



**inowork**  
SOLUTIONS

**ANNUAL REPORT  
2018 - 2019**

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This annual report overviews our performance during the 2018-2019 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



## A Note From The Group CEO

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, 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 746 (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.

2018/2019 saw one of our newer businesses, Interact Australia flourish, with the successful commencement of Disability Employment Services, in partnership with CoAct 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

## Values

IntoWork Australia is made up of 12 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 statewide, 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. As part of our 2019-2022 Strategic Plan, our Vision and Values have been further explored, and will be the foundation for our business objectives during this time.

### 2016-2019

**Honesty & Integrity**

**Teamwork & Partnerships**

**Quality**

**Respect & Inclusion**

**Innovation**

**Achievement**





## Our Financial Performance

GROUP REVENUE

**\$135.5m**

TOTAL ASSETS OF

**\$64M**

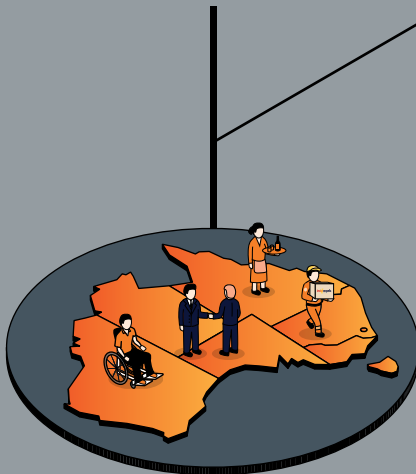
EQUITY OF

**\$44m**

## Corporate Governance

The skills-based Board has oversight of a substantial group of businesses that at 30 June 2019 had a revenue of \$135.5 million with 746 staff. The Group also employs over 2,500 apprentices, trainees, and casual staff, training over 30,000 students and supporting over 25,000 Apprentices and Trainees in 2018-2019. 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. Seven 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.

**OVER 1,700**  
APPRENTICES, TRAINEES AND  
SHORT-TERM PLACEMENTS



**746**

EMPLOYEES

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

## Our People

IntoWork Australia's employee numbers and businesses grew in 2018 – 2019. 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**

**iTFE**

**Interact Australia**

**Inner North Community Foundation**

**IntoWork Australia**

**MAS National**

**MRAEL**

**Rogan Family Care**

**Stockdale**

**Work & Training**

Number of IntoWork Australia employees, apprentices, trainees and short-term placements as of 30 June 2019.



The Chair, Elizabeth Board, holds a Master of Education and Graduate Diploma of Business Administration, and has experience in board roles specialising in corporate governance and strategic planning in not-for-profit organisations. She is an Associate of Philanthropy Squared, a member of the Australian Institute of Company Directors, and a Fellow of Educate Plus. She also holds the roles of Chair, MAS National and Chair Work & Training.

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 2018-2019 include:**

- **Melinda Viksne,**  
Member Director, City of Darebin  
(joined 17 December 2018)

**Outgoing Directors over 2018-2019**

- **Hon. Alan Brown AM**  
(left 28 November 2018)
- **Sue Wilkinson,**  
Member Director City of Darebin  
(left 17 December 2018)
- **Andrew Day,**  
Member Director City of Yarra  
(left 29 August 2018)

## 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.



Alan Brown AM joined the Board as Chairman in 2001 and has guided the organisation through a period of major growth and development as it expanded throughout the country and diversified its offering. Alan was also instrumental in steering IntoWork to establish and support the Inner North Community Foundation which supports numerous charities throughout the inner north with pathways to employment projects and various other initiatives. Alan has now been appointed as the inaugural Patron for IntoWork Australia.

*-Directors shown left to right.*

**Hon. Alan Brown AM** – outgoing Chair (left 28 November 2018)

**Elizabeth Board, incoming Chair** (joined 28 November 2018)

**Greg Baines** – Deputy Chairman

### INDEPENDENT DIRECTORS

**Mark Ryan**

**Loretta Willaton**

**Kevin Neville**

### MEMBER DIRECTORS

**Andrew Day, Member Director City of Yarra**  
(left 29 August 2018)

**Grant Thorne, Member Director Moreland City Council**

**Sue Wilkinson, Member Director City of Darebin**  
(left 17 December 2018)

**Melinda Viksne, Member Director City of Darebin**  
(joined 17 December 2018)

### ALTERNATE MEMBER DIRECTORS

**Philip Mason, Alternate Director City of Yarra**

**Darebin** – no Alternate Director appointed

**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  
(until November 2018)

**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

**Charles Wardzinski** Executive Manager Information Technology

**Sonali Jayasekera** Executive Manager People & Performance

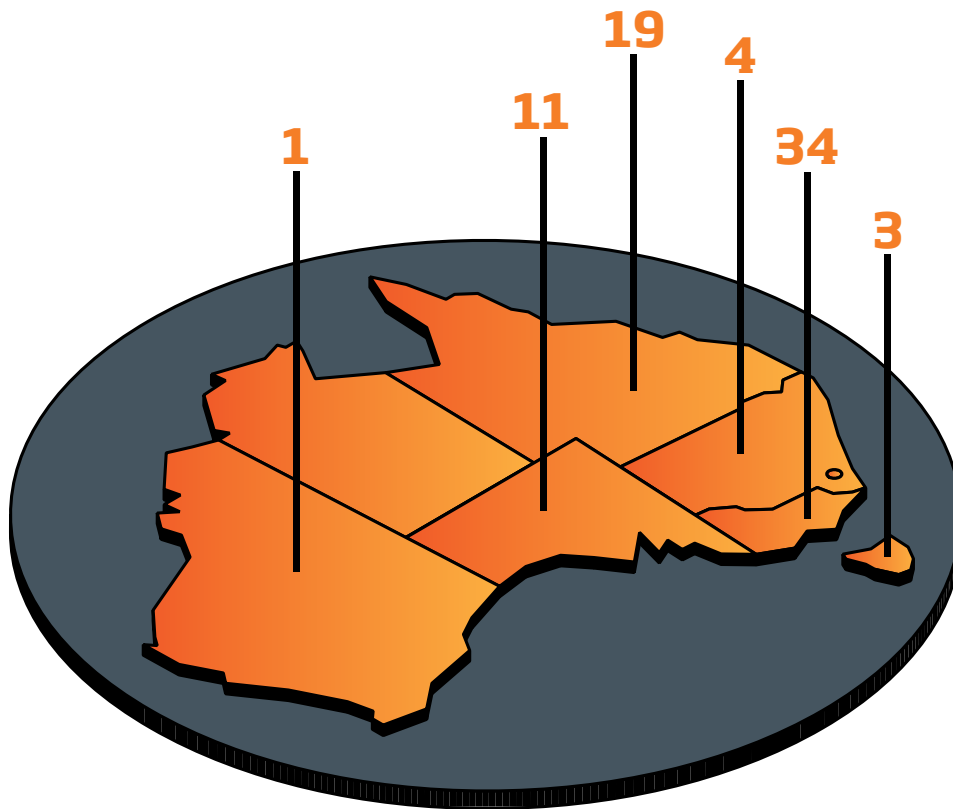
**Paula Gething** Executive Manager Marketing Services



## 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.





# 72 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.

### AGA - James Choi – Apprentice of the Year

AGA apprentice James Chol was the recipient of the Construction Trades award and the deserving winner of the Best Overall Apprentice Award at the 2019 AGA Graduation and Awards night. He was also nominated for the 2019 State Training Awards.

A driven, ambitious young man, James has overcome several hurdles to complete his apprenticeship.

“Refugees often don’t know there are trade options they can take to become successful. I can be an example to African youth - joining a trade can help you to find work, as well as contribute to society.”

James has gone on to study a Diploma of Construction in the evenings to continue developing his skills, and credits AGA with

giving him his start in the industry.

“AGA are like family now. They gave me a hammer to nail my first nails. The opportunities they have given me, I could not have gotten it anywhere else. People like me hoping for a better future can get that with AGA.”

He hopes his continued success will inspire other young people to see the good in taking up a trade.

“I want to inspire other kids to be able to choose a different path to what they’ve been given. Look into trades - the path that I’ve taken proves that University is not the only way to success. You can start a business, you can be financially successful and make a contribution to society.”

### Interact – Sammy’s Story

Interact’s participant, Sammy, who has a mild intellectual disability and epilepsy, joined Interact to help him transition from secondary school to an employment pathway. Sammy had a passion for woodworking so with the support of the Interact Preston team, he secured a work placement with Timbercon. Sammy worked hard while learning the job, so Timbercon agreed to ongoing employment, and he has now started a traineeship. Interact continue to support Sammy in the workplace and he couldn’t be happier.

Sammy says “Interact gave me an opportunity to do a traineeship with Timbercon. They understood what I was into and when I went there I just went, like, mate - this is perfect! The amount of support they give me it’s just, wow, they’ve been helping me a lot!”

Joe, Sammy’s dad has been thrilled with Sammy’s new career and say’s “Interact give you all the support that is required but as a father... They do such a wonderful job and it’s overwhelming and fantastic.”



## Work & Training

Work & Training celebrated 30 years of continuous service to the Tasmanian community in 2018/2019, culminating in a production called '30 Love', which highlighted the stories of 30 staff, employers and employees across the state.

Work & Training's 30 year journey has seen it evolve from the Southern Regional Group Training organisation, with 3 staff in North Hobart, to a state-wide business, employing over 40 staff, and over 250 apprentices, trainees and labour hire employees. W&T support more than

450 students each year through the Registered Training Organisation and host a variety of employability programs through the Foundation Skills Division.

Now located in Hobart, Devonport and Launceston, W&T look forward to increasing the skills and employment opportunities for all Tasmanians, including working with indigenous and culturally diverse communities, long term unemployed and people with a disability.

## MRAEL – Offshore Services

Australian Trade Training College (part of MRAEL) diversifies delivery platform with offshore services.

The ideal opportunity for diversification for ATTC is in the form of offshore training and assessment delivery opportunities, and over the last two years we have gradually begun to organically enter that market through strategic Government appointments and partnership opportunities.

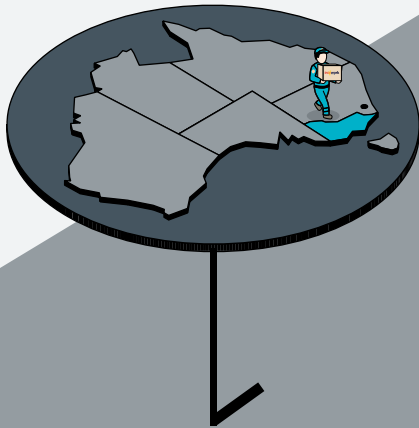
In July 2017, ATTC successfully tendered for the Trades Recognition Australia 'Job Ready Program'. Trades Recognition Australia is a business unit of the Australian Government Department of Employment, Skills, Small and Family Business. Trades Recognition Australia

facilitates skills assessment pathways for people with trade skills gained overseas or in Australia for the purposes of migration and skills recognition.

It is a four-step employment-based skills assessment program that provides applicants with the opportunity to demonstrate their skills and job readiness are relevant to their chosen nominated occupation in an Australian workplace before they apply for migration. As part of delivering the Job Ready Program, ATTC has been appointed by Trades Recognition Australia to undertake key functions, including Provisional Skills Assessments, a workplace-based assessment and a final assessment.



**“AGA continued its proud tradition of supporting people into sustainable careers, with more than 450 apprentices and trainees placed into employment in 2018-19. Our completion rates continue to exceed State and National averages and our work across an increasingly diverse range of Government contracts has continued to develop stronger citizens within our communities.”**



### Company Profile



**Mark Knox**  
CEO





## 2018-19 in Review

For more than 35 years, AGA has provided quality employment and training services to industry. Preserving our historical focus on apprenticeships and traineeships, or training which will lead to these outcomes, AGA supported 800 apprentices and trainees during the year, and over 1,100 students within our RTO.

AGA enjoys the support of a truly dedicated team of employees who pride themselves on delivering quality support to our clients, apprentices, trainees and students. 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, with particular focus on major projects and infrastructure programs.

- Highlights from the year include:
- AGA securing multiple contracts to supply several major infrastructure projects in Victoria.
- Our PaTH contract was extended through to 30 June 2022.
- AGA was the first GTO to achieve social enterprise accreditation through Social Traders.



## 2019-20 Focus

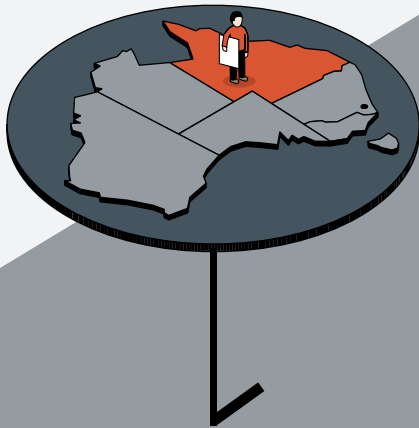
In 2019-20, AGA will work towards the achievement of its new Strategic Plan, developed in close consultation with our Board which sets our course to take AGA through the next exciting phase in our organisation' evolution.

We will advocate for our organisation, our industry, our sector and work to deliver an innovative, expanded suite of services to our stakeholders and continue to be seen as a leading collaborative organisation.

We will broaden our work with people, focussing on students from disadvantaged backgrounds, by getting them into training and then into employment with AGA. Our goal will be to develop their skills in support of our organisational goals.



**Dedicated passionate staff and an innovation culture is producing leading solutions for the recruitment sector in the Central Queensland community. Additionally, our youth workers continue supporting the growth of young people through supported housing.**



### Company Profile



**Darryl Lapworth**  
GENERAL MANAGER



CTC saw significant growth in the area of innovation, plus maintaining a strong presence within the Rockhampton and Central Queensland community



## 2018-19 in Review

The Rockhampton region continues to see unemployment rates drop with the added benefit of jobs growth within Central Queensland thanks to new civil and infrastructure projects as well as new larger opportunities in the resources sector.

Our participation in the Rocky River Run ceased in 2018-2019 and we wish future events every success in creating the strong community focus we enjoyed as the event organiser for the previous three years.

## 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.

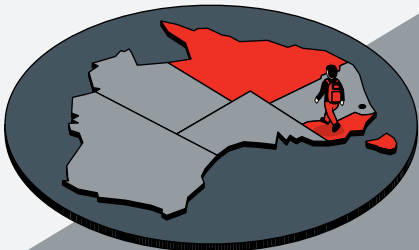
Our YHARS staff work in close collaboration with local housing and support agencies, such as Anglicare and Centrelink to help young people overcome particular barriers including accessibility to transport and understanding what services are available to them.

Participant Alicia\* was self-referred to the YHARS program back in December 2017, exited in October 2018 and then re-entered in November 2018. Upon her second stint, Monique had become homeless due to the dynamics within the household, mental health issues and very low self-esteem. Our staff worked with her to ensure she received full entitlement from Centrelink, supported her to overcome her anxiety, find accommodation, along with suitable furnishings and financial assistance.

Mid-February 2019 Alicia was offered an YHARS transitional unit and recently completed a 14 week Get Set for Work program with the local PCYC and is now looking to find part time employment of which YHARS is supporting her with applying for jobs amongst local businesses.

\*Not participant's real name

# interact australia



## Company Profile



**Catherine Cairns**  
GENERAL MANAGER



## 2018-19 in Review

Interact Australia successfully launched its new DES contract in Victoria, Tasmania, Queensland and South Australia from July 1, 2018. Operating in twelve employment service areas across Australia, Interact began supporting more than 1400 people living with disabilities to achieve their goals and enter the workforce.

This has been a highly successful initiative and we are very proud of the achievements of our disability employment participants and of the high quality person centred support our team has delivered. It has been incredibly satisfying to see so many people many with no previous employment history enter into the open employment market and successfully gain the role of their choice.

The newly established leadership team, lead by Catherine Cairns, and consisting of State Managers who work across each state, and other leaders speciality areas of quality, compliance and NDIS funding.

Interact Australia completed transition to NDIS in Victoria, commenced transition in Queensland and launched brand new NDIS services in South Australia and Tasmania.

Interact has enjoyed many highlights throughout 2018-2019. Our Hobart Disability Employment Services achieved number one status as a National DES provider out of 1909 sites. Our Victorian Performance and Partnership Leader Tim Weir, was awarded CoAct Service Excellence award. Sammy Lagana DES participant Plenty was awarded the Rotary Pride of Workmanship award. Our Queensland teams have successfully entered into collaboration with Aboriginal and Torres Strait Islander community groups.



## Focus 2019-2020

Interact will continue to build on the great foundation that has been laid in 2018-2019 expanding our high quality services into more areas of the states in which we operate. We will continue to leverage our expertise in employment support enabling more people living with disability to seize opportunities and achieve equal citizenship through both our DES and NDIS Employment support.



**“ Thank you for sending Gio out to conduct our group RSA Training. It went very well and he is a very personable trainer. He certainly impressed on us the importance of Responsible Serving of Alcohol”**

Jaguar Car Club of Victoria  
- RSA



**Company Profile**



**Nicolas West**  
GENERAL MANAGER



**APPROVED TRAINING PROVIDER**

Licensee and Advanced Licensee training courses in NSW  
**2019/20**

## 2018-19 in Review

This year the business continued to build on the positive changes made in 2017-18. iTFE followed two key delivery strategies regulatory/compliance and workforce development connected to industry demand.

It was a period of further internal improvement, focusing on improving business operational areas, aligning costs across the group to help deliver quality service and training.

We undertook a major relocation of our training centre, exiting Collins Street and moving into a new Hairdressing venue in Flinders Lane, Melbourne.

Whilst maintaining its core offering of short course programs the organisation embarked upon a strategy to increase its offering in full qualifications in two key areas, Property and Patisserie to enhance our offerings. The business successfully engaged the Chinese community in Melbourne and our first group of 12 Certificate III Patisserie students all successfully completed their qualification in August 2019.

In NSW, we were one of only 8 training providers to win a NSW Government Approved Licensee and Advanced Licensee course contract that allows us to train across NSW. We delivered our first program in February 2019, in Sydney. To date we have trained more than 600 venue managers/owners in both Sydney CBD and regional NSW. This forms part of the new push for iTFE into the regulatory compliance training areas and it continues to grow.

Feedback from the course has been exceptional, one person stating:

*“Just wanted to say a big thank you for organising the recent NSW Licensee Course. The feedback that I have received from the people attending is that the trainer was fantastic and made a dry topic very interesting. All the venue managers have passed great comments on to Jacqui our NSW State Manager that were exceptionally positive. I look forward to continuing to utilise iTFE as a provider of training.”*

## Key Highlights and Achievements

iTFE reached a number of its goals with none bigger than our RTO re-registration with ASQA for another 7 years ending on 31 March, 2026. This was a great achievement by the entire team and it sets us up for continued success for many years to come.

We enhanced our School hospitality offerings across VIC and NSW with an increase of 26 new schools accessing our programs to help deliver real life skills for their students to gain casual employment. Another key highlight was our work with Monash University, Clayton campus delivering the Work, Health and Safety essentials program ensuring the latest WHS principals are embedded throughout the entire University.

We continue to focus our efforts on delivering a quality training management services contract with Flight Centre Australia, handling over 3000 students enrolled across five states.



SHORT COURSE ENROLMENTS

**16,010**

QUALIFICATION ENROLMENTS

**237**

ON LINE ENROLMENTS

**2281**

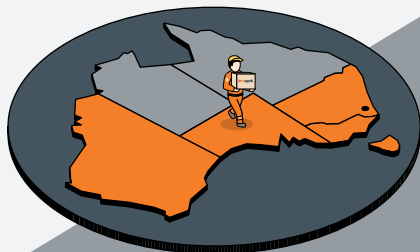
NUMBER OF BUSINESSES  
WE DO TRAINING FOR

**257**

## 2019 -20 Focus

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

- Expanding its B2B offering in 4 key areas - Hospitality, Travel & Tourism, Compliance and Real Estate
- Improving the student experience
- Growing its national footprint – securing funding contracts in all Australian states
- Expanding the delivery of qualification aligned to career pathways



## Company Profile



**John Glass**  
GENERAL MANAGER

**The 2018 -2019 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, Government stakeholders and communities to place more than 15,000 individuals into new employment opportunities nationwide.**

### 2018-19 in Review

#### Collective Network Events

On Wednesday 15 May, we were thrilled to launch Collective – Inspiring Women in Business, Collective is a modern take on an existing women’s networking group in Launceston, with a broad appeal to women at all stages of their business or career journey to network and build connections whilst professionally and personally developing through key business and career workshops and presentations from guest speakers.

Powered by MAS, Collective events and workshops will be held in Hobart, regional Tasmania and mainland Australia by the end of 2019. Watch this space for events in your area in the coming months!

#### SEAT Program

MAS National’s South East Apprenticeships Tasmania (SEAT) program combines pre-employment training including soft skills, technical skills, the attainment of a white card and managing mental health strategies with career support, employment brokerage services, transportation, intensive mentoring and an incentive scheme to support regional job seekers overcome their barriers to employment and support local industries in growth to meet their workforce development needs.

Collaborating with South East Region Development Association, Work & Training, Community Transport Services Tasmania, Interact Australia, the Department of Education’s Trade Training Centre, MAS National was able to provide a holistic approach to skills development and leverage their extensive industry networks to support job seekers into meaningful employment and gain an apprenticeship or traineeship to sustain their employability.



## RIDE

MAS is proud to announce that we have been successful at winning our first contract with the Department of Social Services, through the Try, Test and Learn Fund to deliver our newest program called 'RIDE'.

The program has been designed to develop 'Resilience through Inspiration and Determination leading to Employment' (RIDE) for at-risk youth located in Adelaide's North and South and Hobart, Tasmania which combines a fun, physically and mentally challenging activity of BMX riding delivering 30 classes over 15 weeks to provide vocational and non-vocational workshops assisting participants to:

- Embrace the development and application of transferable skills to continued learning
- Become engaged members of society
- Contribute to our future economy and communities
- Transition into employment
- Reduce long-term unemployment.

### Cycle of Change

MAS National's Cycle of Change program held its graduation ceremony on Thursday 13 December 2018, attended by the State Manager for Department of Jobs and Small Business and other local support networks.

The program was an Empowering YOUth Initiative, delivered in conjunction with the Commonwealth Department of Jobs and Small Business and charity organisation, Lighthouse Youth Projects Inc. to assist young people in Adelaide's Northern suburbs in the development of soft skills and vocational knowledge, successfully preparing them for life transitions.

In 2018, 201 young people from the local government areas of Playford, Salisbury and Port Adelaide / Enfield commenced the Cycle of Change program, with 70% of participants completing the program requirements. The graduation acknowledged over 140 graduates and awarded each with their own BMX bike to help them continue their journey.

## 2019 -20 Focus

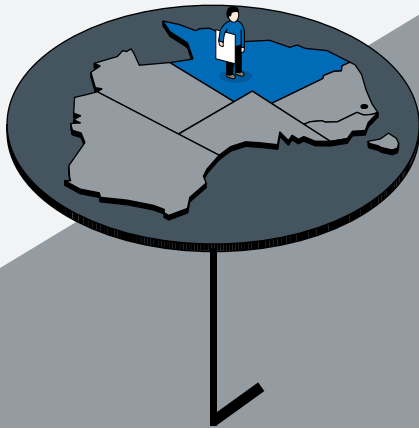
MAS National will continue focus on our three core areas: employment outcomes, business partnerships and career advice; and will continue to re-invest our profits to help more individuals gain employment opportunities. We will look to grow and improve our existing programs and expand our service offerings across Australia, looking for strategic growth opportunities that align with our core focus areas.

We will aim to set the benchmark for any Australian Apprenticeship Support Network (AASN) quality assurance audits and continue to raise the bar in everything we do, We submitted the AASN tender in November 2018 and we look forward to the results of AASN tender submission.

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 useful information for us to continually improve our service offerings.

MAS National moving forward is developing a brand that is confident and modern amid a rollout of potential new services and future streams. The opportunity to re-engage with our audiences with a brand refresh helps MAS National set the standard for apprenticeship providers in the current day environment. A successful rebrand ensures we are connecting with future audiences across all markets and showcases the MAS brand as modern, innovative, customer-focused and optimistic.





## Company Profile



**Christine Zechowski**  
CEO

## 2018-19 in Review

### Overall

- MRAEL's RTO, ATTC, appointed by Trades Recognition Australia (TRA), a business unit of the Australian Government Department of Employment, Skills, Small and Family Business, as a provider of Skills Assessment Services for 19 different ANZSCO occupations in Europe and Australia. The appointment as a TRA Skills Assessment Services Provider is in addition to ATTC's existing appointment as a provider of Trades Recognition Australia's Job Ready Program onshore in Australia. Trades Recognition Australia's programs (delivered by approved RTOs such as ATTC) offer skills assessments and provide assistance to people for migration and skills recognition purposes.
- Completed delivery of the Industry Specialist Mentoring for Australian Apprentices (ISMAA) program, supporting a total of 283 Building and Construction apprentices in South East Queensland with specialist mentoring and support services, designed to increase retention and completion rates.
- Continued delivery of Skilling Queenslanders for Work funded programs throughout regional Queensland, supporting disadvantaged and disengaged individuals to access free training to employment pathways, with the objective of re-engaging them with the workforce. Throughout 2018-19, MRAEL delivered Skilling Queenslanders for Work funded programs in both Early Childhood Education and Care, and Pathology, in Brisbane, Blackwater, Emerald, Logan, Mackay, Moranbah, Mount Isa, Rockhampton, Toowoomba and Townsville.



**AASN**

Performed over 7,000 apprenticeship and traineeship sign-ups in Queensland and the Torres Strait Islands from July 2018 to June 2019, and supported more than 2,120 job seekers with specialist careers advice and job matching services; and 1,929 apprentices and trainees with in-training mentoring and support.

**ATCNB**

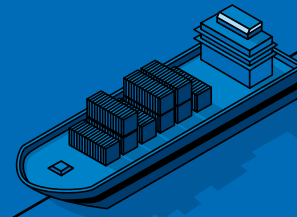
Grew the capacity of Australian Trade College North Brisbane's 2019 Cadet Program to commence with 80 students, the highest recorded intake for the Cadet Program since its introduction at ATCNB.

**GTO**

Commenced 273 new apprentices and trainees across both employed and managed service options in our GTO, an almost 10% increase on commencements achieved in 2017-18.

**RTO**

Named as a finalist in the 'Large Training Provider of the Year' category at the 2019 Queensland Training Awards, the second consecutive year Australian Trade Training College has been recognised as a finalist in this category, and therefore recognised as one of the top 3 large training providers in Queensland.

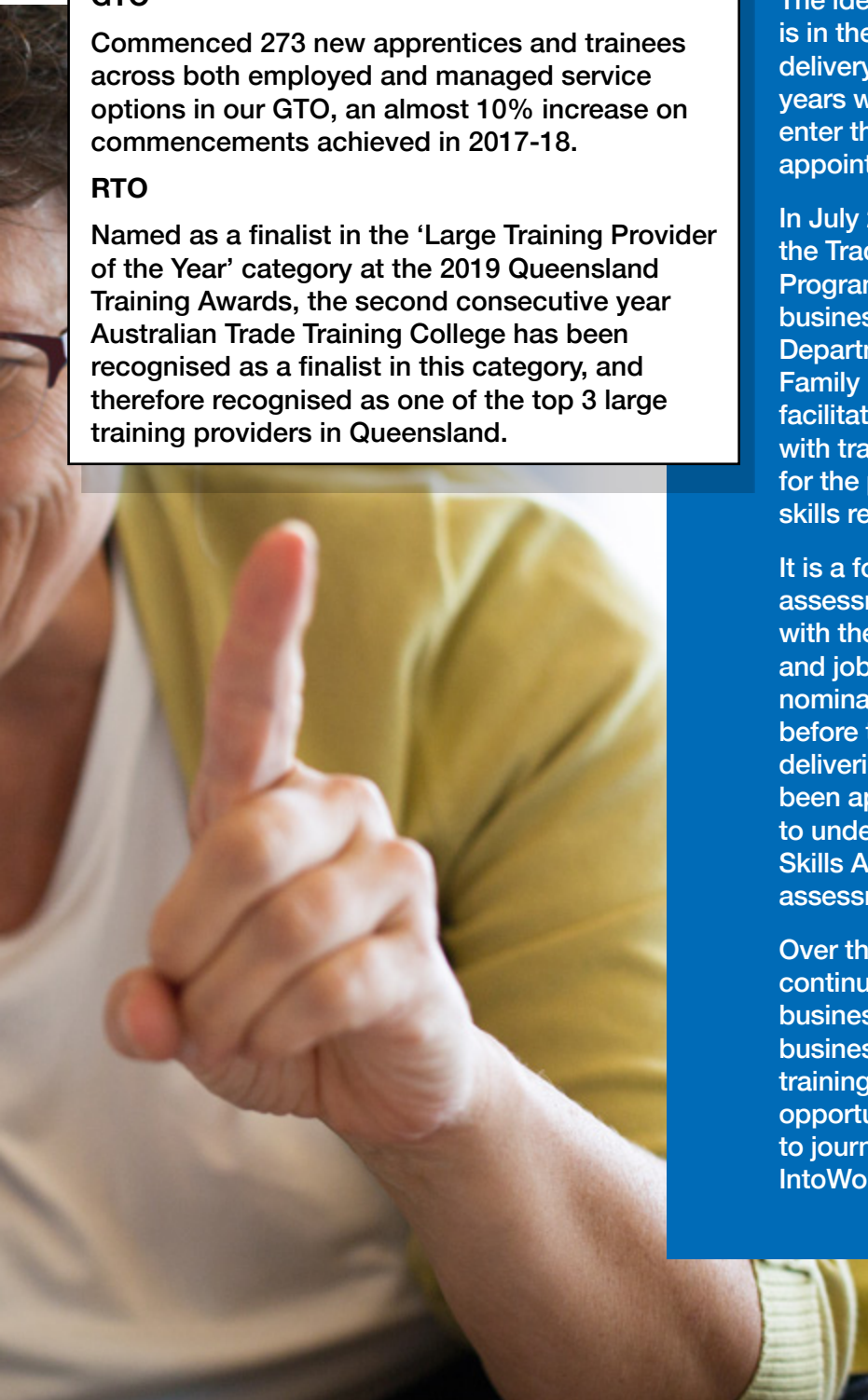
**Case Study****ATTC diversifies delivery platform with offshore services**

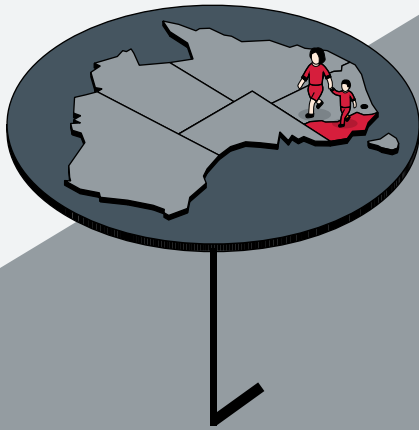
The ideal opportunity for diversification for ATTC is in the form of offshore training and assessment delivery opportunities, and over the last two years we have gradually begun to organically enter that market through strategic Government appointments and partnership opportunities.

In July 2017, ATTC successfully tendered for the Trades Recognition Australia 'Job Ready Program'. Trades Recognition Australia is a business unit of the Australian Government Department of Employment, Skills, Small and Family Business. Trades Recognition Australia facilitates skills assessment pathways for people with trade skills gained overseas or in Australia for the purposes of migration and skills recognition.

It is a four-step employment-based skills assessment program that provides applicants with the opportunity to demonstrate their skills and job readiness are relevant to their chosen nominated occupation in an Australian workplace before they apply for migration. As part of delivering the Job Ready Program, ATTC has been appointed by Trades Recognition Australia to undertake key functions, including Provisional Skills Assessments, a workplace-based assessment and a final assessment.

Over the coming year, ATTC is committed to continuing to build the capacity of its offshore business, providing further capacity to its overall business volume and supporting our domestic training activities. We believe that this offshore opportunity is an exciting pathway for ATTC to journey, and one that is unique within the IntoWork Australia Group of Companies.





**Company Profile**



**Darryl Lapworth**  
GENERAL MANAGER



## 2018-19 in Review

Rogan continued supporting 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 and from school or appointments they need to attend. Our drivers are highly qualified nannies who met and exceeded the normal requirements, meet child safety requirements, and are also skilled in being able to communicate effectively with the children they transport.

We continue to build on over 20 years' of experience of providing professional nannies, and our focus of ensuring that Rogan's existing team are skilled and are able to work as educators as well provides new opportunities for a number of our broader team members.

Rogan continues to participate in 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.



## 2019-20 Focus

The future looks strong as the team embarks into 2020. We continue to build our presence in the private sector, and will be focusing on the growing opportunities in our nanny services for private homes as well as offering our new babysitting services that will complement our nanny services.

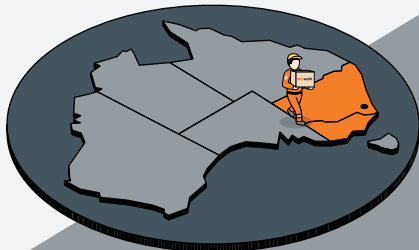
Our team are working continuously on enhancements to our service provision through innovation and opportunities to improve the experience of recruitment for both candidates and clients. Using technology to ensure the process is personalised, automated and compliant with regulations and awards is a key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

As well as increasing our reach we are now looking at providing our nanny services in remote and rural areas of Victoria. We are also working with Melbourne's most notable hotels to extend our baby sitting service offerings.





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



**Company Profile**



**Sean Cathie**  
GENERAL MANAGER



## 2018-19 in Review

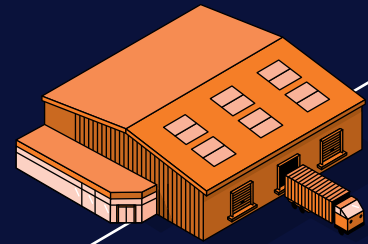
Stockdale's 2018-2019 has been the most challenging we have seen in many years, we have seen more amalgamation between businesses than in previous years. The industry still has a strong need for labour hire in both the casual and permanent placements.

The past year has been a busy time for the team at Stockdale Personnel, the business has continued to be the number one supplier in the printing industry, throughout the year we were recruiting in the area of Warehousing, Logistics and Construction, although these areas have not seen as much growth as expected, and prove to be a challenge for the business to grow in these industries.

The Printing industry has gone through a lot of changes in 2018-2019. We have been able to help many of these companies throughout their process assisting with expertise around recruitment and how better to rebuild their business with temporary staffing solutions.

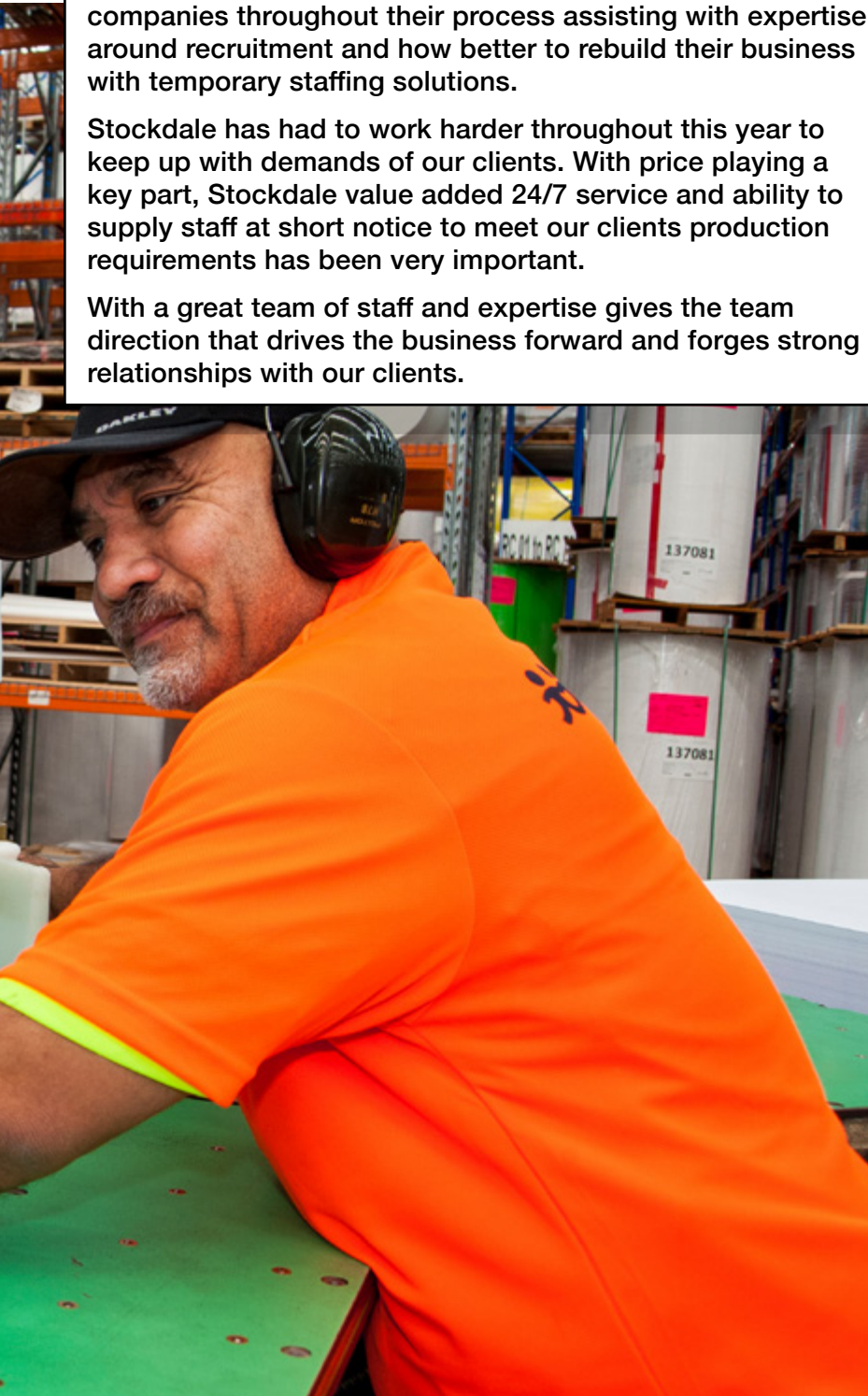
Stockdale has had to work harder throughout this year to keep up with demands of our clients. With price playing a key part, Stockdale value added 24/7 service and ability to supply staff at short notice to meet our clients production requirements has been very important.

With a great team of staff and expertise gives the team direction that drives the business forward and forges strong relationships with our clients.



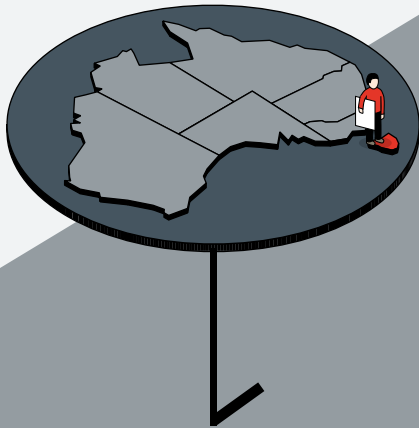
## 2019-20 Focus

Over the next 12 months Stockdale Personnel will move back to a primary focus within the printing industry, given this area of expertise has been the backbone of the business and has been where Stockdale has built a strong reputation over many years. Stockdale's focus for the year ahead will be to gain more traction in both casual and permanent recruitment where our knowledge lies. 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.





Work & Training operates across Tasmania providing group training and recruitment services, nationally recognised training and foundation skills training. For 30 years we have taken pride in our excellent reputation for service provision and our partnership with businesses.



### Company Profile



**Leanne Wallace**  
GENERAL MANAGER





## 2018-19 in Review

2018/19 has been a very successful and rewarding year at Work & Training as the Management Team, under the guidance of the Board, has worked towards the priorities of the 2016-19 Strategic Plan and made an extensive contribution to Tasmanian communities.

In the past year 177, predominantly young Tasmanians, began their careers as apprentices or trainees employed by Work & Training. Creating partnerships with like-minded organisations to increase the skills and employment opportunities of all Tasmanians has been a strong focus.

Our labour hire service offers employment solutions to all industries. In the past year Work & Training has supported major sporting events in Tasmania including AFL football fixtures and all domestic, national and international cricket fixtures.

Work & Training has delivered federal government funded programs to increase the skills of indigenous people continuously for the past 9 years. The current program an Indigenous Advancement Strategy - Children and Schooling project has seen a large number of community members being referred for support. Support provided is to adults and increasing for children who require assistance in the areas of reading and writing.

Registration by the Australian Skills Quality Authority until 2025 as a training organisation was an indication of the quality of services provided by Work & Training. The qualifications delivered by the training division range from Certificate II to Diploma in Vocational Pathways, Business, Retail and Community Services.

Work & Training provided community service pre-employment certificate courses to jobseekers resulting in 313 additional work-ready people.

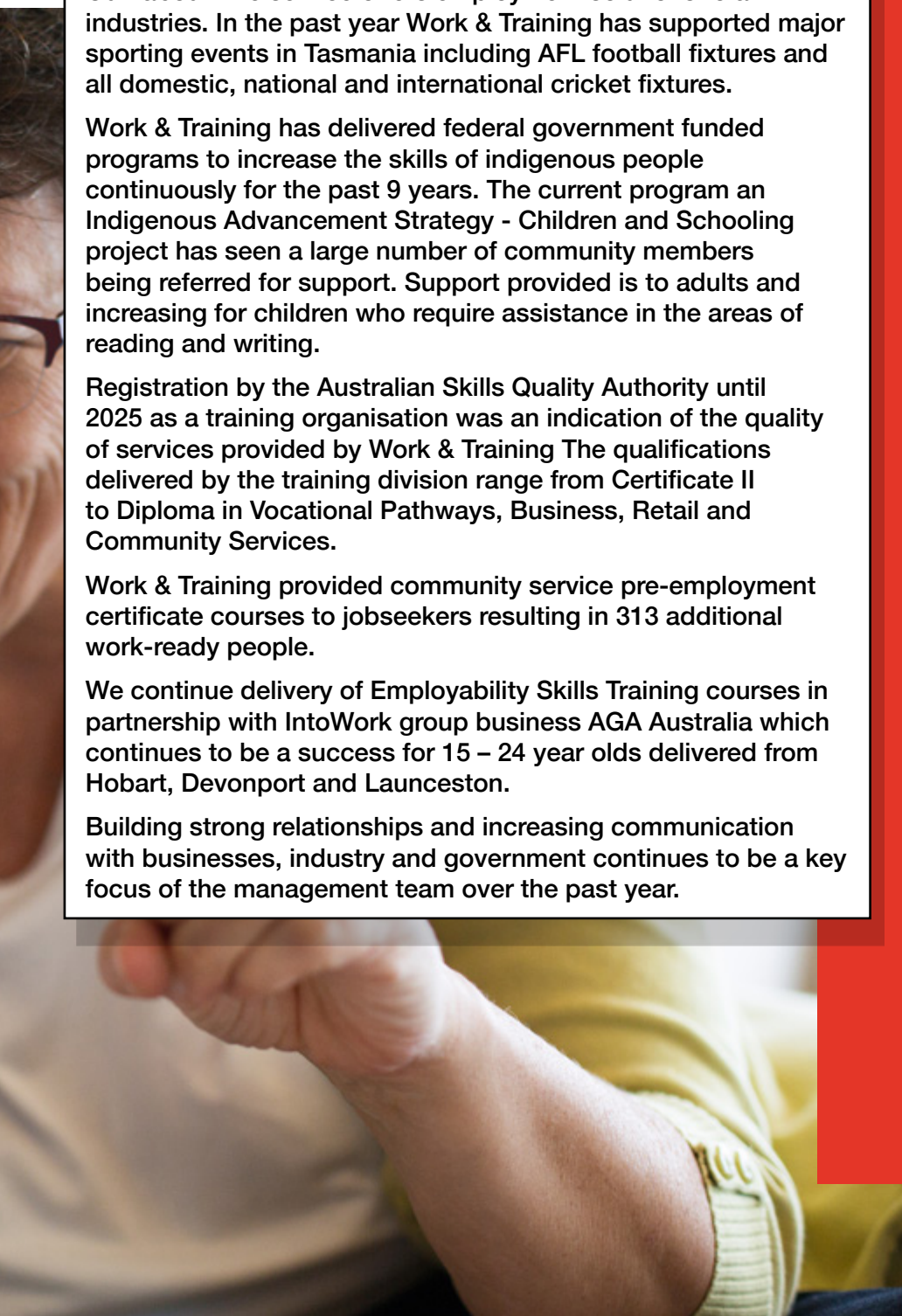
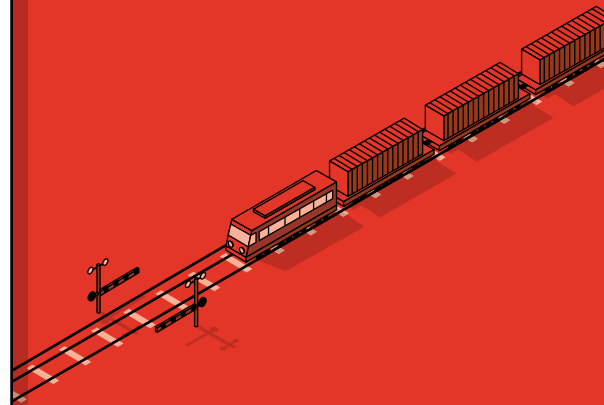
We continue delivery of Employability Skills Training courses in partnership with IntoWork group business AGA Australia which continues to be a success for 15 – 24 year olds delivered from Hobart, Devonport and Launceston.

Building strong relationships and increasing communication with businesses, industry and government continues to be a key focus of the management team over the past year.

## 2019-20 Focus

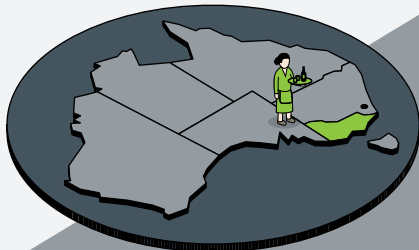
Work & Training's new Strategic Plan 2019 – 2022 will be rolled out with the priorities of:

- Growth & Development
- Culture and Staff Capability
- Client Centred
- Social Benefit & Responsibility
- Financial Sustainability





# INNER NORTH COMMUNITY FOUNDATION



## Company Profile



**Ben Rogers**  
EXECUTIVE OFFICER

### 2018-19 in Review

In F19 the Foundation disbursed \$487,000 (F18 \$618,476) in 52 grants to local organisations in Melbourne's Inner North

- \$370,000 to 22 organisations in 2018 pathways to employment grant round
- 17 acquittals back to date had 1493 people in programs
- In addition to increased capacity and skill development, outputs for people included,
  - » 360 with work experience or education pathways
  - » 123 with new qualifications
  - » 179 work outcomes
    - ◇ 21 Contract
    - ◇ 46 casual
    - ◇ 52 part time
    - ◇ 20 full time
    - ◇ 40 self employed
- The Foundation made 8 out of 18 subfunds distributions totaling \$21,650
- Donations of \$240,000 down from (F17 \$403,891) in the previous period.



The Foundation also:

#### Supported local leadership through:

- Invested in the skills and capacity of local people to respond to local challenges and opportunities. Young Changemakers program with Clifton Hill North Fitzroy Community Branch of the Bendigo Bank at Collingwood College, Fitzroy High School, Northcote High School with 9 grants across the region, with \$45,000 into local groups
- Continued the Board Associate Program, with 4 new associates of diverse backgrounds volunteering with the Foundation to learn about good not-for-profit governance, and increase the connections of the Foundation with diverse local community members.
- Started the Northern Funders Network, a group of organisations that give grants to community groups in Melbourne's inner north region. Attendance includes representatives of the Lions, Rotary, the Bendigo Bank and other community banks, Council, Private Ancillary Funds, and others, that come together for stronger regional connections

#### The Board:

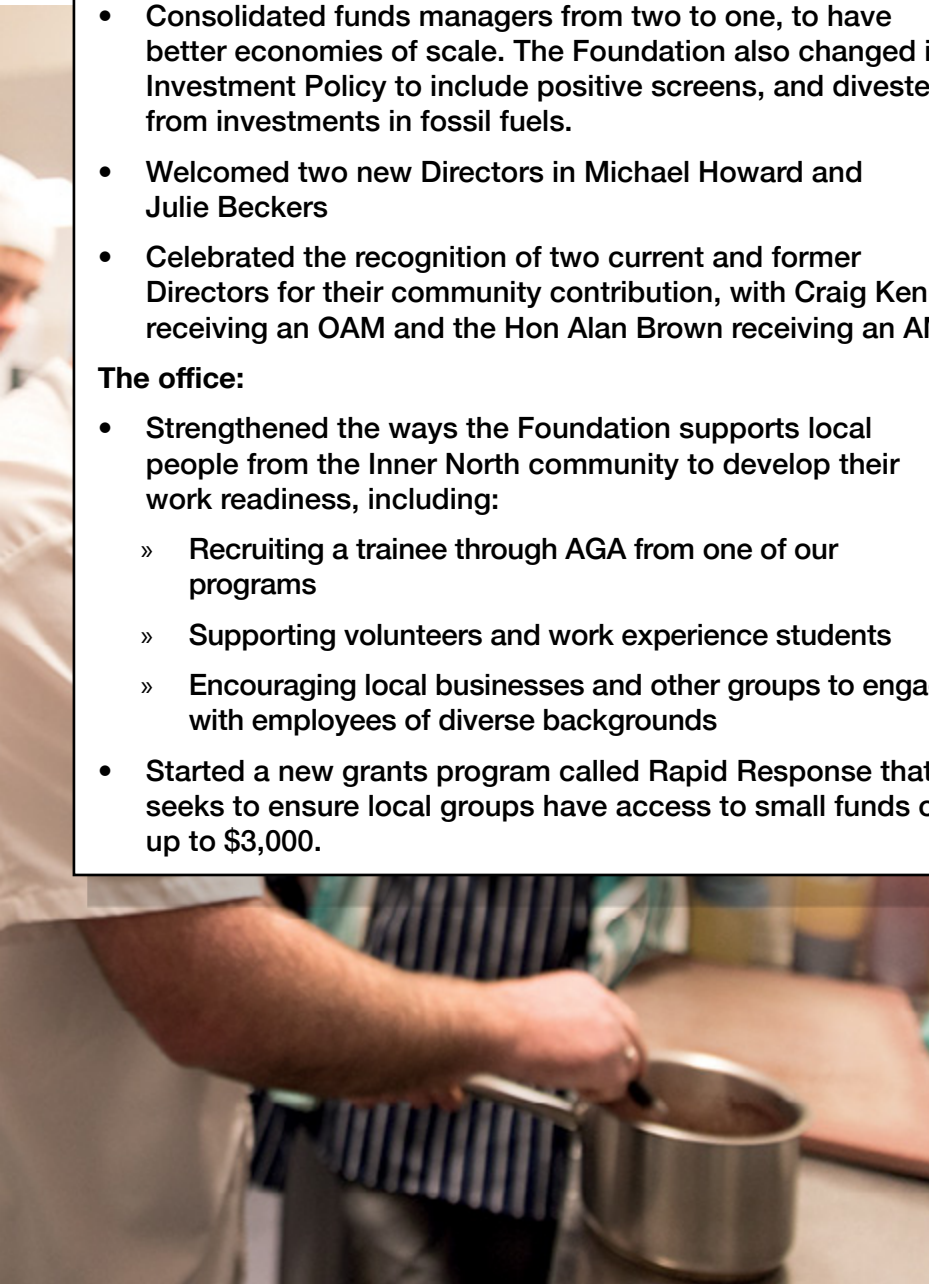
- Consolidated funds managers from two to one, to have better economies of scale. The Foundation also changed its Investment Policy to include positive screens, and divested from investments in fossil fuels.
- Welcomed two new Directors in Michael Howard and Julie Beckers
- Celebrated the recognition of two current and former Directors for their community contribution, with Craig Kenny receiving an OAM and the Hon Alan Brown receiving an AM

#### The office:

- Strengthened the ways the Foundation supports local people from the Inner North community to develop their work readiness, including:
  - » Recruiting a trainee through AGA from one of our programs
  - » Supporting volunteers and work experience students
  - » Encouraging local businesses and other groups to engage with employees of diverse backgrounds
- Started a new grants program called Rapid Response that seeks to ensure local groups have access to small funds of up to \$3,000.

### What does the future look like

- In addition to core activity of supporting local organisations to remove the barriers local people face on their journey to work, the Foundation will
  - » Support the development and implementation of a regional Mentoring Exchange that links high school students from local schools with local volunteers.
  - » Increase awareness of the Foundation's role in promoting generosity, by asking 100 people to Lock in 5% of their estate for local benefit
- To be a platform for people's philanthropy, a safe pair of hands for community funds, and broker relationships across the region to strengthen the prosperity, connection and cohesion of Melbourne's inner north.





IntoWork Australia  
Leading in workforce participation



IntoWork Australia proudly supports the Inner North Community Foundation



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