

Annual Report

2019-20



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This annual report overviews our performance during the 2019-2020 financial year and focuses on our commitment to the growing communities in which we operate across Australia.



It reminds our important stakeholders of the business' focus as well as the collaborative approach of our Board of Directors and staff, all of whom proudly represent the values and purpose of IntoWork Australia.

Our Core Business Services

- Employment and placement of apprentices and trainees
- Career guidance and support
- Australian Apprenticeship Support Services
- Government support programs
- Training programs
- Disability Employment Services
- Temporary and permanent recruitment solutions
- Advice and support for businesses
- Community solutions, including Disability Community Services
- Partnerships with community organisations



It is with great pleasure that I present the Group CEO's report for IntoWork Australia for the 2019-20 financial year.

Our staff, leadership team, and board directors have performed exceptionally well in addressing the crisis brought about by the COVID-19 pandemic as well as the bushfires before then.

Our focus has remained on fulfilling our Vision of creating 'Vibrant Futures' through working with businesses on workforce solutions, and with individuals on pathways to independence, especially through employment and training. Increasingly, we are also working with people who are marginalised, for a number of reasons, and supporting them to find their place within our communities and society.

Through our Australian Apprenticeship Support Network (AASN) contract, we worked with the Federal Government to implement support to existing employers of apprentices and trainees during COVID-19. This resulted in us processing over 11,000 Supporting Apprenticeships and Traineeships (SAT) claims. These SAT claims will continue into the following year.

In 2020-21, the Federal Government are rolling out 100,000 Australian Apprenticeships through the Boosting Apprenticeship Commencements wage subsidy. We worked very closely with many others in our sector to provide the necessary information to the government and to advocate effectively. These achievements in partnership with government have made a significant difference for individuals, businesses, and the broader community.

IntoWork's services across the Group have continued to strengthen and evolve through our 11 businesses;

- IntoWork Australia parent entity, a provider of shared services to businesses in the Group, and a contract holder for some contracts which are delivered through other businesses in the Group.
- AGA, a Group Training Organisation (GTO), an Apprenticeship Network Provider, and a Registered Training Organisation (RTO), operates within Victoria and South Australia.
- Mas National operates as an Apprenticeship Network Provider, providing apprenticeship support services to employers and individuals. It also delivers Community, Mentoring, Transition and Networking services across QLD, VIC, TAS and SA as well as accredited WorkSafe Consulting services in VIC.
- Work & Training is a GTO, RTO, Recruitment agency, and literacy



Poul Bottern
Group Chief Executive Officer
IntoWork Australia
November, 2020



numeracy services provider, operating throughout Tasmania.

- Stockdale Personnel, with offices in Sydney and Melbourne, is a provider of temporary and permanent staff primarily in the printing, warehouse/logistics and construction industries.
- FindStaff (formally known as Rogan Family Care) based in Melbourne, provides temporary or permanent staff in the health, administration and local Government sectors and also provides nannies and in-home care child support across Melbourne.
- Institute of Training and Further Education (ITFE), is an RTO operating primarily across Victoria, New South Wales and Queensland.
- MRAEL, a Queensland based business, operates a Vocational College, GTO, RTO, and is an Apprenticeship Network Provider.
- CTC, operating in central Queensland, provides GTO, recruitment and employment services, and is a Youth Housing and Reintegration service provider.
- Interact Australia provides disability community services and disability employment services in Victoria, Queensland, South Australia and Tasmania.

After an extended tender process, we were very pleased that we were successful in winning the AASN contract across four states: Victoria, Tasmania, South Australia and Queensland, with increased market share and higher revenue. We also expanded our pre-employment programs, RIDE and PaTH to Inclusion, and other specialist services. This includes an initiative in South Australia to support women escaping domestic violence to determine their career and employment pathways and embark on those. Although this was detrimentally affected by COVID-19, the outcomes were still very positive.

Last year, we completed the first step in establishing a Reconciliation Action Plan (RAP) for Mas National. All other businesses in the Group have now made a commitment to embark on a similar process in recognition of the traditional custodians of the land on which we live and provide our services.

The Group wide Corporate Shared Services have continued to evolve and improve as they focus on meeting the needs of each of the businesses and the collective needs of the Group.

The services include Marketing, Quality & Risk Support, Business Development Services, People & Performance, Finance, Payroll, Procurement & Assets, and Information Technology. Our Group Chief Financial Officer, Sandra Chui, alongside our Group Chief Development Officer, Nicolas West, have provided strong leadership to these areas, resulting in further improvements over the year.

Over the past year, IntoWork Australia staff numbers have increased from 750 to 870. Our team have continued to perform very highly over the past year, especially under particularly trying circumstances on both personal and professional levels. They have been flexible, taking on new roles and responsibilities and have worked tirelessly to ensure the best possible outcomes for our participants, students and businesses alike.

I would also like to recognise the strength of our Leadership Team across IntoWork. The Business Leaders who manage the operations of each of the businesses demonstrate a tireless commitment to develop, not just their own businesses, but the Group as a whole.

We receive funding through various Federal, State and Local Government bodies nationally, and are also contracted by a number of small to large businesses to provide services directly for them. Without their confidence in us as displayed through their funding and engagement, we would not be able to provide services needed across the community.

Finally, I would like to acknowledge the important contribution from all the Directors of the Boards across the Group, in particular the Board of IntoWork Australia, who have provided valuable oversight and direction of the company and guidance to management, ensuring the ongoing success, progression and development of the company. In particular, I would like to acknowledge Elizabeth Board, who has guided the company as Chair of the Board during a very challenging external environment. Her guidance, insights, wisdom and clarity over the year have been invaluable and key to the current success of the business and our plans going forward.

In our current three year strategic plan, our focus is on delivering our new Purpose of “Supporting communities to thrive through integrated workforce solutions and enabling choice for individuals” through 5 pillars – One Team, Effectiveness & Efficiency, Social Impact, Innovation & Advocacy, and Sustainability. These pillars will guide the Group well as it moves forward over the next year. The collaboration now in place across the Group is bringing significant benefits to all businesses in the Group and is pivotal to our overall long term sustainability.

We are conscious that the challenges we face with COVID-19 have not disappeared. However, we are confident that by working together across the Group, with government and the broader community, the future for our Group and the services and insights it provides will continue to play a vital role into the future.

It is a privilege to be involved with IntoWork, and I look forward to working closely with the Board and staff over the coming year to embrace the opportunities ahead of us. We will continue to focus on supporting staff to ensure their health and wellbeing, which is paramount in our processes and decision making.

IntoWork Australia is made up of 10 businesses delivering apprenticeships, training, employment and support programs.

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

Our Values

Our values underpin the work that we do, across broad community and commercial sectors, locally, regionally and state wide, and are represented by the actions we undertake.

As part of our 2019-2022 Strategic Planning, our values were further explored and reinforced as the foundation of quality service delivery and synergy across the Group.

Our staff showcase their commitment to these Values each and every day.

COLLABORATION

COURAGE

INNOVATION

INTEGRITY

RESPECT







The skills-based Board has oversight of a substantial Group of businesses that at 30 June 2020 had a revenue of \$151million with 774 staff.

The Group employs over 1400 apprentices, trainees and casual staff, training over 20,000 students and supporting over 35,000 Apprentices and Trainees in 2019-2020.

Additionally, the Group facilitates a high number of employment relationships through partnerships with external businesses.

Collaboration with a focus on communities is at the core of how our Board operates. Seven highly experienced professionals from different backgrounds come together to ensure that IntoWork Australia sustains its commercial goals, while remaining focused on its not-for-profit purpose of reducing the barriers to employment and providing access to jobs for all people.



The Chair

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

The Directors

Our 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 2019-2020 include:

Kevin Breen

(joined 27 November 2019)

Julie-Anne Busch

(joined 27 November 2019)

Margherita Barbante

Member Director City of Yarra
(joined 27 November 2019)

Outgoing Directors

Over 2019-20:

Greg Baines

Deputy Chair
(left 27 November 2019)

Mark Ryan

(left 27 November 2019)

Loretta Willaton

(left 8 November 2019)

Melinda Viksne

Member Director City of Darebin
(left 21 February 2020)

Philip Mason

Alternate Director City of Yarra
(left 28 August 2019)

Our Financial Performance

GROUP REVENUE

\$151m

TOTAL ASSETS

\$75.9m

EQUITY

\$53m



Our People

OVER 1,400
APPRENTICES, TRAINEES AND
SHORT-TERM PLACEMENTS

774

EMPLOYEES
(INCLUDING FULL-TIME,
PART-TIME AND CASUAL)

Number of IntoWork Australia employees, apprentices, trainees and short-term placements as of 30 June 2020.

As a national Group, we are committed to connecting all our businesses under the strong, recognised IntoWork Australia name.

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

The Leadership Team

Our Leadership Team comprises of leaders from each business and meets monthly to explore new business opportunities and implement operational synergies and cost effective strategies.

Our national footprint ambitions lead the discussion and opportunities, and businesses strive to discover areas where collaboration and working together have broader outcomes for the wider Group.

The Executive Team

The executive team provides corporate-level support to all businesses in people and culture, marketing, finance, payroll, procurement, asset management, information technology, quality assurance, risk management and business development. This ensures each business under the IntoWork Australia Group has access to expertise through highly-skilled departments that they may not have been able to afford in-house.

Our internal model of collaboration and shared support means that our Group businesses continue to thrive and are successful in their endeavours. The ease of access to each of these departments allows businesses within the Group to regularly gain expert advice and service from people who have company insight.

Supporting the Inner North

In 2008, IntoWork established the Inner North Community Foundation and continues as its principal supporter covering its operational costs and contributing to its growing corpus. The Foundation annually supports hundreds of local individuals through pre-employment initiatives run by local charities in the councils of Moreland, Yarra and Darebin.



R = 3000



Our Board of Directors

The member directors of IntoWork Australia are the councils of Darebin, Moreland and Yarra.

Each Member Council is represented by a Member Director on the IntoWork Australia Board. These Member Directors are supported by Alternate Member Directors. The Member Directors work alongside a number of Independent Directors who have serviced IntoWork faithfully for many years. As a key aspect of good governance, the Board has a limited tenure of Directors which is resulting in Board renewal.

-Directors shown left to right.



Elizabeth Board, Chair

Greg Baines – Deputy Chair (left 27 November 2019)

Kevin Neville Deputy Chair (from 27 November 2019)



Independent Directors

Mark Ryan (left 27 November 2019)

Loretta Willaton (left 8 November 2019)

Kevin Breen (joined 27 November 2019)

Julie-Anne Busch (joined 27 November 2019)



Member Directors

Margherita Barbante, Member Director City of Yarra (joined 27 November 2019)

Grant Thorne, Member Director Moreland City Council

Melinda Viksne, Member Director City of Darebin (left 21 February 2020)



Alternate Member Directors

Philip Mason, Alternate Director City of Yarra (left 28 August 2019)

Yarra – no Alternate Director appointed from 28 August 2019

Darebin – no Alternate Director appointed

Moreland – no Alternate Director appointed



Our Leaders

-Leaders shown left to right.

Poul Bottern Group CEO

Sandra Chui Group CFO

Nicolas West Group CDO



Our Leadership Team

Mark Knox CEO AGA (to November 2019)

Poul Bottern Acting CEO, AGA (to April 2020)

Nicolas West General Manager, AGA (from April 2020)

Leanne Wallace General Manager Work & Training

Jason Allen General Manager iTFE

Catherine Cairns General Manager Interact Australia

Darryl Lapworth General Manager CTC, Devereux & Rogan

John Glass General Manager MAS National

Sean Cathie General Manager Stockdale

Christine Zechowski CEO MRAEL



Our Management Team

Michelle Walkerden Executive Manager Finance & Payroll

(to November 2019)

Charles Wardzinski Executive Manager Information Technology (to January 2020)

Sonali Jayasekera Executive Manager People & Performance

(to December 2019)

Paula Gething Executive Manager Marketing Services (to December 2019)



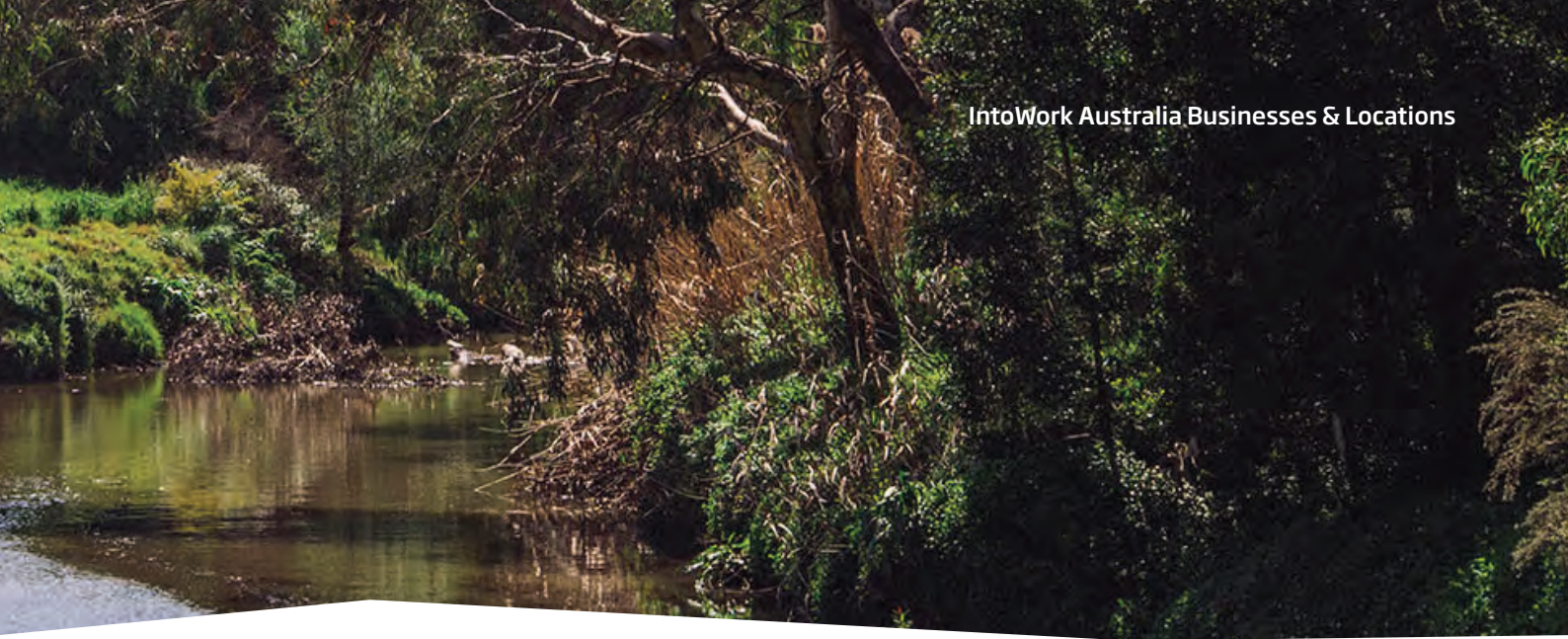


IntoWork Australia Businesses

IntoWork has continued to expand through organic growth within the existing businesses.

Our national footprint has grown within existing states as well as initiating expansion into Western Australia. Our service mix now includes disability, community and employment programs, providing an even more holistic array of service provision.





72 Locations

Victoria

- Abbotsford
- Ararat
- Bairnsdale
- Ballarat
- Bendigo
- Croydon
- Churchill
- Dandenong
- Deer Park
- Docklands
- Eltham
- Epping
- Fairfield
- Footscray
- Frankston
- Heidelberg
- Hoppers Crossing
- Horsham
- Kerang
- Kew
- Korumburra
- Lalor
- Melbourne CBD
- Mildura
- Morwell
- North Melbourne
- Northcote
- Preston
- Shepparton
- Swan Hill
- Wangaratta
- Warragul
- Werribee
- Wodonga

Tasmania

- Devonport
- Launceston
- Moonah

South Australia

- Ceduna
- Elizabeth
- Gawler
- Hilton
- Mount Barker
- Mount Gambier
- Port Augusta
- Port Lincoln
- Renmark
- Roxby Downs
- Whyalla

New South Wales

- Chatswood
- Hurstville
- Parramatta
- Sydney CBD

Western Australia

- Perth



Queensland

- Bundaberg
- Brisbane
- Cairns
- Cannonvale
- Emerald
- Fortitude Valley
- Longreach
- Gladstone
- Gold Coast
- Hervey Bay
- Ipswich
- Mackay
- Maroochydore
- Murarrie
- Rockhampton
- Scarborough
- Toowoomba
- Townsville
- Torres Strait



The RTO continued to deliver quality throughout the year despite the COVID-19 pandemic having a significant impact on how AGA delivered training.

Highlights 2019-20

On Friday 6 December 2019, the Apprenticeship Employment Network (AEN) and Global Apprenticeship Network (GAN) presented their 2019 annual awards during a gala dinner at Parliament House. The awards night recognises the successes of apprentices, trainees and group training organisations across Victoria, with nominees hailing from all parts of the state.

AGA & IntoWork featured as award winners, finalist and nominees across a host of multiple categories, which was a fantastic result for the business and everyone involved. Our very own Talei Winning was a finalist for Trainee of the Year.



In response to the restrictions on training, the RTO redesigned its delivery modes to adapt to students having limited or no ability to attend face-to-face training.

Zoom Educate was implemented to provide a virtual classroom platform to deliver training. Cloud Assess, an electronic learning platform, was expanded to include qualification courses and online assessments.

Despite these challenges, AGA successfully completed many students and kept those not graduating engaged.

This year, AGA also delivered the Youth Jobs PaTH program successfully in partnership with Work & Training (Tasmania) and CEG (SA).

Youth Jobs PaTH is a flexible, tailored approach to youth employment. It is designed to support young people to gain the skills and work experience they need to secure and keep a job. It also supports employers to host internship placements and provides them with incentives when they take on a young person.

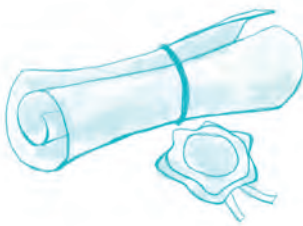
Another program impacted by the onset of the COVID-19 pandemic was Employability Skills Training (EST), which required a change in strategy for training delivery and assessment. The imperative to change and change quickly demonstrated the capability and agility of staff, with the Cloud Assess platform rolled out in two weeks in compliance with the Department's deadline and to remain competitive.

It had been observed that some students had limited access to technology - both hardware and software. So to address this, further improvements were made to make materials more accessible.



Another key achievement for the year was the launch of the Solar Victoria Safety program with over 250 students enrolled and graduated. Delivery sites included Deer Park, Warrigal, Korumburra and Bairnsdale. AGA was the highest performing provider.

OVER 250
STUDENTS ENROLLED
AND GRADUATED



Focus 2020 -21

Plans for the 2020-21 year are underway and will include expanding the VETiS program, continuation of the Solar Victoria Safety Training course and the implementation of a professional development schedule for trainers.

AGA Snapshot

Apprentice/trainees employed @ June 30	707
Completions	239
Number of employers @ June 30	707
Qualification enrolments	1,052
Pre-Apprenticeship training enrolments	13
VETIS enrolments	727
VETIS school partners	67
Secondary School Graduates	564
Secondary School Graduates % employed	10.01%

AGA hosted the WorldSkills regional competition (Carpentry) at their Deer Park training centre, in conjunction with Builders Academy Australia.

Since 1981, WordSkills have worked to celebrate vocational education and training pathways for young people through their regional, national and international competitions. These skills-based competitions enable Australian apprentices and VET students to showcase their skills and talents across more than 45 trades.







CTC partners with local community organisations, industry and Government groups to shape futures, build networks, create employment opportunities and build vocational pathways.

Highlights 2019 -20

CTC's Youth Housing and Reintegration Service (YHARS) helps young people aged 12-21, either homeless or at risk of homelessness, in the Rockhampton and Livingstone areas, find safe accommodation and re-engage in a constructive life through education and training.

YHARS is a joint federal and state funded initiative, part of the National Partnership Agreement on Homelessness (NPAH).

As a specialist service, YHARS is always presented with challenges in supporting the unique needs of young people that the team works with. However, COVID-19 has delivered additional circumstances to navigate.

During this time, the YHARS team supported clients to understand the impacts of the COVID-19 Pandemic, particularly in relation to the additional avenues of government funded financial assistance made available to people. It was critical that the CTC YHARS team supported their clients to capably and efficiently manage the additional financial support they began to receive. This ensured that they maintained good financial management.

Due to the pandemic, the YHARS team at CTC also had to make adjustments to the ways in which they would deliver services. Alternative methods of delivery

were implemented to ensure the health and safety of YHARS clients, as well as of the CTC team. In all changes, the focus on ensuring personalised and supportive service delivery was maintained.

In 2019-20, CTC's delivery of YHARS supported over 570 new clients into the service in either the Support or After Care streams. At the end of 2019-20, the CTC YHARS team was actively supporting a caseload of over 510 young people with YHARS.

During the year, the CTC YHARS team also began working collaboratively with the MRAEL and Mas teams, providing pathways for YHARS clients to access additional training to employment programs that will assist them to make first transitions into sustainable career pathways. Such programs include MRAEL's delivery of Skilling Queenslanders for Work programs, and the joint delivery by Mas and MRAEL of the PaTH for Inclusion program.

(YHARS) HELPS YOUNG PEOPLE

AGED 12-21



Focus 2020 -21

The focus for 2020-21 will continue to be on delivering services tailored to the needs of clients in a COVID-19 environment, and continuing to foster partnerships within the community and the IntoWork Group.

THE CTC YHARS TEAM WAS ACTIVELY SUPPORTING A CASELOAD OF OVER **510 YOUNG PEOPLE**





Overall it has been an incredibly challenging year for HTN. As a GTO focused primarily on supporting apprenticeships and traineeships in the Hospitality, Food Services and Tourism sectors, those areas most hard hit by the COVID-19 Pandemic.

Highlights 2019 -20

Almost all of HTN's hosted apprentices and trainees were handed back, coinciding with the implementation of the first nationwide 'lockdown' and associated restrictions.

The one thing that was highlighted during this exceptionally difficult time was the resilience and adaptability of HTN staff as the organisation navigated through unprecedented times. They were required to operate in a continually evolving environment, whilst supporting the welfare and wellbeing of apprentices and trainees.

HOSPITALITY, FOOD SERVICES AND TOURISM SECTORS,
THOSE AREAS MOST HARD HIT BY THE

COVID-19 PANDEMIC



3rd year apprentice chef Claudia Meoli was awarded at the 2019 HTN Skills Showcase.

Claudia, a childhood cancer survivor, found her passion for food at an early age cooking traditional Italian meals, alongside her Nona in the family kitchen.

She went on to secure an apprenticeship and since then has been a regular attendee of HTN's Masterclasses and additional specialised training courses to broaden her knowledge.

Claudia's passion and hard work also earned her the opportunity to take a leading role in the dessert and pastry section at her workplace, mentoring younger apprentices and fostering their love of food.

The scholarship will allow Claudia the opportunity to design their own culinary adventure, with return airfares to the UK or China, plus \$5000 in spending money to further her culinary education.





While the devastating impacts of COVID-19 cast a shadow over the year, there were still opportunities to celebrate the success of HTN's apprentices and trainees. One of those being the awarding of the Peter Howard AM Culinary Scholarship.



HTN apprentice Chef Sabrina Rees was also recognised for excellence, winning the NSW heat for the WorldSkills Australia Competition in October 2019.

Sabrina had only 5 hours to produce 3 amazing dishes, and has already started training for the national competition which takes place next year.



HTN

Response

Apprentice/Trainee placements	72
Apprentice/Trainees employed @ June 30	121
Completions	59
Number of employers @ June 30	102

Focus 2020 -21

Moving into 2020-21, HTN is focused on pursuing sustainable growth opportunities for the business that will continue to contribute to the creation of training and employment opportunities within the Hospitality and Food Services sectors.

Growth opportunities in the Greater Sydney and Newcastle regions will be a strong focus for the business, as well as expanding the capacity of the 'Managed Service' model available to businesses seeking an alternative to traditional Group Training services. To support labour market growth in the wider Hospitality industry, HTN will also seek out growth opportunities through promoting new apprenticeship and traineeship commencements in sectors that support the industry, including horticulture, retail and administration roles.

While COVID-19 has created an uncertain future for many industries, HTN continues to be managed and operated by industry professionals who understand the demand for skilled employees. They remain focussed on continuing to be at the forefront of training, mentoring and developing world class hospitality professionals.



Interact Australia's purpose is to champion and support people living with a disability in their choices, based on principles of opportunity, participation, inclusion and equality.

Highlights 2019 -20

Interact Australia entered into the second year of the new Disability Employment Services contract. Interact consistently achieved high performance and received CoAct service Partner award for performance each quarter.

Interact expanded its footprint in the Outer North Brisbane Employment Service Area. Its approach of delivering Active Person Centred Support, combined with specialist employment support, saw Interact significantly increase participant numbers whilst maintaining strong outcomes in assisting people living with disabilities to commence in employment.

Interact Australia supported participants with their transition from State based funded services to NDIS in Queensland, expanded in the NDIS markets in Tasmania and South Australia, and continued to build our service offerings in Victoria. Interact Australia were successful in its application to become a National Injury Insurance Scheme Queensland provider and increased its Transport Accident Commission participants in Victoria.

Interact also successfully underwent our first audit under the new National Disability Quality and Safeguards Commission.

Interact achieved excellent results in the external "Insync" staff survey with all areas rating within the top decile and quartile compared to the National benchmark of organisations.

COVID-19 emerged in early 2020 representing a challenge to service delivery, as was the case with many other providers.

The team at Christies Beach would like to congratulate Sheree, who has completed her Certificate III in Business Administration. Working closely with Rebecca and the team in Southern Adelaide, she has now been offered a job where she will be able to utilise her amazing skills. We are very excited for Sheree and wish her all the best in her future career.





HAND DELIVERING PPE
SUPPLIES TO MORE THAN
**130 SUPPORT
WORKERS**

Focus 2020 -21

Interact has an ambitious growth agenda focused around creating opportunities for people living with disability and reducing barriers to their inclusion in employment and the broader community. Our values guide all organisational decisions, especially across our recruitment and employment practices. Our people are our greatest asset. We intentionally recruit and retain skilled individuals that align, relate to, and demonstrate our purpose and values.

In 2020-21, we will expand both our Disability Employment Services and Community Services in both Metropolitan areas and regional/remote areas across Victoria, South Australia, Tasmania and Queensland. To ensure our participants receive the highest standard of service, we will continue to invest in our people - offering a range of professional development courses in both Certificate and Diploma qualifications.

The focus was on protecting the health and wellbeing of participants, staff and stakeholders. Interact was agile and adapted to the new pandemic environment and continued to ensure participants received support as they required to achieve their goals. This was achieved through a range of activities, including the provision of tele support services (replacing face-to-face appointments), hand delivering PPE supplies to more than 130 support workers to equip them to safely provide uninterrupted support to clients, and establishing safety protocols such as temperature checks and PPE requirements to protect both workers and clients.

Interact's key point of difference is its people, and this has never been more evident than during the Pandemic. The team has enormous passion to be the best support service that enables participants to genuinely achieve their goals....changing the world one life at a time.

Overall, Interact had a very successful year and proudly celebrated the many success stories that participants shared with the organisation.

Transitions

DES placements	472
DES retention change to DES Caseload	1,508
Number of NDIS Packages/Participants	428
Total support hours delivered	144,318

Types of support delivered:

- Assistance with daily life
- Social and community participation
- Travel training & transport
- Finding & keeping a job
- Employment support
- School leaver employment support
- Social skills development
- Assistance decision making and planning
- Life transition planning



The vision for 2019-20 was to embark upon a strategy to increase its full qualifications offering workforce skills development connected to industry demand, while maintaining iTFE’s core offering of short course programs.

Highlights 2019 -20

Like most companies based in Victoria, 2020 was significantly impacted due to continued COVID-19 lockdowns.

It was a year in two parts. In the first 6 months, iTFE continued to build on the positive changes made in 2018-19, with online and business-to-business training trending positively. However, the second half of the year focussed on supporting our clients during COVID-19, particularly in the Hospitality, Travel and Tourism sectors.

Flight Centre was iTFE’s first client that experienced a downturn in business in early January 2020, so our focus was to provide support to ensure their traineeship program would survive despite thousands of staff being stood down. NSW Training Markets supported Flight Centre and iTFE with additional funding in NSW, and all other state training departments ensured we were able to train even though people were not actually working.

The second half of the financial year saw corporate training reduced significantly due to businesses either closing or government restrictions on face-to-face training; however, iTFE’s ability to be agile and responsive was demonstrated over this period. It transitioned delivery from face-to-face to offer courses via online virtual classrooms, a highly successful move which allowed students to continue to study at home.

Another change of note in 2019-20 was the exiting of iTFE’s traditional hair and beauty training venue in Flinders Lane, Melbourne, as it continued the vision of building a strong business-to-business RTO.



300 EMPLOYEES
COMMENCED IN THE DIPLOMA
OF LEADERSHIP AND
MANAGEMENT QUALIFICATION



99 BIKES
DEVELOPING A ‘BESPOKE’
TRAINING PROGRAM

Some other key achievements for the period included:

- Securing a further 2 years ACT funding contract in July 2019 and a new South Australian 4 year funding contract in October 2019.
- In partnership with new client 99 Bikes, developing a 'bespoke' training program for their sales consultants in store, with over 150 enrolments across Australia.
- In conjunction with the Australian Government, iTFE offered Flight Centre a 'Skills Checkpoint' over 45+ years age program which consisted of 50% funding from the Government to upskill Flight Centre staff affected by the COVID-19 downturn. 300 employees commenced the Diploma of Leadership and Management qualification.
- Growth in student numbers in the workplace across leadership, property and work, health and safety qualifications, while online student numbers increased, particularly in the food safety and supervisor areas.

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

iTFE Course Snap Shot

Short Course Enrolments	11,151
Qualification Enrolments	2,601
Online Enrolments	2,740
Number of businesses iTFE does training for	239

Focus 2020 -21

Looking ahead, iTFE will be focusing on expanding its business to business national workplace training solution, improving student engagement and experience, growing its national footprint and expanding the delivery of qualifications aligned to career pathways.

STUDENT & CLIENT TESTIMONIAL

"I can't praise Rob highly enough, he was extremely engaging with the group and interacted well with everyone. I know people can sometimes be resistant to training, but he created an energetic atmosphere that kept everyone's attention.

I also spoke to quite a few people afterwards and they all had very positive feedback and enjoyed the day. Our Executive Chef was especially happy with Rob's training for the team and he even had a look at our kitchens and gave some suggestions for improvements.

Kate McPhee

Group Human Resources Advisor
– View Hotels

"You made it so easy for us, from the enrolment process to progress updates through to providing the encouragement we needed to complete [Infection Control Training]. We had a lot of fun with the videos and I've heard quite a few team members say that even though it was hard work, they enjoyed it and felt like they learned something as well.

Stacey Turnbull

Chief Executive Officer
– Worklinks QLD Ltd



The financial year of 2019-20 was a time of change for the labour hire business of Stockdale, Rogan and FindStaff.

Highlights 2019-20

Stockdale rolled out the FastTrack system in July 2019; this system had been tried and tested by the Rogan and Work & Training labour hire teams.



This system allowed Stockdale to streamline its candidate management and to improve outcomes for its employers and its candidates.



LABOUR HIRE PLACEMENTS

724

PERMANENT/PART TIME
POSITIONS FILLED

16



Rogan continues to work with its nannies and families by providing a niche premium service and great outcomes for all parties involved.

The COVID-19 pandemic in March 2020 created significant challenges for all labour hire companies across Australia, including Rogan and FindStaff.

Due to businesses not wanting new staff members on their worksites due to fears of COVID-19, it made it extremely difficult for labour hire companies to gain new employers.



LABOUR HIRE PLACEMENTS

34



FindStaff maintained its strong links with mining companies and regional councils which have been built up over a number of years.



LABOUR HIRE PLACEMENTS

414

PERMANENT/PART TIME
POSITIONS FILLED

58

Rogan & FindStaff continued to focus on their strengths with FindStaff growing its labour hire business in Queensland and seeking new opportunities across Australia.

Focus 2020 - 21

The focus for 2020-21 will be on continuing to manage the impacts of the pandemic on these businesses and exploring opportunities for business improvement and consolidation.



The 2019-20 financial year was a series of highs for Mas, despite the many challenging impacts of COVID-19.

Highlights 2019-2020

Mas was once again successful in winning the AASN tender in Victoria, South Australia and Tasmania, and winning Queensland for the first time with our consortium partner MRAEL.

Mas also welcomed Gforce as an AASN partner in the Geelong region for the first time. Gforce has been delivering GTO services in Geelong for over 30 years, making them a great addition to the Mas AASN consortium.

Prior to the COVID-19 pandemic impacting Australia, Mas brought 140 staff to Melbourne for a whole-of-company conference that enabled all staff to meet one another, to learn the new systems and processes that make up this AASN tender, and to introduce the new programs being delivered outside the AASN.

Another highlight of this financial year was the rebrand of Mas, which included refreshed logo and messaging with the clear aim of showcasing Mas as a business that is much bigger than just an AASN. Five distinct streams were established: Mas Experience (AASN), Mas Networking, Mas Transitions, Mas Community, and Mas Mentoring.

Collective - Inspiring Women in Business

Mas also undertook a rebrand and launch of Collective – Inspiring Women in Business, a group for women at any stage in their career and in any industry to network and hear from inspiring guest speakers. Historically a small local group in Northern Tasmania, Mas successfully transitioned Collective into a national program with events in South Australia in late 2019. While COVID-19 delayed the physical rollout in other states, Collective successfully pivoted to interim online events.

RIDE Program

Another first for Mas was the successful delivery of the RIDE Program in South Australia and Tasmania through the Federal Department of Social Services. This program was focussed on supporting at-risk youth aged between 16-24 to become job-ready and into employment.



RIDE Participants

Who have completed the program in 2019-20 FY	161
Who have gained employment in 2019-20 FY	92

PaTH Participants

Who have completed the program in 2019-20 FY	54
Who have gained employment in 2019-20 FY	13

Career Consults for 2019/20:

QLD	2,502
SA	1,094
TAS	581
VIC	2,406

Mas and its staff, like many other businesses, was impacted by the pandemic in a number of ways. All staff worked from home from March 2020 for many months and for an extended period in Victoria, while the businesses adapted its service delivery to continue to meet the needs of its clients.

The Australian Government's wage subsidy Supporting Apprentices and Trainees (SAT) which rolled out in March 2020, allowed employers to retain their apprentices and trainees employed and saved them being stood down during COVID-19.

Due to the scale of this program and the fact that all Mas staff were in lockdown, Mas upskilled all team members to have them working on the administration of the SAT program, allowing Mas to keep everyone employed during this difficult time.



AASN SIGN UPS

14,845

NUMBER OF EMPLOYERS @
JUNE 30 (1/7/19 - 30/06/20)

3,139

COMPLETIONS

11,564



MRAEL's GTO increased its total apprentice and trainee numbers by 15% in the period from July 2019 to June 2020. In a time when a number of other GTOs were experiencing declines, this result is a testament to the quality of service delivered by the GTO team.

Highlights 2019-20

Excitingly, MRAEL's GTO also expanded operations into New South Wales, commencing servicing arrangements for one of the Queensland-based clients.

ATTC

For the second consecutive year, ATTC (MRAEL's RTO) was recognised as one of three finalists in the Queensland Training Award's 'Large Training Provider of the Year'.

ATTC also continued to expand its operating capacity, including increasing student numbers in funded streams such as User Choice and VETiS, as well as establishing new fee-for-service offerings.

The RTO team also worked collectively as a productive team to facilitate growth in a short period of time, as well as adapt to changing models of delivery to suit changing COVID-19 restrictions.

ATTC's delivery of the Trades Recognition Australia (TRA) programs went from strength to strength in late 2019-20, including an unexpected surge in demand for services during the onset of the COVID-19 Pandemic.

To support this, a dedicated Trades Recognition team was established, which worked closely with the RTO's wider team of Trainers and Assessors to facilitate the delivery of services. By June 2020, ATTC was preparing to expand delivery of TRA services even further, bringing on new regions (in addition to existing delivery in Australia and the UK and Europe), including Africa, South Asia, Southeast Asia and Pacific, and North Asia.



THE COLLEGE STARTED THE 2020 SCHOOL YEAR WITH

30% MORE STUDENTS



ATCNB

ATCNB (Senior School) continued its sustained growth in enrolment numbers, building on the momentum gained over the last two years. The College started the 2020 school year, with 30% more students than 2019, and expects to welcome an additional 73 students for the annual Cadet Program at the start of July 2020.

The school experienced tremendous change throughout much of the early part of 2020 due to COVID-19, facilitating the shift to periods of 'at-home' learning. This change was no small feat, however, the staff handled it exceptionally well, ensuring that students' quality of learning was maintained.

AASN

The AASN team started this year with the excitement of a renewed contract, this time as part of the Mas Experience consortium – making MRAEL part of a truly national AASN Provider.

The impact of COVID-19 has probably been the greatest on MRAEL's AASN operations. Staff quickly adapted to focus on supporting employers to retain their apprentices and trainees through the application of the range of Government support initiatives made available. Whilst sign-up numbers declined in the last few months of 2019-20 (compared to the same period the previous year), it was very clear that the collective effort of the AASN staff has resulted in completion of contact visits and the processing of a significant volume of employer claims.

These actions keep the MRAEL's AASN business unit in good stead financially, as the business adapted to changes in new apprentice and trainee commencements across the State.

Focus 2020 -21

Moving into 2020-21, the GTO team will work on new growth opportunities, including tackling the exciting challenge of establishing increased market share in the Greater Brisbane and Gold Coast regions, and exploring new national markets.



Notes to MRAEL Information:

- For 'Apprentices / Trainees' take 'Placements' to mean new commencements (it is rare for MRAEL GTO apprentices / trainees to rotate or undertake multiple placements in the duration of their apprenticeship / traineeship). The number shown represents commencements that occurred in the period 1 July 2019 to 30 June 2020.
- For 'No of Secondary School Graduates' the number shown is the 2019 Year 12 Graduating Cohort that graduated in November 2019 (so in the 2019-20 year). The next Year 12 graduation did not occur until November 2020 (outside of 2019-20).
- For 'Cadetship program completions', the number shown is the total number of Cadets that finished the 2019 school year (Cadet Program runs from July to December annually, and therefore the cohort relevant to the 2019-20 Annual Report are the Cadets enrolled from July to December 2019). The next Cadet Intake did not commence until July 2020.



In 2019/20, Work & Training continued successfully to provide group training, labour hire and recruitment services, nationally recognised training and foundation skills training to businesses and individuals across Tasmania.

Highlights 2019-2020

Collaboration between Work & Training, IntoWork Australia, Interact Australia and Mas continued as staff from the four companies share offices on a day-to-day basis.

This collaboration has allowed staff to grow their knowledge base, and be able to provide even more holistic information and advice to clients.

In October, Work & Training celebrated 30 years of supporting businesses and individuals. Celebrations were held in Devonport, Launceston and Hobart and dignitaries, IntoWork staff and Work & Training Directors attended. A 30 year celebration video and book were produced to commemorate the company's achievements. The Work & Training Awards and Graduation ceremony were also combined with the southern 30 year celebration on the 22nd November.

In the past year, 159, predominantly young Tasmanians, began their careers as apprentices or trainees employed by Work & Training. Creating partnerships with like-minded organisations to increase the skills and employment opportunities of all Tasmanians has been a strong focus for Work & Training during this period.

Work & Training's contract to supply game day staff to Cricket Tasmania was renewed and the cricket season was a success, with over 100 staff employed to work at each of the 5 national cricket games held in Hobart in December and January.

604 students were enrolled with the Registered Training Organisation, which increased the skills of employees and jobseekers. Certificate III in Individual Support (Aged Care) pre-employment classes continue to be delivered from the Moonah, Launceston and Devonport offices. 92% of students who completed the course were employed by aged care facilities in Tasmania.

Work & Training employed or trained 2 apprentices, 4 trainees and 2 equity award finalists in the Tasmanian State Training Awards. In partnership with Co-Op Toyota, Work & Training was shortlisted for the Employer of the Year Award.

As the impact of the COVID-19 Pandemic emerged, risk strategies were implemented to support staff and mitigate financial risk, while maintaining service levels during the unprecedented time.

While these unprecedented challenges tested the business, it also highlighted the value of being part of the IntoWork Group. Between the IntoWork Group CEO, Business Leaders, IntoWork Shared Services and all staff, problems were resolved as a team working together for the good of staff and the communities in Work & Training's service area.



92%
OF STUDENTS WHO
COMPLETED THE COURSE
WERE EMPLOYED BY
AGED CARE FACILITIES
IN TASMANIA

Apprentices/Trainees:

Apprentice/Trainee placements	159
Apprentice/Trainees employed @ June 30	236
Completions	112
Number of employers @ June 30	137

Training & Development

Short Course enrolments (Include online %)	220
Qual enrolments	184
Pre-Apprenticeship training enrolments	200

Foundation skills outcomes

Jobseekers that completed Employability Skills Training (EST)	130
Jobseekers that completed EST and commenced paid employment	46
Aboriginal community members supported to develop literacy and numeracy skills	55
People recently made redundant and support with employment advice	5



Focus 2019 -22

Following consultation with staff, management and Directors of the Board approved the 2019-22 Strategic Plan, which includes a new vision - Vibrant Futures and values which are shared by all IntoWork companies.

Management and staff continue to be focused on advancing the strategic plan priorities: Growth and Development, Culture and Staff Capability, Client Centered and Social Benefit and Responsibility.





Much of the Foundation’s value to people and groups in Darebin, Moreland and Yarra is being a safe pair of hands for community funds, and a broker of knowledge and relationships. This has been critical in 2019-20, in light of the COVID-19 pandemic.

Highlights 2019-20

In total this year, the Foundation made 115 grants valued at \$586,172. This brings the total re-investment into the region over 13 years to \$4,409,434. These small grants for local groups who help local people have been made possible through the support of IntoWork Australia.



DESPITE THE PANDEMIC,
THE FOUNDATION RECEIVED

**\$598,888
IN DONATIONS**

Inner North Community Foundation’s flexible model allowed a COVID-19 Disaster Relief Fund to quickly start once the impacts of the pandemic began to emerge. In total, over \$500,000 was raised for the fund which was granted back in small grants. This support included tech support, including 54 Internet dongles, 13 laptops, 12 mobile phones, 8 phone sims, 5 Zoom subscriptions, 3 printers, and one set of home-broadcasting equipment for a local radio station.

Even in times of crisis, people remain generous. Despite the pandemic, the Foundation received \$598,888 in donations. This came from 138 donors, up from 44 the year previously.

A third sub-fund, the Brown Family Bequest, made a grant to Richmond Food Churches to help with essential items during the pandemic.



Community Foundation

\$\$ under management	\$6,563,995
New Sub funds	\$598,888
Grants awarded	\$586,172
COVID-19 Rapid Relief Funds	\$500,000

Focus 2020 -21

A strategy session held in February 2020 outlined the longer-term strategic objectives for the Foundation:

1. Impact

Vital Signs – progress a feasibility study for Vital Signs project and source funds for implementation. Focus will be on evaluation and measurement of impact and outcomes.

Pathways to Employment – identify processes and resources to better support impact assessment for grants in 2022.

2. Flagship

COVID-19 – deliver emergency relief and rapid response grants to support community adaptation.

Create a new ‘flagship program’ to complement Pathways to Employment and expand the reach and impact of the Foundation.

3. Platform for Philanthropy

Progress the ‘Lock in 5’ campaign to promote the concept of bequests throughout the region.

Professional advisors and business engagement – develop a low key campaign for engagement with advisors and local businesses.

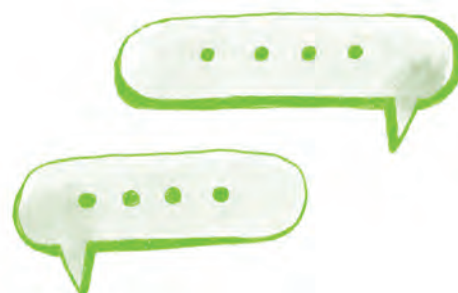
4. Operations

Focus on efficiency and process improvements in internal business systems and core processes.

5. Communications and Relationships

Update the Foundation’s communications strategy and invest in a review of the website and online business systems.

While it has been a year of unprecedented challenges, the Foundation has been honoured to be able to continue to support people across our communities to look out for each other during the pandemic, and humbled by the ongoing support and generosity from our donors.





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IntoWork Australia - Leading in Workforce Participation



IntoWork Australia Proudly Support the Inner North Community Foundation



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