

## CEO Chatter

**Welcome to the latest newsletter for the College. As we enter the remaining months of 2024, I reflect on what has happened at the college thus far.**

The first thing that comes to mind is that after seven years of work, the Community School has relocated to the purpose-built facility located at 68 Kookora Street.

The school's relocation also means that the adult learning activity of the College can also return to the main office site located at 23 Hickey Crescent. Which in turn reduces the need to use alternative training rooms across Griffith. In this sense, there is a reduction in the required planning and communication to students as to where training events will be held. In this space, most Griffith training events will now be held at Hickey Crescent. I know the college staff and our students will welcome the change.



In other areas of college activities, we have seen the college represented at the Regional NSW Business Awards. Additionally, the college once again has a student as a finalist in the Community Colleges Australia (CCA) Student of the Year award. The winners of the CCA awards will be announced later this month at the CCA Annual Conference.

College representatives will be on hand to collect the award, should our student win. Indeed, we also recognise the efforts of all of our students in engaging in learning which in turn makes our community a better place.

Lastly, I extend my support to Sheila Marcus WRCC Office Manager. Sheila is returning to her country of birth, Ireland, to visit family and friends and to compete in the Dublin Marathon. Sheila has been training with vigour, and I know she will do her absolute best in the Marathon. Additionally, Sheila has plenty of quality time in recovery to spend with family and catch up with old friends.

I hope you enjoy this newsletter, and I look forward to seeing you at the college soon.

Best wishes,

**David Martin, CEO**

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students in engaging in learning which in turn  
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”



## BusinessNSW Awards Gala 2024

**BUSINESS  
NSW**

**RIVERINA MURRAY**

**REGIONAL FINALIST**

**WRCC were proud and excited to be Finalists in the category of Outstanding Community Organisation for this year's BusinessNSW Awards for our region, Riverina-Murray.**

David Martin, Sue Goldsby-Smith and Manshant Kaur attended the Gala Awards ceremony held at the Junee Chocolate factory on Friday 27th September, and had a chance to meet the other finalists in the same category, and many other business owners and representatives from across the region.

It was an enjoyable night of networking and hearing from inspirational business people. WRCC did not go through to the next stage, however we felt like winners, nonetheless. It was an important process reflecting on the WRCC journey to date, and all the achievements and challenges we have overcome to be the organisation we are today. We came home with gratitude for the opportunity to continue to serve our communities in the Riverina.



*Photo credit: Junee Licorice and Chocolate Factory.*



*Enjoying the Gala: David Martin, Sue Goldsby-Smith and Manshant Kaur.*



## VET Manager's Report – Update by Sue Reynolds

### WRCC Professional Development Session – Standards for RTOs

We had a fruitful PD session on 25 September, looking at the new Standards to be implemented July 2025. RTO's need to be ready and compliant by that date. WRCC staff members worked with the October 2023 draft in the workshop, unpacking the section on VET Student Support.

As a compliant RTO we must ensure that our students are treated fairly, properly informed, supported and protected. This means the student is made aware of all conditions and situations that may affect them across their course journey, from prior to entry and enrolment, and throughout their entire time with us until the end of their course, completion and graduation.



### Team Culture

We interacted on WRCC values as a collaborative – respectful, helpful and assisting each other at all levels. We discussed our flexibility in roles to help each other and complete goals and tasks that serve the overall mission of WRCC.

### Cultural Awareness

We had a screening of part of a documentary – *Another Country*, showing the perspective of a First Nations community, about their culture in Arnhem Land, NT.

This screening:

- Promoted discussion;
- Led to reflection on living side-by-side with another culture, one of the oldest on Earth;
- Gave a perspective from the Indigenous point of view, rather than a media representation of a community.

### Systems and Processes

As part of continual improvement in serving our community, systems and processes have been updated at WRCC to include new information for support and funding categories for marginalised students.

The outreach category of ACE has been classified into various identifiers for students' needs for funded courses, allowing WRCC to better identify and assist people with:

- Language Literacy and Numeracy needs
- Economic disadvantage
- Family and Domestic Violence
- Vulnerable young people
- Education not achieved
- CALD – Cultural and language barriers

**Sue Reynolds, VET Manager**

## Leeton Campus Report

### Exciting times!

Term 3 has been quite a busy time for Western Riverina Community College.

This year we have extended our regular first aid offerings to offer our training to the Deniliquin and Finley communities. We are pleased to be gaining traction in bringing training opportunities to areas that haven't had access to reliable training opportunities.

Western Riverina Community College has the flexibility to conduct training on site, which can ease headaches for local businesses and organisations by bringing much needed training to their doorstep.

In July we were asked to deliver training on short notice for a Leeton based pre-school. WRCC Trainer and Assessor Lynda Rhodes went on-site and delivered **CPR training** to their staff.

In our continuing partnership with area schools, Kristy Files, Paul Turner and Dwayne Matthews have gone onsite with two Leeton area high schools to deliver on-site training this quarter. The **Provide Responsible Service of Alcohol**, and **Prepare to Work Safely in the Construction Industry (White Card)** courses delivered to their students will help them gain employment in part due to the qualifications they have earned.

Moving on to the full qualification course delivered from the Leeton campus, students in the **Certificate III Individual Support** course have also begun to spread their wings in their new industry. Work placements have commenced with our industry partners for the students. This component of their training allows each student to begin performing tasks in the workplace with close support from their supervisors, gaining real-world hands-on experience.

As term 3 draws to a close, we look forward to new opportunities in term 4 where we continue to work toward supporting our students, area businesses and community groups on their learning journeys.

**Ron Arel, Leeton Campus Manager**



## Staff News

### Birthday Celebrations

**Sue Reynolds** celebrated her birthday with us on the 22nd August.

Thanks Sue, for your patient and constant leadership!



## WRCC Nominees



### WRCC Nominee and Finalist for Student of the Year – Skills for Study and Life Award

Our nominee, Luke Bootes, has reached Finalist for Student of the Year in this year's CCA awards.



### WRCC Nominee for Trainer of the Year Award

We were also extremely proud to submit Kristy Files as our nominee for this year's Trainer of the Year award.

Whilst Kristy was not named as a finalist, submitting her application reminded the College of her achievements and dedication to students.

The Awards Ceremony for both Student and Trainer Awards will take place as part of the 2024 CCA Conference Gala Dinner in Sydney on 22 October 2024.

## Team News



### Di Duncan's Retirement

Valued team member Di Duncan officially departed for a well-deserved commencement to retirement this term. She went off in Sept, and returned to help us out while we await the next person to take the post of Amenities Manager at WRCC and the new WRCS site.

Here are some lovely photos taken from Di's retirement farewell on September 26th, at the Kidman Wayside Inn. *We wish you all the best Di, and you are already missed.*



### Sheila Marcus

Sheila competed in her (possibly 7th?!) City to Surf on 11 August. She says she's not counting!

Sheila finished the 14km with a time of 1hr 23mins, achieved 257th place of 2,453 in her age bracket, and around 20,000th out of 77,000 people.

A great achievement and an inspiration to us here at WRCC.

## SPOTLIGHT ON – Hospitality

### RCG Report

New research from The Grattan Institute has found there are more poker machines in suburban Australia than public toilets, ATMs or post boxes.

The average gambling expenditure per adult in NSW per year is \$1590.

From 1 July 2024 new requirements will commence under the Gaming Machines Regulation 2019.

### What are the new requirements?

The following requirements will come into effect:

- All hotels and clubs with gaming machines will need to keep a gambling incident register.
- Hotels and clubs with more than 20 gaming machine entitlements will need to have at least one Responsible Gambling Officer (RGO) on duty at all times that gaming machines are in operation. The purpose of the RGO is to promote proactive gambling harm minimisation by engaging with patrons and monitoring for signs of gambling harm. RGOs must complete advanced Responsible conduct of gambling training. This training provides the resources and practical skills required to identify and proactively intervene to support patrons that might be experiencing gambling harm.
- From 1 Sept 2024, all hotels and clubs with gaming machines will need to have a gaming plan of management.

The NSW Government has also committed to an expanded trial of cashless gaming technology to include around 4,500 machines across 28 clubs and hotels across 24 metropolitan and regional local government areas.

This initiative aligns with the Government's commitment to addressing money laundering and reducing gambling harm in NSW. The Minns Government has already implemented a number of reforms to reduce gambling harm and prevent money laundering:

- reduced the cash input limit from \$5,000 to \$500 for all new poker machines from 1 July
- reduced the state-wide cap on gaming machine entitlements by more than 3,000
- banned political donations from clubs involved in gaming
- removed VIP gaming signage across NSW
- invested \$100m into gambling harm minimisation over the next four years.

*The RCG course delivered by WRCC uses the most up-to-date resources and information to provide our students with the best skills and knowledge to join the work force well prepared.*



## SPOTLIGHT ON – Hospitality *continued*

### RSA Report

WRCC also delivers the RSA course on a regular basis. The RSA is a popular course as it gives students the knowledge and skills to join the hospitality industry and sell and serve alcohol in our state.

The RSA resources have recently been updated to reflect a range of changes to the NSW liquor reforms as part of the vibrancy reforms that commenced from December 2023 and throughout 2024.

Some of those changes are listed below:

#### • Drink spiking

Data shows drink spiking in NSW is at its highest level in five years.

NSW Police recorded 186 drink or food spiking incidents from July 2021 to June 2022. A lot of it goes unreported as well due to victims thinking people won't believe them or they're ashamed about what's happened.

A range of drugs are being used to spike drinks including extra alcohol.

Everyone in licensed premises, including security staff, has a part to play in eliminating drink spiking. Symptoms can be similar to intoxication so it's important to understand the situation and have processes in place to manage it properly.

Drink spiking is a scary experience, and the victim needs to be reassured they are safe.

Every venue should have a list of local services available as quick reference in the event of a drink spiking.

#### • Acceptable Proof of Age documents

In NSW we currently accept the below identification as they all include a photograph, date of birth and expiry date:

- Digital or physical driver or rider licence (Australian or foreign)
- Australian or foreign passport
- NSW Photo card
- Proof of Age card
- Keypass Identity card Physical card (or digital version using the Digital I.D. app)

If you look under 25 venue staff will ask patrons to provide one of the above forms of I.D.

All I.D. provided should be current.

#### • RSA can be revoked

The ILGA may now revoke a person's RSA in certain high risk situations where the person has been charged with, or found guilty of serious indictable offences involving violence that was committed on a licensed premise and poses significant risk of harm to another person.



Changes have been made to allow ILGA to immediately suspend a person's RSA as soon as a notice has been provided to the person while a formal determination is being made.

WRCC is committed to remaining up to date with the ever-changing Liquor and Gaming industry, to give our students the most current information as they enter the workforce in our hospitality venues.

***Kristy Files, Trainer for Responsible Service of Alcohol & Responsible Gaming  
CCA Trainer of the Year Award 2024 Nominee***



## SPOTLIGHT ON – Hospitality *continued*

### Barista Courses at WRCC



We've had some fun all around town this term delivering the popular non-accredited **Barista** training to different groups in the community.

*Pictured are students from the 8th August Barista course, held at the Griffith Community Centre with Trainer Matt Hilton.*



## High Risk Courses Update

### Forklift

Assessment materials for the unit **TLILC0003 – License to Operate a Forklift Truck** were reviewed and tasks updated by Sue Reynolds, Kristy Files and Steve Hancock in August.

Ron Arel and Steve have created and customised a practical video for training which will be released in October.

New Trainer Justin Snaidero has commenced training **White Card** for WRCC, we welcome him on board.

We are currently seeking another Safework Assessor to add to our High-Risk team.

*Pictured: Miss Wei-ting Yu and Mr Yeobum Yun. Both students completed the Confined Spaces course in September 2024.*



## WRCC and the Community

### IT Skills for Work

WRCC Leeton student Karen Smith completed **Pre-Accredited IT Skills for the Work Environment** with Sharon De Valentin this term. Karen was so appreciative of how she was been treated at WRCC and purposely rang the Griffith office to pass on her appreciation to Sharon. She believes this course will help her with her computer work for her business and her confidence.

*Thank you, Sharon, and everyone else involved.*

### Kurrajong Cosy Corner Café

The Kurrajong Cosy Corner course was seven weeks of learning to learn – a focus on learning plans, discovering our strengths and working on where we can grow.

Trainer Cathy Zilliotto checked in with us about the program;

On 18 September we held an open Cosy Corner Café at Griffith Community Centre. Open to the public, Kurrajong Leeton and Narrandera came over for the day and the event was well supported by other organisations within the Community Centre and other service providers of Kurrajong.

Our five students prepared 65 coffees in 2 hours. In the week before we had prepared delicious slices to serve on the day.

This food preparation was a chance to hone in on our food hygiene skills, and we learned that these hygiene skills are also key for Barista work.

The highlight was that when the milk was being frothed on the day of the Café, it didn't sound like a "pig squealing"!

All students happily identified their progress and how far they had come. They should be commended as they had the insight that when they were overwhelmed while working, they stopped, breathed and continued.

What an achievement! Everyone was happily tired and fulfilled by the end of the day.



### Kurrajong First Aid

Trainers Sharon De Valentin, Alison Quinn and Lynda Rhodes assisted Kurrajong students to achieve their full First Aid course this term.

All students completed their course, with the majority being awarded a certificate of attainment of the unit **HLTAID011 – Provide First Aid**.

## WRCC and the Community *continued*

### Language, Literacy & Numeracy at WRCC

Trainer Sue Reynolds, with the support of SSO Sophie Bozic, commenced training a new course in LLN this term. The course has rolling enrolments, and currently two students are involved in developing skills for reading and writing. This course is personalised, being individually customised for each person, their needs and interests. Currently students are working on readers that have been developed with their hobbies in mind by WRCC.

In January 2025 WRCC will host a Reading and Writing workshop developed in conjunction with CCA and CSU's Jo Medlin. Jo is a Specialist in Adult Literacy, Current Lecturer at Charles Sturt University and President of ACA (Australian Council for Adult Literacy).

### Adult Learners Week 2024

Learning is for Life, and our Adult Learners are an inspiration!!

WRCC celebrated **Adult Learners Week** with Lamingtons for Students in our classes on 3rd and 4th of September.

Sue Reynolds' Computer Options class (pictured), Individual Support students, High Risk Work, and Intermediate English for Work students were some of the happy "eaters", enjoying lamingtons on their breaks.



### Digital Sisters AI – Artificial Intelligence

A grant from Good Things Foundation has enabled WRCC to deliver a series of interesting, timely and well-received workshop to women over 55 in the Griffith community. In partnership with Soroptimist International volunteers as support staff, in October two courses were completed, one at WRCC premises and the other on-site at the Griffith Retirement Estate.

Our oldest student, at 95 years old, had trouble with her hearing, but nonetheless was able to make her first ever video call with her grandson who was shocked to receive it!

Themes were the use of Voice Assistant (Siri & Alexa) to automatically call or find numbers for businesses/services, to turn on torches and find phones, the role of AI in chatbots, choice of programs on apps and social media, and home appliances, and how to stay safe in the online environment, including protection against scams.

Another two courses of **Digital Sisters-AI** will be held in Term 4.



## SEASONAL COOKING with Jo Simpson **Easy Apple Cake (or Flan)**



**My new favourite!** So easy, perfect for afternoon tea or a dessert served warm with cream.



### INGREDIENTS

1 cup Greek yoghurt  
2 eggs, lightly whisked  
1 cup sugar

125g butter, melted  
1 cup self-raising flour  
½ teaspoon vanilla

### Topping

2 apples, quartered and thinly sliced (*I leave the skin on*)  
1½ tablespoon sugar  
¼ cup toasted slivered almonds (*optional*)

### METHOD

1. Preheat oven to 160°C.
2. Mix eggs, sugar, butter, vanilla and yoghurt together in a large bowl.
3. Gradually fold in the self-raising flour and mix until just combined.
4. Pour into greased springform pan (22cm / 9 inch) or round cake tin. See notes.
5. (Topping) Toss the apples and sugar together and arrange over the top of the mixture, top with the almonds.
6. Pop in oven for 45 mins, or until golden and skewer comes out clean. Allow to cool.
7. Serve as is, warm or room temperature, or with cream, ice cream, custard or yoghurt.

### Notes:

- I cook this in a ceramic flan dish lined with baking paper, just scrunch it up and sit it in the flan dish/tin the weight of the mixture holds it in place. No need for greasing.
- I spray the top with olive oil to help the apples go brown, you can add the rind of a lemon to the apple topping too.

