

Annual
Report

2022

**Vibrant
Futures**

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This annual report provides an overview of our performance during the 2021- 2022 financial year and focuses on our commitment to the 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 Network (AASN) Services
- › Government support programs
- › Training programs
- › Disability Employment Services
- › Temporary and permanent recruitment solutions
- › Advice and support for businesses
- › Community solutions, including Disability Support Services
- › Senior College & Education

The IntoWork Group is made up of 13 businesses delivering apprenticeships, training, employment services and support programs.

IntoWork Australia is a leading provider of integrated workforce solutions, resulting in supported communities and thriving businesses with skilled and motivated people. We remain focused on quality service delivery and expanding our geographic reach, whilst still acknowledging and supporting our roots.

A Note from the Chair

IntoWork has now operated for 39 years, and the past two and a half years have perhaps been the most challenging external environment in its history. The residual impacts of the COVID-19 pandemic have required many changes for the company as we have adjusted practices and operations to meet government regulations and customer needs. It has been very pleasing to see how well the IntoWork Group has performed during this time. We are, however, very conscious that there are many unknowns ahead of us given the pandemic is not over.

The IntoWork Board has worked closely with all Boards and Directors across the Group as well as management and staff. Shared Group- wide Director meetings have continued on a monthly basis, providing insight for all Directors on our performance across the Group, whilst also holding our regular Board meetings.

Our highest priority continues to be the health and wellbeing of our staff. Our Leadership Team, led by our Group CEO, have focused on ensuring a range of wellbeing initiatives have been put in place to support our growing team of nearly 1,500 people nationally at the end of the year. Our core values of Respect, Integrity, Innovation, Courage and Collaboration have

come even more to the fore over this past year, in particular, Courage which has been demonstrated by our team consistently.

On behalf of the Board, I would like to acknowledge the resilience, grace, determination and flexibility of our leadership teams, who have kept a strong customer focus and have driven wonderful outcomes for our customers, funding bodies and our businesses across the Group, whilst continuing to support their staff members. Our directors have provided excellent insight and oversight during a time of significant change and we are now very well positioned to face upcoming opportunities and challenges.

It has been pleasing that the Australian Government and state governments have prioritised employment and training - and we have been able to scale up to meet those needs. We have expanded our reach nationally with increased business in all states and territories, and we have invested significantly in ramping up employment initiatives as a result of a number of successful new contracts awarded late in 2021-22.

In the last 12 months, we have supported over 76,000 individuals during their employment journey, including apprenticeship and traineeship employment, training, labour hire, permanent recruitment, Disability Employment Services (DES), and community-based programs. This includes over 2,500 employed and managed apprentices and trainees, tens of thousands of businesses have been engaged through our services, and many more individuals have embarked on new careers or been supported towards independence, and we now have almost 60,000 businesses being supported through our centralised database.

We support over 63,000 apprentices and trainees, trained in excess of 20,000 students through our five RTO's, we work with over 2,100 Disability Employment Services participants, and over 500 NDIS participants. IntoWork now operates across 90 locations and provides its services nationally.

Revenue has grown year on year from \$211 million to \$240 million. Our net asset base has grown from approximately \$84 million to \$107 million across the 13 businesses nationally. This is a positive outcome and is a result of a continued focus on ensuring sustainability of all businesses in the Group. The Group also benefited from government support initiatives during COVID-19 which enabled the organisation to retain its staff as well as its apprentices, trainees and labour hire personnel.

There are now 13 businesses in the Group. Each business is governed by a Board and through its CEO and management team, provide valuable, high-quality services, whilst also working closely as a Group to maximise opportunities and save costs. All businesses within the Group are focused on continuing to manage costs closely and to drive up business opportunities especially.

IntoWork was founded in the Inner North of Melbourne, and it continues its commitment to the region through supporting local businesses, apprentices and trainees. IntoWork established the Inner North Community Foundation in 2007 as a Community Foundation, and through this entity has continued to support numerous pathways to employment initiatives in the region.

Our support of the Foundation this past year has included operational funding and support as well as a \$100,000 corpus donation, which has increased our total corpus donation to \$4.3 million since its inception. The Foundation has continued to support the inner north of Melbourne and its residents and charitable organisations with grants in excess of \$500,000 and we are delighted to have been closely associated with them, and would like to acknowledge the contribution of our former members; the Cities of Moreland, Yarra and Darebin to this very important initiative.

I would like to thank my fellow independent Board members for their support and dedication over the past year - Kevin Breen, Julie Busch, Dale Archer, Poul Bottern, and I would like to especially acknowledge the skills and support of our Deputy Chair, Kevin Neville. The support and commitment from the company's former three Members - the Cities of Moreland, Darebin and Yarra, and their Member Directors Margherita Barbante, Anita Craven and Arden Joseph is also greatly appreciated. Over this year we have transitioned to a more contemporary, 'fit for purpose' governance model where our members are our directors.

On behalf of the Board, I extend our appreciation to the staff of all our businesses, and to the Leadership team, CEOs, and managers for their tireless work in supporting their staff and achieving our purpose and our vision of "Vibrant Futures" throughout the year. I commend and thank our Group CEO, Poul Bottern, for his tireless work ethic and his dedication and commitment to the values of IntoWork Australia. Throughout the year, Poul has provided exceptional, effective, strategic leadership across the Group, and has worked closely with the Board to realise our agreed vision and to achieve significant outcomes.

The upcoming 2022-2023 year promises to present more and different challenges, however, we remain confident that our ability

to respond flexibly and to identify, and effectively maximize opportunities, will enable us to continue to develop and grow in the years ahead. Most importantly, I am confident that IntoWork will continue to focus on meeting the needs of the individuals, groups, and businesses that we work with and will continue to achieve high quality outcomes for all, with integrity, respect, and courage.



Elizabeth Board
Chair of the Board
IntoWork Australia

November, 2022

A Note from the Group CEO

Our staff across the Group, led by our skilled and experienced leadership team, have navigated the transition from COVID-19 restrictions and changes in government and government policy at both state and federal levels. This year we set our new three-year plan which will steer our direction until 2025 and enable us to remain flexible and adaptable to meet community needs and changing external factors.

Over the year we changed our legal name to IntoWork Australia Ltd, and altered our membership from three local Melbourne Councils to a more contemporary 'For Purpose' (Not for Profit) model of directors being members. At the end of the year, we were very pleased to welcome DGT, a GTO and RTO based in Toowoomba and South Brisbane. They have brought strong connections in the areas they operate, as well as different training offerings for our broader customer base.

During the past year we successfully applied for Workforce Australia contracts, becoming the largest new entrant into the market, with contracts in the Northern Territory, South Australia, Queensland, Western Australia, New South Wales and Victoria. The contracts span Enhanced Services, Employability Skills Training, Career Transition Assistance and Self-Employment Assistance. Nearly 200 new staff have joined the IntoJobs team nationally as we scale up for a 1 July 2022 start date.

Our business operations across the Group have all performed well during these challenging times, with most undergoing significant growth due to government policies and prudent management of the opportunities.

IT security has become an increasing focus in what is clearly an escalating challenge globally. The Federal Department of Employment and Workplace Relations have enforced the need for providers such as ourselves to achieve 'Right Fit for Risk' accreditation which covers many areas of data management, including IT systems and processes. We achieved accreditation during this financial year which was very pleasing and our teams have continued to work hard to further improve systems as required.

Over the year we also embarked on the development of Reconciliation Action Plans (RAP's) for each business. We expect that these will be finalised with Reconciliation Australia next financial year. This is a very important area for us to ensure we recognise and engage effectively with Aboriginal & Torres Islander people and their communities across Australia.

We have also been working closely with governments, both state and federal, in their development of policies and directions for the future. This past year has seen a major shift federally after the election and it was pleasing to be able to attend the 'Jobs and Skills Summit' in Canberra to shape and influence the directions of a number of priorities going forward.

Through our 13 businesses, services are varied across Employment, Skills and Support and most importantly the numbers of people we are supporting across streams has also grown year on year. These have included our Group Training Organisations, Registered Training Organisations, Australian Apprenticeship Support Network, Disability Employment Services, NDIS services, Year 11 and 12 College, and permanent and temporary staffing solutions.

Our Shared Services across the Group have continued to scale up to meet the requirements of our businesses.

These services include Marketing, Communications, Quality & Risk, Business Development Services, People & Performance, Finance, Payroll, Procurement & Assets, and Information Technology. Our Group Chief Financial Officer, Tom King alongside our Group Chief Development Officer, Nicolas West, and our HR Manager Jadranka Butigan, have provided strong leadership to these areas, resulting in positive outcomes over the year. This is especially impressive given the scale of our growth this year and what is anticipated next year, alongside increasing quality requirements.

Across IntoWork Australia, staff numbers have grown over the year from 1,100 to nearly 1,500 and our team have continued to be flexible and nimble over the past year, and many have moved across businesses taking up new responsibilities. We have also launched our Emerging Executive Leadership Program and Senior Leadership Development Program, over the year – this has involved over 20 of our key leaders who are indicating that the programs have been very helpful for them in their professional development.

I would like to recognise the impressive work of our Leadership Team across IntoWork. The CEOs of the businesses and their management teams, alongside our Group CFO and Group CDO have continued to demonstrate a very high level of collaboration which has benefited our customers and resulted in significant growth for the Group over the year.

Our relationship with our key federal, state and local government stakeholders, in particular, the Department of Employment and Workplace Relations (DEWR), the Department of Social Services (DSS), and the National Disability Insurance Agency (NDIA) has continued positively. Their confidence in us through their funding and engagement has resulted in increased services for businesses and individuals which have been needed across the community.

Finally, I would like to recognise the Board of IntoWork Australia, led by our Chair, Elizabeth Board, who have provided valuable oversight, monitoring and setting overall direction and culture of the company. The working relationship between the Board and management is very strong and positive and has been a key ingredient to our success. In particular, I would like to acknowledge Elizabeth Board who has provided pivotal support, wisdom and clarity over the year.

We acknowledge that the challenges we have faced over the past couple of years are not over, and combined with labour and skills shortages, we face more challenges and opportunities than ever. We do, however, believe that we are incredibly well positioned with the great team we have on board, the diversity of services we have, and our strong values based culture to guide us forward.



Poul Bottern
Group Chief Executive Officer
IntoWork Australia

November, 2022

Our Values

Our values underpin the work we do and are represented by the actions we undertake. They are the foundation of our quality service delivery and synergy across the Group. Our staff showcase their commitment to these values each and every day.

Collaboration

We grow and build using our respective strengths as a united team.

Courage

We show determination to achieve our business goals and objectives.

Innovation

We actively pursue new ideas and implement improved ways of working.

Integrity

We create a culture of honesty, building trust, where our words become our actions.

Respect

We treat people equally, valuing and acknowledging the strengths, abilities and rights of all.

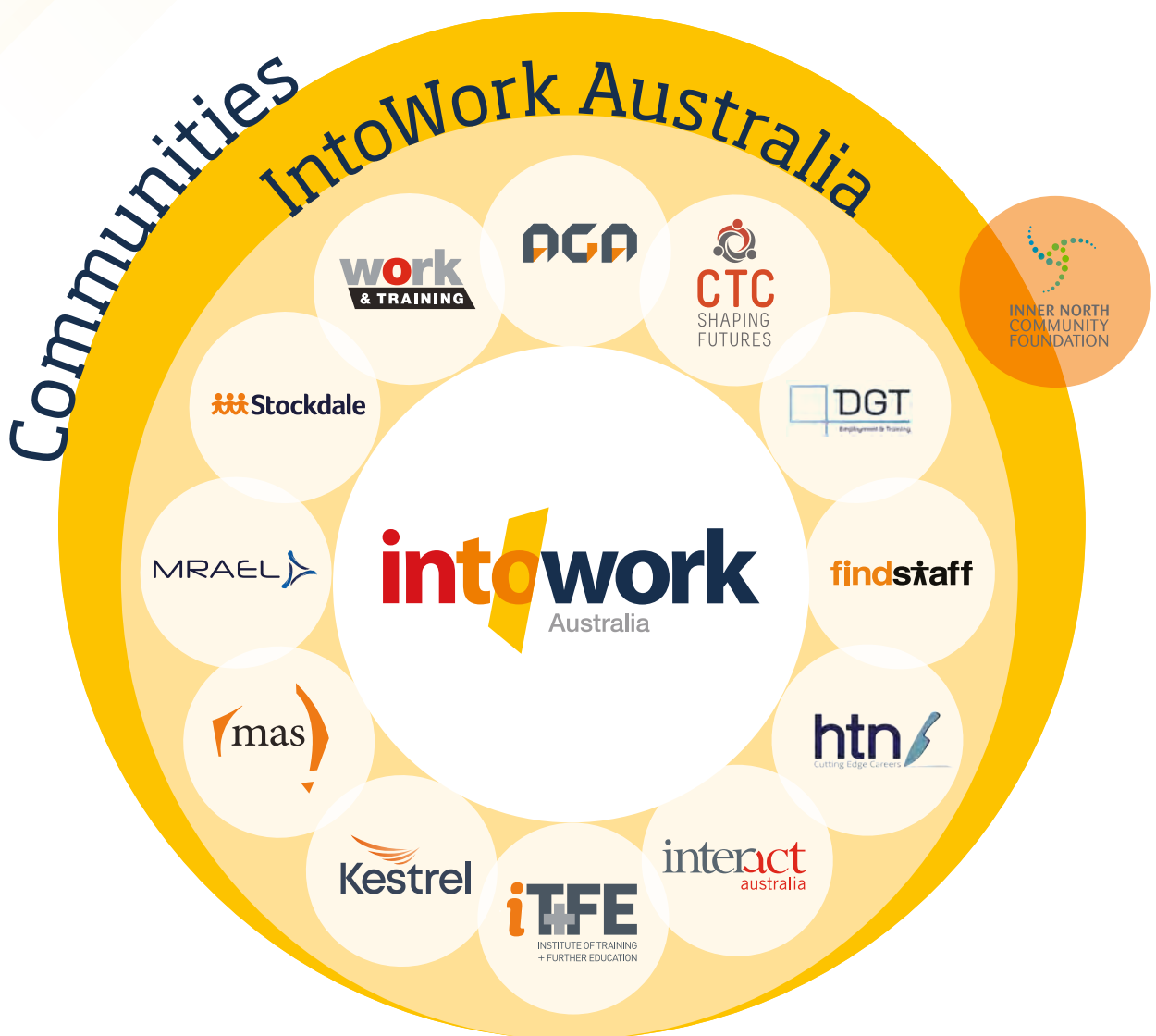


Our Businesses

The IntoWork Group continued its sound growth trajectory during the 2021-22 financial year.

Our businesses operate in six Australian states as well as the ACT, giving the IntoWork Group a significant presence across the nation.

Our focus on winning new contracts and high quality service delivery, combined with strong industry demand for our core services, puts our growth strategy on a solid footing for the year ahead.



Our Locations

Victoria

Bairnsdale
Ballarat
Bendigo
Broadmeadows
Croydon
Churchill
Cobram
Dandenong
Deer Park
Drouin
Epping
Footscray
Frankston
Heidelberg
Horsham
Hurstbridge
Kew
Korumburra
Mildura
Morwell
Northcote
Preston
Shepparton
Wangaratta
Warragul
Werribee
Wodonga
Wonthaggi

Tasmania

Devonport
Launceston
Moonah
Rosny Park

South Australia

Adelaide
Christies Beach
Elizabeth
Mount Barker
Mount Gambier
Renmark

New South Wales

Parramatta
Wagga Wagga

Western Australia

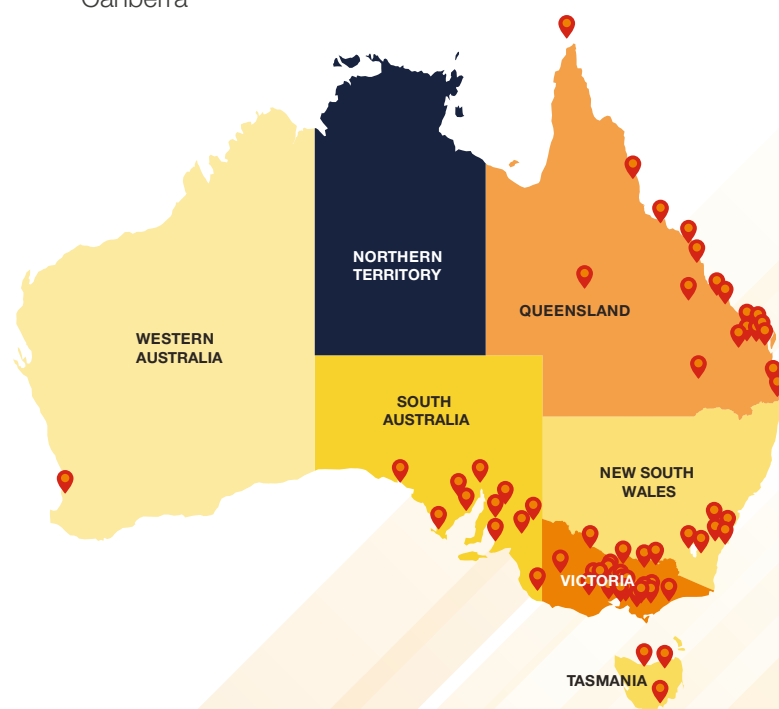
Perth

ACT

Canberra

Queensland

Banyo
Bundaberg
Bundall
Caboolture
Cannonvale
Chermside
Emerald
Fortitude Valley
Gladstone
Goodna
Hervey Bay
Ipswich
Lawnton
Lowood
Mackay
Margate
Milton
Mount Pleasant
Rockhampton
Scarborough
Springfield Lakes
Toowoomba
Townsville
Westcourt



Corporate Governance

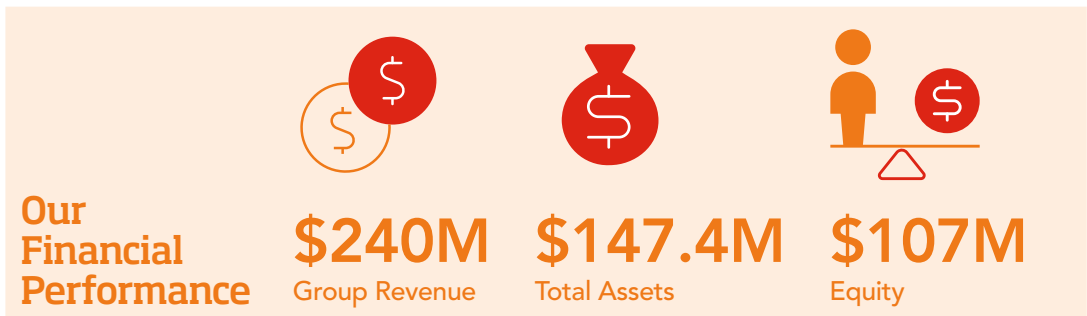
Our skills-based Board has oversight of a substantial group of businesses that at 30 June 2022 had a revenue of \$240 million and employed 1,459 staff.

The Group also employs and manages over 2,500 apprentices, trainees and casual staff, training over 20,000 students and supporting over 63,000 Apprentices and Trainees in 2021-2022.

Additionally, the Group facilitates 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.

Six highly experienced professionals from different backgrounds come together on the Board to ensure that IntoWork Australia sustains its commercial goals, while remaining focused on its not-for-profit purpose of reducing the barriers to employment and providing access to jobs for all people.



Our Board of Directors

The Chair

Elizabeth Board holds a Bachelor of Arts, 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

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.



Elizabeth Board

Chair



Kevin Neville

Deputy Chair

Directors



Kevin Breen

Independent



Julie-Anne Busch

Independent

Directors



Poul Bottern

Executive



Dale Archer

Independent

Business Structure

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

Comprised of leaders from each business, the Leadership Team meets fortnightly to explore new business opportunities, and to implement operational synergies and cost effective strategies.

Our discussions have focused on opportunities to expand our national footprint. The Group is focused on finding innovative ways to achieve broader outcomes through collaboration.

Shared Services

A key benefit of being part of the IntoWork Group is access to Shared Services across a range of essential business functions. These include people and culture, marketing, finance, payroll, procurement, asset management, information technology, quality assurance, risk management and business development.

Our internal model of collaboration and shared support assists Group businesses to thrive and succeed in their core business endeavours. Businesses in the IntoWork Group benefit from access to essential services delivered by people who are experts in their respective fields as well as having an understanding of how the business operates.

Supporting Local Communities

In 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 individuals in the inner north of Melbourne through pre-employment initiatives run by local charities in the councils of Darebin, Moreland and Yarra.

Our Leadership Team



Poul Bottern

Group CEO



Tom King

Group CFO



Nicolas West

Group CDO



Jadranka Butigan

Human Resources
Manager

Our Leadership Team



Leeann Rayner

CEO
AGA + Kestrel
(from May 2022)



Kris McCue

CEO
DGT

*Nicole Broe (from January - May 2022)
Nicolas West (until January 2022)*



Jason Allen

CEO
ITFE



Catherine Cairns

CEO
Interact Australia



Paul Ingwersen

CEO
Kestrel Recruitment
(until May 2022)



John Glass

CEO
Mas National,
FindStaff, Stockdale



Christine Zechowski

CEO
MRAEL, CTC, HTN



Leanne Wallace

CEO
Work & Training



AGA continued to perform well during the 2021-22 financial year. AASN sign-ups and training enrolments increased across all disciplines and apprentice and trainee numbers remained steady. AGA secured several significant contracts with state and federal government authorities and was at the forefront of three new initiatives, summarised below. The foundations have been set for continued growth in 2022-23.

Highlights 2021-22

In a year that presented many challenges due to COVID-19, AGA was successful on numerous fronts.

AGA and Kestrel Recruitment merged Group Training Operations (GTO) in March 2022, enabling the business to expand its GTO services from Victoria into southern NSW.

The GTO has been running Inspiring Women's Projects to help support women entering non-traditional trades. The program provides avenues to help women be successful in their chosen career.

AGA was awarded the Workforce Australia Transition to Work (TtW) contract in March 2022 and will commence service delivery from July 2022. The program will run over five years and aims to create positive change for young people as they transition to work by building individual capacity and promoting greater economic and social participation.

AGA training operations continue to be agile, delivering training to a broad number of cohorts. Popular training initiatives included Solar Safety Training, Energy Safe Victoria and the Electrical Supply Industry training.

Over 900 students enrolled across AGA training sites during the financial year. This was the largest intake ever, and was made up of students from both the Vocational Education and Training in Schools (VETiS) program and auspice arrangements.

Australian Apprenticeship Support Network (AASN) services had their most successful year with a 48.8% increase in signups from the previous financial year. The team successfully adapted to this increased demand.

AGA Snapshot

Apprentices/Trainees:	Number
Apprentice/Trainee placements	614
Apprentice/Trainee commencements	456
Apprentice/Trainee completions	295
Number of Host Employers @ June 30	232
Training & Development	
Number of students @ June 30	1,972
VETiS + auspice arrangements @ June 30	916
Training enrolments	1,368
VETiS partnership agreements	62



Taj Lyttle (left), AGA carpentry apprentice, won the 2022 Gippsland Apprentice of Year Award. He was also nominated for, and won, the 2022 President's Award at the Master Builders Victorian State Awards for Building Trades.



1,368
Training enrolments



639
Secondary students enrolled in VETiS programs

Focus 2022-23

Plans for the 2022-23 year include expanding Big Build opportunities and the delivery of new programs such as Flip My Ride (Safer Communities) and Employment Services Training.

A major focus will be on delivering Transition to Work and Workforce Australia contracts in the North East of Melbourne and the Gippsland region in Victoria, and Murray South East in South Australia.

In line with government initiatives to increase the number of women going into non-traditional trades and industries, AGA will continue to offer programs that align with this emphasis, such as Inspiring Women's Projects.

The successful merger of AGA and Kestrel Recruitment creates an opportunity to further expand our presence in South Australia and Wagga Wagga.

AGA will continue its focus on delivering courses that support reducing carbon emissions, exploring opportunities to minimise our carbon footprint and create a greener future.

CTC partners with local community organisations, industry and government to shape futures and build networks.

Highlights 2021-22

CTC's Youth Housing and Reintegration Service (YHARS) helps young people aged 12-21 who are homeless or at risk of homelessness in the Rockhampton and Livingstone areas in Queensland. YHARS provides assistance to young people to find safe accommodation and re-engage in community participation.

Throughout 2021-22, CTC's team of Youth Mentors delivered 8,820 hours of individualised support and assistance to over 1,000 participants. CTC's delivery of YHARS supported over 390 new clients in either the Support or After Care streams. The YHARS team was actively supporting a caseload of over 260 young people as at 30 June 2022.

YHARS forms part of the Homelessness National Party Agreement and is jointly funded by the Australian Government and state and territory governments to provide an integrated response to addressing youth homelessness through coordination and case management.

One of the most significant challenges this financial year was the tight housing market in Central Queensland – rental vacancies were at an all-time low and the availability of affordable housing or accommodation options for disadvantaged young people was limited. The CTC team worked proactively with community-based organisations and government departments in an ongoing effort to advocate for the development of more social housing programs.

In 2021, CTC set out to secure additional sources of funding to enhance its ability to provide a more holistic level of service to the young people in its YHARS caseload. The objective was to design new programs that complement YHARS and provide participants with intensive support to develop work readiness and employability skills, enhancing their opportunities for lifelong learning and participation.

CTC secured funding from the Queensland Government's Skilling Queenslanders for Work initiative to deliver a Ready for Work program in Rockhampton, which is currently supporting 40 YHARS participants to develop skills in team building, presentation for work, resume writing and job interviews.



8,820 hrs

Youth Mentoring and support



1,000+

Individuals supported



260+

Young people actively supported by YHARS Team as at 30 June 2022

Focus 2022-23

CTC will maintain its focus on supporting young people to find safe and secure housing and commence the journey to positive community participation.

CTC plans to develop its objective of providing a suite of support services to assist young people with skills for education, training and employment.

CTC will continue to work with community-based organisations and government to advocate for sustainable social housing solutions to address accommodation shortages.

CTC will continue to support additional participants with its Ready for Work program in Rockhampton, Mount Morgan and Gladstone.

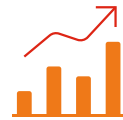
Despite another challenging year in the recruitment sector, FindStaff has grown and continues to deliver employment and labour hire solutions to a wide range of industries across Australia, connecting businesses of all sizes and requirements to quality candidates.

Highlights 2021-22

Throughout 2021-2022, FindStaff continued to adapt to the ever-changing conditions of the labour hire market, implementing strategies to support its existing pool of quality candidates to maintain employment and overcome the unique challenges of the current work environment. Working closely with employer clients has been key, with FindStaff assisting employers' recovery by eliminating labour shortages and driving candidates to market.

FindStaff expanded operations by opening a new office in Canberra. Located in the CBD in a central location neighbouring Veterans Park, the new office accommodates 18 workstations, two meeting rooms, a collaboration area and an informal meeting space. To support this acquisition, FindStaff has hired a Business Development Manager for ACT and new representatives in QLD, WA and NSW.

In 2022, FindStaff held its inaugural National Conference. The team spent two days in Melbourne participating in training and team building workshops with industry experts.



100%+

growth in labour hire placements compared with 2020-21



1,000%+

increase in permanent positions filled when compared with 2020-21



220+

roles recruited for IntoJobs for their new Workforce Australia contract (to commence July 2022)



In December 2021, Cricket Tasmania contracted FindStaff to supply event management staff to Blundstone Stadium in Hobart for the Fifth Ashes Test. FindStaff were able to tailor their employment solutions to meet Cricket Tasmania's business requirements, successfully placing 470 casuals over three days.

Focus 2022-23

- › Ongoing recruitment of Business Development staff across Australia with emphasis on creating and refining strong sales pipeline in their regions.
- › Ensuring FindStaff's recruitment team are working efficiently and effectively engaging candidates and filling as many roles as possible.
- › Building a new website that better shows FindStaff offerings and services to relevant stakeholders.
- › Working to become the internal recruitment option for all companies across the Group.
- › Continuing to refine and improve external executive offerings, ensuring growth in this area of the business.
- › Relocating the Stockdale team from their Kew office to the Northcote IntoWork office.

HTN’s core focus is on supporting the skills and workforce development needs of the hospitality, food services and tourism sectors by attracting and retaining skilled workers through qualification training and employment opportunities. These industries have been significantly impacted over the last two years by COVID-19 restrictions and skills shortages in key occupations such as chefs, cooks and front of house staff.

Highlights 2021-22

For the first three months of 2021-22, HTN continued to support clients and industry in NSW to navigate the ongoing impact of COVID-19 lockdowns – a challenge that resulted in many businesses experiencing significant disruption to their operations, loss of staff, and reduced applicant pools for vacant positions.

As industry and businesses opened up again towards the end of 2021, HTN was ready to support the needs of employers, providing recruitment for a record number of new apprenticeship and traineeship vacancies not seen in the previous two years. HTN also positioned itself to advocate on behalf of industry to promote the value and benefits of hospitality careers by engaging with job seekers, working with schools, and collaborating with industry representatives to design pre-apprenticeship programs that align with workforce needs.

HTN supported the commencement of 95 new apprentices and trainees throughout 2021-22, a positive result given the challenges faced by its industries of focus in recent years.

In addition, HTN facilitated its first school-based pre-apprenticeship program, funded by Training Services NSW. The program, delivered in partnership with iTFE, provided interested school students with a combination of hospitality-specific pre-apprenticeship training, employability skills support and work experience placement. The program provided real results - eight out of ten participants transitioned into apprenticeships.

HTN Snapshot

Apprentices/Trainees:	Number
Apprentice/Trainee commencements	95
Apprentice/Trainees employed @ June 30	96
Apprentice/Trainees managed @ June 30	23
Apprentice/Trainee completions	22
Number of employers @ June 30	58



As a child, Adelle migrated to Australia from Tanzania, Africa, with her parents and siblings. She joined the school-based apprenticeship and traineeship (SBAT) program in March 2022 with ambitions to work in the hospitality industry, specifically in commercial cookery. As part of the SBAT program Adelle did a placement at Wests League Club in Leumeah, NSW. Adelle loved the work environment and expressed her interest in working at the club.

HTN organised an interview for Adelle and she was successful in securing an apprenticeship at the club. Adelle has now organised with her school principal to leave school and commence a full-time apprenticeship in Commercial Cookery.

Focus 2022-23

HTN's focus in 2022-23 is to continue to advocate for, and promote the benefits of, hospitality, food services and tourism sector careers. The objective is to attract and engage with higher volumes of job seekers and support them to commence apprenticeships and traineeships. In a labour market where unemployment rates are generally at record low levels, attraction and retention of quality candidates is a key strategy to support the skills needs of industry.

HTN will explore new and different ways to connect job seekers with industry employers, including through delivery of pre-apprenticeship training programs to equip participants with industry-relevant skills and knowledge before they start 'on the job'. This strategy ensures that HTN is well positioned within industry to understand skills needs and provide appropriate responses.



COVID-19

Industry support in skill shortage key occupations like chefs, cooks, front of house.



119

Apprentices and trainees employed and managed



Interact Australia’s purpose is “To champion and support people with a disability in their choices, based on principles of opportunity, participation, inclusion and equality.” This year, the commitment to this purpose helped Interact navigate through the challenges posed by lockdowns, restrictions, and natural disasters. The teams commitment to participants was that no individual went without the support they required, which resulted in sound results, a satisfactory surplus, and more employment opportunities for staff.

Highlights 2021-22

The 2021-22 financial year saw the business expand operations into the Northern Territory, affording local Indigenous Australian communities access to Interact’s quality services and supports.

This expansion came at a time of increased demand for Interact’s services, with individuals around Australia who have struggled through extended lockdowns and unprecedented floods being provided flexible support. The business also diversified the range of services delivered under state-based insurance schemes.

Interact continued to strengthen internal collaboration with other businesses within the IntoWork Group by assisting individuals to obtain meaningful employment, either within the community or the Group. Externally, Interact was pleased to have partnered with organisations, including Rooster Tours, an NDIS provider that improves mental/physical wellbeing through outdoor activities like camping and bushwalking.

Interact Snapshot

Disability Employment Services	Number
DES placements	712
DES participant numbers	2,121
Community Services	
Number of NDIS/Community Services participants	514
Total support hours delivered	322,529

Working collaboratively across the Group

In May of 2022, four of Interact’s participants commenced customer service and administration roles at Mas National’s contact centre in Adelaide, while a fifth joined iTFE in an administration role. To ensure their needs continued to be met in the workplace, Interact provided ongoing support to the participants and their new employers.





CoAct Awards

Interact Australia swept up at the annual CoAct Awards. Interact won in eight categories, including the Hobart team for Customer Satisfaction, Annette Borradale for Leadership, Michelle White for Employer Connection, and for achieving a five-star rating site performance for Goulburn Valley, Hobart, Ipswich, Launceston, and Southern Adelaide.

Annette said that to do well in Disability Employment Services, you need to be prepared for all situations and have empathy: “That’s what I love about employment services – it’s about being able to help navigate people through those little bits of life...you need to be compassionate and be able to put yourself in their shoes.”

Focus 2022-23

Looking ahead to 2022-23, Interact will embed services in the Northern Territory. The business is committed to building cultural awareness, increasing supports to Indigenous communities and increasing the number of First Nations staff members.

Through continued commitment to deliver the highest quality service, Interact plans to increase the number of state-based Disability Insurance Schemes where Interact is the preferred provider.

The national footprint of Interact is set to expand, with plans to commence providing services in NSW. The business is an experienced Community Service provider with specialist expertise in supporting people with complex care needs. Interact is well positioned to bring meaningful services to communities in NSW, which is further strengthened by the partnership with the IntoWork Group.



First Nations

Increasing supports to Indigenous Australians



Winner

of eight CoAct 2021 Excellence Awards

The aim for 2021-22 was to strengthen iTFE’s national workforce training solutions, delivering skills and knowledge to improve career development and on-the-job productivity for participants. The key to iTFE’s success was creating tailored programs that enhanced participants’ contribution to industry, society and workplaces across Australia.

Highlights 2021-22

It was a highly unpredictable and challenging year due to continued lockdowns and delays across Australia, which presented a challenge for the effective delivery of training. Despite this, new client and student numbers increased, totalling over 4,500 students under iTFE’s management.

The team worked hard throughout the year to deliver quality workforce training and meet client requirements, taking advantage of the Australian Government’s introduction of Boosting Apprenticeship Commencement scheme for apprenticeships and traineeships.

In 2021, iTFE was successful in winning a three-year contract to deliver Blue Card training to over 4,000 Australia Post StarTrack employees across Australia. The training solution redesigned StarTrack’s paper-based training resources, moving them to online modules that utilised the latest Learning Management System. The feedback from coaches and students was positive.

iTFE added five new qualifications to its funding scope. Among the new qualifications is the Certificate IV in Entrepreneurship & New Business, which will be rolled out in partnership with the Franchisee Council of Australia. The program aims to upskill current and aspiring small business owners as part of the Workforce Australia Self-Employment Assistance program.

In June 2022, iTFE opened its first corporate office in Milton Green, Brisbane. The new presence allows iTFE to expand its brand into the Queensland VET sector.

iTFE Snapshot

Training & Development	Number
Short Course enrolments	2,819 (58% online)
Qualification enrolments	4,611
Pre-Apprenticeship training courses	10
Number of business customers	247



Apprenticeships Employment Network – Hospitality Pool Program

iTFE and AGA entered into a collaboration to deliver the Victorian Government's Apprenticeships Employment Network – Hospitality Pool Program.

AGA undertook recruiting individuals to participate in funded training and iTFE delivered four units of competency – Responsible Service of Alcohol, Food Safety Handler, Customer Service and Professional Waiter.

Focus 2022-23

iTFE will continue to develop its workplace training delivery model, empowering national companies to set up their own training academy powered by iTFE.

This approach aims to enhance the student journey and increase engagement by designing new delivery models, including micro-credentials, and partnering with Australia's largest content provider.

With over 4,500 students currently under iTFE's management, the future is bright for the next phase of growth.



4,500

students under
iTFE management



4,000

StarTrack employees to
receive Blue Card training

2021-22 was a year of growth for Kestrel Recruitment. Along with a significant increase in apprentice and trainee numbers, Kestrel has built solid relationships with local community organisations, schools and local government to remain one of the leading Group Training Organisations (GTO) of choice within north east Victoria and southern New South Wales.

Highlights 2021-22

Kestrel opened a Wagga Wagga sub-branch that offers GTO services to the local area.

In collaboration with TAFE NSW (Wagga Wagga) and with funding from Training Services NSW, Kestrel delivered an Aged Care Pre-Apprenticeship Program in May 2022.

The National Careers Institute Program commenced working alongside four regional schools and local businesses. This is a program that builds career advice capability for parents of students through the Engaging Parents in Career Conversations (EPiCC) model.

Kestrel has successfully engaged in collaboration across the Intowork Group, including:

- › Referring all unsuccessful applicants through to a Mas Career Development Consultant
- › Weekly meetings with Interact Wodonga and Wangaratta staff members to cross-reference Kestrel open roles with Interact job seekers
- › Solar training days delivered by AGA at the Kestrel office in Wodonga

Kestrel Snapshot

Apprentices/Trainees:	Number
Apprentice/Trainees employed @ June 30	224
Apprentice/Trainee commencements	116
Apprentice/Trainee completions	169
Number of Host Employers @ June 30	44



169

Apprenticeship and Traineeship completions



NEW

Sub-branch opened in Wagga Wagga



Kestrel worked closely with Woomera Aboriginal Corporation and the CVGT Parents Next program to overcome the barriers faced by one of its trainees, including being a single parent, limited work history, transport needs, and missing documentation. She is still employed today in early childhood education at the Koori Kindermanna pre-school in Albury.



In collaboration with Wodonga TAFE and with funding from the Victorian Apprenticeship Employment Network, Kestrel delivered a Women in Trades program in early 2022. Eleven young women completed the program, and Kestrel has been able to successfully place seven of the participants into full-time apprenticeships or traineeships.



Focus 2022-23

A focus for Kestrel moving into 2022-23 is the development of the Wagga Wagga branch, increasing its apprentice and trainee numbers, increasing the client base and establishing its overall community outreach.

Recent collaboration with local and private RTOs have indicated opportunities around The Riverina Redevelopment Program (Defence Estates). The scope comprises of major upgrades or replacement of existing infrastructure and facilities to support Defence capability for the next 25 years. This project is valued at \$1 billion and could see the need for over 800 tradesmen locally.

Kestrel has flagged the opportunity to work closely with women in non-traditional trades and are focusing on pre-apprenticeships to attract candidates to multi-industry trades.

With the appointment of our new Talent Acquisition Specialist, there is a focus on ways of improving engagement with potential candidates. Part of this focus involves building stronger relationships with local schools, community groups and businesses.

Internally, a primary focus for Kestrel is to retain its great culture, reflecting on the ability of the business to produce positive employment outcomes within the community.



Mas National continued to empower businesses, individuals and communities across Australia in the wake of the economic impacts of COVID-19. Moving forward, Mas is well positioned to provide targeted workforce solutions to a resurging market.

Highlights 2021-22

Mas has continued their commitment to empowering businesses, individuals and communities across Australia.

Backed by both state and federal funding, and through the team's hard work, Mas' Australian Apprenticeship Support Network (AASN) sign-up numbers increased significantly. This contributed to the growth of Australian Apprenticeships and supported many businesses in recovering swiftly from the economic impacts of COVID-19.

Alongside the Mas Experience's AASN efforts, Mas' Transition, Mentoring and Career services delivered opportunities for many individuals to develop the confidence, independence and employability skills needed to enter the workforce.

Mas has supported key industries to stay open throughout the pandemic by providing consistent, quality AASN services through the Mas Experience.

The Mas Transition team, delivering pre-employment services and ground-breaking programs, continued to support many individuals looking for a career change. A key example is the South Australian Fit 4 Work program – designed to improve the health of long term unemployed young adults.

The Mas Careers team delivered online career advice services to schools across Australia, including real-time presentations and webinars. The team continues its core focus to connect, educate and empower women into non-traditional trades.

Mas National Snapshot

Apprenticeship support	Number
AASN sign-ups	6,750
Active Australian Apprentices supported	63,213
Service delivery	
Career consultations	10,000
Mentoring sessions	8,500
Boosting Apprenticeship Commencements (BAC) claims	120,000
Supporting Apprenticeship and Trainees (SAT) payments processed	110,000
Fit 4 Work program participants	
Fit 4 Work program completions	75
Fit 4 Work employment outcomes	42



53,103

Inbound calls to Adelaide Mas Contact Centre



182,725

Outbound calls from Adelaide Mas Contact Centre



Reuben Fulton-Grigg won the 2021 Student of the Year Award at the Builders Academy Australia (BAA) Training Awards.

Reuben's performance whilst completing a Certificate III in Carpentry was outstanding on every front.



The Fit 4 Work program's strong outcomes for participants secured additional funding for TRAILS, a program delivered in partnership with Lighthouse Youth Projects. TRAILS endeavours to change outcomes for at-risk 16 to 24-year-olds across Adelaide, using bike riding to build a support network led by Mas Facilitators and Career Advisors.

Focus 2022-23

Continued growth of AASN, mentoring and career advice services in contracted AASN states and with the intention to tender to offer services nationally.

Mas is also a delivery partner for IntoJobs, delivering three employment services contracts. These are:

- › Enhanced Services in VIC (South East Melbourne and Peninsula), and in SA (Murray South East)
- › Career Transitions Assistance in WA (Perth North and South West WA Bunbury region), and in QLD (Rockhampton)
- › Self-Employment Assistance in SA (Adelaide North and Murray South East) and in NSW (Western Sydney)

Mas continues to build its footprint and reputation in the delivery of transition programs, including working with disadvantaged youth in Adelaide, long-term unemployed in Southern Tasmania, and with migrant women in Western Sydney. The strategy includes the expansion of these service offerings into WA and the ACT alongside traditional AASN states.

In the next financial year, Mas intends to establish a revenue-generating executive coaching and mentoring business that will complement Mas services and the permanent recruitment work that FindStaff deliver across Australia.

Australian Trade Training College (ATTC)

ATTC has over 1,800 active students across enrolment streams, such as User Choice, VETiS, Fee for Service, Certificate III Guarantee and Higher Level Skills.

ATTC has expanded its Trades Recognition Australia service offerings, driven by a reputation for high quality services and ongoing interest from overseas participants.

The RTO team has worked very hard in the last 12 months to position itself for growth by establishing the standalone campus at Banyo and expanding its Vocational Education Training in Schools (VETiS) program offerings.

Throughout 2021-22, MRAEL increased accessible opportunities in the labour market, supported economic growth by assisting businesses to grow their workforces, and provided quality education and training throughout the year.

Highlights 2021-22

The Queensland AASN team supported over 19,000 new apprentice and trainee commencements throughout 2021-22. The team increased the total number of active training contracts managed by 45.81%, highlighting significant growth during the BAC period.

MRAEL's GTO commenced 996 apprentices and trainees, growing its total apprentice and trainee numbers by 351. By the end of June 2022, MRAEL's GTO employed and managed over 1,000 active apprentices and trainees, the first time that milestone has been exceeded since 2008.

MRAEL secured funding from the Australian Government's Safer Communities program to deliver its 'CYCLE' program in Rockhampton, supporting 13 to 16-year-olds who are engaged with the youth justice system, or at risk of crime or anti-social behaviour.

DGT Employment and Training

DGT Employment and Training joined the IntoWork Group of businesses in the first half of 2022 and will work closely with MRAEL to deliver more opportunities to the Toowoomba, Darling Downs and South East Queensland communities.

MRAEL Snapshot

Apprentices/Trainees:	Number
Apprentice/Trainee commencements	996
Apprentice/Trainees employed @ June 30	340
Apprentice/Trainees managed @ June 30 (GTO only)	778
Apprentice/Trainee completions	194
Number of employers @ June 30 (GTO only)	408
Secondary School Outcomes	
2021 School Year Graduates	98
Students employed after graduation (%)	80%
Cadet Students Completed	80



ATCNB teacher Leah Pollock-Grant was recognised for excellence, being nominated for the VET Teacher of the Year Award at the North Coast Region Queensland Training Awards. The prestigious awards recognise individuals and organisations that strive for and have achieved success, best practice and innovation in Vocational Education and Training (VET).

As the Leading Teacher and Guidance Officer at the college, Leah was recognised for her guidance of more than 1,200 VET students across business, creative industries, workplace practices and Skills for Work/ Vocational Pathways.



19,000+
new Training Contracts supported in Queensland



80%
employment outcome rate for 2021 ATCNB graduates

Focus 2022-23

The MRAEL businesses are focused on new growth and collaboration for future sustainability. The GTO is pursuing opportunities to expand its service delivery.

Australian Trade Training College (ATTC) will seek to grow across its enrolment streams and expand its operations to support more students with quality training facilities. After delivering Job Ready Program services in Queensland and the Northern Territory since 2017, ATTC will now also provide the services to New South Wales, ACT, Victoria and Tasmania.

ATCNB will continue to position itself as the 'Trade School of Excellence' whilst diversifying its enrolment pathways to align with the skills needs of the labour market. The school will also investigate opportunities for growth into new geographical areas.

All MRAEL service streams will focus on collaborating effectively with IntoJobs, providing opportunities to maximise outcomes for Workforce Australia participants in the organisation's suite of education, training and employment services.

MRAEL will support and collaborate with DGT to maximise their GTO and RTO strengths.

Australian Trade College North Brisbane (ATCNB)

The school currently has a total student cohort of 305 students across the Cadet Program, Year 11 and Year 12. 42% of the total cohort are currently engaged in school-based apprenticeship or traineeship outcomes – the highest total proportion the school has achieved since MRAEL acquired ATCNB.

Work & Training successfully continued their commitment to increasing the skills and employment opportunities of all Tasmanians, including working with youth, Indigenous and culturally diverse people, the unemployed, and people living with a disability.

Highlights 2021-22

2021-22 has been a successful year for Work & Training, with a considerable increase in the number of programs delivered, students supported, and apprentices and trainees employed. The Management Team, under the guidance of the Board, has worked towards the priorities of the Strategic Plan, continuing to build a positive culture and guiding employees to provide a valuable service to our clients.

Opportunities for growth continued, as a range of employment and training initiatives were made available by the Tasmanian and Federal Governments. These programs provided incentives for businesses to invest in their staff, and Work & Training were well placed to take advantage of these opportunities due to its reputation, governance, management, staff skills and experience.

In the past financial year, 320 predominantly young Tasmanians began their careers as apprentices or trainees employed by Work & Training and hosted by businesses in a range of industries in all locations of the state.

Delivery of training by the Work & Training RTO increased in the past year due to the additional nationally accredited courses that were on offer. 352 jobseekers were enrolled in pre-employment courses, and 854 employees of Tasmanian businesses enrolled in training to increase their skills and knowledge.

Seven government funded programs were delivered through the Foundation Skills division to provide workplace literacy, niche pre-employment and Indigenous programs that increased the abilities and opportunities for employees and jobseekers.

Work & Training Snapshot

Apprentices/Trainees:	Number
Apprentice/Trainee commencements	320
Apprentice/Trainees employed @ June 30	366
Completions	148
Number of host businesses @ June 30	204
Number of employers @ June 30 (GTO only)	408
Training & Development	
Employment-based enrolments	854
Pre-employment training enrolments	352
Participants of transition support programs	182



Work & Training's Ashling Cannell was selected to participate in the Today's Skills, Tomorrow's Leaders program due to excelling in her traineeship. It is a five-day intensive professional development program which selects 23 high achieving apprentices and trainees from across Australia.

Ashling won various awards, including the 2021 Tasmanian Training Awards Trainee of the Year, 2021 finalist for the Australian Training Awards Trainee of the Year, and the 2021 Work & Training Jack Kelleher Perpetual Trophy for Emerging Potential.

Focus 2022-23

In 2022-23, Work & Training will continue to seek growth opportunities, including providing group training and registered training services to an increased range of industries and seeking new employment and training initiatives for Tasmanians.



1 in 3

Host businesses that hired an apprentice or trainee had never used Work & Training before.



More training delivered in regional areas across the state



For a community foundation to be successful, people need to know you, like you and trust you. With the strong partnership and support of IntoWork Australia, the Inner North Community Foundation continues to unlock community capital in Melbourne's inner north.

Highlights 2021-22

Since 2007, the Foundation has offered grant opportunities to projects that remove the barriers people face on their journey to work. From Richmond to Reservoir, Fitzroy to Fawkner, passionate local groups have turned those funds into community value that creates opportunities for local people.

2022 marked the start of a new partnership between the Cities of Darebin, Moreland and Yarra, the Foundation and IntoWork Australia to address disadvantage through employment opportunities in Melbourne's inner north.

For the next 30 years – until 2051 - funding from IntoWork will support the 'Pathways to Employment Fund' with an annual contribution of over \$200,000 and funding that contributes to the core operational costs of the Foundation. It signals to the local community that the Foundation is in for the long haul and will positively impact the lives of thousands of local people.

In the first half of the financial year, the Foundation reopened its Disaster Relief Fund, supporting an additional 30 organisations with small grants to respond in lots of different ways – emergency food distribution, making sure volunteers were safe, and holding community events outside. The grants program received the Community Philanthropy Award 2021 from Philanthropy Australia.

Other key highlights:

- › The Foundation launched the Bakers Dozen Social Justice Fund, established by Dr Christopher Baker and Kerri Hall with a gift of \$3.5 million. Five organisations received grants to address issues of social justice.
- › The Inner North Action Fund supported the launch of the Inner North Reports, a local initiative to identify community priorities for investment and action.
- › The Young Changemakers program was delivered to Northern College of the Arts and Wurun Senior Campus. Over 60 VCAL students identified local issues they cared about, funding \$45,000 between nine groups.
- › The partnership continues with the Vocational Mentoring Exchange (VME). Established in 2019 by the Foundation, the VME supports the career transition journey of socially/economically disadvantaged/marginalised young people from across the inner north of Melbourne.

The Foundation also invested in its capacity to steward community funds by rolling out new grants and funds management software.



The Tiered Training & Transition (TTT) program at Bridge Darebin was funded by the 2021 Pathways to Employment Grants program

TTT is a work-readiness hospitality program for neurodiverse people. This practical course supports students to make a successful transition to sustainable employment or further studies.

One participant, Joshua, got a casual position in a restaurant right after he finished the course, and stated that everything he learnt in the program came in use. He said, "Thanks to TTT, I had the courage to apply for a job and I managed to get it thanks to the knowledge I learned through this course!"

Focus 2022-23

In 2022-23, the Foundation will grant over \$500,000 to more than 60 local groups.

In addition to being a safe pair of hands for community funds, the Foundation's focus is to better communicate its impact to key audiences in order to continue to support prosperous, connected and cohesive local communities. The Foundation will broaden awareness of its potential by being:

- › known for its work in the community and its approach
- › liked for the content and quality of its work to support and drive community building
- › trusted for its competency and perseverance as a powerhouse that drives short and long-term community building in Melbourne's inner north.



\$400,000
granted to over 70 groups



\$1m
in donations

In 2021-22, the Foundation:

- › granted \$400,000 to over 70 groups. This included ten charities that received a share of \$150,000 for the 2021 Pathways to Employment Grants program
- › received \$1 million in donations from more than 60 generous local people
- › stewards another 29 funds in addition to the Pathways to Employment fund, supporting charities and causes in Melbourne's inner north



Vibrant Futures



INNER NORTH
COMMUNITY
FOUNDATION

Proudly Supporting the
Inner North Community Foundation



We acknowledge the Traditional Custodians of Country throughout Australia and recognise their continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander people and cultures and we extend our respect to the Elders past, present and emerging.



**Leading in
Workforce Participation**

