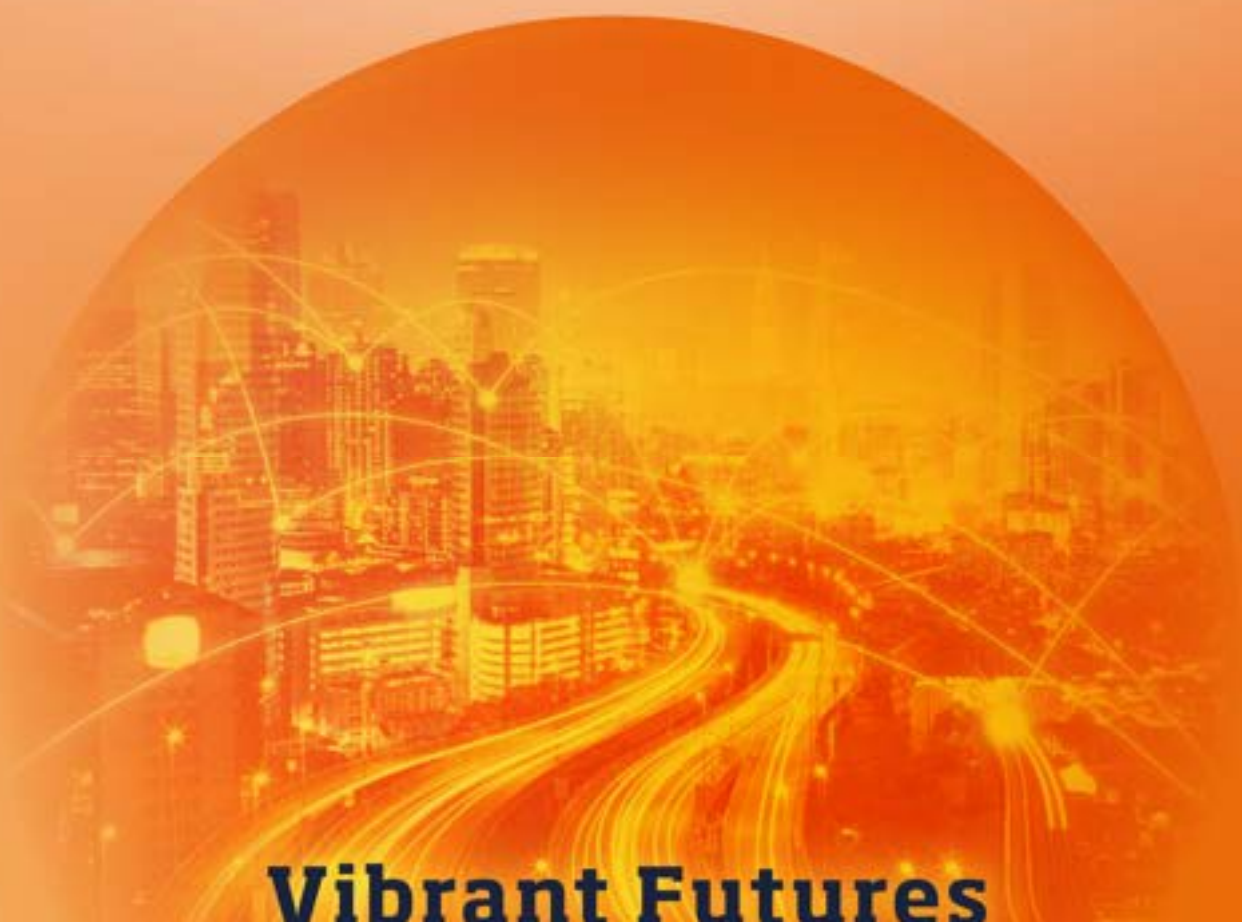


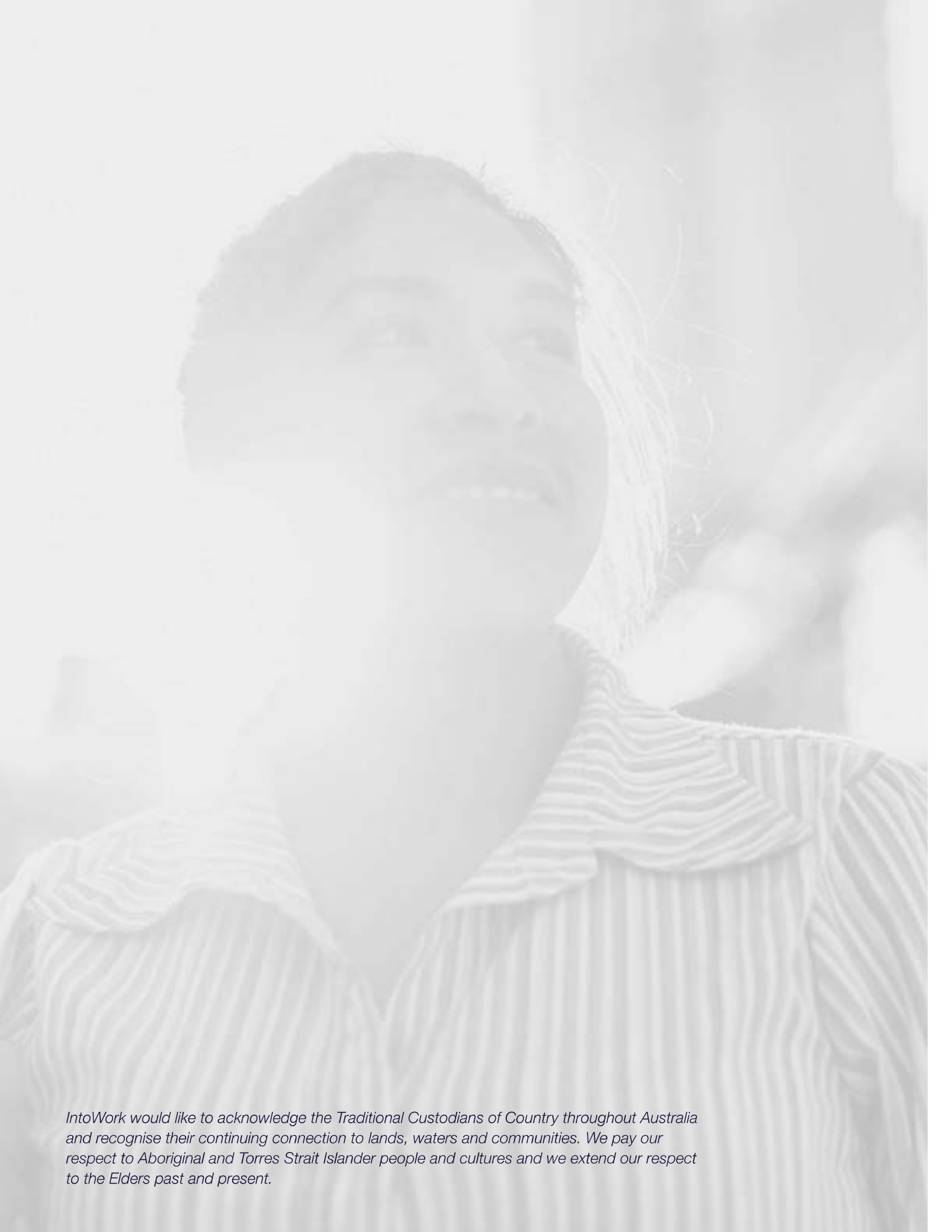


ANNUAL REPORT

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Vibrant Futures



IntoWork would like to 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.

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Our Reconciliation Journey

The IntoWork Group continues to strengthen its commitment to reconciliation.

This year has seen a focus on formalising that commitment through the development of a Reconciliation Action Plan 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 people, communities and businesses to close the gap in employment and social outcomes.

In addition, IntoWork's First Nations Advisors developed and delivered Reconciliation and Cultural Awareness Training, which aims to build the organisation's cultural capability and ensure it is culturally safe and responsive to the education, training, and employment needs and aspirations of First Nations people and their communities.

IntoWork continues to look for new opportunities to engage with First Nations communities and businesses, working with them to support First Nations 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 committed to doing our part to foster a more equitable and just society.





Bianca Templar, a proud Trawlulway/Bunurong woman, resides on the unceded lands of Kanamaluka/Launceston, Tasmania. Bianca's artwork for the Work & Training Reconciliation Action Plan is a stunning representation of the natural beauty of Lutruwita/Tasmania. The butterflies depicted, specifically the meadow argus, are native to Tasmania and symbolise the three regions where Work & Training operate: Kanamaluka/Tamar Estuary and Milythina/Launceston, Nipaluna/Hobart and Limilnaturi/Devonport.

This annual report highlights our performance during the **2023/24 financial year** and demonstrates our commitment to the communities in which we operate across Australia and New Zealand.

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.



Our Five Service Areas



Apprenticeships
and Traineeships



Education and
Training



Employment and
Recruitment



Transition and
Career Advice



Community
Support
Programs

IntoWork is a leading provider of integrated workforce solutions, resulting in supported communities and thriving businesses with skilled and motivated people. We remain focused on quality service delivery and expanding our geographic reach, while still acknowledging and supporting our roots as a Group Training Organisation.

As of 30 June 2024, the IntoWork Group comprised 19 businesses delivering apprenticeships, training, education, employment services and support programs.



A Note from the Chair

It has been a milestone year for the IntoWork Group for many reasons.

We celebrated **40 years of IntoWork** and reflected on the evolution of the organisation, which started in 1983 as a small Group Training Organisation in the inner north of Melbourne. We have now become the **leading provider** of employment, skills, education and support services, working with individuals, businesses and communities in every state and territory.

It was a wonderful opportunity to celebrate the journey so far and recognise the positive impact our services and people have had over the last four decades.

2023 was also the year we **officially expanded outside Australia**, with Apprenticeship Training Trust (ATT), a respected New Zealand-based Group Training Organisation, joining the Group.

It has been an exciting move for both organisations, and each continues to realise the benefits of the partnership.

This year, we also welcomed Help Enterprises into the Group. The Queensland-based organisation brings more than 50 years' specialist experience supporting people with disability to lead fulfilling and independent lives. The merger represents increased opportunities and pathways for Australians with disability.

Our work in the apprenticeship support space was recognised with the Australian Government appointing Mas National new contracts to deliver Australian Apprenticeship Support Services across New South Wales, Queensland, Tasmania, South Australia and the Australian Capital Territory from 1 July 2024.

At the core of our organisation are our shared values, which guide our actions and define our culture.

These values were further highlighted with the inaugural IntoWork Values Awards winners announced at our 40th anniversary celebrations in November. My congratulations to all the nominees, and my heartfelt thanks for demonstrating and upholding the values of Collaboration, Courage, Innovation, Integrity and Respect in your work every day.

We also launched the **IntoWork Vibrant Futures Awards** across Australia. The national program recognises Year 11 students who have displayed Integrity and Respect, values critical to success in today's global business world. More than 100 schools participated in the first year of these awards.



Further 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. Our annual contribution of \$200,000 was distributed to ten organisations through Pathways to Employment grants, helping hundreds of people on their journey to secure sustainable and meaningful employment.

I'd like to extend my gratitude to all Board members across the Group for their invaluable contributions.

Their insight and expertise have been pivotal in overseeing and enabling our strategic path, ensuring our enduring success. I also want to acknowledge Group CEO Poul Bottern for his exceptional leadership and dedication to the IntoWork Group. This recognition includes our Extended Leadership Team and all our staff, whose diligence, devotion and steadfast commitment to our mission have fuelled our accomplishments. It's through their combined efforts that we've been able to bring Vibrant Futures to so many lives across Australia.

Elizabeth Board
Chair
IntoWork Australia



A Note from the Group CEO

The 40th anniversary of our organisation has been marked by a period of tremendous growth and an increased focus on social impact. Our solid position, through sustainable business practices, continues to instil confidence in the employers, industries, government and individuals we work with.

Our business growth saw our staffing numbers increase to more than **2,400 in over 200 locations across Australia and New Zealand**. At the end of 2023, we welcomed Apprenticeship Training Trust (ATT), bringing 30 years of experience delivering apprenticeship employment services in New Zealand and expanding our reach internationally. This was followed by Help Enterprises joining us in early 2024. Help is a Queensland-based social enterprise with a long history of providing integrated services to empower and support people with disability.

In addition to our merger activities, we were also successful in winning contracts to deliver the new Australian Apprenticeship Support Services in the Australian Capital Territory, New South Wales, Queensland, South Australia and Tasmania from 1 July 2024.

In the 2023/24 financial year, we supported over **70,000 apprentices and trainees**, trained more than **11,000 students** through our Registered Training Organisations (RTO), placed over **2,800 people** into employment through Workforce Australia Services, worked with over **4,000 Disability Employment Services (DES) participants** and over 600 National Disability Insurance Scheme (NDIS) participants. At the close of the financial year, revenue was \$354 million while our total asset base sits at \$195 million across the Group.

We continued our formalised staff development programs with the expansion of the IntoWork Leadership Academy. Our Frontline Leadership Development Series now complements the existing Senior Leader Development Program and Emerging Executive Leader Program

We also celebrated the inaugural winners of the IntoWork Values Awards. Selected from the monthly winners throughout the year, five staff members from across the Group were recognised for their outstanding commitment to the values of Collaboration, Courage, Innovation, Integrity and Respect. Congratulations to these winners and all staff who were nominated by their peers throughout the year.

We introduced a new external awards program in schools across Australia – the IntoWork Vibrant Futures Awards. The awards, which complement the existing work we do with young people, recognised Year 11 students who demonstrated the values of integrity and respect – traits that are highly sought after in today's global society. More than 100 students received Vibrant Futures awards in 2023.

Further supporting our work with First Nations individuals and communities, our network of First Nations Engagement Advisors developed and delivered cultural capability workshops across the Group. We supported two First Nations-focussed charities through donations totalling \$250,000. The two recipients, Indigenous Literacy Foundation and Thirrili, play a crucial role supporting literacy and providing postvention support to families and communities affected by suicide.

Group businesses were also well represented at each of the State Training Awards, recognising excellence in Vocational Education and Training. We were thrilled when MRAEL trainee and proud First Nations student Kyezaya Namai-Sabatino took out the national award for School-based Apprentice or Trainee of the Year.

The Collective had another successful year with more than 1,100 women attending events and participating in the free Collective Mentoring program. For each event, The Collective partnered with a local female-focused charity, resulting in more than \$20,000 in donations being distributed to support women in communities across the country.

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 collaboration moves us forward and develops 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.

Poul Bottern

**Group Chief Executive Officer
IntoWork Australia**



Our Shared Values



Our Businesses at 30 June 2024



Our Office Locations

We deliver our programs and services to over 200 locations across Australia and New Zealand.

Victoria

Bairnsdale
Bentleigh
Broadmeadows
Brunswick West
Churchill
Cobram
Coburg
Cranbourne
Croydon South
Dandenong
Deer Park

Epping
Frankston
Glenroy
Heidelberg West
Hurstbridge
Korumburra
Lakes Entrance
Leongatha
Mallacoota
Melbourne
Mildura

Moe
Morwell
Narre Warren
Niddrie
Northcote
Orbost
Pakenham
Preston
Ringwood
Sale
Scoresby

Seymour
Shepparton
Somerville
Sunbury
Traralgon
Wangaratta
Warragul
Werribee
West Footscray
Wodonga
Wonthaggi

Queensland

Acacia Ridge
Banyo
Beaudesert
Beenleigh
Bellara
Berserker
Biloela
Bowen
Brendale
Brisbane
Brisbane Airport
Browns Plains
Bundaberg
Caboolture
Caloundra
Cannonvale
Capalaba
Chermside
Clayfield
Coolangatta
Coomera
Deception Bay
Emerald

Fortitude Valley
Gatton
Gladstone
Goodna
Greenslopes
Harristown
Inala
Ipswich
Lawnton
Lowood
Mackay
Margate
Maroochydore
Meadowbrook
Milton
Mitchelton
Moranbah
Mount Pleasant
Nambour
Nerang
Noosaville
North Lakes
Nundah

Oakey
Oxenford
Pialba
Redcliffe
Robina
Samford
Sarina
Scarborough
Sippy Downs
South Brisbane
Southport
Springfield Lakes
Stones Corner
Strathpine
Sunnybank Hills
Taroom
Toowoomba
Toowong
Townsville
Upper Mt Gravatt
Wellington Point
Westcourt
Woodford

Woodridge
Wooloowin
Wynnum
Yarrabilba

Western Australia

Albany
Bunbury
Busselton

Forrestfield
Joondalup
Katanning

Midland
Northam
Perth

South Australia

Adelaide
Berri
Christies Beach

Elizabeth
Loxton
Mawson Lakes

Mount Barker
Mount Gambier
Murray Bridge

Renmark
Waikarie

New South Wales

Parramatta

Wagga Wagga

Northern Territory

Alice Springs

Australian Capital Territory

Canberra

Tasmania

Cygnets
Devonport

Hobart
Launceston

Moonah
Nubeena

Rosny Park

New Zealand

Auckland

Christchurch

Corporate Governance

Our skills-based IntoWork Board has oversight of a substantial group of 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 that IntoWork sustains its

commercial goals, while remaining focused on its not-for-profit purpose of reducing barriers to employment and providing access to jobs for all people.

Our Financial Performance



\$354.2

Group revenue



\$195.0

Total assets



\$121.6

Equity

Our People



>2,700

Apprentices, trainees
and short-term placements



2,440

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's strong governance is promoted throughout the Group.



Elizabeth Board
Chair



Kevin Neville
(until June 2024)
Deputy Chair



Dale Archer
Independent



Julie-Anne Busch
Independent



Kevin Breen
Independent



Roger Gower
Independent



Poul Bottern
Executive

Business Structure

As a Group, we are committed to connecting all our businesses under the strong, recognised IntoWork name. While each business operates as its own entity and brings individual skills and strengths, our Group structure allows us to identify and harness synergies to maximise cost effectiveness, enhance sustainability and support our purpose to meet the needs of the communities we serve across Australia and New Zealand.

The Leadership Team

Comprising leaders from each business, the Leadership Team meets fortnightly to explore new business opportunities and 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

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 Communications, 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. Businesses in the IntoWork Group benefit from access to essential services delivered by people who are experts in their respective fields and understand how the Group 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 Cities 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 the inner north of Melbourne.

Our Leadership Team

at 30 June 2024



Poul Bottern
Group CEO



Nicolas West
Group CDO



Tom King
Group CFO



Nunzia Confessore
Group COO



Jadranka Butigan
Human Resources



Lysa Kirsanovsi
General Counsel



Ben Dahlstrom
CEO
Skill Hire & Nara
Training and Assessing



Christine Zechowski
CEO
MRAEL, ATCNB, ATTC,
CTC, DGT, HTN



Craig McGrath
CEO
iTFE



Denver Fresser
CEO
Help Enterprises



Jamie Barden
CEO
Interact Australia



John Glass
CEO
Mas National, FindStaff, Hunter
Recruitment, Stockdale



Leanne Wallace
CEO
Work & Training



Nicola Dashper
CEO
ATT



Steve Wyborn
CEO
IntoJobs



AGA continued to perform well during the 2023/24 financial year. Group Training Organisation (GTO) numbers, Registered Training Organisation (RTO) enrolments, Transition to Work (TtW) outcomes and Australian Apprenticeship Support Network (AASN) sign-ups remained steady throughout. AGA successfully rolled out new contracts with state and federal government authorities. Strong foundations have been set for continued growth in 2024/25.

Highlights 2023/24

AGA was successful on numerous fronts, delivering both existing and new programs and services throughout the year.

AGA successfully completed delivery of the Safer Communities (Flip My Ride) contract. The program was dedicated to helping marginalised youth re-engage with the community to gain a wide range of vocational and life skills. The program engaged with over 100 high-risk offenders, with 90 per cent completing the program in full and 54 per cent returning to school or engaging in further training or employment.

Transition to Work (TtW) extended operations in two new sites: Ringwood and Preston.

Through the Department of Premier and Cabinet of South Australia, AGA was successfully awarded a contract to deliver 'The Alternative' project. This project is aimed at retaining university graduates within South Australia by providing them with a post-degree graduate program.

Business Snapshot

Apprentice and Employment Service	Number
Employed at 30 June	473
Commencements	314
Completions	296
Host employers at 30 June	184
Education and Training Service	
Active students at 30 June	
Apprentice and trainee	561
VDSS + Auspice	1,211
Student Commencements	
Apprentice and trainee	292
VDSS + Auspice	1,421
Student Completions	
Apprentice and trainee	174
VDSS + Auspice	221
Transition to Work	
Commencements	859



AGA continues to increase VET Delivered to Secondary Students (VDSS), with 2024 enrolments being AGA's largest intake yet. AGA offers both in-school delivery within AGA's training centres and auspice enrolments through a number of secondary schools across Victoria.

In 2022, the Victorian Energy Safety Commission (Energy Safe Victoria) and AGA entered into an agreement for the provision of Continuing Professional Development (CPD) skills maintenance courses. Energy Safe Victoria has extended this agreement for a further three years, ending in May 2027. The team has increased delivery across metro and regional locations.

AGA has significantly increased offerings in pre-employment and pre-apprenticeship courses to equip interested and aspirational candidates with the necessary skills and knowledge to join the AGA talent pool.

Focus 2024/25

Plans for the 2024/25 financial year include exploration of new GTO sectors and developing talent pools beyond traditional trades, expanding the delivery of VDSS and providing a wide range of short courses through AGA's training operations.

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



Our Stories

Safer Communities Flip My Ride Program

*Community Support programs

The Safer Communities Flip My Ride program, developed by AGA in Deer Park, Victoria, aimed to engage and transform the lives of the 100 at-risk young people who participated.

The program was designed to provide a constructive and educational environment where participants could learn both automotive and essential life and work skills.

The impact of the program was profound, culminating in events where participants showcased their restored cars, which were then auctioned off with the proceeds donated to the participants' chosen charity.

"This program has made me reflect on my future and what lies ahead. I'm excited about the prospect of a pre-apprenticeship or something similar, said Faith, who recently graduated from the program.



(L-R) AGA Project Manager Faraaz Khan, AFL great Brendan Fevola, and mentor Jacky Kuef

Special guest speakers like Glenn McGrath and Brendan Fevola emphasised the transformative power of such early intervention initiatives. "Early intervention programs are powerful catalysts for preparing participants at a critical time in their life by giving them structure, opportunity, direction and a sense of purpose. This can positively influence their ability to make the right decisions in the future," said McGrath.

Brendan Fevola added, "AGA's Flip My Ride Program isn't just about teaching life skills; it's about transforming lives. As someone who's faced my share of challenges – I know the power of getting a second chance."



(L-R) Former AGA CEO Leeann Rayner, cricket great Glenn McGrath and IntoWork Chair Elizabeth Board.



AGA Graduation and Awards Ceremony

**Apprenticeship and Traineeships*

To celebrate the achievements of graduating apprentices and trainees, AGA held their Graduation and Awards Ceremony in October 2023. Due to COVID lockdowns, this was the first event since 2019. 52 graduates, including apprentices, trainees and students, were supported at Marvel Stadium by over 250 guests, including host

employers and representatives from the Department of Workplace Relations and the Victorian Skills Authority.

Ten awards were presented to apprentices/trainees who were outstanding in their chosen field. Education Support Graduate, Taylor Dummett, was presented the overall AGA Apprentice/Trainee of the Year.



The AGA Graduation and Awards Ceremony winners

Operating since 1991, Apprenticeship Training Trust (ATT), a not-for-profit Group Training Organisation (GTO), joined IntoWork in December 2023. ATT offers managed apprenticeships in the plumbing, drainlaying, gasfitting and electrical trades across New Zealand. Working alongside host employers, ATT provides opportunities for New Zealanders to train and become successful tradespeople. Apprentices receive support, guidance and mentorship from ATT throughout their apprenticeship journey, enabling them to excel in their chosen trade.

Highlights 2023/24

In the first half of 2024, ATT's brand was refreshed to align with the IntoWork Group branding and integrated its finance, IT and marketing functions into the shared services structure. The integration will continue during the 2024/25 financial year as ATT draws on the knowledge and collective resources of the Group.

Challenging NZ economic conditions have resulted in a downturn in the number of apprenticeships available and contributed to an increase in the number of apprentices being handed back. Despite the challenging economic environment, ATT was able to assist many of those apprentices by providing alternative host employers and pastoral care to support overall wellbeing.

To meet the specific needs of apprentices and support their training and retention, ATT launched fortnightly study evenings in Auckland. This provided apprentices with a quiet place to study and access to computers, printers and ATT staff guidance. These sessions enabled apprentices to remain up to date on their theory and provided a sense of connection and camaraderie through knowledge sharing.

Business Snapshot

Apprentices/Trainees	Number
Commencements	35
Employed at 30 June	257
Completions	23
Host employers at 30 June	165

Focus 2024/25

ATT's focus for 2024/25 is to continue supporting apprentices and host businesses through these challenging economic times. The objective is to ensure high retention rates by providing exceptional service and solutions tailored to their needs.

Plans for the year include a focus on business development to develop new host businesses and partnerships with other external organisations. A pilot plumbing program, delivered in conjunction with Te Hiku Iwi Development Trust in Northland during 2023/24, has enabled ATT to expand its connections into a new industry area and create opportunities for potential funding partners. These partnerships also enable ATT to support its commitment to Te Tiriti o Waitangi (Treaty of Waitangi).

Completing the integration of ATT into the Group will provide it with the infrastructure to grow its services and ensure it's well positioned to take advantage of future opportunities presented by the significant upcoming changes in the vocational education sector in NZ.



Our Stories

Drought brings opportunities for skills growth

**Education and training*

**Community Support programs*

ATT partnered with Te Hiku Iwi Development Trust, piloting the Tupu Plumbing Program. This 12-month program taught unemployed rangatahi (young people) basic plumbing skills while installing water tanks and water infrastructure for families without access to water in drought-hit Northland. This delivered significant positive impact to both participants and the local community. The program will continue into the 2024/25 financial year.

Feedback from participants has been very positive, including "I really love my job," and "I am stoked to do this kind of work for the family and for the whole community".



Participants of the Tupu Plumbing Program

ATT Apprentice of the Year 2023

**Apprenticeship and Traineeships*

On completing his electrical apprenticeship, Phil Brunton was awarded ATT Apprentice of the Year for 2023, receiving the ToolWare Sales Ltd James Merrill Memorial Award for his achievements.

ATT placed Phil with his host employer, Kinetic Electrical East Tamaki, where he was considered a mentor to his peers and was offered a full-time position without hesitation once he was qualified.

"He has slotted into a senior role with responsibility for delivering a large project as a site foreman working under a project manager and has taken many of the junior apprentices under his wing. He is already an integral part of our business, and we look forward to progressing him further along his career path," said his host employer, Andrew Bryson.



Phil Brunton, ATT Apprentice of the Year for 2023

CTC provides programs and services in Central Queensland focused on social equity and increasing social participation for vulnerable and disadvantaged young people. This includes delivery of Youth Housing and Reintegration Services (YHARS), charity lunches and funded skills and support programs.

CTC's moto is 'Shaping Futures', and its staff are passionate and committed to ensuring all their participants have a voice and a positive pathway to Vibrant Futures.

Highlights 2023/24

CTC's delivery of YHARS continues to provide support to young people aged 12 to 21 in Central Queensland who are experiencing homelessness or are at risk of homelessness and exiting Child Protection Orders (17 to 21 years). YHARS social importance notably increased throughout the year due to the rising cost of housing and the social housing shortage within the region. These significant challenges can cause emotional distress for young people engaged with YHARS.

The Youth Mentoring team have been inspired by these challenges in 2023/24, ensuring all avenues have been explored in supporting young people with their safety and emotional wellbeing. Consideration is also given to their cultural and family connections. Other significant barriers facing young people are drug and alcohol dependency, domestic and family violence and mental health problems. Major obstacles can also include social anxiety, depression and low self-esteem, which have been linked to bullying, lack of confidence and social awareness.

By the end of the 2023/24 financial year, CTC supported an active caseload of 362 young people, with 109 identifying as First Nations. This active case load equates to 5,400 hours. Due to the intensity of the barriers

experienced by participants, this had led to an increase in the time required to capture accurate case notes by youth mentors. CTC's youth mentors are very passionate and transparent, ensuring all young people accessing YHARS are treated with respect and dignity and the team ensures they feel safe and supported.

Throughout the year, CTC has created alternate programs to support young people accessing YHARS within the community. CTC successfully applied for, and now delivers, Skilling Queensland's for Work (SQW) programs – Get Set for Work and Ready for Work in Rockhampton and Mt Morgan.

The SQW Get Set for Work program in Rockhampton caters for young people aged 15 to 19 who have fallen out of the education sector. As of the end of the financial year, 36 of the 48 enrolled have taken part, with the final round set to start in the next financial year.

In addition to supporting young people, CTC also ran its Women in Construction (Gladstone) and EmpowHER (Rockhampton) programs, which engaged 24 participants. The programs provide essential work-readiness training and employability skills but also opens doors to various industries including mining, construction and trades, offering numerous opportunities for apprenticeships and steady employment. Each of these programs have been given their own names to meet the unique needs of their participants in their respective community environment.



Business Snapshot

Apprentices/Trainees	Number
YHARS housing outcomes (total)	35
First Nations young people assisted with YHARS	257
Participants engaged in CTC skills and support pre-employment programs	23

Our Stories

Building a new life

*Education and Training

*Transition and Career Advice

Struggling with the cost of living, Vanessa Collins, a widow and single mother in Gladstone, found a lifeline through CTC's Women in Construction program.

Vanessa was balancing multiple jobs when she discovered CTC's program through a local Facebook job page and decided to give it a go. After completing the 11-week free training course, Vanessa secured a sentry role within a local refinery and hasn't looked back.

"A huge part of never upskilling was the fear of paying hundreds of dollars for a course, licence or ticket with no guarantee of a job at the end of it," she said.

"It honestly changed my life."



Single mother of two, Vanessa Collins (left), completed CTC's Women in Construction program.

Focus 2024/25

CTC's focus for the 2024/25 financial year is to strengthen its new five-year YHARS contract and continue to deliver SQW programs within Rockhampton/Mt Morgan and Gladstone Regions.

Areas of focus include literacy, numeracy and digital literacy with SQW Community Foundation programs in Gladstone and Rockhampton Regions, with submissions due in mid-March 2025. Staff will receive training on preventing and understanding violence against girls/women and boys/men to better support SQW participants.

CTC's The Recyclebolls was funded by a Department of Main Roads and Transport Community Road Safety Grant for a 12-month duration. The initiative focuses on the fundamentals of riding, safety measures and helmet use, traffic rules and road safety, and managing distractions and anxiety. The initiative is offered to children in Years 3 to 5 and 220 students have completed the program.

With CTC's Peddle Power Cycle Safety program, the focus is to continue delivering in the Gladstone Region and support funding grants to deliver in the Rockhampton Region mid-year to late 2025. CTC aims to travel to Queensland State schools to increase safety awareness, promote an active lifestyle, improve traffic education, and instil long-term safety road rules.

This year, DGT maintained its collaboration with government, industry and business to create employment and training initiatives for participants of all ages and skill levels. The aim was to support the development of essential skills and provide valuable work experience. These initiatives delivered extensive benefits, fostering skill development, economic growth and socio-economic advancement for individuals, industries and the wider community.

Highlights 2023/24

DGT has continued to collaborate closely with peak industry bodies such as Construction Skills Queensland (CSQ) to address workforce needs and support skills development across key sectors. Through this partnership, DGT has successfully delivered a range of targeted training solutions, including short courses designed to upskill existing workers and pre-employment programs aimed at equipping job seekers with foundational skills and knowledge to enter the workforce confidently.

These initiatives have not only addressed immediate skill shortages but also contributed to long-term workforce sustainability by fostering a pipeline of skilled workers ready to meet the demands of construction and related industries. DGT's success in securing additional funding beyond its annual allocations demonstrates its ability to identify opportunities, navigate competitive processes and deliver programs that align with both industry priorities and government objectives.

DGT continues to nurture strong relationships with the Southern Queensland Correctional Centre, enabling the delivery of transformative training opportunities that support reintegration and pathways to meaningful employment. Collaborations with medium to large construction companies and other key industry organisations have further solidified DGT's reputation as a trusted partner in workforce development, ensuring training programs are aligned with real-world requirements and emerging industry trends.

By maintaining these strategic partnerships and fostering collaboration across sectors, DGT is driving significant impact in skills development and workforce readiness, ultimately contributing to stronger industries, empowered individuals and thriving communities.

Business Snapshot

Training & Development	Number
Employment-based enrolments	2,541
Pre-employment training enrolments	95
Participants of transition support programs	15



Our Stories

It's never too late to change careers

**Apprenticeships and Traineeships*

John joined DGT's First Nations Engineering Skills Set Program, looking at changing careers from a forklift operator to becoming trade qualified as a boilermaker or mechanical fitter.

The program assists in providing the entry level skills and knowledge required to enter the engineering industry and covers essential work, health and safety requirements and the use of tools and materials.

The Munster Services Group (Munster) engaged in the First Nations Engineering Skills Set Program with DGT in Meadowbrook to provide training and work experience to unemployed locals keen to enhance their career opportunities.

After a successful trial period as a trade's assistant, John commenced a mature aged apprenticeship in Certificate III in Engineering with Munster.

"I chose a career in engineering to gain a different experience and trade in a new line of work. I love working hands-on with tools, learning more about the different types of tools used in the industry and how machinery works," said John.

Focus 2024/25

In 2024/25, DGT will merge with the Australian Trade Training College (ATTC) to deliver exceptional training and support services. This merger represents a significant opportunity to harness the combined strengths of both entities, resulting in streamlined development processes, enhanced operational efficiency and a collaborative approach to fostering innovation through shared expertise.

By integrating the capabilities of DGT and ATTC, the business will be better positioned to deliver industry-relevant training programs to address Queensland's critical skill shortages. The focus will be on ensuring a seamless integration of systems and operations to optimise performance and provide scalable solutions that can adapt to the growing demand for high-quality training and assessment.

This strategic alignment will not only strengthen the position of the merged entity as a leader in vocational education and training but also reinforce its commitment to driving economic growth and workforce development across Queensland.



John Pilot is supporting Utilita Water Solutions to maintain some of Brisbane's largest wastewater assets.

FindStaff is a high performing short-term placement and permanent recruitment specialist operating across Australia. The team delivers innovative and customised hiring solutions across dynamic sectors, including printing, manufacturing, transport and logistics, government, administration and civil services. Backed by a deep industry insight, FindStaff's dedicated specialists are passionate about driving business success, offering strategic talent sourcing that powers growth and ensures long-term prosperity.

Highlights 2023/24

FindStaff made the most of its opportunities during the 2023/24 financial year, securing multiple national clients to fuel continued growth and expansion across the country. These partnerships have strengthened FindStaff's national presence and unlocked new markets, allowing the team to offer services to a broader range of industries and regions.

With this increased reach, FindStaff is now positioned to provide even greater value to clients, delivering tailored solutions to meet their evolving needs. The growth of the client base also presents exciting opportunities for innovation, deeper collaboration and the ability to scale services to match the demands of clients nationally.

Business Snapshot

Employment	Number
Short-term placements	2,541
Permanent/Part time positions filled	95

Focus 2024/25

In the new financial year, FindStaff will sharpen its strategic focus through collaboration across the Group. FindStaff will partner with IntoJobs to assist participants to secure long-term employment and career pathways. The team will work closely with businesses across the Group to offer a comprehensive suite of employment solutions to both existing and prospective clients. This unified approach will strengthen FindStaff's services and expand opportunities across the Group.

In a bid to consolidate and reinforce their offerings, Hunter Executive Search will be integrated into FindStaff, launching under the new brand, FindStaff Executive Search. This consolidation will not only enhance their capabilities but also position FindStaff as a leader in executive recruitment.



Our Stories

Anchoring success

**Employment and Recruitment*

When Richardson Devine Marine, specialists in aluminium ship construction, needed support and expertise to screen candidates for a major project with the NSW Government, they turned to FindStaff. The team stepped in to find and screen suitable candidates within a quick timeframe. The five candidates have now become permanent employees after initially being hired temporarily through FindStaff.



(L-R) Greg McKenna, Gary Hayden, Christopher Hunn, David King and Shane Riley have all become permanent employees with Richardson Devine Marine.

Jana Vranic, a 360 recruitment specialist in South Australia, was meticulous in her selection of skilled welders for a client's urgent installation project needs. After conducting thorough interviews, Vranic identified Henry as the standout candidate. Recognising his potential, she expedited a meeting between Henry and the client. Impressed by Henry's skills and suitability for the role, the client offered him a position.

Since then, Henry has been working full-time. Both he and the client are exceedingly satisfied with the outcome. This success underscores the value of a tailored recruitment approach, which anticipates and meets the needs of both job seekers and employers.



Henry (right) on the tools at work

For over 50 years, Help Enterprises (Help), a Queensland-based social enterprise, has been dedicated to assisting individuals with disabilities to lead fulfilling and independent lives. Through an integrated network of services, Help supports a variety of needs, including employment, education, living arrangements and community involvement. They achieve this by working closely with their clients, utilising social enterprise businesses, forming organisational partnerships and providing support to participants through Disability Employment Services (DES) and National Disability Insurance Scheme (NDIS) service streams.

Highlights 2023/24

In April 2024, Help joined the IntoWork Group with the goal of ensuring a long-term future to support more people with disability. The merge was a logical step for Help to ensure financial sustainability and provide the capacity to capitalise on the opportunities and benefits that come from operating within the group of businesses.

Earlier this year, Help launched a new website to provide a modern, seamless and accessible channel for showcasing Help's diverse range of products and services.

Help has enhanced its supported employment model to improve person-centred support to ensure it aligns with the future direction of supported employment. Employment Coaches provide individualised support planning and Employment Support Workers provide support to help maximise independence and skills in the workplace. Supported employee committees were also established at all major sites, providing a voice for Help's 300+ supported employees.

Help has continued to focus on optimising its DES program and refining its service delivery model to help more jobseekers for many years to come. Further insights have been drawn from Help's participation in the federally-funded Disability Employment – Tourism Local Navigators Pilot and

the Queensland Government's Skilling Queenslanders for Work program.

Help empowers people to find independence through its portfolio of Supported Independent Living (SIL) properties. At the end of the financial year, all SIL properties were fully utilised.

Business Snapshot

	Number
NDIS participants supported in the community	330
DES clients placed in work	1,105
Supported employees at Help	362

Focus 2024/25

The Help team is focused on working together on the following three key areas to open even more doors:

- Targeted growth in specific NDIS services
- Scaling and creating opportunities for Help's social enterprises
- An extensive DES tender bid for the new government contract with a larger geographical footprint.



Our Stories

Celebrating 13 Years of Service

**Community Support Programs
Employment and Recruitment

In Help's Supported Employment program, individuals like Brendan work in a nurturing environment, where they can develop skills, earn an income and grow their independence with additional support on the job, often paving the way to transitioning between different roles.

Over his 13-year tenure with Help, Brendan has transitioned from roles in supply chain and third-party logistics to the dispatch crew, gaining a multitude of new skills. Recently, he has taken a step further by working alongside the production support team leaders in the office.

"It has been a great change for me. I have been sorting and organising over 700 files in Excel and have received good feedback," said Brendan.



Help employee Brendan



90%

Respondents that rated Help's services as 'good' or 'excellent'



54

DES Net Promoter Score



100%

SIL properties occupied at 30 June

Jakob's Bakery Triumph

Jakob, with assistance from Help's Disability Employment Services team, has been employed at Coles in the bakery department. Jakob is responsible for the cookies, and he is very pleased that he is working in such an inclusive work environment.

Help's team provided support to Jakob's employer to ensure they were confident and adequately equipped to help him succeed.



Jakob at home in Coles's bakery department

A Home Away from Home

Help launched a short-term accommodation villa in the Brisbane suburb of Mitchelton in 2023. The villa gives people with disability the freedom to venture out on their own, with the added security of 24/7 support. The villa is 100 metres from the Help Hub and stays are customised to suit the interests, goals and support needs of each individual, giving them a chance to build skills and giving carers a short break from their caring role.



A tenant using the villa's full kitchen facilities

Hospitality Training Network (HTN) is a not-for-profit Group Training Organisation (GTO) that supports, encourages and advances the vocational skills of those pursuing jobs through a Commercial Cookery Apprenticeship and other traineeship programs. Since its founding, HTN has effectively hired and managed over 12,000 apprentices and trainees, primarily in the hospitality, food services and tourist sectors. This helps to meet the demand for trained workers who are suited to the requirements of these roles.

Highlights 2023-24

HTN commenced 79 new apprentices and trainees in NSW and ACT throughout the year, contributing to a cooperative industry-based solution to solve the severe skills shortages in the hospitality sector.

The implementation of new candidate acquisition and recruitment technology in 2023 increased HTN's reach to potential candidates for host employers eager to take on apprentices.

Throughout 2023/24, HTN delivered the Educational Pathways Program in NSW, proactively working with local schools and supporting 80 students to participate in accredited business, hospitality and construction skills training, transitioning them into school-based traineeships upon completion. These programs were an effective introduction for school students to new career pathways.

In June 2023, HTN was successful in securing an innovation grant with NSW Education Trade Pathways Training Services to deliver a new program aimed at further addressing state-wide hospitality skills shortages. This was a partnership between HTN & IntoWork, engaging migrants wanting to enter the hospitality and tourism sectors through utilising a digital platform to create new pathways to a qualification.

The program was called 'Hospitality without Borders', which supported over 940 migrants across NSW with a unique and individual experience to assist with integration into further education or the workforce. The program upskilled 186 migrants through a range of hospitality micro-credentials available in 32 different languages, addressing language barriers and enabling migrants to engage in the VET system.

Business Snapshot

Apprentices/Trainees	Number
Commencements	79
Employed at 30 June	72
Managed at 30 June	8
Completions	19
Number of employers at 30 June	36



Our Stories

Celebrating our Apprentice Chefs

**Apprenticeships and Traineeships*

HTN is incredibly proud of its host employer-placed apprentice chefs, Michael Pisciotta and Alexander Graham. They were both finalists in the Apprentice Employment Network NSW & ACT Group Training 2023 Awards. They were nominated by HTN and their host employers. Michael was recognised in the First Nations Trainee/Apprentice of the Year category, while Alexander was a finalist for Apprentice of the Year.

Michael excels in bulk Italian cookery, merging his Italian and First Nations heritage to create culturally resonant dishes at Ursula Hall Catering, with the support of his HTN field officer. Growing up, he learned traditional Italian recipes from his Nonna, which he now applies in his bulk cooking for students. Michael's dedication to his peers and maintaining high safety standards has earned him respect.

"I took pride in meeting the needs of the students and guests of Ursula House. I'm not afraid to say that sometimes things got difficult, but I'm proud that my personal commitment to successfully completing my apprenticeship saw me through to the end."

Alexander Graham has shown remarkable talent and dedication, earning his place as a finalist. His recognition reflects his hard work and passion, making him an inspiration to his peers.



(L-R) Alexander Graham and Michael Pisciotta

Focus 2024/25

HTN is dedicated to empowering professionals in the hospitality industry with the skills and knowledge needed to thrive in an ever-evolving market.

Over the next financial year, HTN's focus will be on expanding innovative training programs, fostering key industry partnerships and leveraging cutting-edge technology to deliver flexible, impactful candidate experiences. The business aims to enhance workforce capabilities, promote sustainability and create a more inclusive and dynamic hospitality

environment, ensuring apprentices and trainees are prepared for the challenges and opportunities of the future.

HTN will also actively seek to reengage host employers through increased marketing and communications, encouraging them to hire more apprentices.

Achieving these aims will position HTN as a leading provider of comprehensive, future-oriented GTO solutions in the hospitality industry.

Hunter Executive Search Consultants is an executive search firm that identifies, assesses and secures top-tier talent. Acting as the catalyst for business transformations through crafting management and executive leadership teams, the team help businesses and individuals drive growth and innovation in the workforce. Hunter works in industries such as engineering and construction, industrial and manufacturing, mining and resources, defence, government and not-for-profit.

Highlights 2023/24

Hunter made 25 placements across 22 businesses in the 2023/24 financial year. It was a relatively even split between executive-level search assignments and senior white-collar positions.

Hunter secured several executive-level assignments, notably:

- › CEO, Australian Manufacturing Technology Institute Limited (AMTIL)
- › General Manager, CQG Consulting
- › State Manager – Victoria, BG&E Engineering
- › National Defence Sector Lead, BG&E Engineering
- › Global Head of Sales, Pacvac
- › Head of Business Services, Pacvac
- › Operations Director, AGA
- › State Manager – Western Australia, Huhtamaki
- › General Manager, Monsoon Industries
- › Operations Director, Scott Automation

The business secured representation in the Queensland market through the appointment of a state manager. A FindStaff consultant was transitioned into the Principal Executive Consultant role in Western Australia, which has traditionally been a strong market for the business.

Business Snapshot

Employment	Number
Executive level placements	12
Senior white collar / technical roles	13



Our Stories

Provider of choice

**Employment and Recruitment*

Hunter has become a trusted partner to businesses across Australia, including BG&E. Hunter worked with the company to find skilled and experienced staff to fill five senior roles in the Australian owned engineering consultancy, which employs over 1,000 staff across 15 offices.

Additionally, BG&E entrusted Hunter in their search for Regional Director for Victoria and National Head of Defence positions and assisted in the appointment of a senior hydrogeologist for their water infrastructure business in Victoria.

Hunter also made additional placements within their water infrastructure business and their corporate services function in Western Australia.

Hunter is now the search provider of choice for BG&E, with an additional two assignments within their transport business.

Focus 2024/25

Hunter, along with its executive search function, will be consolidated into the FindStaff brand. Incorporating Hunter's expertise in the executive recruitment space into FindStaff's offering will expand FindStaff's already comprehensive range of workforce solutions.

The plan also includes leveraging opportunities with other businesses within the IntoWork Group to further enhance the offering to clients across Australia.

Recruitment efforts will focus on hiring leading executive search consultants in strategic locations and sectors. Additionally, the consolidation plan calls for the development of a consistent sales cycle targeted at specific markets and clients, along with maintaining a robust and effective proposal pipeline to meet or surpass budget expectations.



Interact Australia (Interact) promotes social inclusion, health and wellbeing by empowering people living with disability to achieve their full potential. Interact is a nationally registered provider for the National Disability Insurance Scheme (NDIS), catastrophic injury services with the National Injury Insurance Scheme Queensland (NIISQ), Insurance and Care NSW (iCare) and Transport and Accident Commission Victoria (TAC). Additionally, Interact partners with CoAct, delivering Disability Employment Services (DES) across Australia.

Highlights 2023/24

It was a year of transition and change within Interact. With a new Chief Executive Officer, Interact experienced significant growth in Community and Care Services and a new organisational structure to support future business.

Despite some challenges in the DES space, Interact grew significantly, with continued expansion in existing footprints and into New South Wales. The business was successful in a competitive tender to become one of just 58 approved providers of iCare NSW, delivering attendant and nursing care to people who have experienced motor vehicle or workplace injuries.

Other highlights in 2023/24:

- › Newly established alliances with Welcome Here Project (LGBTIQ+ people), Hidden Disabilities Sunflower (people living with disability) and Multicultural Communities Council
- › Launch of the partnership with homeless meal service, Dig In
- › Recognised as one of the top 150 not-for-profit NDIS support providers across Australia

- › Introduction of a new national management structure, supporting the team with consistency, focus and drive
- › Acquisition of NDIS provider, Sandpiper Care in Queensland
- › Commencement of disability accommodation supports in Queensland and Tasmania
- › Completion of Interact's new website
- › New technology infrastructure, enhancing the Community and Care Services web and app experience

Business Snapshot

Transitions	Number
DES placements	631
DES participants	1,434
Enterprises	
Number of Community and Care Services participants	663
Total support hours delivered	382,565



Our Stories

Connecting participants with their passions

**Community Support Programs*

iCare participant Garry was able to experience his first live concert in years, thanks to the planning and preparation of the Interact team. With the support of staff, Garry had a blast at the Nick Cave concert – his first live concert in more than ten years. iCare NSW supports the long-term care needs of people injured at work or on the road.



iCare participant Garry

John and Vicky are long-term Community and Care Services clients. John and Vicky's love for the theatre is almost as strong as their love for each other. As well as being supported weekly by the Interact team with shopping, domestic tasks and transport, they participate in a variety of social activities, such as the Disability Arts Event in Brisbane.



Jon and Vicky treading the boards during a recent event.

Focus 2024/25

In the 2024/25 financial year, Interact will focus on continued growth and regional expansion of Community and Care Services, alongside enhancement of DES, to be well positioned to win contracts for the Australian Government's new specialist disability employment program launching in 2025.

Interact seeks to further enhance disability accommodation and catastrophic injury services throughout Australia, offering the Interact point of difference to participants.

There will be continued exploration of pathways across the Group for participants and staff.

With a renewed sense of commitment to community engagement and driving change, Interact's local teams are continuing to forge significant connections within the regions where they live and work.



223

Provider ranking out of 195,892



>7,000

Support hours each week

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' innovative mobile delivery model provides flexible, tailored support to participants and their employers through local partners AGA, GTNT Group, Mas National and MRAEL.

Highlights 2023/24

Pathway programs were delivered across seven employment regions and five states. Over 400 participants were supported through the Career Transition Assistance (CTA) program. Additionally, hundreds of participants have engaged with Self-Employment Assistance services to support the creation of viable small businesses.

Through the delivery of Workforce Australia services, the IntoJobs team have supported more than 2,800 people to gain and retain work for over six months. This has included more than 500 First Nations Australians, ensuring financial security for themselves, their families and the community.

IntoJobs' mobile service delivery model has been praised by the community, businesses and government for its unique approach to employment service delivery. Each consultant "walks the journey to employment" with their participants, providing ongoing assistance in the workplace to ensure both participants and their employers have access to the resources and support required to fully transition to a productive long-term employment relationship.

IntoJobs have invested in Career Clarity, an application platform with a centralised assessment tool which helps identify any potential issues or barriers that might affect participant performance before and after employment. This internal assessment gives an overview of a participant's current wellbeing, identifying both psychosocial and environmental barriers to employment. It's designed to help employers support participants in overcoming these challenges through tailored action plans to become effective at work.

IntoJobs collaborated with its delivery partner AGA to deliver Certificate IV in Employment Services to staff.

Business Snapshot

Participants	Number
Total Workforce Australia participants	9,657
Placed into employment	2,874
Self-Employment Assistance	460
Career Transition Assistance	412



Our Stories

Supporting small businesses and communities in regional towns

**Education and Training*

Heidi and Dave are now running a successful olive oil business after joining our Self Employment Assistance program (delivered by Mas National). After moving to a property in the country, which happened to have 1,600 olive trees, they spent six years growing a small business selling homemade olive oil.

The skills, training and ongoing support they received from their mentor and the program helped them to turn their side business into the thriving enterprise they operate today.



Workforce Australia participants and their finished products



Heide and Dave at their olive farm

In Monto, Queensland, Workforce Australia participants Matthew, Benjamin, Ricky and Lewis participated in the Work for the Dole program. They built a community garden within the Adra Community Hub, which included planter boxes, a shed, picnic tables and a wheelchair access ramp. The participants completed the program and received a White Card, hands on experience, new connections, communication skills and social benefits.

Focus 2024/25

In 2024/25, IntoJobs will continue to support vulnerable Australians to enter or re-enter the workforce. In a labour market where unemployment rates remain at very low levels, IntoJobs has a unique opportunity to connect with local employers, establish partnerships to support their staffing needs and engage support mechanisms which enable participants to thrive in their new work environment.

IntoJobs aims to expand its expertise into trauma-based practices through collaboration with the Centre of Cultural Competence Australia (Supply Nation Certified), to run a trauma-informed practice module, which includes local workshops tailored to each specific region's requirements.

The Institute of Training and Further Education (iTFE) is a Registered Training Organisation (RTO) delivering Vocational Education and Training (VET) programs nationally across a range of sectors. iTFE has delivered programs to over 15,000 students looking to start a new career or upskill and have helped many businesses to enhance the capability of their workforce.

Highlights 2023/24

iTFE launched several initiatives aimed at diversification and growth to enhance its educational offerings and reach.

These initiatives include expanding into the care sector, where iTFE facilitated an aged care industry forum and co-developed training programs with industry leaders. These efforts have led to the enrolment of over 150 students in aged care and disability support qualifications.

Additionally, iTFE has strengthened its industry links by partnering with NBNCo to deliver telecommunications qualifications to NBN field staff and contractors throughout Australia.

The business has also established strong relationships with other not-for-profit enterprises. Notably, collaborating with Kowanj Australia to provide training to African refugees and becoming the preferred training delivery partner of The Y (YMCA), focusing on training young Australians for careers in the care sector.

Furthermore, iTFE has expanded into pre-employment training by working with job service providers and industry stakeholders to deliver programs that equip individuals with the necessary skills and knowledge to confidently enter the workforce.

Business Snapshot

Training & Development	Number
Short Course enrolments	3,153 (26% online)
Qualification enrolments	2,888
Pre-apprenticeship training courses	40
Number of business customers	350

Focus 2024/25

Over the next financial year, iTFE will focus on expanding educational offerings to encompass secondary school students through the VET Delivered to Secondary Students (VDSS) program.

The RTO will continue to provide meaningful employment opportunities to candidates through innovative, flexible and industry-informed training methods. Students will have the advantage of iTFE's strong industry links and experienced trainers.

Our Stories

iTFE bridges skills gap

**Education and Training*

iTFE's quality training and connection to local businesses helped participants gain sustainable employment through delivering the Certificate III in Individual Support in Berri, South Australia, and Wodonga, Victoria.

With the benefit of having access to experienced trainers with strong connections in aged care, recent Berri graduate, Karen gained industry-recognised skills and hands-on industry experience.

Karen has recently been placed with Calvary Homes in Berri. Many of the other recent graduates have also received placements in the aged care sector.

The Certificate III in Telecommunications Technology program is one example of iTFE's partnerships with major organisations to develop contemporary and engaging training.

Developed in collaboration with top NBNCo telecommunications experts, the program aims to deeply engage trainees in the distinctive methods of NBNCo.



Certificate III in Individual Support graduate Karen



Peter Nicoletti, the Head of Curriculum (pictured left) leading a session for NBNCo trainees in Sydney.

As a Group Training Organisation (GTO), Kestrel employs, manages and supports apprentices and trainees in north east Victoria and southern New South Wales (NSW). The 2023/24 financial year presented challenges, however, Kestrel remained resilient through high levels of engagement with local community organisations, schools, local government and sporting groups.

Highlights 2023/24

The 2023 Telstra Albury Wodonga Business Awards Gala Night took place in September 2023. Kestrel was a finalist in two award categories, 'Outstanding Employer (Employer of Choice)' and 'Outstanding Business in Education & Training' and was presented as a 'Highly Commended' recipient for both awards.

Kestrel was successfully awarded the NSW State Training GTO Funding Program and commenced delivering a Statement of Attainment in Construction Skillset. The training includes guest speakers, industry visits and work placement. The course provides a pathway into apprenticeships supported by Kestrel.

Kestrel partnered with iTFE to deliver pre-employment programs in aged care. These courses are designed to provide the skills and knowledge needed to understand the aged care industry. Once completed, the students are offered roles with Kestrel via the GTO.

Business Snapshot

Apprentices/Trainees	Number
Employed at 30 June	150
Commencements	76
Completions	45
Number of host employers at 30 June	71

Focus 2024/25

Plans for the 2024/25 financial year include providing more opportunities for apprentices and trainees by building relationships with schools and engaging with community in Wagga Wagga and the Southern Riverina Region.

Kestrel will also focus on expanding course offerings, including Continual Professional Development (CPD) for the electrical industry, Work Health & Safety training for regional businesses and expanding pre-employment programs.



Our Stories

From classroom to community

**Apprenticeships and Traineeships*

**Education and Training*

Kestrel placed school-based trainees, Emma and Diaz, with Northeast Health Wangaratta, where they completed their Certificate III in Individual Support. Kestrel provided ongoing support to both trainees through regular phone calls and site visits, ensuring that they and the employer were on track and had the resources needed to succeed.

Emma is now keen to further her skills with a nursing degree and part-time work in disability services, with Diaz similarly wanting to complete a nursing degree with the goal of becoming a paramedic – eventually leading to her getting involved in the Royal Flying Doctors.



Emma (far left) and Diaz (middle).

Mas National (Mas) continues to be a leader in workforce participation and development, working with state and federal governments across all regions in Australia. Additionally, Mas works closely with employers to support them and the individuals they employ by providing skills, confidence and communication tools. Mas has played a critical role in supporting all parts of the employment ecosystem.

Highlights 2023/24

The Australian Apprenticeship Support Network (AASN) team, funded by the Australian Government Department of Employment and Workplace Relations (DEWR) continued to maintain a high-quality service to stakeholders in Queensland, South Australia, Victoria and Tasmania.

Mas also continued to build on its Women in Non-Traditional Trades (WNTT) strategy. In 2023/2024, Mas launched Women in Trade social media ambassadors in Queensland, Tasmania and Victoria and developed partnerships with organisations, including Australian Women in Trade and Trades Women Australia. As an outcome of the strategy, Mas conducted over 15,000 career consultations with women considering a career in trades.

In New South Wales, Mas ran two successful employment readiness programs. The Connecting Women to Trades program secured significant employment outcomes for participants. Through the Supporting Migrant Women into Employment (SMWE) program, Mas provided extensive support to empower Culturally and Linguistically Diverse (CALD) women. Mas successfully tendered as an Apprentice Connect Provider, securing contracts to deliver apprenticeship services in the Australian Capital Territory, New South Wales, Queensland, South Australia and Tasmania from 1 July 2024.

In Adelaide, the Mas TRAILS program, run by Lighthouse Youth Projects, supported 34 at-risk young people aged 16-24, using bike riding to build confidence and life skills.

Business Snapshot

Service delivery	Number
Career consultations	6,969
Mentoring sessions	15,258
TRAILS (Teamwork, Respect, Attitude, Independence, Life, Skills) program participants	
Participants	34
Fit 4 Work	
Participants	8
Supporting Migrant Women into Employment program participants	
Completions	205
Connecting Women to Trades program participants	
Completions	228
Employment outcomes	47



Our Stories

Amir's Journey

**Apprenticeships and Traineeships*

With the help of Mas, Amir Ansari completed an apprenticeship as an electrician. But his journey to this qualification and to Australia wasn't an easy one. After fleeing his home country of Iran, he spent two years in a refugee camp on Christmas Island.

When he arrived in Australia at 26, he was determined to find work as an electrician – a trade he started when he was just 13. Unfortunately, his qualifications were not recognised in Australia, which meant he had to repeat his apprenticeship.

After completing his apprenticeship with the help of Mas, Amir started his own business within seven months. He not only hired his first apprentice but also signed up his second apprentice through Mas again.

"Mas have been very supporting. When I called them, they immediately signed me up as an apprentice and made the process very easy," he said.

Despite achieving many goals throughout his career, Amir's mission extends beyond personal success. He is now helping other refugees with their apprenticeship.

Focus 2024/25

Mas will launch as an Apprentice Connect Provider in the Australian Capital Territory, New South Wales, Queensland, South Australia and Tasmania. Mas will continue to grow the mobile application, MasConnects, which has proven to be a useful engagement and support tool for apprentices. The mood meter functionality will continue to be an identifier for additional support requirements of apprentices.

Mentoring and Personal Support Services (MPSS) is a key component of the Apprentice Connect Provider contract. As such, Mas has developed an online platform enabling apprentices and employers to engage with qualified professionals, including psychologists, without the restriction of geographical barriers.

The allied health function of Mas will focus on exploring further complementary professional services to support more job seekers through partnerships with Workforce Australia providers.



Amir Ansari (middle)

Dedication to upskilling First Nation women

**Education and Training*

**Transition and Career Advice*

Mas develops and delivers a broad range of tailored pre-apprenticeship programs. One of these programs, Connecting Women to Trades, was specifically designed for 11 First Nation women at the AMES Australia site in Blacktown in Western Sydney.

The participants learnt core life skills and trades skills in framework, concreting, steel fixing, carpentry, bricklaying and plumbing. One of the participants was even given a job before the program had ended, which is a credit to their hard work and the skills they gained through the program.



Connecting Women to Trades program participants



Harry Hill's transformative journey

**Community Support Programs*

At 19, Harry Hill found peace on Adelaide's bike trails, overcoming significant life challenges with the help of Mas's TRAILS program. Becoming a father at 15 and battling Major Depressive Disorder (MDD), Harry struggled with school and fell into the wrong crowd.

After being referred into the program, Harry learned practical skills such as bike maintenance, trail building and essential life skills. But the program's impact went beyond

the practical. "TRAILS kept me out of trouble and gave me something to look forward to," he said. The program's zero-tolerance policy for negative behaviour pushed him in the right direction.

Now, Harry works full time as a domestic scheduler for Thomas Foods, supporting his young family. "TRAILS showed my employers I could be consistent," he said. Without the program, Harry believes he would still struggle with his mental health.



TRAILS participant Harry Hill (right) with his mentor, Tom (left)

MRAEL and its controlled entities operate as a Group Training Organisation (GTO), Registered Training Organisation (RTO) and senior vocational school. MRAEL also delivers Australian Apprenticeship Support Network in Queensland as part of Mas National, and Workforce Australia services as a sub-contractor to IntoJobs. MRAEL's RTO, Australian Trade Training College, is a contracted provider of trades recognition skills assessment services through Trades Recognition Australia. MRAEL designs and delivers social equity and participation programs for under-represented participant cohorts across Queensland.

Highlights 2023/24

In 2023/2024, MRAEL supported a diverse range of participants through its various services, significantly enhancing their career prospects. Over the year, MRAEL's GTO commenced 517 new apprenticeships and trainees, 11,399 new sign-ups were completed by the Mas Queensland Australian Apprenticeship Support Network team, and a caseload of over 3,400 Workforce Australia participants were supported in the Mackay and Fitzroy Employment Regions. MRAEL also included targeted support for under-represented groups, ensuring equitable access to opportunities. Through these efforts, MRAEL has made a substantial impact on participants' career readiness and long-term success.

MRAEL's social assistance training to employment programs, funded by both Australian and Queensland State Government initiatives, also made a considerable impact by equipping individuals across Queensland with the skills and confidence necessary for successful workforce entry.

Australian Trade Training College (ATTC)

ATTC now has four campuses with purpose-built, practical training facilities, which align with qualification requirements and industry needs. Through continuous growth, the RTO has over 2,000 active students across enrolment streams, including User Choice, VETiS, fee for service, Certificate III Guarantee and Higher-Level Skills programs. These enrolments are apprentices, trainees, school students, job seekers, existing workers and students engaged in trade qualification training, short courses, upskilling and pre-employment programs. With the support of the Queensland Government and peak industry body funding, ATTC provides a combination of workplace and campus training to meet the needs of industry.

ATTC is contracted by Trades Recognition Australia to deliver trade recognition skills assessment services and provision of Australian qualifications to skilled migrant applicants. The offshore program is in continuous growth, with over 1,500 active participants progressing through the staged assessment process. The onshore Job Ready Program has experienced significant growth, with over 2,000 applicants receiving workplace trade ready assessments.



This growth reflects the Australian Government's skilled worker migration strategy, which has opened further migration pathways to assist with the need for more skilled trade workers in Australia.

Australian Trade College North Brisbane

Reinforcing its status as a 'Trade School of Excellence,' ATCNB leads in post-graduation outcomes for senior secondary students, with over 80 per cent of graduates engaged in further tertiary education and training, compared to 60 per cent across the Moreton Bay Region and 50 per cent across Queensland.

The flagship industry placement program continues to deliver exceptional results, with 548 individual work experience placements completed by Year 11 & 12 students in the Moreton Bay and Brisbane City Regions. This effort led to a 41 per cent increase in school-based apprenticeship or traineeship placements in 2023.

The inaugural Year 12 General Mathematics students graduated with results above state averages, supporting electrotechnology and engineering pathways. In 2024, General English was introduced, and all students completed their Certificate III in Business, boosting their industry readiness.

Strategic partnerships expanded with entities like Australian Trade Training College and new alliances in diverse fields, enhancing programs from hairdressing to information technology.

Enrolment peaked with the largest ever cadet cohort, and demand increased for health care and early childhood education pathways.

Business Snapshot

Apprentices/Trainees	Number
Mas Experience delivered by MRAEL	
Active training contracts at 30 June (Queensland only)	20,863
MRAEL GTO	
Commencements	517
Completions	249
Employed at 30 June (since July 2022)	367
Managed at 30 June	539
Number of employers at 30 June	182
IntoJobs delivered by MRAEL caseloads (Workforce Australia) by Employment Region (ER)	
Active participants at 30 June – Fitzroy	2,221
Active participants at 30 June – Mackay	1,485
Participant employment placements made – Fitzroy	840
Participant employment placements made – Mackay	509
Australian Trade College North Brisbane Secondary School outcomes	
2023 Year 12 Graduates	93
2023 Year 12 Graduates received their QCE (%)	98%
2023 cadet students completed	93
2024 Year 11 commencements	134
2024 cohort in school-based apprenticeship or traineeship at 30 June (%)	86%

Our Stories

ATTC's newest campus opens

**Education and Training*

ATTC, one of the largest RTOs in Queensland, opened a new purpose-built training facility at Brendale in the Moreton Bay Region. The facility allows ATTC to provide training to even more students under the VETIS framework. This includes skill-shortage areas in electrical, plumbing, engineering, automotive and construction.



RTO Manager Pauline Grant-Smith (centre-left in red jacket) celebrates with staff at the opening of ATTC's newest campus

Award-winning apprentices

**Apprenticeships and Traineeships*
**Education and Training*

Proud First Nations student **Kyezaya Namai-Sabatino** was named Australia's best School-Based Apprentice or Trainee at the 2023 Australian Training Awards.

While completing a Certificate II in Engineering, Kyezaya was recognised for his strong work ethic, passion and dedication to his traineeship at Rio Tinto Weipa. MRAEL supported Kyezaya in his placement by developing skills to address issues that can impact on his work, schooling and off-the-job training. MRAEL staff regularly checked in to see how he was progressing in his traineeship, both on and off the job, to ensure he has a good scope of the whole industry.

"I have a big fascination for heavy machinery – from big trucks to loaders and dozers on the mine sites. I was eager and motivated from the start to demonstrate a high work ethic and commitment to my traineeship," Kyezaya said.



Kyezaya Namai-Sabatino with his award for Australia's best School-Based Apprentice or Trainee



Reece Hunt, an MRAEL apprentice with SWB Plus Reliability Services Unanderra, took home a bronze medal for Turning at the Illawarra regional event for WorldSkills Australia in June. More than 4,000 apprentices across Australia take part in the regional competitions, with medal winners going on to compete at the biannual National Championships.

The next national event takes place in Brisbane in June 2025, where Reece will compete against his fellow regional medal winners.



(L-R) SWB Manager Daniel Crawford, Reece Hunt, MRAEL Field Officer

Focus 2024/25

In 2024/25, MRAEL will concentrate on advancing its strategic growth and amplifying its impact in vocational training and workforce development. The GTO will seek to expand its apprenticeship placements and enhance service delivery, contributing to building a workforce with the skills and qualifications to meet future labour force needs.

MRAEL will also place a strong emphasis on social equity, developing initiatives designed to improve access to vocational training for under-represented groups. Collaboration with IntoJobs will continue to be a key focus, aiming to maximise outcomes for Workforce Australia participants through a comprehensive range of services.

MRAEL will continue to engage with local community-based organisations and industry partners to address emerging skills needs, ensuring that its services remain responsive to the evolving demands of the labour market.

Nara Training and Assessing has over 25 years of experience as a Registered Training Organisation (RTO) providing high-risk training and workplace safety courses. Participants have a competitive advantage through industry links in the construction and trade industry in Western Australia (WA). Nara's team take pride in delivering superior customer service, tailored training and flexible delivery and assessment to meet the needs of individuals, businesses and corporations.

Highlights 2023/24

In its first year as part of the IntoWork Group, Nara again performed strongly as it took advantage of its stellar reputation for high quality training, particularly in WA's southwest.

Nara's Bunbury centre remained the strongest driver of business. The success of the centre has led to its expansion to the adjacent property. This facility is now live and has taken its first cohort of students through construction training.

WorkSafe WA visited the Bunbury site for a safety audit as part of its routine inspection, commending Nara on the high-quality practical training undertaken, saying it was one of the best audits they have carried out.

Enrolment numbers stayed strong throughout the financial year. Dogging and rigging in both Forrestfield and Bunbury continued to bring in high revenue, with course numbers almost always full. Increased bookings across a variety of courses led to the commencement of weekend training.

The demand for services meant more trainers joined Nara's ranks. Several instructors for high-risk courses will help service Nara's strong relationships with high profile companies, including Laminex and Premier Coal.

Training was not just limited to Bunbury and Forrestfield sites. Demand for Nara's services also included on-site sessions and travel to remote regions to deliver traffic management and white card services in Narrogin and Responsible Service of Alcohol in Northam.

Nara is proud to have been able to continue offering discounted training rates to volunteer organisations and schools in WA's south west.

Business Snapshot

	Number
Short Courses delivered	7,799



Our Stories

Empowering women for career success

**Education and Training*

**Transition and Career Advice*

Nara hosted the Building Women Up Workshop in partnership with Workskil Australia and Mas National. The five-day workshop introduced female students to a variety of skills and disciplines, with a strong focus on high-risk training. The workshop also included business and self-development, supporting participants to set themselves up for success in their future careers. This resulted in most participants going on to further training or employment.

Focus 2024/25

Increased integration with newly acquired businesses in WA will be a core focus for the next financial year. This means staff will work closely with these businesses to help support efforts to promote the suite of workforce solutions.

Nara will leverage the opportunities arising from the new facility in Bunbury to strengthen its position in the region.

Focus will be placed on better understanding Nara's position within the highly competitive Perth market to ensure service offerings stand out for potential and existing clients.

Nara will look towards increasing its digitisation and innovation to remain competitive.



Scaffolding training in action at the Building Women Up workshop

Skill Hire is a Western Australian (WA) provider of education, training and employment solutions. As a Group Training Organisation (GTO) and Registered Training Organisation (RTO), Skill Hire supports over 1,000 contract staff, apprentices and trainees. Starting from humble beginnings in regional WA, Skill Hire has now grown to include recruitment, apprenticeships and programs contracted to the Australian Department of Employment and Workplace Relations.

Highlights 2023/24

A key highlight of the year was the transition into the IntoWork Group and the unwavering commitment of staff to the business to ensure continuity for apprentices and stakeholders.

Ten Skill Hire apprentices were the recipients of prestigious awards from the Apprentice Employment Network WA and the Master Builders Association of WA, which reflects the success of Skill Hire's Group Training model.

The Transition to Work (TtW) contract administered in the Great Southern and Wheatbelt Regions on behalf of Workforce Australia went from strength to strength. In Northam and Albany, more than 320 young people have engaged in the program. In Albany, a Youth Hub was launched, providing a fresh, open-spaced and fit-for-purpose servicing environment to continue engaging young people in the region.

The RTO had a busy year with the increase of Try a Trade Construction Training Fund (CTF) carpentry and bricklaying courses.

Civil construction Try a Trades (both CTF and Career Taster funded) was a welcome addition to Skill Hire's services.

The quality of delivery was excellent, with Skill Hire enjoying the highest retention rate of the CTF scholarship program in WA.

The Certificate II in General Education for Adults was launched. Running in locations from Albany to Forrestfield, the program helps young people facing educational barriers to reach the level they need to obtain an apprenticeship or employment.

To ensure Skill Hire continues to stay ahead of the competition, the business development team was overhauled with a renewed focus on offering a full range of integrated workforce solutions to clients. This approach began to enjoy success at the end of the financial year with interest from several major companies.

An important facet of this integrated approach is the short-term placement division, which provides critical services for businesses and workers. The Bunbury Outer Ring Road (BORR) project, of which Skill Hire is a major supplier, highlights the necessity of offering flexible employment options for people at different stages of their career.



Business Snapshot

Participants	Completed Qualification	Statement of Attainment
Auspice	117	132
Pre-app	53	55
Short course		186
VETDSS	26	15
Apprentice/ Trainee	37	13
Auspice - short courses		865

Skill Hire GTO

Commencements	100
Completions	51

Transition to Work

Commencements	284
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Focus 2024/25

Differentiation and innovation are two areas that will be a focus in the new financial year. To compete in an increasingly competitive market, Skill Hire needs to offer something different than TAFE can provide. Innovation in how and where Skill Hire delivers training will increase the GTO's margins and provide a more compelling offering to its hosts.

The clean energy space has a lot of potential for Skill Hire as a business across multiple disciplines. It allows the team to be at the forefront of change, whilst also feeding its core business in construction.

In WA, there are few (if any) companies providing 360 workforce solutions like Skill Hire with the backing of the IntoWork Group. The core focus for 2024/25 is putting in place processes that foster collaboration and winning business by promoting integrated services.



Our Stories

Getting hands-on with trades

**Education and Training*

Skill Hire hosted students from John XXIII College to participate in their three-day Try a Trade program.

The program gives students hands-on experience in various trades, such as carpentry and bricklaying, helping them learn more about the career pathways available to them.





Apprentice shines with top plumbing award

**Apprenticeships and Traineeships*

Skill Hire apprentice **Ramazan Ibrahim** was celebrated at the Master Builders Apprenticeship Awards 2024, where he won the award for Most Outstanding Third Year Plumbing and Gas Fitting Apprentice.

Ramazan was one of several other nominated Skill Hire apprentices, many of whom also won awards in their respective fields.

"I'm very happy with Skill Hire. They have supported me in any situation, mentoring me, helping with my language on the worksite, and every aspect of delivering my Apprenticeship. Receiving the award and seeing my whole family and friends so happy was truly special," said Ramazan.



(L-R) Skill Hire CEO Ben Dahlstrom with apprentice Ramazan Ibrahim

Work & Training operates across Tasmania, providing apprentice and trainee employment services and accredited and non-accredited training. For over 35 years, the business has taken pride in its excellent reputation for service provision and partnership with local businesses. With offices located in Hobart, Launceston and Devonport, Work & Training is a leading Registered Training Organisation (RTO) and Group Training Organisation (GTO) in the Tasmanian community.

Highlights 2023/24

Work & Training continued its commitment to increase the skills and employment opportunities of the people of Tasmania. This includes young people, First Nations people, the Culturally and Linguistically Diverse (CALD), those seeking employment and people with disability, ensuring everyone has a chance to thrive in the workforce and in life. Work & Training continues to reliably deliver apprenticeship and traineeship employment services, and nationally recognised training and foundation skills training in all regions of Tasmania to meet the needs of local business and individuals.

The business currently holds fourteen Tasmanian Government and two Australian Government training or support contracts. This has given the business the ability to continue delivering both established long-term and new programs.

At the end of the financial year, Work & Training was successful in its bid to deliver the Skills for Education and Employment (SEE) program in Southern Tasmania. The SEE program provides free English language, literacy, numeracy and digital literacy (LLND) skills training, leading to further training or employment.

A Local Jobs Program and Training and Work Pathways program, designed to provide non-accredited industry (aged care and hospitality) training with specialised language, literacy, numeracy and digital skills (LLND) support, commenced in early 2024. All programs were successful, with jobseekers gaining employment or entry to full qualifications.

Business Snapshot

Apprentices/Trainees	Number
Apprentice/trainee commencements	192
Apprentices/trainees employed at 30 June	277
Completions	119
Number of host businesses at 30 June	172
Number of employers at 30 June (GTO only)	10
Training & Development	
Employment-based enrolments	739
Pre-employment training enrolments	449
Participants of transition support programs	176



Our Stories

Tasmania's best dental trainee

**Apprenticeships and Traineeships*

Work & Training dental trainee **Maryam Azizi** won the Tasmanian Training Award's 2023 Equity Trainee of the Year Award. After arriving in Hobart seven years ago knowing only one word of English, Maryam worked hard on her education and career pathway.

Through the support of Work & Training, Maryam attained her Certificate III in Dental Assisting and was offered a full-time position with host business, Oral Health Services.



(L-R) Gail White of Oral Health Services, Maryam Azizi and GTO Services Manager Kylie Petryk

"Doing the traineeship was not always easy. As a Muslim woman in hijab, I was visibly different. I experienced racism and discrimination. I had to deal with other's expectations. But when I graduated and got full time work, I proved that education was for me," she said.

Footy Superstar Darcy

Work & Training trainee **Darcy Beaven-Duncan** was selected in April to represent Australia in the Deaf Rugby team in South Africa in August 2024, going up against teams from England, New Zealand, Fiji and Zimbabwe.

The 19-year-old, who is deaf in both ears, impressively juggles both his traineeship with host employer Westpac and his sporting career. Darcy, who plays for the Devonport Bulls, was selected for the team after a trial in New South Wales. The Australian Deaf Rugby team includes players with at least 50 decibels of hearing loss in one or both ears. Referees use sign language and signals to communicate with players.

Darcy credits the Bulls, his host employer and Work & Training for their support.

"It's an amazing opportunity," Darcy said on being selected. "I'm looking forward to mixing with blokes that are like me and experiencing a different culture."



Darcy Beaven-Duncan (pictured)

Focus 2024/25

Work & Training will continue to seek growth opportunities, including providing GTO and RTO services to an increased range of industries, leading to new employment and training initiatives for Tasmanians. LLND training will be a focus through the SEE program and incorporated into funding applications to deliver training or employment programs.

IntoWork Leadership Academy

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

The Academy initially 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 Leaders Program (EELP)
- › Senior Leader Development Program (SLDP)

Highlights 2023/24

November 2023 saw six EELP graduates and 12 SLDP graduates, who presented to the IntoWork Chair of the Board, Group CEO, Leadership Team and the participants' managers. Graduates of these two programs participated in external and internal workshops, external coaching, internal mentoring (SLDP), business projects, work placements, leadership assessments and presentation to the Board (EELP).

In March 2024, the third IntoWork Academy program, the Frontline Leader Development Series (FLDS), was launched. This program was designed and delivered to our current front-line people leaders.

The fourth leadership program, the Emerging People Leader Series (EPLS), was piloted in May 2024. This program focuses 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.



2023 SLDP Graduates



2023 EELP Graduates

Collective

Collective – Inspiring Women in Business has achieved remarkable growth in the 2023/2024 financial year. With nine events taking place and twelve distinguished speakers sharing their stories of overcoming adversity and attaining success, Collective has solidified its impact.

Founded in Tasmania by Mas National in 2010, Collective is an inclusive group for women in business and runs face-to-face events in all states and territories. Now powered by the IntoWork Group, Collective has expanded its reach significantly. This year saw new regional locations like Mackay and major business centres such as Parramatta added to its event roster.

Over 800 women have participated in Collective's events nationwide, focused on professional development, networking and mentoring. The free online mentoring program, Collective Mentoring, has also seen substantial growth, with over 300 active members.

In support of the community, Collective has partnered with local not-for-profit organizations, donating \$20,000 to women's charities this year alone, bringing the total donations to \$84,000. Beneficiaries include Banksia Academy, which supports vulnerable women and non-binary individuals, particularly survivors of domestic and family violence.

Melanie Greblo, Founder and CEO of Banksia Academy, highlighted the critical role of financial support. "Focusing on employment, the future of work and long term social and economic participation is prevention in action. It's so wonderful to work with partners like the Collective to increase the reach and impact of our work, thank you!"



Inner North Community Foundation

Since establishing the Inner North Community Foundation 2007, IntoWork has supported the Pathways to Employment Fund. The Fund is one of 42 funds established by the Foundation. This flagship grants program is a proud partnership between the Cities of Darebin, Merri-bek and Yarra, the Foundation and IntoWork to address disadvantage through employment opportunities.

The inner north stretches from Brunswick to Bundoora and from Richmond to Reservoir. Around 500,000 people, 45,000 businesses and 900 charities call the inner north of Melbourne home. It covers three local government municipalities – eight state and three federal electorates. Some of Melbourne's wealthiest and poorest people live here, including some of its most generous.

The Foundation is here to build a prosperous and vibrant community for all. To do this, it draws on a network of local resources – people who want to see positive change and a better future, where nobody gets left behind.

The Foundation believes the best way to build a better community is through partnership and dialogue. Its primary role is to connect those who want to contribute with those who can make change happen.

In 2023/24, the Pathways to Employment Fund granted ten successful and eligible organisations \$20,000 per organisation to support vulnerable groups in Melbourne's inner north community.

Highlights 2023-24

In the 2023-24 financial year, the Foundation:

- › received **\$450,000 in donations** from 55 donors
- › distributed **\$448,132 in grants** through 50 funding agreements
- › finished with **\$11.8m in funds under management** as an enduring community resource

Over a rolling five-year period, average donations are \$1.193m, with \$506k, on average, being distributed.

Focus 2024/25

In the next financial year, the Pathways to Employment Fund will:

- › support local organisations through grants, networks and knowledge in projects to build people's capabilities and skills, leverage partnerships and collaboration and have impact and links to employment pathways
- › engage local community members as part of the Community Advisory Panels program. The program broadens the grant-making process to involve a greater diversity of community insight to strengthen community impact
- › provide forums for businesses, individuals and organisations interested in employment pathways to support their community

Our Stories

Breakaway Youth

Last year, Breakaway Youth (BY) was funded by the Foundation for their project "Focus for Life," supporting six weekend camps for two groups of ten young people aged 10-16 years. This included a five-day program at Licola Wilderness Village, delivered in the school holiday break for a combined group of twenty young people. The program takes a holistic and whole-of-life approach to addressing the factors that lead to intergenerational unemployment and welfare dependence.

The young people participate in a schedule of outdoor recreation, team collaboration, creative activities, skills building, goal setting and reflective sharing. As part of a broader six-year mentorship, the project equips young people with the necessary learning experiences, healthy self-worth, character development, and interpersonal and life skills to assist them on their path through school to employment.



Breakaway Youth participants visit the Licola Wilderness Village

Inner North Community Foundation

For Change Co

Foundation grant recipient For Change Co. has developed a paid, on-the-job employment and training program designed for and in collaboration with young people experiencing homelessness. It has proved highly effective, with 84 per cent of trainees successfully transitioning into ongoing employment or education, and 89 per cent of graduates moving into independent housing 12 months after completing the program.

In addition to providing work experience and skills, the program also works to break down stigma around young people who have experienced homelessness. Using a strengths-based approach to demonstrate the resilience of this cohort to customers and suppliers, the local community gets an opportunity to see the potential of young people, who could otherwise be so easily pushed aside.



ACA

ATT Apprenticeship Training Trust

CTC Creating Training Centres

DGT Employment & Training

findstaff

H Help

htn ISC

HUNTER Employment & Training

interact Australia

intojobs

iTFE

Kestrel

learningpartners

mas multimedia

MPA SKILLS

MRAEL 

NARA 

SKILLHIRE 

work & TRAINING