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This annual report overviews our performance during the 2017 - 2018 financial year and focuses on our commitment to the growing communities in which we operate across Australia.

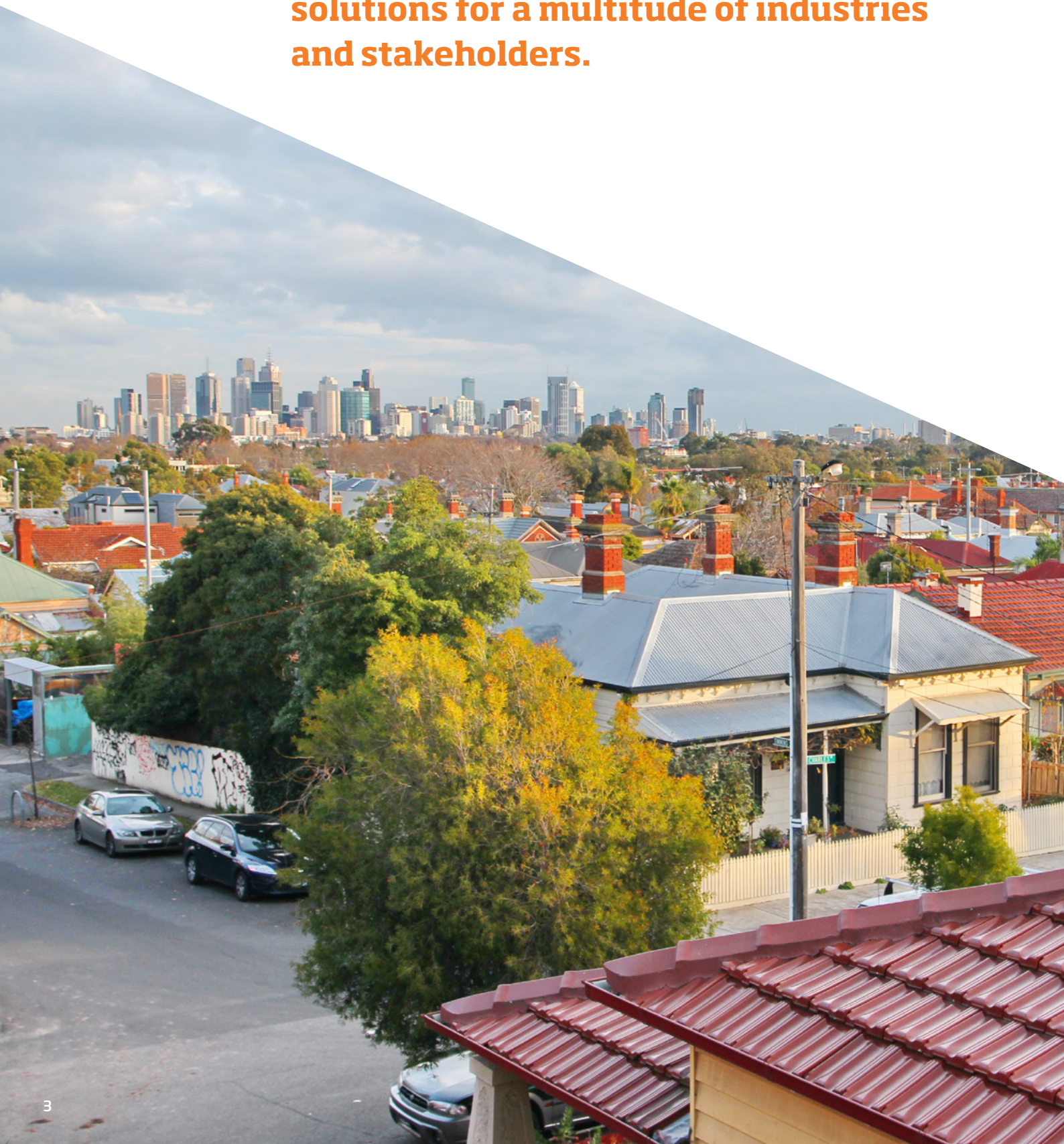
It reminds our important stakeholders of the business' focus as well as the collaborative approach of our Board of Directors and staff, all of whom proudly represent the values and purpose of IntoWork Australia.

Our core business services

- Employment and placement of apprentices and trainees
- Career guidance and support
- Australian Apprenticeship Support Services
- Government support programs
- Training programs
- Disability Employment Services
- Temporary and permanent recruitment solutions
- Advice and support for businesses
- Community solutions, including Disability Community Services
- Partnerships with community organisations



Since inception, IntoWork Australia has expanded into a group of businesses incorporating employment, training, recruitment, community and corporate solutions for a multitude of industries and stakeholders.





Our national footprint now provides services from AGA, CTC, Devereux Recruitment, Institute of Training and Further Education (ITFE), Interact Australia, MAS National, MRAEL, Rogan Family Care, Stockdale Personnel, and Work & Training. IntoWork Australia is also the principal supporter of the Inner North Community Foundation.

IntoWork Australia is proud to continue making a positive difference to individuals and communities, and the way they approach workforce participation. Over the past year, the number of workers employed across IntoWork Australia has grown to 682 (full-time, part-time and casual). Our development goals have seen us establish and grow our presence in Victoria, Queensland, South Australia, New South Wales, and Tasmania and initiated operations into Western Australia.

We greatly value the collaborative partnerships we have with numerous corporate and community organisations, enabling us to continue to provide more opportunities for innovative and effective workforce solutions. Our partnerships and shared values with local, state and federal government bodies continues to be key to our ongoing success.

2017/18 saw one of our newer businesses, Interact Australia flourish, with the successful tendering with CoAct for Disability Employment Services across the country. We look forward to connecting with and supporting people with a disability, by assisting them into work or self-directed care options.

Importantly though is the contribution of our diligent and dedicated staff across the country, ably guided by an enthusiastic, knowledgeable and sound Board and leadership team. It is a privilege to work with such a passionate and skilled group of people. Their commitment to reducing barriers to employment, by striving for what is best for our customers and partners, is at the core of what IntoWork Australia is about, and we will continue to look for innovative ways to ensure Australia's diverse workforce is skilled.

POUL BOTTERN

IntoWork Australia Group CEO

IntoWork Australia is made up of 10 businesses, delivering apprenticeships, training, employment and support programs. Our Values underpin the work that we do, across a broad community and commercial sector, locally, regionally and state-wide, and are represented by the actions we undertake.

Working as a team, in delivering the essence and purpose of these Values, our staff showcase their commitment to these Values each and every day. Below, are some highlighted examples of our Values in action.

Honesty & Integrity

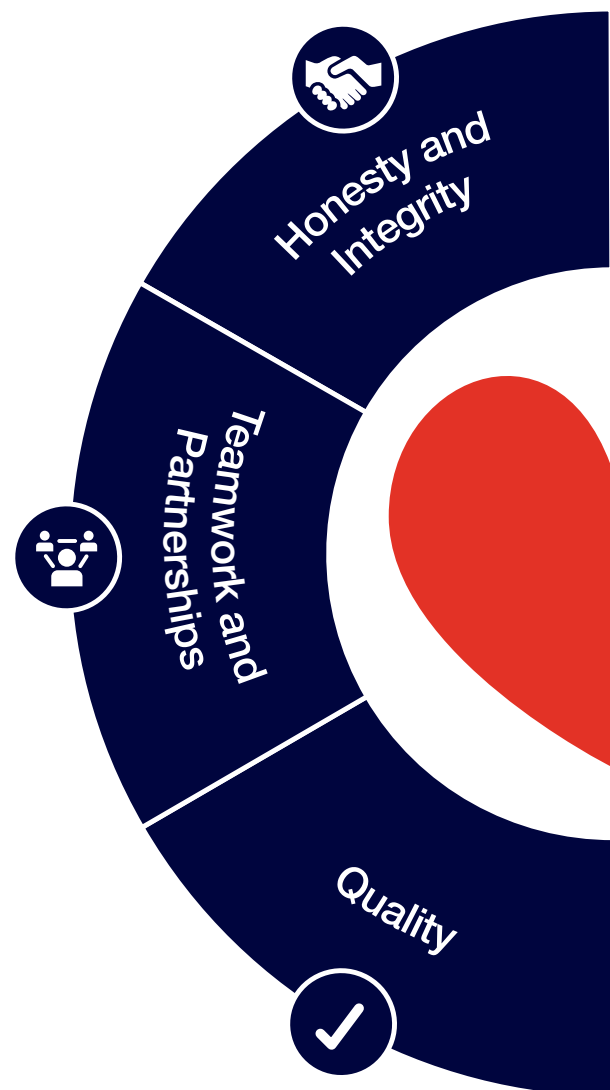
IntoWork's Finance team worked closely with AGA's RTO team to improve our customer invoicing and debtor management. Shared expertise delivered a solution that had achievable targets, and actions and responsibilities clearly defined. Sharing information in an honest way, with integrity has resulted in reduced delays, one single source of accurate data and less work for both teams on reconciliation.

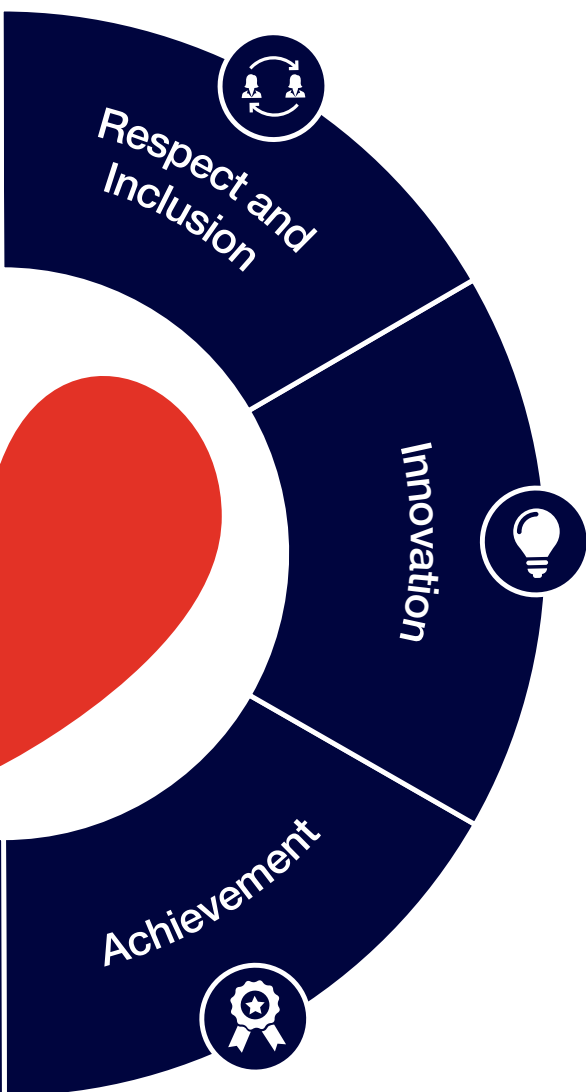
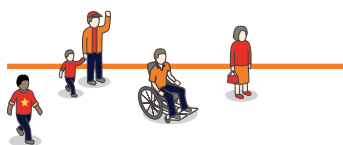
Teamwork & Partnerships

iTFE worked in partnership with local community groups to offer Hospitality Skills training to their clients, including disadvantaged youth, asylum seekers and at-risk women's groups. This area of growth in iTFE's business model enables everyday people to become job ready and move into valuable employment or volunteer roles.

Quality

Our commitment to quality continues, through our delivery of the WorkSafe Victoria OHS Essentials Program. MAS National has worked with a range of businesses – from kindergartens, medical practices and architects through to wineries, meat processing plants and a helicopter maintenance business providing small and medium sized business to access free health and safety consultancy by registering via the WorkSafe Victoria website.





Respect & Inclusion

Consulting with the community through round table conversations is one way that the Inner North Community Foundation keeps in touch with community groups. Feedback from sessions helped to recognise challenges and build stronger partnerships, resulting in proactive relationship building, giving greater capacity to meet goals.

Innovation

IntoWork’s recruitment services have been using XRef, an automated reference checking software which helps drive fast, data-driven hiring decisions. This mobile optimised software has brought security and integrity to the referencing process and allowed the candidate and referee to drive the procedure, in their time frames and with a device/method that suits, whilst proving to be a saving for staff time and resources.

Achievement

MAS National graduated 71 participants from its Cycle of Change program, which is a collaboration between MAS National and Lighthouse Youth Projects in South Australia. The innovative program delivers support to disadvantaged and disengaged young people and helps get them into employment opportunities or pathways that will lead to employment.



Our Financial Performance

GROUP REVENUE

\$140.5m

an increase of 9% on 2017/18

TOTAL ASSETS OF

\$70.6m

EQUITY OF

\$51m



OVER 2,000
APPRENTICES, TRAINEES AND
SHORT-TERM PLACEMENTS

682
EMPLOYEES
(Including full-time, part-time and casual)

Number of IntoWork Australia employees, apprentices, trainees and short-term placements as of 30 June 2018.

Our People

IntoWork Australia's employee numbers and businesses grew in 2017 – 2018. In the current employment climate our services are more relevant than ever, and as we expand geographically we are focused on building a financially successful future.

AGA Apprenticeships Plus

CTC

Devereux Recruitment

iTFE

Interact Australia

Inner North Community Foundation

IntoWork Australia

MAS National

MRAEL

Rogan Family Care

Stockdale

Work & Training

Corporate Governance

The skills-based Board has oversight of a substantial group of businesses that at 30 June 2018 had a revenue of \$140.5 million with 682 staff. The Group also employs over 2,000 apprentices, trainees, and casual staff, training over 40,000 students and supporting over 25,000 Apprentices and Trainees in 2017 - 2018. Additionally facilitating a high number of employment relationships through partnerships with external businesses.

Collaboration with a focus on communities is at the core of how our Board operates. Nine highly experienced professionals from different backgrounds come together to ensure that IntoWork Australia sustains its commercial goals, while remaining focused on its not-for-profit mission of reducing the barriers to employment and providing access to jobs for all people.

The Chair, the Hon Alan Brown AM, is a former State Government Minister, business leader and experienced Director, sitting on numerous not-for-profit and private boards. In 2018, Alan was awarded a Member of the Order of Australia (AM) in the Queen's Birthday Honours, for significant service to the vocational training and education sector, to philanthropy, and to the people and Parliament of Victoria.

The Directors bring a mix of knowledge in business, education, corporate governance, public policy, strategic

planning, financial management, and local government. Some Directors also sit on the controlled entity boards to ensure IntoWork Australia's strong governance is promoted throughout the Group.

Incoming Directors over 2017-2018 include:

- Sue Wilkinson, Member Director City of Darebin (joined 29 November 2017)

Collaboration with a focus on communities is at the core of how our Board operates. Nine highly experienced professionals, including three Directors from our member Councils of Darebin, Yarra and Moreland, alongside six independent Directors, come together to ensure that IntoWork Australia sustains its commercial goals, while remaining focused on its purpose of reducing the barriers to employment and providing access to jobs for all people.

Outgoing Directors over 2017-2018

- Elizabeth Board (left 29 November 2017)
- Cr Lina Messina, Member Director City of Darebin (left 29 November 2017)
- Cr Gaetano Greco, Alternate Member Director City of Darebin (left 29 November 2017)

Business Synergy and Shared Services

As a national Group, we are committed to connecting all our businesses under the strong, recognised IntoWork Australia name. We continually look for business synergies within the Group, to maximise cost-effectiveness and improve our purpose to meet the needs of the communities we serve across the country.

The Leadership Team, comprising the leaders from each business, meets monthly to explore new business opportunities, and to implement operational synergies and cost effective strategies. Our national footprint ambitions lead the discussion and opportunities, and businesses strive to discover areas where collaboration and working together have broader outcomes for the wider Group.

The Executive Team provides corporate-level support to all businesses in people and culture, marketing, finance, payroll, procurement, asset management, information technology, quality assurance, risk management and business development. This ensures

each business under the IntoWork Australia Group has access to expertise through highly-skilled departments that they may not have been able to afford in-house. Our internal model of collaboration and shared support means that our Group businesses continue to thrive and are successful in their endeavours. The ease of access to each of these departments allows businesses within the Group to regularly gain expert advice and service from people who have company insight.

Supporting the Inner North

In 2008, IntoWork established the Inner North Community Foundation and continues as its principal supporter covering its operational costs and contributing to its growing corpus. The Foundation annually supports hundreds of local individuals through pre-employment initiatives run by local charities in the councils of Moreland, Yarra and Darebin.

Our Board Of Directors

The members of IntoWork Australia are the councils of Darebin, Moreland and Yarra. Each Member Council is represented by a Member Director on the IntoWork Australia Board. These Member Directors are supported by Alternate Member Directors. The Member Directors work alongside a number of Independent Directors who have serviced IntoWork faithfully for many years. As a key aspect of good governance, the Board has a limited tenure of Directors which is resulting in Board renewal.

-Directors shown left to right.



Hon. Alan Brown – Chairman

Greg Baines – Deputy Chairman



INDEPENDENT DIRECTORS

Elizabeth Board (left 29 November 2017)

Mark Ryan

Loretta Willaton

Kevin Neville (joined 22 February 2017)



MEMBER DIRECTORS

Andrew Day, Member Director City of Yarra

Grant Thorne, Member Director Moreland City Council

Cr. Lina Messina, Member Director City of Darebin (left 29 November 2017)

Sue Wilkinson, Member Director City of Darebin (joined 29 November 2017)



ALTERNATE MEMBER DIRECTORS

Philip Mason, Alternate Director City of Yarra

Cr. Gaetano Greco, Alternate Director City of Darebin (left 29 November 2017)

Moreland – no Alternate Director appointed

Our Leaders

IntoWork Australia is committed to making a positive difference to individuals and communities through a values-based commercial focus that ensures IntoWork Australia's ongoing viability and sustainability.

-Leaders shown left to right.

Poul Bottern Group CEO

David Harreveld Group CFO

Nicolas West Executive General Manager Strategy & Growth

OUR LEADERSHIP TEAM

Mark Knox CEO AGA

Leanne Wallace General Manager Work & Training

Nicolas West General Manager iTFE

Catherine Cairns General Manager Interact Australia

Darryl Lapworth General Manager CTC, Devereux & Rogan

John Glass General Manager MAS National

Sean Cathie General Manager Stockdale

Christine Zechowski CEO MRAEL

EXECUTIVE MANAGERS

Michelle Walkerden Executive Manager Finance & Payroll
(from April 2018)

Charles Wardzinski Executive Manager Information Technology

Marie Haddow Executive Manager People & Performance
(left March 2018)

Dante De Vincentis Executive Manager Finance & Payroll
(to April 2018)

Paula Gething Executive Manager Marketing Services

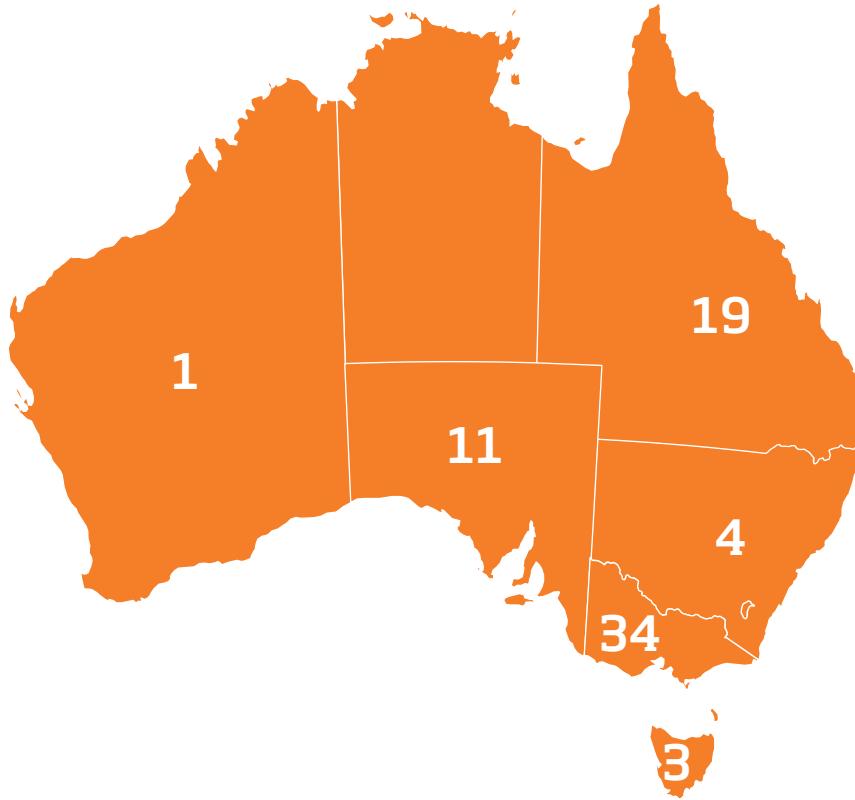
Scott Bilby Executive Manager Quality & Partnerships



IntoWork Australia Businesses & Locations

IntoWork has continued to expand through organic growth within the existing businesses. Our national footprint has grown within existing states as well as initiating expansion into Western Australia. Our service mix now includes disability community and employment programs, providing an even more holistic array of service provision.





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Locations

Victoria

- Abbotsford
- Ararat
- Bairnsdale
- Ballarat
- Bendigo
- Croydon
- Churchill
- Dandenong
- Deer Park
- Docklands
- Eltham
- Epping
- Fairfield
- Footscray
- Frankston
- Heidelberg
- Hoppers Crossing
- Horsham
- Kerang
- Kew
- Korumburra
- Lalor
- Melbourne CBD
- Mildura
- Morwell
- North Melbourne
- Northcote
- Preston
- Shepparton
- Swan Hill
- Wangaratta
- Warragul
- Werribee
- Wodonga

South Australia

- Ceduna
- Elizabeth
- Gawler
- Hilton
- Mount Barker
- Mount Gambier
- Port Augusta
- Port Lincoln
- Renmark
- Roxby Downs
- Whyalla

Western Australia

- Perth

Queensland

- Bundaberg
- Brisbane
- Cairns
- Cannonvale
- Emerald
- Fortitude Valley
- Longreach
- Gladstone
- Gold Coast
- Hervey Bay
- Ipswich
- Mackay
- Maroochydore
- Murarrie
- Rockhampton
- Scarborough
- Toowoomba
- Townsville
- Torres Strait

Tasmania

- Devonport
- Launceston
- Moonah

New South Wales

- Chatswood
- Hurstville
- Parramatta
- Sydney CBD

Our Community

IntoWork Australia has grown to become the largest employer of apprentices and trainees across the country. Underpinning that growth, and our approach to holistic services, is our work with communities and individuals - focusing on providing and leading workforce participation pathways for people.

Stories about our community focused programs and involvement are highlighted below.

Identity matters

IntoWork established the Inner North Community Foundation (INCF) and continues as its principal supporter covering its operational costs and contributing to its growing corpus.

INCF provides funding via community grants for the Certificate II training program at Charcoal Lane, which provides nationally accredited training in hospitality to disadvantaged Aboriginal and Torres Strait Islander young people. Susan*, who was referred to by her Justice worker, presented to Charcoal Lane with no supports and no ID, and Medicare card. Without ID, Susan could not enrol in a TAFE course.

Charcoal Lane was able to obtain a Birth Certificate under the Coolamon Strategy for Births Deaths and Marriages, and supported Susan to open a bank account.

Susan then had sufficient ID to enrol in VET course, apply for tax file number, obtain employment, and register for Centrelink. By implementing these fundamental supports Susan was able to engage in mainstream opportunities saying that she really enjoyed having somewhere to come to everyday. "When I saw a three week course at Charcoal Lane I thought, I can do that".

Since completing the pre-employment Susan has moved into Certificate II traineeship and is consistent at attending shifts and TAFE.

Running for a cause

The 7 Rocky River Run, hosted and organised by CTC in 2018, was hailed as an overwhelming success. CTC has been the main organising body of this event since 2015, and has seen the event grow from strength to strength. In its 10th year of celebration the residents of Rockhampton and its surrounding areas didn't disappoint with an astounding number of participants returning to beat their personal best and continue to fundraise; an additional increase of new entrants runners resulted in a record 2,107 runners turning out to their respective events in force.

The core values of the event, which supports local causes and raising awareness of youth mental health and suicide is the back bone of why CTC is involved.

For the past five years, CTC has supported a program called Youth Housing and Reintegration Service (YHARS) which has helped more than 650 young people aged 12-21, either homeless or at risk of homelessness, in the Rockhampton and Livingstone areas, find safe accommodation and re-engage in a constructive life through education and training. Young people in Central Queensland face special challenges, particularly with unemployment in some areas is as high as 46%.

Knowing and understanding these challenges is part of what CTC and the YHARS program do so well - and the involvement in the 7 Rocky River Run, raising funds and awareness for causes like RUOK? and Ronald McDonald House ensure sustained positivity and support within the region.



Focusing on Women

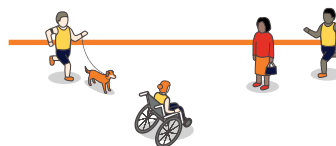
Business & Employment, part of MAS National's Mentoring Businesses in Growth, established a Women's Entrepreneur Networking program in 2010, to provide Tasmanian women with an opportunity to network, tap into sources of business knowledge and explore personal and career development opportunities. They have attracted over a thousand like-minded women and high calibre guest speakers since establishing the regular events.

With a small, nominal fee to attend, the networking events focus women in small business, featuring guest speakers designed to inspire and encourage business growth, networking and mentoring opportunities, and establish connections and synergies in business. MAS National supports the events by underwriting the costs, and providing trainee and apprenticeship advice for potential employers and connection/referral to other business growth and support programs.

The events proved to have multiple beneficial outcomes in the areas of personal development for the participants, establishing mentoring relationships, sourcing speakers and also sourcing potential volunteer business mentors.

Recently, we were able to recruit a volunteer business mentor with solid small business management experience in the building industry and financial sector. The mentor was then matched with another member of the our program, who conducts a tourism business and needed guidance and mentoring on various aspects of her small business.

The Women's Entrepreneur Networking program encourages female business mentors to attend the events, and they are regular speakers at other functions, and also make themselves available for business mentoring with other participants of the network.



Thriving and Shining

Interact Australia's client Bobby*, relocated from Northern QLD to Victoria, seeking assistance in looking for employment. He visited our Epping Disability Employment Services office seeking support with his relocation and disabilities making it difficult to find employment particularly as he wasn't familiar with the local area.

Our staff did a skills review with Bobby, and found that he had held a previous position detailing cars, which he enjoyed.

Working with Bobby, our staff connected him with a local caravan manufacturer, New Age Caravans, and they were extremely supportive in providing an opportunity to a person with a disability and promptly interviewed him. Bobby's previous work experiences were suitable for a position they had cleaning the caravans inside and out and they employed Bobby immediately.

Bobby has thrived in his new position, and both he and New Age Caravans continue to receive ongoing support from Interact Australia.

*Note real identities not used.



Our footprint



Mark Knox
CEO



“AGA achieved great outcomes in 2017-18 with over 500 apprentices and trainees commencing employment. AGAs work across a diverse range of Government contracts has continued to develop stronger communities and citizens alike.”

2017-18 provided to be another very successful year for AGA. With a strong year of performance in almost every key reporting area, AGA has cemented a position as a market leading Group Training Organisation (GTO) in Victoria, alongside a growing service in South Australia and is well regarded nationally.



2017-18 In Review

For 35 years, AGA has provided quality employment and training services through our RTO to industry. Preserving our historical focus on apprenticeships and traineeships, AGA on-boarded more than 550 apprentices and trainees in 2017-18 and grew training capacity by almost 30% with student numbers peaking at 1500+ for the first time during the past 12 months.

AGA enjoys the support of a truly dedicated team of employees who go over and above to provide the highest levels of support to our apprentices, trainees, students and industry clients. This is done through a commitment to high quality, consistent service with an empathetic approach focussing on the best interests of our key stakeholders.

During this year of sustained business success, we have been working harder than ever to cement our position as a dynamic and capable organisation seen as a trusted partner with businesses of all sizes. Highlights from the year include:

- AGA securing multiple contracts to supply several major infrastructure projects in Victoria.
- We were successfully appointed the Industry Specialist Mentoring for Australian Apprenticeships contract through the Australian Government Department of Education and Training. This program expanded our offering to provide intensive and specialised mentoring to civil construction apprentices and trainees who face barriers to complete their apprenticeships.
- AGA securing a contract through Jobs Victoria to support workers affected by retrenchment in the automotive manufacturing industry into new employment, placing a strong emphasis on new careers through participation in mature aged, and often fast-tracked, apprenticeships and traineeships.

2018-19 Focus

In 2018-19, AGA will continue to be a market leader in working with Government to increase the awareness, uptake and most importantly completion of apprenticeships and traineeships in Australia.

We will strive to see AGA as the preferred provider of apprentice and trainee employment solutions to major projects in Victoria. We will seek to extend our training services to even more students with an emphasis on supporting students from disadvantaged backgrounds into training and then into employment with AGA.





Our footprint



Darryl Lapworth
General Manager



“Our best year in a long time due to hard work, passionate people and an innovation culture leading to best in breed solutions for the recruitment sector together with our team working with young people to provide a new and secure start for the rest of their lives.”

CTC saw a year of significant growth and innovation, maintaining a strong presence within the Rockhampton and Central Queensland region.



2017-18 In Review

We hosted and managed another successful Rocky River Run event, with this year eclipsing previous efforts in terms of runner participation, regional visits and overall engagement and experience. Our profile from this event grew, and importantly we were able to raise funds and highlight the importance of youth suicide, mental health and social issues in the region. Many runners, families, friends and businesses fundraised and donated funds to our nominated charities in RUOK? and Ronald McDonald House, along with other worthwhile local and community causes.

Our innovation focus continues, and saw the successful launch of MADDi, an Artificial Intelligence (AI) Bot. MADDi can facilitate candidate queries, timesheet information, update personal details and provide shift details – all through automation and AI intelligence. The benefits of expanding in this area will be critical for future growth and innovation plans, with AI becoming a standard practice in the recruitment and employment industries. Other innovative software tools, like our online referencing system and candidate management portal have provided quicker and more efficient processes for on-boarding staff, which improves our speed to market in a competitive environment.

The introduction of systems and processes through AI and automation ensure that staff spend less time on administrative tasks, and more time on assisting and servicing our candidates more efficiently.

We have placed over 280 people into jobs during the past 12 months which includes Apprenticeships, Traineeships and both permanent and short term positions. We continue to work with local Rockhampton and broader Central Queensland organisations to assist in improving their workforce strategies to help them focus on growing their businesses.

We look forward to the coming year with more exciting innovations for our recruitment sector business in ways that continually drive our business to even greater heights.

YHARS

CTC's Youth Housing and Reintegration Service (YHARS) continued through the year, supporting vulnerable young people with housing support. Young people in Central Queensland face special employment and training challenges, especially with above average high unemployment rates and loss of large scale industries like mining and construction.

Our YHARS staff work in close collaboration with local housing and support agencies, such as Anglicare and Centrelink to help young people overcome particular barriers including accessibility to transport and understanding what services are available to them.

*Bryan, 17, came into contact with the YHARS team after months of couch hopping and with little or no positive relationships with immediate family. Bryan's biggest hurdle was not having the confidence to ask for help.

Our staff worked with Bryan to ensure he is receiving the full entitlement from Centrelink, supported him to find accommodation in a transitional house, along with suitable furnishings and financial assistance. YHARS staff also helped him to undertake training in the Q Rail course. The goal will be for Bryan to gain employment upon the course completion.

**Note real identities not used.*

2018-19 Focus

CTC is focussing its future efforts on streamlining and automating the recruitment process whilst improving candidate user experience via upskilling our recruiters including:

- Candidate placement – getting the right people into the right jobs.
- Recruitment and Employment Service Technologies – continually adding and expanding our reach in automation and AI, ensuring that we can deliver better results for our clients, and scale according to their needs, without significant financial impact.
- Environment and Sustainability – Retaining our green focus of an energy efficient office environment.



Our footprint

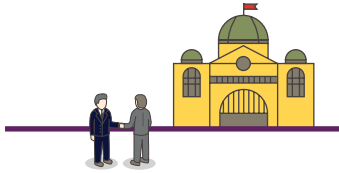


Darryl Lapworth
General Manager



“Focusing on candidate and client experiences has lead us to search for new innovative ideas to drive our business and realise a great engagement with our candidates better outcomes for our clients through systems.”

Demand for staffing solutions in Aged Care and Disability sectors continues to grow, with ageing populations, and the expansion of the National Disability Insurance Scheme (NDIS).



2017-18 In Review

Devereux Recruitment has continued to focus on identifying opportunities for growth, and in 2018, appointed Darryl Lapworth as its interim General Manager. Darryl's experience in the labour hire and recruitment fields, along with his knowledge from the IntoWork Australia Group has proven to be beneficial and instrumental in moving the business into new areas of temporary and permanent staff placements.

Together with a dedicated and skilled team, Devereux has lifted its presence in the disability sector.

Devereux has traditionally focused on white collar recruitment especially in the health and administration areas, and its partnership with the Australian Medical Association, has provided ongoing opportunities for promotion and collaboration with its key segments for the provision of temporary and permanent staff in the health sector. In this industry Devereux particularly focuses on senior staffing roles, as well as administration and reception roles.

Devereux has continued its work with local government organisations in providing temporary and permanent roles in the disability care and support areas, and is focused on finding new areas of expansion across Melbourne.

The planned expansion of Disability Employment Services by one of IntoWork Australia's businesses – Interact Australia – has provided a unique opportunity for collaboration and support, with Devereux being the primary supplier of key personnel for the planned roll out and implementation of recruitment partners and customer support staff for DES. Additionally growth in the supply of support staff for NDIS clients has seen Devereux continue to grow its operations and expertise in this area.

2018-19 Focus

Innovation is the key focus of Devereux in the coming years, looking at ways to continually improve the experience of interaction for both clients and candidates.

Ensuring that the client experiences is personalised, segmented and responsive, through technology like Artificial Intelligence (AI), automation and bespoke solutions has given Devereux a unique edge placing candidates in a faster 'speed to market' process. We look forward to expanding our reach in this area and continually growing our solutions for clients, so that the candidates they receive through our systems are exactly who and what they need, at the time they need them.





Our footprint

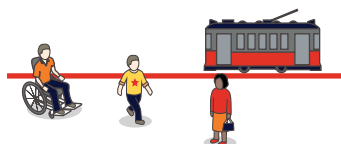


Catherine Cairns
General Manager (from 2018)

interact
australia

“Our staff are the life blood of our organisation and Interact Australia will create opportunities for professional development and advancement.”

Interact Australia's first full year as part of IntoWork Group, saw the organisation achieve a number of strategic objectives including the expansion of disability employment services and developing transition strategies for community services for delivery of the National Disability Insurance Scheme (NDIS).



2017-18 In Review

Interact was delivering Disability Employment Services (DES) as a service partner of CoAct in the Plenty Employment Services Area (ESA) and in December 2017, successfully tendered with CoAct for another 11 ESA's for the contract period commencing in July 2018. The expanding footprint across Victoria and into South Australia, Tasmania and Queensland has also provided a platform for new opportunities of growth in NDIS.

Interact's Community Services team moved towards the new NDIS system that provides greater choice and control to people with a disability. Through the individual support model, Interact were able transition participants from the Fairfield day services into supports that were tailored to their individual needs and aspirations.

Interact Arts celebrated the end of an era with their final exhibition. 'Beautiful Uproar' was a night of art and music to recognise the talented artists for a wonderful 10 years of inspiring art, music, films, dance and drama. Interact Arts program closed in June 2018, with participants moving into the self-directed services model to continue their artistic journey and create future masterpieces.

In 2018, Interact Australia was granted a tender to deliver Disability Employment Services in twelve Employment Services Area's throughout Victoria, Queensland, South Australia and Tasmania. The successful tender was granted as part of our partnership with CoAct, and along with ten other providers, will see Interact Australia delivering the services from July 1, 2018.

Our partnership model of local community engagement and the support of the broader IntoWork Australia Group, will see our experienced team of Performance and Partnership Leaders, Recruitment Partners and Customer Experience Coordinators

providing job skills training, career coaching and meaningful employment opportunities to people with disability. Working with local businesses, community providers and Centrelink, our team will be bringing people with disability and employers together, creating inclusive and supportive communities.

2018-19 Focus

In 2018-2019 Interact Australia will continue its journey of transformation, working towards becoming a service provider of choice. Our focus will be on deepening the quality of services we provide and expanding our reach to more people.

We will continue the development of our NDIS and Disability Employment Services across Queensland, Tasmania, South Australia and Victoria. We know that the experts on what makes a great service, are people living with disability and those that advocate on their behalf. As such, we will focus on client engagement and work together to build robust feedback and participation mechanisms.

Interact Australia will increase the use of technology to streamline processes, reducing the administration workload, enabling our staff to focus on quality services and continuous improvement.



Our footprint



Nicolas West
General Manager



“My daughter did both food handling and barista courses and gained certificates for them. She listed both these qualifications on her Resume and applied for part time jobs in our suburb over the weekend. On Monday, she had calls from not one but two of these businesses asking her for interviews and I am certain that her recently gained qualifications were to thank for this.”

The year was one of positive change for iTFE. Whilst maintaining its core offering of short course programs the organisation embarked upon two new strategies to enhance the business.



2017-18 In Review

The first strategy was to create an offering of courses that meet regulatory and compliance needs of organisations that will be delivered at their locations. The result has been successful with over 278 organisations utilising this service.

The second strategy was to build a delivery and accreditation program that was linked directly to an organisation's workforce development needs. After six months of design and negotiation iTFE commenced this model in December 2017 with Flight Centre and as of 30th June 2018 over 2000 students across five states.

iTFE Snap Shot

- Short Course Enrolments - 35189
- Qualification Enrolments - 401
- On line Enrolments - 2480
- Number of businesses we do training for - 278

We also reinvigorated the commercial kitchen training facility in North Melbourne with a number of patisserie courses commencing.

2018-19 Focus

iTFE is focussed on building on its success into the next financial year including:

- Expanding its offering of compliance and regulatory training offerings
- Establishing strong links with industry
- Expanding delivery into Schools and Universities
- Ensuring that students have a great experience when training iTFE





Our footprint

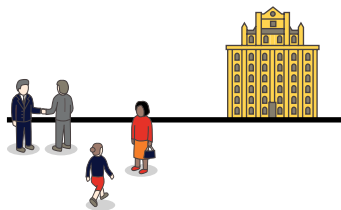


John Glass
General Manager



“MAS continues to work with individuals to help them find work, we mentor them so they maintain employment, and work with employers so they continue to offer opportunities for employment.”

The 2017 -2018 financial year was again, another successful year for MAS National. We continued to remain focused on our three core areas: Employment Outcomes, Business Partnerships and Career Advice; by working with employers, jobseekers and communities to place more than 15,000+ individuals into new employment opportunities nationwide.



2017-18 In Review

Australian Apprenticeship Support Network (AASN)

Celebrated our 20th year as an Australian Apprenticeship Support Network (AASN) provider and commencing more than 15,000+ individuals into Apprenticeship and Traineeship opportunities nationally.

Partnership with MRAEL

Begun successfully working with the MRAEL AASN team and were able to consolidate our administration processes, to offer a consistent and standardised approach across our four AASN regions.

Cycle of Change

Graduated 71 participants from our Cycle of Change program, which is a collaboration between MAS National and Lighthouse Youth Projects in South Australia. Our innovative program delivers support to disadvantaged and disengaged young people and helps get them into employment opportunities or pathways that will lead to employment.

Jobs Connect

Commenced a new program aimed at supporting former automotive supply chain workers and their families in South Australia, to transition into new careers and opportunities. This program is so far delivering some great results and has managed to place hundreds of individuals into new career opportunities.

Mentoring for Businesses in Growth

Expanded our mentoring program in Tasmania, which aims to help small businesses grow and expand. We were able to add to our growing collective of volunteer mentors and proactively match eligible business owners with a suitable mentor.

Adelaide Hills Business and Workforce Program

Commenced a new designated service to the Adelaide Hills region to help foster new opportunities for individuals and employers, to come together through training and employment initiatives. This specialised and coordinated service aims to:

- Support local businesses with their growing workplace development needs by providing expert advice to help identify, navigate and build their workforce capacity and explore upskilling opportunities for existing staff.
- Assist local job seekers by providing them with access to information on available funding options to support their personal skill development and to help find new employment opportunities.

These services also include a tailored mentoring service for any jobseekers and mature aged candidates that get placed into an employment opportunity.

WorkSafe OHS Essentials Program

Continued to partner with WorkSafe Victoria to offer the OHS Essentials program to businesses with less than 200 employees and are located within 150km radius of our Northcote Head Office. Dr Paul Scofield conducted countless industry visits to eligible employers, providing them with information, advice and action plans to improve the safety within their organisation.

2018-19 Focus

MAS National will continue focus on our three core areas: Employment Outcomes, Business Partnerships and Career Advice; and will continue to re-invest in our services to help more individuals gain employment opportunities. We will look to grow and improve our existing programs and by expand our service offerings across Australia, looking for strategic growth opportunities that align with our core focus areas.

We will aim to set the benchmark for any AASN quality assurance audits and continue to raise the bar in everything we do.

We will look to implement a new quality assurance feedback initiative, which will look to survey every new AASN Apprentice or Employer sign up, to gauge their experience and provide usefully information for us to continually improve our service offerings.



Our footprint

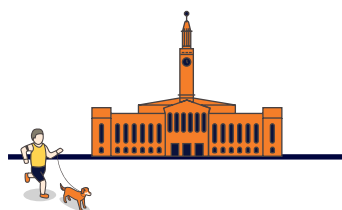


Christine Zechowski
CEO



“MRAEL continues to grow and prosper through the hard work and dedication of its staff and the quality services that it provides.”

MRAEL has made some significant achievements throughout the 2017-18 year that have resulted in an overall positive year for the organisation.



2017-18 In Review

- Total apprentice and trainee numbers in our GTO exceeded 450 – the first time we've exceeded this since early 2016.
- Completed 1,191 more AASN sign-ups at the end of June 2018 as compared to June 2017.
- Increased total enrolments in our RTO by over one-third since the end of June 2017.
- Maintained enrolments at ATCNB that are 15% higher than those recorded in 2016-2017.
- We were also appointed by the Australian Government Department of Education and Training as one of 24 providers throughout Australia for the Industry Specialist Mentoring for Australian Apprentices (ISMAA) Program.
- Australian Trade Training College received approval from the Australian Government's Trades Recognition Australia to expand the scope of its Job Ready Program services. The expansion includes approval to deliver services in two new States and for seven new occupational outcomes.
- ATTC secured expanded partnership arrangements with Mackay Engineering College. Following being their RTO for both Engineering and Electrotechnology related qualifications in 2017, ATTC were also appointed as the RTO for their automotive related qualifications in 2018, following a competitive tender process.
- Our GTO was appointed by Rio Tinto's Weipa Mine as their supplier of apprentice and trainee employment and management services. This represented MRAEL's expansion into the region as a GTO and was awarded as a result of MRAEL's ability to demonstrate community support strategies in service delivery.

2018-19 Focus

Moving into the 2018-19 financial year, MRAEL's focus will be on continuing to position our organisation for future sustainability. In particular, we will be working hard to position ourselves with other Group businesses to secure national delivery arrangements in the next round of the Australian Apprenticeship Support Network.

We will continue to:

- Seek and pursue opportunities to work with clients where we can collaboratively create new education, training or employment opportunities for the people of Queensland, including opportunities where we can provide sustainable outcomes for people from under-represented or minority groups;
- Invest time and research to make sure that our services are meeting both the present and future needs of the industries that we service, and we will look for ways to innovate our service delivery and offerings to ensure that we can remain relevant as industries and occupations make continued advancements; and
- Explore more connected relationships between our operational business units and demonstrate the value of the MRAEL Workforce Development Cycle by assisting clients to access the value of our full range of education, training and employment service options.

This year has been one of great progress for MRAEL. We've continued our commitment to supporting Queenslanders with relevant and sustainable education, training and employment opportunities through the services we are able to provide. We're proud to have continued our purpose this year of developing the workforce and creating sustainable employment opportunities. It is through the support and partnerships we have with other organisations that we are able to continue to deliver services that result in quality education and training outcomes.



Our footprint

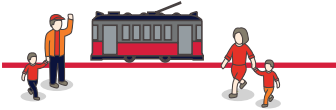


Darryl Lapworth
General Manager



“Innovation has become our mantra together with re shaping the business to fit our core strengths and look forward to long term outcomes for our people and our clients.”

Rogan Family Care has consolidated over the past year to focus on its core recruitment activities of supporting families through provision of experienced, professional nannies to families across Melbourne and Victoria.



2017-18 In Review

Rogan continued supporting many eligible families in crisis through the government funded In Home Care program including the provision of drivers for children in foster care. Working closely with agencies who are engaged by government to support vulnerable children, Rogan now employs drivers who transport children to school or appointments they need to attend. Our drivers are able drivers, meet child safety requirements, and are also skilled in being able to communicate effectively with the children they transport.

Rogan has grown its provision of Child Care Educators in partnership with Comensura, throughout the inner city and south eastern suburbs of Melbourne. It builds on over 20 years' of experience of providing professional nannies, and our focus of ensuring that Rogan's existing team are skilled and willing to work as educators as well provides new opportunities for a number of our broader team members.

Over 2017-18, Rogan Family Care has focused on raising its profile in social media, and the various digital channels are optimised for the audiences they connect with – our Facebook profile continues to grow and link with potential families and candidates, whilst our LinkedIn strategy focuses on finding new areas of expansion for clients and businesses for us to work with.

Rogan continues to participate in a number of exhibitions, conferences and conventions, with the aim of raising the profile of Rogan Family Care within professional circles like law and medicine. The professional connections at these events have been invaluable and continue to build the strong reputation developed by the business over the years.

A strong hallmark of Rogan Family Care has been its quality service provision. Each team member goes through rigorous checks to determine their suitability and then receives close support as required, from the office based team who each come from many years of working in the sector.

Internal systems, processes and procedures are reviewed regularly to ensure compliance with regulatory frameworks and community expectations.

2018-19 Focus

The future looks strong as the team embarks into the New Year. We continue to build our presence in the private sector, and will be focusing on the growing opportunities in child care centres and supporting vulnerable children in foster care.

Our team are working continuously on enhancements to our service provision through innovation and opportunities to improve the experience of recruitment for both candidates and clients. Using technology to ensure the process is personalised, automated and compliant with regulations and awards is a key feature of Rogan's service delivery and we look forward to continuing evolving and expanding our work in this area.



Our footprint

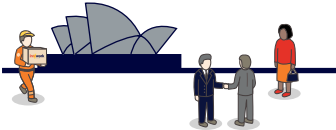


Sean Cathie
General Manager



“Stockdale staff continued their long standing team focused approach to excellent customer service, ensuring our clients received the highest possible outcomes.”

For the past five years, Stockdale has been part of IntoWork Australia, offering blue-collar recruitment services.



2017-18 In Review

Stockdale's year has been positive, seeing positive growth in all sectors. The past year has been a very busy time for the team, and the business has continued to be the number one supplier in the printing industry and has gained great momentum in the area of warehousing, logistics and construction.

For Stockdale, the market has continued to stay strong with many of our host employers understanding that employing casual workers for a period of time is far more cost effective, and in conjunction with this, we are seeing growth in skilled full-time staff requirements.

A greater focus has been put into warehousing, logistics and construction over the past 12 months with a dedicated Recruitment Manager in Construction, and a Recruitment Resource in our Melbourne office.

The printing industry has been a lot stronger than anticipated for 2017-18, even though there were a number of business that merged or unfortunately closed, which did lead to a great amount of skilled staff leaving the industry. For Stockdale, this meant that our services in provision of casual labour in skilled print staff strengthened.

Our ability to provide resources when required ensured we were able to assist a large company through a merger process, including staff redundancies. We were able to supply 45 casuals to allow the business continue run production amongst the changes. Many of the 45 casuals have now been made permanent employees giving them the opportunity to further prolong their career.

2018-19 Focus

Over the next 12 months Stockdale Personnel will continue its push to grow the area of warehousing, logistics and construction, through leveraging existing relationships and prolonging newly established ones.

The key to recruiting in these fields is to supply a high level of service but maintaining it by offering 24/7 on call support and customer interaction as the main priority.





Our footprint



Leanne Wallace
General Manager



“Work & Training has evolved over time to become a solution focussed business, with positive employment outcomes as the driver for all Tasmanians, regardless of age, experience or education. Our staff are passionate about working with people each and every day, finding the career and job for them, at whatever stage in life they are.”

Work & Training remains a key player in the provision of employment and training services in Tasmania. It is the largest employer of apprentices and trainees in Tasmania and the state's largest private registered training organisation. 2017-18 was a very successful year for Work & Training as the organisation aspired to deliver their vision of being the provider of choice for quality employment and training services in Tasmania.



2017-18 In Review

Work & Training's purpose is to work with individuals, businesses, governments & communities to create pathways to employment across Tasmania.

Opportunities to achieve this purpose increased significantly during the past year as contracts with government and partnerships with community organisations increased, as did the number of people, especially jobseekers that gained employability skills through the company.

The Certificate III in Individual Support pre-employment classes delivered from the Moonah, Launceston and Devonport offices continued to be very successful. The four week work placement that all students undertake, provides aged-care facilities with the opportunity to decide if the student placed with them would be a valuable employee. In 2017-18, 92% of all students who completed the course were employed in the aged care industry.

During the year three 26TEN Language Literacy and Numeracy programs commenced in partnership with other Tasmanian organisations, including local government, an indigenous organisation and a rural support service for farmers. The programs aim to increase the literacy, numeracy or information/communication technology skills of staff.

For the past eight years Work & Training has continuously delivered Federal Government indigenous support programs. Our Indigenous Advancement Strategy project, has provided support for a large number of indigenous people referred for language, literacy and numeracy one-on-one training.

Quality and compliance was a major focus for the Training division as all policies and procedures were reviewed and changes were implemented.

The qualifications delivered by the Work & Training RTO were refined to focus on the core qualifications delivered and industries serviced. During the 2017-18, 190 jobseekers were enrolled in pre-employment courses and 780 employees of Tasmanian businesses were provided with the opportunity to increase their skills and knowledge.

The company's success as a Group Employment Organisation is closely tied to its ability to provide high-quality candidates to prospective host employers followed by valuable mentoring and pastoral care. In the past year approximately 180, predominantly young Tasmanians, began their careers as apprentices or trainees employed by Work & Training.

2018-19 Focus

The integration of FastTrack, the recruit, pay and bill software has commenced which will result in the GTO and labour hire divisions having increased ability to deliver efficient and effective service to clients.

The company will aim to grow the depth and breadth of its services to all current and new clients in 2018-19. The provision of employability and vocational training is increasingly becoming one of the main services provided by the company and as this occurs planning for additional staff and training rooms will be required.

Using technology to become more efficient will be a priority in 2018-19 as will increasing the collaboration with the IntoWork Group.



Our footprint



Ben Rogers
Executive Officer

Late 2007, IntoWork established the Inner North Community Foundation and continues as its principal supporter covering its operational costs and contributing to its growing corpus. The Foundation annually supports hundreds of local individuals through pre-employment initiatives run by local charities in the Victorian council regions of Moreland, Yarra and Darebin.



**INNER NORTH
COMMUNITY
FOUNDATION**

“The Inner North Community Foundation celebrated 10 years of work, only possible because of IntoWork’s leadership and support. It’s a great story of place-based commitment, removing the barriers people face on their journey to work.”

The Inner North Community Foundation's 10th Anniversary year saw a focus on building partnerships with people and celebrated a great story of community investment and philanthropy.



2017-18 In Review

Since establishment, the Foundation has met the objective of granting local initiatives which strengthen employment pathways for people in the Inner North. This has been achieved by;

- Funding 140 charities with grants that promote economic participation
- Distributing over \$3M in funds
- Stewarding the corpus of \$6.5M
- Receiving donations from over 370 individuals.

The year in review has seen the Foundation disburse \$618,476 in 49 grants to local organisations in Melbourne's Inner North, which included \$370,000 to 20 organisations in the 2017 Pathways to Employment grant round. These grants have supported over 3,000 people in programs which included 2,315 young people learning essential work skills to plan for their future in the Jobs for Youth Campaign.

Grant making to the Moreland YMCA in conjunction with Life Saving Victoria saw 680 people taught culturally appropriate water safety and 11 lifeguards from diverse communities were trained and hired to work at local pools.

The Foundation also invested in the skills and capacity of local people to respond to local challenges and opportunities. The Young Changemakers program, funded by the Clifton Hill North Fitzroy Community Branch of the Bendigo Bank, worked with senior high school students at Collingwood College, Fitzroy High School, and Northcote High School to provide 9 grants across the region, with \$45,000 granted into local community groups.

2018-19 Focus

The Inner North Community Foundation will also continue to work alongside not for profit experts to remove the barriers people face in their lives, ensuring that people have access to work and opportunities.

The Foundation will continue conversations with a range of organisations, with a view for them to see the Foundation as a platform for their philanthropy and a safe pair of hands for community funds.





IntoWork Australia
Leading in workforce participation



IntoWork Australia proudly supports the Inner North Community Foundation



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