



intowork
Australia

Annual Report 2016 - 2017

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THIS ANNUAL REPORT OVERVIEWS OUR PERFORMANCE DURING THE 2016 - 2017 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

A NOTE FROM THE GROUP CEO



SINCE ITS INCEPTION, INTOWORK AUSTRALIA HAS EXPANDED INTO A GROUP OF BUSINESSES INCORPORATING EMPLOYMENT, TRAINING, RECRUITMENT, AND COMMUNITY SOLUTIONS FOR A MULTITUDE OF INDUSTRIES AND STAKEHOLDERS.

In 2016 - 2017, we welcomed a new business (Interact Australia) into the Group, focusing on supporting people with a disability in two states – Victoria and Queensland. Our national footprint provides services from AGA, CTC, Devereux Recruitment, Institute of Training and Further Education (ITFE), Interact Australia, MAS National, MRAEL, Rogan Family Care, Stockdale Personnel, and Work & Training. IntoWork Australia is also the principal supporter of the Inner North Community Foundation.

IntoWork Australia continues to make a positive difference to individuals and communities, and the way we approach workforce participation. Over the past year, the number of workers employed across IntoWork Australia has grown to 683 (full-time, part-time and casual). We have offices within Victoria, Queensland, South Australia, New South Wales, and Tasmania and have initiated operations in Western Australia.

We greatly value the collaborative partnerships we have with numerous corporate and community organisations, enabling us to continue to provide more opportunities for premier workforce solutions. Our partnerships and shared values with local, state and federal government bodies continues to be key to our ongoing success.

Our new focus with Interact Australia means that we can connect and support people with disability assisting them into work or self-directed care options. Reducing barriers to employment is at the core of what we do and we will continue to look for innovative ways to ensure Australia's diverse workforce is skilled.

Most importantly, on behalf of the Board and Management I would like to acknowledge our diligent and dedicated staff across the country. Our staff are committed to and uphold our values which steer their decision making and permeate all our operations.

We have achieved fantastic outcomes this year due largely to our staff, who tirelessly strive for the best outcomes with all our customers and partners. It is a privilege to work with such a passionate and skilled group of people.

POUL BOTTERN
IntoWork Australia Group CEO





THIS IS US, INTOWORK AUSTRALIA

VALUES

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

As a not-for-profit organisation, IntoWork Australia has shown incredible growth over the past 35 years. Originally operating in Melbourne's inner north, founded by what is now the Moreland, Darebin and Yarra councils, the Group now services Victoria, Tasmania, New South Wales, Queensland, South Australia and Western Australia.

HONESTY AND INTEGRITY

Our businesses are committed to the principles of acting honestly and with integrity in all of our dealings with clients and the businesses and industries with whom we interact. Our strengths include promoting effective and sustainable workforce participation and supporting reliable employment initiatives within communities. Surpluses generated are used to further the positive impact that the IntoWork Group has on workforce participation with individuals, businesses and communities.

TEAMWORK AND PARTNERSHIPS

IntoWork Australia is creating a Group of successful businesses that provide a full range of effective apprenticeships, traineeships, recruitment, employment, training and community services. Our businesses have partnerships with many private and government networks, which have contributed to making IntoWork Australia a successful leader in today's employment and recruitment sectors.

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

ACHIEVEMENT

We are proud of our record of assisting others to achieve their goals, whether in helping our clients find the right employment, access the best training or employ a work team that best suits the needs of the business. As IntoWork Australia has evolved, so has the range of services. We are committed to continuing to expand our scope and geographical reach, enabling us to further achieve a positive difference across a wider range of individuals and communities.

RESPECT AND INCLUSION

Diversity at IntoWork Australia is embraced and celebrated. From our skilled employees to the thousands of apprentices, trainees and short-term placements, a broad range of people are part of the IntoWork family. We are committed to reducing barriers to employment, especially for those experiencing difficulty in finding work.

We provide access to resources and information to help people find the right career and fulfil business needs. We provide a support network of mentors and field officers to keep our apprentices and trainees on track, along with specialised language, literacy and numeracy (LLN) programs for people in workplaces or seeking employment.

INNOVATION

We are focused on innovating to ensure our clients benefit from effective and efficient services. As a not-for-profit organisation operating in a commercial environment, we are well placed to implement innovative practices and structures to benefit our clients and the businesses and industries we work with. We strive to grow and evolve each year, developing and expanding our services to meet the employment, recruitment and training needs of our clients. Being able to adapt quickly to a changing environment is at the core of how IntoWork Australia does business.

QUALITY

Through the quality services we deliver, IntoWork Australia has become known as a trusted partner, providing contracted services on behalf of Commonwealth, state and local governments. We are nationally recognised as a reliable source for delivering expert services directly with employers, industry and individuals on a fee for service basis. We are committed to continuing to provide high-quality services that meet the evolving needs of our clients, businesses and industry.

**“OUR BUSINESSES ARE
COMMITTED TO THE PRINCIPLES
OF ACTING HONESTLY
AND WITH INTEGRITY IN
ALL OF OUR DEALINGS**



OUR FINANCIAL PERFORMANCE

2016 - 2017	
GROUP REVENUE \$128.7M AN INCREASE OF 13% ON 2015/16	
TOTAL ASSETS OF \$67.4M	
EQUITY OF \$49.2M	

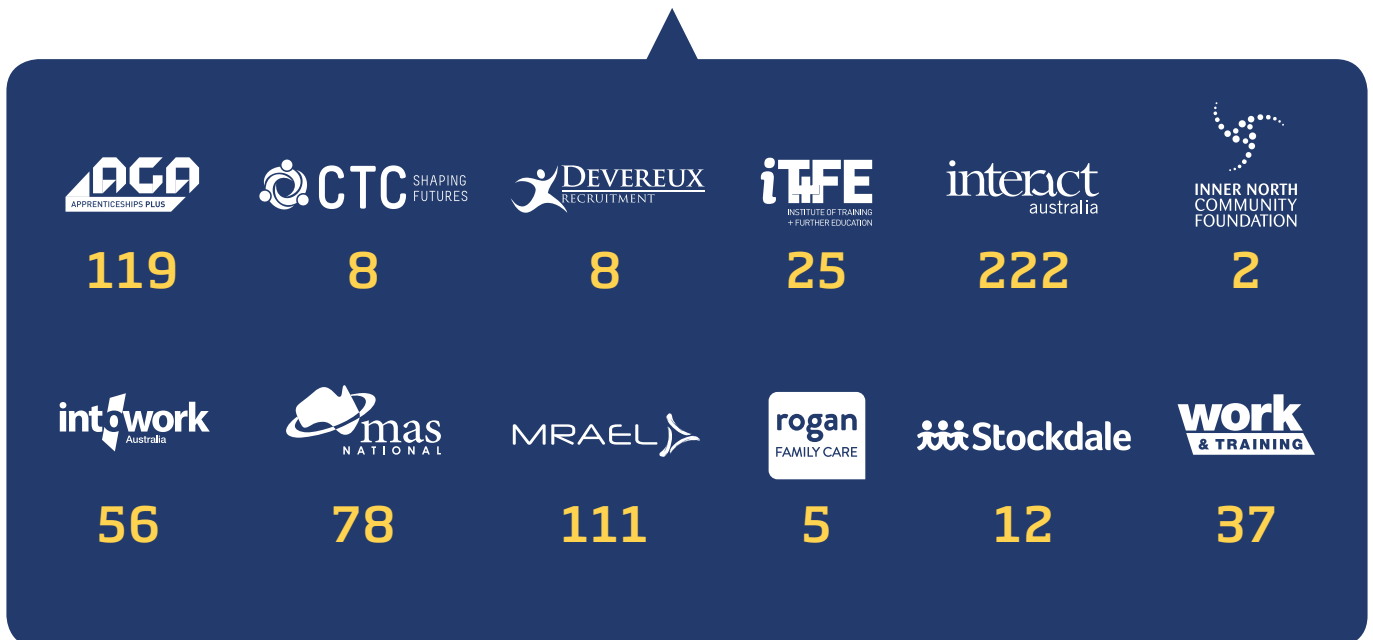
OUR PEOPLE

IntoWork Australia’s employee numbers and businesses grew in 2016 – 2017. In the current employment climate our services are more relevant than ever, and as we expand geographically we are focused on building a financially successful future.

Number of IntoWork Australia employees, apprentices, trainees and short-term placements as of 30 June 2017.

1,835
APPRENTICES, TRAINEES AND SHORT-TERM PLACEMENTS

683
EMPLOYEES (INCLUDING FULL-TIME, PART-TIME AND CASUAL)



CORPORATE GOVERNANCE

The skills-based Board has oversight of a substantial group of businesses that at 30 June 2017 had a revenue of \$128.7 million with 683 staff, including an increase of 159 permanent employees since 30 June 2016. The Group also employs nearly 2,000 apprentices, trainees, and casual staff, in addition to facilitating a high number of employment relationships through partnerships with external businesses.

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

The Chairman, the Honourable Alan Brown, is

a former State Government Minister, business leader and experienced Director, sitting on numerous not-for-profit and private boards.

The Directors bring a mix of knowledge in business, education, corporate governance, public policy, strategic planning, financial management, and local government. Some Directors also sit on the controlled entity boards to ensure IntoWork Australia's strong governance is promoted throughout the Group.

Incoming Directors over 2016-2017 include:

- Kevin Neville (joined 22 February 2017)
- Cr. Lina Messina, Member Director City of Darebin (joined 30 November 2016, left 29 November 2017)

LINKING OUR BUSINESSES AND CORPORATE SERVICES

As a national Group, we are committed to connecting all our businesses under the strong, recognised IntoWork Australia name. We continually look for business synergies within the Group, to maximise cost-effectiveness and improve our purpose to meet the needs of the communities we serve across the country.

The Leadership Team, comprising the leaders from each business, meets monthly to explore new business opportunities, and to implement operational synergies and cost effective strategies.

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

business under the IntoWork Australia Group continues to thrive and is successful in the current environment. As part of IntoWork Australia's unique business model, the Executive Team offers a shared service to all businesses, small and large, and provides access to expertise through highly-skilled departments that they may not have been able to afford in-house. The ease of access to each of these departments allows businesses within the Group to regularly gain expert advice and service from people who have company insight. We facilitate a collaborative environment in the way we do business and also in how we operate internally. Businesses in the IntoWork Australia Group transfer knowledge, collaborate, and provide support to each other to ensure staff and services are able to develop and grow.

OUR BOARD OF DIRECTORS

OUR BOARD COMPRISES A SELECT GROUP OF COMMUNITY AND BUSINESS LEADERS CONTRIBUTING KNOWLEDGE AND EXPERIENCE IN PROMOTING COMMUNITY WORKFORCE PARTICIPATION.

The members of IntoWork Australia are the councils of Darebin, Moreland and Yarra. Each Member Council is represented by a Member Director on the IntoWork Australia Board. These Member Directors are supported by Alternate Member Directors. 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.

- Hon. Alan Brown – Chairman
- Greg Baines – Deputy Chairman

INDEPENDENT DIRECTORS

- Elizabeth Board
- Mark Ryan
- Loretta Willaton
- Kevin Neville (joined 22 February 2017)
- Kevin Breen (left 30 November 2016)

MEMBER DIRECTORS

- Andrew Day, Member Director City of Yarra
- Grant Thorne, Member Director Moreland City Council
- Cr. Lina Messina, Member Director City of Darebin (joined 30 November 2016)

ALTERNATE MEMBER DIRECTORS

- Philip Mason, Alternate Director City of Yarra
- Cr Gaetano Greco, Alternate Director City of Darebin
- Moreland – no Alternate Director appointed



OUR EXECUTIVE TEAM



IntoWork Australia is committed to making a positive difference to individuals and communities through a values-based commercial focus that ensures IntoWork Australia's ongoing viability and sustainability.

- Poul Bottern – Group CEO
- David Harreveld – Group CFO
- Nicolas West - Executive General Manager Strategy & Growth

OUR LEADERSHIP TEAM:

- Mark Knox – CEO AGA
- Darryl Lapworth – General Manager CTC
- Darren Hargreaves - General Manager Devereux Recruitment
- Adam Baldock – General Manager iTFE
- Andrew James – CEO Interact Australia (left April 2017)
- John Glass – General Manager MAS National
- Christine Zechowski – CEO MRAEL
- Julie Morrison – General Manager Rogan Family Care
- Sean Cathie – General Manager Stockdale
- Leanne Wallace – General Manager Work & Training

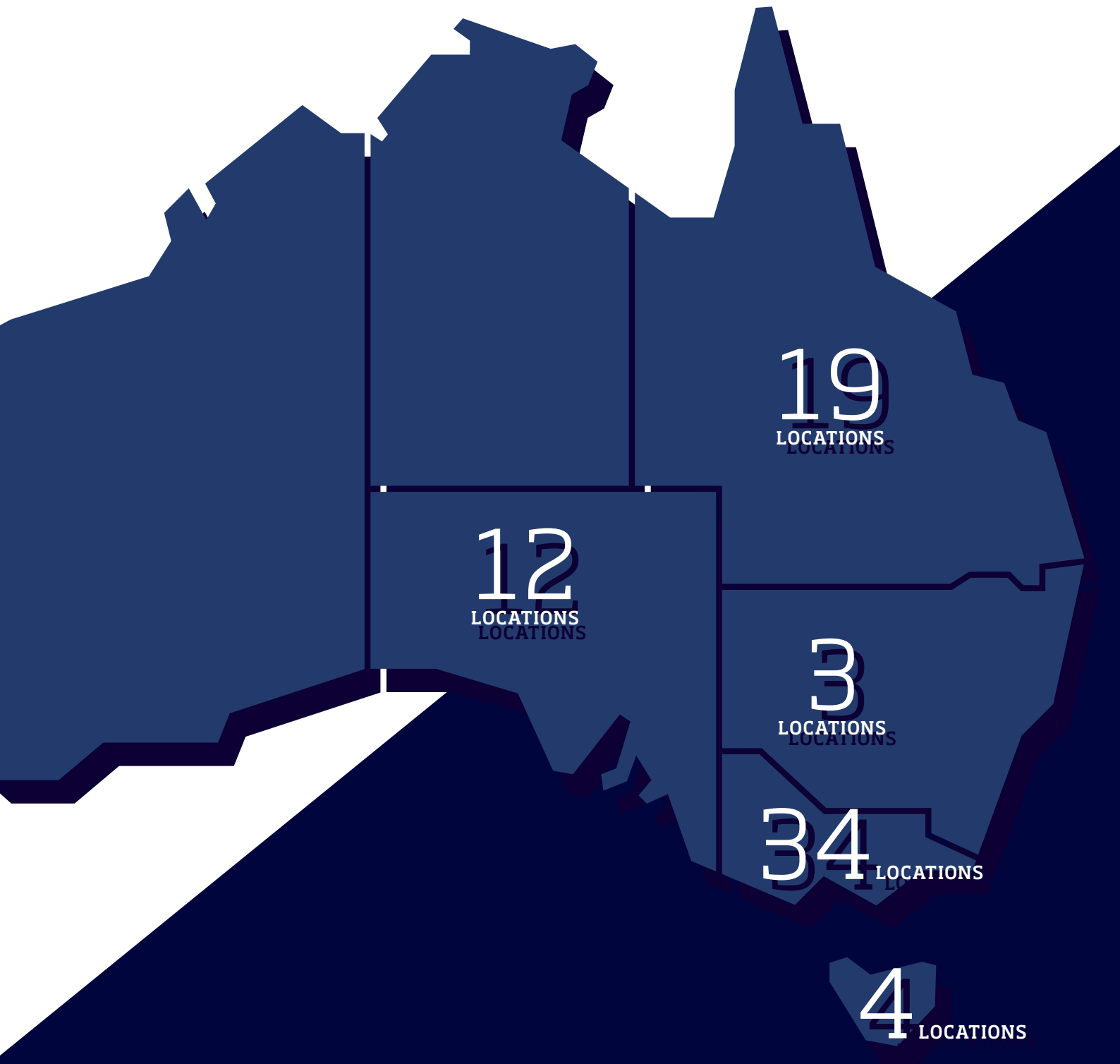
EXECUTIVE MANAGERS:

- Charles Wardzinski - Acting Executive Manager Information Technology
- Marie Haddow - Executive Manager People & Performance
- Dante De Vincentis – Executive Manager Finance & Payroll



INTOWORK AUSTRALIA **BUSINESSES & LOCATIONS**

IntoWork has continued to expand through mergers as well as 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.



Communities

IntoWork Australia



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

SOUTH AUSTRALIA

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

QUEENSLAND

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

NEW SOUTH WALES

- Chatswood
- Hurstville
- Parramatta
- Sydney CBD

TASMANIA

- Devonport
- Launceston
- Moonah
- Rosny Park

OUR IMPACT



MAS NATIONAL AND LIGHTHOUSE YOUTH PROJECTS HAVE BEEN CONTRACTED BY THE DEPARTMENT OF JOBS AND SMALL BUSINESS TO DELIVER THE EMPOWERING YOUTH INITIATIVE, CYCLE OF CHANGE, TO DISENGAGED YOUNG PEOPLE IN ADELAIDE'S NORTHERN SUBURBS. THE CYCLE OF CHANGE PROGRAM COMBINES VOCATIONAL AND NON-VOCATIONAL WORKSHOPS WITH BMX RIDING.

The program delivers multiple workshops, supporting participants in the development of knowledge and skills, addressing barriers to employment. The BMX bike acts as a vehicle of engagement, promoting social inclusion and peer support. Learning to ride a BMX and performing tricks encourages the participants to redirect their thrill seeking and risk taking behaviors into healthier and more positive activities, contributing to the development of self-capability and the sense of achievement. It also supports the integration of new learnings, supporting the contextualization and applied learning to an activity the participant can connect with.

The "Cycle of Change" smartphone app uses gamification, to keep the youth engaged and motivated in continued participation. The app also contains features that assist with the development of emotional intelligence and provides a communication channel, providing links to specialised local support services, community events and vocational support.

The participants who successfully complete the program are rewarded through a graduation ceremony and provided with their own BMX bike and helmet. It is important for participants to learn

that hard work, persistence and dedication will earn rewards, similar to regular employment and study. The bike represents their achievement, provides a means of transport for future education and work obligations, acts as a tool for social inclusion and provides a healthy exercise activity.

The "Cycle of Change" program promotes authentic, meaningful relationships and experiences, supporting participants into continued learning and sustainable employment pathways; successfully preparing them for life's transitions.

"I have overcome a lot of fears on the bike and in day to day life. It's helped me manage my feelings and made me realize things are not as scary as they once were".
- James – now enrolled into a Certificate III Hairdressing and seeking an apprenticeship.

"Life is like a bike no matter how many times you fall off you keep getting back on. The programme has helped me a lot through a very tough time in my life" – Jason – commenced a Cert II prevocational construction course gaining licences to get employment and working towards a mechanical apprenticeship.



NEVER TOO OLD TO CHANGE CAREERS

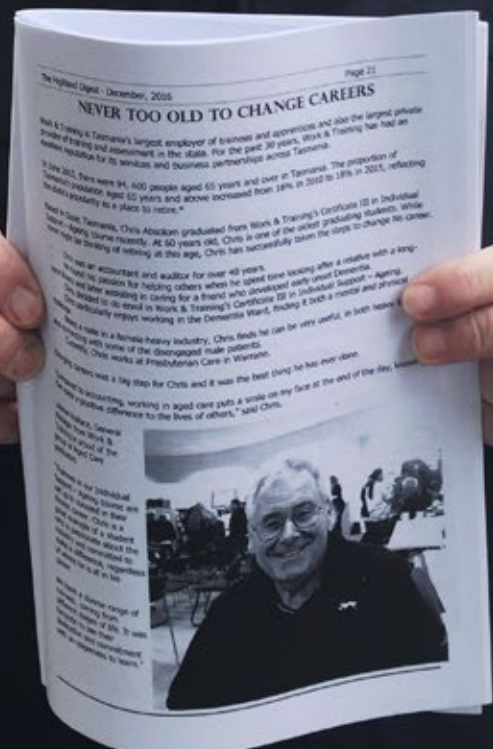
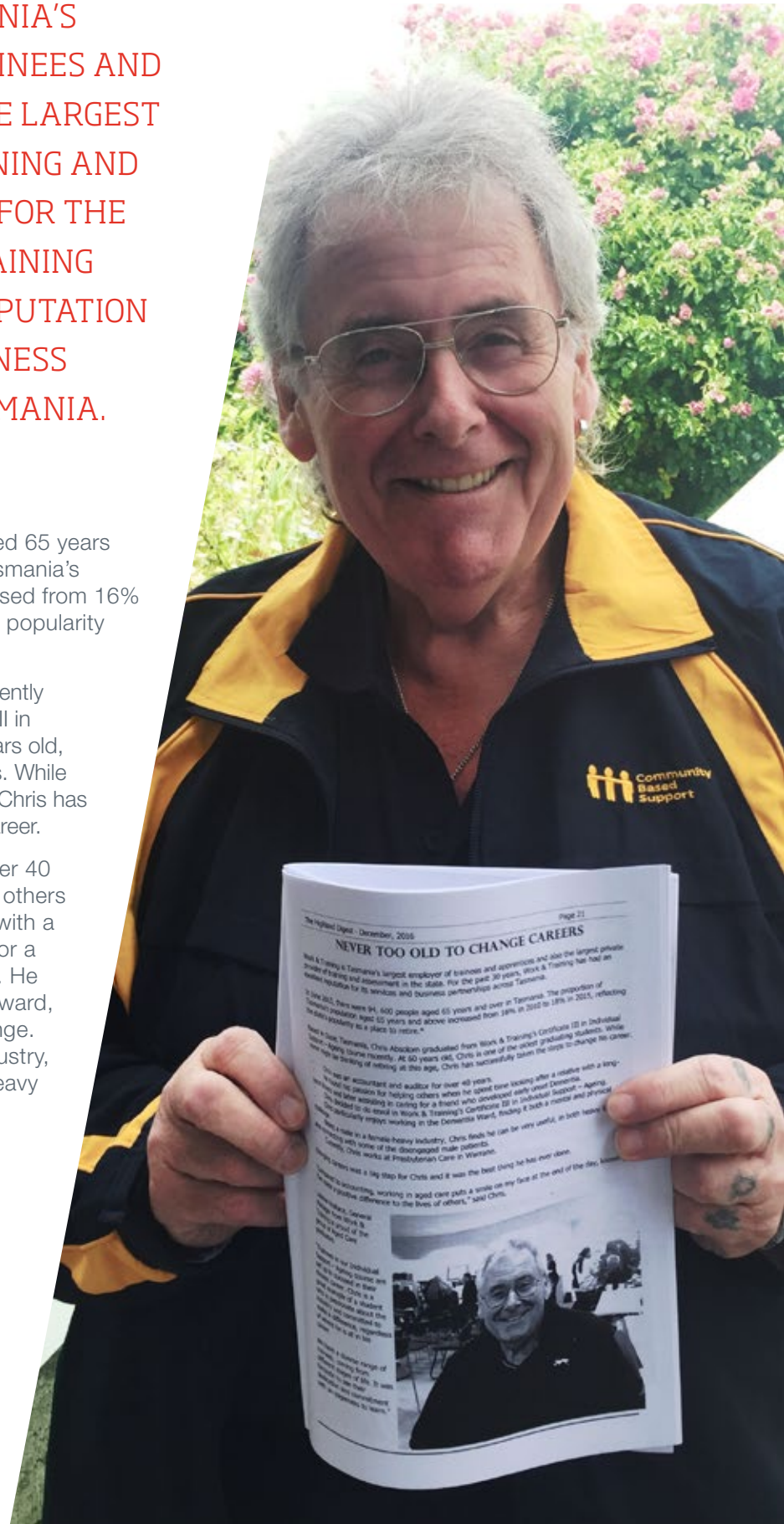


WORK & TRAINING IS TASMANIA'S LARGEST EMPLOYER OF TRAINEES AND APPRENTICES AND ALSO THE LARGEST PRIVATE PROVIDER OF TRAINING AND ASSESSMENT IN THE STATE. FOR THE PAST 30 YEARS, WORK & TRAINING HAS HAD AN EXCELLENT REPUTATION FOR ITS SERVICES AND BUSINESS PARTNERSHIPS ACROSS TASMANIA.

In June 2015 there were 94,600 people aged 65 years and over in Tasmania. The proportion of Tasmania's population aged 65 years and above increased from 16% in 2010 to 18% in 2015, reflecting the state popularity as a place to retire.

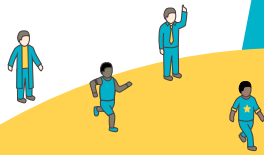
Based in Ouse, Tasmania, Chris Absolom recently graduated from Work & Training's Certificate III in Individual Support – Ageing course. At 60 years old, Chris is one of the oldest graduating students. While some might be thinking of retiring at his age, Chris has successfully taken the steps to change his career.

Chris was an accountant and auditor for over 40 years, and he found his passion for helping others when he spent time looking after a relative with a long term illness and later assisting caring for a friend who developed early onset dementia. He particularly enjoys working in the dementia ward, finding it both a physical and mental challenge. Being a male in a predominantly female industry, Chris finds he can be very useful, both in heavy lifting and also connecting with some of the disengaged male participants. Changing careers was a big step for Chris and it has been the best thing he has ever done.



ACA

APPRENTICESHIPS PLUS



AGA HAS BEEN WORKING FOR MORE THAN 30 YEARS IN PROVIDING TRAINING AND EMPLOYMENT PLACEMENT, WITH A SPECIFIC FOCUS ON APPRENTICESHIPS AND TRAINEESHIPS, AND WE ARE THE LARGEST GTO (GROUP TRAINING ORGANISATION) IN THE STATE, SUPPORTING 17% OF ALL GTO APPRENTICES AND TRAINEES IN VICTORIA.

The 2016 - 2017 financial year was a successful one for AGA. Financially, we were able to deliver a surplus which was ahead of budget, and are in a strong financial position.

AGA is privileged to have a team of more than 120 dedicated staff, who demonstrate ongoing commitment to providing only the highest level of support to apprentices, trainees, students and clients. This is done through a dedication to high quality, consistent service with a compassionate approach.

AGA was able to achieve or exceed all internal key indicators focused on the employment of apprentices and trainees, with an emphasis on their safety and well-being in the workplace. In doing this, AGA delivered training to more students than ever before.

Through this period of continued success, we have been working harder than ever to cement our position as a highly dynamic and scalable organisation that can partner with businesses of all sizes. In doing this, AGA have been able to meet the apprentice and training employment and training needs of a wide range of organisations.

We expanded our offering, by broadening our services in training to support disadvantaged youth. We were successfully appointed to the Youth Jobs PaTH - Employability Skills Training Panel through the Commonwealth Government's Department of Employment.

2017-18 FOCUS

In 2017 - 2018, AGA will continue to be a market leader in working with Government to increase the uptake, retention and most importantly completion of apprenticeships and traineeships in Australia.

We will further cement AGA as the preferred provider of apprentice and trainee employment solutions to major projects in Victoria by broadening our training services to be available to even more students, while still targeting niche areas for vendor training.

AGA will continue to focus on further extending its work supporting Victorians from disadvantaged backgrounds to find sustainable, meaningful employment. AGA will continue to strive to engage positively with all stakeholders who come into contact with the business, including internal employees.

“ WE EXPANDED OUR OFFERING, BY BROADENING OUR SERVICES IN TRAINING TO SUPPORT DISADVANTAGED YOUTH.



CTC HAD A VERY SUCCESSFUL 2016-2017 YEAR WITH IMPROVEMENTS IN OUR YOUTH HOUSING AND REINTEGRATION SERVICE (YHARS), ENHANCING OUR CAPACITY IN THE EMPLOYMENT SECTOR, ORGANISING THE CHARITY FUN RUN EVENT, THE ROCKY RIVER RUN, AND GROWING OUR COMMITMENT TO THE ENVIRONMENT, WITH OUR SUSTAINABLE BUILDINGS PROGRAM.

YHARS continues to help young people in the Rockhampton and central Queensland region, by providing support, accommodation and advocacy, focused on young people between the ages of 12 and 21. YHARS staff are committed to supporting vulnerable young people, especially in their time of need, where they are most at risk of homelessness due to factors such as lack of employment and education opportunities. Our staff work with them to get them back on track with accommodation, support their health needs and help them get back into education and training. We know that this support will help them look forward to a brighter and more secure future.

CTC Employment has crafted a new way of filling roles for employers with what we have termed the IntoWork Hub and Spoke Eco-System. This has helped us place 98% of all orders received on time with a non-replacement rate of 94%. This places us in the top percentile of all on-hired businesses in Australia. By using the IntoWork Hub and Spoke Eco-System we have also designed and implemented a system that improves our quality of candidates with respect to safety in the workforce. We also had an outcome of zero Lost Time Injuries (LTI's) for the year.

We are very proud to continue our work with the Rocky River Run raising just over \$30,000 for 10th run and bringing in over \$250,000 to the Rockhampton community since the run's inception. Associated tourism as a result of the event saw a number of hotels put the full sign out, restaurants catering to full crowds over the weekend, and café's full of celebrating runners and guests on the

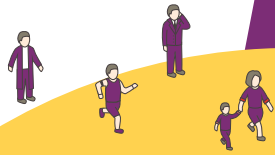
day of the race. We look forward to future events growing the profile even further of the work of CTC, and continuing to raise funds for the community.

Our sustainable buildings program has seen CTC improve and change business practices, to be a completely paperless operation, and we invested in 117 solar panels which supply 63% of our power needs, along with the continued upgrade of our lighting with LED sensor system.

“ CTC EMPLOYMENT HAS CRAFTED A NEW WAY OF FILLING ROLES FOR EMPLOYERS WITH WHAT WE HAVE TERMED THE INTOWORK HUB AND SPOKE ECO-SYSTEM. THIS HAS HELPED US PLACE 98% OF ALL ORDERS RECEIVED ON TIME WITH A NON-REPLACEMENT RATE OF 94%. THIS PLACES US IN THE TOP PERCENTILE OF ALL ON-HIRED BUSINESSES IN AUSTRALIA.



DEVEREUX
RECRUITMENT



A COMPREHENSIVE REVIEW OF THE SERVICES BEING PROVIDED BY DEVEREUX WAS CONDUCTED DURING THE YEAR. THIS INCLUDED RECOGNISING THE DECLINE IN DEMAND FOR ADMINISTRATION ROLES AND NOTING THE GROWTH IN THE AGED CARE AND DISABILITY SECTORS.

Demand for staffing solutions in these two sectors especially is growing and is expected to ramp up significantly in the disability sector with the introduction of the NDIS. The business has refocused its energy towards to these growth areas and has appointed Darren Hargreaves who started in August 2016 as the new General Manager. We would like to pass our sincere appreciation onto Sean Cathie, who has ably managed the business over the transition phase, alongside his role as General Manager of Stockdale Personnel.

Darren has significant experience in recruitment in the Aged Care sector especially, with having provided temporary and permanent staffing solutions for many large and small providers in the past. Together with our small but skilled team they have gradually built our presence in the Aged Care sector over this year, now recruiting for a number of large and mid-tier providers.

Although Devereux has traditionally focused on white collar recruitment especially in the health and admin areas, it has been pleasing to also see growth for Devereux in the blue collar recruitment space over the past year. Roles including forklift operations, baggage handling, and warehouse/ logistics have been some of the key areas of focus.

The team have relocated to the IntoWork head office in Northcote, Melbourne, in order to maximise opportunities with other businesses in the Group whilst continuing to service the needs of existing clients in the eastern and northern suburbs especially. An outpost office has been retained in Kew to allow the team to support its local clients in that area.

Devereux has also opened an office in Frankston, in the southern region of Melbourne, to service the needs of Aged Care and disability organisations in the outer southern and eastern suburbs especially. A skilled team of two staff are operating the branch and developing opportunities throughout the region.

Devereux continues its longstanding strong relationship with the Australian Medical Association Victoria is its preferred supplier of permanent and temporary staffing solutions into that sector. In this industry Devereux particularly focuses on senior staffing roles, as well as administration and reception roles.

A key focus has been on building the candidate pool across administration, Aged Care workers, disability support workers, as well as various industrial blue collar roles. Having a sizeable candidate pool to meet the growing needs has been critical to our evolving success in these markets.

The team is positive about the progress made over this past year and is looking forward to the year ahead as the business continues to grow in these developing industries, and expands its services across Melbourne.

“ A KEY FOCUS HAS BEEN ON BUILDING THE CANDIDATE POOL ACROSS ADMINISTRATION, AGED CARE WORKERS, DISABILITY SUPPORT WORKERS, AS WELL AS VARIOUS INDUSTRIAL BLUE COLLAR ROLES.

interact australia



INTERACT AUSTRALIA JOINED THE INTOWORK AUSTRALIA GROUP IN SEPTEMBER 2016, AND OFFERS A RANGE OF COMMUNITY AND EMPLOYMENT SERVICES FOR PEOPLE WITH A DISABILITY.

We focus on individualised support to assist people to achieve their own personal outcomes, through our Disability Support Services and Disability Employment Services. Our key emphasis has been making a positive difference to the everyday lives of individuals in the community, creating opportunities for participants and reducing barriers to engagement in work and the broader community.

As part of our journey in the IntoWork Australia Group, we adopted a new Vision and Purpose, and aligned our values to those of the IntoWork group.

Vision - To be a leading national provider of quality, integrated services for people with a disability.

Purpose - To champion and support people with a disability in their choices, based on principles of opportunity, participation, inclusion and equality.

We also developed a new strategic plan for the 2017-2020 period.

DISABILITY SUPPORT SERVICES

Interact Australia commenced operating under the National Disability Insurance Scheme (NDIS) in Victoria as of July 2016 in the north east Melbourne area. Our organisation's service model is oriented towards service provision that is collaborative in nature not only with participants and families, but also other service providers, health professionals, government departments and any other formal/informal supports. We focus on supporting people with:

- undertaking their daily living activities;
- connecting to social and community groups that are of interest;
- participating in community activities;
- undertaking further education;
- exploring employment, work experience and volunteering opportunities;
- building positive and meaningful relationships in the community;
- post school transition support;
- holiday camps; and
- personal care.

DISABILITY EMPLOYMENT SERVICES

In conjunction with our partner CoAct, we continue to be a leading provider in the delivery of the Neurological, Acquired Brain Injury, Psychological, Learning Disability (NAPL) Disability Employment Services contract in the Plenty Employment Services Area.

The key focus of our work is in making a positive difference to the everyday lives of individuals in the community. We value every person by acknowledging and respecting their individuality, by listening and hearing, by inspiring action and change, by creating connections to achieve social inclusion and equality.

- Currently being delivered in the Plenty region of Melbourne which includes offices at Preston, Heidelberg, Epping and Hurstbridge
- We offer all participants who are looking for work, personalised and ongoing support, guidance and assistance in overcoming their employment barriers to assist them to successfully navigate through pathways in fulfilling their employment goals
- Assessment and referrals to the most appropriate support programs
- Specialised Employment preparation and linkages with relevant vacancies and supportive employers in all industries including Apprenticeships and Traineeships
- Career planning and access to School Based Apprenticeships and work experience for secondary students in Years 11 & 12
- Individualised and tailored post placement and ongoing employment support
- Access to funded workplace modifications / adjustments and assistance to access government wage subsidies
- Work Assist program for people who are currently employed and need assistance due to an injury, illness or disability

OUR 2017 - 2018 FOCUS

In 2017 - 2018, Interact Australia will launch a bid for the new Disability Employment Services licence to be delivered in 2018, which if successful, will see us expand our footprint to directly align with our partners within the IntoWork Group and our Community Services arm. Our goal is to be the market sector leader in working with and supporting people with disability, injury or condition to secure and maintain ongoing employment.

Interact Australia is privileged to have a team of dedicated staff, who demonstrate ongoing commitment to providing only the highest level of support and employment opportunities to the communities we currently service and to our many employers.



THE INSTITUTE OF TRAINING AND FURTHER EDUCATION (ITFE) HAS BEEN DELIVERING TRAINING AS AN ACCREDITED ORGANISATION SINCE 1998. OFFERING A SUITE OF ACCREDITED COURSES FROM OUR PREMISES IN VICTORIA AND NEW SOUTH WALES, ITFE TRAINED OVER 30,000 STUDENTS IN 2016 - 2017.

Our offering of training courses to students is extensive - ranging from child care to hairdressing, hospitality and much more. Our staff and trainers are enthusiastic supporters of quality, affordable and skills based further education.

A significant success of the business was the establishment of training that is delivered on site to meet the needs of organisations and businesses. The client base grew to over seventy entities across industries such as utilities, hospitality, education and mining. This will continue to contribute to the growth of iTFE into the future.

Continually seeking to improve the quality of our training and student experience is a key tenement of the organisation. There has been significant investment in our student management system to ensure that iTFE focusses on creating a student experience that is positive.

2017 - 2018 FOCUS

iTFE looks forward to building on its successes into the financial year including:

- Growing the online delivery of training
- Establishing strong links with industry associations
- Increasing the corporate service delivery
- Maintaining our successful short course public programs
- Delivering a calendar of accredited courses

“ THE CLIENT BASE GREW TO OVER SEVENTY ENTITIES ACROSS INDUSTRIES SUCH AS UTILITIES, HOSPITALITY, EDUCATION AND MINING. THIS WILL CONTINUE TO CONTRIBUTE TO THE GROWTH OF ITFE INTO THE FUTURE.



THE 2016 - 2017 FINANCIAL YEAR WAS A SUCCESSFUL ONE FOR MAS NATIONAL. OUR SUCCESS IN PLACING JOBSEEKERS INTO EMPLOYMENT THROUGH MAS NATIONAL'S GATEWAY SERVICE WAS A KEY HIGHLIGHT, BUILDING OUR RELATIONSHIPS AND LINKAGES WITH POTENTIAL EMPLOYERS, AND PROVIDING JOBSEEKERS WITH OPPORTUNITIES FOR ON THE JOB TRAINING, WHILST COMPLETING THEIR TRAINING AND QUALIFICATIONS.

Our Apprenticeships Gateway Trailer was, once again, a truly interactive experience for potential apprentices, allowing them to try a range of activities across carpentry, plumbing and aged care, and providing information to jobseekers about their ideal industries.

Additionally, we committed to supporting an apprenticeship drive, with Dunkley electorate, focusing on creating 100 apprenticeship and traineeship opportunities in this region in Victoria throughout February and March.

We continued our Mentoring for Businesses in Growth program in Tasmania, supporting small business operators with free mentoring, business advice and support and networking relationship opportunities. This program saw many businesses involved, resulting in a stronger, connected community aimed at delivering better job outcomes for future apprentices and trainees in the years to come.

Overall 15,000 individuals signed up across Australia into an Australian Apprenticeship Support Network (AASN) training contract, across multiple industries and locations.

KEY FOCUS FOR 2017 - 2018

MAS National will be celebrating 20 years as an apprenticeship provider in May 2018, and we are looking forward to continuing our success in years to come. The cycle of apprentices, who then go on to become employers using our service continues, and we are proud of the impact we have had in

supporting apprentices and trainees over this time.

We will be continuing delivering our exciting interactive and innovative program 'Cycle of Change' in South Australia, engaging young, disadvantaged and vulnerable people to support and empower them for the future. The program is an Empowering YOUTH Initiative, delivered in conjunction with the Australian Government Department of Jobs and Small Business.

The Cycle of Change program is a collaboration between MAS National and Lighthouse Youth Projects Inc. Both organisations share a passion for supporting young people to develop hard and soft skills to help them find sustainable and meaningful employment.

2017 - 2018 sees MAS National commence with our Auto Jobs Connect program, working with retrenched auto workers in South Australia, following the closure of Holden. Our employment brokerage program helps to place people affected by the downturn into new jobs.

We have strong connections with industry across South Australia, not to mention extensive experience with recruitment. As a result, we are the best people to help match eager workers with new employers.

The coming year will also see us working with the MRAEL AASN team to have standard administration procedures across our four AASN regions within the IntoWork Australia Group, and our continued role in delivering WorkSafe OHS Essentials Program throughout Victoria.

MRAEL



THE KEY FOCUS FOR MRAEL THROUGHOUT 2016 - 2017 WAS RE-BUILDING THE CAPACITY OF THE BUSINESS ACROSS ALL SERVICE DELIVERY OPTIONS.

Each operational business unit undertook strategic planning activities on meeting individual business unit objectives and forming strategies on how collaboration between business units could be increased.

At the beginning of the year, there was an understanding that 2016 - 2017 would be a period of re-building organisational capacity through a combined approach of thorough business development and effective expense control measures.

As the year progressed, MRAEL saw increased levels of engagement from stakeholders and momentum building towards positive results across the business.

By the end of the year, our operational teams had achieved the following key results:

- Increased total AASN sign-ups conducted across Queensland and the Torres Strait Islands by 42.32% as compared to 2015-2016
- Increased student enrolments at Australian Trade College North Brisbane by 15% compared to 2015-2016 numbers
- Increased enrolments in the Registered Training Organisation from 1,153 as at 30 June 2016 to 1,458 as at 30 June 2017
- Increased total GTO apprentice and trainee numbers to 369 as at 30 June 2017, as well as supporting a total of 171 GTO apprentices and trainees to successfully complete throughout the year.

In addition to working towards individual business unit objectives, operational staff identified and pursued corporate clients to form state-wide and/or national relationships with.

Throughout the year, MRAEL undertook a thorough investigation into the revenue relationships between MRAEL's operational business units, as well as the ability to extend the organisation's capability to earn new revenue streams.

Funded program opportunities were also pursued to fit within MRAEL's core operations of education, training and employment.

This resulted in a number of positive outcomes:

- Secured seven new Queensland Government funded Skilling Queenslanders for Work projects

- Secured increased business with Construction Skills Queensland (CSQ) through delivery of various programs from their Annual Training Plan
- Secured funding from the Queensland Government's Gambling Community Benefit Fund to assist with the costs of capital works at our Scarborough campus
- Appointed by the Australian Government's Trades Recognition Australia Department as a provider of the Job Ready Program

2017 - 2018 FOCUS

Moving into the 2017 - 2018 financial year, MRAEL's focus will be on continuing to build the ongoing sustainability through the provision of services that seek to increase the skills and qualification of job seekers and students across Queensland.

In addition, MRAEL will be committed to working with stakeholders from across the Vocational Education and Training sector (including employers), Registered Training Organisations, Group Training Organisations and other community-based organisations.

Each of MRAEL's operational business units will be committed to exploring opportunities for diversification of service delivery to ensure that the organisation remain relevant in the evolving landscape of vocational education and training.

This will include increasing the capacity of our RTO to be a niche provider in the Vocational Education and Training in Schools (VETiS) funding stream, and continuing to identify initiatives and business relationships that will further position us to pursue a potential National Tender with Group businesses in the next AASN Contract round.

MRAEL will also continue to explore more connected relationships between operational business units and demonstrate the value of the MRAEL Workforce Development Cycle by assisting clients to access the value of the organisation's full range of education, training and employment service options.

rogan
FAMILY CARE



ROGAN FAMILY CARE HAS EXPANDED OVER THE YEAR WHILST STILL MAINTAINING ITS CORE FOCUS OF SUPPORTING FAMILIES THROUGH PROVIDING EXPERIENCED, PROFESSIONAL NANNIES TO FAMILIES ACROSS MELBOURNE.

Over the year Rogan has also been able to support many eligible families in crisis through the government funded In Home Care program.

Rogan has grown its provision of Child Care Educators in partnership with Comensura, throughout the City of Melbourne and City of Kingston in particular. This is an exciting area of development and builds on over 20 years' of experience that Rogan has of providing professional nannies, many of our existing team are skilled and willing to work as educators as well, so it provides new opportunities for a number of our broader team members.

Rogan has also embarked on the provision of drivers for children in foster care. Working closely with agencies who are engaged by government to support these vulnerable children, Rogan now employs drivers who transport children to school or appointments they need to attend. Our drivers are able drivers, meet child safety requirements, and are also skilled in being able to communicate effectively with the children they transport.

It is envisaged that both these areas will grow into the coming year as the team builds the candidate pools, and work with an increasing number of other agencies.

Over the 2016 - 2017 year Rogan Family Care has focused on raising its profile in social media, building on the Facebook presence it established the previous year. It now has hundreds of followers with many likes coming through for its regular updates and stories. Another key feature has been developing its presence on LinkedIn – this is now bringing many new opportunities for the business as well as people discovering more of what Rogan provides. A new website is also under development which will better describe the range of services on offer – it is envisaged that this will launch early into the new financial year.

Rogan has participated in a number of exhibitions, conferences and conventions, with the aim of raising the profile of Rogan Family Care within professional circles. The team focused over the year on exhibiting at Family Law, Anaesthetists and Physician conventions. The connections at these events have been invaluable and continue to build the strong reputation developed by the business over the years.

A strong hallmark of Rogan Family Care has been its quality service provision. Each team member goes through rigorous checks to determine their suitability and then receives close support as required, from the office based team who each come from many years of working in the sector. Internal systems, processes and procedures are reviewed regularly to ensure compliance with regulatory frameworks and community expectations.

The future looks strong as the team embarks into 2017 - 2018, with a strong existing service provided in the private market and now the growing opportunities in child care centres and within the foster care sector.

“ A STRONG HALLMARK OF ROGAN FAMILY CARE HAS BEEN ITS QUALITY SERVICE PROVISION. EACH TEAM MEMBER GOES THROUGH RIGOROUS CHECKS TO DETERMINE THEIR SUITABILITY AND THEN RECEIVES CLOSE SUPPORT AS REQUIRED

Stockdale



ESTABLISHED IN 2001, STOCKDALE PERSONNEL PROVIDES A SUITE OF RECRUITMENT SERVICES, FOCUSED AROUND THE PRINT, GRAPHIC ARTS, WAREHOUSE, LOGISTICS AND POINT OF SALE SECTORS.

For the past four years, Stockdale has been part of IntoWork Australia, offering premium blue-collar recruitment services.

Stockdale's 2016-2017 was a successful one across all areas of the business.

The organisation had a great year in terms of growth, particularly in its primary areas of Melbourne and Sydney.

For Stockdale, the labour employment market continued to be a strong one, and the organisation saw clients with an increasingly higher level of understanding of raw employment costs, and the advantages of the switch-on/switch-off options when employing casual workers.

With particular expertise in casual employment, Stockdale has been able to successfully assist companies in filling the short-term roles that arise with changing company growth and project requirements.

An important area of growth for Stockdale has been the broadening of industries it services.

Stockdale has expanded from its traditional print recruitment to have a larger presence in both construction and warehouse logistics, which has been a key focus for the organisation over the past few years.

Regardless of the industry, Stockdale has a continual focus on relationship-driven service.

We do this by keeping strong communication with clients and maintaining a clear understanding of candidate needs and goals.

Stockdale's consultants have been employing cloud-based software in their operations, enabling them to access both candidate and client details while on the road.

This type of mobile flexibility has allowed Stockdale to provide a higher level of service to clients overall, particularly when it comes to those in more remote locations.

2017 - 2018 FOCUS

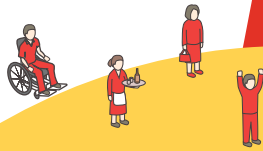
Stockdale's focus for the coming year will be maintaining our focus on the strategy and business opportunities available, to continue the period of growth that we have been experiencing so successfully.

In particular, Stockdale will be looking to gain further traction in construction and warehouse logistics recruitment.

To achieve this growth, Stockdale will also be looking to employ more staff to continue providing the highest level of service for its client base.

“REGARDLESS OF THE INDUSTRY, STOCKDALE HAS A CONTINUAL FOCUS ON RELATIONSHIP-DRIVEN SERVICE.

work & TRAINING



WORK & TRAINING IS THE LARGEST EMPLOYER OF APPRENTICES AND TRAINEES IN TASMANIA, AND HAS BEEN PROVIDING EMPLOYMENT SUPPORT SERVICES FOR MORE THAN 30 YEARS. WE PROVIDE ONGOING SUPPORT AND TRAINING TO TASMANIAN BUSINESSES AND EMPLOY APPRENTICES AND TRAINEES IN A WIDE RANGE OF INDUSTRIES.

In 2016 - 2017, Work & Training experienced growth in a variety of areas, both in the delivery of its core services through existing partnerships and in the signing of new contracts, and we reviewed and strengthened each of our four main service areas.

EMPLOYMENT OF APPRENTICES AND TRAINEES

Work & Training supported approximately 180 predominantly young Tasmanians who began their careers as apprentices or trainees, hosted by businesses in all areas of the state.

REGISTERED TRAINING ORGANISATION (RTO)

By offering additional nationally accredited courses, Work & Training's RTO was able to experience significant growth. Throughout the year, 313 jobseekers were enrolled in pre-employment courses, while 800 employees of Tasmanian businesses were provided the chance to up-skill and increase their knowledge through participating in our training services.

FINDSTAFF LABOUR HIRE

Findstaff – Work & Training's labour hire specialist - offers fast, effective and comprehensive employment solutions, tailored to meet the needs of jobseekers, career-changers and employers in all industries. Findstaff increased the number of staff supporting major sporting events in Tasmania, including AFL football fixtures, and domestic, national and international cricket fixtures.

LANGUAGE LITERACY AND NUMERACY

Work & Training has an excellent reputation with government and business for delivering high quality workplace literacy programs, offering students increased abilities and opportunities. In 2016 - 2017, three Government-funded programs were delivered to assist jobseekers in pre-employment courses, both indigenous and non-indigenous jobseekers and potential or current apprentices and trainees.

PARTNERSHIPS

Building strong relationships and increasing communication with businesses, industry and government was a key focus of the management team for 2016 - 2017. We saw increased interest in a service delivery model based around rotating apprentices between small businesses, which was done in partnership with industry associations.

COLLABORATION BETWEEN INTOWORK COMPANIES

Substantial relationship development between the IntoWork Business Leaders has led to increased collaboration across the network. Work & Training has worked with the other IntoWork businesses to form national products based on the service areas of apprentice and trainee employment, training services and labour hire.

PROPERTY PURCHASE AND RENOVATION

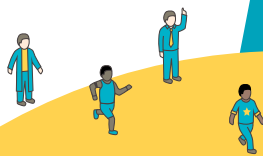
During 2016 - 2017 we sold our long term Ulverstone office to facilitate the move to a newly purchased Devonport site. The renovations completed on the Devonport property have converted an outdated building into purpose-designed offices and a training facility that allows both Work & Training and MAS National and other IntoWork businesses in the north-west to grow.

2017 - 2018 FOCUS

The coming year will see a focus on technology for Work & Training, with IT upgrades planned for the year, increasing the efficiency of service delivery to clients. Work & Training will also look to continue to strengthen collaboration with other IntoWork companies for business development, quality and shared service opportunities. Work & Training will continue to create further partnerships with like-minded organisations, with the goal of increasing the skills and employment opportunities of all Tasmanians.



INNER NORTH COMMUNITY FOUNDATION



ESTABLISHED IN 2007, THE INNER NORTH COMMUNITY FOUNDATION (INCF) IS AN INDEPENDENT COMMUNITY FOUNDATION BASED IN MELBOURNE'S INNER NORTHERN SUBURBS THAT PROVIDES FUNDING TO COMMUNITY PROJECTS IN THE AREA.

The Foundation acts as a 'safe pair of hands' to link donors with community groups engaging in worthwhile projects, particularly those focused on creating and encouraging pathways to employment.

Since establishment, the Foundation has allocated more than \$2.6 million in grants to projects in Darebin, Moreland and Yarra.

In 2016 - 2017, INCF provided 58 grants, totalling \$604,596.

The foundation's flagship grant program – Pathways to Employment – focuses on providing the chance to develop work and life skills for people located in Melbourne's inner north with a goal of strengthening their progress towards meaningful employment.

In 2016 - 2017, the Foundation granted \$360,000 to 21 local community organisations to support people on the path to employment.

This funding saw 4,866 people across Darebin, Moreland and Yarra receive assistance through Pathways to Employment based projects.

Of these, 537 achieved a 'job outcome' – meaning they obtained some form of paid employment.

One other project that the Inner North Community Foundation was involved in was the Young Change Makers program, which sees Year 10 students from local high schools receiving guidance and training in regards to the philanthropic process of allocating grant funds.

Students explore their own values and passions, learn about the challenges and opportunities in the local community and discuss the responsibilities of allocating funding for social projects.

Students then undertake site visits to determine how to allocate funding provided by both the Foundation (\$15,000) and the Clifton Hill/Fitzroy Bendigo Community Branch of the Bendigo Bank (\$30,000).

Looking towards 2017 - 2018, the Foundation maintains its chief objective of supporting connected and cohesive communities in Melbourne's inner northern suburbs, with a particular focus on programs centred around up-skilling people on the path to meaningful employment. It celebrates its 10th year of operations – the first of 10, 10 year anniversaries – and will use this moment to celebrate a great story, connect to local stakeholders and grow local philanthropy.

“ IN 2016 - 2017, INCF PROVIDED 58 GRANTS, TOTALLING \$604,596.



IntoWork Australia - Leading in Workforce Participation



IntoWork Australia

Proudly Support the Inner North Community Foundation



INNER NORTH
COMMUNITY
FOUNDATION

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