

# *Inner Western Workskills Inc* **ANNUAL REPORT**

## **2012 – 2013**

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# Contents

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<i>Report from the Chair</i>	<b>2</b>
<i>2012 - 2013 Staff</i>	<b>3 - 4</b>
<i>Directors</i>	<b>5</b>
<i>Community Partnerships</i>	<b>6</b>
<i>Business Services</i>	<b>7</b>
1. <i>Job Network Services</i>	<b>8</b>
2. <i>Disability Employment Services</i>	<b>8 - 9</b>
3. <i>Training Services</i>	<b>9 - 10</b>
4. <i>Future Strategies</i>	<b>11</b>
<i>Sponsorships and Acknowledgements</i>	<b>12</b>
<i>Financial Statements</i>	<b>Appendix A</b>



## **Report from the Chair**

It is my pleasure as Chairperson to present the Inner Western Workskills Annual Report for the year 2012 - 2013.

This year saw the introduction of the Federal government's Australian Charities and Not-For-Profit Commission (ACNC). This is recognised as one of the cornerstones of the government's Not-For-Profit Reform Agenda, with the ACNC an independent statutory office to provide regulatory oversight of the not-for-profit (NFP) sector. IWW registered with the ACNC in February 2013 and governance standards take effect on 1 July 2013, which include the requirement that charities must be not-for-profit and work towards their charitable purpose.

The IWW Board will be guided by the ACNC requirements before embarking on any major projects to ensure that we fully comply with increasingly complex legal regulations. We are, however, proud of our continued involvement and support for our wholly owned subsidiary, Status Works, in their important work with disadvantaged unemployed people and those most vulnerable in society through the provision of highly effective employment assistance and vocationally oriented training services that are turning around the lives of many.

I am pleased to report that expanded assistance to unemployed people through Status Works has been made possible this year through additional government funding of the Jobs Services Australia (JSA) and the Skills for Employment and Education (SEE) programs. An additional JSA site was established at Salisbury just twelve months ago and has achieved a high level of success in assisting unemployed job seekers into work in its first year of operation. Similarly, success in the Federal government's SEE tender process has enabled Status to expand into the Salisbury and Elizabeth districts, along with a 'Deed of Standing Offer' for work in four locations in Melbourne. Both the JSA and SEE initiatives will provide a solid foundation people experiencing unemployment, disability and social disadvantage to rebuild their lives.

These initiatives expand on the already significant results achieved by Status over the past year in assisting unemployed and disadvantaged people back into the workforce through the JSA, Disability Employment Services and Language, Literacy & Numeracy contracts. In just the last 12 months over 3,500 unemployed people received personalised assistance through Status' JSA program, more than 250 job seekers (the majority recovering from psychiatric illness) through Disability Employment Services, and over 1,400 were referred to Language, Literacy and Numeracy services. Performance across all services has once again been recognised by the Federal government as amongst the best in Australia.

This performance was underpinned by the re-accreditation at the highest level of both ISO9001 and Disability Service Standards Quality Assurance certification across the Organisation, placing Status in a strong position for the future.

The Board offers every encouragement to Status in their efforts and congratulates the executive directors, managers and staff for their outstanding achievements over the past twelve months.

In closing, I sincerely thank my colleagues on the Board of Inner Western Workskills for their support, encouragement and advice over the past year, and again wish Status every success in the coming year.

*Graham Wakeling*  
Chair



## 2012 ~ 2013 Staff

### Staff as at 30<sup>th</sup> June 2013

All staff are employed by Inner Western Workskills Inc and by arrangement work in Status Works Pty Ltd.

#### Corporate Services

Gary Hatwell	Executive Chairman
Julie Hatwell	Executive Manager – Finance
Emma Farina	HR & QA Manager
Dora Zalunardo	Corporate Services Assistant
Lisa Perry	Senior Financial Assistant
Lillian Atkinson	Financial Project Assistant
Justin Fletcher	IT Support Officer
Lana Bobkova	Database Programmer
Scott Foody	Co-ordinator: IT
Michelle Magarey	Customer Services Officer

#### Training Services

Vikki Lewis	Executive Manager
Tarsha Franklin	Manager: RTO
Yvonne Christophides	Administration & Communications Manager
Kerri Franz	Operations Manager
Huma Alam	Training & Employment Consultant
Karen Barnes	Training & Employment Consultant
Jasmine Brar	Training & Employment Consultant
Adella Bucsay	Training & Employment Consultant
Ann-Marie Gil	Training & Employment Consultant
Wendy Krantis	Training & Employment Consultant
Sue Harris	Training & Employment Consultant
Tanya Raynham	Training & Employment Consultant
Tara Roberts	Training & Employment Consultant
Carroll Robson	Training & Employment Consultant
Irena Smith	Training & Employment Consultant
Vanessa Wood	Training & Employment Consultant
Andrew Basso	Training & Employment Consultant – SEE
Christina Baird	Training & Employment Consultant – SEE
Terry Bohnsack	Training & Employment Consultant – SEE
Rebecca Carletti	Training & Employment Consultant – SEE
Ingrid Chambers	Training & Employment Consultant – SEE
Colleen Clothier	Training & Employment Consultant – SEE
Gillian Paull	Training & Employment Consultant – SEE
Sophie Hayat	Training & Employment Consultant – SEE
Susan Goldfinch	Training & Employment Consultant – SEE
Shanam Khurana	Training & Employment Consultant – SEE
Jennifer Wilson	Training & Employment Consultant – SEE
Colly Lesker	Training & Employment Consultant – SEE
Andrew Herraman	Training & Employment Consultant – SEE
Meredith Hollyock	Training & Employment Consultant – SEE
Geoff Lawrence	Training & Employment Consultant – SEE
Joyce Paliza - Bender	Training & Employment Consultant – SEE
George Tan	Training & Employment Consultant – SEE
Leila Mekhtieu	Training & Employment Consultant – SEE
Josephine Robinson	Training & Employment Consultant – SEE
Marguerita Udo-Ekpo	Training & Employment Consultant – SEE
Pat Nathan Veluppillai	Training & Employment Consultant – SEE
Darshita Vyas	Training & Employment Consultant – SEE



## Training Services

*Continued...*

Sandra Spry	Training & Employment Consultant – SEE
Natalie Tolchina	Training & Employment Consultant – SEE
Christina Georgiadis	Administration Officer –SEE
Shelley Hart	Administration Officer – SEE
Beverly Hutchins	Administration Officer – SEE
Krista Sands	Administration Officer – SEE
Tracey Steer	Administration Officer - SEE
Edith Thew	Administration Officer – SEE
Louise Tomaselli	Administration Officer - SEE
Dionne Wood	Administration Officer – SEE
Robyn Goble	Administration Assistant

## Employment Services Group

### Marion Site

David George	Executive Manager – Corporate Projects
Arlene Rodger	Operations Manager – Disability Employment Services
Rudy Nath	Business Development Consultant

### Noarlunga Site

Kirstie Tumicz	Employment Consultant – Disability Employment Services
Jill Yabsley	Employment Consultant – Disability Employment Services

### Modbury Site

Lorette Garrard	Senior Manager
Josslie Asrawe	Site Operations Manager
Pauline An	Employment Consultant
Belinda Bloffwitch	Employment Consultant
Trinh Vu Doan	Employment Consultant
Beverley Felmingham	Employment Consultant
Jason Pittaway	Employment Consultant
Jenna Treis	Employment Consultant
James Strong	Recruitment/Business Development Consultant
Annie Cao	Customer Services Officer
Michael Ngo	Customer Services Officer
Elizabeth Rooney	Customer Services Officer
Angela Tronnolone	Customer Services Officer

### Salisbury Site

Julie Pope	Senior Manager
Ninonne Goble	Site Operations Manager
Tamantha Brown	Employment Consultant
Ben Edwards	Employment Consultant
Nikol Watts	Employment Consultant
Tamara Venema	Employment Consultant
Catherine Hunter	Recruitment/Business Development Consultant
Sandra Beagley	Customer Services Officer
Siobhan Holden	Customer Services Officer
Gemma Winters	Customer Services Officer



# DIRECTORS

## Board of Directors (as of 30<sup>th</sup> June 2013)

Mr Graham Wakeling	Chairperson
Mr Pat Bosco	Vice Chairperson
Mr Gary Hatwell	Secretary / Treasurer

### **Graham Wakeling – Chairperson**

Graham Wakeling is a marketing consultant and publisher. His company, Graedi Group, publishes “in-business”, one of South Australia’s leading business and economic development magazines. Graham has over sixteen years of continuous service as a Board Member. He has previously held the Executive position of Deputy Chair of the Association.

### **Pat Bosco – Vice Chairperson**

Pat Bosco has a background in Apprenticeship and Trainee Management in both the public and private sector and currently works for the Australian Industry Group (AiG) . Pat has over twenty four years of continuous service and is a founding IWW Board Member. Prior to the foundation of the Inner Western Workskills, Pat served on the Migrant Adult Re-employment Training Board of Management from 1978. He has held Executive positions as Deputy Chair and Secretary of the Association.

### **Gary Hatwell - Secretary / Treasurer**

Gary Hatwell has served the Board of Management since Inner Western Workskills inception in 1989. Gary has over thirty years strategic management experience within government and non government sectors and has continuously managed the Organisation since 1989. As Managing Director of Inner Western Workskills, he has been a member of the Executive from this time and is the Public Officer of the Association. He has held Executive positions as Chairman, Deputy Chairman, Secretary and Treasurer of the Association.



## Community Partnerships

With Federal government's Australian Charities and Not-For-Profit Commission (ACNC) having commenced earlier this year, IWW provided registration details in February and is now a registered charity. The Board has reviewed and familiarised itself with the governance standards that apply from 1 July 2013 which outline the:

- purposes and not-for-profit nature of the registered entity,
- accountability to members;
- compliance with Australian laws;
- suitability of responsible persons, and;
- duties of responsible persons.

The Board is of the opinion that the Association satisfies the governance standards required for on-going registration through its concern for delivering services to disadvantaged members of the community, especially through its subsidiary company, Status Works Pty Ltd.

The Association also provides financial support to many organisations, including Lions, Rotary and the Cancer Council of South Australia, which supports research and raises community awareness about cancer. Although the objects of the Association are to assist unemployed and disadvantaged people into sustainable employment, we recognise there are many contributing causes of disadvantage that impact on people's lives and we will continue to provide management and financial support and assistance to these support networks as we are able.

It is Inner Western Workskills' intention that community services be expanded and the Board of Inner Western Workskills is working closely with the Status Board to facilitate this goal.

To this end, IWW and Status are currently investigating potential benevolent opportunities. These will dovetail into the award-winning work that Status currently carries out in assisting those most disadvantaged in society to prepare for paid employment through its strong presence in Adelaide's northern, north eastern, western, south western and southern suburbs. During the past year, IWW supported Status in the expansion of the Skills for Education & Employment (SEE) program into the Salisbury and Elizabeth areas – areas that are amongst the most socially disadvantaged in Australia. The SEE program assists disadvantaged people to upgrade their language, literacy and numeracy skills with a strong focus on preparing them for employment or further vocational training. Participants include disconnected youth with low educational achievement, immigrants from countries that are linguistically and culturally diverse, and unemployed people who have insufficient literacy skills for the modern workplace. IWW also supported the establishment of the Salisbury JSA site during the period under review which now provides valuable employment services to disadvantaged job seekers in this area.

Finally, whilst not being involved in direct service delivery, Inner Western Workskills has assisted a number of worthwhile charities over the past year. These include:

- Lions Club
- Lion's Children's Mobility Foundation
- Relay for Life
- Rotary Club of Adelaide Inc





## **Business Services**

The role of Inner Western Workskills is to provide community services that will assist unemployed and disadvantaged people. To assist the Association to carry out this work, income is generated by its subsidiary company, Status Works Pty Ltd. Status specialises in the social services and holds government contracts that provide assistance to those most disadvantaged in society, chiefly in the Employment Services, Language, Literacy & Numeracy and Vocational Training fields. These activities fully reflect the Association's aim of helping those in the community who are experiencing periods of disadvantage. Thus the Association maintains an active interest in the work of Status, although it is not directly involved in its management.

Below is a brief summary of the business activities over the past year. These are more fully described in the Status Works Annual Report 2012 - 2013.

### **Overview**

Status Works Pty Ltd major business activities during 2012 - 2013 include the delivery of the DEEWR Language, Literacy & Numeracy, Jobs Services Australia and Disability Employment Services contracts. Status has now continuously delivered Government Employment Services programs since the commencement over 15 years ago, and Commonwealth Literacy & Numeracy services since their inception in the late 1980's.

Major works over the past year include:

1. The delivery of high quality DEEWR JSA services from the Modbury site. An overall 4 Star Rating was achieved with Modbury being one of the highest performing sites in Adelaide.
2. The delivery of successful DEEWR DES generalist and psychiatric services from both the Marion and Noarlunga sites. These services continue to perform strongly with both generalist and psychiatric services achieving a 5 Star Rating.
3. The delivery of the Department of Innovation's LLNP contract at the Marion, Noarlunga and Modbury sites. Status has been acknowledged as one of the best providers nationally.
4. The successful tendering for the SEE Contract (the new name for LLNP) to continue to deliver existing services as well as to expand into the Salisbury and Elizabeth areas. Status was also awarded a 'Deed of Standing Offer' to deliver SEE services in four locations in Melbourne
5. The continuation of South Australian Government accreditation to deliver the new 'Skills for All' program, the major SA government initiative to deliver vocational training to unemployed and disadvantaged people.
6. The delivery of new DEEWR JSA business in the Salisbury area. Now at the end of the first year of service delivery, the Salisbury site achieved a creditable 3 star rating which is expected to improve as the contract beds down.
7. The successful re-accreditation of the National Disability Services Standards, with the attainment of the highest ratings across all areas audited.
8. The successful re-accreditation of the ISO9001 Quality Standards at all existing sites and Disability Service Standards accreditation at the DES sites of Marion and Noarlunga





## **1. Job Services Australia**

### Overview

The Jobs Services Australia program aims to assist disadvantaged unemployed people into sustainable employment, and in particular those finding it difficult to re-engage with the workforce.

The Commonwealth Government's Job Services Australia contract remains a key component of our business activities with JSA income accounting for 31 per cent of total revenue over the past financial year. In addition, following an extensive auditing procedure, the JSA services were assessed in early 2013 as fully compliant with the ISO9001 quality assurance framework.

During the period under review the total number of 'point in time' job seekers at Modbury was over 1,200 job seekers, whilst newly-established Salisbury has now built up to almost 1,000 job seekers

From 1 July 2012 additional JSA services have been delivered from our new Salisbury site in the commercial centre of Salisbury and adjacent to Centrelink. These premises have been fully refurbished and custom designed to suit training and employment services and are now staffed by a complement of ten. Staff numbers are expected to increase in the coming year as the caseload builds further.

### Performance

The Modbury JSA site performed exceptionally well again during the past year, having achieved 4 stars and within a narrow margin of 5 stars. Modbury remains ranked well within in the top sites nationally and is amongst the best in South Australia. Salisbury is a new site that has built up 'from scratch' over the past year. The achievement of 3 stars is very sound for the first twelve months, and indications are that results will continue to improve even further.

Over the past 12 months over 3,200 Jobs Services Australia job seekers have received personalised assistance. Star Ratings are further broken down into four separate streams of job seekers, with the emphasis on assisting those who are long term unemployed, are from disadvantaged backgrounds and who face substantial barriers including homelessness and drug and alcohol addictions. The Star Ratings achieved are evidence that and that our intervention has made a real difference to the lives of those most marginalised in society.

These results were achieved through the dedicated work of the managers and staff at Modbury and Salisbury who are to be congratulated on their efforts.

## **2. Disability Employment Services**

### Overview

The DES program is aimed at unemployed people with disabilities, with the underpinning philosophy that whilst people with disabilities want to work, many are currently excluded from enjoying the social, health and economic benefits that paid employment provides. Status specialises in assisting unemployed jobs seekers who have been diagnosed with psychiatric disorders to re-engage with society and employment. In addition, many of our clients also have physical disabilities or other medical conditions that require extensive intervention and co-ordination of external welfare and health services.

The DES program is the smallest stand-alone program in the Organisation, although over the past financial year DES income accounted for 12 per cent of total revenue. Of note has been the successful re-accreditation of the DES program under the Disability Services Standards which certifies the Organisation to deliver not only employment services, but also will allow us to tender



for other state and federal government services to people with disabilities. Our DES program also achieved full ISO9001 re-certification during this process.

This has been the third full year of delivering the DES contract from our Marion and Noarlunga sites, and determined effort by all staff saw a steady improvement to achieve excellent results.

### Performance

The DES contract performed strongly during the second year of full operation with over 250 job seekers benefitting from our assistance and intervention. A 5 Star Rating was achieved for our clients in both the psychiatric disabilities and general disabilities contracts, placing Status within the top 20 providers of the DES contract in Australia.

Marketing of individual job seekers directly to employers is a key strategy and we focus on employers who can provide suitable, sustainable employment for people with disabilities. This strategy, combined with a 'work first' case management approach that emphasises the role that work plays in health recovery, is proving highly successful.

These results were achieved through the dedicated work of all DES staff who are to be congratulated on their efforts.

## **3. Training Services**

### Overview:

Training Services provides a range of nationally accredited pre-vocational and vocational training programs to assist disadvantaged members of the community. This is achieved through both Federal and State government contracts, in particular the DEEWR LLNP contract which provides language, literacy and numeracy services to long-term unemployed job seekers, marginalised youth, immigrants and refugees.

Training Services employs the largest number of Status staff and generates the strongest income stream, accounting for 57 per cent of total revenue.

During the period 1 July 2012 to 30 June 2013 the Training Services Division was engaged in the following activities:

- Delivered the adult Language, Literacy and Numeracy Program (LLNP) services to unemployed job seekers, marginalised youth, immigrants and refugees across the Adelaide region at Noarlunga, Modbury and Marion.
- Utilised the LLNP contract framework to develop and deliver highly innovative Certificate II courses in Retail and Business Administration that are in addition to the mainstream LLNP services. These courses are specifically designed for those whose level of disadvantage or disability precludes them from mainstream vocational training.
- Delivered vocational training services to job seekers and external clients, typically those registered with welfare and social service providers.
- Delivered the SA government's Skills for All to unemployed job seekers referred from JSA and Disability Employment Service providers
- Maintained Status' Registered Training Organisation (RTO) accreditation.



- Successfully completed re-accreditation audits for ISO9001 Quality Accreditation for the full range of training activities at Modbury, Kilkenny, Noarlunga and Marion.
- As a result of the successful tendering for the SEE program (the direct replacement for the LLNP), additional services commenced at the Salisbury site on 1 July 2013 and pre-planning is being carried out to take advantages of the opportunities being offered through the 'Deed of Standing Offer' to deliver SEE services in three separate BSAs in Melbourne.

### Language, Literacy and Numeracy Services

LLNP is delivered from three sites; Marion, Noarlunga and Modbury and an intensive effort by staff saw an increase in referral numbers, with 1,125 referrals received compared with 1,030 in the previous year. LLNP improves the language and literacy skills of unemployed people, including refugees, who do not have these basic skills for employment.

The LLNP program passed all audits and student file verifications during the past year, and was praised by the Department for both the very high standard achieved and our innovative service delivery model. These results were achieved through the dedicated work of Training Services managers and staff who are to be congratulated on their efforts.

### Skills for All

Skills for All the vocational training initiative by the SA government that requires a comprehensive accreditation process in excess of that needed for registration as an RTO. Status has been successful in being accredited as a foundation member of the Skills for All program, being one of the first to gain full certification.

Skills for All commenced in July 2012 and provides accredited vocational training, chiefly at Certificate 1 to 4 level, and is aimed at upskilling the Australian workforce with a very strong focus on assisting unemployed job seekers, particularly those who do not have the vocational skills to enter the workforce.

Status has been accredited to deliver courses in Employment Preparation, Aged Care, Child Care, Retail and Business Administration. These programs are delivered across the Adelaide region at our training facilities at Modbury, Salisbury, Kilkenny, Marion and Noarlunga.

### Training and Assessment Services

Services provided to unemployed clients included the delivery of basic computing training Personal Development workshops and professional counselling sessions. The Division also facilitated training for unemployed Status JSA clients with external organisations in White Card OH&S, First Aid, Manual Handling and Forklift training.

### Services to Trainees under the New Apprenticeship System

During the reporting period, the Traineeship Unit provided mentoring and assessment services to approximately 30 trainees undertaking Certificate II and Certificate III on and off job training under the SA Government 'User Choice' traineeship program. As many trainees are from disadvantaged backgrounds, training and assessment strategies are tailored to each individual's circumstances.

These contracts of training were conducted across a broad range of industries and were linked to training packages in Retail, Business Services, Transport and Distribution and Business Administration.



## **Strategies for the Future**

The Status Board constantly scan the environment for opportunities in the disability, employment, training and social services sectors that are a good fit with Inner Western Workskill's charitable philosophy. There are opportunities arising with the expanded SEE contract, particularly the potential delivery of services interstate.

In addition, both the Federal government and opposition parties are united in their focus on enhancing social inclusion. This has traditionally been through vocationally-oriented training and employment programs, but recently the profile of non-vocational and restoration to the community services have been raised with the introduction of the National Disability Insurance Scheme. This is to be known as Disabilitycare Australia, and will eventually assist some 410,000 Australians with substantial disability to live more comfortably and with dignity in the community, including moving towards employment. The Federal government has committed 16.5 billion dollars to this program, making it the the most significant social welfare initiative in the past 20 years. Both Boards will investigate and consider opportunities for registering as a provider of services as the program is further clarified and the pilot project outcomes are released during the coming year.



# **Sponsorships and Acknowledgements**

We greatly appreciate the valuable support for Status Works Pty Ltd from the following organisations during 2012– 2013 and look forward to ongoing partnerships in the coming year.

## **Government Departments**

Commonwealth Department of Education, Employment and Workplace Relations  
Commonwealth Department of Human Services  
Commonwealth Department of Innovation  
S. A. Department of Further Education, Employment, Science & Technology  
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**

BIC Powder Coaters  
Cheap as Chips  
Conmar Industries  
Dual Recruitment  
Exotic Gardens  
Hotline Car Parts  
HWH Powder Coaters  
Kennards Hire  
KEWCO Products  
Longfords Cleaning  
Montana Packaging  
Munns Lawns  
Nova Concepts  
Odyssey Carpets  
Polizar  
Renniks  
Regional Recyclers  
Samtass Seafoods  
Sam's Warehouse  
Tarmac  
United Workforce