

intowork

Australia



Annual Report 2013–2014

Inner Northern Group Training Ltd



intoWork
Australia

192 - 198

Contents

/ Foreword	1
/ Executive summary	3
/ Highlights	4
/ Corporate governance	6
/ IntoWork Australia businesses	9
/ APlus Apprentice + Trainee Services	11
/ Devereux Recruitment	13
/ MAS National	15
/ Plexus Medical Recruitment	17
/ Rogan Family Care	19
/ Stockdale Personnel	21
/ Work & Training	23
/ Inner North Community Foundation	25



Foreword

IntoWork Australia is a national provider of specialist recruitment, employment and training services. We promote workforce participation in the community, as a not-for-profit organisation operating in a commercial environment. Our purpose is to make a positive difference to the people and communities we work with, through our integrated services and business expertise.

Our services include:

- apprenticeships and traineeships
- registered training courses: nationally accredited and short courses
- recruitment: temporary, permanent and overseas trained medical professionals
- nanny specialists: recruitment and placement
- workplace health and safety compliance
- administration, support and customer services.

INGT Ltd (IntoWork Australia) Members

INGT Ltd (Inner Northern Group Training Ltd) has introduced its trading name, IntoWork Australia, over the past year to more accurately reflect its trading activities.

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 and each of these Directors is supported by an Alternate Director.

At 30 June 2014 the Member Directors were:

- City of Darebin: Cr Oliver Walsh
- City of Moreland: No representative at the time of reporting
- City of Yarra: Craig Kenny

At 30 June 2014 the Alternate Member Directors were:

- City of Darebin: Paul Crapper
- City of Moreland: No representative at the time of reporting
- City of Yarra: Philip Mason

This Annual Report to the Member Councils is a common report to all three Member Councils. It informs Member Councils of the performance of IntoWork Australia throughout the 2013–14 financial year.

The submission of this common report demonstrates our commitment to the communities in which we operate, in particular the inner north of Melbourne region. It also highlights the collaborative approach of the Member Directors on the IntoWork Australia Board.



Serving the inner north of Melbourne

IntoWork Australia, through APlus Apprentice + Trainee Services and the Group's relationship with the Inner North Community Foundation, actively promotes economic development and social inclusion in Melbourne's north through training, skill development and job opportunities in the local community.

APlus employs and trains over 500 apprentices and trainees, many of whom are young people who come from or are working in the inner north of Melbourne.

IntoWork Australia 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 six years, IntoWork Australia has donated to the Foundation's endowment, contributing to the distribution of \$301,110 during 2013-14 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.

Executive summary

Snapshot

IntoWork Australia:

- is dedicated to promoting workforce participation in the community
- provides recruitment, employment and training services nationally
- comprises a parent entity and seven businesses
- is a national business with headquarters in Northcote, Victoria, and offices throughout Victoria, New South Wales, Tasmania and South Australia
- has three Member Councils: Melbourne's inner northern councils of Darebin, Moreland and Yarra
- is governed by a Board of seven Directors (four Independent and three Member Directors)
- is a not-for-profit organisation operating in a commercial environment
- established the Inner North Community Foundation in 2008 and covers the Foundation's annual operating costs. IntoWork Australia donated \$500,000 in 2013–14, resulting in a total contribution to date of \$4 million to the Foundation's endowment.

A not-for-profit organisation

IntoWork Australia was founded in 1983 by the councils of inner northern Melbourne to provide pathways to employment for young people in the community and to support local industry in addressing skills shortages. Since then, we have expanded our services and scope; however, we remain focused on promoting workforce participation in the community and supporting employment initiatives in the communities in which we operate, through our direct services and through our support of the Inner North Community Foundation.

We are a not-for-profit organisation. Since we operate in a highly competitive business environment, it is important that our businesses are commercially focused to remain viable and sustainable. Surpluses generated are used to advance IntoWork Australia's goals of promoting workforce participation and benefiting the local communities.

IntoWork Australia's three Member Councils are Darebin, Moreland and Yarra. In accordance with IntoWork Australia's legal status as a not-for-profit organisation, Member Councils cannot financially benefit from the activities of IntoWork Australia. Consequently, all of IntoWork Australia's surpluses are either reinvested within the Group to enable it to be sustainable over the long term, or are used to support the communities in which it operates, including through the Inner North Community Foundation.

Business scope

In the northern region of Melbourne, IntoWork Australia has been providing training and apprenticeship opportunities, particularly to young people, for over 30 years.

We have expanded our operations to provide numerous high-quality employment, training and skill development opportunities across Australia. We promote workforce participation throughout the country, with sites in New South Wales, South Australia, Tasmania and Victoria.

Corporate services

IntoWork Australia aims to create a group of successful businesses that provide a full range of effective apprenticeships, traineeships, recruitment and training services.

Businesses within the Group achieve economies of scale, benefit from the networks and expertise of the other businesses and share services, including finance, payroll, human resources, marketing and communications, information technology, business development, workplace health and safety and procurement. We can provide these services between businesses at rates far more favourable than would be the case if an external consultant were engaged. Businesses within the Group will experience increasing benefits through those economies of scale as IntoWork Australia grows.

Highlights

- We introduced the new trading name IntoWork Australia, which better expresses our scope and national reach.
- We completed new signage on the Northcote building to promote the change in the trading name of INGT Ltd and its businesses.
- From March 2014 Rogan Family Care joined the Group through IntoWork Australia's subsidiary company Plus Recruitment and Susan Rogan has continued as the General Manager. Rogan performed well for the remainder of the financial year, providing nannies and in-home carers across Melbourne.
- We welcomed Plexus Medical Recruitment to the Group through Plus Recruitment in May 2014. By placing Australian and internationally qualified doctors and nurses into permanent jobs in Australasia, Plexus has expanded IntoWork Australia into New Zealand.
- We purchased neighbouring property 190 High Street Northcote, which has allowed for expansion of our Northcote headquarters.
- We began rolling out new and improved websites and office collateral for all IntoWork Australia businesses.
- The Inner North Community Foundation distributed \$301,110 in grants to 19 charitable organisations, assisting them to implement local employment and training projects. Since its inception, the Foundation has distributed over \$1.1 million to eligible not-for-profit organisations in Melbourne's inner north, assisting many disadvantaged people to transition to employment.
- We developed valuable funding and service delivery partnerships with industry, businesses, state government, federal government, local councils and community organisations. These partnerships have been and will continue to be vital to our effectiveness.
- Our Group Training Organisations (GTOs), APlus (Victoria and South Australia) and Work & Training (Tasmania), ended the financial year employing and training nearly 800 apprentices and trainees.
- MAS National secured a one-year extension to its Australian Apprenticeship Centre contract and obtained a WorkSafe Victoria contract to provide the WorkSafe OHS Essentials Program.
- The Process Plus arm of MAS National continued to successfully manage administration support and customer service contracts for the Victorian Government, Coles and Kmart Tyre & Auto Services.
- APlus opened its first interstate office in South Australia.
- APlus was successful in securing Victorian Government funding through the Department of Education and Training's Higher Education and Skills Group, for its Women in Trades program, which places women in traditionally male-dominated trades.
- Devereux Recruitment and Stockdale Personnel continued to perform well in their second year in the Group.

"IntoWork Australia links employers with the best people for the job and assists employers and potential employees to fulfill their employment aspirations."

Financial and human resources snapshot

IntoWork Australia continued to operate in a challenging external economic environment. We have focused on positioning the organisation for the future and are pleased to report a financially successful year in 2013–14.

During the financial year:

- IntoWork Australia had a combined turnover of \$52 million.
- IntoWork Australia produced a profit (before granting \$500,000 to the Inner North Community Foundation), on the back of acquisitions and a tough trading environment.
- IntoWork Australia continued to meet the Inner North Community Foundation's annual operating costs, on top of the \$500,000 contributed to the Foundation.

It is anticipated that IntoWork Australia will donate another \$500,000 to the Foundation in 2014–15.

IntoWork Australia retains a strong, debt-free balance sheet, with recent acquisitions and internal changes positioning the business well for the future.

IntoWork Australia employees

IntoWork Australia	30 June 2014 FTE (full-time equivalent)
APlus Apprentice + Trainee Services	33
Devereux Recruitment	3
IntoWork Australia	10.2
MAS National	11
Plexus Medical Recruitment	2
Rogan Family Care	3.75
Stockdale Personnel	13.2
Work & Training	32.2
TOTAL	108.35

Corporate governance

The skills-based Board has oversight of a substantial Group of businesses that at 30 June 2014 had a turnover of \$52 million with 108 full-time equivalent staff. The Group employs nearly 800 apprentices and trainees, as well as hundreds of temporary staff.

The Board has a mix of skills and experience that balances the commercial imperatives of a significant business Group with the ethos of a not-for-profit mission of assisting people into work.

The Chair of the IntoWork Australia Board, the Hon. Alan Brown, is a former State Government Minister and experienced Director in the not-for-profit and private sectors.

The 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.

Various Independent Directors of IntoWork Australia also sit on the controlled entity Boards to ensure IntoWork's strong governance is promoted throughout IntoWork Australia.

The Group CEO, Poul Bottern, brings 25 years of leadership and management experience in both not-for-profit and private companies.

IntoWork Australia completed its first year of the newly developed Strategic Plan. Progress is reported to the Board in a quarterly operational plan.

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) has prompted the need to explore new business opportunities. Plus Recruitment Pty Ltd was formed by IntoWork Australia in August 2013 as an investment company to acquire for-profit businesses. Plus Recruitment is wholly owned by IntoWork Australia and two of the IntoWork Australia Directors are also Directors of Plus Recruitment.

In the financial year, Plus Recruitment acquired two recruitment businesses: Rogan Family Care and Plexus Medical Recruitment. Both businesses have continued to do well within the Group structure and Plus Recruitment will continue to explore similar opportunities.

The Board of IntoWork Australia and Work & Training Ltd combined the position of CEO of Work & Training into that of the Group CEO role, resulting in financial savings and further streamlining the business.

Cr Oliver Walsh commenced as Member Director for the City of Darebin. He replaced Cr Gaetano Greco, who resigned from the Board when he was elected Mayor of City of Darebin.

Paul Crapper commenced as Alternate Director for the City of Darebin.

Gerry Smith, long-term Member Director for City of Moreland, left the Board.

Debra Howe, Alternate Director for City of Moreland, left the Board.

The Independent Directors as at June 2014



Alan Brown (Chair)



Michael Francis



Kevin Breen



Elizabeth Board

Internal business synergies

We continually look for business synergies within the Group, to maximise cost-effectiveness and improve our capacity to meet the needs of the communities we serve.

- The Leadership Team, comprising the Group CEO and leaders from each business, meets monthly to explore new business opportunities, and to effect operational synergies and savings.
- The Executive Team provides corporate-level support to its businesses in human resources, marketing and communications, finance, payroll, information technology and business development.



The Member Directors as at June 2014



Oliver Walsh



Craig Kenny



Paul Crapper (Alt)



Philip Mason (Alt)



IntoWork Australia businesses

"IntoWork Australia is a dynamic, people-focused organisation that provides expert services to prospective and current employees, business and government.

We are making a positive difference to the people and communities we work with, through our integrated services and business expertise."

Poul Bottern

IntoWork Australia Group CEO

Leading in workforce participation.





APlus offers flexible employment and training programs to meet the needs of apprentices, trainees and host employers. We have expanded our scope beyond apprenticeships and traineeships and have begun providing external training to people interested in furthering their careers.

APlus frees host employers from the burdens of paperwork, payroll administration, industrial relations, workplace health and safety, WorkCover and employee monitoring and management. We offer flexibility to individual businesses if business circumstances change, as APlus is the legal employer.

We work closely with schools, training providers and community organisations to promote the value of apprenticeships and traineeships. Providing high-quality candidates to prospective employers is a key to our success, as is our commitment to quality in all areas of operation.

There were over 500 apprentices/trainees employed by APlus as of the end of June 2014. APlus commenced 439 apprentices/trainees during the 2013–14 financial year.

The main reason APlus is successful in the apprenticeship market is the number of apprentices/trainees graduating from our program. In 2013–14, 223 people gained a qualification in their respective vocation.

Over 200 students are enrolled in the Registered Training Organisation (RTO) of APlus, which delivers nationally recognised qualifications in:

- Business
- Health Administration
- Aged Care
- Disability
- Education Support
- Home & Community Care (HACC)
- Foundation Skills
- Customised Training.

We have also provided external training in First Aid, CPR refresher training, Manual Handling and Infection Control. Our dedicated simulated ward at our Northcote office gives students practical training in Aged Care and HACC.

“APlus understands your industry and knows what you need from an apprentice or trainee.”





Devereux Recruitment has been part of IntoWork Australia for two years.

Our business has been through some challenging times, particularly in relation to temporary staffing numbers, which have been lower than expected. Permanent placements have been stronger: in some months we have exceeded targets. Temporary and permanent placements in both medical and administration areas have continued to be our major areas of work.

Our team of passionate staff expanded this year with our appointment of a Recruitment Manager. MPStaff, originally from the Australian Medical Association (AMA) Victoria, joined Devereux in 2011. AMA Victoria is a trusted organisation that represents more than 3000 private practitioners. As the preferred supplier of medical support staff to AMA Victoria, Devereux is able to offer AMA members a discount when they recruit via MPStaff.

Devereux Recruitment has provided temporary and permanent staff in the following areas:

- reception and administration at all levels in professional services and education
- executive assistants and legal secretaries
- call centre, data entry and accounts
- 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.

Devereux has developed exciting marketing projects to promote the business and attract new clients, with added focus on business development. This focus is alongside our commitment to existing clients to provide excellence in service delivery.

"Professional and personalised recruitment services."





MAS National is a key player in Australian Apprenticeships services, with demonstrated resilience and an ability to adapt to changing labour markets and local economies.

During 2013–14, MAS National received an extension of its Australian Apprenticeships Centre contract in country South Australia and will provide its current services through to June 2015. MAS National currently serves over 1000 employers and 3500 apprentices and trainees across South Australia. It also provides out-of-region services to APlus Trainee + Apprentice services in Victoria.

Over the past 12 months, MAS National has improved its market share across South Australia by 50%, making it one of the largest regional Australian Apprenticeships Centres.

The past 12 months has also seen MAS National prepare and position itself for the new Australian Apprenticeship Support Network tender for the contract commencing in July 2015. We have developed new and exciting additions to the MAS National suite of services. The 'MAS Experience' will provide job seekers and employers with a 'one stop shop' for careers advice, recruitment, apprenticeships, traineeships and ongoing support.

We recently introduced MAS Recruitment, whose services include the MAS Recruitment Talent Community, where employers can place a job and job seekers can find and apply for traineeships or apprenticeships within their local communities.

MAS National continues to provide services to the Victorian Government for Trade and Completion Bonus initiatives through our Process Plus brand. These services are winding down over the next 12 months; however, as a trusted partner of the Victorian Government, there are likely to be other opportunities in the future.

We provided OHS consultancy services on behalf of WorkSafe Victoria in 2013–14 and have received a 12-month extension of contract for these services. The OHS consultancy adds to our capabilities in workforce participation activities.

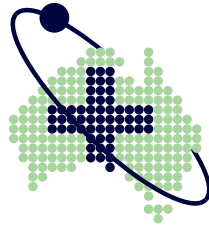
Process Plus continued to provide Apprentice Management Services to Kmart Tyre & Auto Services and Coles bakery and butchery apprentices. The future of apprenticeship services across the board will see a significant reduction in red tape and administration demands on employers and Process Plus will be well positioned to provide innovative solutions.

"MAS National making apprenticeships simple."



PLEXUS

MEDICAL RECRUITMENT



Plexus Medical Recruitment remains an important service provider to Australian and New Zealand hospitals despite a period of uncertainty and instability within the business towards the end of 2013.

During 2013–14, the medical and nursing recruitment market within Australia and New Zealand was challenging. This was mainly due to government policy changes to Medicare and immigration eligibility, longer and more demanding registration processes, and an increased number of Australian graduates looking for work. Plexus continues to monitor these changes and implement new strategies to maintain a strong position within the market.

To ensure proper governance of screening and placement services and cost effectiveness, the NSW Ministry of Health identified, through a tender process, a panel of commercial recruitment agencies known as the Panel of Overseas Recruitment Agencies (PORA). As of 12 November 2013, Plexus was approved as an official supplier to NSW Health for the recruitment of doctors and nurses trained overseas. Out of a pool of over 50 agencies that tendered for this three-year contract, Plexus is one of only 10 to have been asked to provide these services. Plexus continues to work with NSW Health on satisfying its recruitment needs, focusing primarily on regional areas. The other states and territories within Australia have not yet implemented such a system; however, it is likely that within the next two years Queensland and Western Australia will introduce a similar tender.

Plexus achieved ISO 9001 accreditation in 2011, which it has maintained. A yearly re-audit was conducted in June 2014 and all services reaffirmed. A review is scheduled for December 2014 to confirm a successful integration of Plexus quality management systems under the IntoWork Australia management system.

In May 2014, Plexus was acquired by Plus Recruitment, a subsidiary at IntoWork Australia. With this support, Plexus has maintained its focus on health industry recruitment and migration services for public and private health organisations to supply nurses and doctors for contracts ranging from six months to four years and beyond. IntoWork Australia also supported the Plexus move from Hawthorn to the head office in Northcote. This move will help to enable business growth and a successful future.

“Our extensive experience means we genuinely understand your needs and deliver informed and dependable results.”





the nanny specialist

Rogan Family Care has provided services to the home-based childcare sector for almost 20 years. Initially established to develop and deliver accredited training, the core business is now recruitment and placement of carers, affectionately known as nannies, for children at home. Families using home-based childcare are a mix of those eligible for In Home Childcare funding and others meeting the full cost of care.

Of all recruitment services, choosing the best solution for the care of children is one of the most important decisions that parents make. It requires complete trust and confidence in the service provider. Our quality and professionalism are paramount to the success of the business.

Rogan Family Care provides short and long-term support and emergency temporary care.

We offer ongoing in-service training to maintain the high quality of our nannies' skills. Scheduled home support visits benefit both families and nannies.

Having experienced career nannies (often with backgrounds as teachers, nurses and carers) for children with special needs sets the business apart from competitors.

Fair and equitable employment conditions make Rogan Family Care an 'employer of choice' for dedicated, professional nannies.

Rogan nannies also commit to the Department of Education's Early Years Learning Framework, this includes nannies that have achieved a Certificate III in Childcare.

Rogan Family Care has experienced increased demand in recent years. Growing numbers of working families rely on nanny carers to provide flexible, quality care for their children. This service has experienced rapid growth in demand for ongoing care and short-term crisis care.

Joining IntoWork Australia in March 2014 has been exciting and we look forward to the success and growth of the business in the future.

"Experienced, screened and fully insured nannies."





Stockdale

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. In October 2012, Stockdale Personnel Pty Ltd was acquired by IntoWork Australia. After 12 years in the business, in June 2014, Tom Stockdale stepped down as CEO. Sean Cathie, National Operations Manager of Stockdale Personnel, was appointed General Manager.

With the growth of Stockdale Personnel, branch managers were appointed for the Melbourne and Sydney offices and the Melbourne operation was relocated to a larger office space in Kew in January 2014, with the Sydney office remaining in Hurstville.

Stockdale Personnel has been part of IntoWork Australia for two years and our business has become much stronger with the assistance of its corporate services. We have a full-time team of 14 staff, the largest staff the business has had in 13 years of operation.

APlus student training is now being conducted at Stockdale's Kew location, with two full-time APlus consultants working out of Kew as well.

2013–14 was a strong year, with the employment of three new Stockdale consultants. The new additions will position us for growth in the coming year.

The IntoWork Australia marketing team together with Stockdale have successfully rebranded all material, with a new, updated website and brochures to help market our services.

"We aspire to be the best provider of high-quality recruitment services to the design, digital, print and display industries in Australia."



work & TRAINING

Work & Training provides group training, registered training, labour hire and literacy training services to Tasmanian employers, employees and jobseekers in all areas of the state.

The company was established in 1988 by industry representatives who saw a need for employment and training services in Tasmania. The services are delivered statewide from offices located in Hobart, Launceston and Ulverstone.

We are a not-for-profit company, with many long-term staff who have extensive experience in the employment and training industry.

We are the largest employer of apprentices and trainees and the largest private RTO in Tasmania. Employment of apprentices and trainees through the group training model continues to be a foundation of our business. Our group training numbers increased significantly during the 2013–14 financial year.

Our commitment to workforce participation is demonstrated by the increase in Indigenous employees to 17.5% of our trainees and apprentices.

The RTO division continues to be a major training provider for workers needing to up-skill in health and aged care services, business, administration, retail services, frontline management, human resources and hospitality.

Our reputation as a provider of quality training to jobseekers seeking a pathway into Home & Community Care and Aged Care training continues to grow. Increasingly, community service organisations are utilising our courses as a main recruitment strategy for new employees.

Language, Literacy and Numeracy training continues to be a core service for the business. Our teaching staff assists apprentices, trainees and jobseekers across the state. Partnerships with businesses that require Language, Literacy and Numeracy training for their staff are making an important contribution to reducing literacy and numeracy problems in workplaces.

Work & Training was once again well represented by a number of finalists at the Tasmanian Training Awards in 2013. For the second year in a row, one of our employees won the Trainee of the Year award, a major achievement that demonstrates the calibre of the people we recruit and employ.

Corporate services have been strengthened over the year, with additional support from IntoWork Australia, particularly in regards to human resources, marketing, information technology and finance. This support has enabled the team to focus on service delivery, networking and quality.

Work & Training will continue to build upon existing partnerships with state and federal government, councils, GTA Tasmania, businesses, training providers, Australian Apprenticeship Centres and community organisations to ensure that we can continue to deliver much-needed services to the Tasmanian community.

“We are Tasmania's largest employer of apprentices and trainees.”





INNER NORTH COMMUNITY FOUNDATION

In 2008, IntoWork Australia, through APlus Apprentice + Trainee Services, supported by the three Member Councils, established the Inner North Community Foundation in response to the many barriers to employment for marginalised people in the inner north of Melbourne. Our support continues; we see the Foundation's work as an important extension of our workforce participation focus in the region.

The Foundation is an independent philanthropic trust and grant-making body, with a specific focus on the inner north of Melbourne in the municipalities of Darebin, Moreland and Yarra.

IntoWork Australia has pledged to donate \$5 million to the corpus of the Inner North Community Foundation over a 10-year period and to cover its annual operational costs. Donations 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 12 months, IntoWork Australia has donated a further \$500,000 to this corpus.

The Foundation's major funding focus is on breaking down barriers to employment for disadvantaged people through supporting local community organisations. 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.

In 2013-14, the Inner North Community Foundation provided \$301,110 in grants to 19 community organisations, assisting them to implement local employment and training projects from income earned on funds provided by IntoWork Australia.

The Inner North Community Foundation also supported Arts Project Australia with a grant from the Terry Brian Kenny Fund for a digital photography program for people with intellectual disabilities.

A new partnership with the Scanlon Foundation saw the Foundation facilitate a small grants round for organisations working with culturally and linguistically diverse communities, leveraging an additional \$28,000 into the region. This provided seven local organisations with funding for operational support, ranging from the purchase of computers, carpeting, shelving and furniture, to first aid training.

"We support local people and communities in the inner north of Melbourne."

Proudly part of **intowork**
Australia



IntoWork Australia

192 High Street,
Northcote VIC 3070

📞 1300 99 WORK (9675)

📠 03 8689 1933

✉️ info@intowork.com.au

💻 intowork.com.au

ABN 85 006 162 152