



mcc
MACQUARIE
Community College



Annual Report
2012





mcc
MACQUARIE
Community College

Carlingford | Chatswood | Hawkesbury | Ryde | Eastwood | Blacktown

 02 8845 8888

www.macquarie.nsw.edu.au



Contents

Our People.....	2
Our Core Values.....	3
Board of Directors.....	4
Chairman's Message	5
Senior Executive Team.....	6
CEO's Message	7
Staff Awards 2012.....	8
Adult Migrant English Program.....	9
Macquarie Business Training Centre	10
Language, Literacy & Numeracy.....	11
IT & Professional Development.....	12
Leisure and Lifestyle.....	13
Community Access.....	14
Financials at a Glance	15

Our People

Macquarie Community College is made up of a diverse group of people and this diversity is one of our key strengths. As valued members of the College our people strive to place our students at the centre of everything we do. It is a commitment to constantly seek ways to help our students achieve their educational goals.

Our values underpin our commitment to excellence in the way our people conduct business, engage with stakeholders and operate as individuals or teams within MCC.

We recognise that to be a rewarding place to work, we need to provide flexibility in relation to work practices as we appreciate the importance for our people to have work-life balance. Our proven ability to retain key personnel comes from our existing workplace culture which sees strong cohesiveness across departments. We actively support development for teachers and administrative personnel and our respect for teamwork is highly regarded amongst existing staff.

Our people are our greatest asset and our greatest competitive advantage. We offer a compelling employment proposition with competitive remuneration packaging, flexible working hours, investment in professional development and family friendly work policies and practices.

Mission Statement

To provide the community with lifelong learning opportunities that are relevant, accessible and affordable.

Vision

To be a leading provider of dynamic and innovative adult learning experiences.



Our Core Values



Accountability

We take responsibility to deliver on our promises



Collaboration

We collaborate as one team to provide excellence in the delivery of our programs and services

Commitment

We are committed to provide high quality products and services

Diversity

We respect the diversity of our employees, customers and stakeholders

Empowerment

We empower employees to take initiative and give their personal best

Innovation

We strive to be innovative and to develop creative ideas that have the potential to change our industry

Integrity

We act with honesty and integrity without compromising the truth

Board of Directors



Sue Murray
Chairman



Bob Lundy
Deputy Chairman



June Heinrich
Chief Executive Officer



Peter Sullivan
Hon. Treasurer
Commenced September 2012



Steve Atkins
Board Member
Commenced September 2012



Ted Bell
Board Member
Commenced September 2012



Mark Brandon
Board Member
Commenced September 2012



Jan Christensen
Board Member
Commenced September 2012



Richard Connell
Board Member
Commenced September 2012



Zoohan Gani
Board Member



Peter Garrard
Board Member



Sock Ngui
Board Member
Commenced May 2012

Chairman's message

Susan Murray

I am pleased to present to members the annual report for the period ending 31 December 2012. This is the second report that I deliver to you as Chairman on behalf of the Board and management of Macquarie Community College.

This has been a difficult year in terms of the governance and management of the College.

Following the election of directors at the Annual General Meeting in May the line between the governance role of the Board and the operational management of the College became ill-defined creating an unexpected distraction for both the Board and management team. The College was required to spend considerable money funding independent investigations of four complaints and grievances. The independent investigations determined that the complaints could not be substantiated. This led to the Board convening an Extraordinary General Meeting (EGM) in September giving members an opportunity to elect a whole new board.

The EGM resulted in five new directors being elected to the Board. This has led to restoration of harmony and a return to focusing on the governance of the college. Stability and strong governance is very important to the future of the College. Funding decisions by the State Government which impacted income so significantly during 2012 have not abated and these challenges have led the Board to explore ways to diversify and strengthen income streams.

The final quarter of the year saw the very significant strategic decision to merge Hawkesbury and Macquarie Community Colleges. This merger was supported by Adult Community Education (ACE) the governing body for adult education and when completed will provide Macquarie with a new geographic drawing area, a broadening of courses for vocational training and the opportunity to explore this as a way to strengthen the educational offering from other smaller community colleges. Behind the scenes it brings economies of scale in administration and management of College businesses.

Your current directors bring to the governance of MCC a wealth of experience in organisational and community

development, educational background and financial and risk management. Our focus is clearly on the future and ensuring MCC is a successful and reputable educational institution.

I commend to you the CEO, Senior Executive Team and staff who, through a challenging year, maintained their focus on the business of providing educational opportunities for the broader community.

Together, with dedicated staff and interested members, the Board looks forward to leading MCC through its new strategy and policy initiatives.



Susan Murray B.Ed, MS(Ed)
Chairman
Macquarie Community College

Senior Executive Team



Dr June Heinrich
Chief Executive Officer



Richard Faithorn
Chief Financial Officer



Peter Harrison
Head of AMEP



Jennifer Hogan
Head of Business Training



Sarah Taggart
Head of Human Resources



Lynne Edwards
Head of Marketing



Linda Selfridge
Head of Information and
Communication Technology



Malcolm Harrison
Head of Lifestyle and Leisure

Chief Executive Officer's message

June Heinrich

This past year has seen our vision for the future of MCC begin to impact and shape the organisation as we have all worked towards our goal.

Our vision is that MCC will be a leading provider of dynamic and innovative adult learning experiences. We want MCC to be an easily accessible, responsive, consolidated organisation that delivers education with the passion that our students desire.

Furthermore, our goal is that MCC will be a financially viable, secure and sustainable organisation in which all employees have a positive attitude and feel accountable by being empowered to take the initiative, and to approach change with enthusiasm.

2012 was a year of challenges as we faced cutbacks in government funding for training. These cutbacks reduced our income and resulted in the senior management team focusing on the need to control costs. However, as a result of the strong financial position of the College built up over many years, we were able to weather this downturn. 2012 also saw external pressures exerted on the College which impacted on staff morale.

On the positive side, 2012 also brought a shared vision for the College and a desire to grow and develop. This was typified by our successful bid for the merger of the former Hawkesbury Community College. What was achieved would not have been possible without the ongoing commitment and passion of our staff and our trainers. Our trainers are the face of the college and the fact that many of our students enrol term after term is a tribute to them.

I would like to acknowledge the contribution made by the Senior Executive Team at MCC over this past year. Their continued support and commitment to the mission and the vision of MCC has been vital in enabling MCC to continue to grow and develop in a difficult environment. I also want to acknowledge the retirement of Neda Ceic as Principal of the Adult Migrant Education Program after 22 years of service to the College in November 2012. I would like to thank Neda for her contribution to the College.

Alongside the Senior Executive Team I also want to thank the Board of Directors who devote many hours in their support of the organisation and as they chart the direction of MCC.

Lastly thank you to our members and corporate supporters for the part you play in promoting and sharing the mission of MCC.

As you read this Annual Report I hope you can embrace the passion we share in providing the community with lifelong learning opportunities that are relevant, accessible and affordable.



June Heinrich AM
Chief Executive Officer
Macquarie Community College

Staff Awards 2012

In November 2012 we held our second annual Board/Staff Celebration Dinner. At the Dinner 11 staff received Staff Excellence Awards for outstanding service. The award winners were nominated by their colleagues and represented all levels of the College and a variety of locations.



Clockwise from left to right: Rosemary Taylor, Warren Smith, Rose Marosszeky, Paula Sheehan, Josephine Karras, May Jibraeli Awdeh, June Heinrich (CEO), Mario Anthony, Ron Widman, Sue Murray (Chairman), Katherine Williams. (Alana Hooper and Anna Wondracz were unable to attend on the day).

The winners were:

- Mario Anthony (Property)
- Alana Hooper (Marketing)
- May Jibraeli Awdeh (AMEP)
- Josephine Karras (Finance)
- Rose Marosszeky (Leisure & Lifestyle)
- Paula Sheehan (Leisure & Lifestyle)
- Warren Smith (Macquarie Business Training Centre)
- Ron Widman (Leisure & Lifestyle)
- Kathryn Williams (IT & Personal Development)
- Anna Wondracz (Customer Service)
- Rosemary Taylor received the 2012 CEO Award for outstanding dedication to the College and her students.

Adult Migrant English Program

In 2012, the MCC Adult Migrant English Program (AMEP) Unit had another successful year, delivering a quality business performance which was reflected in the excellent end of year financial results.

Students and Enrolments

The year showed 1,267 new enrolments across the three AMEP Centres of Blacktown, Mt Druitt and Ermington. 191,894 actual hours were taken up by the students, an important figure as the number of "actual hours" undertaken is what the new AMEP contact model bases its funding on. As a result, greater importance has been placed on student attendance, alongside the continuing focus on reach, retention and results.

Throughout the year, the majority of students at the Blacktown centre have come from Iran, China and India. At Mt Druitt, the majority have been from Iraq and Iran and at Ermington, approximately 75% of students come from China or Korea.

Each term, students from all centres complete an online McNair Ingenuity Research Client Satisfaction Survey. In 2012, for all three AMEP centres, the client 'overall satisfaction' average sat well above the National AMEP provider standards.

Community Involvement

In 2012 AMEP entered into a community partnership with DHS Centrelink on an 'On- Line Self Access to DHS Services' project.' This partnership received a lot of attention and in March 2013, Senator the Hon Kim Carr, Minister for Human Services, paid a visit to our Blacktown centre.

There were frequent and regular information sessions conducted for the students from other local service providers and community organisations including SydWest Multicultural Services, Centrelink, Women's Health, Australian Taxation Office (ATO), Police, Department of Housing and Medicare among others.

We celebrated Harmony Day, International Women's day, Refugee week and held a 'Big Morning Tea' to raise funds for The Cancer Council of Australia.

Infrastructure

In April, construction of the demountable at Mt Druitt was completed. Mid year, installation of the smart cards at Ermington and Mt Druitt was finalized and all centres now have Wi-Fi for both staff and students.

Towards the end of the year, we farewelled Neda Ceic, who had been the AMEP Principal since 1998 when MCC, in partnership with the Navitas-led AMEP Consortium, secured the AMEP contract. Her significant contribution to the success of the program over the years is acknowledged and will be remembered by all.

Looking Forward

MCC AMEP has a quality team who are excited and passionate about continually improving the already high standards set in the delivery of such a unique program.

As we progress into 2013 the AMEP Unit has fresh challenges on the horizon. The Curriculum used for the AMEP program – 'The Certificate in Spoken and Written English' is being re-accredited and teachers will need Professional Development in these areas and new resources will need to be created. The KPIs set by DIAC for the delivery of the AMEP are being monitored and MCC AMEP will be working closely with other Consortium partners to ensure compliance standards are set in the delivery of such a unique program.

Peter Harrison

Head of AMEP
Macquarie Community College
(appointed April 2013)

Macquarie Business Training Centre

Macquarie Business Training Centre (MBTC) delivers over 30 qualifications or Statements of Attainment to over 624 participants. We offer individuals, businesses and industries, practical and flexible study with distance learning options.

Qualifications

In 2012, the top seven qualifications delivered were:

- Advanced Diploma of Management
- Certificate III in Aged Care
- Certificate III in Children Services
- Certificate IV in Project Management
- Certificate IV in Mental Health
- Certificate IV in Training and Assessment
- Diploma of Management

Workplace Delivery

MBTC provides a range of workforce development initiatives to support business and industry. These include:

- training for both new and existing worker trainees.
- training consultancy services to identify workforce development needs and design cost effective training solutions through government funding where possible.
- tailoring nationally recognised training to meet the specific operational requirements of individuals and employers; providing strong industry networks and partnerships to ensure integrated support and; up to date information for employers.
- advice on accessing funding to support workforce development, e.g. National Workforce Development Funding, Strategic Skills Program, Experience Plus etc.
- workplace skills analysis.

Our training and delivery strategies are tailored to the specific needs of each workplace to ensure that they effectively contribute to industry productivity. In 2012, individual programs were developed to meet the specific workforce development needs of the following organisations:

- Achieve Australia
- Baptist Community Services
- Housing NSW
- Juvenile Justice
- Northcott Society
- Royal Rehabilitation Centre Sydney
- City of Ryde Council

Within the College, professional development for staff and trainers continued to be a priority in 2012. Training was provided to meet the Australian Skills Quality Authority (ASQA) changes in preparation for our major registration audit.

2012 Audits and Tenders

Achievements in 2012 included preparation for the ASQA 5 year Reregistration Audit. We also successfully achieved another year with the ISO accreditation audit. The Registered Training Organisation (RTO) internal audit was conducted as per our contractual obligations, as an RTO, and was successfully completed.

Our tender submission with the City of Ryde was successful and in February, we received notification of a successful tender application for ADHC (Aging, Disability & Home Care).

MBTC

MBTC has a reputation built on quality and experience. Our long history as a training provider reflects our commitment to support the local community, organisations and industries.

Jennifer Hogan

Head of Macquarie Business Training
Macquarie Community College





Language, Literacy and Numeracy

The Language, Literacy and Numeracy (LLN) programs ensure social inclusion for a range of communities. In 2012, the program was delivered at our Carlingford and Chatswood campuses with funding provided by the ACE Unit of Department of Education and Communities.

LLN Program Aims

In 2012, our LLN team continued to give specialist support to each student, so that they could reach their goals. They achieved this through:

- comprehensive assessment of language or literacy or numeracy
- comprehensive assessment of skills, experience and personal abilities
- development of individualised employment pathways
- assistance to develop effective job search skills
- provision of targeted vocational training opportunities

Courses and Enrolments

2012 was a year of growth for our LLN unit and a majority of it's success was due to NSW Government Funding, received under the Strategic Skills Program (SSP).

Over the past twelve months, we have had over 100 students attend our various LLN sessions. Most recently, we delivered two projects to the Korean Welfare Organisation with 25 people attending the sessions over a 6-8 week period.

A unique aspect of the 2012 LLN program was the joint delivery of the Certificate III in Spoken and Written English,

and the Certificate III in Aged Care. The program gave students a dual qualification and work experience within an aged care facility, provided them with practical experience. An additional Certificate III in Spoken and Written English with a Certificate III in Children's Services focused on building new skills within the Child Care sector.

From May to November, a NSW Government funded course was delivered at Chatswood in partnership with Achieve Australia, a local disability support organisation. Course participants received a Certificate III in Spoken & Written English with a focus on employment. This program was an outstanding success as it focused on providing participants with the skills to overcome a number of barriers which were affecting their ability to securing employment.

Other LLN programs that were offered were delivered under the Skillmax Program. This program targets skilled migrant groups who have a higher English language level.

The Year to Come

Veronica Casson, Language Literacy and Numeracy Coordinator for Macquarie Community College retired this year. Macquarie would like to thank her for the contribution she made during her time with the College.

In 2013, we are looking forward to working with a new team of LLN professionals who will continue the ongoing success of the LLN programs.

Jennifer Hogan

Head of Macquarie Business Training
Macquarie Community College

IT & Professional Development

In 2012, within both the IT and Professional Development program and the College's infrastructure, we tried and tested many new options in an effort to make the College a preferred learning destination and favored provider of computer and IT training in Sydney.

Hardware

Towards the end of 2011 and continuing into early 2012, there was an upgrade of the computer fleet across the College, both in the student labs and across the administration sites. This has offered the College a far more streamlined and professional look for our students and corporate clients.

The speed cabling was updated at the Carlingford and Blacktown campuses and to compliment this, faster and better hardware was incorporated to enable our networks to achieve better productivity for both administration and training staff.

2012 saw the College expand again with a purpose built demountable at Mt Druitt. This new building was the first College site to have Wi-Fi installed, closely followed by AMEP Ermington. The Wi-Fi installations allowed AMEP to begin utilising the new student laptops introduced into the centres in late 2011/early 2012.

The merger with MCC Hawkesbury in late 2012 saw the addition of a new campus and new infrastructure to manage, which is currently being administered in-house with the assistance of the previous Hawkesbury IT Trainer and College Treasurer, Ray Hart.

Software

The biggest software upgrade in 2012 was the Student Management System upgrade project. Initially begun in 2011 with a research project, the Project team spent 6 months in the first half of the year working through a comprehensive project plan and implementation.

The system implementation was successful because of the dedicated team who worked together to ensure that a smooth transition occurred. The new system was a major

project for the IT Department and we appreciate the effort the staff went to, working with the team and the commitment everyone has shown to developing their skills and to assisting in further development of the program to suit the needs of the College now, and in the future.

Courses

In 2012, overall the IT/PD division made an improvement on enrolments. However, enrolment numbers were down across the College. To recover from this, new approaches for 2013 will focus on boosting enrolment numbers and course earnings. We will achieve this through revised marketing approaches with local businesses, industry consultations, a reshuffle of the course offerings, and further investigation into providing specific vendor product training.

This year, women were the dominant learner group as they made up just over 80% of total participants in computer courses. Dominant age brackets were 50 and above, followed by 40 to 49 years, and 30 to 39 years.

2012 saw significant increases in the IT and Professional Development courses being run at Chatswood. Whilst enrolments were down on previous years in some terms, the program is slowly rebuilding its enrolment numbers and working to ensure increased class sizes and making more conscious business decisions around the running of courses.

The aim for the 2013 year is to continue this build up and increase our sales focus with the help of some qualified and committed staff.

Finally, I wish to thank June and the Board for their invaluable advice and guidance throughout the year. I am looking forward to an adventurous and prosperous 2013 with you.

Linda Selfridge

Head of Information & Communications Technology
Macquarie Community College



Leisure and Lifestyle

The Leisure and Lifestyle (L&L) courses continue to form the core of the adult education programs offered by the College. During 2012, the College scheduled over 400 recreation courses, taught by approximately 200 experienced and professional course presenters, at over 70 venues, stretching across the northern suburbs of the city.

Venues

The decision to relocate the Eastwood teaching operations from Eastwood Primary School to the Brush Farm campus (consisting of the Department of Corrective Services Training Centre and the heritage listed Brush Farm House) has been extremely popular with both students and teachers. It has supplied the College with more teaching options and provides additional teaching space for weekend courses.

The College assumed responsibility of Brush Farm in December 2012 and has received a steady stream of inquiries from the wider community since. This relocation has also stimulated community interest in the use of Brush Farm House for a wide variety of community events ranging from private birthday functions, weddings, rehearsal space, art exhibitions, craft and educational retreats.

The College continues to review all venues and aims to provide high quality amenities for both students and teachers. The progressive introduction of Wi-Fi access across MCC venues will enhance the quality of our programs and improve student access.

Significant Changes

June 2012 saw the introduction of a new student management system, as well as the relaunch of the College website. This involved a substantial degree of planning and involvement by L&L staff. With the increasing popularity of the website to research, and enrol in, recreational courses, the College introduced a policy in late 2012 to reduce course listings in the printed term catalogue but increased the number of courses listed on the website only. In addition, courses that were inactive were available for searching with the addition of a 'waitlist' option for potential students.

In recent years, the L&L program has benefited from the successes of VET and AMEP programs. This subsidisation enabled L&L to develop over 500 courses each year but did not encourage any sense of sustainability across the program. In 2012, course fees were reviewed and, in most cases, increased by 10% to 20%. These increases matched the fees of other community colleges.

Looking Ahead

The Leisure and Lifestyle program is constantly under revision and 2013 will see a number of new and innovative courses introduced to our course offerings. In particular, courses involving educating the community on the Aged Care system and courses dealing with real estate procedures are designed to draw new student groups into the College program. The L&L programs still aspires to deliver selected recreational programs to corporate clients, and investigations into this will continue in 2013.

Malcolm Harrison

Head of Leisure and Lifestyle
Macquarie Community College





Community Access

The guiding principle behind the Community Access program at MCC Macquarie, is to provide affordable and quality courses for people with an intellectual disability, both in recreational activities as well as in functional and personal skills.

With this objective in mind, in 2012 the Community Access program continued to be a stable and successful operation, with a range of courses available for all levels of people with an intellectual disability.

Courses and Enrolments

Community Access courses are specially designed on the needs of the various disability support organisations and their clients. All courses are exclusively available for residents and clients living in supported accommodation or who access disability services within the local community. The College is also able to present specifically designed personal development programs for students with low support needs.

In 2012, Community Access courses on offer included:

- Fitness and Sports
- Dancing
- Art and Drawing,
- Music and Percussion
- Beauty and Grooming
- Visual Sensory Stimulation and
- Colour Therapy

The number of courses that ran each term remained steady at 29. However, enrolments were marginally lower in the latter part of the year due to policy changes in one of the larger care institutions.

Venues

Community Access courses take place at a range of venues including Minimbah Challenge at Marsfield, The Rydalmere Centre, The Marsden Centre at Westmead and The Lachlan Centre at North Ryde. In addition, MCC Macquarie offers a Post School Options Program at Cromehurst School Lindfield, and provides courses to clients living in supported accommodation homes in Glenwood and Ryde.

Community

This year also saw the introduction of a pilot program with Duke of Edinburgh students from Carlingford High School. To fulfill their community service obligations, students were presented with the opportunity to assist with Community Access classes.

Lastly, we would like to recognize the ongoing patience and dedication of our Community Access trainers in presenting courses to our students. We also recognize the efforts of the carers who make sure that throughout the year, their students are able to attend and participate in their classes.

2013

The Community Access program is an important part of the overall College contribution to community education. With the inclusion of Hawkesbury in the College business, new opportunities to work with like minded community groups in the provision of specialist services will be pursued in 2013.

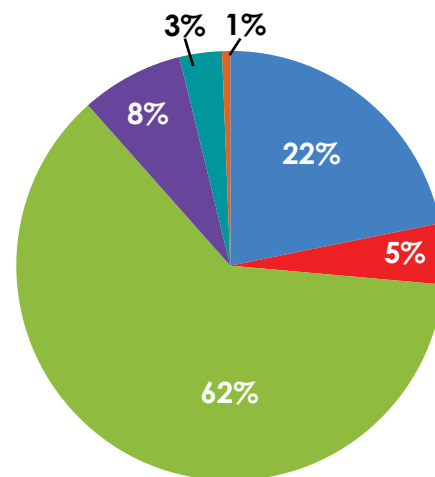
Malcolm Harrison

Head of Leisure and Lifestyle
Macquarie Community College

Financials at a glance

MCC Income

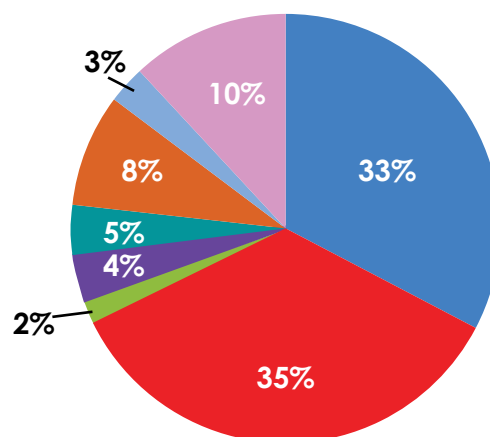
Course Fee	22%	\$ 1,721,868
ACE	5%	\$ 362,248
AMEP	62%	\$ 4,892,342
SSP	8%	\$ 612,361
Interest	3%	\$ 252,351
Miscellaneous	1%	\$ 48,645
	100%	\$ 7,889,815



Course fees ACE AMEP SSP Interest Miscellaneous

Expenditure

Teacher Ex	33%	\$ 2,751,593
Salaries	35%	\$ 2,992,772
Marketing	2%	\$ 215,151
Legal & Co	4%	\$ 323,855
Occupancy	5%	\$ 416,363
Computer Expenses	8%	\$ 679,654
Depn & An	3%	\$ 238,331
Other	10%	\$ 805,967
	100%	\$ 8,423,686

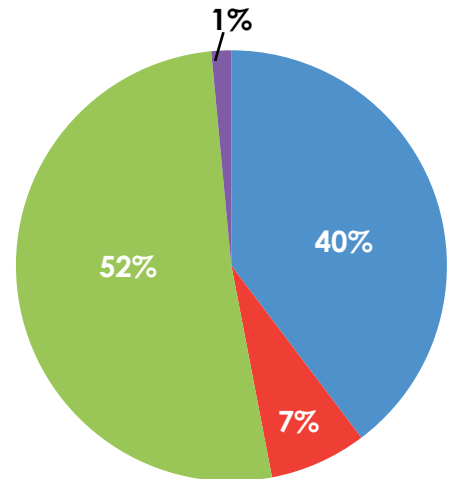


Teacher Expenses Salaries Marketing Legal & Consultant Occupancy
Computer Expenses Depn & Amortisation Other

Financials at a glance *continued*

Assets (What We Own)

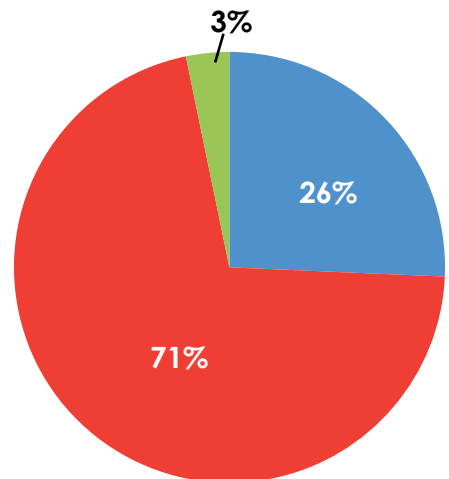
Cash	40%	\$	4,868,499
Trade Debt	7%	\$	893,750
Property P	52%	\$	6,320,119
Other Assets	1%	\$	182,507
	100%	\$	12,264,875



■ Cash
 ■ Trade Debtors
 ■ Property, Plant & Equipment
 ■ Other Assets

Liabilities (What We Owe)

Trade Cred	26%	\$	240,350
Employee Benefits	71%	\$	664,999
Other Liabilities	3%	\$	30,268
	100%	\$	935,617



■ Trade Creditors
 ■ Employee Benefits
 ■ Other Liabilities

For a detailed copy of our financial results please contact the Company Secretary on 02 8845 8814.

Platinum Partners 2012

We value the opportunity to work with our Platinum Partners to provide education services that meet their training needs.



Baptist Community Services - NSW & ACT
www.bcs.org.au



City of Ryde Council
www.ryde.nsw.gov.au



Link Housing Ltd
www.linkhousing.com.au



Navitas
www.navitasenglish.com



Northcott Society
www.northcott.com.au



Lawlink
 Attorney General & Justice

NSW Attorney General's Department
www.lawlink.nsw.gov.au/lawlink



Family & Community Services
 Housing NSW

NSW Department of Housing
www.housing.nsw.gov.au



NSW Department of Corrective Services
www.correctiveservices.nsw.gov.au



Royal Rehabilitation Centre Sydney
www.royalrehab.com.au

We value the financial assistance provided by:

- The NSW Government through the Adult Community Education Unit and NSW State Training.
- The Australian Government, Department of Immigration and Citizenship (AMEP).



Australian Government
 Department of Immigration and Citizenship





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