

# Inner Western Workskills Inc.

## ANNUAL REPORT 2016 - 2017

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## Chairman's Message

It has been another busy, rewarding, challenging and inspiring year for both Inner Western Workskills Inc (IWW), and our subsidiary company, Status Works Pty Ltd (Status), with an unprecedented number of people accessing our services. Yet, the visible part of the Organisation is only part of the picture. There is a great body of work that goes on behind the scenes.

The public face is comprised of many parts, our service delivery and support teams, our websites, our Facebook page, our re-branding, our Dress for Success affiliate, our Ambassadors, our RTO delegate status, our Quality Management systems, our Work for The Dole and Work Experience programs and our business networking breakfasts and community events. Supporting the public face of the Organisation, there is an amazing team of people on the Board, who in conjunction with the Status Board and our Corporate Services team this year have managed the transition of Status as a South Australian company to a provider of employment and training services across the breadth of Australia for the first time in our 28 year history.

Especially important are our Status staff, who I thank for their dedication and for working so tirelessly to affect positive change in the lives of those we serve throughout our communities. We have had great success this past year in all of our major contracts of work; SEE, jobactive and Disability Employment Services and while we are disappointed to close our SEE service delivery sites in Adelaide North, we welcome the opportunity to bring our brand of professionalism and quality service delivery to the Western Australian and Victorian markets.

Our service delivery models and market place innovation are producing outstanding results and we welcome the challenge of competing with some of the largest companies in the world. And it is on that world stage we have stepped this year with our partnership arrangements with Accenture and the delivery of their Skills to Succeed Academy that has been instrumental in Status winning additional Employability Skills Training business across Australia.



This partnership has been forged through our Dress for Success Adelaide management team, proving once again the Organisation's philosophy of "making it pay twice", as we incorporate this powerful resource into the delivery of our PaTH program. The development of our eLearning platform, our mobile laptop bank classrooms and our soon to be completed mobile skills lab keeps our service delivery fresh and relevant to the labour market and the structural changes occurring within the world economy.

I am indebted to the Board of Directors for their unwavering encouragement and guidance over the past year, enabling us to consolidate goals already achieved as part of our Business Plan and to be on the front foot when it comes to innovative ways to support people and families, breaking down barriers to economic independence one person at a time.

# Chairman's Message

Yet again, record numbers of people connected with the Organisation via our employment, training and Dress for Success Adelaide affiliate services and I extend my sincere thanks to the teams of caring people who support the growing numbers of people accessing our services on a daily basis. Our engagement with employers and business has never been greater or more effective than it is today and it is because of these relationships we are making a difference.

In the coming year, the Board remains committed to listening and responding to what government and communities want and providing solutions that work for them, wherever they live in Australia. I'm sure it will be another busy year as we work to ensure all Australians work to achieve their best possible circumstance.

**Gary Hatwell**  
**Executive Chairman**

## Vision

IWW and Status are committed to improving the lives of those experiencing disadvantage or disabilities through providing a range of high quality services that focus on enabling clients to participate in training, education or employment as valued members of society.

This is an ongoing commitment that commenced upon foundation in 1989.

## Mission

To deliver unique employment, training and integrated business solutions that meet the diverse needs of job seekers, employers, government and the business community throughout South Australia.



# Directors' Report

Once again it has been another busy, rewarding challenging and inspiring year for both Inner Western Workskills Inc (IWW), and our subsidiary company, Status Works Pty Ltd (Status).

Led by the Chair, director professional development included a comprehensive review of the performance and effectiveness of individual directors and the Board. Personal discussions with the Chair provided directors with the opportunity to reflect on peer assessments, informing personal professional development plans for the future.

The evaluation of Board performance led to the production of an issues paper that identified three areas of governance requiring the Board's attention:

1. The functioning of the Board as a team where the workload is equitably shared amongst directors.
2. The understanding of the operating environment, setting strategy, assessing achievement and assisting Management to perform and facilitate the management of the Organisation more generally.
3. The roles of the Chair, non-executive directors and the CEO and an approved succession plan for the CEO.

Subsequently, the Board engaged Richard Altman Consulting to undertake a CEO benchmarking exercise to inform discussions on CEO succession planning. Recommendations included the need to resolve the roles and responsibilities of the CEO and Chair of both the Association and the Company on the future appointment of a replacement CEO.

An action plan was successively developed and directors fully immersed themselves in a process of engagement with the senior management team of the Organisation to ensure currency of understanding of business operations. Executive summaries of key business assets were produced and the Board visited all sites and met with program managers and staff to better understand the contractual and operational complexities faced on a daily basis, in particular the challenges of managing personal issues affecting staff performance.

The Board was very impressed with the level of enthusiasm, commitment, loyalty and resolve displayed by managers and agreed to consider additional support structures to assist them in their work. Subsequently, the Board investigated and has now commissioned an external Employee Access Program for the benefit of all staff.

The Board was also challenged by the retirement of Graham Wakeling in October 2016. Graham, who held the position of Chair for over 15 years, provided outstanding commitment, support and loyalty to the Association and will be sadly missed for his guidance and fellowship.

Conversely, the Board was very pleased to endorse the appointment of Yvonne Christophides, Executive Manager, Training Services, to the Board of Status, who inspired us with her outstanding commitment to the tender writing process in 2016, and the skill and alacrity she demonstrated in rolling out the expansion of SEE and EST in Western Australia and Victoria during 2017, marking the Organisation's first foray interstate in its 28 year history.

Our Dress for Success (DfS) Adelaide affiliate continues to go from strength to strength. Commencing in 2015, DfS Adelaide has so far assisted 586 women, achieving 265 employment outcomes with an amazing success rate of 45%.

# Directors' Report

DfS Adelaide perfectly complements the work of Status, by assisting those experiencing unemployment and disadvantage back into the workforce and enabling financial independence. Our DfS 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.

During the year our DfS Career Support Program appointments provided 2,754 pieces of clothing and accessories to the value of \$34,770 to 526 clients.

The Professional Women's Group (PWG) was launched in 2017 to provide practical support and life/business education to women who have gained employment. This continues for a twelve month period and includes monthly seminar-style meetings co-ordinated by IWW Directors and facilitated with the support of our corporate sponsors, Lipman Karas Lawyers, Accenture and Adelaide Airport Limited.

Partnership arrangements with our corporate sponsors were further strengthened this year with licensing agreements awarded to Status by Accenture to use their Skills to Succeed Academy, a highly interactive, online training program that helps disadvantaged young people build skills and confidence to make career choices and develop the key employability skills they need to find and sustain employment.

During the year a representative director and the business manager of our DfS affiliate travelled to Chicago, USA, to attend the 2016 Annual Affiliate Leadership Conference. 200 delegates attended, representing 20 countries throughout the world and highlighted the global impact of DfS and the enormous potential to affect positive change for women within local communities.

Status continues to demonstrate outstanding performance in delivering services to disadvantaged members of the Adelaide community. Three of our 6 jobactive sites have achieved the coveted 5 star performance rating by the Department of Employment with two others achieving 4 stars. Providing services to more than 3,500 job seekers and working across one of the most challenged economic zones in Australia, with the highest metropolitan rate of unemployment, to achieve a national performance rating of 4 stars is simply outstanding.

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 excellent 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 people with disability. We look forward to the opportunity to expand our services both intrastate and interstate with anticipated changes to the delivery of DES following the release of the "Disability Employment Services Reform 2018 Industry Information Paper" in June of this year.

Our Training Services division continues to be a major provider of the Australian Government's Skills for Education and Employment (SEE) program in the Adelaide region, and now also in Perth. 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.

# Directors' Report

Being awarded new SEE business in Perth and Employability Skills Training business across Adelaide, Western Australia and Victoria has challenged the Organisation in meeting the logistics and HR demands of expanding to new markets. New sites have been leased and fitted out in Mandurah, Rockingham, Cannington, Fremantle and Midland in Perth and Preston and Frankston in Victoria.

Mobile classrooms have been developed through the innovation of laptop banks to provide even greater coverage across vast employment regions, and a bus has been purchased and is currently undergoing refit to provide a mobile skills lab to bring state-of-the-art information technology and employability skills training to regional and remote communities throughout South Australia. Training to disadvantaged jobseekers will be further enhanced through a growing number of certificate qualifications offered and uploaded to our eLearning platform launched in 2017.

These innovations in combination with our Dress for Success, SEE, DES-DMS, jobactive and Employability Skills Training 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.

It is pleasing to note that the Workplace Gender Equality Agency has once again confirmed the Organisation continues to meet its obligations under the *Workplace Gender Equality Act 2012*, and the Australian Charities and Not for profits Commission continues to endorse the vital work of the Organisation. The Board is also very pleased with the progress it has made in affecting its Indigenous Action Plan, with 5 Indigenous staff being employed throughout the year with two staff undertaking business traineeships. Our Memorandum of Understanding with Taoundi Aboriginal College and membership with Supply Nation will further strengthen our ties with Indigenous communities leading to sustained quality outcomes for clients.

The Board is very proud of the outcomes achieved during the year and excited by the Organisation's future prospects. As individual directors, we focus on quality, delivering continuous value to all stakeholders, seeking customer feedback and acting upon this through professional development opportunities for directors and staff to ensure continuous improvement. We are cognisant of our responsibilities to protect those who serve, and who are served by, the Organisation; and while our evolving and growing staffing profile and delivery of services interstate present many challenges in maintaining the culture of the Organisation, we are confident that we have the right Quality Management Systems, delivery platforms and people to ensure even greater success in the future.

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



David George FASRC



Julie Hatwell FCPA, MAICD



Vikki Lewis  
Director



# Organisational Overview

Over the past 28 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.

# Organisational Overview

## **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.

# Organisational Overview

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 six 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 to date has assisted 586, women achieving 265 employment outcomes. 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.

In 2016/2017 Dress for Success Adelaide, continued its' partnership with Lipman Karas Layers, Accenture and Adelaide Airport Limited providing invaluable services to disadvantaged women across the Adelaide community.

For the first time in its history the Organisation has expanded the delivery of its services interstate to Western Australia and Victoria.

This expansion has resulted in the employment of staff interstate and, the leasing and fit out of five properties in Western Australia and two in Victoria to facilitate the delivery of our highly successful brand of employment and training services across Australia.

# Organisational Overview

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.



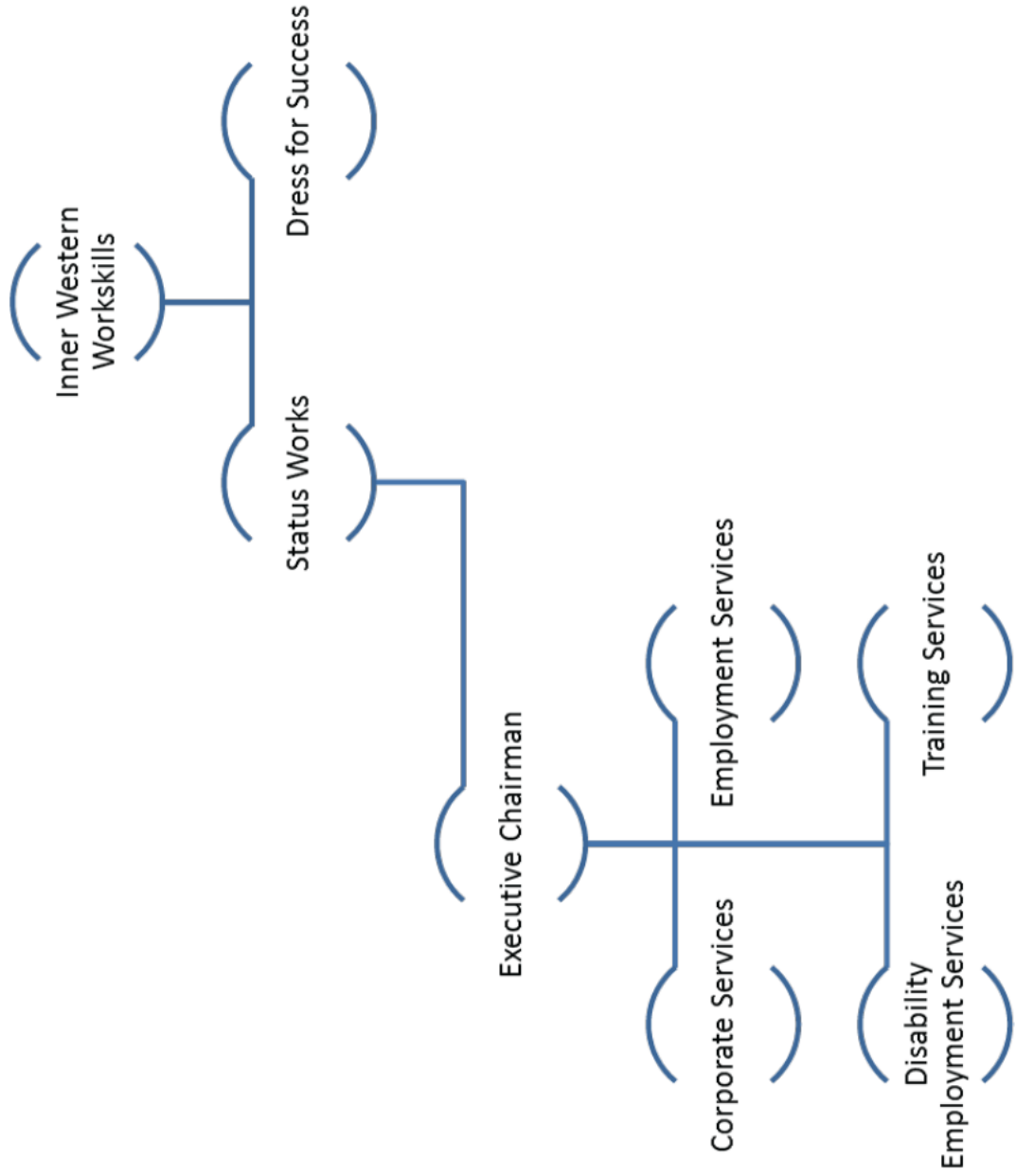
*Status Works Board of Directors (left to right):  
Scott Hunter, Emma Farina, Yvonne Christophides, Julie Hatwell, Gary Hatwell*



Absent: Vikki Lewis

# Organisational Structure

The following is IWW's Organisational Structure as at June 30 2017.





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 27 countries which have served nearly 1 million 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 and Store Supervisor, 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.

In 2016/2017 Dress for Success Adelaide served 359 women taking the total of women served by our affiliate to 586. Of the 586 women equipped with employability skills 265 were successful in gaining employment – a result of 45%. We conducted 810 Career Support Program appointments, provided 2,754 pieces of clothing and accessories to the value of \$34,770 to 526 clients.





Dress for Success Adelaide launched two new initiatives in 2016/2017 to ensure that we provide a full continuum of service. Our service begins with our Career Support Program providing interview preparation, including clothing if required and practicing interview technique. On gaining employment, clients are encouraged to return for employment suiting and guidance on the skills required to be a valued employee, and as of April 2017, we are now able to offer a fantastic initiative, an employment retention program through the Professional Women's Group (PWG).

Women making the transition from unemployment into the workforce face a myriad of challenges, from understanding corporate culture to handling personal finances, often with no support or guidance. Upon employment, the PWG will provide our clients with ongoing support through: mentoring by business and community leaders, leadership development training, career development activities, and networking opportunities. The PWG provides a safe environment where members can learn how to network and develop professional skills by attending monthly seminars/workshops where a variety of career development topics are discussed.

The second initiative specifically targeting the youth cohort was launched in November 2016. The Skills to Succeed Academy program is a highly interactive, online training program that helps disadvantaged young people, aged 17 - 24, build skills and confidence to make career choices and develop the key employability skills they need to find and sustain employment. The program covers 3 courses - You & Your Career, Finding a Job and Success in Work.

In 2016/2017, Accenture, Adelaide Airport and Lipman Karas have successfully partnered with Dress for Success Adelaide to become financial sponsors and supporters of the Professional Women's Group. We look forward to continuing and expanding our relationship with them in 2017/2018.

Dress for Success Adelaide has hosted nine Work for the Dole volunteers who have provided over 1080 volunteer hours to assist with the service. Six of our volunteers successfully gained employment during or shortly after their Work for the Dole phase. We have also provided volunteer opportunities to our corporate partners and members of the public totalling 56 hours.

Dress for Success Adelaide social media profile via Facebook and Instagram has grown in 2016/2017. By the end of June 2017 the Facebook page achieved 376 Likes and generated great community support and quality clothing donations. We will further engage the community through social media with client stories and motivational themes to continue to build our social media profile in 2017/2018.



@DressforSuccessAdelaide



# jobactive

Status has been delivering jobactive employment services since its inception on July 1, 2015. This contract is delivered from six sites across the Northern Adelaide Employment Region in the following suburbs; Elizabeth, Salisbury, Modbury, Gawler, Kilkeny and Port Adelaide.

We have seen strong performance growth over the past 12 months with Status being one of the top performing providers in the region. At a contract level Status is now ranked at four stars and our projections indicate that the maximum five star rating will be achieved in the next 12 months. Status already has three of its sites rated at five stars with Port Adelaide, Modbury and Gawler achieving this fantastic result. Pleasingly, both Salisbury and Kilkeny are not far behind, rated at four stars. This strong performance has enabled Status to avoid the business reallocation process that came into effect after 18 months of the jobactive contract.

Status continues to be a leading innovator in the industry with our in house developed apps and technology platforms proving to be beneficial for our clients. Our Status Chat app enables us to engage with our job seekers in real time via either our iPhone or Android apps. In addition, our Employee Hot Prospects app is enabling employers to search for prospective employees directly from their smartphone, or alternatively via the internet. Our own in-house CRM database and online reverse marketing platform provide our staff with innovative tools to deliver a very effective service to both employers and job seekers.

Quality Assurance and continual improvement have been at the forefront of everything we do and our continued IRAP, QAF and ISO 9001 certification validates our commitment to delivering a high quality level service to all stakeholders.

This year also saw the launch of our Business Networking Breakfasts which are facilitated by our Marketing and Development Coordinator. These events have been held at our sites across the region and have brought job seekers, employers and both State and Federal Government departments together. The feedback from all stakeholders has been extremely complimentary and is building strong relationships across the region.

We look forward to another outstanding year of excellence in service delivery to our job seekers, employers and key stakeholders.

“Your event not only exposes businesses to the government incentives available through jobactive provides but is a forum to develop their business connections” *Sharon Clarke, Employer Liaison Officer, Department of Employment—July 2017*

“I just want to thank you for your service and support you have given me and CD Power” *Ingrid Cavallaro, Compliance Manager, CD Power—July 2017*

“On behalf of the Salisbury Business Association, thank you for hosting this morning’s Business Networking Breakfast. It was great to help promote this local event” *David Waylen, Executive Officer, Salisbury Business Association—July 2017*

“I will be recommending Status to my friends that own businesses and need staff that are job ready” *Peter, Aussie Home Loans—July 2017*





# Disability Employment Services

Status continues to demonstrate very strong performance across our Disability Employment Services (DES) contract. We currently deliver DES across 3 regions in Adelaide; Adelaide North (Elizabeth, Salisbury and Modbury), Adelaide West (Kilkenny and Port Adelaide) and Adelaide South (Oaklands Park and Noarlunga). Our Adelaide South contract has continued to be rated a 5 star service by the Department of Social Services.

After extensive consultation with service users, employers and DES providers the Australian Government is changing the way DES is delivered with the current contract expiring on 30 June 2018. Due to Status' strong performance we have been invited to continue delivering DES where we are currently located in the new contract, which guarantees existing business to 2023.

The proposed new DES contract has focused its reforms on three key areas. The first reform is focused on improving participant choice and control over the services they receive. DES participants will have greater opportunity to choose which DES providers best suit their individual needs.

The second reform is to enable a greater variety of service providers into the market to deliver DES. This is designed to generate greater competition between providers to help create more innovative service delivery models.

Thirdly, the funding model is shifting to a more employment outcome focused model. These changes will throw up some challenges for providers with participants being able to move between a greater variety of providers. Status is well placed to meet the requirements of the new model with a proven ability to provide innovative service delivery models and utilise technology to make our service more accessible to both participants and employers.

We look forward to the new DES model and new opportunities to move into more specialty areas of the contract and to increase our presence across Adelaide, and possibly interstate as well.

## Feedback from our participants:

"The participant stated that he was very happy with the level of support that he has been provided, even whilst he was on exemption he continued to have phone appointments (with his authority), this has inspired him to end his exemption and move forward with finding sustainable employment. He also advised that he had been referred to an excellent psychologist by your organisation that has turned his life around" *National Customer Service Line Feedback, Department of Social Services—June 2017*

"Since you took on my case I have had amazing following ups and continual queries to my wellness and success. Thank you so much for your ongoing support and concern" *Michael DES Participant—September 2017*



# Training Services

Late in 2016 the Organisation applied for ongoing business in the delivery of language, literacy and numeracy with the Government via their Skills for Education and Employment Program (SEE), as well as a new Youth focused employability skills training program, Youth Jobs PaTH. Having successfully won business in both of those funded contracts, 2017 has been a whirlwind of activity for the Status Registered Training Organisation (RTO), and is not likely to slow down any time soon.

This last year has seen significant growth in delivery regions, expanding our services from Adelaide metro to include four Contract Regions in Melbourne and two Contract Regions in Western Australia covering Perth North and South.

Although Status Training Services will cease delivery of the SEE program in Northern Adelaide in September 2017, we are excited to be entering a new contract period with the Department of Education and Training to deliver the Skills for Education and Employment contract from 2017 to 2020 in the Adelaide South and Perth South regions.

The Status PaTHways to Success: Employability Skills Training will be offered in Victoria, Western Australia and South Australia and aims to deliver employability skills to over 1000 job seekers in the first 12 months of the three year contract.

The Training Services eLearning environment has been launched and commenced delivery of qualifications to job seekers. We are currently offering three full business certificate qualifications with additional qualifications anticipated over the next year. The eLearning environment is also available for SEE clients to access web based learning as a part of their language, literacy and numeracy training with Status.

The RTO head office has been maintained in South Australia with a centrally based management team and administration team. As the RTO has moved to become a national provider, we have set up state offices in Cannington Western Australia and Preston Victoria, with local Area Managers appointed. The Area Managers are growing their teams in WA and VIC with ten staff facilitating the delivery of the SEE program and the Youth Jobs PaTH employability skills program.

We are thrilled to have partnered with Accenture, to deliver their Skills to Succeed Academy program as a part of our PaTHways to Success: Employability Skills Training further enhancing the use of digitally based interactive learning to this young cohort of job seekers.



# Training Services

We continue to deliver highly successful Certificate III in Individual Support courses, offering both Aged Care and Disability Services as chosen pathways. These programs lead to real employment outcomes and are contextualised and delivered as a part of our SEE programs as well as the South Australian Work Ready training contract.

An RTO is a highly regulated and complex business at any point in time. Within the Status RTO, on a day to day basis, we deliver foundation skills training and employability skills training in three states, under many different contracts, with multiple training frameworks and quality and regulatory bodies, in summary;

- Skills for Education and Employment Program for the Department of Education and Training
- Youth Jobs PaTH for the Department of Employment
- Work Ready for the Department of State Development in South Australia
- Targeted Pre-employment training for the Department of Employment

Throughout this expansion there has been no loss of quality to the RTO, maintaining our registration as an RTO as well as our ISO 9001 accreditation. The Status RTO is an approved delegate of the Australian Skills Quality Authority (<http://www.asqa.gov.au/delegations.html>) and also a member of the Australian Council for Private Education and Training (ACPET), agreeing to conform to the Constitution, By-laws and Code of Ethics of ACPET.

We have a strong and committed leadership team, an experienced and dedicated administration team, and an exemplary team of delivery and assessment staff who will work tirelessly over this next year to consolidate our expansion and further the opportunities of job seekers in their pathway to sustainable employment via training programs.



The Skills for Education and Employment (SEE) program is funded by the Australian Government Department of Education and Training.

# Human Resources and Quality Assurance

The past year has seen the Human Resources and Quality Assurance Department faced with the expansion of our contracts of business, particularly interstate. The expansion covers a current workforce of 160 staff, across 3 states, 4 business streams at 15 sites. The Human Resources team have been integral to this.

Recruitment has been our first priority and whilst our practice remains in place, our expansion interstate prompted a decision to partner with an external company to assist with initial interstate recruitment. External recruitment arrangements has proved to be beneficial and we were successful in the engagement of interstate Area Managers, one each for Western Australia and Victoria – key positions that will cement our presence interstate. Skype interviews were introduced to complement our current recruitment process and has enabled interstate recruitment to follow the current process, albeit remotely.

Human resources staff have been actively involved in the development and implementation of the Organisations Indigenous Action Plan, which is heavily integrated with all contracts of business. Furthermore, we have had a successful year with our commitment to employ Indigenous Australians, and also provide them with opportunities to undertake business traineeships, again opening our partnerships with external organisations.

Throughout this period our Quality Management System and its certifications have not been compromised. We remain fully compliant under ISO:9001, the National Standards for Disability Services and the jobactive Quality Assurance Framework. Moving forward we will look to transition our ISO 9001 certification from the 2008 standard to the new 2015 standard and maintain our existing certification to the highest compliance.

Our focus ahead in the Human Resources area is the retention of our current management and staff, professional development of our service delivery teams and utilising our Ambassadors in partnership with our staff. The current Professional Development Evaluation process is under review as we look toward transitioning to a full electronic function. We will look to provide further development to support our Managers with their Human Resource and Quality responsibilities.

Our Human Resources team have been instrumental in supporting our management teams and staff over this past year. Whilst one of our staff members has commenced maternity leave, our staffing levels remain the same through the recruitment of another Human Resources and Quality Assurance Officer. This has meant we have been able to continue providing constant and consistent services – something we remain proud of.

# Status Ambassadors Association



*Status Ambassador  
Recognising 10 Years of Service*

The Status Ambassadors Association commenced in May 2015 with 16 members, this has steadily grown and currently comprises 19 members.

The Status Ambassadors Association recognises staff for the contribution they have made to the Organisation over 10 plus years of service. Collectively, current Ambassadors total 349 years of service to the Organisation, an immense wealth of knowledge. Ambassadors are identified by a personalised signatory at the bottom of their email, as well as a unique, specially designed Ambassador badge.

Since the inception of the Association the Co-chairs have been instrumental in setting up invaluable information and procedures to holistically benefit the Organisation and its staff. This is an evolving process and over the past 2 years a number of personalised celebratory emails have been devised for all staff on their 1st year anniversary of service, then at 5 years, 10 years, 15 years, 20 years and 25 years. At 5 years of service staff have a plaque with their name and employment commencement date added onto the Status Honours Board located at Marion Head office. After each 5 years of service the name plaque will move into their corresponding years of service, ie 10 years, 15 years, etc. In addition, staff celebrating a birthday receive a personalised birthday email and small gift recognising this occasion.

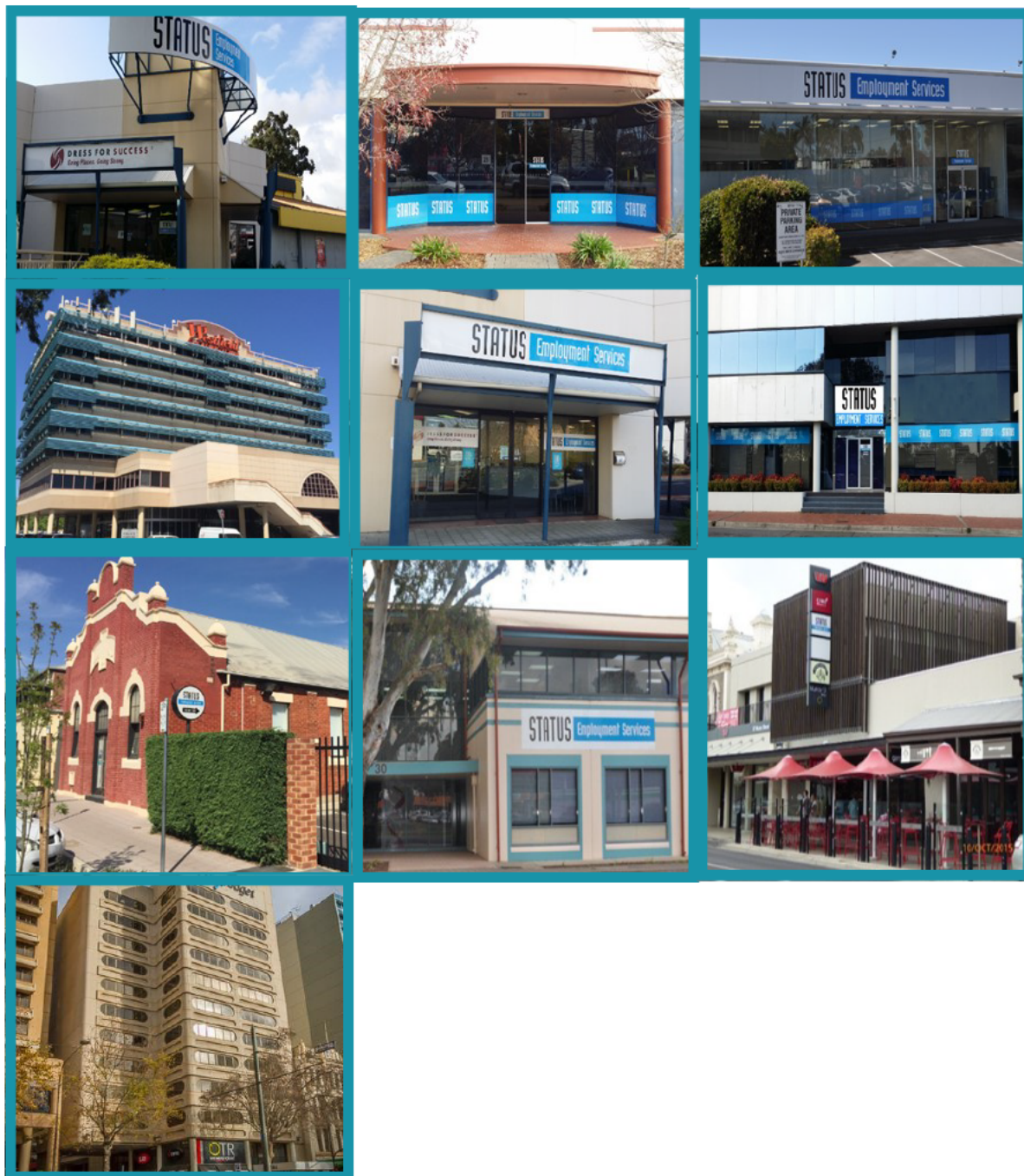
Association members adhere to the Principles and Motto established by the founding Co-chairs, and all members offer an “in-house” service to Dress for Success and as a contact person in whatever capacity is required to serve the Organisation. The Ambassadors Association is proud to have donated \$1,000 to support the fantastic work of Dress for Success during the year.

Status Ambassadors will inspire new and existing staff to maintain the history and culture of the Organisation to ensure workplace values and principles are adhered to. Ambassadors are also a point of contact for staff who require professional direction.

The comradery enjoyed by the Status Ambassadors Association members during the past 2 years have been rewarding to all current members in the form of team building exercises, as well as theatre and dinners. The membership will keep expanding over the next 12 months as more staff reach their 10 year milestone. This ensures the familial legacy of the Organisation continues.

# Status Offices

## South Australia



Top Row: L-R, Modbury *Dress for Success*, Elizabeth jobactive/DES, Kilkenny jobactive/DES

Second Row: L-R, Marion Corporate Services/DES/SEE, Modbury jobactive/DES, Noarlunga DES/SEE

Third Row: L-R, Port Adelaide Training Services/jobactive/DES, Salisbury jobactive/DES/SEE/Management Hub, Gawler jobactive/WfD

Last Row: Adelaide CBD Training Services

# Status Offices

## Western Australia



Top Row: L-R, Midland PaTH, Rockingham SEE/PaTH, Cannington SEE/PaTH

Second Row: L-R , Mandurah SEE/PaTH, Fremantle SEE/PaTH

# Status Offices

## Victoria



L-R, Frankston PaTH, Preston PaTH



# Memoranda of Understanding

The following Memoranda of Understanding remain in place during the 2016 – 2017 financial year:



## **DOME**

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.



## **Salvos Stores**

Working together to provide employment opportunities at Salvos Stores with candidates sourced by Status.



## **Tauondi Aboriginal College**

A commitment to work together on projects that assist in increasing employment and capacity building opportunities for Aboriginal and Torres Strait Islander peoples.

# Placement Agreements

Our Training Services division has student placement agreements with:



**Allity Pty Ltd**



**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:



# Acknowledgements

We appreciate the support received from the following organisations during 2016 – 2017, and look forward to ongoing partnerships in the coming year.



## **Government Departments**

Commonwealth Department of Employment

Commonwealth Department of Social Services

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

Our philosophy is to simplify the recruitment process, provide a hassle free experience and work in partnership with our employers. Status has been highly successful in assisting employers across Adelaide for over 28 years and would like to acknowledge the employers below for their continued business over the last 12 months.

CD Power

Kewco

Royal Essence

Adelaide Airport

Ingham's

Trident Plastics

Dual Recruitment

GTS Freight Management

Labour Solutions Australia

Extrastaff

All Type Property Maintenance & Strata Clean

3<sup>rd</sup> 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

Cabin Services Australia

Auscold Logistics

Steamatic

Donato Function Centre



ROYAL  
ESSENCE



millennium



Adelaide  
Airport Motel