



ANNUAL REPORT
2015-2016



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A NOTE FROM THE **GROUP CEO**



Over the years, IntoWork Australia has expanded into a group of businesses incorporating employment, training, recruitment, and corporate solutions for a diverse range of industries and stakeholders. Welcoming two new businesses to the IntoWork Australia Group over the past year, we now proudly offer services from AGA, CTC, Devereux Recruitment, Institute of Training and Further Education (ITFE), 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 continues to make a positive difference to individuals and communities, and the way they approach workforce participation.

Over the past year, the number of full-time workers employed across IntoWork Australia has grown to 394. We have offices within Victoria, Queensland, South Australia, New South Wales, and Tasmania.

Our partnerships with local, state and federal government bodies as well as numerous corporate and community organisations continue to be key to our ongoing success.

Reducing barriers to employment is at the core of what we do and we will continue to look for innovative ways to ensure Australia's workforce is skilled. As we head into a new year and a promising future, we look forward to connecting more people with communities and assisting them into work.

Finally, I pay tribute to our diligent, committed staff across the country, who tirelessly strive for optimal outcomes with all our customers and partners. It is a privilege to work with such a dedicated and skilled group of people.

POUL BOTTERN

IntoWork Australia Group CEO



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This annual report overviews our performance during the 2015–2016 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 mission of IntoWork Australia.



OUR CORE **BUSINESS SERVICES**

**Linking employers
with the most suitable
apprentices and trainees**

**Career guidance
and support**

**Australian
apprenticeship support
services**

**Government support
programs**

Training programs

**Temporary and
permanent recruitment
solutions**

**Advice and support for
businesses**

Community solutions

**Partnerships with
community organisations**



VALUES



HONESTY AND INTEGRITY

1 Our businesses are committed to the principles of acting honestly and with integrity in all of our dealings with clients and the businesses and industries with whom we interact. Our strengths include promoting effective and sustainable workforce participation and supporting reliable employment initiatives within communities.

Surpluses generated are used to further the positive impact that the IntoWork Group has on workforce participation with individuals, businesses, and communities.



TEAMWORK AND PARTNERSHIPS

2 IntoWork Australia is creating a Group of successful businesses that provide a full range of effective apprenticeships, traineeships, recruitment, employment, training and community services.

Our businesses have partnerships with many private and government networks, which have contributed to making IntoWork Australia a successful leader in today's employment and recruitment sectors.

Businesses within the Group benefit from the networks, geographical spread, shared corporate services, and expertise of the other businesses. The businesses will experience increasing benefits through these economies of scale as IntoWork Australia continues to grow.



RESPECT AND INCLUSION

3 Diversity at IntoWork Australia is embraced and celebrated. From our skilled employees to the thousands of apprentices, trainees, and short-term placements, a broad range of people are part of the IntoWork family.

We are committed to reducing barriers to employment, especially for those experiencing difficulty in finding work. We provide access to resources and information to help people find the right career, and fulfil business needs.

We provide a support network of mentors and field officers to keep our apprentices and trainees on track, along with specialised language, literacy and numeracy (LLN) programs for people in workplaces or seeking employment.



IntoWork Australia is a national Group of companies providing specialist recruitment, career guidance, employment, registered training, support services, and business advice to individuals and the community.

As a not-for-profit organisation, IntoWork Australia has shown incredible growth over the past 34 years. Originally operating in Melbourne's inner north, founded by what is now the Moreland, Darebin and Yarra councils, the Group now services Victoria, Tasmania, New South Wales, Queensland, and South Australia.

Proudly a national group of companies, providing excellence in workforce participation and community solutions, IntoWork Australia holds contracts with government and corporate businesses across the country.



4 We are focused on innovating to ensure our clients benefit from effective and efficient services. As a not-for-profit organisation operating in a commercial environment, we are well placed to implement innovative practices and structures to benefit our clients and the businesses and industries we work with.

We strive to grow and evolve each year, developing and expanding our services to meet the employment, recruitment and training needs of our clients.

Being able to adapt quickly to a changing environment is at the core of how IntoWork Australia does business.

5 We are proud of our record of assisting others to achieve their goals, whether in helping our clients find the right employment, access the best training or employ a work team that best suits the needs of the business.

As IntoWork Australia has evolved, so has the range of services. We are committed to continuing to expand our scope and geographical reach, enabling us to further achieve a positive difference across a wider range of individuals and communities.

6 Through the quality services we deliver, IntoWork Australia has become known as a trusted partner, providing contracted services on behalf of Commonwealth, state and local governments. We are nationally recognised as a reliable source for delivering expert services directly with employers, industry and individuals on a fee for service basis.

We are committed to continuing to provide high-quality services that meet the evolving needs of our clients, businesses and industry.





Welcomed a new business:

CTC



Welcomed a new business:

MRAEL



Commenced renovations at **Head Office** in High Street, Northcote, including its adjoining site **190 High Street**

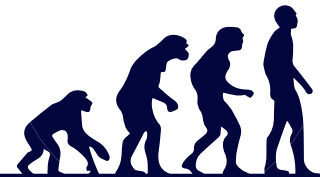


Launched the



of the **Group-wide intranet platform**

Designed and evolved its **online presence** as well as **social media platforms** and **communications collateral** across all businesses



AGA

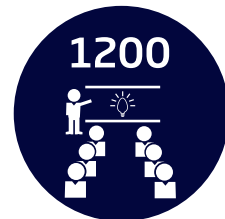


With its partners, was nominated as a finalist for the **2016 Victorian Training Awards** in two categories: the Industry Collaboration Award and the Employer Award for Apprentice Development



Through its RTO, delivered a VET in Schools qualification or pre-apprenticeship course to more than

500 people



Delivered training to more than **1200** students across 15 different industry areas

Had over **470** people successfully complete their training

Commenced more than

460

people in an apprenticeship or traineeship



Delivered Australian Apprenticeship Support Services to thousands of employers, apprentices, and trainees



Provided **apprentices and trainees** to almost 100 new businesses (host employers) to fulfil their employment needs



HIGHLIGHTS

CTC



Introduced a new recruitment division



Received pledges of
\$1,815,000
through the
Million Dollar Job Pledge

Returned to its newly renovated building at
38 Armstrong Street
after severe damage to the building
by tropical Cyclone Marcia
on **20 February 2015**



Launched
a new logo, brand, and website

Through the
CTC Rocky River Run,
produced an estimated
\$315,000
in economic value that went back
to the Rockhampton and
Central Queensland economy



Devereux Recruitment

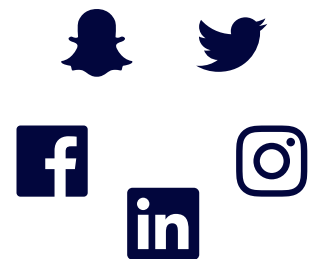


Created
2
new roles

within the team due to
industry demands

Moved its offices to

Kew



Created a social media presence

iTFE



Introduced a
Certificate II and III in Information, Digital Media and Technology

Enrolled and trained in excess of
57,000
students with more than 2000
certificate course enrolments

iTFE Parramatta added
2
new training rooms





Successfully expanded its apprenticeship support services in **Victoria, Tasmania and South Australia**



August
2015

Community Potential Foundation (CPF) merged with MAS National



Provided additional in-training support and mentoring to **thousands** of apprentices & trainees

Successfully retendered to deliver the Victorian **WorkSafe OHS Essentials program**



Launched three MAS Experience Apprenticeship Careers Trailers



MRAEL



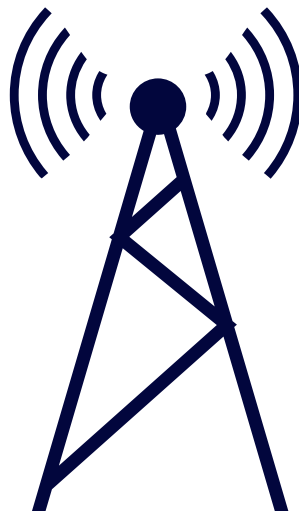
13%

Increased student enrolments at **MRAEL's Australian Trade College North Brisbane** by **13%** compared to **2014-2015 numbers**

Increased the capacity of recruitment services, recruiting more than **four times** as many apprenticeship and traineeship positions as **2014-2015**

4x

Expanded its network of operating locations to **23 offices** across Queensland and the Torres Strait Islands



Was appointed as one of three providers of the Australian Government's Skills Checkpoint for Older Workers Pilot Program, providing free career support services for employed workers aged 45-54 years

HIGHLIGHTS

Rogan Family Care



February
2016

First au pair was placed

Launched its new service providing educators to long day care, preschools, kindergartens and early learning centres

Rogan's Aged Care division for the independent aged, living at home was launched



September
2015

First interstate nanny was placed in Hobart

Stockdale Personnel



Increased its profile as a **premium blue collar recruitment service** across the Sydney and Melbourne regions

Diversified its offer of employment to complement print with warehouse and logistics, making up 20% of its annual turnover

20%

Work & Training



Became a **National Disability Insurance Scheme (NDIS)** provider to deliver the **School Leaver Employment Supports Pilot Program** to school leavers in **Tasmania**



Employed **190** predominantly young Tasmanians who began their careers as an apprentice or trainee

4+

Introduced four new nationally accredited courses including certificates in **Early Childhood Education and Care, Education Support, Vocational Pathways and Allied Health Assistance**

4+

Short-term placements specialists, **Findstaff**, increased the number of staff provided to support major sporting events in Tasmania



In partnership with **MAS National**, provided mentoring services to support apprentices and trainees to stay in their roles under its industry mentoring program



Provided community service pre-employment certificate courses to **317 students**, resulting in **163 additional work-ready people**





NUMBERS

Group revenue of
\$113.9m,
an increase of 32% on 2014-2015

Total assets of
\$64.8m

Equity of
\$47.5m

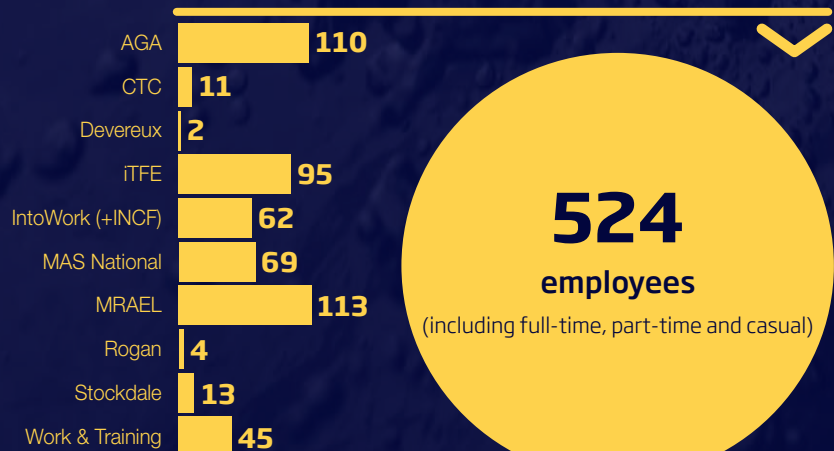


IntoWork Australia's employee numbers and businesses grew in 2015–2016. In the current employment climate our services are more relevant than ever, and as we expand geographically we are focused on building a financially successful future.

PEOPLE

Number of IntoWork Australia employees, apprentices, trainees, and short-term placements as of 30 June 2016.

1855
apprentices, trainees, and short-term placements



524
employees
(including full-time, part-time and casual)

INCF = Inner North Community Foundation



INTEGRATED SERVICE DELIVERY MODEL



The skills-based Board has oversight of a substantial group of businesses that at 30 June 2016 had a revenue of \$113.9 million with 524 staff, including an increase of 73 permanent employees since 31 June 2015. The Group also employs 1855 apprentices, trainees, and casual staff, in addition to facilitating a high number of employment relationships through partnerships with external businesses.

Collaboration with a focus on communities is at the core of how our Board operates. Nine highly experienced professionals from different backgrounds come together to ensure that IntoWork Australia sustains its commercial

goals, while remaining focused on its not-for-profit mission of reducing the barriers to employment and providing access to jobs for all people.

The Chair, the Honourable Alan Brown, is a former State Government Minister, business leader and experienced Director, sitting on numerous not-for-profit and private boards.

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 2015-2016 include:

- Cr. Gaetano Greco returned to the Board as Alternate Director for Darebin City Council, replacing Cr. Julie Williams, who left the Board in November 2015.
- Andrew Day returned to the Board representing the City of Yarra, having previously represented Moreland City Council.

LINKING OUR BUSINESSES AND CORPORATE 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 scope 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.

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

This ensures each business under the IntoWork Australia Group continues to thrive and is successful in the current environment.

As part of IntoWork Australia's unique business model, the Executive Team offers a shared service to all businesses, small and large, and

provides access to expertise through highly-skilled departments that they may not have been able to afford in-house. 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.

We facilitate a collaborative environment in the way we do business and also in how we operate internally. Businesses in the IntoWork Australia Group transfer knowledge, collaborate, and provide support to each other to ensure staff and services are able to develop and grow.

OUR BOARD OF DIRECTORS



Chairman
Hon. Alan Brown

Our Board comprises a select group of community and business leaders contributing knowledge and experience in promoting community workforce participation.

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.



Deputy Chairman
Greg Baines

MEMBER DIRECTORS

CITY OF DAREBIN



Cr Oliver Walsh



Cr Gaetano Greco



Elizabeth Board

CITY OF MORELAND



Grant Thorne

No representative at the time of reporting



Mark Ryan

CITY OF YARRA



Andrew Day



Philip Mason



Kevin Breen



Loretta Willaton

OUR EXECUTIVE TEAM



Group CEO
Poul Bottern

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.



Group CFO
David Harreveld

OUR LEADERSHIP TEAM

AGA



CEO
Mark Knox

Devereux & Stockdale



General Manager
Sean Cathie

CTC



General Manager
Darryl Lapworth

iTFE



General Manager
Adam Baldock

MAS National



General Manager
John Glass

MRAEL



CEO
Christine Zechowski

Rogan Family Care



General Manager
Julie Morrison

Work & Training



General Manager
Leanne Wallace

EXECUTIVE MANAGERS



Finance & Payroll
Dante De Vincentis



Marketing & Communications
Lisa Embling



Information Technology
Peter Kakolyris



Quality, Compliance & Risk
Robert Peyerl



People & Culture
Barry Whitehead



PAUL SCOFIELD: STAFF SPOTLIGHT

Published a historical study, 'The Origin and Development of Group Training in Victoria', with funding from GTA Victoria

Became a foundation member of the OHS networking group at GTA Victoria

1998



Completed an apprenticeship in fitting and turning with Telecom Australia

1978

24 YEARS OF DEDICATION

1985

Entered the teaching profession



Paul Scofield celebrated 24 years at IntoWork Australia on 6 May. He is one of the company's longest-serving employees, with a deep commitment to the Vocational Education and Training industry.

Affectionately known by staff as 'Dr Paul' (because he holds a PhD), he joins Kylie Petryk (Work & Training), Anthony Zaghet (AGA), Barry Whitehead (IntoWork) and Darrell Fricker (IntoWork) as the employees who have been with IntoWork Australia for over 20 years.

Paul remembers his first day clearly, stepping into his role as Training and Development Officer in 1992.

"I was put on two staff rosters. Back then we didn't have a fax machine so I was put on the 'fax run' which required staff to go next door to the Coburg Council offices twice a day to collect and send faxes. The other was a roster for cleaning the kitchen and toilet, known as the 'dunny dive'."

Luckily, Paul's role included other responsibilities. He was promoted to become a GTO Risk Coordinator for

TRAINING SUPERVISOR

INNER NORTHERN GROUP TRAINING LTD PLACES APPRENTICES AND TRAINEES IN A RANGE OF INDUSTRIES IN THE NORTHERN SUBURBS OF MELBOURNE AND MANAGES THEIR TRAINING.

The Position:
To manage the skills and performance of apprentices in a divergent range of trades. To assess skills development and organise job rotation. To assist in recruitment and selection of apprentices. To assess training capacity of clients and training needs of apprentices. To coordinate with a sales team to ensure continuous placement of all apprentices. To work as a member of a team managing a range of training programs.

Criteria for the Position

- understanding of the trades training system
- commitment to developing young peoples' skills
- understanding of industrial awards and expectations
- ability to relate effectively to young people
- capacity to assess, and report, on performance
- understanding of the training reform agenda
- willingness to undertake continuing training

Conditions
A good package is offered including 10% fully paid company superannuation and full use of company vehicle.

Applications to:
Inner Northern Group Training Ltd
PO Box 208, Coburg 3058

Further information can be obtained from
Paul Martin, General Manager on 354 4022
Applications close on March 18th
INGTL is an equal opportunity employer

Handwritten notes:
Types? (next to 'Types of Training?')
Teaching Skills development (next to 'Criteria for the Position')
What are they? (next to 'Criteria for the Position')
How many? Size of organisation? (next to 'Criteria for the Position')
Is there any? (next to 'Criteria for the Position')

As advertised in The Age on 5 March 1992.



Was engaged by Group Training Northern Territory in Darwin to conduct an audit of its OHS management systems and to make recommendations for continuous improvement

2007



Received an Outstanding OHS Award for his contribution to OHS in Group Training

2013

1994-2001

Completed a PhD in Vocational Education and Training



2008

Produced 'A History of Inner Northern Group Training' as a personal 12-month project

Apprenticeships Plus and then moved to an Occupational Health and Safety (OHS) Consultant role at MAS National.

Paul is dedicated to ensuring OHS practices are implemented throughout the business. Paul established himself as a strong leader in this area by managing OHS at Apprenticeships Plus for over eight years, and working with their host employers to ensure the safe placement of apprentices and trainees in a wide range of vocations.

Paul has taught OHS in a number of industries including engineering, horticulture, hospitality, furnishing, automotive, business and footwear. He is passionate about providing support and guidance on OHS matters, and OHS considerations are integral when Paul is assessing potential placements for apprentices.

Paul is proud to see how much IntoWork Australia has grown over 24 years.

“When I started we only had 11 staff and 151 apprentices. We were working from a run-down old library owned by the Coburg Council.

“The company only had one mobile phone and two computers. No piece of office furniture looked the same as it was all donated. Times have definitely changed since then!

“It’s been great being part of the journey.”

The company now operates across Victoria, New South Wales, Queensland, South Australia and Tasmania and consists of nine businesses as well as a philanthropic foundation.

Paul has helped provide training and employment opportunities for many young people over the years, which he has found extremely rewarding. Having started his working life as a fitting and turning apprentice, Paul will never forget the opportunities it provided, and welcomes the chance to give back to help other apprentices in the community.

“When I was a Field Officer, I looked after a gardening apprentice who couldn’t speak or hear. We developed our own method of communication—it was quite special. I arranged for an interpreter to attend one of the

visits and I remember fondly the first thing the apprentice said to me. The interpreter signed the message and told me how much happiness this apprentice felt when I visited. It always brings a tear to my eye when I think about it.”

As IntoWork Australia has evolved, so has Paul’s experience and responsibilities. He believes the company is on the right path and says its foundation of providing training and employment opportunities will always be embedded in the business.

In 2003, Paul became the Risk Manager of IntoWork Australia.

“I’m excited about the opportunity to support the businesses with managing risk. I see this as an important part of a sustainable future for IntoWork Australia and look forward to educating staff on the benefits in years to come.”



INTOWORK AUSTRALIA **BUSINESSES**



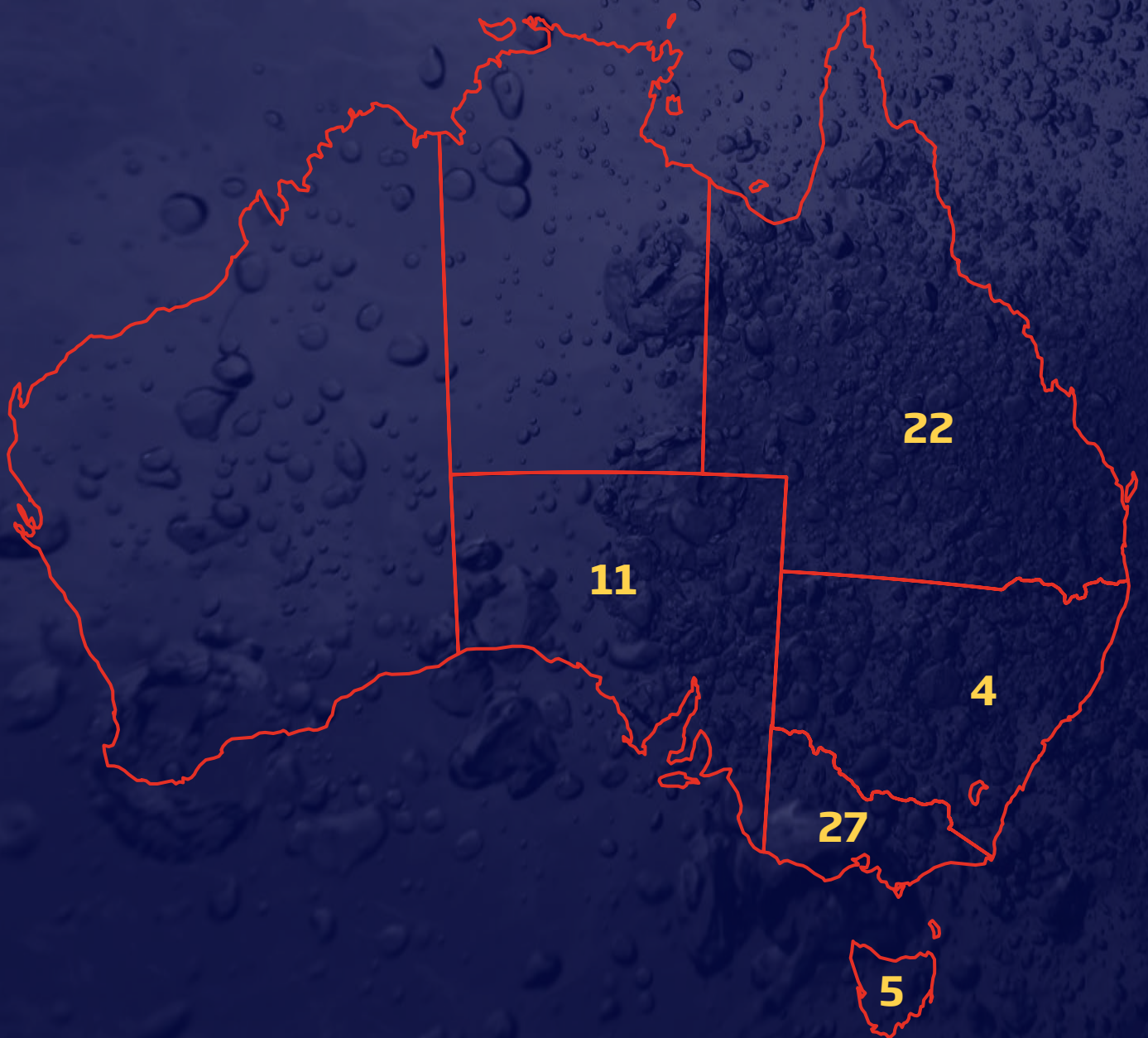
IntoWork Australia's Corporate Services are spread across the country with its head office in Northcote, Victoria, and its businesses expanding throughout Victoria, New South Wales, Tasmania, South Australia, and Queensland.

"IntoWork Australia has evolved and grown over the past 30 years."

"We now have a prominent national footprint, promoting a positive attitude to workforce participation and community solutions across Australia."

POUL BOTTERN

IntoWork Australia Group CEO





AGA commenced more than 460 people in an apprenticeship or traineeship



The first Graduation and Awards Night since the merger of AGA and APlus was held at Flemington Racecourse in Melbourne and attracted more than 400 attendees. The event celebrated the achievements of graduating apprentices and trainees, while also acknowledging individual achievements.



In August 2016, APlus formally merged with AGA and became one of the largest organisations in Australia to support apprentices and trainees, trading under the name of AGA. APlus had a successful year of delivering training to more than 200 students across a range of traineeship industry areas.

AGA has more than 30 years experience in training people and placing them into employment, with a focus on apprenticeships and traineeships. AGA partners with the MAS National consortium to deliver Australian Apprenticeship Support Network services in Victoria.

In the 2015–2016 financial year, AGA continued to make a positive impact for apprentices and trainees in all areas, offering support and unique training programs to help shape their careers. More than 460 people commenced an apprenticeship or traineeship with AGA, while over 470 people successfully completed their training, keeping AGA's completion rate well above state and national averages. Almost 100 new businesses (host employers) started using AGA for their apprentice and trainee employment needs, with almost 1000 businesses accessing the apprentice and trainee employment related support services each year.

AGA specialises in providing young people with the skills they need to succeed in their chosen industry through dedicated programs and Field Officers, AGA proudly delivered training to more than 1200 students across 15 different industry areas. The continued focus on pathways to employment training for AGA's students has seen more than 500 people undertake a VET in Schools qualification or pre-apprenticeship course with AGA.

With new resources and curriculum continuing to be developed during the year, AGA aims to engage even more students into meaningful training pathways. AGA has added a number of qualifications to its scope of registration to ensure all course content and training programs are relevant, up-to-date and following best practice. With a commitment to create better training services for all apprentices and trainees, successful outcomes are anticipated, with all compliance and regulatory requirements being met or surpassed.

AGA successfully implemented the operational framework to deliver high-quality Australian Apprenticeship Support Network services on behalf of the Australian Government across 17 office locations in Victoria, in partnership with MAS National.

With a range of Australian Government services available through AGA, staff work hard to strengthen relationships with employers. Through the new in-training services, AGA was able to successfully deliver mentoring and tailored support to at-risk apprentices and trainees to ensure stronger retention rates and completion outcomes.

With a commitment to all industries, AGA plans to continually strengthen pathways to employment in apprenticeships and traineeships for students. AGA looks forward to seeing the number of successful completions increase over the coming year.

In 2016–2017, AGA will celebrate a historic milestone with its 10,000th apprentice or trainee due to complete their qualification.





CTC SHAPING
FUTURES

RTO# 0666



Through the CTC Rocky River Run, CTC produced an estimated \$315,000 in economic value that went back to the Rockhampton and Central Queensland economy.



For the past 30 years, CTC has successfully facilitated jobs, employment, careers, vocational pathways, apprenticeships, and traineeships for people in the Rockhampton and Central Queensland regional areas.

By joining IntoWork Australia in 2015, CTC is in a much stronger position, with access to the resources and human capital that the national company offers. It has also enabled CTC to expand its service offerings on a much larger scale, strengthen its goal to help reduce youth unemployment in Central Queensland, and encourage young people to embrace a positive adult life.

CTC launched its new brand in October 2015 and received many encouraging comments about the new logo and colours. This new branding was the start of a transformative year, with a new vision introduced to the marketplace aiming to help as many people as possible to achieve their dreams and goals through employment. Along with this change, CTC introduced its new short-term placement division

and hosted an exciting media launch of a newly renovated office building in Rockhampton following the devastation of Cyclone Marcia.

The CTC Million Dollar Job Pledge launched in November 2015, with a goal of creating job opportunities for young locals to create a better future for Central Queensland. More job opportunities means young people can obtain meaningful work, which in turn helps stimulate the region. Over \$1.8 million in pledges were received, and as of 30 June 2016 over half of the jobs pledged had been locked in, equating to 46 job opportunities.

In 2015, CTC continued to support its Youth Housing and Reintegration Service (YHARS) program which assists a large number of local young mums and families.

2016 saw a number of exciting projects for CTC, the most prominent one being CTC taking over the management of the CTC Rocky River Run. This charity run, which raises funds for prevention of youth suicide, homelessness and unemployment, generated huge appeal and media interest across

the Central Queensland region. An estimated total of \$315,000 in economic value went back to the Rockhampton and Central Queensland economy and the event is planned to be bigger and better in 2017. Being part of this event has strengthened CTC's commitment to helping young people who are experiencing a difficult time in their lives.

Always striving to evolve and keep up to date with industry trends, CTC has introduced innovation to its office through its online paperless system. This creates savings for employers and allows CTC to help in these challenging economic times, working towards its goal of getting people into sustainable work.

Heading into the new financial year, CTC aims to grow and gather information on how it can innovate and remain on the cutting edge with short-term placements, traineeships, and apprenticeships.





Devereux created a social media presence with Instagram, Twitter, LinkedIn, Facebook and Snapchat.



Devereux Recruitment is a leader in medical practice and healthcare recruitment. It is a preferred provider by the Australian Medical Association Victoria and is trusted among individuals seeking career opportunities.

Devereux Recruitment is proud to be part of the IntoWork Australia family and always welcomes new opportunities that foster growth and change.

The 2015–2016 financial year has been a challenging one for the white collar recruitment sector, with many businesses choosing to operate more conservatively in comparison to previous, more optimistic years.

To adapt to the current environment, Devereux is developing innovative ways to highlight the benefits of agency recruitment and encourage existing and potential clients to engage its services.

Despite the ever-changing recruitment landscape, Devereux Recruitment is committed to be better than ever in providing both temporary and permanent recruitment services. A main focus of Devereux is to increase its

presence in the community. Part of this plan has included utilisation of social media to effectively target relevant demographics. Devereux’s social media presence now extends to Instagram, Twitter, LinkedIn, Facebook, and Snapchat.

Sean Cathie has been General Manager of the business since 2015 and oversees the team, now based in Kew alongside Stockdale Personnel. Sean’s knowledge from 12 years in the industry has provided great structure and support to improving business processes.

The office relocation to Kew has exposed new networking and business growth opportunities. Devereux has been able to reach out to businesses in the local area as well as to clients and candidates across the far eastern and south eastern suburbs.

Devereux Recruitment continues to grow its business by looking for people who can manage, lead and dedicate quality services to meet recruitment requirements and exceed expectations. Devereux is appointing an experienced Business Development Manager in 2016 to drive sales and business services.

In 2015–2016, Devereux continued to show strength in providing temporary and permanent staff in the following service areas:

- professional—call centre, data entry, accounts, reception, and administration
- corporate—executive assistants and legal secretaries
- medical—reception, secretarial, audio typing, practice management, senior management, consulting, legal, nurses and clerks
- industrial—forklift drivers, process workers, labourers, pickers, packers, truck drivers and machine operators.

Work is also being done to offer trainee placements to clients, which adds an additional element to Devereux’s range of services and helps promote the work of other businesses within the IntoWork Australia Group.





INSTITUTE OF TRAINING
+ FURTHER EDUCATION

RTO# 6372



iTFE enrolled and trained in excess of 57,000 students with more than 2000 Certificate course enrolments.



The Institute of Training and Further Education (iTFE) brings training to central locations in Queensland, Victoria, and New South Wales. Established in 1998, the organization trained over 57,000 people in courses around Australia in the 2015-16 period. Their extensive range of nationally accredited short courses and qualification courses cover a wide array of disciplines including aged care, business, childcare, hair and beauty, hospitality, information technology, management, and workplace safety.

During this period, iTFE introduced the Certificates II and III in Information, Digital Media and Technology which saw 23 students enrolled and 9 students go on to gain employment through the Infoxchange and Microsoft traineeship program.

Through iTFE's commitment to providing accessibility to training, they recently added two new training rooms to their Paramatta location, as well as completing a fit out of the Queensland training centre. This investment in quality training centres has enabled them to enhance service offerings and drive enrolment numbers in these locations.

Continually seeking to improve their systems and drive productivity, iTFE successfully implemented a new student management system in September 2015, as well as an integration of JobReady software to the iTFE website. This has helped to improve usability, reporting, compliance, and has reduced administrative workload, enabling iTFE to focus on what it does best: training and education.

iTFE looks forward to a strong and positive future in the new financial year, transitioning to an increased fee-for-service model providing services to corporate and private businesses. iTFE will be focused on streamlining and making the business more efficient by:

- system integration between the website and student management system,
- implementation of electronic courseware,
- automation of customer reminders and invoicing, and
- alignment of resources to the needs of the business.

Through this growth strategy, iTFE will:

- increase corporate service delivery,
- explore international student service provision, and
- expand geographically to regional locations.



MAS National is an Apprenticeship Network Provider, leading a consortium in Victoria, Tasmania and South Australia to deliver a range of support services to apprentices and employers.

MAS National also provides Apprenticeship Management Services through Process Plus, Small Business Advisory Services through Business and Employment as well as WorkSafe Consulting Services.



Process Plus – MAS National has offered tailored Apprenticeship Management Services to clients for over 10 years. These services include accessible in-house expertise to manage businesses' apprenticeships and traineeships.

Process Plus liaises with internal staff, TAFEs, state training boards and apprenticeship network providers nationally to coordinate and streamline the training process, making it as simple and cost-effective as possible.

Worksafe Consulting Services – Through a partnership with IntoWork Australia, MAS National has delivered the WorkSafe Victoria OHS Essentials Program since 2013. Under the program, MAS provides small and medium-sized businesses with free consultations that include an action plan for improving health and safety.

In 2015, MAS National successfully retendered to deliver the Worksafe Program, commencing 1 July 2016. The program is a great initiative by WorkSafe for small and medium-sized business and MAS National is proud to be supporting Victorian employers by this means.

Following the WorkSafe program, MAS National continues to support small and medium-sized businesses with health and safety information and advice through its direct consultancy services.



MAS National commenced the Australian Apprenticeship Support Network contract.

The MAS Experience

In July 2015, MAS National commenced its new Australian Apprenticeship Support Network contract and works with its partners AGA, Business & Employment, CEG, and Work & Training to deliver the MAS Experience. As a result, MAS National has expanded its workforce by 60 people.

Successfully commencing thousands of trainees and apprentices across the country in 2015–2016, MAS National has secured its position as a leading provider in Apprenticeship Support Services addressing the skills needed around the nation.

MAS National has been successful in securing business with national clients over the past year.

Gateway – MAS National has been delivering the MAS Experience to assist thousands of Gateway candidates across the country, offering customised vocational guidance to support their transition into work or training. Experienced and knowledgeable consultants offer free career advice and vocational psychometric assessments to assist in guiding job seekers, school leavers and career changers to identify appropriate vocational pathways. The Gateway program also gives employers access to a pool of skilled candidates ready to start their career.

Apprenticeship Careers Trailer – Part of the Gateway program includes three Apprenticeship Careers Trailers that were launched in 2016 and sent to schools and career expos across Australia, to raise awareness of the MAS Experience apprenticeship program. These trailers allow students to try a range of interactive activities in various industry areas including plumbing, aged care and carpentry, and find information about traineeships, and tools and tablets with career matching programs.

The trailers have been displayed at numerous local schools and career expos across Australia, giving thousands of students an opportunity to try different trades and help them choose the right career.

In-Training Support – MAS has provided In-training Support to thousands of trainees and apprentices throughout Victoria, Tasmania, and South Australia. MAS National's experienced youth workers and mentors provide free support to apprentices and employers who are facing challenges that may affect the apprentice's ability to successfully complete their training contract. This service has been received well by employers and has assisted apprentices to develop skills to manage stress in their personal lives.

Community Potential Foundation

Community Potential Foundation (CPF) in Tasmania, which includes Business & Employment, merged with MAS National in August 2015.

Business & Employment

Funded by the state government, Business & Employment has provided an extensive range of services over the past 25 years, assisting small businesses, apprentices and trainees around Tasmania. It delivers small business support services through the Australian Small Business Advisory Services and Enterprise Centre Tasmania government contracts.

Its services are being provided alongside Work & Training across the state. Through this relationship, Business & Employment is able to screen and test for job vacancies and support future apprentices and trainees.

CPF has continued to support Gran's Van, which provides meals and hot drinks to people in need in Devonport. Gran's Van also provides clothing, blankets and sleeping bags to those in need. Celebrating its 10th birthday in 2016, Gran's Van is a great example of a local community coming together to make a difference.



**MRAEL operates
three business**



RT0# 31399



MRAEL expanded its network of operating locations to 23 offices across Queensland and the Torres Strait Islands.

Recognised as one of the largest and most experienced education, training and employment providers in Queensland, MRAEL proudly joined IntoWork Australia in April 2016.

Commencing operations in Mackay under the name Mackay Region Apprentice Employment Limited in September 1985, MRAEL has since successfully employed and managed over 13,000 apprentices and trainees in a diverse range of trades and industry sectors. MRAEL is an Apprenticeship Network Provider and excels at providing quality workforce solutions through innovation, inspiration and intelligence.

Over the last decade, MRAEL has experienced significant growth. It has a reputation as an innovative provider of workforce development solutions. Becoming part of IntoWork Australia has enhanced MRAEL's ability to provide seamless, high-quality services to clients across Queensland and, in partnership with other Group businesses, across Australia.

MRAEL companies

The MRAEL Group comprises three diverse companies with the core objective of contributing to the growth, development and sustainability of a skilled workforce for the future. Through these services, MRAEL is striving to create a unified 'workforce development cycle', assisting with everything from work experience opportunities for school students to professional development programs tailored to the needs of large organisations.

MRAEL Apprentice Services – In February 2016, MRAEL was a successful tenderer for ConocoPhillips Indigenous Warehousing Traineeship Program in Gladstone, and in June the business was appointed as a preferred supplier of group training services for the Queensland Government Department of Transport and Main Roads (RoadTek). Through RTO operations, MRAEL continues to work with key employers such as Mackay Regional Council to provide high-quality training and assessment services.

MRAEL ACE Apprenticeship Centre – In 2015, MRAEL commenced the Australian Apprenticeship Support Network contract. As an Apprenticeship Network Provider, the business is working to expand its networks in order to efficiently service statewide employers.

Australian Trade Training College – MRAEL's largest and most diverse RTO, the Australian Trade Training College (ATTC) specialises in delivering trade training to apprentices and trainees, as well as providing comprehensive training solutions to partner organisations. With 10 years of expertise, ATTC is a leader in industry-driven training that meets the evolving skills needs of Australian industry and employers. This year, ATTC continued to focus on increasing the diversity of its scope of registration, resulting in more than 55 nationally recognised qualifications and 113 skill sets being delivered.

Australian Trade College North Brisbane – Located at Scarborough on the Redcliffe Peninsula, Australian Trade College North Brisbane (ATCNB) is a Senior Vocational College catering to Year 11 and 12 school students who want to get a head-start in their trade careers while still completing their senior studies. In 2016, ATCNB is proud to have enrolled 184 Year 11 and 12 students across eight trade study pathway options. ATCNB has also focused on growing the capacity of its Cadet Program, a unique one semester entry program for Year 10 students to be able to experience a range of different trade training areas. The aim is to empower students in making a more informed choice about their preferred study pathway for Years 11 and 12.



Rogan launched its new service providing staff to long day care, preschools, kindergartens and early learning centres.



Rogan Family Care provides In Home Care for children and the independent aged, and places educators in long day care centres and kindergartens.

For over 20 years Rogan has developed a reputation for sourcing professional, experienced candidates and providing excellent service to families and clients.

Rogan has had a busy 2015–2016, placing 155 nannies with 182 families, which has created new opportunities for the team of four.

With an outstanding reputation for in home childcare excellence, Rogan had 137 full-fee paying clients this financial year. Twenty-eight of these clients were eligible for the government-funded In Home Care program. An additional 17 clients received the special child care benefit, which is fully funded by the government for families under stress.

Families receiving In Home Care were given until March 2016 to meet the new immunisation requirements to keep receiving Child Care Benefit and Child Care Rebate. The In Home Care program will be in place until 30 June 2018, providing some stability for Rogan families over the next two years.

Rogan considers its training topics each year with input from the whole team. Training topics for nannies in this financial year included ‘Literacy and Numeracy in our Everyday Practices’, which was received well.

Like all IntoWork Australia businesses, Rogan continues to find opportunities for business collaboration. In August 2015, the annual complementary first aid training was provided by iTFE and

offered valuable and essential skills for Rogan’s numerous nannies.

Towards the end of 2015, Rogan partnered again with iTFE to host the Rogan Nanny Christmas party at their training restaurant, Schon. It was a very enjoyable evening for both businesses and the intimate space was a great venue to celebrate achievements over the past year.

Rogan held six playdates this year—a popular event when nannies, children and parents meet up at one of the parks around Melbourne. Successfully launching in 2015, these playdates provide an opportunity to see the children play together, and to see nannies and children interact. The December playdate was the first Rogan children’s Christmas party. A sausage sizzle, boomerang throwing, face painting, and the obligatory swings, made for a memorable end-of-year celebration.

Rogan has continued to grow its social media presence with our Facebook page having over 600 likes and Pinterest page adding more boards each day. 2016 also saw the launch of Rogan’s LinkedIn page, providing access to a large number of businesses and professional services in the industry.

As the Rogan Family Care sub-fund with the Inner North Community Foundation continues to grow this year, Rogan has also proudly financially supported Life’s Little Treasures (a charity providing support, friendship and information to families of premature and sick babies) through the Australian Nanny Association Charity Ball, Anglicare, The Smith Family and ReadyStepGrow.





**In 2015-2016,
Stockdale's
objectives included**



increasing the pool of
clients and candidates

increasing business
revenue and leveraging
on website

increasing the number of
industries it supplies.

Stockdale is a leading provider of recruitment services.



Stockdale Personnel is a top provider of recruitment services to the print, graphic arts, warehouse, logistics, and point of sale sectors in Melbourne and Sydney.

Established in 2001, Stockdale Personnel has proudly been part of IntoWork Australia for the past four years, offering premium blue collar recruitment services.

Stockdale continues to be the number one recruitment firm for the printing industry, always committed to evolving as a business to stay ahead of its competitors. In the words of Stockdale's clients, 'spending more time to get the fit right has paid off'.

Stockdale has had a positive year in 2015–2016 as the business continues to evolve from a graphic arts and print specialist recruitment firm to a provider of top casual and permanent recruitment options. Stockdale has expanded its services to construction, warehouse and logistics, manufacturing and trades and services. With these new service offerings and industry sectors, Stockdale has been dedicated to making this a thriving and successful year.

The casual job market has continued to see great results in the market, with margins getting tighter and employers understanding their raw costs. Clients have the ability to order casuals at very short notice for the same cost of a permanent employee.

The demand for casual workers has seen this job market grow considerably in recent years, with around 20% of people identifying themselves as casual workers in various industries. Together with this market, there has been growth and confidence with full-time placements highlighting a positive comeback for these type of roles.

As industry experts, Stockdale covers all types of disciplines. Most Australian companies employ casual staff at some time, half of these companies employ casuals regularly. Stockdale excels at meeting this demand from employers, with a long history of filling short-term roles when staff are sick or on holiday, for special projects and to supplement permanent employees.

Passionate about supporting the community, Stockdale was recognised as a supporter of the Orana Hub Coastal Community Centre, Knitting for a Purpose group in January 2016. A great initiative to help the community in the Sutherland Shire and Greater Sydney areas, Stockdale was keen to make a donation to continue the great work of this charity. Knitting for a Purpose creates hundreds of sleeping bags, beanies and scarves for members of the community who are homeless and socially disadvantaged.



Work & Training is the largest employer of apprentices and trainees in Tasmania, and has provided services to Tasmanian employers for more than 30 years. The company provides ongoing support to businesses and employment of apprentices and trainees in a wide range of industries.

In the past 12 months, Work & Training has reviewed and strengthened each of its four main service areas: employment of apprentices and trainees; registered training organisation; Findstaff short-term placement; and language, literacy and numeracy. The company is experiencing growth in a variety of areas, both in the delivery of its core services and signing of new contracts but also in the partnerships it has with other businesses and organisations.



Work & Training employed 190, predominantly young, Tasmanians who began their careers as an apprentice or trainee.

Partnerships

Building strong relationships and increasing communication with businesses, industry and government has been a key focus of the management team over the past year. Working in partnership with industry associations to promote the rotation of apprentices between small businesses is gaining momentum with increased interest in this service delivery model.

Employment of apprentices and trainees – In the past year, approximately 190 predominantly young Tasmanians began their careers as apprentices or trainees employed by Work & Training.

Registered Training Organisation (RTO) – The Work & Training RTO expanded in the past year as it initially supported and then integrated the services from Willson Training, which was part of the Catholic Archdiocese of Tasmania. Work & Training provided management oversight and support in this transition, and was then able to provide an ongoing training pathway for Willson students with minimal disruption to their training, and provide ongoing employment for many of its staff.

Additional nationally accredited courses offered by Work & Training now include certificates in early childhood education and care, education support, vocational pathways and allied health assistance. Due to these additional qualifications, enrolments in pre-employment courses increased from 154 in 2014–2015 to 317 in 2015–2016. More than 420 current employees of Tasmanian businesses were also provided with the opportunity to increase their skills and knowledge through Work & Training's training service.

Findstaff short-term placement – Our short-term placement specialist, Findstaff, offers fast, effective and comprehensive employment solutions, tailored to meet the needs of jobseekers, career-changers and employers in all industries.

In the past year Findstaff increased the number of staff supporting major sporting events in Tasmania including AFL football fixtures and all domestic, national and international cricket fixtures including the highly successful Big Bash League and recent International Cricket Council, One Day International World Cup.

Language Literacy and Numeracy – Work & Training has an excellent reputation with government and business for delivering high-quality workplace literacy programs that give students increased abilities and opportunities. In 2016, three government-funded programs were delivered to assist jobseekers in pre-employment courses, both Indigenous and non-Indigenous jobseekers and potential or current apprentices and trainees.



IntoWork Australia has supported the Inner North Community Foundation since its conception, and has committed to doing so again in 2016–2017

Established in 2007 as an initiative of IntoWork Australia, the Inner North Community Foundation (the Foundation) is one of over 35 community foundations across Australia.

The Foundation manages philanthropic dollars to provide funds for projects that create prosperous, connected and cohesive communities in Melbourne's inner north, particularly encouraging pathways to employment. To fulfil this vision, the Foundation focuses on:

- investing philanthropic funds in local not-for-profit organisations as grants
- connecting donors to community groups by managing a donor network and enabling people to contribute small and large donations locally
- building partnerships with peer organisations to expand community leadership.

Income for the Foundation's grants and activity has been generated from IntoWork Australia's committed donation of \$5 million over 10 years; IntoWork is also sponsor for multiple operating costs.

The 2015–2016 financial year has been a period of renewal and transition for the Foundation's founding Board members and staff. A heartfelt thanks to departing Executive Officer, Sharon Nathani for her valuable contribution over many years. Bringing a wealth of industry experience and knowledge, Ben Rodgers stepped into the Executive Officer role in July 2015.



Current directors of the Foundation

- Genevieve Timmons (Chair)
Christopher Baker (Deputy Chair)
- Sylvia Admans
Rikki Andrews
Kevin Breen
Michael Francis
David Kennedy
Craig Kenny
Carolyn Munckton
David Redfearn



Granted \$350,000 for Pathways to Employment Projects



Granted \$30,000 to six organisations through its Young Changemakers Program



Saw flow-through grants reach over \$600,000



To build the next generation of local leaders and ensure the region's rich diversity is acknowledged, a Board Associates Program was created, with three local women under the age of 40 observing board meetings and contributing to the Foundation. Michelle Cheah, Amy-Lou Cowdroy-Ling and Mi-Lin Chen Yi Mei were the first women to contribute to the Foundation in this way.

In 2015, the Foundation's well-known Pathways to Employment Grants Round saw \$350,000 invested in grants towards 21 local community groups to run programs that reduce employment barriers. Total grants invested in the inner north over the last eight years is now over \$2,100,000, through more than 120 different organisations.

Part of the Foundation's role is to grow philanthropy. It provides a platform to connect donors and grantees to ensure clear links to a cohesive, dynamic community in Melbourne's inner north. As an example of contemporary philanthropy forged by the Foundation, a colourful 'Playhouse Cubby' was donated to the Aborigines Advancement League as a result of a partnership between the Foundation, Kids Under Cover, Portland House Foundation, and Fairhaven Homes in June 2016. The cubby is based in Thornbury and will offer a space for children to play and have fun while their parents access community services.

Partnerships with other organisations have continued, with flow-through grants from Portland House Foundation, Bendigo Bank, MP Consulting, Scanlon Foundation and Community Hubs Australia. Total funds given to local groups as flow-through grants exceed \$600,000 since 2008.

In addition to relationships with the not-for-profits who put money to work, and the donors who invest in the inner north region, the Foundation works closely with peer organisations to collaborate in advancing the well-being and prosperity of people in the region. The popular Young Changemakers Program delivered relevant and contemporary opportunities for young people in the region to learn about and become involved in the practical ways not-for-profit organisations can assist people. Students at Northcote High School and Collingwood College researched local community groups, granting \$30,000 to six organisations.

Twenty-five per cent of projects funded by the Foundation have an element of mentoring for people on their pathway to employment. The Foundation completed a feasibility study to explore how a mentoring exchange might accelerate vocational mentoring across the region, which will be looked at throughout the year.

The Foundation has a growing reputation as an expert for the inner north and a reliable not-for-profit partner for donor funds. With a commitment to helping reduce barriers to employment in this region, the Foundation proudly continues to provide funding to the most relevant opportunities and programs.



Directly supported 41 different organisations



Engaged 60 donors from the community



Has a total of nine sub-funds, at a total value of \$200,000



IntoWork Australia
Leading in workforce participation



IntoWork Australia proudly supports the Inner North Community Foundation



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