

Bendigo TAFE & Kangan Institute

# Quarterly Report

Against our 20>25 Strategic Plan

Q3 2022



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Bendigo TAFE and Kangan Institute acknowledge that their campuses are located on the ancestral lands of the Wurundjeri Peoples of the Kulin Nations, the Djaara people of Dja Dja Wurrung, Yorta Yorta Nations and the Gunaikurnai people.

The Institutes respect their Elders past present and emerging and cultural heritage and we recognize their continuing connection to land, waters and culture.

*Artwork by Jida Gulpilil*

# CEO's Report



Welcome to our Bendigo Kangan Institute (BKI) Quarter Three (Q3) report for the period 1 July to 30 September 2022. It's hard to believe that Quarter 3 has ended and we're one quarter away from the end of the year. In Quarter 3 we continued to deploy our North Star transformation program of work and moved closer to achievement of our 20>25 strategy execution. You can read about our progress in the full quarterly report, as well as a couple of highlights and acknowledgments in my CEO Report.

## Victorian Training Awards

I'm so proud to confirm that BKI was awarded Large Training Provider of the Year for 2022 at the Victorian Training Awards in September. Two of our students also won awards - Desirae Kilduff for Koorie Student of the Year, and Franchesca Morale for Trainee of the Year. Congratulations to Desirae and Franchesca!

It's also the second year in a row that we were nominated as a finalist for the Inclusive Training Provider category - strong recognition of our ongoing efforts in this space. Congratulations also to our student Madison Giordano who was nominated in the Apprentice of the Year category.

What an absolute credit to our dedicated and committed team at BKI for our Large Training Provider of the Year award, and to our Board for their guidance and support. It's further acknowledgement of the great work everyone does to always ensure students are at the centre of everything we do. Despite the challenges of COVID-19 over the past year, we were able to adapt swiftly and go above and beyond to ensure our BKI and our students continued to thrive. Congratulations everyone.

## Transforming BKI and our Student Experience continues with the official launch of Job Ready Plus (JR+)

On 1 August, the Student Journey Transformation Program (SJTP) team achieved a very important milestone with the JobReady Plus Course Set-up and Timetable functionality officially going live, and our staff commencing creation of courses in JR+; with complements Program and Course Catalogue publishing capabilities. This is an exciting achievement and a significant milestone in the program, and the deployment enabled 2023 Course Offerings and Timetables to be created in preparation for 2023 enrolments. The 2023 enrolment functionality was also deployed through September.

## Farewell to Peter Harmsworth, Board Chair

We celebrated Peter Harmsworth AO as his time as Board Chair of the Institute came to an end on 31 August. Peter joined Bendigo Kangan Institute's Board as a Director in 2016 and became Chair of the Board in October 2017. He is a passionate advocate for the TAFE sector with a strong vision for vocational education and training. During his tenure Peter played an active role in the stewardship and oversight of our daily business especially through his contributions as Board Chair and as a member of the Finance, Risk and Audit Committee, the Education and Business Development Committee, the Governance and Culture Committee, and the VETASSESS Committee.

We also acknowledge Peter's passion for our Indigenous Education Centre and his work on its Innovate Reconciliation Action Plan (RAP) launched in August 2021. The first of its kind for the TAFE sector, our Innovate RAP is a framework designed to make real progress towards reconciliation by ensuring that we take practical steps to build relationships, respect, and opportunities in a way that's accountable to the Institute and the Indigenous community.

Marg O'Rourke was appointed as interim Board Chair following Peter Harmsworth's departure.

Finally, I'm excited to move into our fourth quarter and look forward to working with the team and sharing more achievements and milestones in our next quarterly report.

## Sally Curtain

**Chief Executive Officer**  
**Bendigo Kangan Institute**

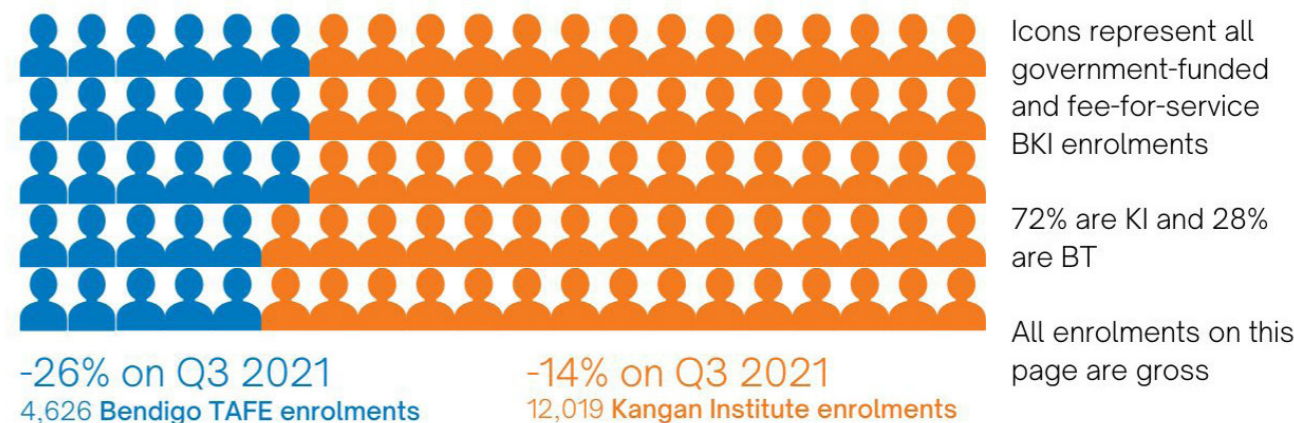
# Financial Report

## The net result for Q3 2022 was deficit of (\$10.117) million.

This is predominantly due to the timing of grants, recognition of capital works revenue and project expenditure. We have seen a reduction of 19% in demand of new enrolment which has a direct impact on the second half of budgeted training revenue.

We continue to monitor our costs closely to budget and to invest in North Star initiatives to improve our operational efficiencies and our path to sustainability.

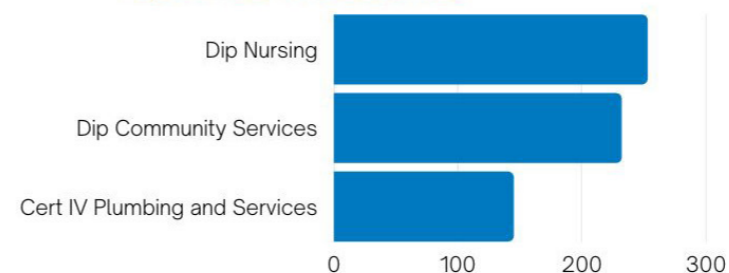
# Students



## Bendigo TAFE



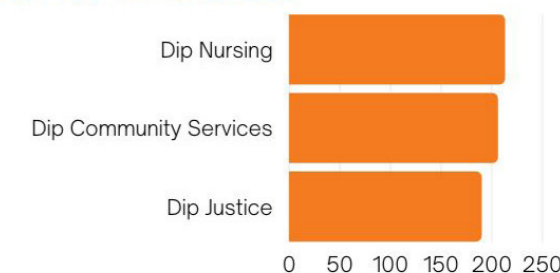
### Top 3 Free TAFE courses



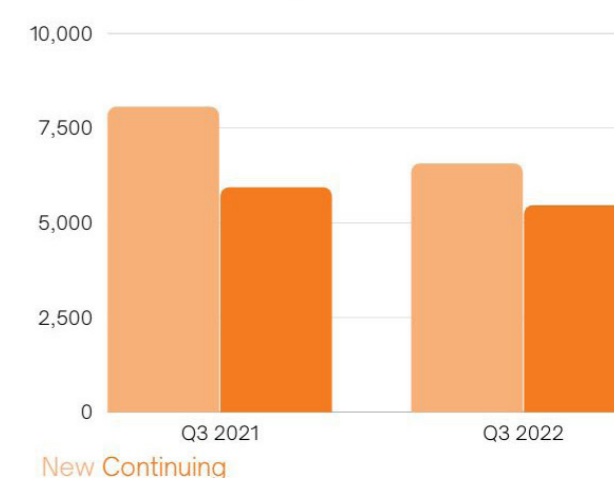
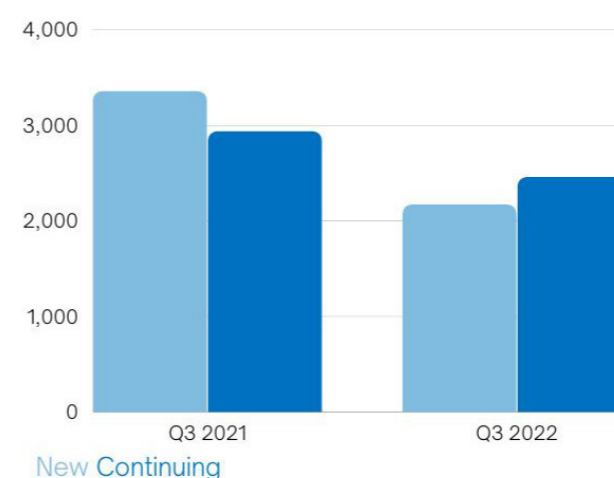
## Kangan Institute



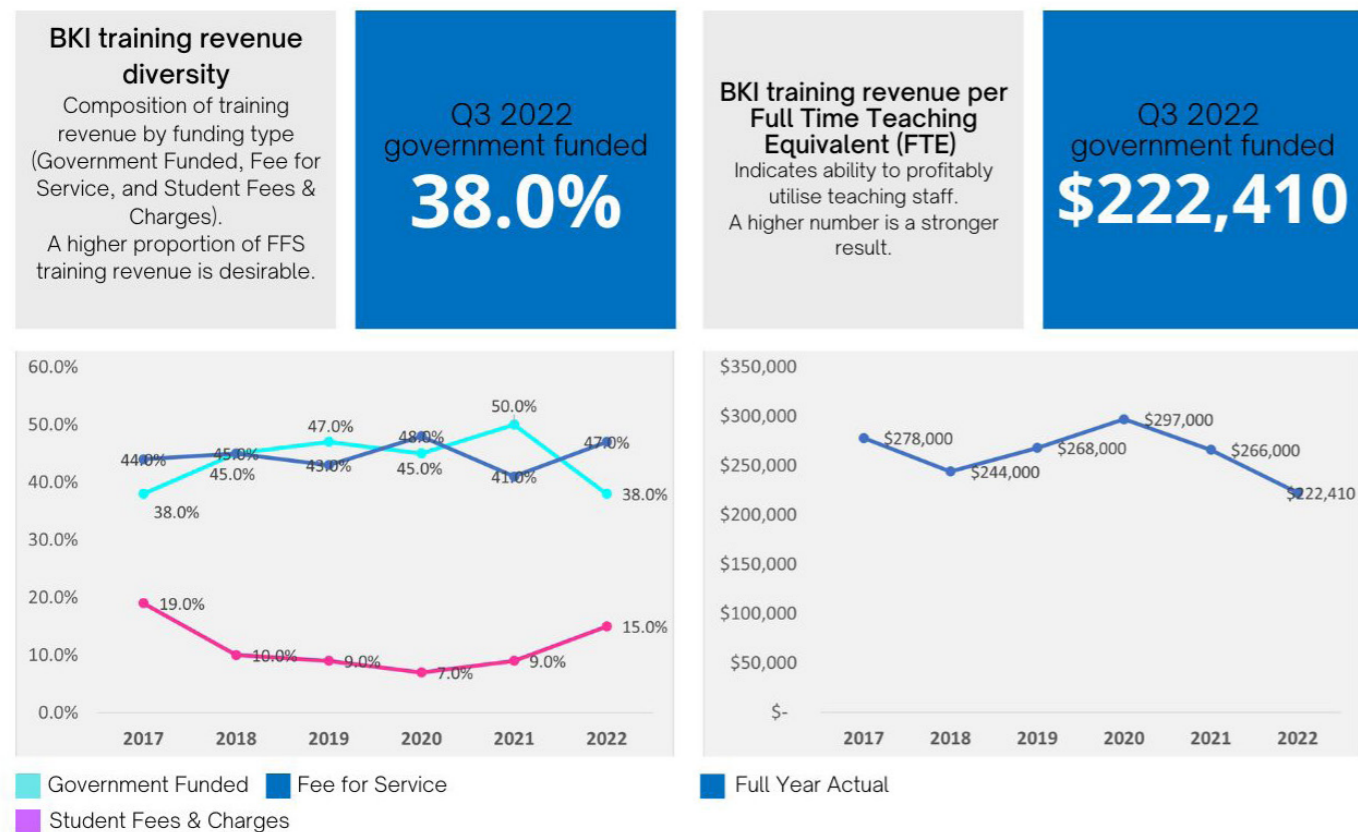
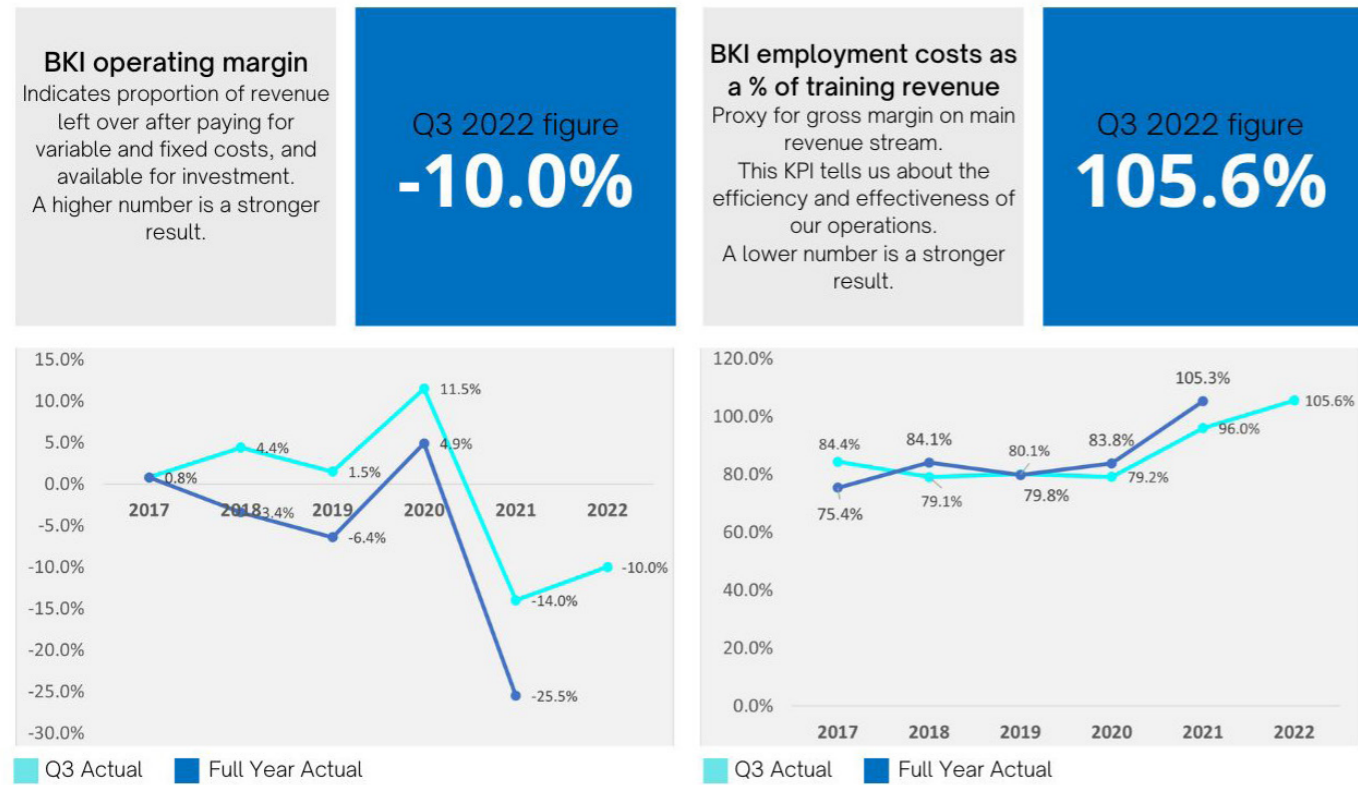
### Top 3 Free TAFE courses



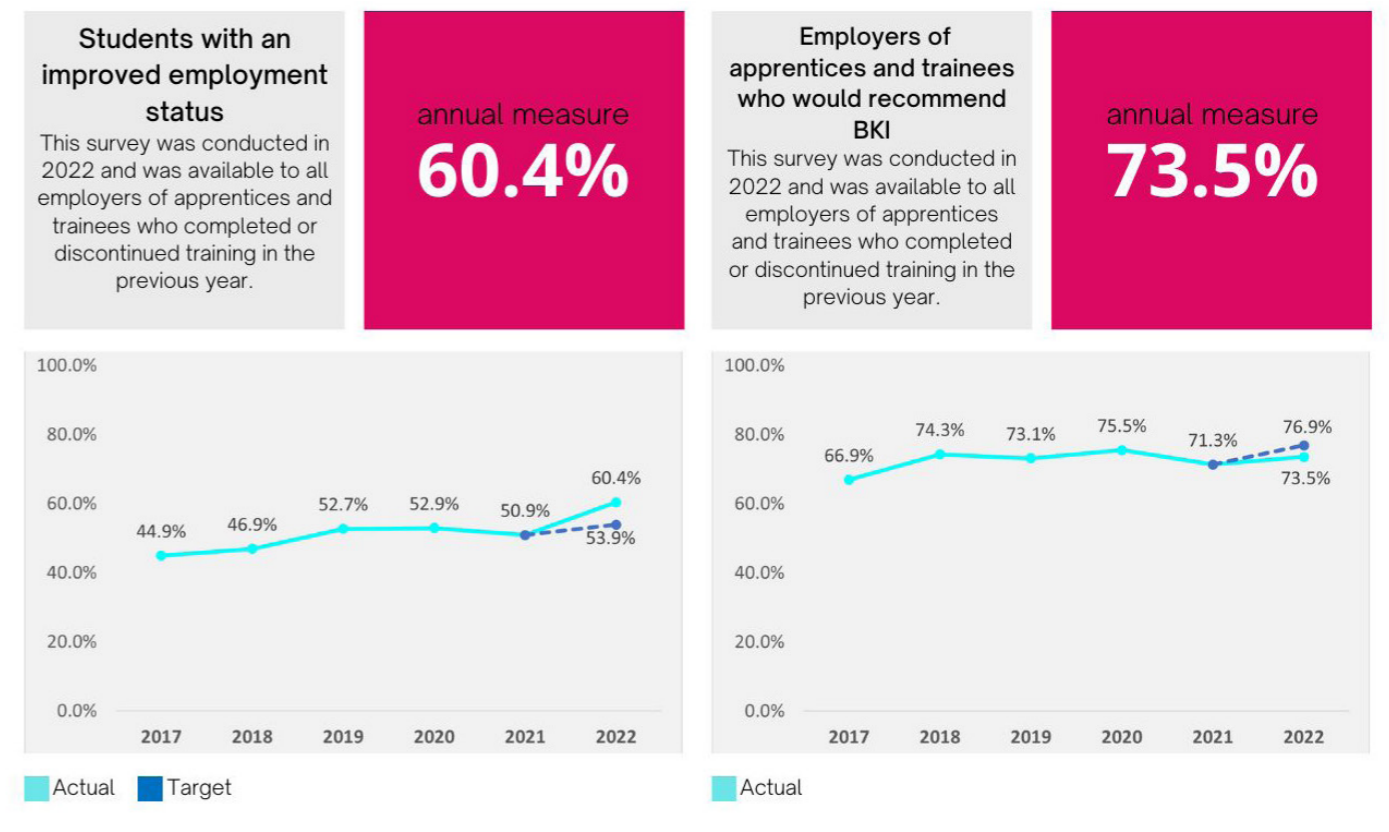
## Government-Funded and Fee-For-Service Enrolments - New vs Continuing



# Strategic KPIs



# Strategic KPIs



# Progress against our 20>25 Strategy

## Improving our offering

We provide skills and experience for young Victorians to meet the demands they will face in the workforce today and into the future.

### Our hospitality, bakery, and cookery students are back on campus

From July, Baked Goods were back at our Broadmeadows campus during the term at their bakery window (Wednesday and Thursday). Students studying Certificate III in Bakery and Certificate III in Commercial Cookery were once again selling their delicious cakes, danishes, donuts, fresh bread, egg and bacon rolls, and a lot more.



The book-in sit-down lunch at Richard's Restaurant at Broadmeadows also opened for staff to enjoy a fine dining experience at great prices. Managed by our staff and hospitality students, Richard's is a training restaurant that showcases all the hospitality skills that our students learn when they study with us.

The training kitchen in Bendigo City also opened for staff and community for lunches – all prepared by our students with well-planned menus at very affordable prices.

### DELWP Forest and Fire Operations Officer Traineeship Program extended

We announced in July that the Department of Environment, Land, Water & Planning (DELWP) Forest and Fire Operations Officer Traineeship Program has been extended for a further 18 months, with an investment of \$1.3M. The additional funding will deliver two more groups of trainees for the Certificate III in Agriculture and Certificate III in Conservation and Ecosystem Management in 2022 and 2023.

This life-changing opportunity will be offered to 12 Victorian-based youth aged between 16 - 24 who come from disadvantaged and culturally and linguistically diverse backgrounds including those of Aboriginal descent. Some of the trainees are refugees or asylum seekers and the program will give them an opportunity to connect with regional Australia and be supported while they study with us.



This fixed-term program will provide trainees with two (2) years of paid employment with DELWP as Forest and Fire Operations officers in regional Victoria while they study to complete a Certificate III in Conservation and Land Manager.

BKI designed, developed, and delivered the Certificate III in Conservation and Land Management training across three (3) intakes from 2018 - 2022. Since 2018, 12 trainees have participated in and completed the program.

### Skills and Jobs Centre and Employment Centre moved to a new location

In July, the Skills and Jobs Centre and Employment Centre moved from Building A to Building C (in the library) at the Broadmeadows campus to better serve our students and community. The Skills & Jobs Centre is a 'one-stop-shop' offering independent advice and support to individuals by our qualified career advisors. The Centre offers free weekly employability workshops and assists individuals Looking for training, considering a career change and/or preparing for employment.



The Employment Centre provides assistance to students and recent graduates who are seeking employment. The Centre offers one-on-one support for job searching; job application preparation and interview techniques; assistance with developing employability skills and access to vacancies advertised through the Centre.

### Our community partner BRITE visits Broadmeadows

On 10 August, we were thrilled to welcome community partner Rob Hannaford, CEO of BRITE to our Broadmeadows campus. Well known in the community, BRITE is a social enterprise and not for profit charity, and has been changing people's lives for over 40 years through meaningful jobs and support services. Over the years, our ongoing partnership with BRITE benefits students with disability, mainly in the horticulture and aged care areas. We now look forward to advancing the partnership with BRITE as our new Broadmeadows Campus Revitalisation Program – Stage 1 takes off.

Carolyn Burr Head of Campus said It was a great opportunity to continue our conversations with BRITE and our shared vision for education, training and skills in the Northern region. Our bakery team also attended sharing their freshly baked cakes and muffins.



### Advancing our horticulture program

In an industry first, Kangan Institute and Oasis Horticulture collaborated to deliver the Certificate III in Horticulture at Oasis's Devon Meadows site. This fantastic initiative was published in the Nursery and Garden Industry Victoria (NGIV) August Groundswell hard copy publication, distributed to over 4000 members across Victoria - amazing exposure for our Horticulture program.



### Air Conditioning, Refrigeration & Building Services (ARBS) 2022 exhibition - on the road to upskill the air conditioning and refrigeration industry in regional Victoria

Australia's largest air conditioning and refrigeration trade exhibition - the Air Conditioning, Refrigeration & Building Services (ARBS) 2022 was held at the Melbourne Convention and Exhibition Centre from 16 to 18 August. At the exhibition, our Construction & Industrial team in conjunction with GoTAFE launched a unique training pod to take upskilling on the road for the regional air conditioning and refrigeration industry. The first trip for the training pod was to the exhibition in Melbourne.

This innovative fleet of mobile training pods were developed with GoTAFE to upskill the air-conditioning and refrigeration industry in regional Victoria. Bringing the training to the students, the mobile training pods deliver on-location training, and support tradespeople to get up to date with the latest work practices and become qualified to work with new environmentally friendly refrigerants. Led by Education Managers Jim Box and Tony Burmeister, the team showcased this new training opportunity and our engagement with industry. Feedback from exhibition attendees was very positive, with the training pod generating much interest and many enquiries from businesses.



### Our students excel at the Regional WorldSkills competition

The Regional WorldSkills competition was also held at the ARBS expo, with two of our Bendigo TAFE Air-conditioning and Refrigeration students competing as part of 15 apprentices from four institutes. Participants were required to build a refrigeration coil which was judged on the quality of work and efficiency of output, as well as fault-finding in refrigeration equipment.

Joshua Butcher, 2nd year apprentice studying Certificate III finished in second place and Hayden Leech, 3rd year apprentice finished third - a fantastic outcome! Congratulations Joshua and Hayden and to their teachers who mentored and supported them to reach this milestone.

Teacher Steve Crapper, who was also one of the judges at WorldSkills reflected, "We're all very proud of both Josh and Hayden. It was such a great result, especially since it was Bendigo TAFE's first time competing in refrigeration WorldSkills."



Our Apprenticeship Support Officers (ASOs) Brian Smith and Melanie Smith were also on hand to assist and provide apprenticeship advice to attending visitors. Thank you for your support!

The exhibition featured around 250 national, multi-national and international manufacturers, distributors and agents and attracted over 7,000 visitors.

### Victorian Skills Plan 2022 announced

The spotlight was on Docklands on 22 August as we welcomed the Hon. Gayle Tierney MP, Minister for Training and Skills and Higher Education to the campus, to launch the inaugural Victorian Skills Plan 2022. Over 145 representatives from the Victorian Skills Authority, vocational education and training, schools, industry, staff, and students attended the launch at our Automotive Centre of Excellence (ACE).

The minister along with Lisa Line, VSA Advisory Board Chair escorted by CEO Sally Curtain also had the opportunity to tour our facilities and meet with our apprentices, at their work areas.

Thank you to all involved particularly our Automotive, Marketing and Security teams for their fabulous collaboration to ensure the launch was a great success. A shout out also goes to Box Hill Institute hospitality students who served refreshments at the event. To find out more about the Victorian Skills Plan visit: [www.vic.gov.au/victorian-skills-plan](http://www.vic.gov.au/victorian-skills-plan).



### Motor Sport Technology students get real-life pit crew experience

Two of our Certificate III in Motor Sport Technology students had an incredible hands-on experience with a professional race team pit crew last weekend.

Cassidy Giles and Shivohn Carroll were part of the Penrite Racing Supercars team during the Sandown SuperSprint race weekend from August 19-21. Their placements were made possible through Kangan Institute's sponsorship of the team.

Motor Sport teacher Greg Moulden said that a race weekend is the ideal way for students to put what they have learned into practice. Our certificate III course is a pathway into an exciting career in motorsport. It's brilliant for Cass and Shivohn to get the chance to be involved in car preparation for practice sessions and races. They got an invaluable perspective on how a top-flight race team operates, which will be a huge benefit for them.



### Skills Job Centre outreach services in our local community

In September, Kangan Institute Skills Job Centre collaborated with Hume Multiversity partners GOTAFE and Melbourne Polytechnic SJC's to offer outreach services to the local Craigieburn community, at the Craigieburn Hume Global Learning Centre. The Multiversity partners work together to ensure the local residents can access the SJC services and support closer to home. Parent groups and other residents appreciate the opportunity to discuss their career pathways and training options in their local community at the Craigieburn Hume Global Learning Centre.

Broadmeadows Hume Global Learning Centre and the SJC collaborated will be offering a weekly JobsHelp program for our local Broadmeadows residents in the Broadmeadows Hume Global Learning Centre.

### Teacher Capability team share their digital literacy expertise at the Anthology Together conference

On 25 August, the Teacher Capability Team, Kent Martin (Teacher Specialist) and Babis Lagos (Lead of Teacher Capability) shared their considerable expertise, presenting on digital literacy with teaching and learning professionals from around the APAC area at Anthology Together Asia Pacific (ATAPAC) which brought together the most innovative education professionals around the region (#ATAPAC). It is the one-stop destination for industry thought leaders, peer-driven discussions, best practices, professional development workshops and a variety of networking opportunities.

Attendees learned from institutions how they inspire and achieve greatness. Hosted by one of our suppliers, Blackboard, the event aimed to create opportunities for peer-driven discussions, best practice demonstrations and variety of networking opportunities. Blackboard is a EdTech company serving higher education, further education, business and government clients around the world.

### Health Open Day at Bendigo City Campus

A Health Open Day showcasing our learning facilities and health courses was organised on 13 September at Bendigo City Campus, attracting over 30 visitors.

Information sessions on the day covered courses in aged care, allied health, dental assisting, disability, health services, nursing, and pathology. Following the session, the visitors experienced guided tours of the state-of-the-art simulation labs at the Health and Community Centre of Excellence.



### Our Docklands campus hosts WorldSkills Regional competitions

On 16 September, our Automotive Centre of Excellence was a hive of activity as the host venue for the WorldSkills Australia regional automotive competition - a proud moment for BKI to be chosen as the hosting venue.

Our incredibly talented automotive students and apprentices competed in various categories, from automotive refinishing and autobody repair, through to light vehicle, heavy vehicle, and motorcycle mechanics.





# Progress against our 20>25 Strategy

**Improving our experience**  
 Our enhanced student journey will make learning at Bendigo TAFE or Kangan Institute an enjoyable, memorable experience.

## Our fashion students joined the VAULT's Disruptive Fashion Parades in Melbourne's Iconic Block Arcade

Several of our Diploma Level fashion students collaborated with National Trust of Victoria's VAULT a premium vintage fashion boutique for the first ever student-led Lunchtime Runway, showcasing Spring fashion looks on 9 September at Melbourne's iconic Block Arcade. VAULT's Lunchtime Runways showcased exquisite springtime looks to kick off the season. The Runway featured a range of couture and designer items, including stunning pieces from Melbourne designer, Keon Couture.

The first student-led Lunchtime Runway had four Kangan Institute fashion design students from the Cremorne campus, styling two looks each on the six models walking through the Block Arcade. Hair and makeup, and quick changes during the fashion parade were also done by our students. Jack Fordham, VAULT retail coordinator, was delighted to involve talented students in the stimulating and unique experience of being involved in the Lunchtime Runways. "The Lunchtime Runways have been designed to showcase how vintage clothing can be upcycled and styled for today's trends, and we're excited that we can include upcoming stylists and future fashion designers in this project," Mr Fordham said.

Six models walked through the Block Arcade on the day, giving Melbourne city-goers the opportunity to stop and enjoy stunning springtime fashion looks. First introduced to Melbourne's fashion scene in late 2021, VAULT is bringing vintage fashion back to the Block Arcade, once considered an essential destination for fashion lovers. The boutique showcases a curated and evolving collection of couture and designer clothing and fashion accessories collected by the National Trust through generous donations. Proceeds from VAULT go towards supporting the National Trust in conserving and protecting Victoria's natural, cultural, and built heritage.



## We now have a new Child Safety Policy for Youth

In early August, we announced a new Child Safety Policy – targeted particularly at young people. You can read it here. The new Policy for Youth has been designed to make the policy user-friendly for families and young people and includes only relevant information such as youth safety at BKI, how to raise concerns, complaints, and access support - all in one place! The new policy will not be replacing the existing Child Safety policy. It will also be added to our Bendigo TAFE and Kangan Institute internet sites.

## We've reached a major milestone with the launch of JobReady Plus (JR+)

On 1 August, the Student Journey Transformation Program (SJTP) team achieved a very important milestone with the JobReady Plus Course Set-up and Timetable functionality officially going live, and our staff commencing creation of courses in JR+. This deployment enabled 2023 Course Offerings and Timetables to be created in preparation to be in-market for 2023 enrolments and complements the previous deployment of Program and Course Catalogue publishing capabilities. This now opens a number of activities to ensure readiness for enrolments.

### Staff support is available for all users

The SJTP Team have a hypercare support model in place to assist staff. This ensures users are well supported during this, and all future releases. Users will also be able to ask Power Users in their teams to assist them with questions they may have. There are also Help Hub articles, process maps and training videos that are available to all users.

The Help Hub page also outlines the important Dual Phase activities and processes for Banner & JR Plus to support staff through this transitional period. For more information on Support and how to log a ticket, as well as who the Power Users are, please visit the JR Plus >Student Management System (sharepoint.com).

## Proudly supporting our female students pursuing a future in non-traditional industries

On 15 September, our Motorsport students (Shivohn Carroll, Cassidy Giles, Sarah Abu Awad, and Taylor Whyburn) joined Michelle Johnston our Chief People Culture & Strategy Officer, Susana Bishop our Chief Experience and Growth Officer, Giulian Di Maggio Acting Director - Automotive, Bev Williams - Student Support & Placement Officer, and Teachers Joanne Kosch and Catherine Clarke at the Women In Automotive Signature Luncheon.

It was a fabulous opportunity for our students to hear from and network with Australian women leaders, including Professional Rally Driver and Extreme E Champion Molly Taylor, Sarra Stewart of Shebah, Eleni Mitakos of Galmatic, and Renee Cosgrave of Stella Insurance.



### Bendigo TAFE staff and students tour the Bendigo Law Court development

On 22 August, Bendigo TAFE staff and Justice & Community students were invited by our neighbour, Court Services Victoria for a sneak peek of the soon to be completed Bendigo Law Court! With construction of Bendigo's new \$152.4 million regional court hub almost complete, the new facilities set to provide regional Victoria with even greater access to critical justice services. Students enjoyed the opportunity to get a sneak peek at what may be a possible future workplace for some of them.

The new Bendigo Law Court Development will service the Magistrates Court of Victoria, Victorian Civil and Administrative Tribunal as well as the County Court of Victoria, Federal Circuit Court, and Supreme Court of Victoria on a circuit basis. This court will be the first in Victoria to feature a full suite of specialist courts at one location, including a Koori Court, Children's Court, and courts for family violence, drug matters, mental health assessment, and referral.

### We hosted the Manufacturing Manoeuvres fashion forum at Cremorne campus

Another highlight of Quarter 3 was our hosting of the second of our fashion series forums 'Manufacturing Manoeuvres' at Cremorne on 13 September. Over 60 guests including industry, alumni, current students, and staff attended the forum where local manufacturing, reshoring, sustainable production, upskilling and skills shortages, the need for apprenticeships, education for the Textile and Fashion industry & new technologies were all part of this important conversation. Our students also had the opportunity of a lifetime as they got the chance to meet and network with industry who provided them with valuable insights.

Facilitated by Vicki Nicola, Lead Educator in fashion, the panellists included Neroli Betts of Dandy N, Julia van der Sommen of Sample Room, Tomy Ho of Arnsdorf, Kerry Pietrobani-Harlow, Leigh Blackall from Peak Oil Company, and our own fashion teacher Anna Galassi. Alongside the star-studded panel were some key players from the fashion industry who attended including Margaret Porritt of Feathers, Charlie Digby of Digby's, our own alumni now working at MTK textiles Jason Rapetti, Anna from Viktoria Woods, Raquel and Ned from McIntyre Merino - just to name a few.



### Meet Mohammad Bhuyan - a former vet who is now an animal studies teacher

When veterinarian Mohammad Bhuyan migrated from Bangladesh to Melbourne in 2015, one of his biggest challenges was how to build a career he loved in his new country. Armed with an overseas qualification in veterinary science and seven years of experience as a registered veterinarian in Bangladesh, Mohammad's first steps were to pursue further study in Melbourne as a stepping-stone into employment.

That's when he enrolled in our Diploma of Laboratory Technology and Certificate III in Animal Studies, a move that enabled him to secure a role as a laboratory technician at our Broadmeadows campus.

"As a laboratory technician, I had the opportunity to work both in laboratory and animal studies environments. My main responsibilities were to prepare and demonstrate laboratory practical science classes and work with the teacher in animal studies practical classes," Mohammad shared.

After three years as a technician, Mohammad decided to apply his extensive knowledge and experience in a new direction - teaching. He also applied for the Victorian Government's TAFE teacher incentive program which provides skilled professionals in industry with an incentive payment to retrain as a TAFE teacher.

"My education and experience in working within the education sector gave me confidence and encouraged me to change my profession to become a TAFE teacher," he said. "After getting encouragement and support from my managers and supervisors, I started Certificate IV in Training and Assessment, which was an evening program, and applied for the TAFE Teacher Incentive Program. "Throughout the course, I received mentoring and support from the teaching department and after completing my training, I secured a full-time ongoing teaching position in Animal Studies and Laboratory Science." "I am very proud to be a part of BKI and I am enjoying working with the students of multicultural backgrounds," he said.

Mohammad is thriving in his new role as a teacher at our Broadmeadows campus and BKI is delighted to have supported and played a part in his journey to success.



### We revealed our L'Oréal Australia 2022 Beauty for All Scholars recipients

In September, four young, passionate, and aspiring beauty professionals were the recipients of this year's L'Oréal Australia 2022 Beauty for All scholarship award.

The scholarship will provide the talented students Chanel Gasparin, Joudi Zaloum, Selda Gur and Emama Yokhann with valuable training with us - leading to a career pathway into the beauty industry. The scholarships aim to support the next generation of aspiring beauty professionals in partnership with BKI.



Photos: Courtesy of L'Oréal Australia, taken at scholarship presentation at L'Oréal HQ.

### Congratulations to our Teachers who completed their Educator Passport

In September, we celebrated 59 BKI teachers and lead educators who completed their Educator Passport in Term 3 2022. By demonstrating VET currency and achieving this through continuous professional development, our educators drive quality education and training to levels that much industry and community expectations. Our Teaching Capability team deserves a special mention as they continue to engage our teachers to develop and tailor professional development opportunities.

## Progress against our 20>25 Strategy

### Improving our places

Our students and industry partners want their learning experience to be delivered in fit-for-purpose facilities with industry-grade equipment.

### Green Collect and Save - A sustainable outcome

In July, as part of the final relocation and closure of Moonee Ponds campus the Campus Transformation team organised a sustainable solution with social enterprise Green Collect to take away the equipment and furniture we no longer need. Rather than these items ending up in landfill, Green Collect - a social enterprise organisation - collects and recycles or repurposes unwanted office furniture. Not only are they doing something great for the environment they also provide work opportunities for disadvantaged jobseekers.

Since last year the team has saved 412 furniture pieces (4,478kg) from Moonee Ponds from going to landfill and created 137 hours of work. They also saved 127 furniture pieces (or 2,794kg) from Essendon which created a further 81 hours of work for people facing significant barriers to employment. This is a great outcome for all as the saved assets will now benefit low-income households and community groups who have limited access to such resources in Melbourne's western suburbs.



Broadmeadows campus



Charleston road campus

### Groundworks on campuses continue

Our Facilities team have been hard at work maintaining and improving our campuses. The team recently completed some ground works at Broadmeadows and Charleston Road, continuing to transform the campuses to provide a greater student and staff experience.

# Progress against our 20>25 Strategy

## Digitally enabling our operations

We will streamline and digitally enable our systems and processes to improve productivity and staff experience. We will maintain and strengthen our cyber security and system integrity across the organisation and support best practice learning and teaching practices through up-to-date technology solutions.

### Our new websites are live!

We launched our new websites – Kangan Institute and Bendigo TAFE on 18 July. It's a huge step forward for how we support our students with easy to use, responsive and interactive sites, with a vibrant look and feel offering an improved customer experience. They are also much quicker to update. This has been a huge project with some great student and staff improvements – congratulations to everyone involved. Over the first couple of months, we've seen a steady increase of visitors and page views with some very promising data emerging:

- For the two (2) months since launch, we have seen 67,879 unique visitors to the sites; spending an average of 4.13 minutes in the websites
- On average, 4% of people who come to visit the websites submit an application (which is over 3,000 in the last 2 months). We exceeded our 2021 August application number by 98 applications
- Our three (3) most popular portfolio pages have been Trades & Industrial, Accounting & Management, and Health & Community.

### We launched our Teams soft phone telephone system

From 8 August we moved to a soft phone system for staff, accessed through MS Teams – using the MS Teams dial pad to make or receive calls from within or external to BKI. Old handsets will be collected and sent for recycling.

### HEAT is more than just your ticket for ICT support

In early August, we announced that our HEAT portal used to log all our ICT support tasks will also become the one-stop shop to take requests for support from the Student Administration team. This change replaces the email-based service requests to ensure staff can keep track of issues using our enterprise ticketing system. HEAT is on the home page of KanBe Hub. HEAT is also being used to help log tickets for support issues for JR+ as we implement our Student Journey Transformation Program. Using HEAT shows our continuing systems maturity, and the value of using the one ticketing system across BKI.

### SharePoint data migration pilot

We are starting to migrate our files from our existing network drives to SharePoint. This will happen in a phased roll out following successful pilots with ICT and the Food and Fibre team. Both pilot groups provided great feedback for consideration for the broader BKI rollout. The Automotive Centre of Excellence (ACE), Foundations and Pathways, Health, Community teams and the Chief of Industry Engagement and Education Delivery Office data migration was also successfully completed on 19 September. The phased rollout will have minimal impact on work and will be implemented for all BKI portfolios (including the remaining Education Delivery teams) from October through to December this year.

# Progress against our 20>25 Strategy

## Building a united TAFE

We will reset and develop our thinking as one aligned organisation.

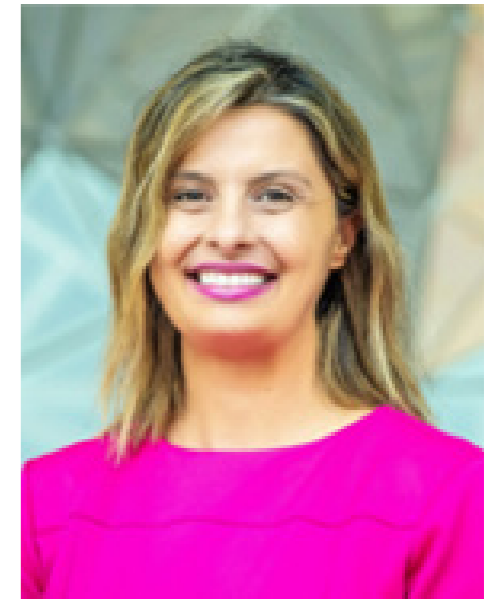
### Indigenous Cultural Awareness Training sessions continue at Broadmeadows

The Indigenous Education Centre (IEC) has developed training to build cultural awareness and competency as part of our Reconciliation Action Plan. Staff continued to participate in the training across Q3, with sessions delivered on campus by Shane Charles, a Yorta Yorta/Wurundjeri educator, artist, musician, and administrator with a distinguished career in Indigenous affairs.

### Welcome to our new Chief Experience and Growth Officer Suzana Bishop

Suzana joined BKI on 12 September. Suzana is an accomplished senior leader with extensive experience gained through shaping brand positioning, stakeholder influencing, customer journeys and ROI across various sectors, including Tourism, Events, Hospitality, Sports, Community Engagement, Culture and Exhibitions. Suzana will be based at Docklands.

Suzana was previously Chief Experience Officer at Federation Square, responsible for directing a brand-led and customer-centric approach to planning and delivering the overall destination experience, stakeholder management, place-making imperatives, programming and events operations, commercial and business growth, championing the voice of the customer and directing precinct management and digital solutions across all touchpoints. She has also held commercial leadership roles, including Acting CEO and General Manager Commercial and Public Engagement at Fed Square and senior leadership roles at the Royal Melbourne Show, the Australian Grand Prix, and the Melbourne Exhibition & Convention Centre.



### Our new Staff Ideas portal has a name

In August, we asked staff to vote for a name for our new Staff Ideas Portal and the winning name was KanWe. From over 40 names suggested, the name 'KanWe' suggested by Diane Lajos, Operations Support Manager – Corrections took out the most votes followed closely by 'IdeasLab'.

### Transforming BKI

In July, we shared some transformation artefacts for staff and leaders that detail our journey over the past couple of years and highlight and celebrate our achievements. While we have achieved some great things there is a lot more to come! The one pagers tell the story of our transformation programs across BKI and can be utilised as standalone documents or as a set of information to discuss and celebrate in teams. We also launched a monthly "Talking Transformation" newsletter in August. We also refreshed the North Star site on the KanBe hub for a better user experience, and will continue updating and/or adding information for all key projects to the site.

### Celebrating NAIDOC Week

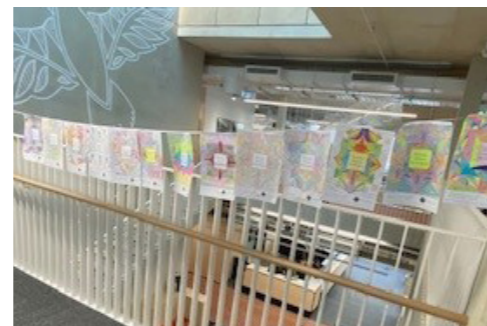
NAIDOC Week (3 to 10 July) celebrates the history, culture, and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC Week is celebrated by all Australians and is a great opportunity to learn more about Aboriginal and Torres Strait Islander communities.

We celebrated with an event at the Indigenous Education Centre at Broadmeadows campus. It was great to see over 40 staff braving the cold to attend a flag raising ceremony and morning tea today at our Broadmeadows campus. The event was hosted by ICAT trainer Jimmy Kyle who spoke insightfully about this year's call to action, 'Get Up! Stand Up! Show Up! The event was opened with a beautiful Welcome to Country by Koorie Liaison Officer Alison McColl followed by a speech from Acting CEO Graham Fryer who spoke about the importance of NAIDOC for all of us at BKI.



### Celebrating Library and Information week

From 25 - 29 July BKI celebrated Library and Information Week. This is a week when we get together to celebrate the fantastic work that our library and information workers do around Australia. Staff were invited to join in at Bendigo city library for a colouring poster activity. The daily English as Second Language (ESL) classes took on the challenge and had their posters displayed in the library. Every year, libraries and information services throughout Australia showcase their resources and services to their communities, through programs and events. The theme this year was Rewrite. Renew. Reimagine.



### Kathryn Launer acquires a secondment to the Heyward Library at LaTrobe University

We congratulate Kathryn Launer our Cataloguer Librarian at Bendigo city library who acquired a 12-month secondment to the Heyward Library at LaTrobe University Bendigo In August to catalogue the historic Sandhurst Collection. The Sandhurst Collection originated in the Sandhurst Mechanics Institute, which became the nucleus for the library collection of the Bendigo School of Mines. This is a great honour for Kathryn, who is passionate about collecting, collating, and cataloguing the history of Bendigo TAFE. Recent Open Days have displayed many of our historic artefacts, in the Octagonal Library.



### Continuing our Self Assurance Journey

The BKI Self Assurance Survey was completed by 120 staff during August, responding to questions about participation, contribution, and continuous improvement practices in the organisation. The results confirm there is strong support, visibility, and engagement for self-assurance activities within BKI at a team level, whilst further work is required to improve at an institute level. We'll continue to work on this as part of the self-assurance program of work.

### National Child Protection Week

Students and staff at our Broadmeadows, Bendigo city, and Charleston Road campuses got together to observe National Child Protection Week (NCPW) on Tuesday 6 September. Over morning tea our students heard from our CEO Sally Curtain via a video message acknowledging the week, and BKI's commitment to Child Safety. They also had the opportunity to socialise and network with peers over some games organised too. NCPW witnessed about 80+ youth conversing with the youth support team about the importance of child protection. The team engaged in educating and empowering the youth on the complexities of child abuse and neglect.

### We are making significant progress with our Reconciliation Action Plan

With the new Reconciliation Action Plan (RAP) chairs and RAP coordinator Candace Williams now on board, the RAP committee is making significant progress on our RAP deliverables. The committee will now meet every six weeks instead of every quarter to help in continuing with the critical dialogues to build stronger relationships, creating a safe and supportive environment for all Aboriginal and Torres Strait Islander peoples.



The committee met at Bendigo City on 10 August. Progress highlights shared by committee members included:

- Hamid Senni presented his research on “The Uluru Statement from the Heart” and “Voice to Parliament”
- Tiel Lillehagen shared the strategic alignment of our Health and Community Centre of Excellence (HACCOE) with the Reconciliation Action Plan. HACCOE has several relationships, opportunities, and governance initiatives in place to establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations, including staff and students, Wurundjeri, VAHS, aboriginal artists, Kinaway and Supply Nation.
- Andrew King discussed the progress and completion of RAP deliverables.

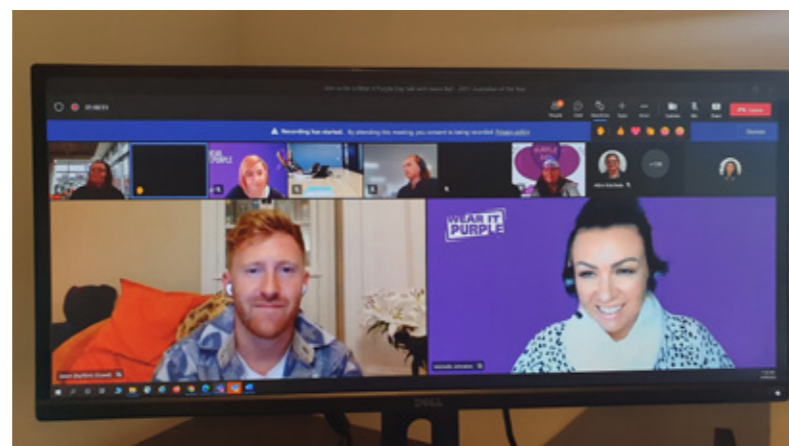
We’ve also incorporated a short session on RAP and its importance to our new starters (from August) through the virtual induction sessions. The first session was held on 9 August and was delivered by RAP Deputy Chair Priyanka Choudhury. We are also in the process of updating our Reconciliation Action Plan intranet site.

### Wear It Purple Day acknowledgment and celebrations

At BKI, we celebrated Wear It Purple Day from 22 – 26 August. The celebrations began with a change to our desktop background and a virtual event on 23 August with former AFL player and 2017 Young Australian of the Year (Victoria), Jason Ball.

Wear It Purple Day (WIP) strives to foster supportive, safe, empowering, and inclusive environments for rainbow young people. WIP is a day where we use purple to show that we support our LGBTQI students and colleagues. The student support team held events at Bendigo and Broadmeadows campus on 26 August.

With WIP merchandise, tea, biscuits and cake made by our bakery students available on the day, the team also made chatted with students about a range of topics, including the event, gender dysphoria, fears and phobias around LGBTQIA+, cultural sensitivity, acceptance, and unconscious bias. A prize was also on offer to the most purply purple effort from our teams across campus. Staff were asked to submit photos from Wear It Purple day to go into a draw to win a gift voucher. This year we also celebrated being a good ally for Wear It Purple by acknowledging and supporting. Being an ally may include simple acts like acknowledging people’s personal preferred pronouns, disrupting discriminatory mindsets or behaviours. Everyone at BKI should feel safe and supported to be their authentic selves knowing there are many allies here at BKI.



### We also observed RUOK Day in September across our campuses

On 8 September, over 200 staff members joined online to listen to psychologist Sabina Read as she gave a talk about some key tangible ways we can ask or say RUOK, and what we can do after we ask the question. Our Student Support team also hosted Morning Teas at Bendigo City, Richmond, Docklands, and Broadmeadows Campuses to observe RUOK Day from 5 to 10 September, to recognise and spread awareness of Suicide Prevention. There was a fantastic turnout of students and staff at campuses, with over 40 people participating at Richmond, over 80 people at Docklands, 200+ at Broadmeadows and around 100 at Bendigo City.

The Student Support team engaged in conversations about the importance of Mental Health, which resulted in referrals. There were a number of activities hosted by our Indigenous Education Centre, our Skills and Jobs Centre, Victoria Police Officers from Broadmeadows and Sunbury, Linkmate and the Hume Youth Centre, with some giveaways and a lot of fun and enjoyment.

The Bendigo City event also included English students’ art displays. These students from Afghanistan, Karen State - Burma, and China are currently learning English with us. The art included words and activities to describe being OK such as friends, trust, talking, calm, resilience, playing sport, and meditating. VCAL students also for their resource tables - as part of their community subject they went out and met local community groups leading up to the event, bringing back resources to display for fellow students to use, as well as creating their own posters about RUOK day.



### Quarterly Staff Town Hall

We held our third quarterly Town Hall for the year on 14 September, with over 400 participants joining in-person (from Docklands, Broadmeadows, Cremorne, Essendon, Bendigo City, Charleston Road, Echuca, and Castlemaine), and online. Hosted by CEO Sally Curtain, the event included updates from Graham Fryer our Chief Operating Officer, Ben Bolkunowicz and David McLean from Corrections Education, Prue Humber Head of Strategy and PMO, and Michelle Johnston our Chief People Culture and Strategy Officer. We also welcomed our Interim Chair, Marg O’Rourke to the session.

Some of the highlights of the Town Hall included a discussion with Sally and our student Franchesca Morrell who won the Victorian Training Awards Trainee of the Year, as well as celebrating winning the VTA Large Training Provider of the Year. Another highlight was the spotlight on our Corrections Education group. It was great to see some of the faces behind one of our critical portfolios and hear all about the work they do.

# Progress against our 20>25 Strategy

## Building a professional and financially sustainable organisation

We will be looking for new ways to support students and industry partners which also improve our revenue streams and reduce business risk.

### We are the Victorian Training Awards Large Training Provider of the Year!

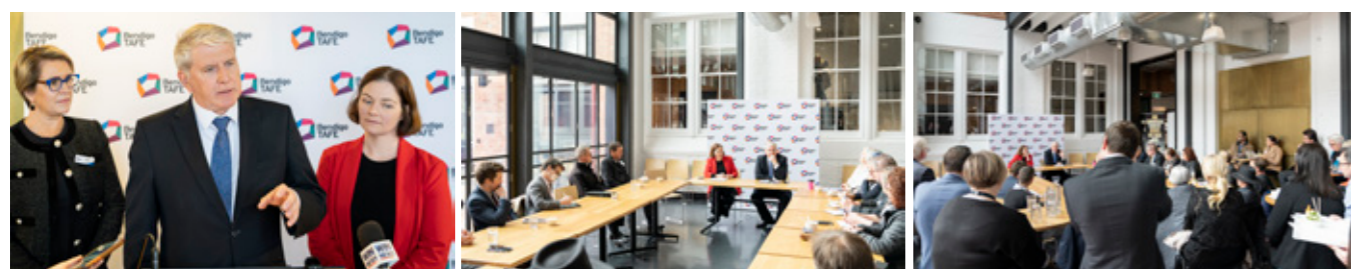
Winners were announced on Saturday 10 September at a gala ceremony hosted by the Victorian Skills Authority, and we were thrilled to be named as Victoria's Large Training Provider of the Year at the 2022 Victorian Training Awards. We received three awards on the night, with our students Desirae Kilduff named Koorie Student of the Year and Franchesca Morrell named Trainee of the Year. BKI was also nominated as a finalist for Inclusive Training Provider of the Year, and automotive student Madison Giordano finalist for Apprentice of the Year.

Sally Curtain said it was a privilege to be named Large Training Provider of the Year, and also congratulated the other finalists GO TAFE and Builders Academy Australia. The annual Victorian Training Awards brings together apprentices, trainees, students, teachers, training providers, employers and industry representatives, sharing in a high-quality training system that meets the needs of all Victorians. Winners of selected Victorian Training Awards categories will represent Victoria at the 2022 Australian Training Awards to be held in Adelaide, South Australia, on Friday 18 November 2022.



### Jobs and Skills Roundtable at Bendigo City campus

On 17 August, we welcomed Federal Skills Minister Brendan O'Connor MP and Lisa Chesters MP, to our City Campus for a Jobs and Skills Roundtable. Joined by CEO Sally Curtain and Hal Swerissen, Deputy Chair of the BKI Board, it was an insightful discussion that included local industries sharing ideas, challenges, and goals for the future. Input from this discussion contributed to the National Jobs and Skills Summit held in September.



### Indian government delegates visit Docklands

It was a privilege to welcome a delegation from the Government of India's Ministry of Education to our Automotive Centre of Excellence (ACE) at Docklands campus on 23 August. The delegation was led by the Government of India's Hon. Minister for Education and Skill Development and Entrepreneurship Dharmendra Pradhan, with Victorian Skills Authority CEO Craig Robertson and representatives from the Victorian TAFE sector and Global Victoria also in attendance.



The visit was an important forum to exchange valuable insights into vocational education and skills pathways, as well as explore future collaborative opportunities. The visitors were provided with an exclusive tour of the Centre to learn more about our flexible, dynamic, and innovative pathways which offer learners unique opportunities to equip themselves with relevant skills and qualifications/degrees while learning and earning.

### VTA Copyright audit achieves outstanding results

In August, we received outstanding results for our Copyright audit of BKI's teaching resources in MyLearning and in print form (via offsite printing requests). Externally audited by VTA from July to September last year for copyright and compliance purposes our results are great. External auditor Bill Kyrios provided great feedback, calling the results an exceptional outcome in terms of dollars and cents, and commented that BKI's processes are second to none. All Victorian TAFEs are a part of a copyright agreement that the Victorian TAFE Association has negotiated with the collecting society, Copyright Agency Ltd (known as CAL). This agreement requires BKI's teaching resources to undergo monitoring (auditing) every three years as per the agreement.

Auditor Bill Kyrios also noted that the impact of these processes lowered BKI's financial cost to the Statutory Text and Artistic Works Licence and showed a high level of adherence to the Copyright Act 1968. BKI has a Statutory Text and Artistic Works Licence which is controlled by the Copyright Agency Limited (CAL) that enables a 'reasonable portion' of works (print and electronic) to be copied or communicated for educational purposes without having to seek permission from the copyright owner. The auditor also noted that BKI showed the highest student engagement rate within a range of various delivery areas in a learning management system he has seen in Australia.

VTA has made three (3) minor recommendations for us to fully comply which we are now addressing (Provide the URL link to a third-party web page; Attribute images to ensure compliance; Label BKI IP e.g., © BKI 3/8/22. Well done to all involved particularly Vicki Newman-Kemp our Copyright Librarian, Lead Educators, and teachers.

### Quality Indicator Learner survey

Our annual Quality Indicator Learner survey opened on 2 August to hear from our students to help us understand how we can improve the student experience, key to achieving our strategic vision.

A campaign to encourage students to participate included short video instructions, classroom drop-in sessions, posters, desktop backgrounds, and digital displays, all created to encourage strong participation by our students. The survey closed on 11 September with results expected in November.

### Bendigo TAFE nominated for the Bendigo Business Awards

On Friday 19 August, Bendigo TAFE staff join celebrations for the Bendigo Business Awards – acknowledging local industry and honouring small to medium business owners’ contribution to a prosperous local economy. We were honoured to be nominated amongst the many impressive local businesses, including start-ups. Bendigo Pottery was victorious on the night, taking home the Business of the Year Award - quite the achievement for a 163-year-old local manufacturing business! The Bendigo Business Awards are conducted by Be.Bendigo (formerly the Bendigo Chamber of Commerce and Industry), constituted in 1886 with the vision to be the single voice of the business community for the City of Greater Bendigo.

### Showcasing the Bendigo TAFE experience at the VTA Conference

We showcased Bendigo TAFE City Campus, and our amazing students and teachers at the Victorian TAFE Association (VTA) Conference held in Bendigo 24 to 26 August. Delegates travelled to Bendigo from across Victoria to attend the conference held at the Bendigo City Campus and the Bendigo Town Hall.

Delegates were treated to a welcome and registration function in our 1887 building at the city campus - a beautiful contrast between the old and the new of our campus. Attendees enjoying a Chinese lion dance to welcome them to the conference, and music by the Bendigo Senior Secondary College Music Band. On Thursday, our city campus was again showcased with an afternoon of small group conversations and presentations in 1887, along with campus tours and a series of expos and trade skills demonstrations across the campus. These were well received and showcased our students and their skills in Hair, Barbering, Beauty and Creative, Indigenous Education, Health, Hospitality and Early Childhood Education and Training.

A huge congratulations and thank you to everyone involved in making the campus events so successful and contributing to a great conference (especially our Bendigo staff including our teachers and support staff, and our Experience and Growth team) - the feedback was excellent, and delegates were impressed with our facilities and the quality of our students and their skills.



### People Matter Survey

The People Matter Survey is a Victorian public sector employee opinion survey, seeking views on engagement, job satisfaction, career development, wellbeing, and inclusion. The insight from these results helps BKI improve the experience of staff and build a positive workplace culture. This year, 64 per cent of BKI staff had their say. The People Matter Survey is an important tool for us as it identifies what we are doing well and where efforts are needed to improve.

Key findings include that we love what we do, our work is meaningful, and we find it personally enriching. We feel safe to speak up and able to be ourselves. We feel more supported by our managers than other TAFEs and we are continuing to put our students at the centre of what we do. The organisation is focused on supporting our psychological health and wellbeing following a challenging few years.

### Doing more with less with the Bendigo City Campus Revitalisation Project

On 12 September, Annie Tiso presented the Bendigo City Campus Revitalisation Project at the Tertiary Education Management Conference in Hobart. Annie’s presentation was titled ‘Doing more with less’ and focused on what ‘doing more’ meant. Annie challenged the audience to think more broadly than budget when considering doing more and suggested this also should be expanded to thinking about how we can do more for the students and communities we serve and how we can reflect the voice of the traditional custodians of the land in everything we do. Annie also talked about lessons learned from this project and throughout her career and how she uses these lessons to anchor current and future projects.

### A lesson in sustainable design from Queensland

Tiel Lillehagen and Annie Tiso visited Australia’s first VET campus in Robina, Queensland, designed from the ground up to be sustainable in building, fit-out, procurement, curriculum, operations and culture. Like our Health and Community Centre of Excellence being designed for Broadmeadows, their building is rated 5-star. TAFE Queensland’s General Manager on the Gold Coast, Karen Dickinson said “It is not enough for education to produce individuals with relevant industry skills and knowledge – it must be transformative and bring shared values to life and cultivate an active care for the world and for those with whom we share it. Courses delivered at the campus will not only skill the future workforce of the region but ultimately prepare students to be global citizens. Each course curriculum fosters environmental awareness in a way that links to everyday activities and ties in with the operational requirements of the campus.” We now look forward to investigating more sustainability opportunities in collaborations with TAFE Queensland.





# 2022: The year ahead

|  |   |   |  |  |
|--|---|---|--|--|
| <b>Improve Our Offering</b>  | Certificate IV in Cyber Security launch with students commencing in March               | My eEquals launched<br>• VCE Reforms                                | Quality 22 will ensure we have a self-assurance model across BKI                                 | Transition of 106 courses (1889 units) to new training packages as required by peak industry bodies. |
| <b>Improve Our Experience</b>  | Early intervention strategy to better support students                                  | Redesign our end-to-end enrolment process                           | Improved culture through co-designed culture program   | Launch of the new Student Management System taking enrolments for 2023!                              |
| <b>Improve our Places</b>  | Design of the new Broadmeadows Health and Community Centre of Excellence                | New VCAL fit out at Broadmeadows                                    | The revitalised Essendon Health Hub will be open for Semester 2                                  | Builder appointed for the Broadmeadows Health and Community COE                                      |
| <b>Digitally Enable Our Operations</b>                               | New governance, risk and compliance system to better monitor our compliance obligations | Upgraded Finance System for improved usability and easier reporting | New Business Intelligence capability with improved data and reporting for better decision-making | New Records Management System to improve our storage, retrieval and destruction of documents         |
| <b>Build a United TAFE</b>   | Continued response to COVID-19  | Gender Equality Action Plan   | Updated processes resolving some of our biggest pain points                                      | Growth in leadership capabilities for all leaders at BKI   |
| <b>Build a Professional and Financially Sustainable Organisation</b> | Improvement in revenue capture and cost control   | Improve student retention & conversion                              | New websites for Bendigo TAFE and Kangan Institute   | <b>Delivery of our 2022 Workplan!</b>  |

**Throughout the year we will also:**

- ✓ Implement our **new education delivery model**; and
- ✓ our **approach to digital learning**
- ✓ **Continue to advocate** to revitalise and enhance our campuses
- ✓ **Implement** our Reconciliation Action Plan, Gender Equality Plan, Accessibility and Inclusion Plan, LGBTQI+ Plan, and Environmental Sustainability Plan
- ✓ **Advocate for funding** to build Stage 3 of ACE at Docklands

## Kangan Institute campuses

**Broadmeadows**

Pearcedale Parade  
Broadmeadows VIC 3047

**Docklands**

1 Batmans Hill Drive  
Docklands VIC 3008

**Essendon**

38 Buckley Street  
Essendon VIC 3040

**Cremorne**

85 Cremorne Street  
Cremorne VIC 3121

## Bendigo TAFE campuses

**Bendigo City**

154 Hargreaves Street  
Bendigo VIC 3550

**Bendigo Charleston Road**

62-104 Charleston Road  
Bendigo VIC 3550

**Castlemaine**

65-67 Templeton Street  
Castlemaine VIC 3450

**Echuca**

Corner Hare and Darling Streets  
Echuca VIC 3564