

# BRITE Institute

Toid 3834



Annual  
Report

20  
17

# EXECUTIVE CHAIRPERSON'S REPORT

Helena Gillies

I am pleased to present the Victorian Vocational Rehabilitation Association, Brite Institute Annual Report. Institute has attained 20 years of operation as a Registered Training Organisation and leader in the Vocational Education and Training industry, providing outstanding student services, support and quality training.

However, this has been a challenging year for Institute staff with Jan Roberts, the Executive Officer resigning due to ill health in December 2016. Jan established the RTO and is the only staff member to have been employed for the entire duration of the organisations existence. Jan was working part-time while she underwent treatment which meant the rest of the team had to step in when she was away and I am proud to say that they rose to the occasion admirably. Gordana Kranjec stepped into the breach as temporary RTO Manager from December to April 2017 when the new Manager commenced her role. Gordana did an excellent job for which we are very grateful.

During her service as RTO Manager Jan forged strong links and relationships in the adult training sector and with local councils, particularly the Northcote council which is the municipality in which Brite Institute is based. Throughout her time at the helm she remained a constant strength for the organisation. One of Jan's many successes was Institute's achievement of an award as Finalist in the 2014 Australian Training Awards for the field of Disability Training. She had an undisputed reputation in training delivery within the community services sector with a host of satisfied students, many of whom have attained more than one qualification from Brite. All at Brite Institute and Brite Services thank Jan for her many years of service and dedication to the organisation.

As is the case with our other fields of operation the transition toward operation within the National Disability Insurance Scheme (NDIS) will require the implementation of new strategies to meet the challenges that will soon emerge. Our former Strategic Plan has expired and the new Strategic Plan covering 2017 -2020 has been approved by the Board.

An important task for Institute in coping with new circumstances and strategies will be to ensure that the balance that currently exists between service excellence in

training development and delivery and the maintenance of a supportive, safe and harmonious learning environment for our clients is not neglected or negated. These issues are the foundation of our organisational goals and objectives, and must remain the basis of our strategic planning and implementation.

During this financial year we also farewelled Bronwyn Gourley and we wish her well in her future endeavours.

We welcomed our new CEO Nick Mac Hale who came to us via Banksia Gardens where he spent two years as a Project Manager and two years as a Relationship Manager. In the two and a half years immediately prior to joining Brite he was Area Manager for Victorian Programs with Mission Australia so he has a good understanding of the not-for-profit and community sectors.

We also welcomed new RTO Manager Erin Wilson who came to us from Mediquest. Erin has fifteen years experience in training, including in the key areas of quality and compliance.

We thank retiring Directors Kathleen Halfpenny and Beverley Lee for contributing their time and skills to the Board, and although they will be missed on the Board, they have both indicated that they will remain Brite members and will continue to actively support the organisation.

Co-opted Board members John Carter and Phillip Perroni were subsequently elected to the Board of Directors at the Annual General Meeting on November 23rd, 2016. Between them they have a great deal of experience in the community, training and disability sectors.

I wish to acknowledge the contribution of all Directors and to thank each one for their promotion of Brite's success through generously volunteering their time and skills and for their commitment to, and pursuit of, the aims, objectives and good governance of the organisation. I also wish to thank the Directors for their continued support and assistance in my role as Executive Chairperson. I especially thank our Executive members for the extra assistance they gave me throughout the year.

On behalf of Board of Directors, I thank the Brite Institute Management and Staff for their continued commitment and contribution to the well-being and success of our organisation.

Helena Gillies  
Executive Chairperson

# Chief Executive Officer's Report

Nick Mac Hale

Brite Institute (Institute) has had another successful year. Our high quality training and student outcomes remain a key point of difference and service excellence within the industry. Our student feedback is again well above industry norms. Such performance is built on the quality of our team, and to this end I would like to acknowledge and thank Jan Roberts as outgoing Executive Officer of Institute. I would also like to thank Gordana Kranjec on her dedication, creativity and hard work as Acting RTO Manager whilst we recruited Erin Wilson to the position on an ongoing basis.

Government policy reform including the National Disability Insurance Scheme (NDIS) and the aged care sector, is providing an opportunity for Institute to re-imagine and grow the impact we achieve with our students and across the community we serve. During the year, we have grown our student numbers whilst maintaining our high quality of service. It is this balance that we will continue to foster as we grow and develop new and innovative models of training delivery with the aim of achieving stronger outcomes for our students.

Our Board has endorsed our new strategic plan to guide our growth during a time of significant sector change over the three years. The planning process engaged all stakeholders within Brite to ensure a comprehensive and innovative approach to our future organisational development where our students' outcomes and employability skills remain at the centre of our thinking and actions.

It is a privilege for me to work with such a passionate, creative, and hard-working team. Our success as an organisation in delivering great student outcomes is built by our employees. Thank you all for your dedication and going the extra mile for our students and community. I have met with many of our students during the year, and the consistent feedback received is the quality of training and our team's unwavering commitment to our students achieving their training and employment goals.

Institute has operated as a trusted and successful training provider for over 20 years. This is a significant milestone for our organisation; a milestone many have contributed to and should feel rightly proud of. Such longevity in a volatile sector provides a launching pad for our future growth as we embark on new pre-accredited training to further support people with disability, newly-arrived communities, and women returning to the workforce. In addition, new courses on our accredited scope of training will further strengthen our position as a provider of choice for students in Melbourne.

Finally, I would like to take this opportunity to thank our Board of Directors and our Members for their support, time, knowledge, and expertise throughout the year. It is an exciting time to be a part of such a dynamic and progressive training provider. Thank you.







**211**  
Employees with disabilities and support staff employed.

**\$3,892,819**  
Spent in the local economy

**97.2%**  
Students satisfied with training

# SNAPSHOT OF THE YEAR

## 2016 - 2017



**TOTAL**  
**212**  
STUDENTS TRAINED

**136**  
NATIONALLY  
ACCREDITED  
QUALIFICATIONS  
TRAINED, OF THESE:

**76 ACFE**  
PRE-ACCREDITED TRAINING  
PROGRAMS IN BROADMEADOWS



**83%**  
FEMALE IN  
TRAINING



**39%**  
PEOPLE WITH  
ENGLISH AS  
AN ADDITIONAL  
LANGUAGE  
IN TRAINING



**49%**  
PEOPLE BORN  
OUTSIDE OF  
AUSTRALIA



**12%**  
PEOPLE  
UPSKILLING  
WITH BRITE



**12%**  
PEOPLE WITH  
A DISABILITY  
IN TRAINING

**OUR VISION**  
IS EQUITY AND  
ACCESS TO A  
BETTER LIFE



### OUR VALUES

COURAGE,  
DIGNITY,  
COMPASSION,  
ACCOUNTABILITY,  
FLEXIBILITY,  
PERFORMANCE



# RTO Manager

Erin Wilson

2016/17 was a year for reconciliation and rebuilding the image and reputation of the Vocational Education and Training industry; after 49 RTOs closed their doors in 2015 and another 12 during 2016. The industry has faced, and continues to face scathing reports in the media; many RTOs have felt the impact of the distrust of Victorians in the training market. Quality RTOs have not been shielded from this negative publicity and many have had dramatic changes in student enrolments, coupled with one year funding contracts from the Department, the financial impact has been significant.

Institute reaching 20 years of training service and delivery in such an unstable market is something to be championed and celebrated. Institute is a true leader in the industry and has a strong reputation in the inner North.

The 2017 Performance Indicator Report (as surveyed by the Department) states that 100% of our students would recommence Brite as a RTO, compared to 93.1% in the 2016 Performance Indicator Report. This clearly demonstrates that Institute remains a leader in the Victorian market place for providing outstanding student services and support and quality training, with 97.2% of students satisfied with training provided by RTO (2017 Performance Indicator Report).



# Highlights for the year

## Operations Manager - Gordana Kranjec, temporary RTO Manager December 2016 – April 2017

Gordana stepped into the acting RTO Manager role during a very unstable time in the sector. Gordana's professionalism, experience and ingenuity steadied the ship at Institute. Gordana displayed just how versatile she can be, negotiating and securing major training contracts and taking Brite into a space they had long avoided, on-site training at key industry partners. This is the type of flexibility the marketplace needed and Gordana utilised her exceptional communication skills and people management to get the job done. These contracts have seen revenue in excess of \$260k for Institute. Gordana is highly regarded and respected by all her reports and peers alike, she is a fierce asset to Institute.

## Appointment of RTO Manager – Erin Wilson April 2017

April 2017 saw the appointment of Erin as RTO Manager. Erin comes to Institute with over 15 years' experience in the RTO space and a keen focus on quality and compliance. The most recent 5 years, Erin has spent designing and developing foundation skills training programs for adults with intellectual and/or physical disabilities to help build new skills or rediscover skills. Her appointment at Institute coincides with the roll out of the NDIS and the need to deliver high quality, well managed training programs for not only the service providers within disability, but to deliver 'real' outcomes to individuals living with a disability.

## Net profit of \$160K

In unstable times and a financially turbulent industry, Institute managed a significant profit of \$160k. This a substantial increase in profit in comparison to previous years of loss or marginal profit.

## Strategic and Operational Planning

The Board has endorsed the strategic plan for the coming financial year and there is significant effort required from all at Institute to achieve the targeted increase in student enrolments to almost 200; to increase the scope of registration with an additional 3 qualifications; the re-work of all training and assessment materials of 4 integral qualifications; an increased profile in the industry and additional lucrative partnerships. 2016/17 has been a year of transformation, stability, quality and compliance. 2017/18 will see Institute carve out a greater share of the foundation skills and community services market and lead the charge for excellence and satisfaction of training delivery and service; with industry endorsed training materials, modern and fit for purpose training facilities, highly skilled and qualified trainers and excellent student support services, led by a passionate, qualified and engaged leadership team.

## Our Successes



### Eugene S Completed a Certificate IV in Leisure & Health

Eugene commenced his study with Institute after a 25 year career in the automotive industry. An unfortunate injury determined that Eugene would be unable to return to the job he had always known. He was recommended to reskill and gain employment in another industry. Eugene had wanted to give back to his community and enquired with Institute about the Certificate IV in Leisure & Health. While Eugene had no experience or point of reference to the industry, he was a keen learner and happily engaged in the mentoring and 1:1 support offered by Institute. Institute was able to source a placement in an Aged Care facility local to home for Eugene, where he obtained confidence and skills in his new vocation; he not only thrived, but built lasting relationships and networks. Eugene is grateful for his ability to give back to his community and is carefully considering the 'right' job for him.

### Katarina Completed a Certificate in Aged Care

Katarina was new to the country and had limited English skills, utilising her network within the Greek community and leveraging on her previous work experience, Katrina approached a Greek Residential Facility, Frondetha, they recommended that she obtain accreditation in the industry before securing paid employment. Frondetha have long been business partners with Institute and

recommended our training and support services due to Katrina's language barriers.

While Katarina struggled to communicate during her enrolment interview, her passion and determination were evident. We devised a strategy to support Katarina through her Certificate and she committed to attending her English language classes to gain a better understanding of spoken English. Assessments and training sessions were broken into simple language and additional mentoring and 1:1 training was provided. Katarina's determination to achieve her qualification is second to none; she attended fortnightly training sessions, weekly practical placement at Frondetha and maintained a full time job. Katarina thrived at her placement and received high praise from her peers and residents alike when her trainer attended for skills observations. When Katarina successfully completed her qualification, she attended Institute with both her eldest and youngest children who were both evidently very proud of their mum. Katarina praised Institute for their training and support and said Institute 'had given her a chance she could never have had anywhere else and had changed her life!' Katarina is now employed with Frondetha doing what she loves.



### Eugene D Complete a Certificate IV in Leisure & Health

Eugene was recommended to Institute through his employer, Wintringham, another business partner with Institute. Wintringham wanted Eugene to obtain a qualification to recognise his many years of working experience. As Eugene was only a year away from retirement, he was hesitant to engage in training after 'more than 40 years out of school and English wasn't his first language'. During his enrolment interview, Eugene shared his work history and stories of working with the homeless and disadvantaged within his community, but he remained concerned with the schooling side of things. The Operations Manager made him aware of the importance of gaining





recognition for his many years of experience and the support and mentoring available with Institute would make the qualification attainable. After his commencement Eugene tragically lost his dog and became emotionally distressed and struggled to focus on training, through counselling and support we managed to get Eugene back on track until another tragic loss of a family member. Again the Operations Manager met with Eugene and consoled him during

his grief; it was during this conversation that the Operations Manager discovered that Eugene was the sole income earner for a very large, extended family and that he was responsible for providing education for his nieces and nephews back home in the Philippines. Eugene took a break from his studies to return home and attend a family reunion, he was unsure if he would continue his qualification when he returned but committed to think about it. When Eugene returned he was committed to completing his training and with support, he did, but not without a celebration and very unique thank you. Eugene did a presentation in his last session and insisted that the Operations Manager be front and centre, he pulled out the karaoke machine and sang 'I did it my way' and managed to sneak in a special thank you to Brite and Gordana for all their support.

### Delivery of Certificate I in Work Education

After the successful rollout of two pilot training programs in Certificate I in Work Education, Institute sought feedback and undertook a full review of the training program. All graduates have 'loved' their training with Alicia and look forward to class.





# Financial Summary

## Victorian Vocational Rehabilitation Association ABN 82 005 499 650

### Statement of Income & Expenditure & Other Comprehensive Income

For the year ended 30 June 2017

Revenue	2017	2016
Revenue	798,182	696,859
Other income	52,286	52,270
<b>Total Revenue</b>	<b>850,468</b>	<b>749,129</b>
<b>Expenditure</b>		
Employee benefits expense	431,157	375,109
Depreciation and amortisation expense	54,396	56,149
Repairs, maintenance and vehicle running expense	1,593	4,177
Fuel, water and power expense	7,496	6,384
Rental expense	61,247	50,550
Staff training expenses	13,134	509
Audit, legal and consultancy expense	8,024	6,175
Marketing expenses	3,303	13
Donations to Brite Services	-	53,436
Other expenses	59,271	39,948
Administrative Support	50,436	47,610
<b>Total Expenditure</b>	<b>690,057</b>	<b>640,060</b>
<b>Profit/(loss) for the year</b>	<b>160,411</b>	<b>109,069</b>
<b>Other comprehensive income</b>		
Revaluation of buildings	-	712,639
<b>Total other comprehensive income for the year</b>	<b>160,411</b>	<b>712,639</b>
<b>Total comprehensive income attributable to members</b>	<b>160,411</b>	<b>821,708</b>

### Statement of Financial Position as at 30 June 2017

ASSETS	2017	2016
Cash and cash equivalents	519,938	347,292
Trade and other receivables	81,348	74,905
Other assets	4,213	3,543
<b>TOTAL CURRENT ASSETS</b>	<b>605,499</b>	<b>425,740</b>
Property, plant and equipment	3,827,157	3,881,553
<b>TOTAL NON-CURRENT ASSETS</b>	<b>3,827,157</b>	<b>3,881,553</b>
<b>TOTAL ASSETS</b>	<b>4,432,656</b>	<b>4,307,293</b>
<b>LIABILITIES</b>		
Trade and other payables	90,503	66,160
Provisions	10,922	71,184
<b>TOTAL CURRENT LIABILITIES</b>	<b>101,425</b>	<b>137,344</b>
Provisions	12,248	11,378
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>12,248</b>	<b>11,378</b>
<b>TOTAL LIABILITIES</b>	<b>113,673</b>	<b>148,722</b>
<b>NET ASSETS</b>	<b>4,318,983</b>	<b>4,158,572</b>
<b>EQUITY</b>		
Retained Earnings	112,578	96,536
Revaluation Reserve	3,193,203	3,193,203
<b>TOTAL EQUITY</b>	<b>4,318,983</b>	<b>4,158,572</b>

A full copy of the Audited Financial Statements are available on request or at [www.brite.com.au](http://www.brite.com.au)

**Victorian Vocational Rehabilitation Association  
Trading as Brite Institute**

**Registered Office**

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Broadmeadows VIC 3047

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Northcote VIC 3070

**Principal Place of Business**

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Northcote VIC 3070

**Auditor**

DFK Kidsons Partnership  
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Melbourne VIC 3000

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