



- EMPLOYMENT
- SKILLS & EDUCATION
- SUPPORT



**Annual
Report
2023**

Your Vibrant Future starts here





Contents

Our core business services	v
A note from the Chair	1
A note from the Group CEO	3
Our Shared Values	5
IntoWork Values Awards	5
Our businesses	7
Corporate governance	9
Our Board of Directors	10
Business structure	11
AGA	13
CTC	17
DGT	19
FindStaff	21
HTN	23
Interact Australia	25
IntoJobs	27
iTFE	29
Kestrel	31
Mas National	33
MRAEL	35
Work & Training	39
Our reconciliation journey	41
IntoWork Leadership Academy	43
Collective	45
Inner North Community Foundation	47

This annual report overviews our performance during the 2022-23 financial year and focuses on our commitment to the communities in which we operate across Australia.

It reminds our important stakeholders of our 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

The IntoWork Group is made up of 13 businesses delivering Apprenticeships and Traineeships, training, employment services and support programs.

IntoWork Australia is a leading provider of integrated workforce solutions, resulting in supported communities and thriving businesses made up of skilled and motivated people. We remain focused on quality service delivery and expanding our geographic reach, whilst acknowledging and supporting our roots.



... A note from the Chair

It's been a transformative year for our organisation, marked by notable milestones and success. Major changes in the sector shaped our journey towards creating Vibrant Futures for individuals, employers and communities.

With the introduction of the Australian Government's Workforce Australia, we saw an opportunity to align this initiative with our organisation. Our strategic plan suited the Government's vision to address the evolving needs of the workforce and support individuals in their career journeys. So, we established IntoJobs after a successful tender process. This enabled us to effectively deliver Workforce Australia contracts and provide tailored employment solutions to individuals and businesses.

Our remarkable cross-business collaborations continued, demonstrated by staff in the delivery of Workforce Australia and Australian Apprenticeship Support Network contracts. This is a testament to our shared values and mission. By working together, the Group is now at the forefront of driving new and impactful programs in the Employment, Education and Support and Skills sectors.

Our Group is well positioned to accommodate our recent expansion, with staff numbers growing as we now deliver in 200 primary locations across every state and territory of Australia. In line with our resolve to remain sustainable, the Group's solid financial and net asset base growth has instilled confidence in the government agencies, employers, industries and individuals with whom we work.



With our national footprint and scope of services experiencing unprecedented growth, we recognised the Group needed a comprehensive brand update. This initiative aimed to strengthen our brand identity and effectively communicate our strategic pillars, particularly our effort to unite as one connected team.

At the core of our organisation are our shared values, which guide our actions and define our culture. This year, we refreshed our values to refine our focus. We engaged our people, who helped us clarify our values of Collaboration, Courage, Innovation, Integrity and Respect. We also established the IntoWork Values Awards, which recognise those in our organisation who imbue their work with our values.

As part of our Reconciliation Action Plan (RAP), we implemented Cultural Capability Training across the organisation with the help of our First Nations Advisors. We actively seek opportunities to engage with communities and businesses supporting First Nation entrepreneurs and individuals through meaningful action. Our commitment to reconciliation is ongoing, evolving and aimed at fostering a more fair and just society.

Demonstrating our commitment to creating positive social impact, we continued our support of the Inner North Community Foundation and its 30-year partnership with Darebin, Merri-bek and Yarra City Councils, delivering pathways for job seekers in Melbourne's inner north. We committed to supporting the Pathways to Employment Fund with an annual contribution of over \$200,000 for the next 30 years. The Foundation has also seen an increase in local charities seeking support in a post-pandemic world, and new funds have been established to support the increasingly complex and diverse needs of the community.

I'd like to extend my gratitude to all Board members across the Group for their invaluable contributions. Their guidance and expertise have been instrumental in shaping and monitoring our strategic direction and ensuring our continued success. I also take this opportunity to express my appreciation of our Group CEO, Poul Bottern, for his outstanding leadership and commitment to the IntoWork Group again this year. This appreciation is also extended to our Extended Leadership Team and our entire staff, whose hard work, dedication and unwavering commitment to our mission has been the driving force behind our achievements. It's through their collective efforts we've been able to provide Vibrant Futures to the lives of so many, right across Australia.



Elizabeth Board
Chair
IntoWork Australia



... A note from the Group CEO

With the launch of IntoJobs, the IntoWork Group emerged as the largest and most dynamic new player in the employment services sector. Our recent expansion through our mobile service delivery, coupled with the combined strength and collaboration of our businesses, showcases our adaptability in an ever-evolving market.

The success we have achieved in securing the new Workforce Australia contracts and delivering exceptional services position us for substantial growth in the coming year. The industry's unwavering demand for our core services further solidifies our growth strategy and sets us on a robust path forward.

Over this year, we welcomed Hunter Executive, Skill Hire, GO2 and Nara Training & Assessing into the Group, which expands our operations into Western Australia. There is still plenty of work to be done, which includes rebranding and reorganising our structure to support the transition.

Across the Group in 2023, we witnessed remarkable growth in employee numbers. This included the largest recruitment run in our history, with over 200 new employees joining the Group in one month to assist in the delivery of our new service contracts. The Group now employs 1,769 staff members and over 2,300 apprentices, trainees, and short-term placements, making us arguably the largest integrated workforce solutions provider in Australia.

Our staff are what makes this organisation truly special, their commitment, skills and insights are enabling us to achieve remarkable outcomes. We believe in investing and nurturing our people, so in February 2022, the IntoWork Leadership Academy was launched to develop leadership effectiveness. We had 21 staff graduate across two programs - Emerging Executive Leader and Senior Leader Development Program. The evident success of these cohorts encouraged us to, not only continue these programs, but develop more to provide our workforce with greater opportunities to upskill.

Our expansion into Western Australia means we now deliver to 200 primary locations in every state and territory in Australia. In the 2022-23 financial year, we supported over 70,000 apprentices and trainees, trained more than 20,000 students through our RTOs, worked with over 2,100 Disability Employment Services participants and over 500 NDIS participants.

At the close of the financial year, revenue grew from \$240 million to \$265 million while our total asset base increased from \$146.9 million to \$159.7 million across the Group. This growth, through sustainable business practices, continues to instil confidence in the employers, industries, government and individuals we work with.

Our focus on strengthening communities through training and employment pathways for marginalised and disadvantaged backgrounds continues to grow through innovative programs. Flip My Ride and TRAILS, both funded through the Australian Government's Safer Communities Fund, work with at-risk youth, teaching them life skills and providing them with meaningful employment pathways. Moving the Mob, an intensive pre-placement training program, was created to support Aboriginal and Torres Strait Islander people in the Mackay region in Queensland.

I would like to extend my thanks to all who have made this unprecedented period of growth for the Group possible. Our Leadership Team has shown how the power of collaborative efforts move us forward and develop our service offerings. I would also like to recognise our Board members, led by our Chair, Elizabeth Board, who have provided excellent guidance and a clear sense of direction during this period of change.

Finally, I would like to extend my thanks to all those we have partnered with in the community. Thank you for taking the journey with us as we continue to build Vibrant Futures.

Paul Bottern

Paul Bottern
Group Chief Executive Officer
IntoWork Australia





Our Shared Values

Across the IntoWork Group, our values and their shared meaning underpin everything we do.

As we continue to grow and diversify, it is important we regularly take the time to check in and make sure our values reflect who we are and how we work to achieve Vibrant Futures for all.

In late 2022, we wanted to reassess our values, so we asked our people to share their thoughts, which was done through

- a survey on the current values and whether there was a need to modify, add or remove values
- an invitation to participate in focus groups to further deepen and define our shared understanding

Employee survey feedback clearly identified our existing values as the right ones to take us forward. The focus groups co-developed refreshed descriptions and a narrative to articulate what our values mean to us.

The IntoWork Australia Board approved the refreshed values as informed by our people.

IntoWork Values Awards

Launched in 2023, the IntoWork Our Shared Values Awards recognise individuals who demonstrate our shared values of Collaboration, Courage, Innovation, Integrity and Respect.

The winners will be selected by a panel of executive and senior staff to go into the finals for 2023's Inaugural Annual IntoWork Values Awards in November.

Each winner and runner-up for 2023 will receive a prize and a donation to the charity of their choice.

The response from staff has been overwhelming, with nominations recognising the incredible work being performed across the organisation and in the communities we serve.



Our Shared Values



... Our businesses

The IntoWork Group now operates Australia wide, making us a key leading provider of employment, skills and education.

With the introduction of IntoJobs delivering Workforce Australia through our mobile service delivery, the Group is now the largest new entrant into the employment services sector.

Our success in winning new contracts and high-quality service delivery, combined with strong industry demand for our core services, puts our growth strategy on a solid footing for the year ahead.

IntoWork Group brand evolution

In 2022, the IntoWork Group of Businesses underwent a significant rebranding effort. The decision to rebrand was motivated by the goal of establishing a strong visual connection between IntoWork and the Group of businesses. This alignment of visual identities creates a cohesive and unified image, ultimately enhancing brand recognition and strengthening the overall business portfolio.



Our locations

We deliver to 200 primary locations in every state and territory in Australia.

Western Australia

Bunbury Forrestfield Northam
Busselton Joondalup Perth
East Bunbury Midland

South Australia

Adelaide Mawson Lakes Renmark
Berri Modbury Salisbury
Christies Beach Mount Barker Waikerie
Elizabeth Mount Gambier
Loxton Murray Bridge

Victoria

Bairnsdale Epping Narre Warren
Ballarat Footscray Northcote
Bendigo West Footscray Pakenham
Bentleigh Frankston Preston
Broadmeadows Heidelberg West Seymour
Churchill Horsham Shepparton
Cobram Hurstbridge Somerville
Cranbourne Korumburra Wangaratta
Croydon South Leongatha Warragul
Dandenong Melbourne Werribee
Deer Park Mildura Wodonga
Drouin Morwell Wonthaggi

Queensland

Banyo Emerald
Berserker Fortitude Valley Moranbah
Biloela Gladstone Mount Pleasant
Bowen Goodna Pialba
Brendale Greenbank Sarina
Bundaberg Harristown Scarborough
Bundall Ipswich Sippy Downs
Caboolture Lawnton Springfield Lakes
Cannonvale Lowood Springsure
Castle Hill Mackay Taroom
Chermside Margate Townsville
Clayfield Meadowbrook Westcourt
Dysart Milton Woolloowin

New South Wales

Albury Carlton Penrith
Auburn Katoomba Surry Hills
Blacktown Mount Druitt Sutherland
Burwood Parramatta Wagga Wagga

ACT

Canberra

Tasmania

Cygnat Kettering Nubeena
Devonport Launceston Oatlands
Hobart Moonah Rosny Park

Corporate governance

Our skills-based Board has oversight of a substantial Group of Businesses that on 30 June 2023 had a revenue of \$265 million and employed 1,769 staff.

The Group also employs and manages over 2,300 apprentices, trainees and casual staff, training over 20,000 students and supporting over 70,000 apprentices and trainees in 2022-23.

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. Six highly experienced professionals from different backgrounds come together on the Board to ensure IntoWork Australia sustains its commercial goals, while remaining focused on its not-for-profit purpose of reducing barriers to employment and training and supporting people to achieve their goals and live with dignity and hope.

Our Financial Performance



\$265.0M

Group Revenue



\$159.7M

Total Assets



\$101.7M

Equity

Our People



>2,300

Apprentices, trainees, and short-term placements



1,769

Employees (Including full-time, part-time, and casual)

Our Board of Directors

The Chair

Elizabeth Board holds a Bachelor of Arts, 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.



Elizabeth Board
Chair



Kevin Neville
Deputy Chair

Directors



Kevin Breen
Independent



Julie-Anne Busch
Independent

Directors



Dale Archer
Independent



Poul Bottern
Executive



... Business structure

As a national Group, we are committed to connecting all our businesses under the strong 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 fortnightly to explore new business opportunities and implement operational synergies and cost-effective strategies.

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

A key benefit of being part of the IntoWork Group is access to Shared Services across a range of essential business functions.

These include people and culture, marketing and communication, finance, payroll, procurement, asset management, information technology, quality assurance, risk management and business development.

Our internal model of collaboration and shared support assists Group businesses to thrive and succeed in their core business endeavours. Our Group of businesses benefit from access to essential services delivered by people who are experts in their respective fields and understand how the business operates.

Supporting Local Communities

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 individuals in the inner north of Melbourne through pre-employment initiatives run by local charities in the councils of Darebin, Merri-bek and Yarra.

In 2022, IntoWork, the councils and the Foundation entered a 30-year partnership to support pathways to employment for people in Melbourne's inner north.

Our Leadership Team



Poul Bottern
Group CEO



Nicolas West
Group CDO



Tom King
Group CFO



Jadranka Butigan
Human Resources
Manager



Lysa Kirsanovsi
General Counsel



Catherine Cairns
CEO
• Interact Australia



Christine Zechowski
CEO
• MRAEL
• CTC
• HTN



Craig McGrath
CEO
• iTFE



John Glass
CEO
• Mas National
• FindStaff
• Stockdale



Leeann Rayner
CEO
• AGA
• Kestrel



Leanne Wallace
CEO
• Work & Training



Steve Wyborn
CEO
• IntoJobs



AGA continued to perform well during the 2022-23 financial year. Australian Apprenticeship Support Network (AASN) sign-ups, Registered Training Organisation (RTO) enrolments and Group Training Organisation (GTO) numbers remained steady throughout. AGA successfully rolled out new contracts with State and Federal Government authorities. Strong foundations have been set for continued growth in 2023-24.

Highlights 2022-23

AGA was awarded the Workforce Australia Transition to Work (TtW) contract, which commenced service delivery on 1 July 2022. This contract saw AGA open new sites across North East Melbourne and employ 25 new staff. The program was contracted for five years and aims to assist young people aged 15-24 into work or education.

AGA was successfully awarded a new Registered Training Organisation (RTO) funding contract through Smart & Skilled, a NSW Government program. This enabled AGA's training operations to expand into NSW and help people access training for in-demand skills and industries.

The Group Training Organisation (GTO) has been running the Inspiring Women's Projects to support women entering non-traditional trades. The program provides avenues to support women to succeed in their chosen career. During 2022-23, there were 34 participants who successfully completed and received a qualification in their chosen trade.

AGA keeps delivering VET Delivered to Secondary Students (VDSS). The success of this program saw an increase in student numbers from 2022 by almost 41%.

AGA was awarded the Safer Communities tender to run an innovative program called Flip My Ride. This program is designed to engage 80 at-risk youth from Brimbank, Melton, Wyndham and Maribyrnong LGAs in a 16-week experiential learning program

that teaches participants how to restore a car while learning valuable life skills. The program commenced in August 2022 and saw an average completion rate of 90%.

Following the conclusion of the Boosting Apprenticeship Commencements (BAC) wage subsidy in June 2022, the AASN team went from strength to strength, supporting employers to maximise their opportunities around workforce development and skills solutions for employees. The team successfully adapted and implemented government changes around funding and guidelines and have supported the community by increasing access to Women in Trades services.



41%

Increase in student numbers since 2022



752

Transition to Work commencing



Graduates of the Flip My Ride program pose for a photo in front of the car they restored. They are joined by Group CEO Poul Bottern, former AGA CEO Leeann Rayner and Senior Sergeant Andrew Tsockallos of Victoria Police (L-R from back centre)

Business Snapshot

Apprentices/Trainees:	Number
Employed at June 30	602
Commencements	542
Completions	152
Host Employers at June 30	196
Active students at June 30	
Apprentice and Trainee	631
VDSS + Auspice	928
Student Commencements	
Apprentice and Trainee	274
VDSS + Auspice	1,182

Training & Development	Number
Student Completions	
Apprentice and Trainee	215
VDSS + Auspice	328
VDSS Partnership Agreements	69
Short Courses	1,978
Transition to Work	
Commencements	752



Success stories

AGA attended the Victorian Government 'Building Respect Together Summit' which focused on gender equality in the construction industry. In Victoria, women still only represent less than 3% of apprentices in building & construction. As AGA has a strong commitment to supporting women in trades, it is pleasing to note that currently 12% of AGA's building & construction apprentices are women.

Dr Daniel Mulino MP visited AGA's Deer Park site in February 2023. Dr Mulino toured the facility and saw first-hand the RTO delivering a White Card session for women, the Safer Communities (Flip My Ride) program and other trade training classes. Dr Mulino had the opportunity to engage with staff, students, participants, teachers and members of Victoria Police. This was a great opportunity to provide insight into how the businesses in the IntoWork Group work together to support participants through their journey to employment, education and social participation.





AGA CEO Leeann Rayner (seventh from left) stands with Dr Daniel Mulino MP (centre) and the AGA team at the Deer Park site.

Focus 2023-24

Plans for the 2023-24 year include building on existing programs, such as the delivery of the Smart & Skilled contract in NSW, expanding the delivery of VDSS and providing a wide range of short courses through AGA's training operations. In line with government initiatives to increase the number of women in non-traditional trades and industries, AGA will continue to offer programs that align with this goal, such as Inspiring Women's Projects.

There will continue to be a major focus on retention and completions, including increasing apprentice/trainee completion rates, student progression rates and TtW employment outcomes.

AGA will continue its focus on delivering new energy training to support the reduction of carbon emissions by exploring opportunities to minimise the carbon footprint to create a greener future.



Throughout the 2022-23 financial year, CTC provided programs and services in Central Queensland focused on social equity and increasing social participation for vulnerable and disadvantaged young people. This included delivery of Youth Housing and Reintegration Services (YHARS) and funded skills and support programs.

Highlights 2022-23

CTC's delivery of YHARS continued to provide support to young people aged 12 to 21 in Central Queensland who are experiencing homelessness or at risk of homelessness. The social importance of YHARS notably increased throughout the year, due to the rising cost of living and shortened supply of suitable and affordable housing in the community. These significant challenges can cause emotional distress for the young people using CTC services, so staff invest a greater breadth of support, including pastoral care and wellbeing to ensure client needs are met. Family dissolution, fleeing domestic violence and/or sexual abuse, drug and alcohol problems, newly emerging mental health difficulties, and struggles with sexual identity are a few of the obstacles these young people are often attempting to tackle, sometimes alone.

By the end of 2022-23, CTC supported an active caseload of 470 young people across the Support and After Care components of YHARS. Throughout the year, CTC's YHARS received referrals for over 110 new clients requiring assistance and delivered a total of 6,214 hours of support to participants, including First Nations people, Culturally and Linguistically Diverse people and women.

CTC's Youth Mentors are extremely passionate about providing support to young people and their communities. Throughout the year, staff created new programs providing pathways for young people to increase skills and community participation.

Ready for Work and Get Set for Work rolled out in Rockhampton, Mount Morgan and Gladstone, with the objective of giving young people better opportunities to transition into employment or further education, driving positive community engagement.





(L-R) The ReCYCLEbulls team members: Clinton Pearce, Katie-Ann Dunne, April Ibbotson and Tony Jansen

Focus 2023-24

CTC will maintain its focus on supporting young people to find safe and secure accommodation and provide opportunities for positive community participation and integration.

CTC will work collaboratively with other community-based organisations in Central Queensland to offer new and diversified programs and services. This will be done through tailoring design and delivery of education, training and employment programs, as well as working with communities to deliver initiatives fostering social equity for all people.

CTC will proactively advocate for the identification and implementation of sustainable solutions addressing the shortage of safe and affordable accommodation.

Success stories

ReCYCLEbulls

CTC staff are using pedal power to raise awareness and support for youth mental health in regional areas. The four self-confessed 'unfit, over 40's group' are riding in a range of cycle events and competitions across Queensland to get the message out there. They'll also be joined by participants from skills and support programs CTC facilitates in Rockhampton.



184

Young people who achieved increased quality of life through YHARS



85

First Nations young people assisted with YHARS



112

Participants engaged in CTC skills and support pre-employment programs

Throughout 2022-23, DGT continued its partnership with government, industry and businesses to develop employment and training projects for participants of all ages and skills levels, with the objective of supporting the development of vital skills and work experience. These projects provided significant skills and socio-economic benefits and growth to individuals, industries and the broader community.

Highlights 2022-23

In its first full year as part of IntoWork Australia, DGT worked with MRAEL and its other related entities to offer Group Training Organisation (GTO) services, directly employing apprentices and trainees and placing them with Host Employers in South East Queensland. DGT's Registered Training Organisation (RTO) worked with peak industry bodies, such as Construction Skills Queensland, and with the support of Queensland State Government funding — like Skilling Queenslanders for Work — to develop and deliver training and pre-employment programs in industries such as construction and engineering.

From January 2023, DGT worked with the Southern Queensland Correctional Centre, located near Gatton, to provide pre-apprenticeship programs focused on Engineering and Horticulture qualifications. Funded through the Queensland Government Certificate 3 Guarantee initiative, the programs provided participants with accredited training aimed at developing entry-level skills and knowledge for engineering and horticulture job roles. The programs were very successful, with intakes scheduled in 2023-24 and plans to expand delivery to other locations, such as Logan.

DGT worked proactively throughout the year to design programs aimed at supporting participation and skills development for at-risk and marginalised cohorts. DGT accessed funding from the Australian Government Department of Workplace Relations Local Jobs Program to deliver its 'Engineering a Career' program, providing opportunities for First

Nations participants to access accredited training and employability skills support. By the end of June, the program had run two intakes and supported more than 20 participants to access free training.

Consultation with key industry organisations remained critical in ensuring that DGT's services aligned to the skills needs of employers. The business continued its engagement with Construction Skills Queensland, and provided new entrants and existing workers in the building and construction industry the opportunity to receive funded training programs. Throughout the year, DGT offered short courses, Get Ready and Trade Ready programs, including through key partnership arrangements with major infrastructure projects, such as the Logan Hospital.

DGT also continued its focus on developing the next generation of skilled tradespeople through the VET in Schools (VETiS) pathway. DGT worked proactively with schools across Brisbane and Toowoomba to offer programs for students in construction, engineering, horticulture and automotive disciplines. Demand was strong in both locations, with mid-year enrolment intakes providing opportunities for more students to commence training in their area of interest. DGT Business Development staff actively engaged with schools through careers expos, information events and through school VET Coordinators to provide students with information about enrolment pathways.



Business Snapshot

Apprentices/Trainees:	Number
Commencements	219
Employed at June 30	308
Completions	143
Host businesses at June 30	195
Training & Development	
Employment-based enrolments	899
Pre-Employment training enrolments	540
Participants of transition support programs	676

Focus 2023-24

DGT will maintain its focus on engaging with participants, employers and industry to offer training and programs that are responsive to skills needs. This includes working proactively across communities in Brisbane and Toowoomba and identifying opportunities to provide Vocational Education and Training (VET) solutions through collaborative partnerships with stakeholders.

DGT will continue to offer opportunities for all participants, including those that face disadvantage or difficulty, with the objective of contributing to positive socio-economic outcomes for individuals. This includes supporting new participants to engage with VET, as well as providing opportunities for existing workers to re-skill or re-train to meet evolving occupational skills needs.

findstaff

With over 25 years of industry expertise and a vast nationwide network, FindStaff is the premier partner for both labour hire and permanent recruitment. The team provides tailored hiring solutions in sectors such as printing, manufacturing, transport and logistics, government, administration and civil services. FindStaff's experienced specialists possess deep industry knowledge and are committed to helping businesses thrive through strategic, short and long-term talent sourcing.

Highlights 2022-23

FindStaff merged Stockdale Personnel clients into FindStaff Print, thanks to the IntoWork Group Payroll and Finance team. The business also opened a Perth office at 225 St Georges Terrace in the heart of the CBD.

Tenders were successfully secured with Department of Finance and Municipal Association of Victoria, which led to spots on the New South Wales and South Australian Local Government Association Panels.

The business renewed its contract with Cricket Tasmania, continuing a longstanding partnership.

All FindStaff and Stockdale's field-based staff continue to focus on Work Health and Safety

(WHS) initiatives in collaboration with Shared Services, as the safety of employees remains a key focus.

Additionally, FindStaff realigned its model to have 360 Recruitment Consultants servicing its labour hire clients with temporary and casual placements, while the white-collar recruitment team focuses on permanent roles. FindStaff continues to work with the IntoWork Group as one of its major clients by sourcing quality talent to support the Group.

(L-R) Recruitment Manager Gary Hayden and National Sales Manager Grant Aitken in Tasmania





(L-R) Recruitment Consultant Karen Hemsley, Mahnaj (recruited by Super Benefits Administration Pty Ltd) and Business Development Manager Lachlan Briggs-Gordon



34%

Labour hire placements



61%

Permanent/Part time positions filled

Focus 2023-24

FindStaff will be working closely with the Group's newly acquired business, Hunter Recruitment, to develop a comprehensive suite of seamless recruitment services nationwide.

With a focus on increasing billable hours, increasing temporary staff hours and facilitating permanent placements, FindStaff is dedicated to delivering optimal outcomes for both job seekers and employers. In addition, FindStaff is actively enhancing its website and streamlining WHS policies to ensure efficiency and compliance.

As part of its commitment to reconciliation, FindStaff is diligently working towards furthering its Reconciliation Action Plan by seeking accreditation from Reconciliation Australia. This will mark an important step in fostering inclusivity and diversity in the workforce and beyond.

Hospitality Training Network (HTN) is a not-for-profit Group Training Organisation (GTO) operating in NSW to support, promote and develop the vocational skills of people pursuing careers through Apprenticeship and Traineeship pathways. HTN works with industry, government and Registered Training Organisations (RTO) to develop job seekers into skilled workers to meet the unique needs of the hospitality industry. HTN also partners with NSW schools to deliver pre-apprenticeship programs, supporting participation in Vocational Education and Training and opportunities for students to make informed career choices.

Highlights 2022-23

Throughout the year, HTN commenced 84 new apprentices and trainees in NSW and the ACT, working to be part of a collaborative industry-based solution to address critical skills shortages in hospitality. HTN also implemented new technology-based solutions during the year to increase the breadth of its ability to engage with candidates interested in commencing new careers in hospitality and to provide better experiences from application to onboarding.

Throughout 2022-23, HTN also delivered the Educational Pathways Program in ten regions across NSW, proactively working with local schools and supporting 150 students to participate in accredited hospitality training, and to transition into school-based Apprenticeships and Traineeships upon completion. These programs are an effective introduction for school students to the career pathways available within the hospitality and food services sectors.

HTN also sought out strategic partnerships to further enhance skills pathways for candidates interested in hospitality careers, including working with TAFE NSW to deliver a pre-employment program to disadvantaged

and at-risk job seekers, including support to find employment in hospitality upon completion.

Towards the end of the financial year, HTN secured funding from Training Services NSW to deliver an innovative new program aimed at further addressing state-wide hospitality skills shortages.



150

School students in Hospitality Educational Pathways Programs



84

New Apprenticeship and Traineeship commencements





Success stories

Aixi (pictured above) enrolled in a 13-week Hospitality Training Program, a partnership between IntoWork Group businesses HTN and AGA, Jobs Victoria and the Apprenticeship Employment Network. The program supports job seekers into hospitality careers, helping the sector address its skilled labour shortages through targeted pre-employment training of candidates.

Aixi was thrilled when he was offered a traineeship, employed by HTN and hosted by its valued client, Urban Purveyor Group. Aixi was so excited to enter the hospitality industry and embraced the traineeship as an opportunity to build his new career.

Tiana Matsuki (pictured working hard at O Bar and Dining) was employed as an Apprentice Chef and was mentored through the HTN Apprentice Employment program by Field Officer John Handley.

She successfully completed her apprenticeship with HTN in 2022.

Focus 2023-24

HTN's focus will be to continue to support businesses and employers to address skills shortages in the hospitality, food services and tourism sectors by attracting new apprentices and trainees. To achieve this, HTN will find new and innovative ways to engage with candidates and provide information on the diverse range of occupations and job roles within hospitality.

Through funding from Training Services NSW, HTN will increase industry trade attainment by engaging a minimum of 1,000 migrant participants, providing individualised pathways to in-demand hospitality qualifications.

HTN will expand its focus on supporting people from disadvantaged and marginalised backgrounds, including First Nations peoples and migrants, to connect with Apprenticeship and Traineeship opportunities in hospitality.

HTN will continue its ongoing consultation and engagement with employers and industry associations to ensure its services are aligned to current and emerging skills needs in hospitality workplaces.

Interact Australia’s purpose is to champion and support people with a disability in their choices, based on principles of opportunity, participation, inclusion, and equality. Whilst 2022-23 presented some challenges, the business continued to grow and expand, resulting in a satisfactory surplus with more employment opportunities for staff.

Highlights 2022-23

The 2022-23 financial year saw many highlights for the business, including Interact’s first business acquisition and subsequent entry into Disability Accommodation services in Queensland. This increased its market share of Disability Employment Services (DES) business in Victoria with the assumption of services in East Gippsland. Interact successfully tendered for the highly competitive catastrophic injury services in New South Wales (iCare NSW).

Alongside these business developments, Interact successfully undertook our NDIS mid-term registration, providing authorisation for the added registration groups of Supported Independent Living and Community Nursing. The business was successful in gaining new provider registration for the Australian Community Industry Standards (ACIS 4.0).

Interact was incredibly proud to work with renowned Wiradjuri artist and lifelong disability advocate, Uncle Paul Constable Calcott. The ‘Reflect’ Reconciliation Action Plan featuring his work was endorsed by Reconciliation Australia. View his work and learn more about Uncle Paul in the ‘Our Reconciliation Journey’ section of this report (Page 41).

Business Snapshot

Participants:	Number
Transitions	
DES placements	730
DES participants	2231
Enterprises	
NDIS/Community Services participants	576
Total support hours delivered	333,302





Success stories

Interact Australia Community Services participant Brooke (pictured above) had multiple wins at the National Disability Swim Meet.

(L-R) Wyatt and Carlin, two inspiring young individuals whose dreams of working with wood have been realised. Thanks to Hekton Joinery, these two apprentices have been given the opportunity to pursue their passions and build successful careers.



Focus 2023-24

Looking ahead to 2023-24, Interact will continue to expand its national footprint through growth in Community and Care Services and DES. The DES team will work to ensure Interact is in the best position to record a successful tender outcome, cementing the importance of employment in the lives of people living with a disability and fostering collaboration within the IntoWork Group to further enhance the business's service offering.

Interact will continue to expand services in New South Wales, Australia's largest market, with careful consideration and a focus on quality.

intojobs

IntoJobs' core belief is that there is a job for everyone. As a Workforce Australia Employment Services provider, IntoJobs provides a wide range of support services assisting thousands of vulnerable Australians to gain secure and sustained employment.

IntoJobs entered the employment services market with an innovative mobile delivery model providing flexible, tailored support to participants and their employers through local partners AGA, GTNT Group, Mas National and MRAEL.

Highlights 2022-23

IntoJobs officially opened its doors to participants on 4 July 2022. Over 300 new staff were onboarded, getting straight to work conducting over 9,700 participant interviews in the first few months of operation and led to more than 23,000 participant appointments over the year.

Pathway programs were delivered across 12 employment regions and five states. A total of 302 participants were assisted through the Employability Skills Training (EST) program, while another 215 participants were supported through the Career Transition Assistance (CTA) courses. Additionally, 428 participants engaged with Self-Employment Assistance services to support the creation of viable small businesses.

The mobile service delivery model has been praised by the community, businesses, and government for its unique approach to employment service delivery, effectively assisting participants in the community and offering ongoing post-placement support to individuals once they have secured employment.

Prime Effect CEO and a Mater Instructor with Mental Health First Aid, Dave Shillington, was engaged to deliver a nationally accredited Mental Health First Aid course as part of a comprehensive and in-depth onboarding program. This training equipped IntoJobs staff with the tools to support the mental health of their clients, colleagues and themselves.

Business Snapshot

Apprentices/Trainees:	Number
Total Workforce Australia participants	9,737
Participants placed into employment	2,993
Employability Skills Training participants	302
Self-Employment Assistance participants	428
Career Transition Assistance participants	215





Success stories

Paul (pictured above) first commenced with IntoJobs in 2022. He was homeless, suffering with medical issues from a spider bite that limited his mobility, had no transportation and had severe mental health issues.

Paul was put in contact with Housing SA through the help of his Mobile Employment Consultant. In March 2023, he was accepted into his very own home. Penny and Paul found a bicycle on Gumtree to help with his transport issues, and Penny spoke to the Community Centre in Murray Bridge about volunteer work.

While attending the Community Centre, Paul enrolled in a hospitality program and is also completing a basic skills computer course to increase his confidence and become more employable.

Telling our story

As a new entrant to the employment services sector, IntoJobs was keen to connect with its local communities and build awareness of its innovative mobile service delivery. In June of 2023, a comprehensive marketing campaign was launched across each service region, utilising TV (regional and on-demand), radio, press, bus signage and digital to reach participants and employers.

Focus 2023-24

In 2023-24, IntoJobs will continue supporting vulnerable Australians enter or re-enter the workforce. In a labour market where unemployment rates are at record low levels, IntoJobs has a unique opportunity to connect with local employers, establish partnerships and engage support mechanisms which enable participants to thrive in their new work environment.

IntoJobs' approach will ensure long-term, meaningful employment by offering Career Transition Assistance for individuals aged 45 and over to build their skills, confidence and motivation to successfully transition to new and emerging industries.

For small business owners and aspirational entrepreneurs, the IntoJobs Self-Employment Assistance Program will provide business advice, accredited training and ongoing coaching to ensure their business is both rewarding and profitable.

The daily activities work to support IntoJobs values of building more Vibrant Futures in 2023-24.



iTFE's 2022-23 focus was on updating e-learning and digital resources and reviewing content to improve delivery and practicality of assessments. As one of Australia's leading private Registered Training Organisations (RTO), iTFE has seen steady growth, including the recommencement of business-to-business training for large corporate clients and expansion of the number of funded qualification offerings.

Highlights 2022-23

iTFE began delivery of entrepreneurship training to Self-Employment Assistance participants, delivering business skills to current and aspiring small business owners, enabling them to commence their business with knowledge and support.

iTFE worked closely with the peak employer body in South Australia, Business SA, to deliver training to the South Australian business community.

A partnership was established with several aged care service providers to deliver Traineeships in aged care.

After the financial rebound of many of our large corporate clients post-COVID-19, iTFE has recommenced training for Grill'd, Australian Venue Co., Flight Centre and Australia Post – which boasted 582 trainees.

iTFE is also working with a new major client, Startek, to deliver the Certificate III in Business, enrolling 165 staff members to date. iTFE's also conducted regular visits to remote mining communities in Central and North Queensland, delivering Certificate III in Supply Chain Operations training to Kalari employees.

iTFE developed a Supply Chain Pick/Pack Operations micro-credential course and are running it on behalf of the NSW State Government and New Education Training Model. The course upskills existing staff and provides employability skills for workers new to the sector.

The Resource and Content Development team conducted a content review, updating e-learning and digital resources to make assessments more practical and student friendly. This included the development of new resources for both individual support and early childhood education and care programs.

iTFE launched a new website, featuring an improved interface for the management of course applications and user accessibility.





Participants of the pre-employment program for the aged care sector

Focus 2023-24

iTFE is focused on expanding its delivery of programs and to assist our corporate clients in their workforce development needs. Developing candidate pools for our clients will play a key part of this. In addition, we will be looking to diversify into other areas including:

- Pre-employment programs to Workforce Australia participants
- VET Delivered to Secondary Student (VDSS) programs expansion
- Forklift short course in NSW and Victoria
- Responsible Service of Alcohol (RSA) training online in Victoria & South Australia



Kestrel

As a Group Training Organisation (GTO), Kestrel employs, manages and supports apprentices and trainees in North East Victoria and Southern NSW. The 2022-23 financial year presented challenges to Kestrel as all-time low unemployment rate, cessation of government apprentice wage subsidies and economic uncertainty was experienced across the region. Kestrel remained resilient, retaining apprentice and trainee numbers through high levels of engagement with local community organisations, schools, local government and sporting groups.

Highlights 2022-23

In partnership with AGA, Kestrel commenced delivery of short courses to employers in Wodonga. These courses included Licence Electrical Inspector (LEI), Energy Safe Victoria (ESV) Electrical Licence, Working Safely in Solar, First Aid, White Card Training, Working at Heights and Electrical Inspector.

Women in Trades continues to be a major focus. At the 2023 Victorian Government 'Building Respect Together Summit' (which focused on gender equality in the construction industry) it was identified that in Victoria, women represent less than 3% of apprentices in the building and construction industry. As Kestrel has a strong commitment to supporting women in trades, it is pleasing to note 7.5% of Kestrel's apprentices are women (7.3% in construction trades).

Kestrel is committed to having a regular presence at expos around the Albury Wodonga region to present the career pathways that exist via Apprenticeships and Traineeships. Throughout 2022-23 the team broadened their attendance of trade shows into NSW, including Wagga Wagga, Tumut, Leeton and Southern Riverina.

Kestrel was shortlisted as a finalist in two categories for the 2023 Telstra Albury Wodonga Business Awards. They were highly commended in both 'Outstanding Business in Education & Training' and 'Outstanding Employer (Employer of Choice)' awards categories.

Business Snapshot

Apprentices/Trainees:	Number
Employed at June 30	239
Commencements	111
Completions	59
Host Employers at June 30	80

Focus 2023-24

Plans for the next financial year include building more opportunities for school-based apprentices/trainees, better relationships with schools, community engagement and growing apprentice/trainee numbers in Wagga Wagga and Southern Riverina region.



League champions
Albury Hotspurs
Soccer club,
sponsored by Kestrel

Success stories

The 2023 NSW Training Awards – Riverina Region were held in June 2023 in Wagga Wagga. Kestrel had two finalists in attendance, with Daniel Thompson being recognised for his great work.

(L-R) Wayne McCloskey (Sureway) and Daniel Thompson (VET Student of the Year nominee)



Three Kestrel apprentices were successfully nominated for the National Electrical and Communications Association (NECA) awards, with the winners to be announced in September 2023.

The team at Kestrel are passionate about community involvement and are always looking for great sponsorship opportunities. Throughout 2022-23 Kestrel sponsored:

- Hume Bank City2City Run/Walk in February 2023
- Albury Hotspurs Soccer Club
- Corryong Demons Football/Netball Club
- Wagga City Rugby Club

Mas National continues to be a leader in workforce participation and development, working with state and federal governments across all regions in Australia except for the Northern Territory. Additionally, Mas works closely with employers to support them and the individuals they employ, providing skills, confidence, and communication tools. Mas has played a critical role in supporting all parts of the employment ecosystem during this period of low unemployment.

Highlights 2022-23

The Australian Apprenticeship Support Network (AASN) team, funded by the Department of Employment and Workplace Relations (DEWR) grew its market across all service regions, including Queensland, South Australia, Victoria and Tasmania, while maintaining a high-quality service delivery to stakeholders. The company expanded its presence across Australia with the opening of an office in Perth. This expanded the geographical footprint for national contracts, such as the Australian Apprenticeship Support Services (AASS) tender.

Mas National also focused on getting more women into trades through its Women in Non-Traditional Trades (WNTT) program which displayed many initiatives around the country, such as Girls Can Trade Up! and Try a Trade days.

In NSW, Mas provided extensive support and empowerment of culturally and linguistically diverse (CALD) women through the Supporting Migrant Women into Employment (SMWE) program. This program, combined with initiatives such as Dress for Success, assist in preparing these women to be job ready.

Mas also expanded its First Nations team across Australia and carried out Cultural Capability Training for the workforce in each state as part of its Reconciliation Action Plan (RAP).

The monthly Buzz newsletter was introduced as a means of keeping staff up to date with happenings across the regions.

From a learning and development perspective, Mas supported leaders through the IntoWork Academy and encouraged staff across the board to participate in relevant training to boost productivity and performance.

Finally, the company is prepared for the AASS tender expected to open in the second half of 2023 applicants.

Mas supported Scarlett in her journey to obtain her Certificate III in Civil Construction and fulfilled her dream of operating heavy machinery





Group CEO Poul Bottern, IntoWork Chair Elizabeth Board and Mas National CEO John Glass officially open the new Perth office at 225 St George's Terrace

Focus 2023-24

Mas is awaiting the outcomes of the AASS tender, for which a response is being prepared focusing on the potential opportunities.

Mas launched mobile applications, MasConnects and MasConnectsWIT, which provide greater engagement and value to apprentices. The rollout of the revamped Mas National website is currently in progress, featuring a more comprehensive design to enhance user experience.

The introduction of the new Allied Health division marks an exciting expansion and diversification of services.

Looking ahead, Mas aims to grow and expand their Career Advice offerings, extending beyond central AASN services to benefit a wider range of stakeholders, including schools and other key partners.

Success stories

As an apprentice, Scarlett had the privilege of exploring several fields, including heavy vehicles.

Since commencing her role at Tatiara District Council in Bordertown (SA), with a Certificate III in Civil Construction from Mas, Scarlett had the opportunity to operate many types of machinery.

"I am lucky. I don't think I would get the same opportunities in the city. The team have been amazing in training me on the job," she said.

The team at Mas have been delighted to support Scarlett throughout her qualification.

Business Snapshot

MAS	
Service delivery	
Career Consultations	>15,000
Mentoring Sessions (Girls Can Trade Up)	>4,000
TRAILS (Teamwork, Respect, Attitude, Independence, Life, Skills) program participants	
Participants	145
Supporting Migrant Women into Employment program participants	
Completions	140
Connecting Women to Trades program participants	
Completions	94%
Employment outcomes	110
	80%



MRAEL empowered businesses, individuals and communities across Queensland through delivery of employment, skills and support programs and services. The business continued delivery of its core 'Australian Apprenticeship Support Network (AASN), Group Training Organisation (GTO), Registered Training Organisation (RTO) and school services, placing an increased emphasis on working proactively to provide greater funded pathways for participants to engage in pre-employment education and training.

Highlights 2022-23

MRAEL

MRAEL is delivering the Mas Experience in Queensland, finishing the year with 22,927 active apprentices and trainees in the state. Through the AASN framework, Mas and MRAEL advocate for the creation of new and additional Apprenticeship and Traineeship pathways, including to support skill needs in new and emerging industries, such as new energy.

MRAEL's GTO supported 544 new apprentices and trainees to commence their training across industries such as automotive, building and construction, electrotechnology, mining and resource and more.

In July 2022, MRAEL commenced Workforce Australia services as a delivery partner of IntoJobs in Fitzroy and Mackay. This was an exciting development in MRAEL's organisational history, being the first time it had participated in delivery of funded employment Services. The organisation welcomed more than 60 new staff, all of whom hit the ground running to support a combined caseload of over 3,000 participants.

Australian Trade Training College

Australian Trade Training College has over 1,870 active students across enrolment streams, such as User Choice, VETiS, Fee for Service, Certificate III Guarantee and Higher Level Skills. These enrolments include apprentices and trainees, as well as school students, existing workers and students looking for their own upskilling opportunities. With the support of state government and peak industry body funding, Australian Trade Training College has worked to design and implement industry-based responses to skills needs.

The College also has over 1,200 active participants in its contracted Trades Recognition pathways, including the Job Ready Program and Skills Assessment Services, providing Australian qualifications for skilled migrant applicants. The growth in interest for Trades Recognition over the past 12 months has been significant for the RTO, coinciding with the re-opening of Australian international borders after the COVID-19 pandemic.



Kyezaya Namai-Sabatino was honoured as Australia's best School-based Trainee at the 2023 Australian Training Awards

Australian Trade College North Brisbane

During the 2022 school year, the College's Industry Engagement Team successfully managed and supported 602 individual work experience placements for the Cadet, Year 11 and Year 12 student cohorts, delivering 39,130 voluntary work experience hours (or some 4,892 days) to local businesses across the Moreton Bay and Brisbane City Council regions. 133 work experience placements articulated to new school-based Apprenticeship and Traineeship commencements during the year.

By January 2023, 94% of the College's 2022 Year 12 graduates had successfully transitioned into full-time employment, with the main outcome being Apprenticeships or Traineeships.

The College started the 2023 school year with exciting new enrolment offerings for students, made possible through new RTO partnerships. The College was able to add both Early Childhood Education and Care, and Health Support Services as available study pathways for interested students.

Focus 2023-24

Moving into the new year, MRAEL and its related entities are focused on continuing to deliver services that increase the skills and employment opportunities of the people the organisation works with, as well as assisting workplaces to meet their skills needs. MRAEL will place priority on supporting marginalised people, including cohorts such as First Nations people, Culturally and Linguistically Diverse people, people with disability and women, to better engage with employment, skills and support initiatives.

Business Snapshot

Apprentices/Trainees:	Number
Mas Experience Delivered by MRAEL (AASN)	
Active Training Contracts at June 30 (Queensland only)	22,927
MRAEL GTO	
Commencements	544
Completions	183
Employed at June 30	332
Managed at June 30	675
Number of employers at June 30	218
DGT GTO	
Commencements	17
Completions	28
Employed at June 30	49
Managed at June 30	1
Number of employers at June 30	17
Australian Trade Training College RTO	
Active Apprentice/Trainee enrolments at June 30	1,089
Active VET in Schools enrolments at June 30	483
Active Trades Recognition Program enrolments at June 30	1,203

Apprentices/Trainees:	Number
IntoJobs Delivered by MRAEL Caseloads (Workforce Australia)	
Active Participants at June 30 – Fitzroy ER	1,767
Active Participants at June 30 – Mackay ER	1,020
Participant Employment Placements made - Fitzroy ER	1,003
Participant Employment Placements made - Mackay ER	761
Australian Trade Training College North Brisbane Secondary School Outcomes	
2022 Year 12 Graduates	98
2022 Year 12 Graduates employed after graduation (%)	94%
2022 Cadet Students Completed	83
2023 Year 11 Commencements	137
2023 Cohort in SBAT Outcomes @ June 30 (%)	48%

Australian Trade College North Brisbane Principal Brett Kavanagh (seated)





Success stories

The IntoJobs and MRAEL team in Mackay delivered a new program in June 2023, seeing excellent engagement and results for local Aboriginal and Torres Strait Islander Workforce Australia participants (pictured above). Moving the Mob is a program co-designed with First Nations Program Facilitators to provide support and assistance specific to the needs of unemployed First Nations people in a culturally safe environment.

“Be bold, be courageous, be your very best!” Great advice from Principal Brett Kavanagh to the 98 Australian Trade Training College North Brisbane 2022 graduates. More than 90% of the students secured school-based Apprenticeships during their time at the College, setting them up on a path to success in their chosen career. As part of the IntoWork Group, the College is able to continue its relationships with the students beyond graduation, with partner businesses MRAEL and Mas National providing ongoing support throughout their Apprenticeship journey. Congratulations class of 2022!



work & TRAINING

As a leading Registered Training Organisation (RTO) and Group Training Organisation (GTO), Work & Training has been increasing the skills and employment opportunities of all Tasmanians for over 30 years. This includes short courses, Foundation Skills programs, alongside skills assessment and support for retrenched workers. Work & Training provide quality training to students and employ, place and support apprentices and trainees from diverse backgrounds, ensuring everyone can thrive in the workforce and in life.

Highlights 2022-23

Work & Training has a reputation for long lasting relationships with clients through their quality service delivery and strong values. In the past year, Work & Training strengthened relationships with strategic partners, including the Tasmanian State Government, relevant ministers and departments, industry associations and community organisations.

The company successfully applied for repeat and new contracts in partnership with the Tasmanian State and Federal Governments. The contracts included the National Career Institute (NCI) contract, Building a Skilled Workforce - Jobseeker Fund, Local Jobs programs and 26TEN Employer Grants. The (NCI) Community Services Career Directions program provided career advice to women in the north and northwest of Tasmania, delivered in partnership with Mas National. 573 women attended workshops and increased their knowledge of the disability sector.

Work & Training delivered an Indigenous Advancement Strategy contract for the past eight years, focusing on providing foundation skills which include language, literacy, numeracy and digital training in Southern Tasmania. The initiative makes a positive impact by empowering people with valuable skills that contribute to their professional and personal development.

504 job seekers were enrolled in pre-employment courses delivered in metro and regional areas of Tasmania. Students gained valuable skills and knowledge in aged care,

disability, hospitality, retail and business sectors with a high percentage gaining employment.

Work & Training's Group Training Organisation (GTO) employed and supported 219 new apprentices and trainees with career commencement in industries, including business, automotive, construction, dental, IT and electrotechnology. With support from Work & Training, 143 apprentices or trainees successfully completed their qualification and began meaningful employment.

Business Snapshot

Apprentices/Trainees:	Number
Commencements	219
Employed at June 30	308
Completions	143
Host businesses at June 30	195
Training & Development	
Employment-based enrolments	899
Pre-employment training enrolments	540
Participants of transition support programs	676



Students from the Certificate II in Hospitality attended a graduation lunch with W&T trainer Garry Harvey (far right)

Focus 2023-24

Work & Training will continue to provide responsive services to a wide range of individuals including employers, job seekers, early career starters and employees. The focus will create outcomes for career progression and enhanced quality of life.

Strategies to ensure growth in the GTO and RTO divisions and efficiencies and leading to improved performance will continue to be a high priority.

Success stories

Students from the Certificate II in Hospitality attended a graduation lunch with Work & Training trainer Garry Harvey. The course, designed to provide employment opportunities for jobseekers was delivered in Burnie in the Tasmania's northwest. This is just one of many collaborations within the Group, with Mas National providing ongoing career support to the jobseekers.

Each year, Work & Training recognise the career development and values its employees and graduates bring to Tasmania at the Work & Training Graduation and Awards event. In 2022, the celebration was held in Launceston and attended by 200 guests, including the Hon Felix Ellis MP, Tasmanian Minister for Skills and Training.



(L-R) - The Hon Minister Felix Ellis MP, Summer Swan – Work & Training Apprentice of the Year 2022 and Poul Bottern, IntoWork Group CEO

... Our reconciliation journey

The IntoWork Group is on a path to reconciliation, a journey taken with First Nations peoples that requires more than just words – it requires meaningful action.

The first step is to develop Reconciliation Action Plans (RAP) for each of our businesses in consultation with our First Nations Advisors, our Reconciliation Action Plan Working Group and Reconciliation Australia. Through our Reconciliation Action Plans, IntoWork has committed to working with First Nations peoples, communities and businesses to close the gap in employment and social outcomes.

In addition, IntoWork developed and rolled out Reconciliation and Cultural Awareness Training. The goal of the training is to create a shared understanding and recognise the invaluable contribution and insight our First Nations staff members bring to our organisation.

IntoWork continues to look for new opportunities to engage with Indigenous communities and businesses, working with them to support to Indigenous entrepreneurs and individuals to create Vibrant Futures within their communities.

Our commitment to reconciliation is ongoing and will continue to evolve as we learn more and take meaningful action. We recognise the reconciliation journey is long, but we are dedicated to doing our part to foster a more equitable and just society.

(L-R) State Manager - Mas Juliet Stewart, First Nations Engagement Advisor Shane Williams and Manager - National Accounts at Mas Kirstie Pike





Paul Constable Calcott

Respectful Interact

March 2023

Acrylic on canvas

Interact Australia is proud to present our commitment to reconciliation with artwork by Wiradjuri Artist Paul Constable Calcott. Paul is a leading Wiradjuri Artist living with a disability with a strong pledge to ensuring representation by all people across our country. The artwork reflects leadership and staff and our values of walking alongside participants on the road to improving quality of life and independence. The symbols represent our working relationship with participants across all the lands and regions in Australia, including those from First Nations communities and the LGBTIQ+ community. We are honoured to display his piece as part of our commitment to reconciliation and a recognition of Indigenous peoples being the traditional custodians of this land.

... IntoWork Leadership Academy

The IntoWork Leadership Academy was established to invest in current and emerging people leaders across the IntoWork Group of Businesses.

The IntoWork Leadership Academy launched in February 2022, with two programs to develop leadership effectiveness, support progression towards future leadership pathways and to grow the leadership capability within the Group to meet current and future business needs:

- Emerging Executive Leader Program (EELP)
- Senior Leader Development Program (SLDP)

Each annual program is comprised of external and internal workshops, external coaching, internal mentoring (SLDP), presentation to the Board (EELP), business projects, work placements and leadership assessments.

November 2022 saw 21 IntoWork Leadership Academy graduates, who presented to the IntoWork Chair of the Board, Group CEO, Leadership Team and the participants' managers.

In March 2023, the third IntoWork Academy program, the Frontline Leader Development Series (FLDS), was introduced for our current front-line people leaders.

In 2024, we are looking forward to adding a fourth leadership program, the Emerging People Manager Series (EPMS), which will focus on employees with career aspirations to manage and lead others and support them in developing core people management and leadership skills prior to taking on their first people manager role.



Emerging Executive Leader Program Graduates



Senior Leader Development Program Graduates



... Collective

Collective – Inspiring Women in Business has gone from strength to strength during the 2022-23 financial year, running 11 events across Australia.

Founded in Tasmania by Mas National in 2010, Collective empowers and supports women at various stages of their careers through networking events, mentoring and professional development. In 2022, Collective expanded and transitioned to being powered by the IntoWork Group. In the past year, we have more than 200 mentor/mentee relationships.

This year, after successful events in Brisbane, Melbourne and Tasmania, Collective launched its first-ever Sydney event in November 2022 and debuted its first Perth event in March 2023. Each of the events had sizeable crowds, featured inspiring guest speakers and benefitted a women's charity.

Collective donates a percentage of proceeds from event ticket sales to local not-for-profit organisations who work directly with women and children in need. In the past year, Collective has donated \$22,000 to women's charities across the country, bringing the total to \$60,990. Hobart Women's Shelter was one of our many beneficiaries, building new homes for women and children who are struggling in Tasmania's ongoing housing crisis.

Collective Chair Leeann Rayner said there's been many milestones this past year, "We are very proud to be a vehicle for women to be inspired and connect with other like-minded individuals. Our purpose is to create an environment where women empower and support each other, whether it's networking, inspiration from guest speakers or our Collective Mentoring platform for ongoing support."





Catherine House representatives being presented with a donation by members of Collective

Powered by IntoWork



collective

Inspiring Women in Business

... Inner North Community Foundation

With the strong partnership and support of IntoWork Australia, the Inner North Community Foundation continues to unlock community capital in Melbourne's inner north.

For 15 years, the Foundation has enabled the employment pathways of people within the inner north, forged through close partnerships with community organisations to remove individual and systemic barriers to fulfilling employment. In 2022-23, \$200,000 in Pathways to Employment grants - from IntoWork Australia's founding grants program - flowed through to organisations from Fitzroy to Fawkner, Brunswick to Bundoora and Richmond to Reservoir. The Foundation has seen requests for funding increase significantly, with the post-pandemic environment seeing local charities supporting more clients and those with increasingly complex needs.

The Foundation's growing role as an independent and safe pair of hands for those committed to the long-term social and economic improvement of the inner north.

The Foundation was delighted to reignite the Board Associate Program in 2022, which exposes diverse young leaders to live governance and strategic decision-making activities for a year from a board member's perspective. Lejla Kartal and Margarida Bacalhau brought valued perspectives to the Foundation's grant-making and promotional activities.

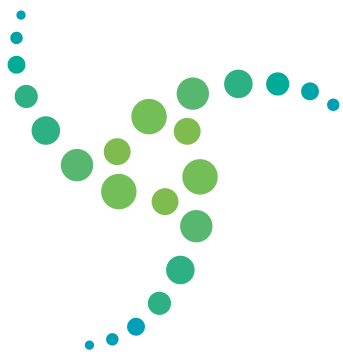
New funds were established, including Northside Media Fund, Getting into Sport, Women of North Richmond and the Little Sisters of the Poor Raise the Roof fund, supporting their fundraising efforts towards a new roof for their equitable aged care facility in Northcote.

The Foundation was also delighted to support Merri-bek City Council with their multi-stream Community Grants program, which provided \$586,000 in funding to community organisations in Merri-bek. Implementing best-practice Community Advisory Panels to guide the assessment of 70 grant applications assessments, the Foundation looks forward to Merri-bek City Council's ongoing commitment to elevating diverse voices of the community in future grant rounds.

As the financial year closed, the Foundation launched its online Donor Portal system, enabling fund holders to self-manage and review recommended grants. This streamlines the work of the Foundation as it grows to support 36 independent funds, all focused on supporting the inner north.

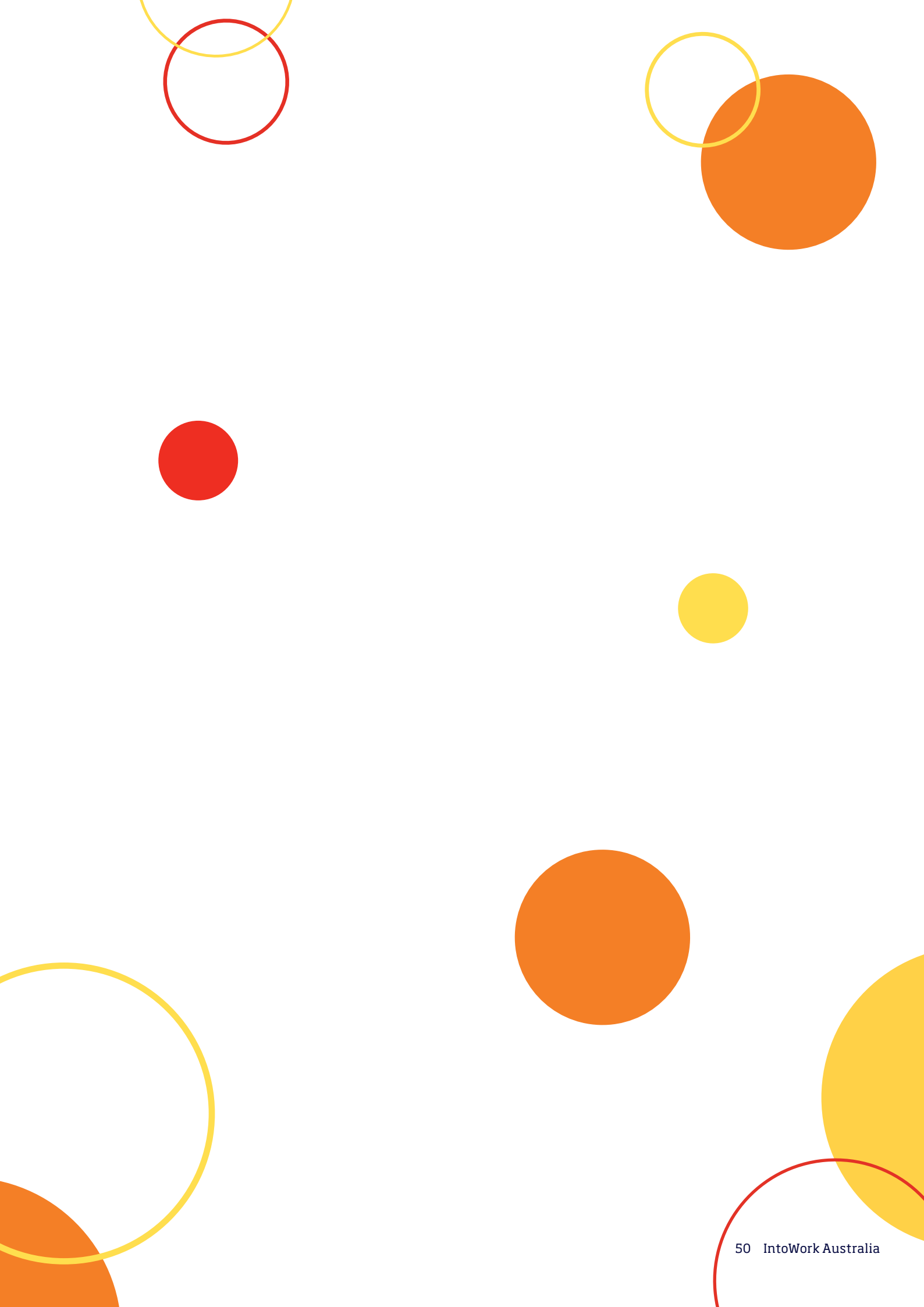
Learning the recipes behind Free to Feed's signature grazing tables. The organisation was the recipient a new multi-year grant from the Foundation





INNER NORTH COMMUNITY FOUNDATION







INNER NORTH
COMMUNITY
FOUNDATION

Proudly Supporting
the Inner North
Community Foundation

We acknowledge the Traditional Custodians of Country throughout Australia and recognise their continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander people and cultures and we extend our respect to the Elders past and present.



- EMPLOYMENT
- SKILLS & EDUCATION
- SUPPORT

