

Inner Western Workskills

Annual Report
2015 - 2016

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Directors' Report

Once again this year has been exceptionally busy but exciting for both Inner Western Workskills Inc (IWW) and our subsidiary company, Status Works Pty Ltd (Status).

Our Dress for Success (DfS) affiliate in Adelaide continues to go from strength to strength. Commencing in 2015 DfS has so far serviced over 230 women, achieving 87 employment outcomes with a success rate of 38%.

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

The DfS Career Support Program was launched in 2016 and we are pleased to advise that it has been officially recognised as a Targeted Pre-Employment Program endorsed by the Department of Employment. This endorsement enables jobactive providers to access funding from the jobactive Employment Fund to assist eligible women to participate in the service free of charge.

DfS are also well on their way to achieving the target of empowering 500 South Australian women as part of their Empower 500 project. This initiative seeks to achieve economic independence of women by providing a network of support, professional attire and development tools to gain and sustain employment.

During the year a representative director and the business manager of our DfS affiliate travelled to Charlotte, North Carolina USA, to attend the 2015 Annual Affiliate Leadership Conference. 200 delegates attended, representing 20 countries throughout the world and highlighted the global impact of DfS worldwide and the enormous potential to affect positive change for women within local communities.

In November 2015, the Board refreshed its appointments, with Gary Hatwell elected to the position of chairperson. Gary succeeds Graham Wakeling who held the position for over 15 years providing outstanding commitment, support and loyalty to the Association.

Director professional development included attendance at the AICD inaugural Australian Governance Summit held in Melbourne during March 2016. Two directors participated in this event where more than 40 Australian leading authorities on governance and directorship delivered real insights into best practices and trends. With emphasis on directing for performance the Chairman of IWW subsequently attended an AICD training program on "Evaluating the Board", which has led to a formal performance review of the operations of the IWW Board and its directors. This will inform an action plan to improve the operational performance of the Board over the next 12 to 18 months.

Status continues to demonstrate outstanding performance in delivering services to disadvantaged members of the Adelaide community. The jobactive program which replaced the Jobs Services Australia (JSA) contract has been successfully implemented across the Northern Adelaide region in six locations. This has enabled Status to service a larger geographical area, including new sites at Gawler, Kilkenny and Port Adelaide, which are in addition to existing premises at Elizabeth,

Salisbury and Modbury. The five-year contract will provide long-term security for the Organisation, which services a caseload of over 4000 unemployed job seekers.

The DES - DMS contract is currently delivering services to over 1800 job seekers across the Adelaide North, South and West regions. This program continues to deliver outstanding results with several sites achieving the coveted 5 star rating in both the generalist and psychiatric contracts. We are proud of the achievements of all staff working within this contract, with Status recognised as one of the top providers in the nation delivering DES-DMS services to the community.

Status continues to be a major provider of the Australian Government's Skills for Education and Employment (SEE) program in the Adelaide region. This foundation skills program delivers language, literacy and numeracy training within a contextualised framework to assist clients on their pathway to employment.

A diverse range of clients from recent migrants and refugees to disadvantaged youth and older unskilled workers who are experiencing unemployment have benefited from the program with more than 600 clients assisted during the year.

Engaged in the delivery of this contract since 2000, Status is highly regarded for its innovation in service delivery and is recognised by Government and accrediting authorities as one of the top performers nationally against rigorous benchmarking data and quality standards.

The combination of Dress for Success, SEE, DES-DMS and jobactive services provides holistic assistance for people experiencing unemployment, disability and social disadvantage, to rebuild their lives, gain financial independence through employment, and make a valuable contribution to the economic development of their community.

This past year has seen no new sites established, however Noarlunga DES and SEE have been combined into one location. This now gives us a presence of 11 locations across Adelaide, including the Dress for Success boutique.

A significant upgrade of our Corporate Head office to coincide with a major marketing and rebranding exercise has certainly lifted the profile of the site. New paint, carpet and ceiling along with some minor changes to offices and wholesale clear out of accumulated 'stuff' has certainly bought new life to the site and a professional presentation befitting the Organisations longevity, professionalism and success.

The rebranding exercise has resulted in a complete overhaul of marketing collateral that will be rolled out during 2016/2017. This includes a focus on making 'Status' a brand rather than just an 'employment service'.

Upgrading and expansion of our IT and communications systems has been undertaken across all 11 of our locations, spanning the Adelaide metropolitan area. These changes include custom designed social media and online marketing platforms, and the creation of an all new website to coincide with the re-branding of Status, which aims to also provide an additional method of communication for our clients, developed in house by Status' own talented IT team. We have also released two mobile apps; Employee Hot Prospects and Status Chat, the latter an innovative and industry first tool, used to facilitate a continual, open line of communication between clients and staff.

Status' valuable work was underpinned by re-accreditation at the highest level of both the ISO9001, and the National Standards for Disability Services Quality Assurance certifications. Status has also been successful in achieving accreditation under the Quality Assurance Framework for jobactive and is undergoing IRAP accreditation for its ICT systems. These validations ensure the Organisation is strongly positioned for future growth and development.

In closing, the Board continues to offer every encouragement to Status in its efforts. We congratulate all Directors, managers and staff for their outstanding achievements over the past twelve months and, in governing for the long-term, we look forward to continued business success and the delivery of outstanding services to the community we serve for many decades to come.

Inner Western Workskills Board of Directors



*Gary Hatwell FAICD
Chairman*



*Pat Bosco
Vice Chairman*



*Graham Wakeling
Director*



*Vikki Lewis
Director*



*Julie Hatwell FCPA
Treasurer*



*David George FASRC
Secretary*

Organisational Overview

Over the past 27 years, 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. 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 five 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 150 staff deliver services to over 6,500 unemployed and disadvantaged people from 11 modern, purpose-built locations across the Adelaide region. It has been an amazing journey from our broken-down warehouse at Brompton.

In August 2015 Dress for Success commenced and so far has serviced 230 women over 270 appointments. In April 2016 a proposal for the Dress for Success Career Service Program (CPS) was submitted for approval to the Department of Employment to access the Targeted Pre-Employment Preparation (TPEP) training package used under the jobactive Employment Fund. On 1 May 2016, Dress for Success Adelaide's proposal was successful in gaining Federal Government approval.

Dress for Success Adelaide has actively been engaged with corporate sponsors on a local and national level to launch the Empower 500 Project. It is an initiative developed to empower 500 South Australian women in need, to seek and achieve economic independence by providing a network of support, professional attire and the development tools to gain and sustain employment in 2016/2017.

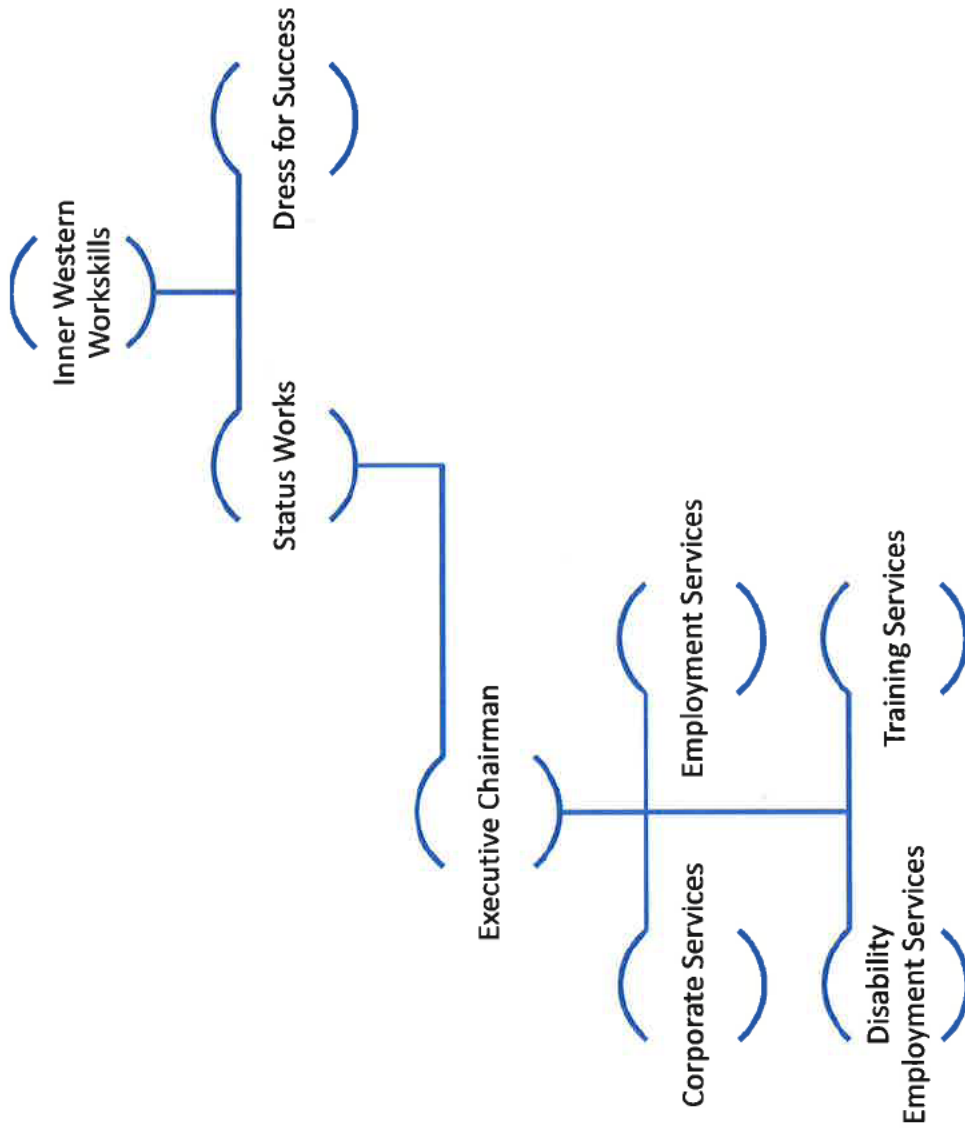
The Board is proud to continue making a practical difference in the lives of those who are disadvantaged in our community. We offer every encouragement and material support to Status, and congratulate the directors, managers and staff for their truly outstanding achievements over the past 12 months.



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 IWV's organisational structure as at June 30 2016.



Our Staff

All staff are employed by IWW, and by arrangement work within Status. The following staff were employed as at 30 June 2016.

Corporate Services

Gary Hatwell	Executive Chairman
Julie Hatwell	Director: Finance
Scott Hunter	General Manager
Emma Farina	Executive Manager: HR & Quality Assurance
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	System Administrator
Justin Fletcher	System Administrator
Lana Bobkova	Database Programmer
Kim Bradock	Customer Services Officer
Tyrone Chadwick	Customer Services Officer

Dress for Success Adelaide

Joan Knezevic	Business Manager
Danielle Zonfrillo	Store Supervisor

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	RTO Service Delivery Coordinator
Sarah Vidmar	eLearning Coordinator
Wendy Krantis	eLearning Trainer/Assessor
Huma Alam	Training & Employment Consultant
Adella Bucsai	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
Leigh Forbes	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
Paul Monopoli	Training & Employment Consultant
Yulin Zha	Training & Employment Consultant
Masoud Amiri	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
David Morris	Training & Employment Consultant
Sangeeta Lata	Training & Employment Consultant
Maki Stevenson	Training & Employment Consultant
Shuo Wang	Training & Employment Consultant
Paul Wood	Training & Employment Consultant
Kaite Zeltins	Training & Employment Consultant
George Tan	Training & Employment Consultant
Leila Mekhtiev	Training & Employment Consultant
Josephine Robinson	Training & Employment Consultant
Tiffany Lynch	Training & Employment Consultant
Julie Herraman	Training & Employment Consultant
Daniel Johnson	Training & Employment Consultant
Silvija Dobson	Training & Employment Consultant
Russell Thurlow	Training & Employment Consultant
Kylie Baehnisch	Training & Employment Consultant
Kelli Ames	Workplace Culture Coach
Chloe Matthews	Administration Officer
Agastya Sanghadia	Administration Officer
Lydia De Vizio	Administration Officer
Shankari Sundaram	Administration Officer
Louise Tomaselli (maternity leave)	Administration Officer
Jennette Trimboli	Receptionist

Disability Employment Services

Marion Site

Julie Mildwaters	Area Manager: DES-DMS Southern & Western Regions
Laura Kettle	DES-DMS Site Coordinator
Aneta Kuta	Employment Consultant
Amy Graham	Employment Consultant
Nicola Ettridge	Employment Consultant
Rudy Nath	Business Development Consultant

Noarlunga Site

Tamika Harrison	DES-DMS Site Coordinator
Kirstie Tumicz	Compliance & Performance Coordinator
Isaac Chapman	Employment Consultant
Jonathon Mourcella	Employment Consultant
Sabine Blake	Employment Consultant

Modbury Site

Josslie Asrawe	Area Manager: DES-DMS Northern Region
Justine Ciavola	DES-DMS Site Coordinator
Zhahara Yusop	Employment Consultant
Kaitlyn Ellis	Employment Consultant

Salisbury Site

Trinh Doan	DES-DMS Site Coordinator
Alison Ashby	Employment Consultant
Hayley Collis	Employment Consultant

Kilkenny Site

Frances Kalamakis	DES-DMS Site Coordinator
Marissa Owen	Employment Consultant
Natasha Vieceli	Employment Consultant
Tamara Young	Employment Consultant

Port Adelaide Site

Venessa Kohl	Employment Consultant
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Elizabeth Site

Daniel Cannon	DES-DMS Site Coordinator
Danielle Teasdale	Employment Consultant
Phoebe McDonald	Employment Consultant

jobactive

Management Hub

Joya Romanelli	Employment Services Area Manager - North
Simone O'Neill	Practice & Performance Coach
Troy Roberts	Marketing & Development Coordinator

Modbury Site

Rodger Mangin	Site Manager
Beverley Felmingham	Workplace Advisor
Belinda Bloffwitch	Workplace Advisor
Kimberley Adams	Workplace Advisor
Tim Berry	Workplace Advisor
Julia Kyriacou	Workplace Advisor

Nathan Shaw	Workplace Advisor
Angela Tronnolone	Senior Customer Services Officer
Isabella Wee	Customer Services Officer

Salisbury Site

Julie Pope	Site Manager
Martin Edwards	Site Operations Manager
Keith Broadbridge	Workplace Advisor
Michael Fiedor	Workplace Advisor
Kimberly Wilksch	Workplace Advisor
Erin Garland	Workplace Advisor
Allan Oldacres-Dear	Workplace Advisor
Siobhan Holden	Workplace Advisor
Patrick Tilley	Workplace Advisor
Graham Wood	Workplace Advisor
Sandra Beagley	Customer Services Officer
Gemma Winters	Customer Services Officer
Alex Smith	Customer Services Officer

Elizabeth Site

Jessicca Smith	Site Manager
Joanne Andrews	Workplace Advisor
Lisa Moritz	Workplace Advisor
Stephanie Walton	Customer services Officer

Kilkenny Site

Benjamin Edwards	Site Manager
Lorette Garrard	jobactive Compliance Manager
Jodie Blackwell	Workplace Advisor

Allyson Barker	Customer Services Officer
Kylie Gough	Business Development Consultant
Ashlee King	Post Placement Support & Claims Officer
Anysa Blake	Post Placement Support & Claims Officer
Keira Rodriguez	Post Placement Support & Claims Officer
Stephanie Mendes	Customer services Officer

Port Adelaide

Jenna Treis	Site Manager
Kathleen Hann	Workplace Advisor
Angela Ninonuevo	Workplace Advisor

Gawler

Victoria Cobb	Workplace Advisor
Michelle Crossley	Senior Work for the Dole Advisor
Elinor Kerin	Customer Services Officer

Offices



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

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
- Dress for Success Adelaide
- Don't Overlook Mature Expertise (DOME)

Memoranda of Understanding

The following Memoranda of Understanding were also in place during the 2015 – 2016 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.

Our Training Services division has student placement agreements with:



Allity Pty Ltd



Aged Care
Services
Australia
Group

Aged Care Services Australia Group



Regis Aged Care Pty Ltd

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.

Now in its third year of delivering SEE, Status has excelled in performance and compliance in this program, remaining a leading South Australian SEE provider that is also well-regarded nationally.

Status transitioned to a WorkReady contract with the South Australian Department of State Development. However, due to the dramatic decrease in funding available for private RTOs and the application process required, Status remained inactive in this area of training.

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 contextualised training, including Certificate II in Business and Certificate III in Individual Support (Ageing) intended to strengthen employment opportunities – this innovative model enables clients to undertake industry training whilst receiving language, literacy and numeracy support
- Delivery of SEE literacy and numeracy training in conjunction with Renewal SA and other South Australian RTO's, these combined stakeholder programs have also included partnering with employers. This training model has furthered employment opportunities for job seekers as it has further contextualised SEE literacy and numeracy with industry training and learner support services in employment in industry areas such as Children's Services and Disability caring.
- Provision of soft skills employment training to unemployed job seekers to strengthen pathways to employment and enable them to understand work culture and break down barriers to employment.

The Status RTO remains an approved delegate of the Australian Skills Quality Authority. (<http://www.asqa.gov.au/delegations.html>)

jobactive, formerly Job Services Australia



On 1 July 2015, Status began delivery of the jobactive contract from six sites across the Northern Adelaide Employment Region. Three existing Job Services Australia sites, Elizabeth, Salisbury and Modbury were utilised and three newly established locations in Gawler, Kilkenny and Port Adelaide.

The jobactive contract had a very difficult start with the Department of Employment's new web based Employment Services System having ongoing crises, being virtually inoperable during the first two weeks and continually slow and frustrating to use for the first year of the contract.

During this first 12 months, Status has successfully been accredited under the Department of Employment's Quality Assurance Framework and also completed the first phase of the IRAP accreditation process for our IT system security, a mandatory requirement for all providers delivering the jobactive contract.

Status has also passed its commitment audit with very positive feedback from the Department of Employment acknowledging how Status has embraced technology to offer alternative servicing strategies to our job seekers. Two major implementations included Bazaar, our online reverse marketing database and also the introduction of two Status Apps. Our Employee Hot Prospects website is now available as an app for employers to search for prospective workers. Secondly, our Status Chat app enables staff to chat in real time to job seekers. Both apps are available for iPhone and Android phones.

Status had solid performance in the first year with our regional rating at three stars. No sites were less than three stars and our Gawler site achieved a four star rating. This has given the contract a good foundation to achieve higher ratings and avoid any business reallocations possible at the end of the 18 month period of the jobactive contract.

Disability Employment Services – Disability Management Service



Our DES-DMS sites continue to perform extremely well and have achieved the following results:

- Northern Adelaide Contract – 3 stars
- Salisbury – 3 stars
- Modbury – 4 stars

- Elizabeth – 3 stars
- Southern Adelaide Contract (psych) – 5 stars
- Oaklands Park (psych) – 4 stars
- Noarlunga (psych) – 5 stars
- Southern Adelaide Contract – 5 stars
- Oaklands Park – 5 stars
- Noarlunga – 5 stars
- Western Adelaide Contract (psych) – 4 stars
- Kilkenny – 4 stars
- Western Adelaide Contract - 2 stars
- Kilkenny – 3 stars
- Port Adelaide – no ranking as a new site

By achieving 5 star performance in the Southern ESA, Status may possibly receive business reallocations from poor performing providers.

There have been consultation sessions with the Department of Social Services regarding plans to overhaul both the DES-ESS and DES-DMS contracts when they expire in 2018. Status has been very vocal in our suggestions for improvements, and has been disappointed that as a 5 star provider we have not been actively consulted for input, even after being advised that this would occur.

Skills for Education and Employment



The SEE program assists disadvantaged people to upgrade their language, literacy and numeracy skills with a strong focus on creating pathways 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 or digital literacy skills for the modern workplace.

Status' SEE operations continue to provide individual training services to job seekers referred by 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 1600 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, over 90% commenced training.

Status has continued its practice of providing innovative, contextualised vocational education training within the SEE program. This has given literacy and numeracy clients the opportunity to further their studies and expand into areas of training such as aged care and business administration while focusing on their foundation skills. The Status SEE program has also partnered with Renewal SA, employers and other RTO's in urban renewal programs in both the Northern and Southern SDA's for clients who have a clear employment pathway but have literacy and numeracy challenges. Increased areas of focus have been digital literacy and employability skills whilst clients work to improve their core language, literacy and numeracy abilities.

Dress for Success



Dress for Success is an international not-for-profit organisation that empowers women to achieve economic independence by providing a network of support, professional attire and the development tools to help women thrive in work and in life. From its inception in 1997 there are now 150 Dress for Success affiliates in 20 countries which have served over 925,000 disadvantaged women to work towards self-sufficiency, 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.

Dress for Success Adelaide opened its doors to clients on 31 August 2015 at its boutique located at 985 North East Road, Modbury. Currently employing two full time staff, Business Manager Joan Knezevic and Store Supervisor Danielle Zonfrillo, the boutique offers one-on-one appointments daily. These personalised consultation and training sessions include styling where clients are provided with outfits suitable for interview or employment with advice on personal

presentation and career support providing key employability skills for women in need seeking to enter or re-enter the workforce. Clients are encouraged to return as many times as they require to be fully prepared for job seeking, the interview process and employment. At the conclusion of the personalised sessions, the client will have received sufficient assistance to be confident and empowered to present their best selves to prospective employers.

The Career Support Program (CSP) is pivotal to the success of the total service Dress for Success Adelaide provides to women in need throughout the greater Adelaide metropolitan area. In April 2016 a proposal for the CSP was submitted to the Australian Governments Minister for Employment and Minister for Women, Senator Michaela Cash for a Targeted Pre-Employment Preparation (TPEP) training package used under the jobactive Employment Fund. The proposal provided a Foundation Skills Training package encompassing the delivery of CSP. On 1 May 2016, Dress for Success Adelaide's proposal was successful in gaining Federal Government approval for the CSP service.

In the 10 months to 30 June 2016, Dress for Success Adelaide has serviced 230 clients over 270 appointments (including follow up Career Support Program sessions). And, of the 230 clients serviced, 87 have achieved employment outcomes, a success rate of 38%.

Dress for Success Adelaide launched its social media campaign via Facebook and Instagram in April 2016. By the end of June 2016 the Facebook page achieved 282 Likes and generated great community support and clothing donations. We continue to further engage the community through social media with client stories and motivational themes to build our social media profile in 2016/2017.

Since opening we have received 40 separate clothing donations from corporations running suit drives and from members of the public. This has allowed Dress for Success Adelaide to stock the boutique and warehouse with apparel, shoes, handbags and accessories ready to style clients.

In April 2016 Dress for Success Adelaide became a host employer for Work for the Dole volunteers. Our first volunteer commenced in April 2016 and was assisted in securing a full time employment opportunity shortly after. We have since hosted another four volunteers. Dress for Success Adelaide also provides the Work for the Dole volunteers with the opportunity to gain customer service and point of sale training.

Dress for Success Adelaide has been in discussion with three corporations - Adelaide Airport, Lipman Karas and Accenture. In February 2016, Lipman Karas hosted a third party cocktail function to support Dress for Success Adelaide and promote community awareness.

These corporations have indicated significant interest in becoming financial sponsors in partnership with Dress for Success Adelaide and we look forward to their continued support.

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. We are in the preliminary stages of developing this exciting e-learning platform.

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.

We expect the SEE and AMEP tenders to become available in mid to late September. Status is looking forward to reviewing the proposed changes to these programs and evaluating further expansion in delivery of services. Emphasis will be placed on delivering services that are sensitive to community needs and exceed contractual requirements. Status' current DES-DMS contract remains in place until 2018, providing excellent opportunities for organic expansion with increased capacity to build client numbers.

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.



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-Ford.



Absent: Joya Romanelli

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Commonwealth Department of Employment
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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
Salvos Stores

Employers

CD Power

Dual Recruitment

GTS Freight Management

Labour Solutions Australia

Extrastaff

All Type Property Maintenance & Strata Clean

3rd Party Containers

Bene Aged Care

Gleneagles Residential Aged Care

Blown Plastics

Samtass

Bob Burns Blinds

Millennium Hi Tech Cleaning

Key Manufacturing

Atlantic Tower Motor Inn

Longfords Cleaning

Adelaide Dairy

Adelaide Industrial Labour Service

Wash It Australia

Southern Cross Personnel