

Annual Report

2012-2013

INGIT

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Key

INGT - refers to the parent entity only
INGT Group - refers to the parent entity and the five businesses within the group.

INGT is a not-for-profit company committed to providing leadership in workforce participation through specialist recruitment, employment and training services.

The purpose of INGT is to: "Make a positive difference to the people and communities we work with, through our integrated services and business expertise."

The members of the INGT Group are the Cities of Darebin, Moreland and Yarra. Member Councils are each represented by a Member Director on the INGT Board and each of these directors is supported by an Alternate Director.

The Member Directors as at 30 June 2013:

- **Cr. Gaetano Greco** (City of Darebin)
- **Gerry Smith** (City of Moreland)
- **Craig Kenny** (City of Yarra)

The alternate Member Directors as at 30 June 2013:

- **Michael Ballock** (City of Darebin)
- **Debra Howe** (City of Moreland)
- **Philip Mason** (City of Yarra)

The INGT Group Annual Report to the Member Councils is designed to be a common report to all three Member Councils rather than separate reports to each Council.

The purpose of this report is for the Member Directors to inform Member Councils of the performance of the INGT Group in the 2012-2013 financial year.

The submission of the common report demonstrates the INGT Group's commitment to the communities in which it operates, and in particular the inner north of Melbourne as a region. It also highlights the collaborative approach of the Member Directors on the INGT Board.

2012-2013

Pathways to Employment Grants

Organisation	What they do	Program name	Amount granted
Belgium Avenue Neighbourhood House	Working with women from culturally & linguistically diverse backgrounds	Loving Threads Sewing Circle	\$5,750
Brotherhood of St Laurence	Employment program for young asylum seekers	Employment Pathways for Young Asylum Seekers	\$20,000
Brotherhood of St Laurence	A leadership program for young Indigenous people	Korin Gamadji Institute	\$10,000
Carringbush Adult Education	Vocational English for people living in Richmond public housing estate	English Skills for the Workplace	\$13,700
Disability Sport and Recreation	Sport & lifeskills training for young people with disabilities	Sportworks	\$22,500
Inner Northern Local Learning and Employment Network	Matching young women at risk of disengaging from school with business women	Aspiring Leaders Program	\$17,500
Ladder Project Foundation	A life skills program for young formerly homeless people	Ladder un(ltd)	\$10,000
Melbourne City Mission	Employment skills for long-term unemployed	Reservoir Youth Pre-employment Program	\$10,900
Mind Australia	Retail training for people with mental illness	Sprout Community Garden Retail Training Program	\$17,000
Project Respect	Advocacy for businesses to take on women exiting the sex industry	Project Pathways	\$34,710
Social Firms Australia	Working with people with mental illness	Cognitive Remediation at Work	\$23,000
The Social Studio	A sewing preparation course for asylum seekers	Opportunities for Asylum Seekers	\$12,500
SPELD Victoria	Mentoring & coaching young people with dyslexia finishing school	Learning and Living	\$15,000
Thornbury Women's Neighbourhood House	Trades (Carpentry) training for young women at risk	Girls Make it Go	\$15,000
Victorian Aboriginal Child Care Agency	A choir for Indigenous young women in foster care	Koori Tiddas Aboriginal Girls & Young Womens Choir Project	\$23,550
Victorian Assoc. - Care & Resettlement of Offenders	Bicycle maintenance training for ex-offenders & people on day release/comm service orders.	Second Chance Cycles	\$18,000
VICSEG New Futures	Refugees and multicultural youth	Youth Multimedia Project	\$20,600

The Inner North Community Foundation produces its own Annual Report. Copies will be forwarded from the Foundation to the Member Councils. Further copies are available by emailing info@innorthfoundation.org.au.

Inner North Community Foundation

Our major funding focus is on breaking down barriers to employment for disadvantaged people through supporting local community organisations.

Girls Make it Go



Second Chance Cycles



Youth Multimedia Project

Community Foundation



INNER NORTH COMMUNITY FOUNDATION

In 2008 INGT, supported by its three Member Councils, established the Inner North Community Foundation in response to the many barriers to employment that people who are marginalised in the inner north are facing. INGT has continued its support of the Foundation as its major sponsor and sees the work of the Foundation as an important extension of its workforce participation focus in the region.

The Inner North Community Foundation is an independent philanthropic trust and grant making body, with a specific focus on the inner north of Melbourne within the boundaries of the municipalities of Darebin, Moreland, and Yarra.

INGT has pledged a commitment to donate \$5,000,000 to the corpus of the Inner North Community Foundation over a ten year period and sponsors its annual operational costs. Donations made to the Inner North Community Foundation are invested in a corpus in perpetuity and at present 100% of the income earned annually is distributed to eligible charitable organisations. In the past twelve months INGT has donated a further \$500,000 to this corpus.

Funded projects assist people who most need the support to develop the means and the skills required to find work through enhancing their skills, vocational abilities, sense of social inclusion and development of confidence and self esteem.

The major highlight for the year was the distribution of \$289,710 in grants to seventeen community organisations assisting them in implementing local employment and training projects. In the 2012-2013 financial year, the Inner North Community Foundation welcomed two new Board Members, and created stronger partnerships with other philanthropic organisations.

INGT GROUP EXECUTIVE SUMMARY

INGT Group Snapshot

- Dedicated to promoting workforce participation in the community.
- Provider of recruitment, employment, training, and skill development opportunities nationally.
- Comprised of parent entity and five businesses.
- Primary focus on Melbourne's inner north, with INGT headquarters, APlus Apprentice + Trainee Services, Plus Recruitment, MAS National and Process Plus based in Northcote.
- Work & Training is based in Tasmania.
- MAS National Ltd offices are also located in South Australia.
- Stockdale Personnel has offices in Melbourne's eastern suburbs and in Sydney.
- Devereux Recruitment is based in the inner eastern suburbs of Melbourne.
- INGT's three Members are Melbourne's inner northern councils.
- Governed by a Board of seven Directors (four Independent and three Member Directors).
- A not-for-profit organisation operating in a commercial environment.
- INGT established the Inner North Community Foundation in 2008.
- INGT directly covers the Foundation's annual operating costs.
- INGT has donated \$500,000 in 2012-2013 resulting in a total contribution to date of \$3.5 million to the Foundation's endowment.
- The Foundation has distributed \$289,710 in grants during 2012-2013 to seventeen community organisations assisting them in implementing local employment and training projects.
- Since its inception the Foundation has distributed over \$1.1 million to eligible not-for-profit organisations in the Melbourne inner north region with a primary focus on assisting transition to employment for disadvantaged members of the community.

Not-for-Profit Status

INGT was founded 30 years ago by the Councils of Inner Northern Melbourne with an aspiration to provide pathways to employment for young people in the community. The INGT Group has expanded its services and scope; however it remains focused on promoting workforce participation in the community and supporting employment initiatives through the Inner North Community Foundation.

INGT is a not-for-profit organisation. Since the INGT Group operates in a highly competitive business environment it is important that the businesses in the Group are commercially focussed to remain viable and sustainable. Surpluses generated are used to advance the INGT Group's goals of promoting workforce participation and benefitting the inner north of Melbourne.

INGT Ltd's three Members are the Councils of Darebin, Moreland and Yarra in the inner north of Melbourne. In accordance with INGT's legal status as a not-for-profit organisation, Member Councils cannot financially benefit from the activities of the INGT Group. Consequently, all of the Group's surpluses are therefore either reinvested in the INGT Group to enable it to be sustainable over the long term or donated to the Inner North Community Foundation.

Business Scope

Over the past 30 years INGT has remained committed to providing leadership in the area of workforce participation. In the northern region of Melbourne, INGT, more recently trading as APlus Apprentice + Trainee Services (APlus), has been providing training and apprenticeship opportunities, particularly to young people, for over 30 years.

The INGT Group has expanded its operations to provide numerous high quality employment, training, and skill development opportunities across a wide range of locations in Australia.

By operating nationally, the INGT Group promotes workforce participation throughout the country, which benefits Melbourne's inner northern communities by generating surpluses that are donated to the Inner North Community Foundation. It also enables the Group to achieve economies of scale through its operations, underpinning its long term viability.

Serving the Inner North of Melbourne

The INGT Group, primarily through APlus and the Group's relationship with the Inner North Community Foundation, plays an important role in promoting economic development and social inclusion in Melbourne's north by providing skill development and job readiness opportunities in the local community.

APlus employs over 500 Apprentices and Trainees, many of whom come from or are working in the inner north of Melbourne. These are primarily young people employed and supported by APlus through the Group Training or Registered Training Organisation arms of the business.

The INGT Group continues to sponsor the Inner North Community Foundation, which it established in 2008. The Foundation is an independent grant making body serving the needs of the communities of the inner north of Melbourne. Over the course of the last five years, INGT has donated \$3.5 million to the Foundation's endowment contributing to the distribution of \$289,710 in grants to fund local employment projects. These projects assist disadvantaged people living and working in the inner northern suburbs of Melbourne, especially young people, to break down their barriers to employment and get a start in the workforce.

Highlights

The INGT Group is committed to reporting on its performance on a triple bottom-line basis that takes into account social, financial, and environmental considerations.

On this basis, the INGT Group is proud of its many accomplishments over the last financial year:

- INGT successfully tendered as a Group to be on the panel for Department of Education, Employment and Workplace Relations 'Experience +' initiative. Through this Work & Training has secured 26 weeks of funding to provide pathways to employment for older people in Tasmania.
- INGT's Group Training Organisations (GTOs) - APlus (Victoria) and Work & Training (Tasmania) - ended the financial year employing and training nearly 800 apprentices and trainees.
- MAS National successfully secured a two year contract extension to manage the Trade and Completion Bonus programs on behalf of the Higher Education and Skills Group, Department of Education and Early Childhood Development.
- Process Plus (now incorporated into MAS National Ltd) secured a 12 month extension of its contract with Coles to provide administrative services in its employment of apprentices/trainees across Australia.
- Work & Training has expanded its temporary placement services into the 'blue collar' field, securing its first significant contract over the year. It is also enjoying a reinstatement of the Indigenous Employment Program (IEP) and an increase in the number of IEP positions statewide.
- Stockdale Personnel joined the Group through Plus Recruitment from 1 October 2012. Tom Stockdale has continued to oversee the business as the CEO. The Sydney and Melbourne offices both performed financially well over the year with the Sydney division exceeding expectations and past performance.
- Devereux was acquired through Plus Recruitment from 29 October 2012. Jane Devereux has continued to lead the business as CEO. The focus on temporary employment in health and administration roles continues alongside a growing emphasis on provision of temporary and permanent staffing solutions to local Councils.
- INGT donated a further \$500,000 to the Inner North Community Foundation.



Stockdale Personnel

(Plus Recruitment)

Our objective is to be recognised as the biggest and best at what we do. We want to be known as the experts in our industry, for having the best candidates and providing great customer service. Ultimately, we want to have the happiest employees and the most satisfied clients in the print and graphic arts industry in Australia. And if we achieve that, we know we are on the right track to being the best.

In September 2001, Stockdale Personnel was established with the objective of becoming the highest quality recruitment company catering to the specialist staffing needs of the Australian printing industry.

After four successful years supplying staff in Melbourne from its head offices in Box Hill, Victoria, Stockdale opened an office in Hurstville, NSW, in February 2006. At this time, the business was supplying casual staff within all manufacturing areas of the industry, from graphic design and prepress, through offset and digital printing, to bindery, finishing, mailing and warehousing.

Eleven years on, Stockdale is without peer; it is the major provider of expert casual and permanent staffing services to the print and graphic arts industry in Victoria and NSW. It can provide a range of services and has the scope to deliver skilled staff on-call 24 hours a day, seven days a week, in all manufacturing areas of this industry. Services cover all design, digital, printing, finishing, mailing, warehouse and display sectors.

On 1 October 2012 Stockdale Personnel Pty Ltd was acquired by Plus Recruitment, a wholly owned company of INGT. The original founders and owners of the company, Tom and Marian Stockdale, continue in their roles and were warmly welcomed into the INGT Group family.

Following the acquisition, sales and placements of casual and permanent staff have continued to increase steadily. All full-time Stockdale employees have remained with the company. CEO, Tom Stockdale, is pleased with the results to date and is looking forward to continued growth in the short and long term.

Stockdale's Vision

To be the best print and graphic arts industry recruitment company in Australia.

Stockdale's Mission

To provide the highest quality and most comprehensive range of casual and permanent staffing services in our industry.

Devereux Recruitment (Plus Recruitment)

Our extensive market knowledge and a nationwide network of candidates ensure our clients' connection to the right talent, increasing their competitive advantage. Devereux Recruitment has an excellent reputation in providing a personalised quality service to customers and delivering only the best people available in the market place.

Plus Recruitment is an INGT owned company that acquired two recruitment companies, Devereux Recruitment and Stockdale Personnel, in 2012.



The renamed Devereux Recruitment, formerly known as Temporarily Yours, was established by Jane Devereux in 1997. After working in recruitment, teaching and training, Jane was inspired to set up her own firm, focusing on personalised service to customers and prioritising high-quality candidates.

The business quickly grew to a strong team of passionate people working in several divisions, which are all integral to satisfying the staffing needs of the client.

Plus Recruitment, a company wholly owned by INGT, acquired Devereux Recruitment on the 29 October 2012 and Jane Devereux remains as CEO.

The systems and procedures at Devereux Recruitment ensure that clients will receive a prompt and efficient service. IT systems are continually being upgraded, resulting in an efficient and effective delivery of service.

MPStaff - A division of The Devereux Recruitment Group

MPStaff is a division of Devereux Recruitment, which originated from AMA Victoria and joined the Devereux Recruitment Group in 2011. AMA Victoria is a trusted organisation that represents more than 3,000 private practitioners. As the preferred supplier of Medical support staff to AMA Victoria, Devereux Recruitment is able to offer AMA members a discount when they recruit via MPStaff.

Devereux Recruitment has provided Temporary and Permanent staff in the following key areas:

- Reception and Administration at all levels in Professional Services and Education
- Executive Assistants and Legal Secretaries
- Call Centre, Data Entry and Accounts
- Medical staff including: Reception, Secretarial, Audio Typing, Practice Management, Senior Management, Consulting, Medico legal, Division 1 & 2 Nurses and Clerks
- Industrial including: Fork lift drivers, Process workers, Labourers, Pickers, Packers, Truck Drivers and Machine Operators

INGT Group Financial and Human Resources Snapshot

In the past year INGT continued to operate in a challenging external economic environment. The INGT Group has focused strategically on positioning the organisation well for the future and is pleased to report a financially successful year in 2012-2013.

- Both Stockdale Personnel Pty Ltd and Devereux Recruitment, which were acquired during the 2012-2013 year, generated profits.
- The INGT Group had a combined turnover of \$43.6 million.
- The INGT Group produced a modest financial surplus (before granting the \$500,000 donation to the Foundation), on the back of acquisitions and a tough trading environment.
- The INGT Group retains a strong, debt free balance sheet, with recent acquisitions and internal changes positioning the business well for the future.
- INGT continued to meet the Inner North Community Foundation's annual operating costs in 2012-2013, on top of the \$500,000 contributed to the Foundation's endowment.
- It is anticipated that INGT will donate another \$500,000 to the Foundation in 2013-2014.

INGT Group Employees

INGT Group Businesses	30 June 2013 FTE (Full-time Equivalent)
APlus Apprentice + Trainee Services	33
MAS National Ltd	17
Work & Training	31
INGT	8.8
Stockdale Personnel	12.45
Devereux Recruitment	3
TOTAL	105.25

Building on the solid foundations of committed staff and strong finances, the INGT Group is well placed to promote workforce participation in the years ahead.

As of 30 June 2013, the INGT Board comprised three Member Directors and four Independent Directors who together possess broad based expertise, ensuring requisite oversight of the INGT Group’s sustainability, quality focus, and its growth and development.

- Chair of the INGT Board: Hon. Alan Brown, a former State Government Minister and experienced Director in the not-for-profit and private sectors.
- Three Independent Directors: Elizabeth Board, Kevin Breen and Michael Francis, bring skills and professional backgrounds in education, corporate governance, public policy, strategic planning, financial management, and private business.
- Three Member Directors: Cr. Gaetano Greco (Darebin), Craig Kenny (Yarra), and Gerry Smith (Moreland).

Internal Business Synergies

As a group of businesses under the INGT umbrella, synergies are increasingly being explored wherever possible to maximise cost-effectiveness so that the INGT Group will operate with a greater capacity to meet the needs of the communities served.

The Leadership Team from across the Group meets monthly to explore opportunities for savings and new business opportunities. Procurement is an area currently being pursued. An example: employment vacancy online advertising is now being contracted on a groupwide level resulting in significant savings.

A staff satisfaction survey was conducted late in the financial year with very pleasing early results. This has also highlighted opportunities for improvement raised by staff across the Group which will form the basis for a People and Culture groupwide plan.

Finance and ICT management are also being insourced by a number of businesses to the INGT parent entity. This has resulted in quality and capacity improvements.

The skills based Board has oversight of a substantial group of businesses that at 30 June 2013 had a turnover of over \$43 million with about 130 full and part-time direct staff. The Group employs nearly 800 apprentices and trainees, as well as hundreds of temporary staff. The Board has sought to achieve a mix of skills and experience that balance the commercial imperatives of operating a significant business group with maintaining the ethos of its primary not-for-profit mission of assisting people into work.

In February 2013 Debra Howe commenced as the alternate Director for Moreland, replacing Briare McElhone, who resigned due to increased responsibilities within the Council.

Various Directors of the INGT parent entity also sit on the controlled entity Boards to ensure the strength of INGT’s governance is carried throughout the Group.

Poul Bottern was appointed INGT Group Chief Executive Officer in September 2012. With over 25 years’ experience in community services, Poul has held senior roles within a number of well known not-for-profit organisations.

In early 2013 the Board of INGT undertook a Strategic Planning review as the existing plan expired in mid 2013. The new Strategic Plan for 2013-2016 builds on the strengths and positive outcomes from the previous plan. This includes an increased emphasis on working productively across the Group as well as exploring new business opportunities.

The need to explore new business opportunities has been prompted by the evolving economy, including the decline of the manufacturing sector and the erosion of government support for the traditional group training part of the business.

Plus Recruitment Pty Ltd was formed by INGT in August 2013 as an investment company which could acquire for-profit businesses. Plus Recruitment is wholly owned by INGT and two of the INGT Directors are also Directors of Plus Recruitment. Over the financial year Plus Recruitment acquired two recruitment businesses, Stockdale Personnel Pty Ltd and Devereux Recruitment.

Both of these businesses have transitioned positively under their new ownership arrangements with the previous owners now operating as the CEOs of the respective entities. They have proven to be astute investments and INGT will continue to explore other, similar opportunities.

During the financial year the Board of INGT and Management Committee of APlus determined to combine the position of CEO of APlus into that of the Group CEO role, resulting in financial savings and further streamlining the business.

work

& Training Ltd

As part of its career development services, Work & Training has re-focused its scope to sectors experiencing stability or growth, in particular aged care: a sector that attracts continued funding through Access and Aged Care Workforce Vocational Education and Training (ACWVET) programs.

Work & Training remains a key player in the provision of employment and training services throughout Tasmania. The company is sensitive to the continuing economic challenges faced by industry in this State and has responded by further diversifying to offer related services in even more flexible ways to increase the employment choices for employers.

An example of this is the recent initiative to include temporary placement services. The company has long standing and well recognised expertise as a provider of employment both for apprentices and trainees and in the 'white collar' temporary recruitment sectors. The extension into 'blue collar' temporary placement services has therefore been a logical progression of services. Pleasingly, the first significant temporary placement contract has now been confirmed.

Group employment continues as the main income stream; however, because of the need for diversification, group positions are very limited, placing greater emphasis on the 'quality' or the economic value of each one. In this light the company is enjoying a reinstatement of the Indigenous Employment Program (IEP) and an increase in the number of IEP positions statewide.

Work & Training's expertise was recently endorsed in its successful tendering for the Australian Government's 'Experience +' program. The company has benefited from the opportunity to apply for this program as a result of its association with Inner Northern Group Training (INGT) and membership on the INGT tender panel. The Experience + program is directly aligned with the mission of Work & Training, to maximise the employment capacity of Tasmanians, as it commits to the participation of 50 mature aged Tasmanians in individual skills development and career seeking activity. It also aligns with a key strategy of the company; to provide equitable access to employment and training opportunities across all community groups.

As part of its career development services, Work & Training has re-focused its scope to sectors experiencing stability or growth, in particular aged care: a sector that attracts continued funding through Access and Aged Care Workforce Vocational Education and Training (ACWVET) programs.

In 2012-2013 Work & Training employed twice the number of teachers in language, literacy and numeracy (LLN) than it did in the preceding year. This has been possible due to an increase in the number of fully funded LLN projects secured by the company. Three of these LLN projects are attached to companies with whom we partner. Our other LLN teaching staff extend their services to job seekers, apprentices and trainees across all 'group training' organisations and across the state. LLN staff make an important contribution both to those seeking jobs and to the retention of many young people already employed as apprentices and trainees.

It is likely that the economic circumstances currently being experienced in Tasmania will persist for some time. Therefore Work & Training will continue to build upon existing strategies to mitigate risk. We will also investigate the viability of any additional opportunities for diversification if they are aligned with our mission to offer Tasmanians opportunities for employment and training.

MAS National

MAS National Ltd is a controlled entity of INGT Ltd and is governed by a four person Board of Directors, three of whom are Directors of INGT Ltd. The Chair of MAS National Ltd is Elizabeth Board, who is also a Director of INGT Ltd. In July 2012, Process Plus Ltd was incorporated with MAS National, creating MAS National Ltd. This legal entity now oversees the work of MAS National and Process Plus services.

Process Plus

Process Plus provides skilled administrative services nationally, including administering Bonus Programs for Government and apprentice management services for large corporate companies. Coles has agreed to extend the contract with Process Plus until June 2014 and Kmart has a contract with Process Plus until end October 2014.



MAS National is an Australian Apprenticeships Centre (AAC) that works on behalf of the Australian Government to provide support services to apprentices/trainees and their employers.

Australian Apprenticeships provide excellent career pathways for people entering or re-entering the workplace with a particular focus on industry skills needs and people from Key Priority Groups including people with disabilities, Indigenous Australians, school-based trainees and apprentices and mature workers.

In 2012-2013 MAS National managed Australian Apprenticeship Support Services (AASS) in country South Australia. Verbal confirmation has been received from the Department of Industry that the existing contract to provide these services will be extended until June 2015. Changes to eligibility criteria for existing Diploma level qualifications in 2012 meant that significant challenges have been experienced within the sector. MAS National however had a successful year gaining market share and exceeding its budget target.

The 2015 contract round for AAC services will see a significant change to the way AASS are delivered into the future. A key current focus is on upskilling staff to position MAS as the AAC of choice for employers for future contracts.

In 2013, the Victorian Government made the decision to phase out the Apprentice Trade Bonus Program. Process Plus was awarded an extension by the State Government to administer the Completion Bonus Program and the Apprentice Trade Bonus Programs until they are wound down over the next two years. Process Plus has been recognised as a 'trusted' partner with the Victorian Government in the delivery of contracted services.

In 2013 Process Plus was successful in a tender to provide OHS consultancy services on behalf of WorkSafe Victoria. The addition of this program will provide Process Plus with additional capabilities to offer services to employers into the future.

With this new contract and the extension of its contracts with its major clients, MAS National Ltd continues its focus as a quality service provider whilst exploring a range of business development opportunities.

The INGT Group is comprised of the following:

- The INGT parent entity - which exercises oversight across the group of businesses and is a provider of shared services to the businesses in the INGT Group;
- APlus Apprentice + Trainee Services - a Group Training Organisation (GTO) and Registered Training Organisation (RTO) located in the inner north of Melbourne;
- MAS National Ltd. - includes Process Plus, a provider of outsourced administrative services and MAS National, an operator of Australian Apprenticeships Centres (AACs) in country South Australia;
- Work & Training Ltd. - a major GTO, RTO and recruitment agency operating throughout Tasmania;
- Stockdale Personnel Pty Ltd. - Australia's largest print and graphic arts industry recruitment company, with offices in Sydney and Melbourne; and
- Devereux Recruitment. - a quality recruitment company based in Melbourne specialising in administration, industrial and health industries.

The INGT Group corporate structure diagram shows how each business in the Group interacts with each other and INGT. It also shows the INGT Group's relationship to the Foundation, which remains independent. Stockdale Personnel and Devereux Recruitment are owned by Plus Recruitment Pty Ltd, a separate company which in turn is wholly owned by INGT Ltd.



APlus Apprentice + Trainee Services

APlus Apprentice + Trainee Services (APlus), a trading arm of INGT Ltd, is both a Group Training Organisation (GTO) and Registered Training Organisation (RTO) which facilitates apprenticeships and traineeships across many vocations. APlus identifies employment opportunities with host employers, and supports the apprentice/trainee and employer for the duration of the apprenticeship or traineeship.

INGT GROUP BUSINESSES



APlus is a member of Group Training Australia, a network of Group Training Companies that employs more than 40,000 apprentices and trainees across Australia, and works with thousands of employers.

Recently APlus has also embarked on providing external training to people interested in training to further their careers outside of apprenticeships and traineeships.

Within the GTO, flexible employment and training programs are offered to ensure that the needs of apprentices, trainees and host employers are all met. This arrangement frees host employers from the burdens of paperwork, payroll administration, Industrial Relations, Workplace Health & Safety, Workcover and employee monitoring and management. This model also offers flexibility to individual businesses if business circumstances change, as APlus is the legal employer.

APlus works closely with schools, training providers and community organisations to promote the value of apprenticeships and traineeships. The provision of high-quality candidates to prospective employers is a key component of the company's success, as is the commitment to quality in all areas of operation.

There were 520 apprentices/trainees employed by APlus as of the end of June 2013. APlus commenced 466 apprentices/trainees during the 2012-2013 financial year. This figure was 53 commencements higher than the previous year.

The main reason APlus is successful in the GTO employment market is the number of graduating apprentices/trainees from our program. In 2012-2013, 93 people gained their qualification in their respective vocation.

Over 200 students are enrolled in the RTO business unit. External training has also been provided in First Aid, CPR refresher training, manual handling and infection control.

There is a dedicated simulated ward at our Northcote office offering the students the opportunity to gain practical training in Aged Care and HACC.

In the next year the RTO is intending to add to its scope the following courses: Foundation Skills, Cert IV in Aged Care and Cert IV in HACC.

A highlight over the past year has been working with partners such as Mission Australia to deliver Access programs which assist disadvantaged and disengaged job seekers to develop vocational employment opportunities.

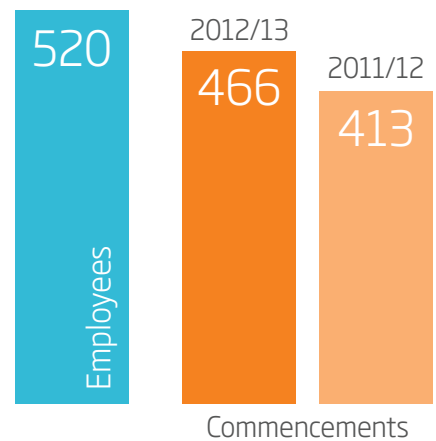
The Registered Training Organisation (RTO) of APlus is delivering nationally recognised qualifications in:

- Business
- Health Administration
- Aged Care
- Disability
- Education Support
- Home & Community Care (HACC)
- Customer Contact
- Customised Training

Our employment profile

520 apprentices/trainees employed by APlus as of the end of June 2013

APlus commenced 466 apprentices/trainees during the 2012-2013 financial year. This figure was 53 commencements higher than the previous year.



Our training profile

The APlus RTO enrolled 225 students over the year and graduated 162 APlus GTO trainees.

93
Graduates

A total of 93 apprentices and trainees graduated during the year with Certificates II, III and/or IV. They are now qualified members of the Victorian workforce in their respective vocations.

