

# Annual Report

2020 - 2021



# Contents

Our Core Business Services .....	iii
A Note from the Group CEO .....	1
Values.....	4
IntoWork Australia Businesses.....	5
Corporate Governance .....	7
Leadership Team .....	8
Our Board of Directors .....	9
AGA .....	11
CTC.....	13
FindStaff .....	15
HTN.....	17
Interact Australia.....	19
iTFE - Institute of Training + Further Education.....	21
Kestrel .....	23
Mas National.....	25
MRAEL.....	27
Work & Training.....	29
Inner North Community Foundation.....	31

**This annual report overviews our performance during the 2020-21 financial year and focuses on our commitment to the 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



The last financial year has been another significant year of COVID-19 challenges as well as opportunities to work with businesses and individuals in creating

employment and training solutions in particular.

Our team has demonstrated great courage in facing illness, lockdowns, border closures, and supply interruptions just to name a few. We have worked with federal and state governments who have invested in employment and training to ensure people have jobs and careers in this fast changing environment. This has resulted in significant increases in the numbers of apprentices, trainees and short-term placements we employ, manage and support, as well as the number of people we train through our Registered Training Organisations (RTO) and support through our quality-focused Disability Employment Services.

Our community and transition-focused services have grown over the past year as we link with more people across the country who access disability, homelessness and transition support services. These services form a key aspect of our strategy to link our community-related services with our employment and training whenever it is feasible, maximising opportunities for the participants we work with.

Across IntoWork, we have focused on supporting our staff through these challenging times, which we're pleased to note has resulted in good staff retention rates as well as being able to attract great new staff. Our team over the past year has grown from 870 to 977.

## **New/expanded business**

Our Group expanded in August 2020 with the inclusion of Kestrel Recruitment, a Group Training Organisation (GTO) based in Albury/Wodonga providing services in north-east Victoria and southern NSW. Despite the challenging environment, Kestrel saw an increase in overall apprenticeship and traineeship numbers, notably achieving a significant increase in education and health sectors.

Our work has also expanded in South Australia through a partnership between AGA, Mas and iTFE. We saw an increase of 100 new staff in Adelaide, including the opening of a state-of-the-art contact centre, which has become a critical support for the Group as services expanded.

Interact Australia, our business that focuses on supporting people living with a disability, took over Disability Employment Services in three new Employment Service Areas, further consolidating our position as a key provider of DES services in Victoria, Queensland, Tasmania and South Australia.

Our employment-focused RTO's also pivoted to respond to conditions – moving to hybrid or online models to enable training to continue, and responding to new and emerging needs, such as infection control training and solar safety training. Our partnerships with corporate organisations to meet their training needs has also continued to expand over the year and is expected to grow.

IntoWork continued to provide support to the Inner North Community Foundation, who reinforced their position as a vital part of the inner north of Melbourne, delivering more grants through the C19 Disaster Relief Fund and providing food vouchers to more than 2,500 families.

Financially, the IntoWork Group has ended the year with a solid surplus and has grown its net asset base. This enables us to continue to invest in new opportunities going forward whilst also investing more into our systems and processes at the back end to enable our services to be seamlessly provided.

Our relationships with business, organisation and government partners have continued to strengthen over the past year – these are very important for us. We recognise that without our funding partners in particular, our services would not be possible.

I would like to express my appreciation to our extended leadership team who have done an incredible job under trying circumstances and have delivered excellent results. Our Board, under the fantastic leadership of Elizabeth Board has provided clear, strong and wise guidance. Our members - Darebin, Moreland and Yarra City Councils, have continued to provide support through their overarching responsibility.

We look forward to another positive year in 2021-22 and sincerely hope that the impacts of the COVID-19 pandemic on individuals and businesses will dramatically lessen in the year ahead.

*Paul Bottern.*

**Poul Bottern**  
Group Chief Executive Officer  
IntoWork Australia



# intowork

Australia

192 - 198

  
INNER NORTH  
COMMUNITY  
FOUNDATION

intowork  
☎ 1300 99 WORK (9676)  
www.intowork.com.au  
Level 1 Reception  
APlus Humana + Home Services  
Deveraux Recruitment  
Hollark Australia  
M&S National  
Process Plus  
Rogon Family Care  
Stockdale Personnel  
Star Work  
Stembridge Recruitment  
Talent Medical Recruitment  
U Group  
TPE  
Talent & Training for the 21st Century  
M&S Recruitment Group

intowork  
Deveraux  
emas  
PROCESS PLUS  
rogan  
M Stockdale  
PLEXUS  
TPE  
M&S

Apprentice +  
Trainee Services  


**The IntoWork Australia Group is made up of 11 businesses delivering apprenticeships, training, employment services and support programs.**

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

## Values

Our values underpin the work we do and are represented by the actions we undertake. They are the foundation of our quality service delivery and synergy across the Group. Our staff showcase their commitment to these values each and every day.

**Collaboration**

**Courage**

**Innovation**

**Integrity**

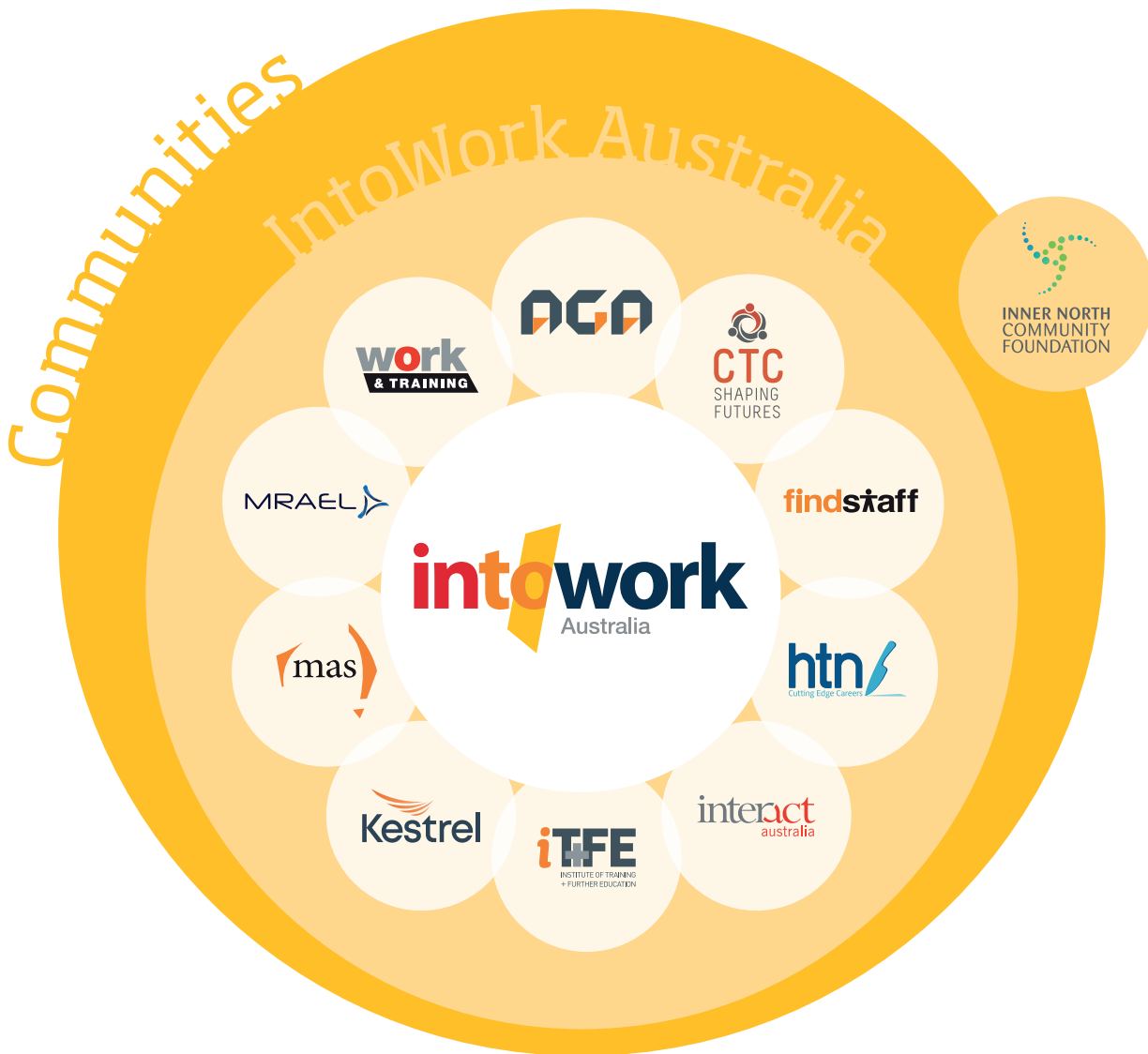
**Respect**



# IntoWork Australia Businesses

IntoWork continues to grow and change, showing the flexibility and strength of our service mix in the face of global uncertainty.

Our businesses continue to expand through existing states and into Western Australia. In spite of the pandemic, we have continued to build on our successes, showing the flexibility and adaptability of our unique service model.





## 73 Locations

### Victoria

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

### Tasmania

Devonport  
 Launceston  
 Moonah

### South Australia

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

### New South Wales

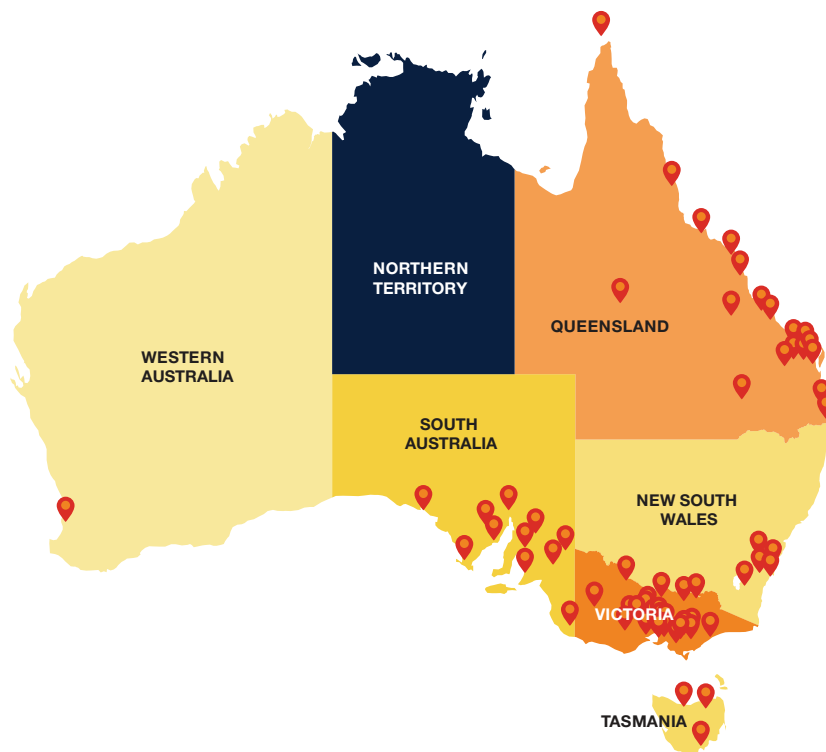
Albury  
 Chatswood  
 Hurstville  
 Parramatta  
 Sydney CBD

### Western Australia

Perth

### Queensland

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



# Corporate Governance

The skills-based Board has oversight of a substantial group of businesses that at 30 June 2021 had a revenue of \$200 million and employed 977 staff.

At the end of the financial year, the Group employs over 1,900 apprentices, trainees, and casual staff, and supports over 47,000 apprentices and trainees. During 2020-21, the Group also trained over 20,000 students.

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

Collaboration with a focus on communities is at the core of how our Board operates.

Seven highly experienced professionals from different backgrounds come together to ensure that IntoWork Australia sustains its commercial goals, while remaining focused on its not-for-profit purpose of reducing the barriers to employment and providing access to jobs for all people.

## The Chair

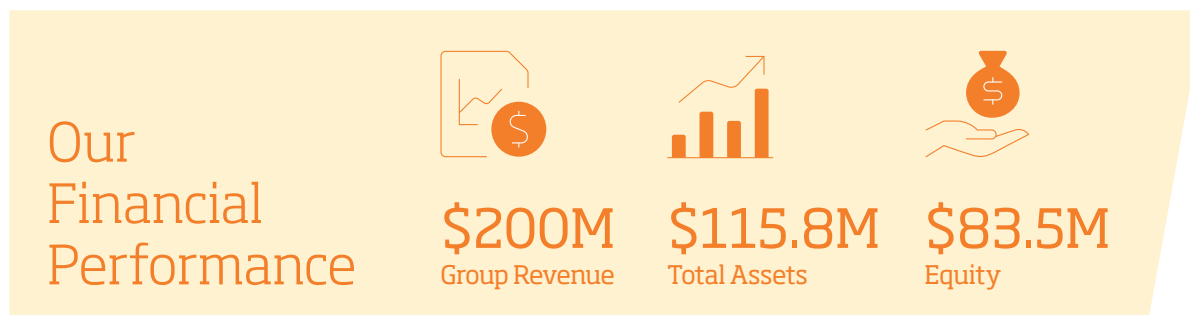
Elizabeth Board holds a Master of Education and Graduate Diploma of Business Administration and has experience in board roles specialising in corporate governance and strategic planning in not-for-profit organisations.

She is an Associate of Philanthropy Squared, a member of the Australian Institute of Company Directors, and a Fellow of Educate Plus. She also holds the roles of Chair, Mas National and Chair, Work & Training.

## The Directors

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.



\*Number of IntoWork Australia employees, apprentices, trainees and short-term placements as of 30 June 2021.

## Leadership Team

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

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

Our discussions have focused on opportunities to expand our national footprint. The Group is focused on finding innovative ways to achieve broader outcomes through collaboration.

### Shared Services

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

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

### Supporting the Inner North

In 2007, IntoWork established the Inner North Community Foundation and continues as its principal supporter covering its operational costs and contributing to its growing corpus. The Foundation annually supports hundreds of local individuals through pre-employment initiatives run by local charities in the councils of Darebin, Moreland and Yarra.



# Our Board of Directors

The Member Councils of IntoWork Australia comprise 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 results in Board renewal.



**Elizabeth Board**  
Chair



**Kevin Neville**  
Deputy Chair

## Independent Directors



**Kevin Breen**



**Julie-Anne Busch**

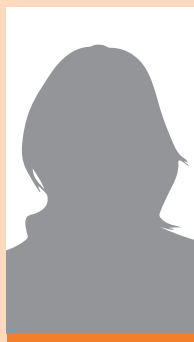
## Member Directors



**Margherita Barbante**  
Member Director City of Yarra



**Grant Thorne**  
Member Director Moreland City Council  
(left August 2020)



**Anita Craven**  
Member Director Darebin City Council  
(joined February 2021, left December 2021)



**Arden Joseph**  
Member Director Moreland City Council  
(joined October 2020, left July 2021)

## Alternate Member Directors

### Yarra

No Alternate Director appointed

### Darebin

No Alternate Director appointed

### Moreland

No Alternate Director appointed

## Our Leaders



**Poul Bottern**  
Group CEO



**Tom King**  
Group CFO



**Nicolas West**  
Group CDO

## Our Leadership Team



**Nicolas West**  
CEO  
AGA



**Leanne Wallace**  
CEO  
Work & Training



**Jason Allen**  
CEO  
ITFE



**Catherine Cairns**  
CEO  
Interact Australia



**Sean Cathie**  
CEO  
Stockdale  
(to July 2020)



**Christine Zechowski**  
CEO  
MRAEL,  
CTC, HTN



**John Glass**  
CEO  
Mas National  
FindStaff and  
Stockdale  
(to August 2020)



**Darryl Lapworth**  
CEO  
FindStaff  
(to July 2020)



**Paul Ingwersen**  
CEO  
Kestrel  
Recruitment



### Highlights 2020-21

**In a year that presented many challenges, including the pandemic and changes to the sectors in which the business operates, AGA has been successful on all fronts.**



783

students enrolled into VETiS programs



6,705

employers at June 30

The Group Training Organisation (GTO) expanded its operations into South Australia and, in collaboration with Mas and iTFE, established a new training and employment model. AGA now trains over 50 trainees in the state.

Whilst in Victoria, AGA was an active participant in the Victorian Apprenticeship Recovery Program (VARP). This program was aimed at supporting 16 – 24-year-old people into traineeships and apprenticeships in areas seriously affected by fires and COVID-19. AGA was provided 30 places and successfully filled all the positions.

Despite the pressure on the economy and constant lockdowns, AGA maintained its market share in GTO operations.

The training operations of AGA proved how agile it could be in successfully delivering relevant training to a broader number of cohorts. New initiatives included delivering Solar Safety Training to the burgeoning solar industry, providing COVID-19 Infection Control training and continuing to deliver training into the Electrical Supply Industry. To meet the needs of the ESI sector, a mobile training trailer was commissioned which now enables AGA to deliver training on-site.

This year, AGA significantly increased its VETiS programs enrolling 783 students across multiple campuses and subjects. AGA also introduced its first co-branded uniforms with schools to ensure that students felt connected to AGA and the school.



The AASN services had the most successful year for contract initiations with 2,811 completions. The team had to adapt to the restrictions that were put in place in response to COVID-19

restrictions, which included Zoom information sessions, remote completion of data and conducting webinars to provide employers with information and updates.

<b>Apprentices/Trainees:</b>	<b>Number</b>
Apprentice/Trainees employed @ June 30	683
Apprentice/Trainee commencements	436
Apprentice/Trainee completions	275
Number of Host Employers @ June 30	239
<b>Training &amp; Development</b>	
Number of students @ June 30	1,853
VETiS numbers @ June 30	750
Training enrolments	818
VETIS partnership agreements	89

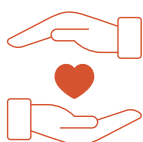
## Focus 2021-22

Plans for the 2021-22 year are underway and will include delivering a number of new programs, including Women in Trades. We will continue to expand the VETiS program and delivery of the Solar Victoria Safety Training course.



205

young people in the support stream



350

in the after care stream

**CTC partners with local community organisations, industry and government groups to shape futures and build networks.**

### Highlights 2020-21

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

CTC's YHARS team continued to deliver high-quality support and after care services to young people across the Rockhampton region.

Throughout 2020-21, CTC has focused on seeking out funding or partnerships for services that provide additional support to the young people accessing YHARS, particularly

to support development of employability skills or provide pathways to further education and training. The objective is to provide young people with a range of complementary supports that enable them to work towards sustainable community participation.

The YHARS team worked hard throughout the year to transform the CTC building into a drop-in centre for young people accessing YHARS, providing a range of learning opportunities for basic life skills (i.e. sewing, food preparation, etc.) as well as ensuring that young people felt it was a safe and secure environment to share their challenges and seek support.





## Focus 2021-22

CTC's objective for 2021-22 is to continue the development of our 'hub' facility for young people, providing a place where disadvantaged or disengaged young people can access support and services through the Youth Housing and Reintegration Service. The aim of the CTC hub is to provide an environment where these young people feel safe, secure and without judgement, and can begin to build new skills, knowledge and experience to work towards successful community integration whilst having access to CTC YHARS.

CTC is also aiming to seek out additional funding and programs that provide

complementary support to its delivery of YHARS – primarily those that will allow CTC to offer additional services to young people that build on the volume of support already available to them through YHARS.





1,458\*

labour hire placements



21\*

permanent/part time  
positions filled

*\*FindStaff and Stockdale combined*

## Highlights 2020-21

2020-21 has been a markedly challenging time for recruitment services, especially those focused on working with casual employees. Despite this, FindStaff has grown, both as a quality labour hire provider and in the markets where it operates. The company now has staff in all regions across Australia and provides a national service.

Pivotaly, FindStaff was able to consistently ensure that its existing pool of quality recruitment candidates remained employed throughout the pandemic. It worked closely with its employer clients to ensure that labour force shortages driven by the pandemic were quickly addressed with suitable hires. Internally, the team has also been an invaluable part of IntoWork's broader growth, particularly in the employment services sector.

The most significant moment of the year for the team was the opportunity to welcome Stockdale personnel in joining FindStaff.

Stockdale had long been a part of the IntoWork Group, providing labour hire solutions. As a smaller, specialised company, Stockdale's focus was primarily on the print industry and similar sectors, while FindStaff has traditionally worked with a very broad market. After extensive consideration, both organisations agreed that joining together best served their interests and that of their clients. The subsequent merger of the two organisations has proven an excellent success to date, diversifying FindStaff's service offering while seamlessly transitioning Stockdale's clients and team to a welcoming new environment.

As FindStaff moves into the new financial year, it is well placed to continue to expand its market while continuing to provide the reliable, fast and high value recruitment services it has become known for.



FindStaff was rebranded during 2020-21 in order to reflect its renewed client focus. The logo was changed to reflect the increased diversity of FindStaff's service offering, replacing the blue with black and gold. The recognisable image traits shared by the Stockdale and new FindStaff logo serve to

ease the transition of clients and team members into their new environment.

A new website was also built with improved functionality to meet the needs of employers and candidates.

The logos were updated to reflect the joining of the two businesses.



Stockdale



findstaff



findstaff



71

employers at  
June 30th



105

apprentice/trainee  
placements

As a GTO focused primarily on supporting apprenticeships and traineeships in the hospitality, food services and tourism sectors, HTN was significantly impacted throughout much of 2020-21 by the continuation of the COVID-19 pandemic, particularly in New South Wales.

### Highlights 2020-21

HTN field staff maintained high levels of support for apprentices and trainees affected by COVID-19 displacement, providing pastoral care and support to access financial assistance and seeking re-hosting opportunities to help apprentices and trainees return to work as soon as possible.

At the same time, HTN also established relationships with clients operating nationally in order to continue to support the development of skilled tradespeople to meet the labour requirements of the hospitality and food services sector.

HTN	Response
Apprentice/Trainee placements	105
Apprentice/Trainees employed @ June 30	102
Apprentice/Trainees Managed	20
Completions	33
Number of employers @ June 30	71



## Butcher Girl Alison

Alison Meagher's butchery career has taken her all over Australia and the world, including the US, the UK, and Asia.

Alison completed her butchery apprenticeship with HTN, which gave her the opportunity to work with an experienced butchery in Melbourne.

She has found that butchers in both London and Melbourne are supportive of female butchers.

Alison has now created her own brand, Butcher Girl Alison, which has taken her to South East Asia as a brand ambassador for Australian Beef.

"It's taken me around the world, and given me my own business that I control. That's all thanks to butchery!"



## Focus 2021-22

HTN's objective for 2021-22 is to support the recovery of the hospitality, tourism and food services sectors (from COVID-19) and provide services that attract and engage candidates wanting to pursue careers in these industries, primarily through apprenticeships and traineeships. HTN wants to support these industries to raise the profile of the wide variety of rewarding career pathways available within them, and support candidates to transition into training. The objective in this respect extends to raising the profile of jobs in these industries with key target audiences, including school students (i.e. school-based apprenticeships and traineeships) as well as under-utilised or under-represented workers. HTN is aiming to support these industries to build the capacity of their workforces to meet labour market demands.



15

employment  
service areas



233,845

Service hours  
delivered

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

## Highlights 2020-21

Interact Australia had a very successful year. Despite the global pandemic and extensive lockdown conditions, the team exceeded their budget expectations.

The key to Interact's success was the commitment to their shared vision and ensuring that participants continued to receive the support and services they required. Three new Employment Service Areas (ESA) in North Eastern Victoria were established. This increased Disability Employment Services ESAs from 12 ESAs and two specialist contracts to 15 ESAs and five specialist contracts.

Interact consistently exceeded the national benchmark for job placement rates, increasing the number of people in open employment.

Community Services has been highly successful and Interact continued to expand. NDIS-funded supports were delivered in Victoria, Queensland, Tasmania and South Australia whilst State Insurance Scheme supports expanded through NIISQ in Queensland and TAC in Victoria. Staff survey results achieved a top decile rating compared to 850 NFP organisations that were surveyed.



Interact Service	Response
<b>Transitions</b>	
DES placements	768
<b>Enterprises</b>	
Number of NDIS Packages/Participants	514
Total support hours delivered	233,845

### Jesse's Achievement

Even during stage four restrictions, the team at Interact continued to work tirelessly to find employment for people living with a disability. Pictured is Jessie, who is icing donuts on his first shift at Brumby's, where he feels like part of the family.

Speaking on the 3AW 'mummy brag' segment, Jesse's mum said "We are very proud of his achievement, which was supported by Malak at Interact Australia. People shouldn't give up hope."



## Focus 2021-22

Over the next 12 months, Interact has many existing opportunities to assist people living with disabilities to create their future. There are plans to expand into the Northern Territory, where there is great need for community services. Support and Accommodation services will be explored and Interact will continue the great work in the DES program through developing integrated workforce solutions. Interact is continuing to change the world one life at a time, assisting both participants and team members to create their future.



500

Grill'd Health Burgers  
staff trained



1,200+

Blue Card trained StarTrack  
employees at each induction  
each year

**iTFE's 2020-21 vision was to implement a strategy that increased organisational capacity to meet the workforce needs and offer full qualifications across industries, while maintaining iTFE's core offering of short course programs.**

### Highlights 2020-21

The 2020-21 financial year was a highly unpredictable and challenging year due to continued COVID-19 lockdowns across Australia.

iTFE's greatest achievement over this time was to see its staff numbers continue to grow and teams became highly nimble whilst working from home. Programs continued to be offered virtually, and COVID-19 Infection Control training was successfully launched and delivered to 1,036 participants.

With multiple lockdowns, iTFE worked extremely hard throughout the year to support national clients and provide upskilling to their key people. A considerable number of new clients over this period were successfully taken on. In October 2020, iTFE was successful in rolling out Leadership & Management training to over 500 Grill'd Healthy Burgers supervisor and management staff across Australia.

iTFE continued to pivot training towards workplace delivery. In April 2021, the difficult but necessary decision was made to close the training centre in Peel St, North Melbourne. Unfortunately, also due to restrictions, there was a considerable training downturn in hospitality short courses for overseas and local students throughout 2020-21.

Overall, iTFE continued to drive collaboration across the IntoWork Group to provide employment, skills and support to a range of clients. With the help of government assistance, the business was able to ensure it supported staff's 'wellness', grow the team, and deliver what was promised to clients.





iTFE Course Snap Shot:	Number
Short Course Enrolments	5,889
Qualification Enrolments	2,113
On line Enrolments	2,692
Number of businesses we train	195

### Other key achievements for this period

- › To support and develop workforce training solution offerings, iTFE designed and developed three new bespoke training programs for national clients, and these are currently being rolled out across Australia.
- › In conjunction with the Australian Government, iTFE offered an NDIS pre-apprenticeship program to attract and upskill people to work as Support Workers in the disability sector. After months of planning, this was rolled out during COVID-19 and achieved 100% participation completion.
- › In November 2020, iTFE participated in an Australia Skills Quality Authority (ASQA) Audit, and achieved compliance to all standards for RTO's 2015. It was noted by ASQA that 'it is clear that iTFE are committed, responsible and a very low risk organisation'.
- › iTFE continues to improve systems and introduced a new Learning Management System for students in 2021 called Cloud Assess. Programs have continued to be developed and resources are offered to students 24/7.
- › Finally, iTFE cemented its business-to-business model by winning an Australia Post training tender for three years to design and deliver Blue Card training to over 1,200 StarTrack employees at induction each year.
- › iTFE in conjunction with Mas National and AGA supported the successful launch and upskilling of its contact centre employees in South Australia.

## Focus 2021-22

iTFE is focused on building on its success in to the next financial year, including:

- › Providing workforce training solutions to Australian companies
- › Increasing student enrolments within the business communities
- › Designing and implementing core quality training resource products – clustered delivery
- › Focusing on improving student engagement and experience in the workplace
- › Maintaining funding contracts in all Australian states



250%

increase in the number of trainees and placements into the education and health sectors

**Kestrel Recruitment has grown and evolved during 2020-21, despite the uncertainty and challenges of lockdowns, border closures, multiple variations in rules and some employment sectors struggling.**

### Highlights 2020-21

Kestrel joined the IntoWork Group of businesses in August of 2020. This aligned with Kestrel's strategic goals of diversifying revenue streams and improving our service through better internal operations.

An agreement was reached to deliver Australian Apprenticeship Support Network Services as a sub-contractor for Mas National. This enhanced the service options available to employers in our region and provides some integration of support for employers and apprentices.

Kestrel successfully diversified its apprentices and trainees with a 250% increase in the number of trainees and placements into the education and health sectors. This included programs in Albury Wodonga Health, North East Health, Wodonga Senior Secondary College, Corryong College and a range of primary schools. This increase was supported by the Victorian Apprentices Recovery Program, with wage subsidies funded by the Victorian State Government.

### Jack Inspires

Jack Meehan, a fourth year Carpentry Apprentice, won the 2020 Apprenticeship Employment Network Inspiration Award for Overcoming Adversity.

Jack had wanted to become a builder his whole life. There have been some setbacks, such as work not always being available, but Kestrel provided Jack with hope

by finding him a full-time apprenticeship. Jack believes that you should never give up until you achieve your goals.





Apprentices/Trainees:	Number
Apprentice/Trainee placements	258
Apprentice/Trainees employed @ June 30	205
AASN paid training contracts -January to June 2021	654
Completions	22
Number of employers @ June 30	86
Apprentices/Trainees:	Number
Labour hire placements	6

There was growth in the overall apprentice numbers as COVID-19 restrictions lifted - numbers increased by approximately 38%. The growth was supported by the introduction of the Commonwealth Government’s Boosting Apprenticeships Commencement program and State Government subsidies.

Kestrel also partnered with AGA for the delivery of solar safety training for apprentices in Wodonga and Shepparton.

A program commenced with Albury Wodonga Health with trainees in the Human Resources team and allied health. The program features more trainees in a broader range of areas, including in IT, dental, and other administration positions.

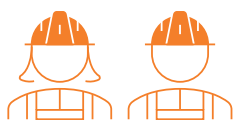
## Focus 2021-22

Looking forward to 2022, Kestrel will continue to build relationships with a broad range of organisations to diversify our trainees and apprentices across the economy. Kestrel will open an office in Wagga Wagga to offer GTO services in the NSW Riverina. During the year, Kestrel will work with AGA to increase the delivery of accredited training on site at the Kestrel building and other locations.

With AASN and GTO consultants collaborating, we expect to increase the number of employers we are supporting through the full range of services, from direct employment to manager services or GTO employment.

Kestrel will apply for project funding with the aim of running pre-apprenticeship programs in NSW and Victoria, and also working closely with schools on career advice.

As the economy continues to rebound from the impact of COVID-19, Kestrel is well positioned to support local businesses with their workforce needs. Kestrel’s continued focus on local service and quality candidates will make it stand out as a leading employment provider.



10,000

People mentored



100,000+

Supporting Apprenticeships and Traineeships payments processed



8,000

Australians received career advice

**In 2020-21, Mas National has adapted and grown in the face of unprecedented conditions. Thanks to the efforts of its team across Australia, Mas is now in a stronger position than ever.**

### Highlights 2020-21

As the pandemic made landfall, Mas rapidly transitioned to a new mode of working across all of its operations. While making the shift to a new working environment internally, the team also stepped up to deliver new and expanded services to support Australia's economic recovery. The Mas team has grown by 100 new members and a major new location in Adelaide.

Mas has supported key industries to stay open throughout the pandemic by providing consistent,

quality Australian Apprenticeship Support Network services through Mas Experience. In 2020-21 alone, Mas processed over 100,000 Supporting Apprentices and Trainees (SAT) payments to support small businesses to manage cash-flow challenges and, crucially, to continue to employ their apprentices and trainees. As a result of surging demand for the Mas Experience, a new state-of-the-art contact centre was opened in Adelaide in October 2020.

### Rohit's PaTH

Rohit came from a non-English speaking background, and as he diligently progressed through the PaTH for Inclusion employment program, his confidence grew. With the support of the Mas team, he was able to improve his communication skills which enabled him to perform better at interviews.

With the support of Mas National and his Job Active Provider, he gained his First Aid Certificate and commenced a Traineeship in Disability Support.





The Mas Experience team also expanded its quality, tailored support for Australia's skilled workforce, providing mentoring to over 10,000 people to help them maintain employment in the face of unprecedented pressures. For 8,000 Australians who lost work or faced uncertainty in their careers, the Mas Careers team of qualified consultants delivered career advice to provide them with a new sense of direction.

Diversifying into new service areas beyond Mas' core apprenticeship model has also continued at pace over the past year. The Mas Transition team, delivering pre-employment services, continued to provide groundbreaking programs for federal and state governments across the country, including the RIDE and the PaTH to Inclusion initiatives. These programs' strong outcomes for participants have allowed Mas to secure new funding for a range of exciting upcoming programs that continue to utilise a proven industry-led approach to creating employment outcomes.

The PaTH for Inclusion pre-employment program has been designed to connect young unemployed people with vacancies in the Disability Services sector, where a skills shortage has been identified.

## The Collective

Through the Mas Networking team, Mas continues to support women's networking group Collective in building its capacity and holding new events. During pandemic restrictions, Collective utilised a cutting-edge online platform to connect women

in business across Australia to share their experience and face challenges together. As restrictions were loosened, Collective events have been held in Victoria and Queensland for the first time, while continuing in South Australia and Tasmania.





# MRAEL

**MRAEL's GTO experienced significant growth and diversification throughout 2020-21. The year saw the GTO team capitalise on opportunities to establish relationships with a range of national employers, expanding MRAEL's GTO service delivery into new jurisdictions, including New South Wales, South Australia, the Northern Territory and Western Australia.**

Throughout the year, MRAEL increased its total GTO apprentice and trainee numbers by 43%.

The introduction of the Boosting Apprenticeship Commencements initiative prompted a significant number of new commencements of apprentices and trainees across a diverse range of industries. The AASN team made significant strides to support employers, apprentices and trainees, with some AASN Business Consultants achieving over 100 sign ups per month.

## ATTC

The ATTC RTO experienced significant student growth, increasing its overall active student enrolments by 22% during the year. The introduction of both the SAT and BAC funding initiatives were contributing factors to this success. To support the RTO's ongoing growth, a new campus was opened at Banyo (North Brisbane).

## ATCNB

ATCNB (Senior School) started the 2021 school year with a student cohort 8% larger than 2020, and in July welcomed an additional 72 students for the annual Cadet Program.

By the end of 2021, 50% of the ATCNB Year 11 and 12 student cohort had secured school-based apprenticeship and traineeship outcomes.

Apprentices/Trainees	Response
Apprentice/Trainee placements	593
Apprentice/Trainees employed @ June 30	309
Apprentice/Trainees Managed	494
Completions	157
Training & Development	
Qual enrolments	590
VETiS enrolments	506
No of Secondary School Graduates	98
Secondary School Graduates % employed	56%
Cadetship program completions	72
TRA Skills assessments completed	647



### Queensland Training Awards

A number of MRAEL apprentices, trainees and clients were recognised at the annual Queensland Training Awards, including:

- › Siobhan Hogan, Winner - Aboriginal and Torres Strait Islander Student of the Year.
- › Breanna Clough, Finalist - School-based Apprentice / Trainee of the Year.
- › Frizelle Sunshine Automotive, Winner - Large Employer of the Year for the South East Queensland region.
- › Taylored Automotive, Finalist - Medium Employer of the Year for Central Queensland region.

## Focus 2021-22

MRAEL's objective for 2021-22 is multi faceted. We are striving for growth in all of our business services to continue supporting individuals and businesses to achieve their potential through quality education and training.

MRAEL's GTO is aiming to increase the number of apprentices and trainees it employs and manages, as well as increase its network of host employers through the unique combination of its Employed and Managed Services.

The AASN team are aiming to increase market share in Queensland and expand the number of employers supported to employ

apprentices and trainees across the State.

MRAEL's RTO, Australian Trade Training College, is aiming to continue its overall growth, including in Vocational Education and Training in Schools (VETiS), and delivery of Trades Recognition Australia programs.

MRAEL's school, Australian Trade College North Brisbane, is seeking to continue to develop its profile as the leading trade school of excellence on Brisbane's north side by providing high-quality education programs linked to current and emergent skill needs.



# work & TRAINING



## 204

job seekers completed Certificate III in Individual Support. 186 (91%) of the students gained employment in the Aged Care or Disability sectors.



## 67

new host businesses began to use W&T Group Training services, a 36% increase in 2020-21.



## 27%

increase in group trained employee numbers from 234 to 299.

**Long-term business sustainability in Tasmania relies on a reputation for quality service delivery, having strong values and being trustworthy. Work & Training is imbued with these qualities and is a key to their increased success in 2020-21.**

## Highlights 2020-21

Relationships with strategic partners, including the Tasmanian State Government, industry associations and community organisations have been considerably strengthened due to increased contact and networking.

In 2020-21, Work & Training (W&T) continued to successfully provide core services - Group Training, Nationally Recognised Training and Foundation Skills Training to businesses and individuals across Tasmania.

The Australian Government Boosting Apprenticeship Commencements and State Government Apprentice and Trainee Grant for Small Business and Mentoring for Success incentives have increased businesses awareness of apprenticeships and traineeships in Tasmania.

The RTO performed strongly during the financial year, with quality service provision and positive financial outcomes. This was due to a number of factors, including increased efficiency and student numbers. Student numbers rose, especially in regional Tasmania, from 481 to 609 - a 26 % increase. Efficiency was gained through changes in communication, training methods and client visits introduced initially due to COVID-19, resulting in a hybrid service model.

Work & Training Foundation Skills programs continue to make a difference to the lives of Tasmanians with barriers to employment or career progression.





Five Tasmanian State Government 26/TEN literacy and numeracy programs are currently delivered in partnership with Tasmanian organisations. The contract

with the National Indigenous Australians Agency to provide Literacy and Numeracy training to indigenous people in Hobart was extended for a further two years.

## Focus 2021-22

Highly regarded by both government and private sectors, Work & Training services have increased considerably in the last year. In 2021-22, Work & Training will strive to capitalise on this and increase services to Tasmanians during a financial year that promises to provide many opportunities for the employment and training sector. Time management and delivering quality services that provide the greatest benefits are the priorities.

Apprentices/Trainees:	Number
Apprentice/Trainee placements	272
Apprentice/Trainees employed @ June 30	303
Completions	124
Training & Development	
Short Course enrolments (Include online %)	1200 (4% online)
Qualification enrolments	800
Pre-Apprenticeship training enrolments (Pre-employment training enrolments)	320
Foundation skills outcomes	104

### Lasting Connections

Several years ago, Work & Training CEO, Leanne Wallace, was a Business Consultant who assisted and mentored Ross when he was a trainee undertaking a Certificate III in Business at the Department of Justice. Now, Learnna Morley is a Trainee and Ross is her manager within the Department.





INNER NORTH  
COMMUNITY  
FOUNDATION



**\$3,296,124**

donations received by  
the foundation



**\$2,578**

families received  
food vouchers

For community foundations to be successful, people need to know and trust them. This year saw 236 local donors donate \$3,296,124 (up from \$598,888). The Foundation reached a long-term goal of having over \$10M of funds under management and sub funds have grown to 25 in total. The Foundation's founder, IntoWork Australia, has also provided financial and operational support for over 14 years.

### Highlights 2020-21

This year saw the continuation of the C19 Disaster Relief Fund, a temporary DGR1 fund supporting charities and local community groups across Melbourne's inner north, with funding allocated through:

- › Rapid Response grants that engaged 67,323 people across the councils of Darebin, Moreland and the Yarra.
- › Vouchers for local traders in partnership with emergency relief services, providing food for 2,578 families
- › The Young Changemakers program that supports VCAL students to learn about their community, assess grant applications, and ask questions about financials.
- › The Foundation established a second flagship fund – the Bakers Dozen Social Justice Fund - through a legacy gift of \$3.5m from Dr Christopher Baker and Kerri Hall. The inception of the fund will continue to be immensely positive for the Foundation and the community it serves. It is a significant gift that will have flow-on benefits, increase operational scale and scope and, most importantly, be a story that inspires others.
- › Investment in a new website, granting software and CRM will better increase the Foundation's data stewardship and engage with new volunteers.



Community Funding:	
\$\$ under management	\$10,598,413
COVID-19 Rapid Relief Funds	\$253,000
Pathways to Employment	\$150,000
Total grants	\$403,860
Number of donors	236
Total raised	\$3,296,124

### Operation Newstart program supported by the Foundation

Lucy, a Year 8 student, was not attending school much because she was caring for her sick mother. She didn't enjoy school much anyway and didn't like the people there.

Through the program her confidence grew. At a landscaping taster day in Melbourne, the teacher told Lucy that her paving project was the standard of a third year apprentice.

Lucy's speech at her graduation spoke about her renewed desire to do well at school and find a career pathway.

The Operation Newstart youth worker suggested a setting that would offer practical subjects. Since the move, Lucy has attended school every day, and teachers love her positive attitude to learning and helping others.

## Focus 2021-22

The Foundation will continue the C19 Disaster Relief Fund, a temporary DGR1 fund supporting charities and community groups across Melbourne's inner north. The Bakers Dozen Social Justice Fund, with the bequest of \$3.5m from Dr Christopher Baker and Kerri Hall, will be established.

### Operation Newstart

The launch of a new website, new granting software and CRM will improve the Foundation's internal capacity, helping to support its data stewardship and engagement with volunteers.

# intowork

Australia

192 - 198

  
INNER NORTH  
COMMUNITY  
FOUNDATION

intowork  
☎ 1300 99 WORK (9679)  
www.intowork.com.au  
Level 1 Reception  
APlus Humana + Home Services  
Deveraux Recruitment  
Hollark Australia  
M&S National  
Process Plus  
Rogon Family Care  
Sustainable Partnership  
Star Works  
Stemwork Australia  
Talent Medical Recruitment  
U Group  
TPE  
University of Technology Sydney  
M&S Construction Group

intowork  
Deveraux  
emas  
PROCESS PLUS  
rogan  
M Stockdale  
PLEXUS  
ITFE  
RGA

Apprentice +  
Trainee Services  
**dplus**

This page is intentionally left blank.



**IntoWork Australia**  
Leading in Workforce Participation

