In 2013 we focused on cementing the fundamental reforms to our business and embedding our values. In 2014 our focus has been on preparing for the future.

As the largest provider of vocational education and training in the Riverina-Murray region, it is vital that we provide the training solutions that meet the needs of the region and beyond. We must challenge ourselves to ensure that we are delivering the services that our customers demand.

We are actively pursuing new business and developing partnerships such as SureWay Employment and Training skills training to job seekers to meet industry needs and a new higher education partnership with Deakin University. Having successfully obtained Strategic Skills Program (SSP) funding we will continue to deliver high demand training to address skill shortages in key industries.

We are now seeing the benefits flowing through from our comprehensive business and service innovation reforms. We have been able to produce a strong budget result through prudent management of our assets and resources reflecting our hard work delivering high quality outcomes focused on meeting industry, community and individual outcomes in a cost-effective way.

We are a major contributor to our regional economy, employing around 1,000 staff to deliver vocational education and training to more than 28,000 students. Our diverse signature programs including water operations, aged care, permaculture and early childhood education provide a point of difference and we are well positioned to meet community and industry needs. We are proud to build skills in our region and beyond through around 400 quality assured programs including 27 specialist trades.

Riverina Institute is a values-led organisation. Our five values of Customer First, Integrity, Innovation, Courage and Passion lead our approach and shape our service delivery.

We are working hard in our region and beyond to provide the best vocational education and training in Australia. Having implemented significant structural changes to the way in which we operate, we are now well positioned to meet the needs of our students, industries and communities under national and state reforms to the vocational education and training (VET) system including the NSW Smart and Skilled initiative.

In 2015 we continue to build a strong foundation for future success which will be made possible by the quality of our services, the passion and commitment of our staff and the strength of our industry and community connections.

Kerry Penton
Institute Director
TAFE NSW Riverina Institute
ABOUT THE ADVISORY COUNCIL

Following the Minister’s approval of the new NSW TAFE Commission Institute Advisory Councils Charter in December 2013, Riverina Institute has reconstituted its Council. Re-appointed and newly appointed council members provide a wealth of expertise and skills developing business assessment metrics, identifying opportunities to form alliances or partnerships, high level risk assessment and marketing. As a result the Institute will be better prepared to operate with greater autonomy and accountability within an increasingly competitive training environment.

The Riverina Institute Advisory Council acts as an advisory body to the Institute Director and members of the Senior Executive. Council members provide expert advice on strategic issues affecting program and service delivery and ensure our customers continue to be our highest priority in the planning and delivery of our courses and services.

Mr Toohey has worked at a strategic level in the public service and in the private sector in the fields of agribusiness, vocational education and training and in community development for more than 30 years.

As a private sector consultant, Mr Toohey has been engaged on projects assessing business opportunities for state government agencies, regional development bodies, local governments and Australian and foreign owned companies.

Mr Toohey has experience in change management leadership within public agencies, agribusiness and not-for-profit entities. He has led changes in broadening the base for financing activities; introducing better financial risk management tools; modernising policies and procedures and strengthening strategic partnerships with local government and businesses.

Mr Toohey has extensive knowledge of Riverina Institute’s footprint and its businesses and is quite conversant with the broad trends in higher education representing the Institute at regular meetings with other Institute Chairs within the NSW TAFE Commission.
Ms Galloway is Chairperson of Committee for Wagga and a Founding Director of SureWay Employment and Training. SureWay has more than 15,000 clients, many of whom are within the Riverina Murray region. SureWay works closely with TAFE to support local job seekers and ensure they are trained and ready for work.

As Chief Executive Officer of SureWay Employment and Training from 1996 until 2012, part of Ms Galloway’s role involved working closely with many local employers and she has a strong understanding of their labour and skill needs across a range of labour markets.

Ms Galloway is passionate about rural and regional communities, particularly developing the capabilities of those communities. Having spent her whole life in regional Australia, she has a strong appreciation of the issues facing rural communities. She has spent much of her energy addressing issues relating to regional employment and training issues.

Ms Galloway has worked in the VET and employment services industries for more than 24 years, has managed a for-profit organisation with over 250 staff and is an active part of the local business community.

Mr Foley is Regional Manager of the NSW Business Chamber. He regularly liaises with businesses of all sizes and from all industry sectors. He has a sound understanding of business operations, strategies and business related issues. As part of the NSW Business Chamber Senior Management Team, Mr Foley actively identifies opportunities to enhance the Chamber’s overall operations.

With previous experience working for an Australian Apprenticeship Centre and TAFE in Victoria, combined with his role as Deputy Chair of Murray Industry and Community Education and Employment Partnership Inc. (MICEEP), Mr Foley has a strong grasp of the vocational education and training sector in Australia.

As a Board member of Riverina Regional Tourism Mr Foley established the NSW Cross Border Business Advisory Committee in partnership with the NSW Government. Mr Foley is passionate about contributing to the improvement of vocational education and training in NSW and Australia and is in a position to contribute significantly to enhance future VET outcomes.

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Ms Jamieson has strong ties to the Early Childhood sector, particularly in the western region of the Institute. She has completed a number of training courses within this sector and is currently studying a Bachelor of Early Education. She has strong associations within state, regional and community networks within the early childhood sector and vocational education and training institutions. Ms Jamieson is a valued advocate for the needs and requirements of her industry.

Ms Jamieson is the Nominated Supervisor and the Director / Public Officer for the Western Riverina Family Day Care Scheme which is a not-for-profit community organisation with stakeholders from many ethnic backgrounds. The organisation also has a commitment to the inclusion of Aboriginal and Torres Strait Islander communities.

She is an administrator and member of Early Childhood Works (previously known as the Riverina Early Childhood Strategic Leadership Network), the Children’s Services Advisory Committee, Family Day Care Australia, NSW Family Day Care, Early Childhood Australia and the Riverina Vocational Education and Training Committee.

Mr Hall is the General Manager of Engineering for the REX Group of companies and Chair of the Board of the Australian Airline Pilot Academy (AAPA). He is also the accountable Manager for AAP/JTS Regional Training Organisation which covers both diploma and certificate level courses in aviation related fields.

Mr Hall has 38 years of Aircraft Engineering experience in military and commercial fields, and he has run a small business employing apprentices in the retail floristry industry for more than 10 years. In his current position Mr Hall manages about 250 staff, deployed in 5 states of Australia in 24/7 operations with a monthly budget of about $3 million.

Mr Hall is actively involved in two industry skills councils, and has previously served on the boards of numerous schools and community groups.

As an executive level manager in an Australian listed company, the REX group is an ideal partner to work with Riverina Institute to grow the strength of the regional economy. Mr Hall, as a senior representative of REX is very well placed to support this partnership.
Ms Tengstrom worked in the insurance industry for a period of 10 years. Since then, together with her husband, she has managed KA Foods, a food service distribution company serving the Murray River region. KA Foods currently employs 16 staff and has traded for 25 years. Ms Tengstrom was asked to join the Board of Countrywide, Australia’s second largest food service buying group in Australia and has held that position for the past 7 years, working on several committees within the organisation including Information Technology, Marketing and Finance and Risk Management. Ms Tengstrom has implemented a number of policies and procedures to monitor and review business strategy with the focus on keeping abreast of industry changes.

With a current customer base of over 500 clients including restaurants, cafes, service stations, schools, clubs, hospitals and nursing homes, KA Foods is a significant player in the Riverina food industry. Having built a close relationship with clientele, Ms Tengstrom understands the needs of business owners both large and small in attaining and training staff in regional communities.

Ms Wren has extensive management experience, with a focus on corporate governance, gained from a variety of fields in both public and private sectors. Her governance experience and business acumen encompasses finance, strategic planning and reporting, human resource management, media and marketing, industry training and development, community engagement and change management.

Ms Wren was previously the Faculty Manager, Faculty of Arts at Charles Sturt University. She provided high-level strategic advice on quality assurance, strategic planning, resource management, workforce planning and business development.

With nine years’ experience in local government at management/executive level, Ms Wren brings a strong focus on corporate governance, particularly in a regional setting. This includes oversight of policy frameworks, legislative and regulatory compliance, probity, tendering and contract management, quality assurance, internal audit and enterprise risk management.
Mr Vlatko is responsible for the management and community development of a major local government area. Mr Vlatko provides a direct link with the community and brings a high level of knowledge and expertise in the provision of local services.

With 37 years of experience in local government, including two decades as Chief Executive Officer, Mr Vlatko has developed the ability to work at all levels with Councillors, council staff and a natural ability to work with the community. Mr Vlatko has been very successful in introducing business opportunities for both the Council and the community, dealing with difficult organisational situations under tight financial constraints, and implementing pragmatic strategies for positive development.

Mr Vlatko is a strong advocate for the development and protection of Council’s public image, and its role within the community. His management skills are focused on “customer orientated” attitudes, recognising the “human” needs of local government.

Mr Twomey has more than 50 years’ experience in public accountancy practice. He has experience in business advising, auditing and business succession, which has given him the opportunity to communicate with all sectors of the local community.

Mr Twomey has served on school boards, industry groups and local development committees and organisations for the major part of his working life and has been actively involved in both local and area community projects.

As an accountant working in the Riverina region, Mr Twomey is well aware of the needs and ideals of vocational education and training. He is a strong supporter of the role of TAFE and its value to community and industry.

As the principal of one of the largest accounting firms in the region, Mr Twomey has experience in working with businesses, trades and government.

Mr Twomey is a member of the Murrumbidgee Local Health District Board and Chair of the Riverina Regional Board of the Institute of Chartered Accountants of Australia and New Zealand.
ABOUT RIVERINA INSTITUTE

OUR APPROACH
Our vision is to inspire regional prosperity, and in partnership, grow nationally. Our purpose is to build the skills, qualifications and employability of people in regional Australia.

Our staff strive to embody the values of customer first, integrity, innovation, courage and passion. We are proud of our commitment to Riverina industries and communities and of our strong collaborative approach. We seek to build on our regional presence and return the benefits of national growth to our region.

OUR SERVICE
In 2014 we offered over 430 courses to more than 28,000 students, of which 1 in 5 were outside the Riverina-Murray region. In accordance with our values, we put our customers first resulting in record high employer (99%) and student (88%) satisfaction rates. With 92% of our graduates employed after training, we believe that the success of our students is a measure of our own success.

Undertaking education and training through the Riverina Institute enables access to our extensive support service (Customer One) which assists all students through their course of study with us. Career counselling, employability skills training, study support and a range of other support services help our students to course complete and gain nationally recognised qualifications with real employment outcomes.

OUR RESOURCES
With more than 1,000 staff across 19 campus sites we deliver to our entire region as well as to the rest of NSW, Australia and internationally.

We invest significantly in the development of staff capability across every level, including leadership training, commercial acumen, teaching and learning practice and industry currency.

We have developed a long term asset management plan to optimise the value of our physical assets and information technology infrastructure to our students through state of the art technology and continuous review of our physical assets.

OUR VALUES
What do we believe in? What guides our conduct?

- Customer First
  We place customers at the forefront of our decisions and actions
- Integrity
  We act professionally with consistency and openness
- Innovation
  We always search for ways to improve and be the best
- Courage
  We make hard decisions and take calculated risks
- Passion
  We are driven by a strong desire to make a difference

OUR 2014 BUSINESS PLAN
Three areas were identified in the 2014 business planning process for further development as key to enabling Riverina Institute to meet strategic priorities and grow our commercial business:

1. Customer access
   How should we deliver programs and services to maximise access to qualifications for all customers?

2. Customer choice
   How do we best meet the needs of our customers through qualifications, products and services under the NSW Government’s Smart and Skilled policy and related vocational education and training funding sources?

3. Customer service
   How do we identify and realise our customer service aspirations?
INSPIRING REGIONAL PROSPERITY....

In 2014, we offered more than 430 courses to over 28,000 students. We service our local communities and businesses by providing nationally recognised vocational education and training services, including apprenticeships and traineeships in the following industry sectors:

- Automotive and Transport
- Business and Administration
- Building and Construction
- Electrotechnology, Engineering and Manufacturing
- Hair and Beauty
- Health and Community Services
- Hospitality and Cookery
- Information and Communication Technology
- Literacy and Numeracy
- Mining and Primary Industries
- Natural Resources and Environmental Sustainability
- Rural and Animal Studies

GROWING NATIONALLY IN PARTNERSHIP ...

Our People

Our highly trained and experienced teachers are recognised experts in their field who work closely with our support staff to provide quality training and assessment services to our customers. The expertise of our staff contributes to the development of the region, helps industries develop their workforce and adds vibrancy to local communities.

In 2014 our Workforce and Community Development team worked with businesses, both regionally and nationally, to access funding opportunities and develop tailored training solutions to support growth.

RIVERINA INSTITUTE AT A GLANCE IN 2014

We employed approximately 1,000 staff including 650 teachers

We enrolled over 28,000 students

Our students included 2,681 Aboriginal and Torres Strait Islanders, making up 9% of total enrolments

We delivered around 430 different courses

16% of our students gained their qualifications in the workplace

11% of our students studied by distance or online

6.4% of our students came from outside NSW

Our graduate satisfaction rate was 88%

92% of our graduates were employed or continued further study

We trained 2,196 apprentices across 27 specialist trades
Riverina Institute has identified a number of signature programs which are delivered by highly specialised staff to meet the workforce skills and qualification demands of our region.

Our signature programs are:
- Early Childhood Education
- Emergency Management
- Organic and Agroecology
- Geospatial Information Services
- Senior Living
- Sustainable Forestry
- Water Operations
- Wine and Food

Our Market

We provide greater economic independence to people in regional communities so they can provide better lives for their families. We enable individuals to gain and retain employment, achieve a promotion, enjoy a career change and adapt to the constantly changing workplace of the 21st Century.

We provide services to our region through innovative and flexible delivery strategies online, in the workplace and on campus. Our network of 19 campuses is spread across 154,000 square kilometres of the Riverina-Murray region in southern NSW. Our region is framed by the Victorian border in the south, the Snowy Mountains in the east and the South Australian border in the west. It encompasses the major regional centres of Albury, Wagga Wagga and Griffith and a large number of regional towns including Leeton, Narrandera, Deniliquin, Finley, West Wyalong, Temora, Tumut, Cootamundra and Young, Corowa, Lake Cargelligo, Junee, Hay, with Coomealla Campus near Wentworth in the far west. We also have specialist training centres at North Wagga and Thurgoona.
BUILDING THE SKILLS, QUALIFICATIONS AND EMPLOYABILITY OF PEOPLE IN REGIONAL AUSTRALIA...

Our innovative growth strategy for business and services and will continue to extend beyond the Riverina-Murray region while contributing to regional prosperity. We are agile and responsive and our innovative approaches to training and assessment are in demand.

Our training is increasingly delivered in a range of ways to meet the diverse requirements of our customers. While face-to-face training is still the backbone of our service delivery, there is growing demand for online and distance learning to support learners who choose to study in their own time and at their own pace. In 2014, around one fifth of our training was delivered in students’ workplaces.

The quality of our training is paramount and our graduates can be confident that their nationally and internationally recognised qualification comes from a quality assured first class training organisation. Our real strength comes from the bonds we forge with our students, industries and communities.

2014 TRAINING HIGHLIGHTS

Aboriginal Program
Through a unique partnership between Riverina Institute and SureWay Employment and Training, a customised 26 week long program ‘Too Many Cooks’ was developed for Indigenous students preparing to join the hospitality workforce. A Certificate II in Kitchen operations was tailored to meet local need and delivered to 15 Indigenous students at both our Albury and Wagga Wagga Campuses. Students visited the National Park at Tumut to learn more about native ingredients and bush tucker, provided catering for a Cancer Council fundraising function and ran a stand at the 2014 Wagga Wagga City Council Multicultural Festival. Students went on to prepare and serve a sold-out lunch as part of the TASTE Riverina Festival using local and native ingredients.

Early Childhood Program
Eight Working with Young People training sessions were delivered at the Woomera Aboriginal Corporation in Albury. Training included how to work effectively with culturally diverse clients and co-workers, work with culturally diverse clients and co-workers and work effectively with young people. Completion of these units provides pathways for students to attain qualifications in early childhood, aged care, nursing and youth services. Four of the six training participants completed the units of study, two participants went on to enrol in a Certificate III in Early Childhood Education and Care and one participant has established her own family day care business.

Custodial Program
Specialised training programs were developed for male inmates at the Junee Correctional Centre who were due for release within a year. In conjunction with Junee Correctional Centre’s Health Promotion Office, ten inmates underwent components of Family Support and Development training. The training focus was to give men insight into early childhood education, how to connect their families to early childhood services and the role they could play in this once returning to their communities. Nine inmates received certificates upon completion of the 4-week program. More training of this type will now be delivered to Junee inmates.
Other Highlights...

Participants who completed early childhood training in Narrandera sought a way to transfer the benefit of their training to their local community by connecting families to early childhood services and developing community engagement activities.

As a result, Family Resource Kits containing educational and community resources were developed for rotation between families in the Narrandera community. Kits were developed for the local Schools as Community Centre (SACC), the Narrandera Community Health Centre and the Aboriginal Maternal and Infant Health Service.

2014 also saw the launch of the book Love, Sticks and Stones compiled by Early Childhood teacher, Louise Whitton and Aboriginal Student Support Officer, Julie Bell. Feedback from families participating in the training sessions inspired the creation of this resource tool. This book can be used in conjunction with training workshops or as a standalone educational tool for families and educators.

Connected Classrooms

Record hospitality training enrolments in 2014 more than doubled commercial short course enrolments from 2013. This increased demand can be directly attributed to connected classroom delivery of Responsible Service of Alcohol, Responsible Conduct of Gambling and Hygiene and Food Safety Supervisor training.

Our move to connected classroom delivery, which we call Max Access, has enhanced the ability of our staff to connect with our students through interactive whiteboards, videoconferencing, data collaboration facilities and personalised learning and support networks.

During 2015 we are also looking to make the Max Access program available at more sites to facilitate small community access to courses being delivered in campuses across the Institute.

TAFE Student Satisfaction at an All-Time High

In Semester 1 of 2014 students across Riverina Institute were asked to provide feedback as part of our annual ‘Learner Questionnaire’ survey on a range of elements including quality of teaching, training facilities and customer service.

A record high 96% of students indicated they were satisfied with the Riverina Institute training they received.
Continuing to build strong and lasting partnerships and strengthening existing ties was a key focus of our business activity in 2014. Our expert team of Workforce and Community Development Managers worked with businesses to access workforce training and development funding and develop tailored training solutions.

Our partnerships are key to meeting the needs of our students. Our partners work with us to provide outstanding learning experiences for their employees and their communities. We value our partnerships to deliver workforce development solutions, enhance the skills of our students, support access to higher education and help grow our regional businesses, local communities and economy.

Our many partnerships and learning partners include:
- Airservices
- Australian Water Association
- The GEO Group
- The Land Group
- Wagga Wagga City Council
- Riverina Aviation College
- Dubai National Air Travel Agency
- SureWay
- New South Wales Rural Fire Service
- Sunrice
- Aboriginal Child Youth and Family Strategy (ACYFS) Riverina Murray
- Navitas
- Aged Care Workforce in VET
- Ageing Disabilities and Homecare
- Department of Social Services
- Wagga Family Day Care
- Murrumbidgee Local Health District
- Southern Local Health District
- Narrandera Shire Council
- TAFE South Australia
- Forest Industry Council
- NSW Police Force (Indigenous Police Recruitment Our Way Delivery – IPROWD)
- Corrective Services NSW
- GrainCorp

Moving forward, the strength and diversity of our partnerships will help ensure we remain current, relevant and at the leading edge of technology. They are vital to providing excellent learning experiences for our students and achieving industry outcomes. Partnerships we are building beyond our region will help to generate income within local communities and support for local operations.
Our staff put our customers first and are courageous, innovative, and highly passionate about what they do. In essence, we have professional and motivated staff who are committed to the success of the Institute.

Our students are supported in their learning by a dedicated administrative team and have access to the best teachers, state of the art facilities and latest in industry equipment and technology.

As one of the largest employers in the region, we contribute to the regional economy through our staff who are members of the community in which they live and work. Our staff help to build the region in numerous ways and are recognised for their talent and experience.

Our facilities are world-class and we will continue to invest in improving them to ensure they are relevant to the training we provide.

**CAPABILITY DEVELOPMENT**

In 2014, approximately 1,000 staff were supported to access capability development programs including:

- Company Directors Course for senior leaders to improve performance and decision making
- Media Training for our Institute Managers
- Staff Selection Techniques to implement appropriate policies and procedures to select the best applicants.
- Work Health and Safety Incident Investigation and Analysis Workshop to build knowledge of workplace safety incidents investigation techniques
- Plain English Effective Communication Training for senior leaders
- Student Administration and Learning Management (SALM) Training delivered as online and face to face training.

Address Adult Language, Literacy and Numeracy Skills to equip all teaching staff with the language, literacy and numeracy skills to deliver vocational education and training

Smart and Skilled training updates to staff

Risk Analysis, Investigation and Oversight Workshop to examine ways in which a board can set the tone for and maintain oversight of organisational risk management.

**TECHNOLOGY**

In 2014 we invested strongly in our information technology. An information technology service desk was created to provide dedicated information technology support to staff. This initiative was developed at the request of staff following an internal review of Information Technology Services. The service desk support has proven very popular with improved responsiveness and support for information technology issues enhancing productivity.

We are committed to providing our students and staff with the latest technology through regular computer hardware and software upgrades, wi-fi access at every campus and improved support for students and staff to bring their own devices.
NEW TO OUR CORE SERVICES IN 2014

AUTOMOTIVE AND ENGINEERING / ENVIRONMENT, FORESTRY AND PRIMARY INDUSTRIES / MINING, BUILDING AND CIVIL SERVICES SECTORS

Pest Management

We brokered a partnership style approach with the University of Canberra to enable cost-effective transfer of the Diploma of Conservation and Land Management (Pest Management) delivery to Riverina Institute. Commencing statewide distance delivery of this Diploma has enhanced our capacity to build the technical skills of our students including Indigenous land management, natural area restoration, soil and water conservation, pest management and business process/machinery operations management.

Water Operations in Tasmania

We commenced delivery of workforce development training jointly funded by Skills Tasmania and the Tasmanian Water and Sewerage Corporation, TasWater. As an approved provider, Riverina Institute delivered Certificate III and Certificate IV in Water Operations skill set training to TasWater employees.

Poultry Training

We expanded our poultry industry training following a meeting of key industry stakeholders and State Training Services. The program was increased to provide training for two groups of students completing Certificate III in Agriculture (with specialist poultry electives) and Certificate IV training for supervisors and lower level managers.

Northern Territory

We delivered a range of workforce development and training and assessment programs to Northern Territory apprentices, trainees and existing workers. Working in consultation with our training partner, Civil Earth Operations, we leveraged NT User Choice Program funding from the Northern Territory Department of Business and Northern Territory to Industry partners including Leighton Contractors and NT Bitumen and Asphalt.

Indigenous Employment Program

We provided innovative training and on the job mentoring services to Indigenous trainees and apprentices involved in the construction of the new Wagga Wagga Base Hospital with funding from the Department of Prime Minister and Cabinet’s Indigenous Employment Program. The highly successful program resulted from strong participant and teaching department engagement. The majority of participants obtained employment in the industry and significantly improved their personal and family outcomes in the process.

Defence

We entered into a number of agreements with BAE Systems to deliver high quality Restricted Electrical Work, Air-conditioning and Refrigeration Specialist, and Aircraft welding training to groups of existing Defence personnel from across Australia out of our Albury and Wagga Wagga Campuses.

Rail Industry

We commenced development and delivery of a new qualification, Certificate IV in Electrical Rail Signalling, to Australian Rail Track Corporation (ARTC) employees in the Newcastle area. Staff conducted Recognition of Prior Learning workshops at five locations (Adelaide, Melbourne, Sydney, Newcastle and Wagga Wagga) and engaged extensively with
prospective ARTC students and their supervisors. Training delivery commenced through face to face training blocks at ARTC offices in Newcastle. Subsequent training delivery has commenced to the employees of other rail industry groups including UTS Rail, John Holland and EDI Downer.

COMMUNITY SERVICES, HEALTH, SPORT AND RECREATION SECTORS

The GEO Group – Junee Correctional Centre

We delivered an expanded range of integrated literacy and numeracy training programs to the inmates of the Junee Correctional Centre. Our services to support inmates to gain the skills required for successful re-entry to society are now provided to more than 60 per cent of the eligible inmate population. The continued engagement of inmates in education and training at the Junee Correctional Centre will ensure we remain at the forefront of Australian inmate engagement practices.

La Trobe University – Launch of Research Project

We worked with La Trobe University to launch a unique research project to meet the skill requirements of the community care workforce. This collaborative work has involved a close examination of critical workforce needs in order to meet the trend of older people choosing to remain in their own homes rather than move into residential care.

Collaborative Riverina Institute/Charles Sturt University Course

We commenced delivery of a Diploma of General Studies funded by the Partnerships Program in collaboration with Charles Sturt University at our Wagga Wagga Campus. Delivery through this partnership approach afforded students the opportunity to graduate at the end of 2014 with a Certificate IV in Tertiary Preparation (TAFE) and a Diploma of General Studies (Charles Sturt University). While our engagement focus was on young school leavers as a pathway to university studies, a significant number of mature aged students joined the program in 2014.

Let’s Discuss Disabilities

Staff at our Wagga Wagga Campus hosted a forum for providers of disability support services which provided a platform to discuss partnership opportunities and raise awareness of service synergies. With representatives from across Riverina Institute, Partners in Recovery, Personal Helpers and Mentors program and a range of disability employment services, workforce training development needs were identified including provision of flexible accredited and non-accredited training.

Certificate IV in Aboriginal and Torres Strait Islander Primary Health

We partnered with the Woomera Aboriginal Corporation in Albury to access Strategic Skills Program funding to deliver Certificate IV in Aboriginal and Torres Strait Islander Primary Health to Aboriginal health care workers. This blended delivery model has enabled students to undertake their training flexibly in the Albury nursing lab one day a week, in their workplace or through independent learning activities.
Department of Family and Community Services Ageing, Disabilities and Homecare (ADHC)

We engaged with TAFE NSW Western Institute in a partnership approach to deliver dual qualifications (Certificate III in Home and Community Care and Certificate III in Disabilities) across eight locations to 80 existing State Training Services and Ageing, Disabilities and Homecare program trainees. A blended delivery model was used to recognise prior learning, undertake gap training workshops and deliver training within the workplace.

Calvary Hospital – Wagga Wagga

We worked in close collaboration with Calvary Hospital to identify critical workforce training needs and develop a program delivery plan to meet the specific requirements of existing workers and trainees.

Growing up Strong – Buraay Nursery Rhyme CD Launch

Our Wagga Wagga Campus Early Childhood Education and Care Department hosted the launch of a CD produced by the Yala Gari singing group, which means “Speak the Truth”. The CD provided a collection of popular children’s songs which had been translated into Wiradjuri language. This CD provides a way for children and young people to learn language and develop pride and understanding of the Wiradjuri heritage. The event was very well attended with representation from more than ten local care providers.

Adult Migrant English Program

We experienced significant demand in services following the extension of the TAFE NSW agreement with the Department of Industry to deliver the Adult Migrant English Program. We continued to provide migrant language tuition as a partner to the consortium of English providers.

GrainCorp Strategic Skills Program – Skills for Work and Training

We conducted a successful Strategic Skills funded program at Lake Cargelligo to support Aboriginal people gain skills to apply for employment in seasonal harvesting jobs. The program drew strong praise from GrainCorp. A second phase of program delivery commenced in August to allow students time to prepare job applications, apply for jobs and undertake site visits prior to the busy harvest season.

Home and Community Care and Disabilities workplace programs

We delivered disability qualifications, with funding from the Strategic Skills Program, to a range of Home and Community Care (HACC) program employees across the Riverina-Murray region. Employees were assisted to attain the qualification through recognition of prior learning workshops and customised skills gap training.

Early Childhood Education and Care

Our Wagga Wagga Campus staff hosted a very positive industry forum to share information on the new Early Childhood training package, changes to work placements and the implications of the Smart and Skilled funding model. Guests were invited to talk about their workplace impacts, challenges and training needs which resulted in improvements to our work placement processes and communication channels with Early Childhood providers.
Diploma of Case Management
We delivered the Diploma of Case Management in partnership with Aged Care facilities in the Albury region with the assistance of additional Strategic Skills Program funding. We provided recognition of prior learning and workplace based skills gap training to workers at Lutheran, Greater West and Care West aged care facilities. Connected Classroom technology was used to engage workers in workshops across Albury and Griffith.

Enrolled Nursing Scholarships
Our Cootamundra Campus was awarded an additional five scholarship places for students to undertake a Diploma of Enrolled Nursing and support industry workforce demands.

Children’s Services
Our Children’s Services team continued to strengthen our relationship with Wagga Wagga Early Years Learning Centres through the commencement of five additional trainees in the Certificate III or Diploma of Early Childhood Education and Care.

Riverina Institute staff actively involved in the Young and District Early Childhood Services also delivered a range of Behaviour Management workshops in Grenfell, Harden, Young and Cootamundra.

Mental Health
We joined the Wagga Wagga Mental Health Month Planning Committee to plan events and activities in Wagga Wagga to promote mental health awareness during the month of October. Our staff attended a Mental Health in the Workplace Conference and have developed strategies to present to the Institute for better mental health and to guide future program delivery.

BUSINESS, ARTS AND SERVICE INDUSTRIES SECTOR

The Digital Enterprise Program
Together with the Department of Communications and Wagga Wagga City Council, we delivered a series of Digital Enterprise Program training sessions to small-to-medium enterprises, not-for-profit organisations and local cultural institutions. The focus of training included how organisations can use the internet to improve the efficiency of existing recruitment processes and better achieve their organisational goals.
Digital Literacy Training

We helped deliver Digital Literacy training to Corowa Shire Council participants whose job entailed use of electronic technology such as laptops, iPads and Smartphones, and had identified the need for training in these areas.

A digital literacy course was also delivered onsite to Carrathool Shire field staff at Goolgowi on how to use computers, iPads and Smartphones to communicate electronically.

Indigenous Training and Assessment

We delivered Certificate IV in Training and Assessment to four groups to Indigenous students at our Griffith, Tumut and Wagga Wagga Campuses with students attending blended offerings out of our Albury Campus.

Emergency Management

A course in Bush Fire Fighting was delivered in partnership with the NSW Rural Fire Service aligned to the Certificate II in Public Safety (Fire Fighting Operations). This partnership has enabled us to incorporate significant Rural Fire Service expertise as part of the course delivery.

The Bush Fire Fighter course was delivered to approximately 20 participants at the Local Land Services in Coffs Harbour and Wagga Wagga with plans to expand the offerings to include Advanced Fire Fighter and Crew Leader to our current suite of emergency management programs.

Gundagai Meat Processors

We delivered onsite the Certificate II in Business to employees from a diverse range of educational and cultural backgrounds at Gundagai Meat Processors in preparation for the implementation of automated production procedures.

Language, Literacy and Numeracy workshops

We delivered a Training and Assessment Education Language, Literacy and Numeracy unit to the NSW Rural Fire Service over the course of eighteen workshops to more than 300 people.

Murrumbidgee Health Training and Assessment Education

We delivered Certificate IV in Training and Assessment Education to 30 Murrumbidgee Health staff in a range of remote locations through a connected classroom approach.

Taste IT

We developed a new program (Taste IT) to enable high school students in Years 10-12 to acquire information technology networking and support skills. The students completed one of the two projects designed to teach the fundamental information technology networking and systems development skills by building a system from the ground up.

Talking Tech

Our Wagga Wagga Campus Information Technology Department began hosting a regular local event for Information Technology professionals called “Talking Tech” which is now a monthly gathering and provides a great opportunity for authentic industry collaboration and consultation.

Job Services Australia Sector

We developed a wide range of customised job seeker programs across multiple campuses in all aspects of our business line service sectors. Programs aimed to address a number of legislative and contractual drivers impacting on the Job Service Australia sector for the more than 9,000 people who were looking for work in our region.
2014 Business Plan
We reviewed, analysed, documented and implemented a range of system and business process improvements to address the key areas identified for strategic development in the 2014 Riverina Institute Business Plan:

Work undertaken to maximise access to qualifications for all customers has included:
- Expansion of current service delivery models in consultation with communities
- Formalised partnership agreements with key stakeholders
- Development of an infrastructure asset management plan

Work undertaken to better meet the qualification, products and service needs of our customers under Smart and Skilled and other contestable funding sources has included:
- Identification of qualification development opportunities
- Service delivery analyses
- Updated marketing plan incorporating revised courses
- Staff fund source training and development

Business Reform
We have worked hard in 2014 to ensure we are well placed to alleviate skills shortages and meet the needs of our community and industry within the new contestable vocational education and training funding environment.

Riverina Institute embraces change and has led implementation of the Learning Management and Business Reform (LMBR) system to integrate human resource, payroll and student records administration.

Moving forward we will continue to improve our business processes and practices to ensure we are operating efficiently and effectively. This way we can provide our customers with high quality and competitive training solutions which best meet their needs.

ENVIRONMENTAL SUSTAINABILITY
Riverina Institute is committed to implementing a range of procedures and practices to improve the environment in which we operate and to continuing to work towards to a more sustainable future.

In 2014 we invested in the following energy, water and waste reduction projects to reduce our ecological and carbon footprint:

Wagga Wagga Campus Block D Lighting Upgrade Project
A major energy efficiency project at our Wagga Wagga Campus involved the replacement of 340 existing fluorescent light fittings with LED lights. Expected outcomes include a reduction in energy usage, carbon emissions and electricity costs (including maintenance costs) by $18,600 a year and has resulted in an improvement to the learning and teaching environment. The return on investment timeframe will be 3-4 years.
Wagga Wagga
Campus Block D Air Conditioning Systems (HVAC)
A feasibility study was undertaken at our Wagga Wagga Campus, with the support of the Office of Environment and Heritage - Sustainability Advantage Program, to develop a solution to replace the aged and inefficient HVAC air conditioning system.

Tumut Campus
Grounds Lighting Upgrade
Lights at our Tumut Campus were upgraded to energy efficient LED fittings (similar to those installed at other campus locations) to improve the campus night-time environment, reduce energy consumption and reduce the ongoing maintenance costs.

Temora Campus
Landscaping
An environmentally friendly landscape was designed at our Temora Campus based on the Temora Botanic Garden. The design includes drought tolerant plants and shrubs, gravel paths and seating.

Albury Child Care Centre Recycling and Water Tank
Staff at our Albury Child Care Centre identified and implemented a number of sustainability initiatives including:
- installation of an eco-bin recycling system to capture all recyclables and raise awareness of the importance of recycling for the children
- installation of a 500 litre rainwater tank (donated by our Temora Campus) to provide the children with a sustainable water supply for gardens and plants.

Albury Campus
Connected Learning Common
A new connected learning common area and ICT building was completed in January 2014 and has been very positively received. The project provides a state of the art learning common and additional learning areas for all campus users. A walkway to link the connected learning common to neighbouring buildings was also completed in March.

INFRASTRUCTURE
Young Campus
Part of our long-term development plans include significant investment in building refurbishment and extensions at Young Campus to create an electrotechnology department, connected learning spaces, children services (with playground) and simulated hospital ward facilities. Building works are scheduled for completion in February 2017.
STUDENT EXCELLENCE AWARDS

STUDENT AWARDS

Riverina Institute believes the success of our students is a measure of our own. The following student and training partner excellence was recognised at the 2014 annual awards ceremony

- Outstanding Student Achievement Award
  Tiarna Robertson
  Certificate IV in Business Administration
  (West Wyalong Campus)

- Institute Apprentice of the Year
  Maddison Castle
  Certificate III in Shopfitting
  (Wagga Wagga Campus)

- Institute Aboriginal and Torres Strait Islander Student of the Year
  Ian Harris
  Certificate IV in Aboriginal and Torres Strait Islander Primary Health
  (Griffith Campus)

- Wagga Wagga City Council Scholarship for Excellence in TAFE Studies
  Julie Perri
  Advanced Diploma of Visual Arts
  (Wagga Wagga Campus)

- Riverina Institute Industry / Community Partnership Award
  Airservices

- Art and Design Excellence Award
  Julie Perri
  Advanced Diploma of Visual Arts
  (Wagga Wagga Campus)

- Automotive Excellence Award
  Lincoln Mead
  Certificate III in Automotive Mechanical Technology
  (Griffith Campus)

- Building Excellence Award
  Maddison Castle
  Certificate III in Shopfitting
  (Wagga Wagga Campus)

- Business Administration Excellence Award
  Jennifer Milich
  Diploma of Business Administration
  (Albury Campus)

- Business Management Excellence Award
  Rebecca Woods
  Diploma of Business Management (RI@Hay)

- Civil Construction / Civil Engineering Excellence Award
  Hayley Collins
  Diploma of Civil Construction Design
  (National Environment Centre)

- Early Childhood Education Excellence Award
  Lisa Sanderson
  Diploma of Children’s Services (Early Childhood Education and Care)
  (Tumut Campus)

- Electrotechnology Excellence Award
  Karen Mills
  Certificate III in Electrotechnology Electrician
  (Leeton Campus)

- Engineering Excellence Award
  Michael Smith
  Certificate III in Engineering – Fabrication Trade
  (Leeton Campus)

- Hair and Beauty Excellence Award
  Carmen King
  Certificate III in Hairdressing
  (Albury Campus)

- Information Technology Excellence Award
  Jarred Pocock
  Certificate III in Information, Digital Media and Technology and Certificate IV in Information Technology Support (Wagga Wagga Campus)

- Education Pathways Excellence Award
  John Gordon
  Certificate IV in Tertiary Preparation
  (Wagga Wagga Campus)
Albury Campus
Outstanding
Achievement Award
Jennifer Milich
Diploma of Business
Administration

Corowa Campus
Outstanding
Achievement Award
Noel Clarke
Certificate IV in Aged Care

Cootamundra Campus
Outstanding
Achievement Award
Alistair Coutts
Diploma of Nursing
(Enrolled – Division 2 Nursing)

Deniliquin Campus
Outstanding
Achievement Award
Kayla Trotter
Certificate IV in Tertiary Preparation

Finley Campus
Outstanding
Achievement Award
Shae Willis
Certificate III in Aged Care

RI@Hay Outstanding
Achievement Award
Rebecca Woods
Diploma of Business Management

Griffith Campus
Outstanding
Achievement Award
Simon Brennan
Certificate III in Information, Digital Media and Technology

Lake Cargelligo
Outstanding
Achievement Award
Julie Kempton
Certificate III in Children’s Services

Leeton Campus
Outstanding
Achievement Award
Karen Mills
Certificate III in Electrotechnology Electrician

Narrandera Campus
Outstanding
Achievement Award
Kuine Potaka
Certificate III in Aged Care

National Environment Centre Outstanding
Achievement Award
Sandyn Collins
Advanced Diploma of Applied Environmental Management

Primary Industries Centre Outstanding
Achievement Award
Paul Wilson
Certificate III in Horticulture

Temora Campus
Outstanding
Achievement Award
Carol Heward
Certificate III in Aged Care

Tumut Campus
Outstanding
Achievement Award
Lisa Sanderson
Diploma of Children’s Services (Early Childhood Education and Care)

Wagga Wagga Campus
Outstanding
Achievement Award
Maddison Castle
Certificate IV in Shopfitting

West Wyalong
Campus Outstanding
Achievement Award
Tiarna Robertson
Certificate IV in Business Administration

Young Campus
Outstanding
Achievement Award
Debra Patterson
Diploma of Community Services Work
GTES AWARDS

Riverina Institute students performed well at the Group Training Employment Specialists (GTES) Apprentice and Trainee Awards taking out five awards, including the highest honour of the night, the Chairman’s Award.

- **GTES Chairman’s Award**
  Andrew Patterson  
  Certificate III in Automotive Mechanical Technology, (Wagga Wagga Campus)  
  Host employer: Hartwigs Wagga Wagga

- **Judges Award**
  Jeremy Bradley  
  Certificate III in Carpentry / Certificate IV in Building and Construction (Building)  
  Wagga Wagga Campus  
  Host employer: de Jong Homes

- **First Year Apprentice of the Year**
  Andrew Kelleher  
  Certificate IV in Automotive Technology (Young Campus)  
  Host employer: Inland Truck Centre

- **Third Year Apprentice of the Year**
  Andrew Patterson  
  Certificate III in Automotive Mechanical Technology (Wagga Wagga Campus)  
  Host employer: Hartwigs Wagga Wagga

- **Trainee of the Year**
  Alicia McLean  
  Certificate IV in Business Administration (Wagga Wagga Campus)  
  Host employer: Wagga Motors

RECOGNISING AND REWARDING EXCELLENCE (RARE) STAFF AWARDS

The following staff, who embody one or more of our core values (Customer First, Innovation, Courage, Passion, Integrity) and whose work has proved exemplary to their colleagues, customers and broader community, were recognised at the 2014 RARE awards:

- **2014 Recognising and Rewarding Exceptional Service and Talent Award**
  The Indigenous Employment Program Team (Wagga Wagga Campus)  
  Steve Forbes-Taber  
  Discipline Leader, Mining, Building, Civil Construction and Civil Engineering

  Paul Craig  
  Teacher, Carpentry and Joinery

  Kerry Footman  
  Workforce and Community Development Manager
Coral Bulger  
Aboriginal Workforce and Community Development Manager

Approach to our Customers Award

- Richard Said  
  Teacher, Agriculture, Primary Industries Centre

- Electrical Rail Signalling Development Team:  
  Craig Copley  
  Workforce and Community Development Manager, Coomealla Campus

- Kenneth Meyer  
  Head Teacher, Electrotechnology (Wagga Wagga Campus)

- Terry Wise  
  Teacher, Electrotechnology, (Wagga Wagga Campus)

Partnerships with our Industries and Communities Award

- John Hawkins  
  Teacher, Agriculture (RI@Junee)

- The Indigenous Employment Program Team  
  (Wagga Wagga Campus)

- Steve Forbes-Taber  
  Discipline Leader, Mining, Building, Civil Construction and Civil Engineering

Paul Craig  
Teacher, Carpentry and Joinery

Kerry Footman  
Workforce and Community Development Manager

Coral Bulger  
Aboriginal Workforce and Community Development Manager

Resources for our Customers Award

- People, Capability and Culture Employee Services Team  
  (Albury Campus)

- Robyn van Dam  
  Manager, PCC Operations and Advice

- Melissa Archer  
  Employee Services Officer

- Colleen Quirk  
  Employee Services Officer

- Catherine Diamantes  
  (former) Manager, Workforce Planning and Employment

- Kylie Blay  
  (former) Employee Services Officer

Service to our Customers Award

- Jannelle Beard  
  Teacher, Horticulture (Primary Industries Centre)

- Bernadette Jones  
  Workforce and Community Development Manager (Albury Campus)

- Daniel Winson  
  Teacher, Information Technology (Wagga Wagga Campus)

- Education Pathways Team  
  (Tumut Campus)

- Robyn McRae  
  Teacher, Education Pathways

- Fiona D’Alessandro  
  Teacher, Education Pathways
ALBURY CHEF WINS PRESTIGIOUS SCHOLARSHIP

Loughlin Hunter of Albury was awarded the 2014 Oliver Shaul Scholarship, an $11,000 international work experience scholarship, to travel and work in some of Europe’s finest restaurants.

Loughlin works at the Quality Hotel on Olive in Albury and completed the Certificate III in Hospitality (Commercial Cookery) at our Albury Campus.

REGIONAL AND INTERNATIONAL SUCCESS OF OUR STUDENTS

WORLDSKILLS NATIONAL COMPETITION

Eight Riverina Institute students travelled to Perth to compete in the WorldSkills National Competition having won gold at the World Skills Regional Competition in 2013.

- Electrotechnology student Steven Butler (Leeton Campus) won the gold medal in the VETiS Electrotechnology competition.
- Michael James, who completed the Certificate III in Engineering – Fabrication Trade (Leeton Campus) won a bronze medal in the Construction Steel Work competition.
- Sam Gifford who completed the Certificate III in Plumbing (Albury Campus) won a bronze medal in the Plumbing competition.

Five of our staff members were invited to judge the competition.
Albury Campus
Poole Street
Albury NSW 2640

Cootamundra Campus
Mackay Street
Cootamundra NSW 2590

Corowa Campus
Cnr Murray and Riesling Streets
Corowa NSW 2646

Deniliquin Campus
Cnr Macauley and Poictiers Streets
Deniliquin NSW 2710

Finley Campus
Denison Street
Finley NSW 2713

Griffith Campus
Neville Place
Griffith NSW 2680

Lake Cargelligo Campus
Yelkin Street
Lake Cargelligo NSW 2672

Leeton Campus
Palm Avenue
Leeton NSW 2705

Narrandera Campus
Elwin Street
Narrandera NSW 2700

National Environment Centre
Ettamogah Road
Thurgoona NSW 2641

Primary Industries Centre
Coolamon Road
North Wagga NSW 2650

RI@Hay
Lachlan Street
Hay NSW 2711

Temora Campus
160 – 180 Kitchener Road
Temora NSW 2666

Tumut Campus
Cnr Capper and Howick Streets
Tumut NSW 2720

Wagga Wagga Campus
(including RI@Junee)
Cnr Macleay and Coleman Streets
Wagga Wagga NSW 2650

West Wyalong Campus
Wootten Street
West Wyalong NSW 2671

Young Campus
Caple Street
Young NSW 2594

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