display table at The Pines advertising our activities and courses and handing out brochures. This has been a successful way of talking to people and advising them of what we have on offer.

Women’s Friendship Group

Jenny and I attended the Women’s Friendship Group and spoke to approx 200 women about the courses and activities we offer. We handing out brochures and answered questions after our presentation.

Beekeepers Society

Jenny and I were invited to attend a Beekeeper’s meeting where I spoke to approx 100 people about our courses and handed out our brochures.

Australia’s Biggest Morning Tea

With the help of staff and donations from businesses at The Pines we hosted a Morning Tea for the Cancer Council. This was a great day which was well supported and enjoyed by our students, U3A people, crèche parents and others. We raised \$300 for the Cancer Council.

We also promoted the centre at the Manningham Spring Festival, Eastern Link Health and Deep Creek Childcare.



The Language and Literacy Program enjoyed excellent demand from within the community during 2009. It continued to develop into an extremely successful and productive program for students, teachers and volunteer tutors with a cooperative and positive atmosphere which made it a pleasure to be a part of. Student evaluations indicated a high level of satisfaction with the Program with over 95% of comments being positive

Student numbers - We increased our student contact hours from 12,799 in 2008 to 24,926 (9,327 P and 15, 599 S) in 2009, an increase of 52%. As courses were in such demand, there was no requirement to undertake any marketing for the Program and it was also decided to put on hold any contact with other providers for partnership delivery

Classes - Classes remained essentially the same as in 2008 with 12 classes, 6 with a focus on oral communication, 5 with a focus on reading and writing and one introductory general English class. Funding limitations prevented us from increasing our provision. Classes catered for students at four levels, namely introductory, basic, intermediate and advanced

Curriculum - In 2009 we no longer conducted any accredited ESL classes. In 2008 we moved the oral communication classes onto the A Frame (a framework for non accredited courses and a requirement for ACFE funding) and in 2009 the reading and writing classes followed suit. This meant that students did not need to be formally assessed for units in the Certificate in General Education for Adults (CGEA), a move which was welcomed by the Centre, students and teachers. Although we no longer delivered an accredited program, our classes were based on accredited courses (The ESL Frameworks for oral communication classes and the CGEA for reading and writing classes) and informal assessment was an important part of all programs. This was necessary to indicate student progress and to aid course design

Curriculum development was a focus for our Teacher meetings during the year, for example, a recurrent theme from student evaluations was a request for more work related to Australian culture, law and history so teachers shared resources and worksheets on these topics and a lawyer from the Eastern Legal Centre spoke to students

Another focus was on e-learning and we had two additional programs put on computers in two of the classrooms. The majority of students were keen to learn via this medium though with the pressure for rooms at the Centre, not all were able to attend classes in a room containing computers

Teachers and volunteer tutors - We had one new teacher commence with us (fully qualified and experienced in teaching English as a second language) who took on a reading and writing class

Language and Literacy - continued

The success of our Program was due in large part to the professionalism and dedication of our highly experienced teachers who were required to design all courses with minimal guidelines to ensure they met the needs of their students

Although I endeavoured to reduce the range of English proficiency amongst students in all classes, our program was not large enough to enable us to offer single level classes. We were fortunate to have the assistance of very capable and reliable volunteer tutors to enable the teachers to more fully meet the needs of students with a range of competency in English

AQTF Audit - A great deal of time and effort went into preparation for the AQTF audit. The CGEA course was audited in August along with the VET programs and it received a good report generally although there were some issues relating to assessment which were of concern to the auditor. All our assessment tasks met the requirements of the Certificate units and had been considered excellent examples of tasks at the external moderation meeting. I prepared a reply which explained in detail how we had met all requirements. As we have now taken the CGEA off our scope, there are no improvements which we need to implement

Celebrations - In May we celebrated National Volunteer Week with a sit down lunch for all volunteer tutors and teachers. Volunteers were provided with a certificate of appreciation and were given complimentary movie tickets as a small thank you. Each teacher spoke about the role of the volunteer(s) in their classes and volunteers spoke about how much enjoyment they received as a result of doing something which assisted students in their quest to improve their English and which was so appreciated by them

At the end of the year we had our combined class Program celebration. All students received Participation certificates detailing the work they had done throughout the year. Students in reading and writing classes were also given their portfolios containing their written work to take home. We engaged the “Pocket Theatre” to provide the entertainment which consisted of short plays with a language/grammar focus. Teachers have suggested that in 2010, students should be more engaged in designing and participating in the program for the day

Three students received Achievement Awards at Pines Learning Celebration Day, one for oral communication, one for reading and writing and the third for achievement in all language skills. Two students spoke about their experience of learning English with us and received several comments afterwards about how moving their words were. Also on this occasion, a volunteer tutor with 11 years’ service was presented with a certificate and flowers and spoke of the benefits to students and herself through volunteering in two English classes

Conclusion - 2009 was a year of Program growth and development in the area of curriculum targeted at student needs. Very low turnover of teachers and volunteers ensured a stable program which provided continuity for students and encouraged the development of collegiality, leading to sharing of ideas and resources to benefit the Program overall.

Program Delivery

Contracted Funding from ACFE in 2009 was to deliver 15,233 Pre-Accredited funded SCH (Student Contact Hours) and 33,970 Accredited SCH, a total of 49,203.

During 2009 we commenced reporting to Skills Victoria using AVETMISS Reports instead of to OTTE (Office of Training and Tertiary Education). These reports are now uploaded electronically at the end of each month. During 2009 we also commenced claiming payment for Diploma of Children’s Services students from Skills Victoria, and over the next two years we will be claiming in this way for all accredited courses. New funding arrangements have required extra training for all staff and changes to enrolment procedures.

ACFE will continue to fund pre-accredited courses.

Student Contact Hours 2009

Program Area	2008 SCH	2009 SCH
Language & Literacy	12,799	24,926 (9327 P, 15,599 S)
VCAL	5962	15,046 (3898 P, 1972 S, 9176 Z99)
Cert III Aged Care and HACCS	5595	7698 (3557 P, 4141 S)
Cert III Children’s Services	8869	22,020 (16,336 P, 352 S, 5332 Z35)
Diploma of Children’s Services	1875	1512 (672 P, 840 S)
Certificate III in Business Administration	9236	11,285 (8981 P, 2304 S) (incl. 900
General Access Computer	6110	6680 (6020 P, 660 S)
Fee for Service Computer	2822	1529
Community Programs	22,011	29,987 (incl. support groups 1950)
Other Fee For Service	3760	
Total	79,039	120,683

Funding Codes:

- P – Funded
- S – Fee for Service
- Z99 – Youth Pathways Program
- Z35 – Recognition of Prior Learning

Information Management - continued

During 2009 Pines Learning delivered a total of 120,683 student contact hours. These results represent a substantial increase of 53 % from 2008 as can be seen in figure 1.

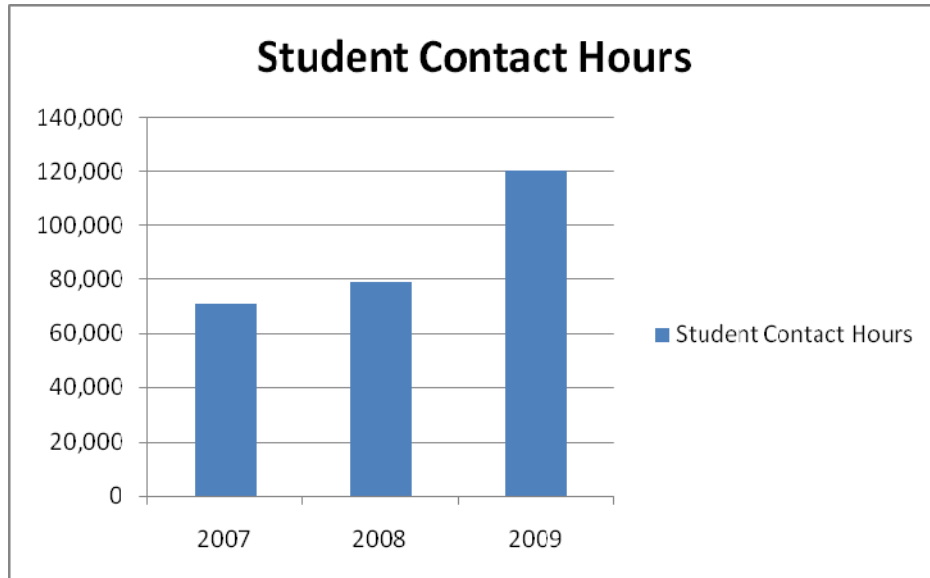


Figure 1, Pines Learning Student Contact Hours – 2009

Programs that increased their delivery most were the Language & Literacy area, though a large proportion of the extra hours were not funded, but fee for service. The VCAL program dramatically increased activity by 152%, 86% of these hours were funded by ACFE, and the remainder were fee for service places. Large increases also occurred in the Certificate III in Children’s Services area, and the Community Programs area.

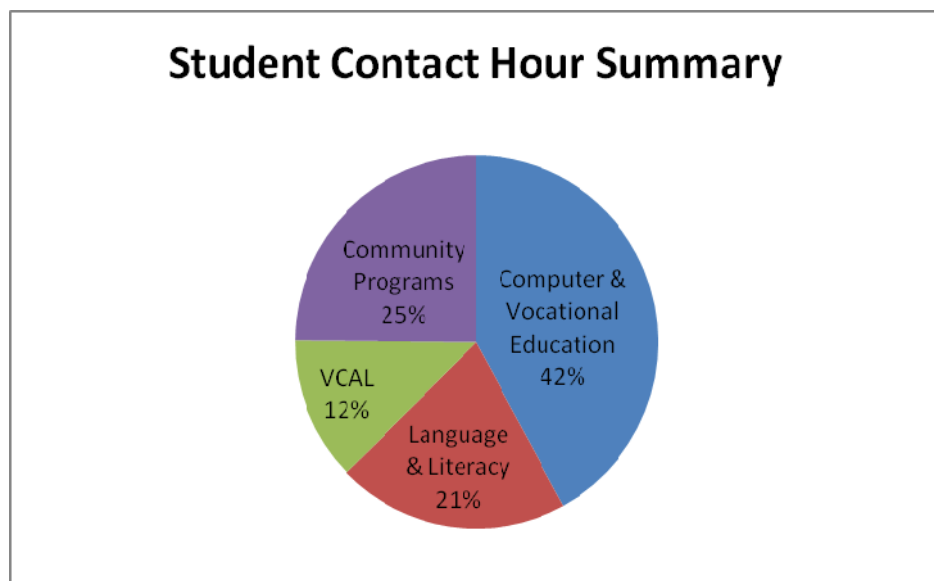


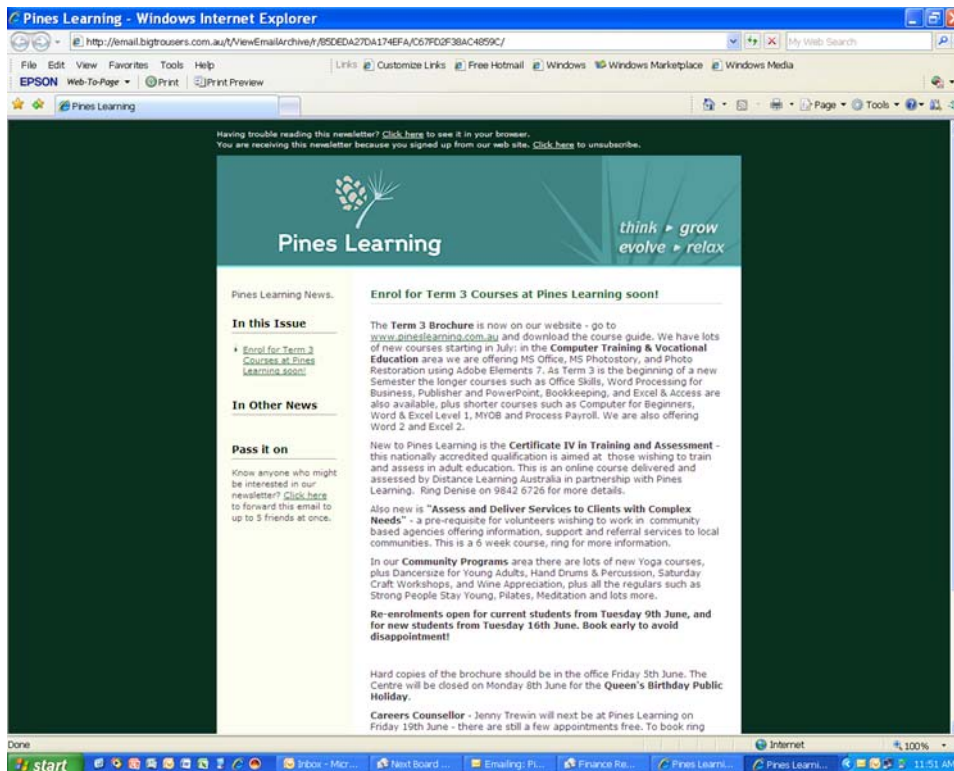
Figure 2, Pines Learning Student Contact Summary by Program – 2009

Brochure

Pines Learning produces a brochure each term, and this is distributed via the local paper, and to local schools, agencies and private individuals. The Brochure is still an important means of communication for many of our students. Print Impressions remain a highly competitive provider for all our printing requirements. We are normally well on time for production of the brochure, and have an efficient timetable for brochure issue, course set up, and enrolments.

Website

The website is being used increasingly and work was begun on streamlining the pages and postings to make them visually more appealing. The brochure is posted on the website well ahead of enrolment time, before the hard copy is printed. Regular email campaigns are done via the website to our subscribers (800+) advising them of events such as brochure release, enrolment dates, new courses and special events.



2009 was an extremely busy and productive year in the Vocational Education Training (VET) area with an estimated 110 graduates across the various qualifications.

The breakdown of this is as follows:

Final graduation figures are likely to be as follows:

Cert III Bus Admin	21
Cert II Info Tech	4
Cert III Children's Services	45 (3 classes throughout year)
Diploma Children's Services	13 (2 groups throughout year)
Cert III Aged Care/HACC	13
Recognised Prior Learning	
Certificates issued	14 (successful in the process)

This is a total of 110 graduates throughout 2009.

We ran three Certificate III Children's Services courses this year at full capacity. This partnered with the ongoing success of the Diploma in Children's Services makes this our most sought after area.

The inaugural graduation of Diploma in Children's Services took place in August 2009 with 7 students receiving their qualification and then a further six graduated in December.

The Aged Care and Home and Community Care qualification ran at full capacity in 2009 and although the demand isn't as great in this area as with Children's Services the group ran with strong numbers and most graduates had gained employment by the end of the course.

The new Business Services Training Package BSB07 was implemented into our Cert III in Business Administration as of Term 1, 2009. This ran with good numbers and is gaining momentum as a sought after qualification for Pines Learning.

RTO re registration audit

A major focus of 2009 was the RTO re registration audit on 31 August.

In summary, the highlighted issues were as follows:

- Sound RTO policies are in place and being adhered to.
- Complete organizational structure of courses from pre-enrolment through to graduation was commended.
- Learning and Assessment Strategies of a high standard evidencing good structure for each qualification offered.

Vocational Education and IT Training - continued

- A need to look at Diploma and move away from modeling it like the Cert III but more towards the higher level of expectations it requires.
- Look into the design of assessment tools and give more emphasis on the referral to the evidence guide of the unit.
- Investigate the options of giving trainers the opportunity to do some current industry placement as an ongoing component to their employment with us.

The hours of work devoted to Audit readiness have ensured we have the required procedures and systems documented and available for all to access. This was a very large task but holds many benefits as we move forward. I view the audit preparation period not just as audit preparation but more so a catch up of areas we have not had the man hours to keep updated over the past five years. Things look positive and strong for the years ahead.

Innovations implemented throughout 2009

- ◆ The preparation and implementation of comprehensive Training Manuals developed and incorporated into all Community Services qualifications along with the improved adaptation of work placement manuals.
- ◆ Refining of the original student liaison officer role to the Training Support Officer role which has seen the improvement of the pre-enrolment process along with a more structured smooth process implemented in respect to the assigning of work placements and subsequent assessments.
- ◆ Increased utilisation of the Pines e Learning wikispace with full integration into units from the Cert III Business Administration course.
- ◆ Strengthened partnership with Skillstore to capture RPL (Recognition of Prior Learning) clients.
- ◆ Partnership with Distance Learning Australia to offer the Cert IV TAA via distance learning under scope of DLA.
- ◆ Onsite Training marketed and delivered to a number of organisations in the community and beyond.



Cert III in Aged Care Students



Cert III in Children's Services Students

We had an extremely busy and challenging year in the Business Services and IT Training area in 2009 with 21 students graduating in Certificate III in Business Administration and four with the additional qualification Certificate II in Information Technology.

New Training Package BSB30407

Tutors were busy writing new or adapting assessment tools to reflect the requirements of the new training package. At the same time we upgraded to Office 2007 which required considerable effort editing and reviewing resources across the Units which deliver computer based learning.

Continuing Improvement and Audit

We were able to review many of the processes in place for managing the delivery of accredited courses and as a result we have improved our process for the collection of assessment documentation as well as fine tuned other practices. Following the positive audit review in August, we held two workshops to implement two minor suggestions to assessment tools made in the Audit feedback session. All relevant tutors attended and as we move forward into 2010 and beyond we will see the benefit of all the hard work.

Flexible Delivery

We continue to reap the rewards of our evolving wiki space. Our students have become confident using it and do so regularly to support their learning. Tutors have for the most part embraced the benefits and we have recently included the requirement to update their wiki space after each class for every accredited course in the Level 5 Tutor Position Description.

At each tutor meeting tutors are provided with some wiki training to keep them abreast of minor changes, to share ideas and develop a sense of ownership.

Certificate III in Business Administration and Certificate II in IT

In the final weeks of 2009 students were issued with an estimate of cost for 2010 based on the new funding requirements and Information Sessions were held for the 2010 February intake. As has been the case in previous years, we delivered several units from Certificate II in Information Technology – four of our Certificate III Business Administration graduates were able to gain credit transfers and achieved this second qualification.

IT Training

Computer for Beginners Levels 1 and 2 continue to be our most popular pre-accredited courses. These classes attract students from a variety of backgrounds but for the most part the 50+ age group. Our tutors do a great job of encouraging those interested in returning to the work force to continue with their learning and we have some students who are now enrolled in accredited courses.

New courses including Photo Restoration and eBay proved popular and our two computer training rooms continued to be well used.

Looking Ahead

Extensive planning was completed working through how we will offer the Certificate III in Business Administration to new students post 2009.

We benefited from the experience and knowledge of Maxine Burke throughout the majority of 2009.

Maxine played an integral role in developing processes which enhanced the quality and overall efficient running of the courses in this area. Although Maxine's external commitments to family meant her time as coordinator was only for a short period of twelve months I would like to acknowledge the contribution she has made to Pines Learning Community Services Training.

We have been fortunate enough to fill Maxine's role with an equally capable and highly organised Coordinator in Sandra Bowtell. As Sandra settles into her role the future of our Vocational Education department is looking very positive indeed.

2009 was the busiest year to date with 85 graduates from the Community Services qualifications. The Pines Learning Certificate III in Children's Services course is constantly in demand with all three courses filled to capacity well before start date.

Our Diploma saw its inaugural graduation in August of 7 students with a further 6 graduating in December. This course is also going from strength to strength as many of our previous Certificate III students gain employment and return to up skill. Moving forward I am expecting this qualification to gain momentum and popularity as word spreads and we continue the transition to a contestable environment and funding from Skills Victoria.

The Aged Care and HACC Certificates, although not as much in demand as the Children's Services course, did fill to capacity before the start date and it is well regarded as supplying well qualified staff to the industry.

Any issues identified as needing attention from the AQTF audit have been addressed and the new Community Services Training Package being implemented in 2010 provides good timing for improvements made in all qualifications.



Tutors and graduating students of the 2009 Diploma in Children's Services

Childcare - Anne Kenworthy

In 2009 Pines Learning Occasional Care was open for 47 weeks and had 5901 children attend, of these 837 children attended while their parents attended a class at the Centre and 5064 for occasional care. These numbers were made up of 177 families and 202 individual children.

Our term break holiday care was very successful with 292 children attending 23 sessions.

During the year we had three (3) Pines Learning students and two (2) Box Hill TAFE students complete their practical component of Certificate III in Children's Services. We were able to offer employment to one of our Pines Learning students (Jane Smith) on the completion of her studies.

During the first few weeks of 2009 the shade sails over the playground were vandalised continually over several weeks until they became dangerous. The sails were removed completely in late February by Manningham Council and were replaced in November.

Our caring, professional and dedicated staff for 2009 were:

Rupal Chandra	Sally Shying
Sara Gill	Jane Smith
Anne Kenworthy	Celia Tanner
Fiona Porto	Valentina Vardari
Monica Rodrigues	Vivian Wong

Parents participated in four (4) fundraising events. Three (3) were organised by parents, Jodi Harris, Melissa Strangis and Karen Merry and we had one (1) toy catalogue. A total of \$440 was raised, which was used to purchase two A-frames and two wooden planks for our playground.

Thank you to these parents for all their effort put into organising these fundraisers and to all parents who participated.

Once again we had the chicken hatching program in May in which 13 chicks hatched. I don't know who enjoyed more watching the chicks hatch and then holding and watching them grow, the parents or children.

In May new Children's Services Regulations came into practice and I am happy to report that we were able to comply with all Regulations within the required time frame without many changes to the day to day running of the Centre.

In November a washing machine and dryer was purchased which enables us to do all our washing on site rather than have staff take washing home.

VCAL 2009 began with its usual teething problems. We were challenged by tutor shortage and the loss of our VCAL Coordinator during term one but by the beginning of second term we were able to secure a new tutor to deliver our Work Related Skills program and an Assistant to help in our WRS and Literacy classes. The students adapted well to the changes taking place within the coordination of the program and parents were notified of the changes within the program and given the option of meeting with me to discuss the matter.

The second semester of 2009 ran smoothly, with the Senior students participating in excursions to the National Museum of Victoria, City Art Tour and China Town as part of their Literacy curriculum.

The Intermediate students took part in an excursion sponsored by Gateway LLen “Industry Information Forum” and “VCAL Festival”, they found the forum to be very interesting as they were able to speak to individuals in different industries and listen to the individual stories.

School reports were posted out at the end of semester one with all students meeting curriculum requirements, this is largely due to the fact that we have small class numbers and the tutor is supported by an assistant. Students are supported throughout their learning and we are able to assess and develop individual programs so the student is able to meet learning outcomes. Parents were invited to meet with me to discuss their children’s reports.

The VCAL program concluded at the end of November with seventeen students eligible to receive their certification on Graduation Day.

Out of our seventeen graduating students, we said good bye to our six Senior students as they transition into further education, apprenticeships and the workforce. Out of the Intermediate graduating students, nine will be returning to complete their Senior program in 2010.

During December, I sat down with each student individually to begin to map out their individual pathway program for 2010.

Of the students not graduating, I held interviews with the student and parent, notifying them of the outcome and exploring alternative pathways. The Doncaster Secondary College students were guided by their careers counsellor in preparation for 2010.

V.C.A.L - continued

Special Interest

The lolly business raised approximately \$500, most of these funds went into the last day excursion as voted by the students. Even though the business planning process was a drain to the students, they were very interested in the production and marketing side of the business.

We featured in the Manningham Leader Newspaper on two occasions, copies of article on request.

We are receiving very complimentary feedback from Doncaster East Secondary College and Doncaster Secondary College regarding our nurturing and caring approach to their students transition into our program.



VCAL students making lollies



Graduating VCAL Senior students



Graduating VCAL Intermediate students

Board of Management - 2009

Dianne Lacaze - President

Julie White - Treasurer

Jo Anne Bradshaw

Valentina Sirijovski

Karen Dillon

Synthia Smith

John Rankin - Vice President

Brenda Humphreys - Secretary

Karyn Montgomery

Trina Pywell

Pancy So

Malcolm Abbott

Pines Learning Staff - 2009

Kalli Taifalos

Maxine Burke

Anne Kenworthy

Julie Cranwell

Alex Acosta

Sandra Toal

Fiona Porto

Valentina Vadari

Denise Shelton

Mary Arapoglou

Jenny McMahon

Jenny Jackson

Kathy Galanis

Silvana Cassar

Monica Rodrigues

Sarah Gill

Jenny Carson

Brenda Humphreys

Christine Gray

Terri Williams

Bernie Holland

Sally Shying

Rupal Chandra

Celia Tanner

Pines Learning would like to acknowledge the valuable contribution of the Tutors and Volunteers in 2009