

Inner Western Workskills

Annual Report

2014 - 2015

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Directors' Report

This past year has been an exceptionally busy but exciting one for both Inner Western Workskills (IWW) and our subsidiary company, Status Works Pty Ltd (Status).

As part of our mission to assist those most at risk in society, during the past twelve months IWW completed an intensive application process to become the Adelaide regional affiliate for the international charity, Dress for Success. Headquartered in New York, Dress for Success promotes the economic independence of disadvantaged women by providing professional attire, a network of support and career development tools. There are currently more than 140 Dress for Success affiliates across 20 countries throughout the world, and we are proud to be a key player in this global initiative.

Dress for Success also perfectly complements the work of Status, by assisting those experiencing unemployment and disadvantage back into the workforce and financial independence. Our Dress for Success services are delivered from custom designed premises at Modbury, and will be of immense value to women in the Adelaide northern suburbs where unemployment rates are the highest of any capital city in Australia.

It is also pleasing to report that Status continues to expand due to its outstanding performance in delivering services to disadvantaged members of the Adelaide community. During 2014-2015 this included successful tendering for two major Federal government employment programs: jobactive and Disability Employment Services (DES-DMS).

jobactive replaces the Jobs Services Australia (JSA) program that ran from 2009 to 2015 and formed a substantial part of Status' business portfolio. The new five-year jobactive contract will provide long-term security for the Organisation, with services to be delivered to an initial caseload of 4000 unemployed job seekers from five sites across the Adelaide northern region. Additional DES-DMS business became available due to closure of the Commonwealth Rehabilitation Service, with Status successfully tendering for 60% of this business in the Adelaide North, South and West regions. This takes the caseload of DES-DMS job seekers to 1800.

Status continues to be a major provider of the Federal government's Skills for Education and Employment (SEE) program in the Adelaide region. This program delivers language, literacy and numeracy training to a diverse range of clients from recent migrants and refugees to disadvantaged youth and older unskilled workers who are experiencing unemployment. The combination of Dress for Success, SEE, DES-DMS and jobactive will provide a solid foundation for people experiencing unemployment, disability and social disadvantage to rebuild their lives.

Status' valuable work was underpinned by re-accreditation at the highest level of both the ISO9001 and National Standards for Disability Services Quality Assurance certifications, placing IWW and Status in a strong position for future activity and growth.

To accommodate IWW's growth and the increasing complexity of the social services landscape, the Board structure was reviewed during the past year and has been strengthened by the appointment of additional Directors. The Board welcomes Julie Hatwell, Vikki Lewis and David George – all of whom bring extensive experience and qualifications in the employment and training sector. Our long-serving Chair, Graham Wakeling, has relinquished this position and remains a Director. The Board congratulates Graham on 18 years of continuous service to date as a valued Director, including 15 years as Chairperson. Please accept our sincere thanks, Graham.

In closing, the Board continues to offer every encouragement to Status in its efforts. We also congratulate all Directors, managers and staff for their outstanding achievements over the past twelve months, and look forward to another twelve months of exceptional progress.

Inner Western Workskills Board of Directors



Graham Wakeling
Director (Chairman to May 2015)



Pat Bosco
Vice Chairman



Vikki Lewis
Director



Gary Hatwell FAICD
Managing Director



Julie Hatwell FCPA
Treasurer



David George FASRC
Secretary

Organisational Overview

Over the past quarter-century, our organisation has grown steadily from its humble beginnings in a run-down warehouse on the Brompton train line with just \$250 in the bank, to become one of South Australia's leading providers of employment and training services for disadvantaged people in the community.

Early Years and Steady Growth (1989 - 1997)

Inner Western Workskills Inc (IWW) was formed in August 1989 through the amalgamation of two small community organisations to deliver the Skillshare program. This program was an exciting Commonwealth government initiative to provide entry-level vocational training to unemployed people, to meet the needs of local employers.

Gary Hatwell, as the inaugural manager, saw opportunities for IWW to focus on training for the Textile, Clothing and Footwear industry, which at that time was flourishing and provided excellent employment opportunities for semi-skilled workers. Thus an entire garment assembly training program was created, with assistance from the TCF Training Council. In the early months, local labour market investigations also uncovered a strong demand for workers in the commercial cleaning and aged care sectors, and training courses suitable for job seekers in these areas were rapidly established as well.

Within eight months, IWW moved to newly refurbished training premises on Grange Road at Welland. The three programs – garment assembly, commercial cleaning and aged care – were proudly delivered onsite. This would be IWW's head office for many years, until 2000.

Under Gary Hatwell's leadership, the organisation became one of the most successful Skillshare providers in South Australia. IWW also achieved certification as one of the state's first Registered Training Organisations.

Entrepreneurial activities enabling the core training business to 'pay twice' were implemented. This included embracing complementary areas of retail, literacy and numeracy training – as well as working in partnership with retail giant Westfield, to implement an ambitious customer service model that is still used across Australia today.

Changing Times (1997 - 2000)

Business was booming, but in 1997 the Commonwealth government announced a major policy shift. 274 Skillshare organisations across Australia were completely replaced by the Job Network, which was based on an innovative case management model. This new approach emphasised delivering job search training and working one-on-one with job seekers to place them into employment, with vocational training now playing a secondary role.

Realising that IWW needed to think bigger to survive, merger discussions commenced with neighbouring Glandore Skillshare. The Board of Glandore Skillshare ceded control to IWW with their Manager (and now Status' Director), David George, commencing his 18 years with us. In the final months of 1997, tendering commenced for the new Job Network contract. At this time our current Chairman, Graham Wakeling, proprietor of a graphic design and publishing company, was appointed to our Board.

Successful in our Job Network bid, and with an eye to further entrepreneurial projects, professional premises were obtained close to Centrelink offices. This led to the closing of Glandore and opening of new premises on South Road at Edwardstown and within the

Marion Shopping Centre, both in addition to our existing Welland site. Business was booming once more and, by 2000, vocational training activities had again been built up to service our hundreds of unemployed clients. We were administering 350 formal traineeships, including to 50 per cent of all McDonalds stores across Adelaide. Annual turnover stood at nearly \$3 million dollars, with over 70 permanent staff employed.

Status and Continuing Success (2001 - 2008)

At this stage, our legal advisors recommended forming a wholly owned subsidiary company to deliver competitively priced tenders, thereby ensuring compliance with trade practice legislation. As a result, Status Works Pty Ltd (Status) commenced trading in 2001 with a separate Board of Directors.

The organisation was doing well. During 2000 our Head Office, with a growing Corporate Services team, moved from Welland to Marion. From 2000 to 2008, subsequent Job Network programs came and went, along with various training contracts and the small but constant Commonwealth government language and literacy program.

Revenue and staff numbers remained stable, although the faces sometimes changed. During this time, IWW acted as a quasi-manager of the children's charity Kids future Kids (KfK), rescuing the organisation from closure and insolvency. Our partnership with KfK was recognised with the *Prime Minister's Award for Excellence in Community Business Partnerships SA* in 2006. However, it was difficult to find long-staying KfK managers. KfK's Board eventually resolved to wind up the Association in 2008.

In 2007 Status' innovative IT team developed and launched *Status enews*, a weekly emailed newsletter to engage employers and promote our job seekers. Subscriber numbers soon reached in excess of 1000. From this came development of our free recruitment website *Employee Hot Prospects*, which in 2009 won the prestigious *National ICT Community Award for Best Web Site/Web Strategy in Australia*.

During this period IWW purchased a large commercial property at Hindmarsh, initially as an investment but also with an eye to establishing a much larger community foundation. The location was chosen to reflect the organisation's inner western suburban roots, and in fact is within two minutes' walk of our first premises at Brompton.

Reversal of Fortunes (2009 - 2011)

In 2008 the Commonwealth government announced that the Job Network would be replaced by a new program called Jobs Services Australia (JSA), to commence in 2009. Although similar in concept to the Job Network, the government seemed to have decided that fresh players were needed in the system. Many high-performing Job Network providers across Australia were swept away – including Status. New providers included national welfare sector organisations and large international companies.

The old adage of 'nothing lasts forever' weighed heavily on the Board. Status eventually managed to retain the tiny remnant of JSA business at our Modbury site, due only to the default of a preferred provider. Every other employment services site was closed down.

Concentrating on every opportunity, Status' Board moved quickly – successfully tendering for substantial additional language and literacy business. This meant that five additional sites were put into operation, making a total of eight across Adelaide. Status was suddenly the largest provider of this Commonwealth government program in the state. With a scant 12 months to prove ourselves, Status nearly tripled the amount of business achieved by the

previous provider. The Department was ecstatic.

However, re-tendering at the end of this highly successful year saw a completely unfathomable result, where we lost five of the eight sites. Exceptional performance appeared to count for nought, and the Boards of IWW and Status learned the valuable lesson of spreading risk across multiple income streams.

Throughout this time, the small Modbury JSA contract was making the best of its seemingly insurmountable climb from the abyss, achieving a coveted five-star performance rating by the government.

Ever on the lookout for further opportunities, in 2010 Status won a small Disability Employment Services (DES-DMS) contract. A service delivery model was implemented that was so successful, five-star performance ratings have been achieved for nearly four years straight. This culminated in a personal visit by the Federal Social Services Minister, Mitch Fifield, to discuss the secrets of our success – and was followed by a 300 per cent increase in DES-DMS business allocation.

Our Road Back (2011 - Present)

So commenced the fightback, and over the past four years we have been awarded major tranches of additional JSA (now jobactive) and DES-DMS business. Language, literacy and numeracy activities morphed into the Skills for Education and Employment (SEE) program. Status was subsequently allocated substantial additional SEE business, with this program now being delivered across Adelaide to hundreds of job seekers.

Currently around 130 staff deliver services to over 6,500 unemployed and disadvantaged people from a dozen modern, purpose-built locations across the Adelaide region. It has been an amazing journey from our broken-down warehouse at Brompton.

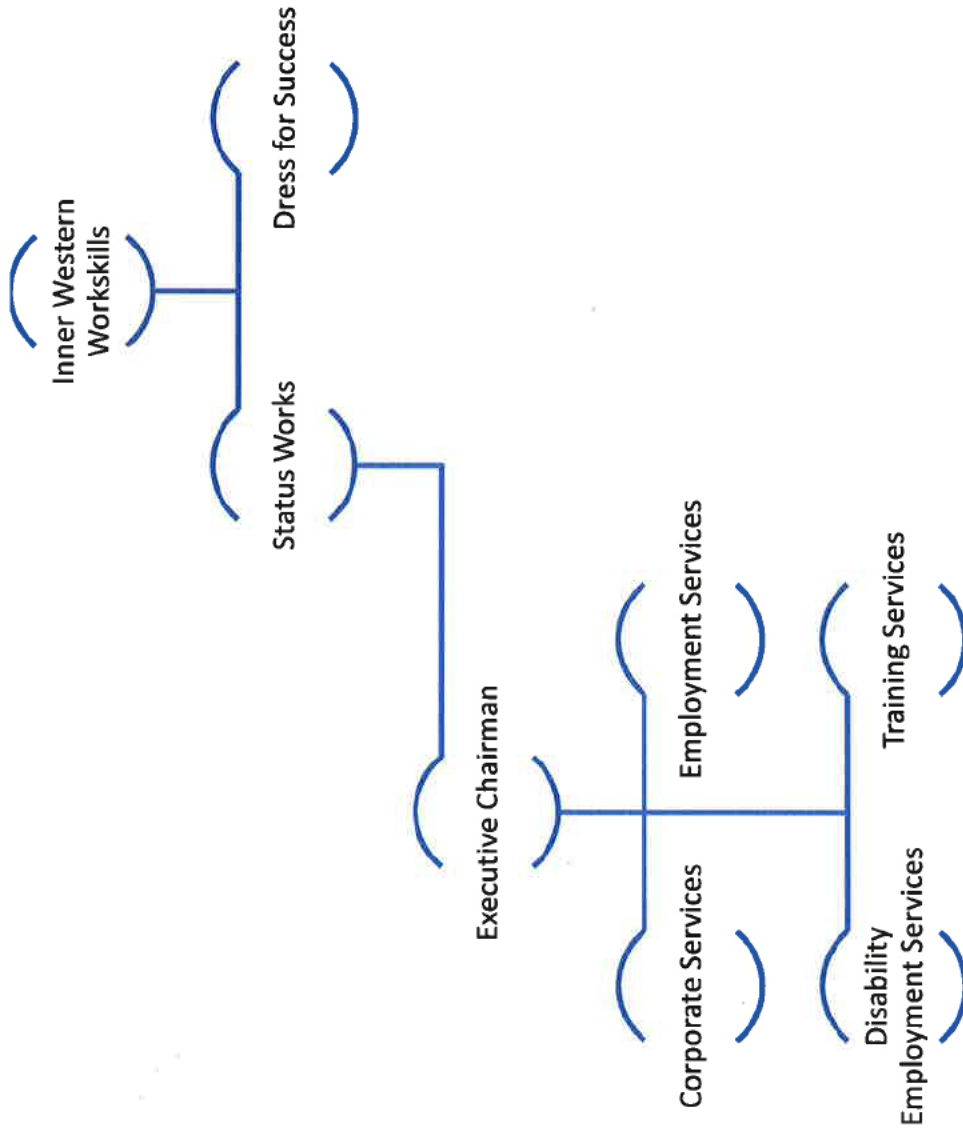
The Board is proud to continue making a practical difference in the lives of those who are disadvantaged in our community. We offer every encouragement and material support to Status, and congratulate the directors, managers and staff for their truly outstanding achievements over the past 12 months.



Status Works Board of Directors (left to right): Vikki Lewis, David George, Julie Hatwell, Gary Hatwell, Scott Hunter, Emma Farina

Organisational Structure

The following is IWW's organisational structure as at June 30 2015.



Our Staff

All staff are employed by IWW, and by arrangement work within Status. The following staff were employed as at 30 June 2015.

Corporate Services

Gary Hatwell	Executive Chairman
Julie Hatwell	Director: Finance
Scott Hunter	General Manager
Emma Farina	HR & QA Manager
Brad Ellbourn	Property & Asset Manager
Kylie Spencer	HR & QA Officer
Nicole Gebert	HR & QA Officer
Dora Zalunardo	Corporate Services Assistant
Lisa Perry	Senior Financial Assistant
Lillian Atkinson	Financial Project Assistant
Scott Foody	IT Co-ordinator
Justin Fletcher	IT Co-ordinator
Lana Bobkova	Database Programmer
Kim Bradock	Customer Services Officer
Simone Kuhar	Customer Services Officer

Dress for Success Adelaide

Joan Knezevic	Business Manager
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Training Services

Yvonne Christophides	Senior Manager
Tarsha Franklin	Manager: RTO Services
Edith Thew	Service Delivery Area Manager: South
Kristen Bailey	Service Delivery Area Manager: North
Deb Schneider	RTO Delivery & Assessment Co-ordinator
Michelle Wegener	Service Delivery Coordinator
Huma Alam	Training & Employment Consultant
Adella Bucsai	Training & Employment Consultant
Wendy Krantis	Training & Employment Consultant
Sandra Spry	Training & Employment Consultant
Tanya Raynham	Training & Employment Consultant
Andrew Basso	Training & Employment Consultant
Rebecca Carletti	Training & Employment Consultant
Colleen Clothier	Training & Employment Consultant
Sophie Hayat	Training & Employment Consultant
Shanam Khurana	Training & Employment Consultant
Jennifer Wilson	Training & Employment Consultant
Colly Lesker	Training & Employment Consultant
Meredith Hollyock	Training & Employment Consultant
Geoff Lawrence	Training & Employment Consultant
Adina Dalglish	Training & Employment Consultant
Ann Li	Training & Employment Consultant
Paul Monopoli	Training & Employment Consultant
Yulin Zha	Training & Employment Consultant
Pradeep Bhardwaj	Training & Employment Consultant
Soheila Damandan	Training & Employment Consultant
Jasminder Kaur	Training & Employment Consultant

Xiaomei Wang	Training & Employment Consultant
Peter Parfitt	Training & Employment Consultant
Catherine Clennell	Training & Employment Consultant
Gina Tawfiles	Training & Employment Consultant
Jelmer Hoogeveen	Training & Employment Consultant
Baljeet Kaur	Training & Employment Consultant
Sangeeta Lata	Training & Employment Consultant
Maki Stevenson	Training & Employment Consultant
Shuo Wang	Training & Employment Consultant
Paull Wood	Training & Employment Consultant
Kaite Zeltins	Training & Employment Consultant
George Tan	Training & Employment Consultant
Leila Mekhtiev	Training & Employment Consultant
Josephine Robinson	Training & Employment Consultant
Marguerita Udo-Ekpo	Training & Employment Consultant
Julie Herraman	Training & Employment Consultant
Darshita Vyas	Training & Employment Consultant
Leigh Forbes	Training & Employment Consultant
Alison Schiller	Workplace Culture Coach
Chloe Matthews	Administration Officer
Agastya Sanghadia	Administration Officer
Tracey Steer	Administration Officer
Shankari Sundaram	Administration Officer
Louise Tomaselli	Administration Officer
Lydia De Vizio	Receptionist

Disability Employment Services

Marion Site

Julie Mildwaters	Area Manager: DES-DMS Southern & Western Regions
Emma Tattersall	DES-DMS Site Coordinator
Tamika Harrison	Employment Consultant
Amy Graham	Employment Consultant
Laura Kettle	Employment Consultant
Rudy Nath	Business Development Consultant

Noarlunga Site

Kirstie Tumicz	DES-DMS Site Coordinator
Piper Bell	DES-DMS Site Coordinator
Isaac Chapman	Employment Consultant
Lynette Saunders	Employment Consultant
Simone Meera	Employment Consultant

Modbury Site

Josline Asrawe	Area Manager: DES-DMS Northern Region
Trinh Vu Doan	DES-DMS Site Coordinator
Melissa Buttery	Employment Consultant
Etienne Mukum	Employment Consultant
Justine Ciavola	Employment Consultant
Kaitlyn Ellis	Employment Consultant

Salisbury Site

Daniel Cannon	Employment Consultant
Cigdem Demir	Employment Consultant
Hoang-Uyen Vu	Employment Consultant

Kilkenny Site

Despina Minas	DES-DMS Site Coordinator
Janice McHaffie	Employment Consultant
Michael Kaselow	Employment Consultant
Frances Kalamakis	Employment Consultant

Elizabeth Site

Jason Hatswell	Employment Consultant
Nicole McIndoe	Employment Consultant



Top Row: L-R, Modbury *Dress for Success*, Elizabeth jobactive/DES/SEE, Kilkenny jobactive/DES
 Second Row: L-R Marion Corporate Services/DES/SEE, Modbury jobactive/DES, Modbury SEE/Management Hub
 Third Row: L-R Noarlunga DES/SEE, Port Adelaide Training Services/jobactive/DES, Salisbury jobactive/DES
 Fourth Row: L-R Salisbury SEE, Gawler jobactive/WfD

jobactive / Job Services Australia

Management Hub

Joya Romanelli	Employment Services Area Manager - North
Simone O'Neill	Practice & Performance Coach

Modbury Site

Lorette Garrard	Site Manager
Beverley Felmingham	Workplace Advisor
Belinda Bloffwitch	Workplace Advisor
Michael Ngo	Workplace Advisor
Jason Pittaway	Workplace Advisor
Jodie Blackwell	Workplace Advisor
Paul Rowley	Workplace Advisor
Dylan Brasier	Workplace Advisor
Elizabeth Rooney	Post Placement Support Officer
Tracy Wilson	Business Development Consultant
Angela Tronolone	Senior Customer Services Officer
Isabella Wee	Customer Services Officer
Amie Nicholson	Customer Services Officer

Salisbury Site

Julie Pope	Site Manager
Athena Makris	Site Operations Manager
Michelle Crossley	Work for the Dole Consultant
Aneta Kuta	Workplace Advisor
Sandra Bartel	Workplace Advisor
Kimberly Wilksch	Workplace Advisor
Jasmine Sellen	Workplace Advisor

Daniel Spencer-Gardner	Workplace Advisor
Siobhan Holden	Workplace Advisor
Taryn Meth	Workplace Advisor
Charlotte Blasby	Workplace Advisor
Zem Hadera	Workplace Advisor
Ashlee King	Post Placement Support Officer
Anysa Blake	Post Placement Support Officer
Kylie Gough	Business Development Consultant
Sandra Beagley	Customer Services Officer
Gemma Winters	Customer Services Officer

Elizabeth Site

Danielle Work	Site Manager
Jessica Roberts	Workplace Advisor
Sarah Webster	Workplace Advisor

Kilkenny Site

Benjamin Edwards	Site Manager
Codey Marchesi	Workplace Advisor
Allyson Barker	Customer Services Officer

Port Adelaide

Jenna Treis	Site Manager
Leah Robertson	Workplace Advisor

Gawler

Ninonne Goble	Site Manager
Victoria Cobb	Workplace Advisor

Community Partnerships

IWW is a registered charity and public benevolent institution. It satisfies the governance standards required for this registration through its delivery of services to disadvantaged members of the community – via its subsidiary company, Status, as well as its new Dress for Success initiative.

Our primary focus is improving community services for unemployed and disadvantaged people. To this end, we continually investigate opportunities to expand social services in the wider Adelaide community. These efforts complement the award-winning work Status already carries out in assisting the most disadvantaged in society.

Although the specific objectives of IWW are to assist unemployed and disadvantaged people into sustainable employment, we recognise there are many contributing causes of disadvantage that affect people's lives. Therefore we will continue providing management, financial support and assistance to support networks as we are able.

Whilst not directly involved in service delivery, IWW has assisted a number of community organisations over the past year. We have worked closely with the following groups, which provide a range of welfare, mental health and social support services:

- Beyond Blue
- Salvation Army
- Uniting Care – Homeless gateway referrals
- Elizabeth and Catherine House – Domestic Violence Unit
- Norwood Rehabilitation Centre – Drug and Alcohol
- Holden Hill Corrections Community Services – Parole Board Unit
- Nunkuwarrin Yunti of SA
- Migrant Resource Centre
- TAFE SA
- Marni Waiendi
- Headspace - Youth Mental Health
- North East Community Health
- North East Psychotherapy and Counselling Services
- Housing SA
- Junction Australia – Homelessness, Youth and Family Services
- Mental Illness Fellowship of SA.

Memoranda of Understanding

The following Memoranda of Understanding were also in place during the 2014 – 2015 financial year:



This agreement relates to the way we work with job seekers aged 50 years and over. DOME specialises in finding employment for this cohort.

Our agreement enables us to refer job seekers for positions obtained by DOME from employers. Additionally DOME markets our job seekers to their known employer network on our behalf.



This agreement is a preferred provider arrangement, whereby we serve as Paradise Community Care's preferred provider of employment services.

We have developed a specific pre-employment training program for this partnership, which we put our job seekers through prior to employment.

Agreements with the following are also in place to assist job seekers into self-employment through the Federal government's New Enterprise Initiative Scheme:



Memberships

We are a member of the community agency Northern Volunteering, which organises volunteer work for job seekers.



We also hold membership in the following business networking and advisory groups:



Business Services

IWW provides community services to assist unemployed and disadvantaged people. To carry out this work, income is generated through Status, our wholly owned subsidiary company. Status specialises in the provision of social services and holds government contracts delivering assistance to those most disadvantaged in society. These activities reflect the organisation's aim of helping those in the community who are experiencing periods of disadvantage. Thus the organisation provides active support and funding for the work of Status, although it is not directly involved in its management.

Training Services

Our training services provide nationally accredited pre-vocational and vocational training to assist disadvantaged members of the community. Over the last year, one of the main ways this has been achieved is through the Department of Education and Training's Skills for Education and Employment (SEE) program. This contract provides language, literacy and numeracy training services to unemployed job seekers, migrants, and culturally and linguistically diverse clients.

In this second year of delivering SEE, Status' services were fully consolidated after the rapid growth experienced during 2013-14. When changes in government saw the SEE program transition to the Department of Education and Training in December 2014, increased focus was placed on monitoring providers' performance. Status has excelled in performance, remaining a leading South Australian SEE provider that is also highly-regarded nationally.

Status additionally remained a Skills for All provider under the State government's training contract. However, due to the dramatic decrease in funding available for private RTOs, comparatively little training was provided under this regime.

During the past year, Status' Training Services team engaged in the following key activities:

- Delivering SEE to unemployed job seekers, migrants, and culturally and linguistically diverse clients across the Adelaide region – particularly at Elizabeth, Salisbury, Modbury, Noarlunga and Marion
- Delivery and assessment of clients in contextualized training, including Certificate II and Certificate III vocational education intended to strengthen employment opportunities – this innovative model enables clients to undertake industry training while receiving language, literacy and numeracy support
- Provision of vocational training services to disadvantaged job seekers, as well as external clients
- Successful completion of re-accreditation audits for ASQA and ISO9001 Quality Accreditation.

Significant activity was also undertaken in relation to our status as a Registered Training Organisation. After completing a registration renewal audit with the Australian Skills Quality Authority (ASQA), we were found to be fully compliant. Our status as a Registered Training Organisation in South Australia has subsequently been renewed for a further five years.

Additionally in October 2014, Status was invited to become an ASQA delegate, undertaking the function of ASQA within the RTO. This invitation was extended to only a select number of eligible RTOs nationwide, all of whom had been through renewal audits under ASQA and were found fully compliant – which was only 20% of the total RTOs audited. Status is proud to be in this band of highly performing RTOs.

In April 2015 new RTO standards were implemented under ASQA. Status' Training Services team accordingly amended our policies and procedures to meet the new requirements, enabling us to operate under the new standards from April 2015.

Status services provided to unemployed job seekers throughout the past year have included the delivery of basic computer training and personal development workshops, to strengthen job seeker pathways to employment. Industry training courses such as Certificate III in Aged Care and Certificate II in Business were also delivered under fee for service arrangements.

Awarding of jobactive, formerly Job Services Australia



On 31 March 2015, the Prime Minister formally announced the new jobactive program's launch. There were 66 successful organisations chosen to deliver jobactive in one or more regions across Australia. Status received notification of our successful bid on that day.

This initiative was a complete overhaul of the previous government's Job Services Australia (JSA) program. All business was put to tender. Some important changes included the removal of job placement payments, as well as tightening of the Employment Fund to minimize 'training for training's sake'. There is now a four-week outcome payment and a 12-week outcome payment that replaces the previous 13-week payment. The 26-week outcome payment remains – however, there are no longer pathway outcomes available for 26-week outcomes. The jobactive contract is for five years, as opposed to the previous three-year JSA contract.

Work for the Dole comprises a major component of jobactive. Although it does not generate income for the organisation, it attracts 20% of our star-rating weightings and therefore merits strong resourcing.

Status tendered for the Adelaide North and Adelaide South Employment Regions. Although unsuccessful in the South, we were awarded 12% of business in the North. As a result, we were required to deliver jobactive in three new locations: Gawler, Kilkeny and Port Adelaide. This meant an increase in job seekers from approximately 3000 with JSA to over 4000 through jobactive.

We have been able to use our existing premises at Salisbury and Modbury, as well as our Kilkeny office, for jobactive. However, this has required Training Services to move management and administration to Port Adelaide and co-locate in a new site with jobactive.

A site at Gawler was also opened, and the Elizabeth office moved to new premises. This allowed our SEE, DES-DMS and jobactive services to all be located under the one roof.

Disability Employment Services – Disability Management Service



In January and February 2015, our Disability Employment Services – Disability Management Service (DES-DMS) sites transitioned over from the Disability Service Standards (DSS) to the National Standards for Disability Services (NSDS). Certification for NSDS has now been provided by SAI Global.

A Request for Tender was released by the government in July 2014 for the entire Commonwealth Rehabilitation Service (CRS) business. On 5 November 2014, Status received advice that we were successful with our bid for portions of the available DES-DMS CRS business. We were successful in every Employment Service Area (ESA) we bid for, and were awarded:

- 27% (504 participants) in the Northern Adelaide ESA
- 35% (410 participants) in the Southern Adelaide ESA
- 30% (169 participants) in the Western Adelaide ESA.

This now gives Status almost 1800 participants in DES-DMS. As part of the tender, we also expanded our services to Elizabeth and Kilkeny (for generalist participants). Our DES-DMS sites have performed extremely well to date, achieving the following results:

- Northern Adelaide Contract – 3 stars
- Salisbury – 3 stars
- Modbury – 4 stars
- Elizabeth – no ranking as a new site
- Southern Adelaide Contract (psych) – 4 stars
- Oaklands Park (psych) – 3 stars
- Noarlunga (psych) – 5 stars
- Southern Adelaide Contract – 5 stars
- Oaklands Park – 5 stars
- Noarlunga – 5 stars
- Western Adelaide Contract (psych) – 5 stars
- Kilkeny – 5 stars
- Western Adelaide Contract and Kilkeny – no ranking as a new site.

Skills for Education and Employment



Throughout the past year, IWW has supported Status in expanding its SEE program. This initiative assists disadvantaged people to upgrade their language, literacy and numeracy skills with a strong focus on preparing them for employment or further vocational training. SEE participants include disconnected youth with low educational achievement, immigrants from countries that are linguistically

and culturally diverse, and unemployed people with insufficient literacy skills for the modern workplace.

Status' SEE operations continue to provide individual training services to job seekers referred by JSA/jobactive providers, DES-DMS providers and the Department of Human Services' Centrelink offices. Our services have been delivered from training sites at Elizabeth, Salisbury, Modbury, Marion and Noarlunga.

In the last 12 months, Status has accepted over 1700 referrals to the SEE program, undertaking more than 1100 pre-training assessments as a result. Of those clients who were then recommended for training under the SEE program, 82% commenced.

Status has continued its practice of providing innovative, contextualised vocational education training within the SEE program. This has given language, literacy and numeracy clients the opportunity to further their studies and expand into areas of training such as aged care and business administration. Increased areas of focus have been digital literacy and employability skills whilst clients work to improve their core language, literacy and numeracy.

Dress for Success



**DRESS FOR
SUCCESS**

In March 2015 our application to establish a Dress for Success affiliate in Adelaide was accepted by Dress for Success Worldwide. Our affiliate will be housed within leased premises at 985 North East Road, Modbury – co-located with our jobactive and DES-DMS service delivery.

We have established a brand new retail space with adjoining warehouse at this location, offering completely free-of-charge personalised styling and outfitting to clients. With the assistance of dedicated staff and volunteers, every woman using our service will be uplifted and empowered by her experience. Dress for Success will be separately managed by our Business Manager, Joan Knezevic, and a Store Supervisor (yet to be appointed) with staff consisting of volunteers and our own Work for the Dole participants. Our boutique will offer disadvantaged women without recent work histories the opportunity to develop new skills in retail sales and customer service activities.

Dress for Success promotes the economic independence of disadvantaged women by providing professional attire, a network of support, and valuable career development tools to help them thrive in work and life. The initiative aims to remove barriers and empower women, one woman at a time. This is done by helping them to build confidence, as well as providing important tools and

skills to take charge of their lives and create a brighter future – not just for themselves but for their families and communities.

Poverty often affects women the most and its effects on them and their families can be long-lasting. Therefore addressing women's needs is pivotal to improving the quality of life not only for that woman but also her family, future generations and her community. Dress for Success is part of a global movement for change, empowering women to obtain safer and better futures. From its inception in 1997 there are now 140 Dress for Success affiliates in 19 countries which have served over 850,000 disadvantaged women with professional attire and career support.

At Dress for Success we strive for all women to be treated with dignity and respect. Our purpose is to offer long-lasting solutions that enable women to break the cycle of poverty. By building self-esteem and confidence, and obtaining new tools and skills, women will gain the courage to take charge of their lives.



We anticipate that Dress for Success will be able to host six Work for the Dole volunteers in the next 12-month period, and style and outfit approximately 400 clients. Actual numbers will depend on the volume of client referrals from jobactive and DES contracts, as well as having sufficient back-up warehouse stock to support clients' garment requirements.

Our Dress for Success boutique currently holds a total of 300 garments. In order to service 400 clients, we need a minimum 1000 garment back-up stock in our warehouse. To address this shortfall, Dress for Success has launched two suit drives through corporate sponsors Accenture and Behind Closed Doors, with plans to run another suit drive early in 2016 with law firm Lipman Karas. We will also continue to seek clothing donations from corporates and the general public, to ensure an adequate stock supply.

Dress for Success will additionally give participants access to services provided within the shop, as well as support groups intrinsic to Dress for Success Adelaide such as the Professional Women's Group (PWG).



The launch of Dress for Success introduces a number of new opportunities for both Status and IWW, including establishment of new business networks both locally and nationally, and strengthening of existing networks to promote awareness of Dress for Success Adelaide. Key fundraising and charity opportunities for Dress for Success include:

- Apparel and products – including 'nearly new' business attire drives for suits, shoes, handbags, jewellery, etc
- Corporate and community partnerships
- In-house fundraising initiatives
- Gala events
- Tax deductible cash donations.

The official launch of Dress for Success Adelaide took place on Friday 7 August 2015 at 985 North East Road, Modbury. All of our staff were invited to attend, and the event was a great success. Our first Client Pilot Program commenced at the Modbury site on 24 August 2015, and the second at our Salisbury site on 17 September 2015. Their performance will be reviewed during the first week of October 2015, with a complete rollout at all sites to follow.

We look forward to delivering the much-needed charitable services of Dress for Success to disadvantaged women across the Northern Adelaide community.

Strategies Moving Forward

The IWW Board monitors government policy direction and industry developments on an ongoing basis, and continually seeks opportunities to complement and build upon our existing initiatives. This ensures the shared IWW – Status corporate philosophy of excellence in community service always remains front of mind across the Organisation.

IWW will continue working closely with Status to develop opportunities in the disability, employment, training and social services sectors. These efforts will be carried out in support of our philosophy of non-discriminatory social service provision to assist disadvantaged members of society. Key to this will be supporting Status' addition of an online training platform that supplements existing to face-to-face training services. Also, where traditionally Status has delivered Certificate I through III vocational training that focussed on preparing unemployed job seekers for employment, Certificate IV and Diploma-level courses are now being added. These offerings are targeted at workers in the wider community who are seeking to upgrade their skill sets. Initial focus will be placed on the areas of Aged Care, Children's Services and Business Management.

IWW's support of Status' 2015 – 2020 jobactive contract will be of particular importance in the coming year, as well. This comprehensive five-year program replaces the former JSA contract, presenting a major opportunity to assist disadvantaged and unemployed people across the Adelaide region to gain sustainable employment. Similarly IWW will support the further expansion of Status' DES-DMS and SEE contracts, as well as continue intensively developing its own new Dress for Success initiative.

Other opportunities to be explored include those presented by the NDIS, which embraces a range of service provision to those with substantial disabilities of all ages. The NDIS will assist over 410,000 Australians with substantial disability to live more comfortably and with dignity in the community, including moving towards employment. The Commonwealth government has committed \$16.5 billion to this program, making it the most significant social welfare initiative of the past 20 years. IWW is perfectly placed to play a key role in this innovative government initiative.



Strategy and Leadership Group (left to right): Jossline Asrawe, Emma Farina, Simone O'Neill, Julie Hatwell, Vikki Lewis, Gary Hatwell, David George, Scott Hunter, Yvonne Christophides, Julie Mildwaters

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Commonwealth Department of Education and Training
Commonwealth Department of Human Services
South Australia Department of State Development
Australian Skills Quality Authority

Agencies

MEGT Australian Apprenticeship Centre
Business SA
Community Access Services
Office of the Employment Advocate
Mental Illness Fellowship of South Australia
The Disability Resource Centre

Employers

Labour Solutions Australia

Extrastaff

All Type Property Maintenance & Strata Clean

Paradise Community Care

Adelaide Central Warehousing

MJS - Campbelltown

Bene Aged Care

Gleneagles Residential Aged Care

Modern Solar

Wayne's Cleaning Systems

Blown Plastics

Samtass

Bob Burns Blinds

Millennium Hi Tech Cleaning

HWH Powder Coaters

Munns Lawns

Kewco

Four Seasons Textile

Longfords Cleaning

Adelaide Dairy