



# Building Gippsland's Capacities

LEADERSHIP • DEVELOPMENT • OPPORTUNITY

**i-GAIN**  
QUALITY LEARNING INC

# Leadership



## Identifying leaders, strengthening the region

To build and further strengthen the capacities of Gippsland it is essential to identify, nurture and invest in the region's emerging leaders.

i-GAIN has provided specialist leadership identification and training programs across Gippsland for more than a decade. The program framework identifies individuals who have natural leadership skills and capacities and equips them with the knowledge and understanding to make a real difference in Gippsland.

i-GAIN currently administers two leadership programs: the Gippsland Community Leadership Program and the DSE Regional Leadership Program.

Regional Director for the Department of Sustainability and Environment – Gippsland, Neville Penrose, understands the importance of sustaining and strengthening Gippsland.

Mr Penrose has responsibility for the management of natural resources from Mt Baw Baw to the NSW border as well as managing up to 500 staff located in 14 offices.

As a graduate of i-GAIN Quality Learning's Gippsland Community Leadership Program (GCLP), Mr Penrose believes the program enhances lateral thinking and creates greater capacity to meet local needs and cultures.

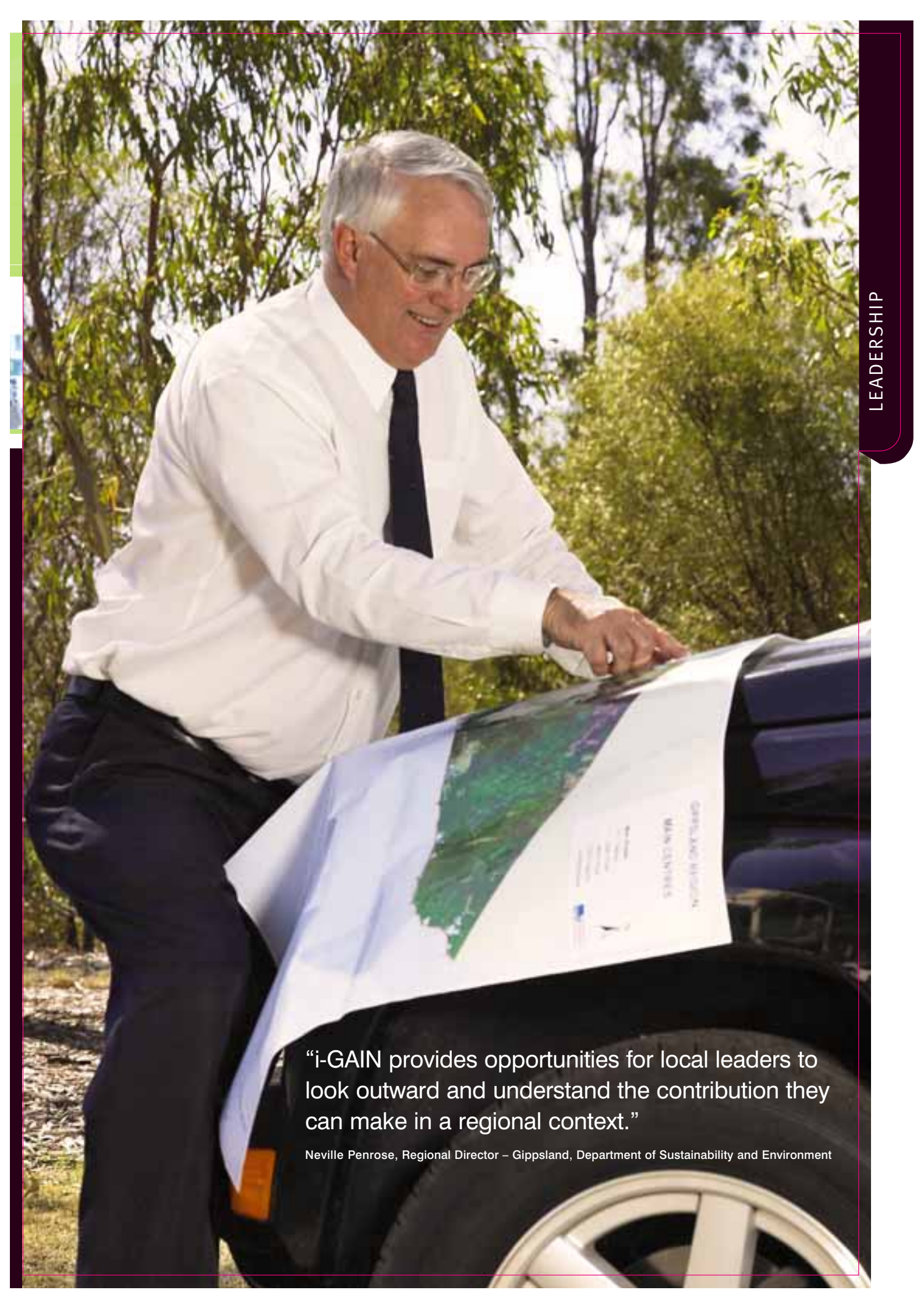
"GCLP teaches you how to apply the theory you have learnt about leadership into real situations. It allows participants to observe, challenge and question situations and issues outside their normal environment, giving them a more holistic and strategic understanding of Gippsland," Mr Penrose says.

Mr Penrose believes leadership identification programs such as the GCLP are important for regional communities to help them regain control of their own destiny and create opportunities that will build local capacities.

"For Gippsland to continue to prosper it is imperative that local leaders are actively identified and given opportunities to broaden and grow in their own skills. Of equal importance is education and encouragement to allow them to understand the region and become advocates for Gippsland - locally, nationally and internationally," he says.

Recognising the success of GCLP in identifying and nurturing leaders, the Department of Sustainability and Environment has enlisted i-GAIN to administer an internal leadership program for staff.

"i-GAIN has the established local networks and proven track record in leadership identification programs. This internal program will not only assist staff members on an individual basis, but also allow the Department to strategically plan and manage organisational challenges and opportunities," Mr Penrose says.

A photograph of Neville Penrose, a man with white hair and glasses, wearing a white shirt and a dark tie. He is leaning over the hood of a dark-colored car, looking at a large map or document spread out on the surface. The map shows a geographical area with green and blue colors. The background consists of lush green trees and foliage. The overall scene is outdoors and brightly lit.

“i-GAIN provides opportunities for local leaders to look outward and understand the contribution they can make in a regional context.”

Neville Penrose, Regional Director – Gippsland, Department of Sustainability and Environment

# Building a skills-based community in Gippsland

i-GAIN recognises the importance of a skills-based community to continue to build and develop the social and economic viability of the region.

Our adult education, industry and business training programs and lifestyle and leisure courses provide learners of all abilities with a diverse range of options to learn and develop skills. As a registered training organisation, i-GAIN qualifications are nationally recognised by employers, providing participants with a solid foundation to further their careers.

Skills and training courses available at i-GAIN are responsive to the needs of participants and can be customised to meet the specific needs of corporate clients.

"When we review i-GAIN Quality Learning's list of training courses our staff could enrol in every subject," says Maree Davidson, Manager, Community Housing Ltd, Gippsland. Ms Davidson believes this is because i-GAIN delivers training that is specific to Gippsland's needs.

With 12 staff and offices in the Latrobe Valley and East Gippsland, Community Housing Ltd provides short-and long-term housing assistance to individuals and families across the region.

Ms Davidson has been enrolling staff in i-GAIN Quality Learning courses for the past six years to ensure Community Housing Ltd's service delivery is constantly improved in the region.

"It is important to undertake training that improves service delivery and provides better outcomes for our clients. Our staff have undertaken information technology, project management, marketing, mediation and conflict management as well as public speaking, leadership and professional writing training," she says.

Ms Davidson says that access to high-quality training in Gippsland saves Community Housing Ltd time and money and makes it easier for staff to update their skills and knowledge.

She says i-GAIN Quality Learning understands how adults learn and provides flexible courses that are small in size to allow adequate time for participants to contribute their knowledge and experience during the course.

"Regardless of the subject, all training at i-GAIN is provided by expert facilitators that provide real-life experience. The smaller classes allow frequent interaction between participants and facilitators encourage involvement and active learning. This helps our staff apply what they have learnt immediately into the workplace."



# Development

“Continually delivering training that meets the needs of Gippslanders is what keeps i-GAIN ahead.”

Maree Davidson, Manager Gippsland Branch, Community Housing Ltd



# Opportunity



## Realising potential and exceeding expectations

At i-GAIN we celebrate the diversity of every individual. All disability support services are centred on the individual and are inclusive of the people and activities important to them.

Disability support at i-GAIN provides individuals with opportunities for genuine involvement in the local community through engagement in worthwhile projects that contribute to the personal growth of the individual.

Services offered at i-GAIN Quality Learning include Futures for Young Adults, Adult Day Activity Support Services, Respite and Friendship Groups.

Anthony Moore and his mother Mary, never thought hosting a radio program would be possible for the 20-year-old.

First diagnosed with autism at the age of two, Anthony - like many autistic children - grew up with many challenges to face, including coping and adjusting to new environments. Mary, remembers when he would refuse to wear headphones and was petrified of stereos.

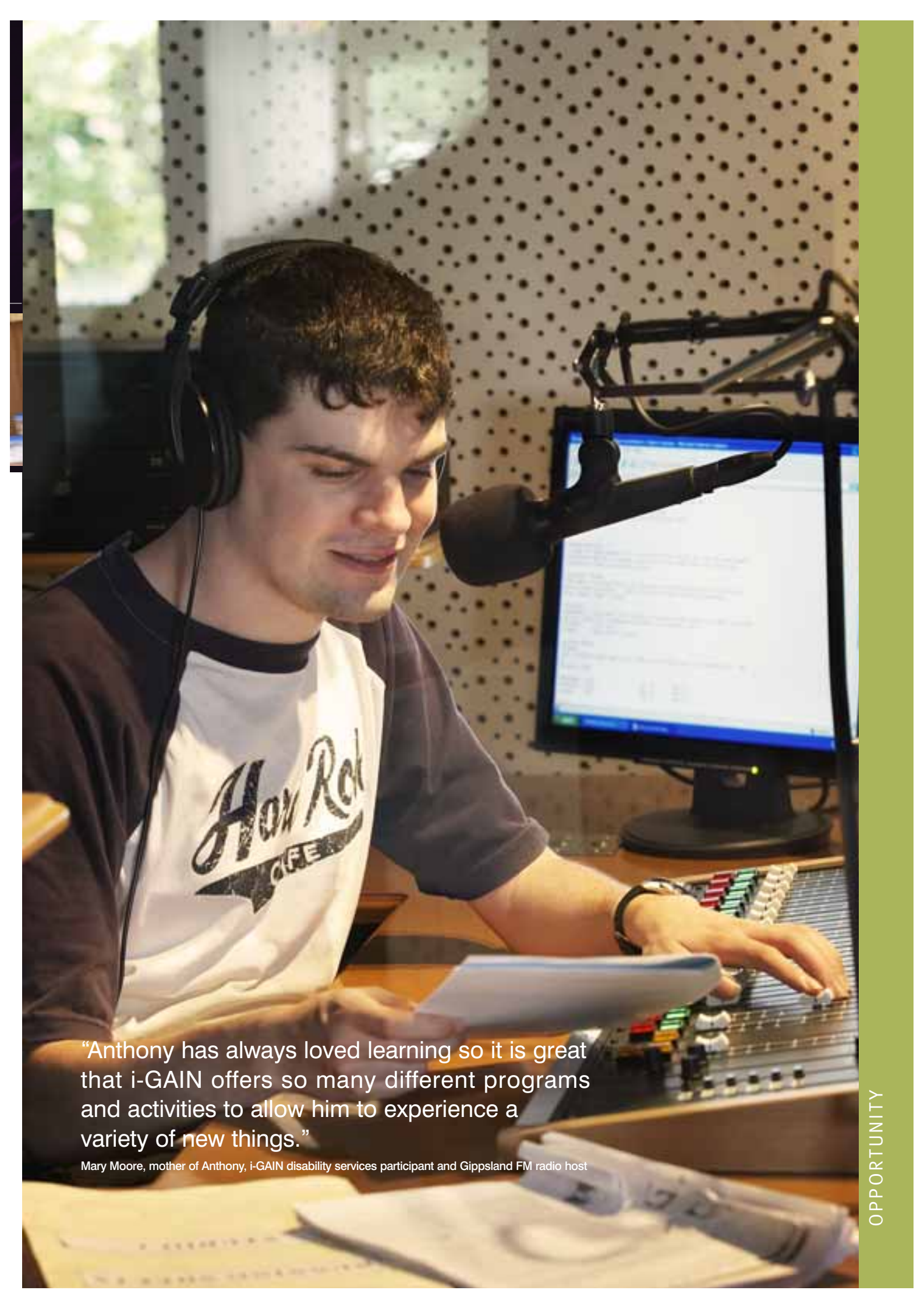
"Anthony would avoid any rooms that had sound systems or stereos in them and was scared of wearing headphones over his ears. To see him now hosting his own radio show is just so rewarding. He really has come a long way," Mary says.

At the suggestion of i-GAIN, Anthony undertook a six-week radio training course where he learnt about all aspects of hosting and running a radio show, including changing tracks and selecting play lists. After completing the course Anthony was asked by local radio station, Gippsland FM, to host the hour-long afternoon show between 4 and 5pm every second Monday.

Following his successful launch into radio Anthony's talents continued to gain attention. He was invited to host the local celebrations for International Day for People with a Disability in Traralgon.

Mary believes Anthony has been able to achieve so much while at i-GAIN because of the time that staff take to develop programs Anthony will enjoy.

"Anthony knows what he does and does not like so it is great that i-GAIN take the time to talk to him and work out a program that includes activities he wants to do," Mary explains. "The staff are always so patient and keep me up-to-date on his progress."



“Anthony has always loved learning so it is great that i-GAIN offers so many different programs and activities to allow him to experience a variety of new things.”

Mary Moore, mother of Anthony, i-GAIN disability services participant and Gippsland FM radio host



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