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The Forrest Centre

Winner of the Minister's Award for Excellence for
Employers of Australian Apprentices 2008
(Riverina Region, New South Wales)



The Forrest Centre provides quality care and services to the aged and people with disability in residential facilities in Wagga Wagga.

The centre has 60 employees completing traineeships in management, administration, nursing and allied health. Many staff members are mature age and now have an opportunity to gain a recognised qualification.

'Traineeships at the Forrest Centre have provided innovative and inspiring opportunities for staff to exploit their natural talents, develop their skills and set themselves up for a career that is rewarding and provides them with a sense of achievement,' says CEO Neil Stubbs. 'The traineeships provide a foothold into the industry.'

Staff members are encouraged to undertake flexible traineeships, and the Forrest Centre covers all training costs if staff are ineligible for government funding.

The Forrest Centre provides access to a library and other resources to assist with the formal component of training. Management encourages staff to apply for scholarships to further their education. The centre has also formed study groups for those undertaking Certificate IV in Frontline Management, and Certificate III in Hospitality, Asset Maintenance and Aged Care.





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'Use of study groups has been a great success,' says Neil. 'Staff have said that without the study groups they may not have continued training as they provided practical help and inspired them to continue and complete the traineeships.'

Staff are able to advance in their career and the organisation. They also assist in developing training programs via staff surveys and appraisals.

'Staff have a positive view of their learning and, in return, the centre gains skilled staff to deliver and maintain quality care and quality services to our residents.'

The Forrest Centre's commitment to staff training and development has paid off, with a recent resident survey finding higher satisfaction levels in the quality of care and services.

