

## **Annual Plan for 2012**

The new initiatives presented at the 2011 AGM are well underway with most Learning Centres seeing the need to align more closely with technology industry trends. It is heartening to see Centres adapting to teaching a wider range of topics including Apple and touch screen devices. The Federation will continue to provide encouragement with this in 2012. Laptop and Notebook sales are predicted to drop by 35% in 2012 with the growth of demand for more portable devices such as Tablet PCs. The Federation will provide resources and training to assist Learning Centres migrate into teaching with these devices.

We will continue to leverage off best practices and encourage Learning Centres to learn from each other. The pilot program undertaken in 2011, Facilitate Management Concept workshops, will be offered to additional Learning Centres and delivered as funding permits.

The need to have consistent teaching manuals is still seen as desirable in particular to assist smaller Centres. The National Panel appointed in 2011 produced a set of recommendations which is published on the SeniorNet website. Throughout 2012 additional teaching resources will be made available for direct download from this site. Learning Centres will be encouraged to continue to share resources in this way.

The Federation asks that wherever possible all Federation SeniorNet Learning Centres should provide Apple, Windows and Android platforms in Learning Centres and offer tuition on these systems. The Federation will support this with arranging preferential purchasing arrangements for equipment and with Regional Tutor Training sessions to assist tutors grasp the new technologies.

The need for greater consistency of what we provide to the community was raised at several Regional Meetings in 2011. The Federation will provide a list of Fundamental Standards and ask each Learning Centre to aspire to these standards in 2012. The Standards will not be onerous or lengthy but designed to provide our clients with a greater feeling of consistency across the country.

The Federation will continue to provide the best value possible to its member societies. This will be achieved with learner hour funding, the Group Insurance scheme and member's discounts. The Federation targets itself to achieve a similar return to its member societies in 2012 as it did in 2011. The reduced funding received from the TEC coupled with a likely increase in demand for Learner hour funding will undoubtedly have some impact.

As in previous years the Federation will:

- Achieve the highest possible level of funding for Learning Centres through the processes developed in 2007 and refined in subsequent years. The minimum rate will be \$2.00 (+ GST if applicable) per Learner Hour. The Federation will endeavour to raise this rate through continued negotiations with the TEC for improved levels of funding and through enhancement of its additional funding streams plus others to be developed.
- Endeavour to negotiate commercial sponsorship agreements with like-minded organizations. TelstraClear and now Noel Leeming are proving to be valuable supporters both in financial terms and in kind. The Federation will nurture this support and encourage its members to support all our supporters.

Specifically the Executive Officer of the Federation has been set the following objectives which also forms part of the Federation plan for 2012.

- Maintain a National Quality Assurance Measurement System aligned to the requirements of the contract the Federation has with the T.E.C.
- Visit a minimum of 50 Learning Centres to:
  - Undertake Quality Assurance awareness sessions with key personnel.
  - Demonstrate emerging technology to members by way of interactive presentations.
  - Provide enthusiasm and encouragement to continue the learning process.
  - Assist with promotion of the facility within the community.
    - Produce a brochure suitable for nationwide distribution
    - Provide portable banners for events such as open-days
    - Facilitate advertising nationally and locally
    - Produce a poster suitable for nationwide distribution
- Attend at least 8 Regional Meetings of Learning Centres and provide timely reporting to attendees on matters relating to Quality Assurance and Federation information. Proactively encourage feedback to the Federation.
- Encourage Regional Tutor Training Days and assist with organizing and delivery.
- Maintain liaison with stakeholders thus ensuring SeniorNet meets the technology learning needs of seniors. Such liaisons will include:
  - Government and Crown agencies
  - Political leaders – Central and Local government
  - Other community education providers
  - Service organizations operating within the senior age groups
- Seek out additional revenue streams that will assist with the funding of the Federation. The target sum for 2012 will be 30% of total revenue.

- Maintain liaison with sponsors/supporters to ensure maximum benefit is being achieved for both parties.
- Provide support to the Federation Learning Centres on matters of administration, technical, and training resources.
- Be the single national point of contact for the Federation, for:
  - Potential new members
  - Third party enquires – commercial and non-commercial
  - News media enquiries and comments – Spokesperson
  - The T.E.C in respect to funding applications and procedures
  - Maintain a national office and the administration aspects thereof
  - Calls to 0800SENIORNET
  - Respond to emails generated from the Federation website
  - Take the lead with the Revitalisation Program and encourage Learning Centres to make the necessary moves to achieve desired outcomes.
  - Seek out additional purchasing privileges for Federation Learning Centres and their members.

**End of Plan**