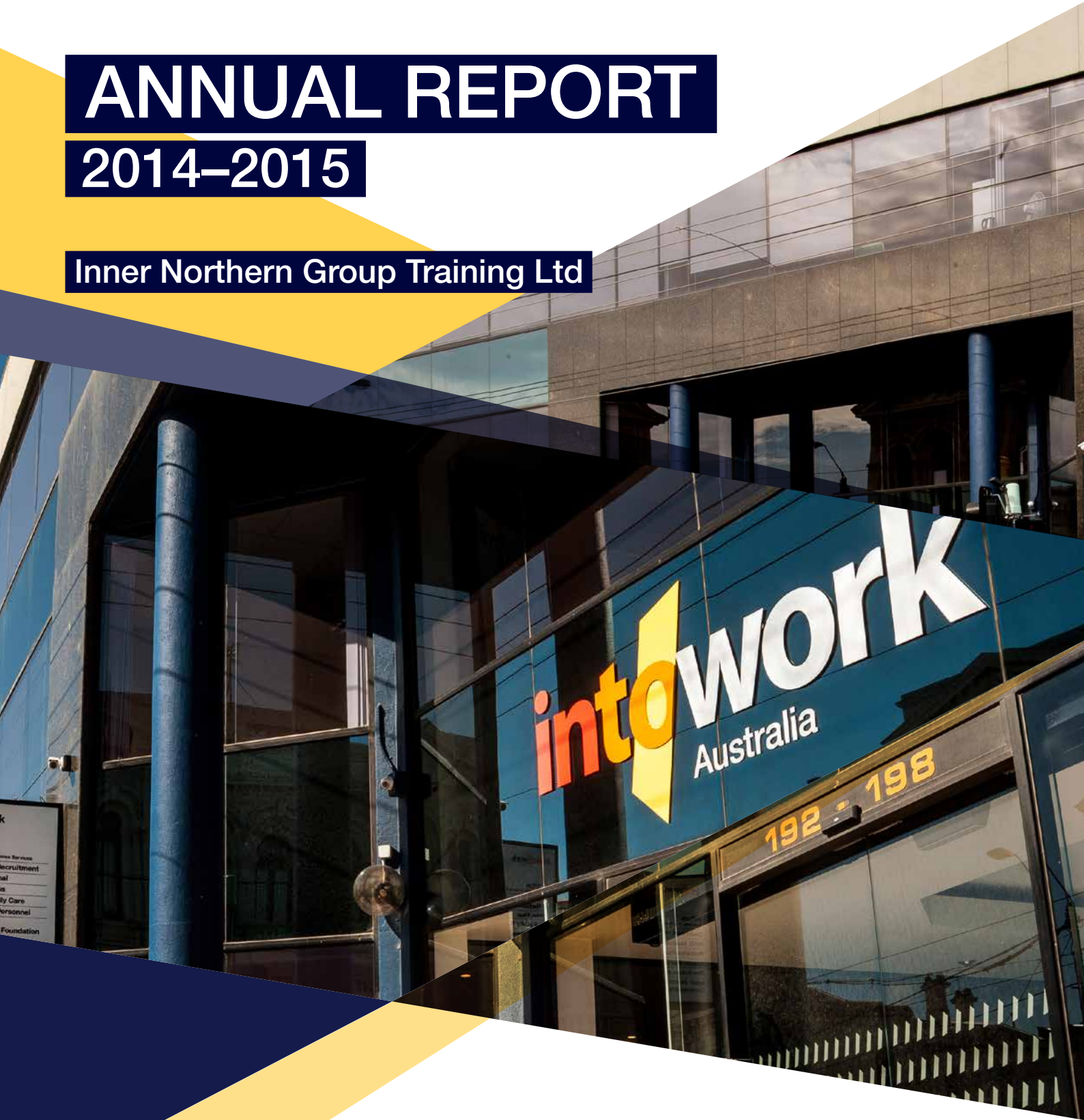


ANNUAL REPORT

2014–2015

Inner Northern Group Training Ltd



intoWork
Australia



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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:

 <p>Apprenticeships and traineeships</p>	 <p>Registered training courses and nationally accredited and certified short courses</p>	 <p>Recruitment such as temporary, permanent and overseas-trained medical professionals</p>
 <p>Nanny specialists: recruitment and placement</p>	 <p>Workplace health and safety compliance</p>	 <p>Administration, support and customer services</p>

INGT LTD (INTOWORK AUSTRALIA) MEMBERS

The members of IntoWork Australia are the councils of Darebin, Moreland and Yarra. Each Member Council is represented by a member director on the INGT Ltd Board and each of these directors is supported by an alternate director.

At 30 June 2015 the Member Directors were:

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

At 30 June 2015 the alternate Member Directors were:

- City of Darebin: Cr Julie Williams
- 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 2014–2015 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.



Poul Bottern
IntoWork
Australia
Group CEO

APPRENTICE OF THE YEAR 1984

DARREN SALAMON SHARES HIS STORY

One of the first apprentices of Inner Northern Group Training Ltd (INGT) (now known as IntoWork Australia), Darren Salamon, who was Apprentice of the Year 1984, returns to IntoWork to share his vocational journey.

From a humble apprenticeship beginning, Darren Salamon has built a successful career and is now Terminals Manager at United Petroleum.

Beginnings

Darren left school at 15 years of age and started his apprenticeship with Hobsons Bay Engineering in Williamstown. For the first two years of his apprenticeship schooling he attended Tottenham Technical School, which used imperial machinery.

During his second year, Hobsons Bay Engineering closed and Darren joined INGT. He was placed with Howard V Parkes, where he completed time as a toolmaker under the guidance of an English craftsman, Brian Boothe. He remained at Howard V Parkes for the duration of his apprenticeship.

“In my third year, I attended Newport College, which had metric machinery. I was more familiar with the old imperial machinery and I guess this was the start into my journey of continuous change,” Darren says.

A successful career

Completing his apprenticeship, Darren pursued a role as tank farm operator at Shell Fuel, then spent 18 years working for Shell in transport, logistics and ship discharge. He studied major hazards (following the Esso Longford incident) and moved to Western Australia where he lived for 12 years.

“In Western Australia, I left Shell and worked as the Terminal Manger for Gull Petroleum and Coogee Chemicals before moving back to Victoria with United Petroleum as their Terminals Manager.

“I will always be grateful to INGT for the opportunity to complete my apprenticeship. The skills I acquired have never left me and they are continuously in use even though I no longer work on the tools. My role as Terminals Manager requires me to work with engineers and trades people on a daily basis and my background has assisted me over the years.”



APPRENTICE
OF THE YEAR
🏆 1984
DARREN
SALAMON

“

I will always be grateful to INGT for the opportunity to complete my apprenticeship. The skills I acquired have never left me and they are continuously in use even though I no longer work on the tools. My role as Terminals Manager requires me to work with engineers and trades people on a daily basis and my background has assisted me over the years.”

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 ten businesses;
- is a national business operating in a Group structure with headquarters in Northcote, Victoria, and offices throughout Victoria, New South Wales, Tasmania, South Australia and Queensland;
- has three Member Councils: Melbourne's inner northern councils of Darebin, Moreland and Yarra;
- is governed by a Board of 10 Directors (seven 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 2014–2015, resulting in a total contribution to its corpus of \$4 million.

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 their employment needs.

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.

We also support the Inner North Community Foundation, which in turn provides support to various pre-employment initiatives within the inner northern region of Melbourne.

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 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

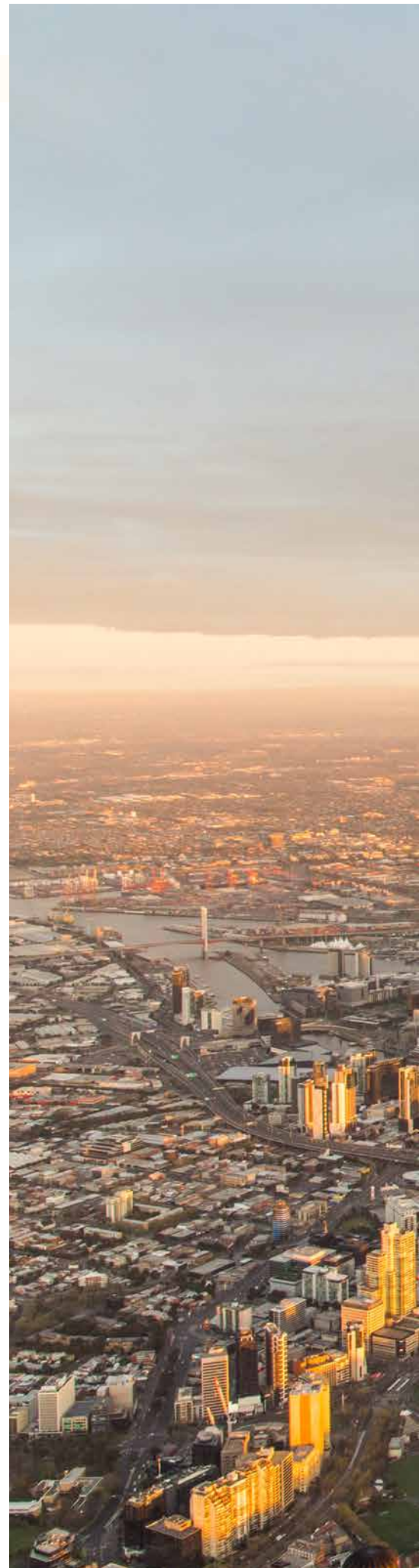
In the northern region of Melbourne, IntoWork Australia has been providing training and apprenticeship opportunities, particularly to young people, for over 30 years.

Over the 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, Victoria and Queensland.

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.

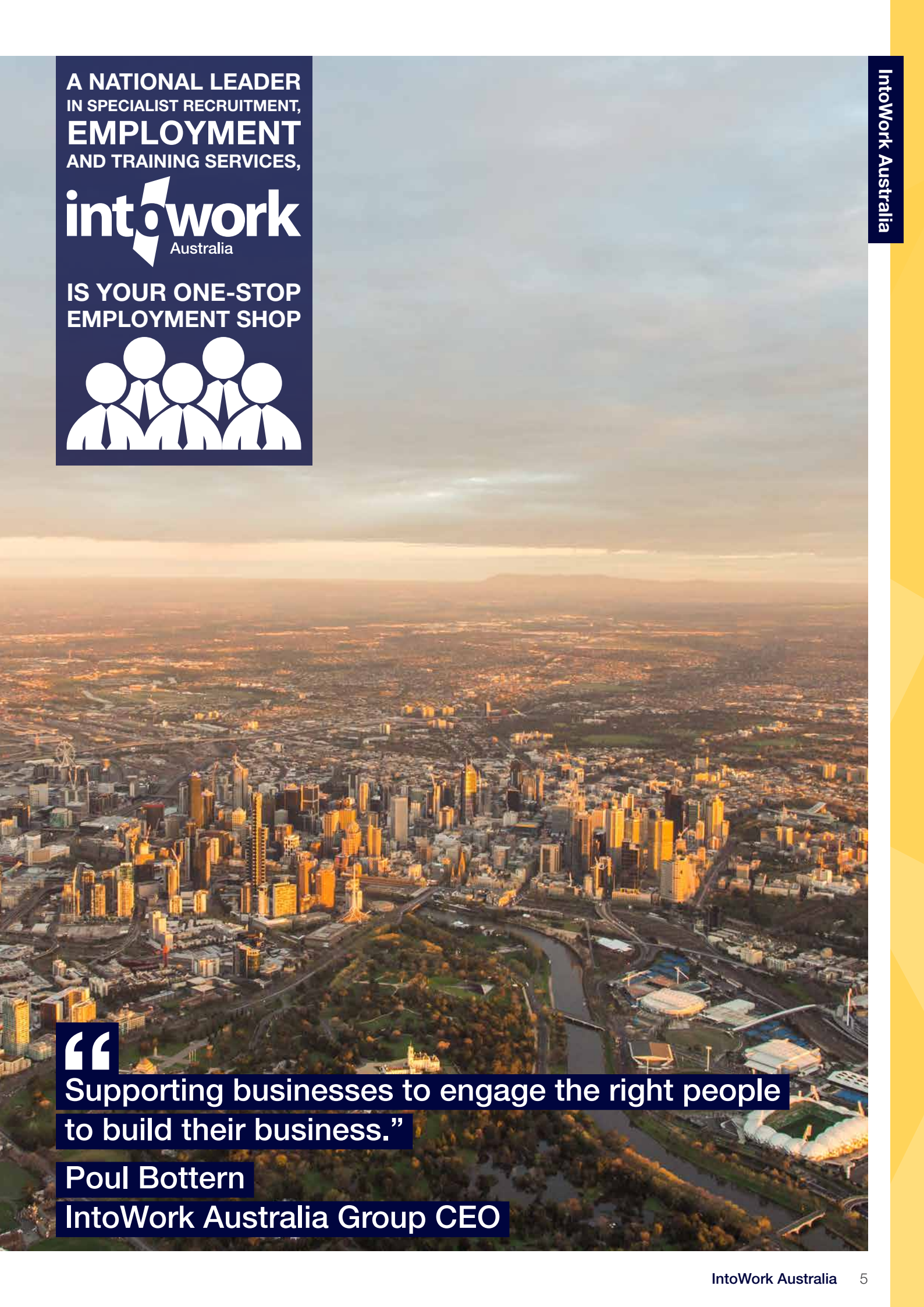
Businesses within the Group achieve economies of scale, benefit from the networks and expertise of the other businesses and share services, including finance, payroll, human resources, marketing and communications, information technology, business development, workplace health and safety, and procurement.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



A NATIONAL LEADER
IN SPECIALIST RECRUITMENT,
EMPLOYMENT
AND TRAINING SERVICES,



IS YOUR ONE-STOP
EMPLOYMENT SHOP



Supporting businesses to engage the right people
to build their business.”

Poul Bottern

IntoWork Australia Group CEO

Plexus Medical Recruitment hired a dedicated nurse recruitment consultant to attract and secure new clients, resulting in a 50% improvement in Plexus's market share across the private hospital clients.

iTFE now has campuses along the east coast of Australia: in Queensland, New South Wales and Victoria.

The APlus Registered Training Organisation (RTO) was approved for re-registration for five years by the Victorian Registration and Qualifications Authority.

AGA, in collaboration with the South and West Gippsland Trade Training Alliances, developed and implemented the Polycom Virtual Teaching and Conferencing system, enabling teachers and schools to connect across distance with high-definition video and audio connections, and giving young people in south and west Gippsland access to a wide range of VET programs.

IntoWork Australia designed and improved its websites, office collateral and digital platforms across all businesses.

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

MAS National led a consortium of AGA, APlus, O group, Work & Training and Career Employment Group in successfully submitting a major tender to operate as a federally funded Apprenticeship Network Provider across South Australia, Tasmania and Victoria. This initiative supports employers, apprentices and trainees and aims to increase apprentice and trainee completion rates and simplify the apprenticeship process.

In May, MAS National announced a national partnership with BUSY At Work to provide Australian Apprenticeship Support Network services to employers across Australia.

Work & Training provided training to more than 600 students (job seekers and employees) in business, aged care, health and disability.

Stockdale continued to evolve from a graphic arts and print specialist recruitment firm to being a provider of top staff in councils, trades, services, construction, warehouse, logistics and manufacturing.

The Inner North Community Foundation continued its innovative model of community re-investment in need, with a strong focus on barriers to employment for marginalised people. In 2014–2015, it provided \$307,500 in grants to 18 community organisations, assisting them to implement local employment and training projects.

Work & Training continued its support of local Indigenous people and 18 trainees were employed under the ANZ Indigenous school-based or full-time traineeships programs. In June, the Indigenous Remote Services Delivery Training (IRSDT) program delivered by Work & Training concluded. During this program, 33 Indigenous trainees were employed by Work & Training and hosted by private and public schools. Many of these trainees are now successfully employed in their host schools.

iTFE enrolled and trained more than 50,000 students and broadened its range of nationally accredited courses to include short courses, certificates and diplomas in IT, business, management, aged care, workplace safety, hospitality, hair and beauty, security and asset management.

In 2014–2015, the IntoWork Australia family welcomed three new businesses: O group, the Institute of Training and Further Education (iTFE) and Apprenticeships Group Australia (AGA).

APlus commenced 386 apprentices and trainees during the 2014–2015 financial year and more than 246 people completed training in their vocation. APlus now has 200 students enrolled in the RTO, which delivers nationally recognised qualifications.

Stockdale exceeded expectations in Sydney and Melbourne markets, placing 1130 staff into temporary and permanent positions.

APlus and AGA formalised plans to merge and thus create a major combined provider of apprentices and trainees in building construction, health, aged care, education, business, automotive, horticulture, plumbing, electrical and local government.

Rogan Family Care introduced the production and distribution of the Rogan Family Care Nanny Diary, a communication tool for parents and nannies to help build a strong connection to the child's world.

Devereux Recruitment doubled the total number of medical jobs invoiced in March 2015 compared to the previous year.

In May, Devereux Recruitment signed another 12-month contract as the preferred provider of recruitment services for AMA Victoria, the peak member body for Victorian doctors.

In March, Plexus launched an advertising and brand awareness campaign targeting key medical and nursing audiences in England, Ireland, New Zealand and Australia, increasing awareness of Plexus and nursing recruitment enquiries.

At the start of 2015, the Inner North Community Foundation initiated the Young Changemakers program – funded by the Clifton Hill and North Fitzroy Community Bank Branch of Bendigo Bank – to inspire young leaders. Teams of senior students from Northcote High School and Collingwood College distributed \$30,000 between six local charities in the inner north.

Rogan Family Care placed 80 nannies with 245 families across Victoria, including some disadvantaged families through the in-home care support program.

MAS National supported new apprenticeship signups across regional South Australia and funded a mentoring program to assist apprentices to complete their apprenticeships.

Work & Training continued to deliver workplace literacy services, including reading, writing and mathematics plus the core skills of learning, using technology, problem-solving and communicating with others.

HIGHLIGHTS

FINANCIAL AND HUMAN RESOURCES SNAPSHOT

IntoWork Australia has continued to grow in a challenging economic environment. During the year IntoWork Australia merged AGA and O group. AGA is a GTO and RTO operating throughout Melbourne and Gippsland. O group is an Apprenticeship Network Provider, provider of advisory services to small businesses and a provider of shared support services. The year also saw the acquisition of the Institute of Training and Further Education (ITFE) through Plus Recruitment. ITFE is an RTO with training locations in Victoria, New South Wales and Queensland.

IntoWork Australia:

- Group revenue of \$86.5m: an increase of 77% on 2013–14
- Total assets of \$67.9m: an increase of 71% on 2013–14
- Equity of \$51.2m: an increase of 46% on 2013–14

IntoWork Australia supported the Inner North Community Foundation in 2014–15 and has committed to do so again in 2015–16.

IntoWork Australia retains a debt-free balance sheet, and with the recent mergers and acquisitions, this positions the business well for the future.

INTOWORK AUSTRALIA EMPLOYEES

Business	FTE (full-time equivalent)
Apprenticeships Group Australia and APlus Apprentice + Trainee Services	87
Devereux Recruitment	2
IntoWork Australia	34
Institute of Training and Further Education	94
MAS National	22
O group	25
Plexus Medical Recruitment	2
Rogan Family Care	4
Stockdale Personnel	12.5
Work & Training	39
Totals	321.5



“

IntoWork Australia is a dynamic, people-focused organisation that provides expert services to prospective and current employees, businesses and government. We are making a positive difference to the people and communities we work with, through our integrated end-to-end services and business expertise.”

Poul Bottern

IntoWork Australia Group CEO

INTOWORK AUSTRALIA BUSINESSES

30 JUNE 2015

SAW A TURNOVER OF



\$86.5
MILLION

WITH

321

FULL-TIME
EQUIVALENT

STAFF

“

Engaging, meaningful employment.”

Poul Bottern

IntoWork Australia Group CEO

CORPORATE GOVERNANCE

The skills-based Board has oversight of a substantial group of businesses that at 30 June 2015 saw a turnover of \$86.5 million with 321 full-time equivalent staff. The Group employs nearly 1500 apprentices and trainees as well as hundreds of temporary staff.

A mix of skills and experience

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 INGT Board, the Hon. Alan Brown, is a former State Government Minister, business leader and experienced Director in the not-for-profit and private sectors.

The Independent Directors – who include Elizabeth Board, Kevin Breen, Peter Hall, Greg Baines and Mark Ryan – bring skills and professional

backgrounds in education, corporate governance, public policy, strategic planning, financial management, local government and private business. The number of Independent Directors increased after Apprenticeships Group Australia (formerly Gippsland Group Training) joined the Group.

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

Directors' transitions over the year include:

- Craig Kenny, the long-term Member Director for City of Yarra, left the Board.
- Peter Hall, Mark Ryan and Greg Baines were appointed to the Board as Independent Directors.
- Michael Francis, a long-term Independent Director, left the Board after 30 years of faithful service. The Board is grateful to Mr Francis for his hard work and unwavering commitment to IntoWork Australia.
- Andrew Day joined the Board representing City of Moreland. He left the Board late 2015.



It's been an exciting year of growth and integration of services."

Poul Bottern

IntoWork Australia Group CEO

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.

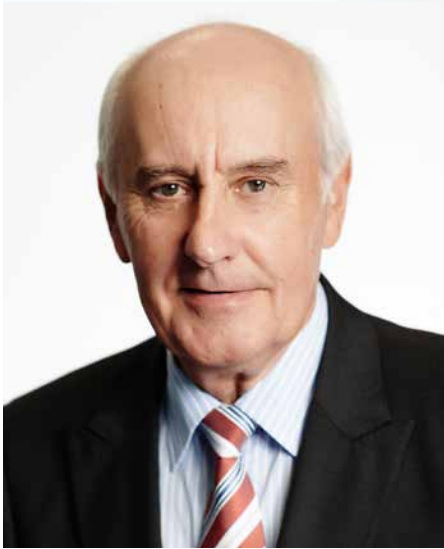
The Leadership Team, comprising the leaders from each business, meets monthly to explore new business opportunities, and to effect operational synergies and savings.

The Executive Team provides corporate-level support to all businesses in human resources, marketing and communications, finance, payroll, procurement, asset management, information technology and business development.

Businesses in the IntoWork Australia group transfer knowledge, collaborate and provide support to each other across the Group.



THE INDEPENDENT DIRECTORS **AS AT JUNE 2015**



**Hon. Alan Brown
(Chair)**



**Greg Baines
(Deputy Chair)**



Elizabeth Board



Kevin Breen



Peter Hall



Mark Ryan

THE MEMBER DIRECTORS AS AT JUNE 2015



Oliver Walsh



Grant Thorne



Philip Mason
(Alt)



Julie Williams
(Alt)

OUR BOARD

UNDERSTANDING YOUR BUSINESS

APlus offers flexible employment and training programs designed to meet the needs of apprentices, trainees, businesses and industry.

We have expanded our training capacity beyond apprenticeships and traineeships and have begun providing external training to people interested in furthering their careers through foundation level and other skills training.

Flexible solutions

APlus supports host employers by assisting with paperwork, payroll administration, industrial relations, workplace health and safety, WorkCover, employee monitoring and performance management.

We offer flexibility to individual businesses if business circumstances change. As APlus is the legal employer of the apprentice and trainee, we accept responsibility for sourcing industry placements for apprentices and trainees during the quieter periods of business cycles.

We work closely with industry, 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.

More than 450 apprentices/trainees were employed by APlus at the end of June 2015.

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.

Merger

In 2015–2016, APlus will formally merge with AGA and trade under the name of AGA to create one of the largest Group Training Organisations (GTOs) in Australia.

APlus commenced 386 apprentices/trainees during the 2014–2015 financial year. Over 200 students are enrolled in the APlus RTO, which delivers nationally recognised qualifications in:



Business



Health Administration



Aged Care



Disability



Education Support



Home & Community Care (HACC)



Foundation Skills



Customised Training



MORE THAN
450



APPRENTICES/
TRAINEES
WERE EMPLOYED BY

dplus

AS AT THE END OF
JUNE 2015



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

We are successful in seeing a high number of apprentices and trainees complete their training.

In 2014–2015, 246 people graduated from a qualification in their vocation.”

IN 2015–2016

AGA

WILL FORMALLY

MERGE

WITH

dplus

“

AGA works hard to develop highly trained apprentices for Australian industry to become tomorrow's skilled tradespeople and employers. We place a priority on providing health, safety and personal development skills for our apprentices and trainees.”



**APPRENTICESHIPS
GROUP AUSTRALIA**

ACHIEVING VOCATIONAL DREAMS AND TOP TRAINING OUTCOMES

AGA is one of the oldest and most successful GTOs in Australia.

Over more than 30 years, we have established a reputation for high-quality service provision and leadership within our industry. AGA's mission is to offer outstanding employment, education and training opportunities to people, primarily to young people.

Apprentices

AGA works hard to develop highly trained apprentices for Australian industry to become tomorrow's skilled tradespeople and employers.

We place a priority on providing health, safety and personal development skills for our apprentices and trainees. We partner with industry to ensure that our organisation provides well-trained, confident and safety-aware employees to their individual businesses.

Services

Today's apprenticeship landscape is more complex than ever before, with a range of service providers and training options. AGA is committed to remaining one of the main service providers and using our size and flexibility to offer services that are relevant, up-to-date and innovative.

Programs

We design our training and education programs to result in quality, ongoing employment for our graduates. We employ many of these apprentices and trainees ourselves and voluntarily assume a very high duty of care to ensure they are protected throughout their employment with us.

We work with a network of many hundreds of employers and seek to provide positive incentives for industry to invest in an apprentice or trainee. We provide ongoing support, expertise, and flexible training and employment arrangements.

Training and employment solutions

While our past focus was on traditional trades, today AGA offers a wide range of training and employment solutions (including pre-vocational courses and traineeships), which can be tailored to many different industries or professions.

Merge

In 2015–2016, AGA will formally merge with APlus but continue trading under the name of AGA to create one of the largest GTOs in Australia.



AGA is a not-for-profit organisation which provides employment and trade training support services to apprentices, trainees, students and businesses.”

MOVING WITH THE TIMES

Devereux Recruitment has been part of IntoWork Australia for the past three years.

Although this has been a challenging year, with changes in the market, our focus has been on strengthening the business and identifying key business opportunities.

In March 2015, the total number of medical jobs invoiced doubled that of March 2014 and the momentum continued across the business. Permanent placements in both medical and administration areas have been steady over the year.

AMA Victoria

In May, we successfully signed another 12-month contract as the preferred provider of recruitment services for AMA Victoria, which is the peak member body for Victorian doctors. AMA Victoria is a trusted organisation that represents more than 3000 private practitioners.

Welcome

In December 2014, we said farewell to the founder and CEO of Devereux after 17 years with the business, which joined IntoWork Australia in 2012. The CEO stayed on for two years at IntoWork to manage operations and growth. We welcomed a new General Manager, Sean Cathie, who also oversees Stockdale Recruitment and has over a decade of experience in recruitment. In 2014–2015 we welcomed a Marketing Consultant and PA as part of the Devereux team.

Devereux has continued to develop exciting marketing projects to promote the business and attract new clients, with added focus on business development.

In 2014–2015, Devereux continued to provide 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
IS A RECRUITMENT
AGENCY BASED IN MELBOURNE



DEVEREUX
IS THE PREFERRED PROVIDER OF
RECRUITMENT
**SERVICES FOR
AMA VICTORIA**



RECRUITMENT PLANS

“
In March 2015, we doubled the number of medical jobs invoiced on the last year. There has been an improvement in successful recruitment processes, client relations, communications, outreach and marketing.”

IN 2014

iT+FE

ENROLLED AND TRAINED

MORE THAN

50,000



STUDENTS



It has been an exciting year for iTFE. We joined IntoWork Australia and trained more than 50,000 students. We expanded the training we offer from hospitality alone to more than 28 specialist certifications in business, marketing, information technology, childcare and others.”



INSTITUTE OF TRAINING
+ FURTHER EDUCATION

iTFE JOINS INTOWORK AUSTRALIA

The Institute of Training and Further Education (iTFE) proudly joined IntoWork Australia in July 2014.

We have continued to transform from an RTO specialising in hospitality to an RTO that now offers more than 28 diverse certificate courses. These certificate courses range from business, marketing and IT to childcare, aged care, hairdressing, beauty services, work health and safety, hospitality and cooking programs. This diversity will ensure iTFE is at the cutting edge of Australia's training and education.

Multiple campuses

In 2014, iTFE enrolled and trained more than 50,000 students. We now have campuses along the east coast of Australia, in Victoria, Queensland and New South Wales. We were awarded a Smart and Skilled contract for 2015 and now receive funding for hospitality, business and aged care programs in selected regional areas of New South Wales.

We were very excited to be granted a Queensland Government VET Investment contract and opened an office in the Brisbane CBD, one of Australia's hospitality centres. Within a short space of time we began delivering hospitality programs in the CBD and in Queensland regional areas.

Infrastructure improvements

The Melbourne office continues to invest in infrastructure improvements and is implementing a new student management system called Job Ready, which is hosted in the Cloud. It will enable streamlining of processes and will be a more robust way to manage student enrolments and data.

Refurbished campus

We refurbished Level 7 of the Collins Street (Melbourne) campus into a hair and beauty salon with five general purpose classrooms and one dedicated state-of-the-art information technology lab.

Other campus activities

A new campus was opened in Flinders Lane, Melbourne, which will specialise in hair and beauty. In Sydney, we relocated our Parramatta campus to a larger area in the same building, to allow for a range of certificate courses to enhance the current short course offerings. Our Brisbane CBD campus will also be developed, once we have received building approval.

We have a strong sense of community and have forged a relationship with community group Infoxchange, which specialises in supporting disadvantaged groups with IT knowledge. To support Infoxchange, iTFE is delivering Certificate II and III in IT, supplemented by Foundation studies delivered by AGA.

iTFE has developed a suite of e-learning products:

- Food Safety Handler (NSW)
- Food Safety Supervisor (NSW)
- Food Safety Handler (Qld)
- Food Safety Supervisor (Qld)
- Responsible Service of Gambling (Qld).

We deployed a learning management system and were present for careers expos at Caulfield Racecourse and the Melbourne Exhibition Centre.

OFFERING APPRENTICESHIP SUPPORT



SINCE
1998



“

During 2014–2015, MAS National continued to be a key player in Australian apprenticeships services, with demonstrated resilience and an ability to adapt to changing labour markets and local economies.”



MAKING APPRENTICESHIPS SIMPLE

MAS National continued to help employers find the best apprentice via effective recruitment services and making apprenticeships simple.

We provide recruitment, advice and support to apprentices to complete their training. For pre-vocational apprentices, we offer supportive career advice.

BUSY At Work

In May 2015, MAS announced a national partnership with BUSY At Work to provide Australian Apprenticeship Support Network services to interstate employers across Australia.

The alliance is a network of passionate and knowledgeable industry professionals who make the Australian Apprenticeships registration process easy for national employers.

BUSY At Work and MAS have provided apprentice, trainee and employer services since 1998 and are contracted by the Australian Government to provide Australian Apprenticeship support services in their allocated states. The collaboration empowers them to streamline services across Australia.

Online tools

The national alliance allows BUSY and MAS to provide the best customer service to multi-state and multi-venue employers, with the benefit of local expertise for managing apprentices and trainees, through a single point of contact. Employers can now use tools such as Air CV system, ApprenticeshipsCentral.com.au and the CareerMe App.

Australian Apprenticeships Support Network (AASN)

In May, MAS was selected to deliver the AASN for the Australian Government over the next three years for South Australia, Victoria and Tasmania.

Our unique model, The MAS Experience, calls on 30 years of apprenticeship support know-how, and aims to improve apprentice completion rates.

The MAS Experience

The MAS Experience supports career pathways, matches employers with suitable apprentices and involves intensive support and mentoring for both the apprentice and the business.

Using a range of communications and support methods (face-to-face, phone and online), The MAS Experience will be delivered by a consortium of AGA in Victoria, Business & Employment (O group) in Tasmania, Work & Training in Tasmania and Career Employment Group (CEG) in South Australia.

The AASN will deliver efficient online advice and support to apprentices and employers.

Coles

MAS continues to provide apprenticeship management services to Coles, supporting management with relevant administration support and information as well as numerous trainees and apprentices with the requisite knowledge and skills.

WorkSafe Victoria

MAS provides work health and safety consultancy services through WorkSafe Victoria; consultants have visited numerous businesses throughout the year and assisted them to improve their practices and the wellbeing of their staff.



O group JOINS INTOWORK AUSTRALIA

Originally trading in 1990 as BEC Mersey, the name was changed to O group after 10 years of considerable growth.

O group is best known for the trading names of social businesses it has either started or acquired. Business & Employment, NGT Tasmania, Findstaff. biz, Choose Employment, DPA and Business Mentor Services Tasmania have all featured as part of O group's human services delivery.

Shared services organisation

In 2007, we began to operate as a shared services organisation following requests for help from not-for-profit organisations. Joining IntoWork Australia in 2014–2015 accelerated this strategy.

During 2014–2015, we finalised our business planning, launched a new website, improved our social media support, and commenced a range of client work both within the IntoWork Australia Group and externally. We worked with IntoWork Australia to transition and integrate some of our business units to our sister company: Work & Training in Tasmania.

We entered the Australian Apprenticeship Centre market in 2003 and have performed strongly in service and tendering capacity over the past 11 years.

Our central processing and fieldwork staff continue to meet or exceed client and stakeholder requirements.

Achievements

We were delighted in the outcomes achieved as part of the MAS consortium in being one of the few new Apprenticeship Support Network models to succeed in the process nationally.

In the six years to 2014 we managed more than 11,000 requests for small business consulting, with our team of experienced consultants assisting businesses through a range of programs, workshops and referrals. This service has been sponsored by state and federal governments since 1990. In 2014, we concluded two 2-year programs, having achieved significant outcomes. In particular, our Digital Enterprise Program assisted 1637 small business operators in 82 training events. We also mentored 335 individuals in 1:1 sessions to implement ideas based on digital engagement.

In late 2014, we tendered for new work in the small business advisory field and were one of only 38 organisations to be acknowledged with funding for a three-year project from 2015.

Volunteer programs

O group continues to provide shared services support to two volunteer programs: Business Mentor Services Tasmania (BMST) and Gran's Van. BMST links a volunteer mentor to a business or community need. The service (launched in 1995) is in high demand. Gran's Van operates a charity food van service to anyone in need of food and/or support in the city of Devonport, three to four nights per week. Our role is to provide shared services and governance support to minimise these programs' overheads and maintain service compliance.



IN THE
SIX YEARS

TO 2014

WE MANAGED MORE THAN

11,000

REQUESTS



FOR
**SMALL BUSINESS
CONSULTING**

“

During 2014–2015, O group finalised our business planning, launched a new website, improved our social media support, and commenced a range of client work both within the IntoWork Australia Group and externally.”

PLEXUS

HAS

SUCCESSFULLY PLACED

QUALIFIED

OVERSEAS-TRAINED

DOCTORS

AND

NURSES



INTO PUBLIC

AND

PRIVATE

AUSTRALIAN

AND

NEW ZEALAND

HOSPITALS

“

Plexus is a trusted health recruitment agency, which has provided top medical recruitment services for the past 10 years. Plexus is moving forward with confidence to explore and develop opportunities for the future.”



PLEXUS

MEDICAL RECRUITMENT

GAINING MOMENTUM IN MEDICAL RECRUITMENT

Over the past year, Plexus Medical Recruitment has successfully integrated with IntoWork Australia. Joining the national giant has assisted us to build and develop corporate strategies to advance the business within the medical recruitment market.

During the past 10 years, Plexus has successfully placed qualified overseas-trained doctors and nurses into public and private Australian and New Zealand hospitals.

Moving forward

As a trusted health recruitment agency, Plexus is moving forward with confidence to explore and develop other opportunities for the future. In March, we launched an advertising and brand awareness campaign, targeting key medical and nursing audiences from England, Ireland, New Zealand and Australia. Initial feedback has shown a positive increase in the Plexus brand awareness, as well as more genuine enquiries for nursing recruitment.

Nurse recruitment

We hired a dedicated nurse recruitment consultant to attract and secure new clients and to explore how we could meet their recruitment needs.

Expansion

Despite a period of uncertainty and instability regarding medical recruitment, we are exploring options to expand our services to a wider clinical audience.

In December, Plexus underwent an ISO 9001 accreditation surveillance to confirm integration of our quality management systems under the IntoWork Australia management systems. The audit confirmed this integration, and positions Plexus well for future re-accreditation.

23,000
VISITORS



**TO THE
PLEXUS
WEBSITE
IN 2014-2015**



MORE THAN

80

NANNIES

PROVIDED CARE IN

245



DIFFERENT FAMILIES
OVER THIS YEAR

“

Of all recruitment services, choosing the best solution for the care of children is one of the most important decisions that parents make.”



the nanny specialist

PROVIDING THE BEST SOLUTIONS IN CHILDCARE

For over 20 years Rogan Family Care has provided high-quality home-based childcare to Victorian families.

Our first full financial year as part of the IntoWork Australia suite of businesses has been a busy and rewarding period. More than 80 nannies provided care in 245 different families over this year.

Families include full-fee-paying clients, families who are eligible for the government-funded In Home Care program, and families suffering hardship who qualify for the special childcare benefit. Nineteen families received the special childcare benefit through Rogan in 2014–2015.

Nanny roles

Nannies perform a number of roles including sole charge and shared care, ranging from newborns to school-aged children, twins and triplets, and children with special needs. Families choose temporary, short- or long-term labour hire, or opt for permanent placements.

In a presently unregulated service industry, we place great emphasis on nanny training and professional development. Complementary training for Rogan nannies in 2014–2015 included First Aid and CPR update, collaboration with families, and challenging behaviours in children aged eight years plus.

Nanny 'playdates' commenced in 2015 with two successful meets in Kew East and Yarraville. Nannies and their charges, or nannies on their days off, are encouraged to come together to share the joys and challenges of their positions while children have great fun in some of Melbourne's most popular parks.

Rogan Family Care Nanny Diary

One of the greatest achievements this year was the production and distribution to our families of the Rogan Family Care Nanny Diary. The diary is a communication tool for parents and nannies and contributes to building a strong connection to the child's world.

Trust and confidence remain the key to our successful relationships with families and it is satisfying to see that the predominant source of new business in this financial year continues to be through existing client referrals.

Consultants

Our three full-time agency consultants have substantial experience as nanny and childcare educators and are dedicated to the best possible customer service experience.

The business has been ably supported by IntoWork Australia's corporate services, which have enabled us to focus on business development and a high level of service to our current clients.

Farewell

We farewelled Susan Rogan in December 2015 as she retired after a very rich and rewarding career. Susan initially established the business as a nanny training school and then moved into nanny recruitment and placement after the demand clearly emerged. Rogan Family Care joined IntoWork Australia in March 2014. We thank Susan for her wealth of knowledge and unfailing good humour, and wish her every happiness in her retirement.

Julie Morrison, an experienced recruitment professional, has taken on the role of General Manager.

FINDING THE RIGHT JOBS FOR THE RIGHT CANDIDATES

Established in 2001, Stockdale Personnel has proudly been part of IntoWork Australia for the past three years.

We continue to be the number one recruitment firm for the printing industry, yet, as all great businesses do, we are evolving to stay ahead of our competitors.

Stockdale faced an exciting year in 2014–2015 as we continued our two-year journey to evolve from a graphic arts and print specialist recruitment firm to a provider of top casual and permanent recruitment in:



Local council



Trades and services



Construction



Warehouse, logistics and manufacturing

**Stockdale
PROVIDES
★★★★★★★★★★★★
HIGH QUALITY
SERVICES
RECRUITMENT**

In 2014–2015, our objectives were to:

- increase our pool of clients and candidates;
- increase business revenue and leverage on our website;
- increase brand awareness.

Casual staff

The casual job market has seen a spike increase in the last few years as major corporations downsize and face high costs of full-time staff redundancies. This has increased our casual employee placement, which for employers at times can be more economical and efficient.

The casual job market has grown considerably in recent years and around 20% of workers identify themselves as casual workers.

As industry experts, we cover all types of disciplines and most Australian companies employ casual staff at some time: 50% on a regular basis, particularly when staff are sick or on holiday, for special projects and to supplement permanent employees.

Changes for growth

We employed two new consultants to bolster our position for growth in the coming year.

The National Operations Manager for Stockdale, Sean Cathie, who has been working in the business for 11 years, was appointed General Manager. Branch managers were appointed in Melbourne and Sydney. Our Melbourne operation was relocated to a larger office space in Kew in January 2014, while the Sydney office continues at Hurstville.



AROUND

20%

OF WORKERS



IDENTIFY THEMSELVES AS

**CASUAL
WORKERS**



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

work & TRAINING

IS THE
LARGEST
EMPLOYER
OF APPRENTICES
AND TRAINEES



IN TASMANIA



Work & Training understands the needs of Tasmanian industries and our community. Literacy and numeracy is not just about reading, writing and mathematics. It is about the core skills of learning (learning how to learn), technology, problem-solving and communicating.”

TOP PROVIDER IN TRAINING, APPRENTICES AND TRAINEES

Work & Training is the largest employer of apprentices and trainees in Tasmania and has been providing services to Tasmanian employers for more than 30 years.

As the largest private RTO in Tasmania, Work & Training has offices and training facilities in Hobart, Launceston and Ulverstone and employs more than 40 core staff who provide services in all areas of the state.

RTO

The RTO grew in 2014–2015 and increased the delivery of our core qualifications in business, aged care, health, disability, retail services, frontline management, human resources and hospitality. We provided training to more than 600 students, across a range of industries, and to both jobseekers and employees. The Federal Government Aged Care Workplace Vocational Education and Training program was extended and this, combined with pre-employment programs funded by Skills Tasmania, allows the RTO to provide much-needed opportunities for jobseekers to enhance their skills.

In 2014–2015 we continued our commitment to equal opportunity by employing a high number of Indigenous trainees and apprentices and also evolved our service delivery through:

- working in partnership with industry associations to promote the rotation of apprentices between small businesses to provide opportunities for increased skill development and to cater to the needs of the business;
- offering a diverse range of nationally recognised accredited certificate courses;
- workforce development and planning such as free literacy and numeracy training for employees or jobseekers by qualified teachers;

- training in a wide range of nationally recognised qualifications (Certificate II and III);
- recruiting and employing apprentices and trainees;
- labour hire.

Strategic plan

In 2014–2015 we embarked on a three-year strategic plan to be the provider of choice for quality employment and training services in Tasmania. We aim to increase efficiency, service provision and business to enhance the organisation, marketing, acquisition, networking and partnerships.

We have delivered language, literacy and numeracy programs since 2009 and this continued to be a core service in 2014–2015. Literacy and numeracy is not just about reading, writing and mathematics. It is also about the core skills of learning, using technology, problem-solving and communicating with others.

Enhancing Indigenous employment opportunities

Work & Training supports the employment of Indigenous people and 18 trainees are currently employed under the ANZ Indigenous school-based or full-time traineeship programs. In June 2015 the Indigenous Remote Service Delivery Training (IRSDT) Program concluded. Through this program, 33 Indigenous trainees were employed by Work & Training and hosted by private and public schools in Tasmania. The students enrolled in qualifications such as horticulture, business, education support, IT and disability and after completing their

qualifications many were successfully employed by the schools where they did their training.

2014 Tasmanian State Training Awards

We submitted eight finalists to the 2014 Tasmanian State Training Awards, and one of our trainees won the State Trainee of the Year. This is the third time in a row we have won this award, highlighting the high calibre of candidates and expert training support they receive.

We reviewed our internal operations to discover how to increase the number of groups who use our RTO as the training provider of choice. These groups include aged care providers, health, community, business and government providers.

Expanding networks

We are focusing on networking and partnerships with medium to large Tasmanian organisations and this is progressing well. We aim to improve these contacts in 2015–2016.

We work in partnership with industry associations to promote the rotation of apprentices between small businesses to provide opportunities for increased skill development and to cater to the needs of business.

Our programs, delivered with assistance from state and federal governments, help to reduce barriers to employment and assist the career progression of employees.



HELPING CREATE EMPLOYMENT PATHWAYS FOR PEOPLE IN NEED

The Inner North Community Foundation was established in 2008 at the initiative of IntoWork Australia and is supported by the three Member Councils: Darebin, Moreland and Yarra.

It is an innovative model of community re-investment, operating as an independent grant-making body and providing a place-based response to community needs and opportunities. Our activities aim to reduce barriers to employment for marginalised people in the inner north of Melbourne.

Grants

On establishment, IntoWork Australia 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 100% of the income earned annually is distributed to eligible charitable organisations. IntoWork Australia sees the Foundation's work as an important extension of our workforce participation focus in the region.

Grants are made each year, drawing on this critical financial commitment made by IntoWork, and complemented with money from other donors and grant-makers wishing to support the work of the Foundation. In 2014–2015, the Inner North Community Foundation provided \$307,500 of grants to 18 local community organisations, assisting them to implement local employment and training projects.

Local donors

Importantly, the Foundation leverages support from IntoWork to secure other community resources to support stronger local communities. The Foundation has a growing number of supporters who have created donation sub-funds, allowing local donors to contribute to community groups. In response to the major contribution of IntoWork, the Portland House Foundation, a private family foundation based in Melbourne, has been a regular major donor over the last seven years, directing a total of almost \$400,000 of

'flow through' grants to employment projects in partnership with the Inner North Community Foundation.

Activities

Activities funded by the Foundation assist people to overcome barriers to gaining employment, by developing the necessary resources, skills, confidence, networks and vocational abilities to qualify for work and training.

In addition to the annual granting round, in 2014–2015 the Foundation also supported local community projects such as:

- The Scanlon Foundation and Refuge of Hope partnership, where organisations work with culturally and linguistically diverse communities and receive small grants, which deliver an additional \$30,150 into the region. Nine local organisations were provided with funding for operational support, ranging from the purchase of computers, carpeting, shelving and furniture, to first aid training.
- A crowdfunding project, where seven local organisations received matched investment from the Foundation for projects fundraised through the online platform Start Some Good.
- A new program called Young Changemakers, initiated by the Inner North Community Foundation and funded by the Clifton Hill / North Fitzroy Community Bank Branch of Bendigo Bank. The program inspires young people to develop their skills and creativity to become community leaders in the community in which they live and will work. Teams of senior students from Northcote High School and Collingwood College investigated and distributed \$30,000 between six local charities in the inner north.

Donations

Sub-fund donations continue to grow for individuals and families wanting to donate to the inner north. An example of this is Arts Project Australia, which received a grant from the Terry Brian Kenny Fund for a digital photography program for people with an intellectual disability.

**IN 2014–2015,
THE
INNER NORTH
COMMUNITY
FOUNDATION
PROVIDED
\$307,500**

OF GRANTS



**TO
18 LOCAL
COMMUNITY
ORGANISATIONS**

SUPPORTING LOCAL PEOPLE AND COMMUNITIES



IN THE INNER NORTH OF MELBOURNE



The Foundation's major funding focus is on creating pathways to employment for disadvantaged people in the inner north. In 2014–2015, the Inner North Community Foundation provided \$307,500 in grants to 18 local community organisations, assisting them to implement local employment and training projects.”

IntoWork Australia Leading in workforce participation



IntoWork Australia proudly supports the
Inner North Community Foundation



INNER NORTH
COMMUNITY
FOUNDATION



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