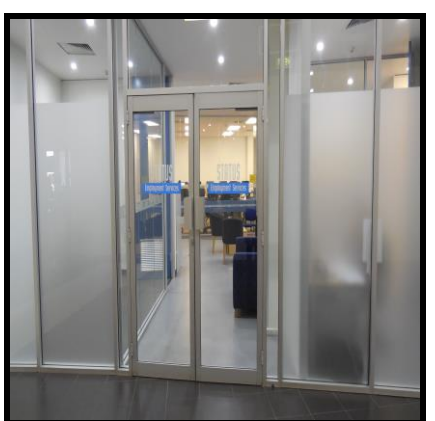


Inner Western Workskills Inc **ANNUAL REPORT**

2013 – 2014



Contents

<i>Report from the Chair</i>	2 - 4
<i>2013 - 2014 Staff</i>	5 - 7
<i>Directors</i>	8
<i>Community Partnerships</i>	9
<i>Business Services</i>	10
1. <i>Job Services Australia</i>	11
2. <i>Disability Employment Services</i>	12
3. <i>Training Services</i>	13
4. <i>Future Strategies</i>	14
<i>Sponsorships and Acknowledgements</i>	15
<i>Financial Statements</i>	Appendix A



Report from the Chair

It is my great pleasure as Chairperson to present the Inner Western Workskills Annual Report for the year 2013 - 2014.

This year is a major milestone in the life of Inner Western Workskills as we celebrate our 25th anniversary of service to the South Australian community. This also marks the 25th anniversary of two of our founding members; Managing Director Gary Hatwell and Board member Pat Bosco.

The early years and steady growth 1989 - 1997

Over the past quarter of a century, the 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 the leading providers of Commonwealth government employment and training services in South Australia.

Inner Western Workskills was formed in August 1989 by the amalgamation of two small community organisations to deliver the new 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 the opportunity for Inner Western 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 a whole garment assembly training program was immediately set up with assistance from the TCF Training Council. In these very early months, local labour market investigation also uncovered a strong demand for workers in the commercial cleaning and aged care sectors, and training courses suitable for job seekers were rapidly established.

Within 8 months a move was made to newly refurbished training premises on Grange Road at Welland with the three programs – garment assembly, commercial cleaning and aged care – proudly delivered on site. This would be Inner Western Workskills head office for many years until 2000.

Under Gary Hatwell's leadership, the Organisation became one of the most successful Skillshares in South Australia, with Inner Western Workskills also achieving certification as one of the first Registered Training Organisations in the State. Entrepreneurial activities that made the core training business 'pay twice' were implemented. This included embracing the complementary areas of retail training and literacy and numeracy training, as well as working in partnership with retail giant, Westfield, to implement an ambitious customer service model that is still in use across Australia today. Staff still with us after 20 years include Edith Thew, Dora Zalurnado and Julie Hatwell (now our Financial Controller and a director of our subsidiary company Status Works). In 1996, Vikki Lewis was employed and commenced her 18 year journey as a retail trainer, then Training Services manager and now as a director of Status Works.

Changing times 1997-2000

Business was booming, but in 1997 the Commonwealth government announced a major shift in policy that would see the Skillshare program of 274 organisations across Australia completely replaced by the Job Network. The Job Network was based on an innovative case management model that 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 you needed to think bigger to survive, merger discussions commenced with the neighbouring Glandore Skillshare. The Board of Glandore Skillshare ceded control to Inner Western with their manager (and now Status Works director), David George, commencing his 17 years with us. In the final months of 1997 tendering commenced for the new Job Network contract. At this time our current Chairman, Graham Wakeling, proprietor of a graphic design and publishing company, was appointed to our Board.

Successful in our bid to deliver the Job Network program, and with an eye to further entrepreneurial projects, professional premises were obtained close to Centrelink offices. This led to the closing of Glandore and the 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 again booming and by 2000 the vocational training activities had again been built up to provide skills to our hundreds of unemployed clients as well as administering 350 formal traineeships, including to 50 per cent of all McDonalds stores across Adelaide. Annual turnover now stood at nearly \$3 million dollars with over 70 permanent staff.

Status Employment and continuing success 2001-2008

At this stage our legal advisors recommended forming a wholly owned subsidiary company to deliver competitively priced tenders to ensure compliance with the trade practices act. As a result, Status Works Pty Ltd commenced trading in 2001 with a separate board of directors. Four of the five founding directors, Gary, Julie, David and Vikki are still performing their fiduciary duties today.

The Organisation was doing well. During 2000 our Head Office, with an expanding Corporate Services staff, moved from Welland to the current headquarters at Marion. From 2000 to 2008 subsequent Job Network programs came and went along with various training contracts and the small but constant Federal government language & literacy program. Revenue and staff numbers remained stable although the faces sometimes changed. During this time Inner Western 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 by the Australian Government 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 and the KfK board eventually resolved to wind up the Association in 2008.

The innovative Status IT team were also hard at work and during 2007 developed and launched *Status enews*, a weekly emailed newsletter to engage employers and promote our job seekers. Subscriber numbers reached well in excess of 1,000. From this came the development of our free recruitment website '*employee hot prospects*', with innovation such that it won the prestigious National ICT Community Award for Best Web Site/Web Strategy in Australia in 2009.

During this period a large commercial property was purchased 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 inner western suburban roots of the Organisation, and in fact is within two minutes walk of our first premises at Brompton.

A reversal of fortunes! 2009-2011

In 2008 the Commonwealth government announced a replacement for the Job Network, with the new Jobs Services Australia (JSA) program to commence in 2009. Although similar to Job Network, the government seemed to have decided that fresh players were needed in the system. As a result, many high performing Job Network providers across Australia were swept away – and this included Status! New players 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, the Status board moved quickly and successfully tendered for substantial additional language and literacy business. This meant 5 additional sites, making a total of 8 across Adelaide, and Status was suddenly the largest provider of this Commonwealth government program in the state. With a scant 12 month period to prove ourselves, Status nearly trebled the amount of business achieved by the previous provider and the Department was ecstatic.

However, re-tendering at the end of this highly successful year saw a completely unfathomable result where we lost 5 of the 8 sites. Exceptional performance appeared to account for nought and the Boards of IWW and Status learnt the valuable lesson of spreading risk across multiple income streams.

Throughout this time the small Modbury JSA contract was making the best of the seemingly insurmountable climb out of the abyss to achieve the coveted 5 star performance rating by the government. Ever on the lookout for opportunities, in 2010 Status won a small Disability Employment Services contract and implemented a service delivery model that was so successful that 5 stars has been achieved for nearly 4 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 business allocation

The road back 2011 – Present

So commenced the fightback, and over the past 3 years we have been awarded no less than 6 major tranches of additional JSA and DES business. The Language, Literacy & Numeracy program morphed into the Skills for Education & Employment (SEE) contract, and again Status was allocated substantial additional business, with this program now delivered at 5 sites across Adelaide to 650 job seekers point in time.

Currently, over 110 staff deliver services to some 4,000 unemployed and disadvantaged people from 10 modern purpose-built sites across the Adelaide region. An amazing journey from the broken down warehouse at Brompton!

More detailed information on the 2013-2014 period is contained in this report, but needless to say that this has been a successful year by any accounts.

The Board is proud to continue to make a practical difference through the work of Status to the lives of those who are disadvantaged in the community. We offer every encouragement and material support to the Board of Status and congratulate the directors, managers and staff for their truly 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 counsel over the past year.

Graham Wakeling
Chair



2013 ~ 2014 Staff

Staff as at 30th June 2014

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	Director: Finance
Scott Hunter	General Manager
Emma Farina	HR & QA Manager
Kylie Spencer	HR & QA Officer
Dora Zalunardo	Corporate Services Assistant
Lisa Perry	Senior Financial Assistant
Lillian Atkinson	Financial Project Assistant
Scott Foody	IT Co-ordinator
Justin Fletcher	IT Co-ordinator
Lana Bobkova	Database Programmer
Ellie Cavaiuolo	Customer Services Officer
Kirsten Hatwell	Customer Services Officer

Training Services

Yvonne Christophides	Senior Manager
Tarsha Franklin	Manager: RTO Services
Kerri Franz	Operations Manager
Edith Thew	Operations Manager: Contract Administration
Deb Schneider	RTO Delivery & Assessment Co-ordinator
Huma Alam	Training & Employment Consultant
Karen Barnes	Training & Employment Consultant
Adella Bucsai	Training & Employment Consultant
Wendy Krantis	Training & Employment Consultant
Tanya Raynham	Training & Employment Consultant
Andrew Basso	Training & Employment Consultant
Rebecca Carletti	Training & Employment Consultant
Ingrid Chambers	Training & Employment Consultant
Colleen Clothier	Training & Employment Consultant
Sophie Hayat	Training & Employment Consultant
Shanam Khurana	Training & Employment Consultant
Jennifer Wilson	Training & Employment Consultant
Colly Lesker	Training & Employment Consultant
Meredith Hollyock	Training & Employment Consultant
Geoff Lawrence	Training & Employment Consultant
Adina Dalgleish	Training & Employment Consultant
Alan Dickens	Training & Employment Consultant
Carol Doecke	Training & Employment Consultant
Danielle Johnson	Training & Employment Consultant
Ann Li	Training & Employment Consultant
Paul Monopoli	Training & Employment Consultant
Yulin Zha	Training & Employment Consultant
Pradeep Bhardwaj	Training & Employment Consultant



Training Services

Continued...

Soheila Damandan	Training & Employment Consultant
Katherine Hope	Training & Employment Consultant
Jasminder Kaur	Training & Employment Consultant
Alison Schiller	Training & Employment Consultant
Xiaomei Wang	Training & Employment Consultant
Peter Parfitt	Training & Employment Consultant
Catherine Clennell	Training & Employment Consultant
Yasmin Potts	Training & Employment Consultant
Gina Fouad	Training & Employment Consultant
Jelmer Hoogeveen	Training & Employment Consultant
Mery Hovkyn	Training & Employment Consultant
Baljeet Kaur	Training & Employment Consultant
Sangeeta Lata	Training & Employment Consultant
Maki Stevenson	Training & Employment Consultant
Shuo Wang	Training & Employment Consultant
Jillian Sanders	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
Marguerita Udo-Ekpo	Training & Employment Consultant
Sandra Spry	Training & Employment Consultant
Concetta Barabas	Administration Officer
Christina Georgiadis-Mazik	Administration Officer
Chloe Matthews	Administration Officer
Beverly Hutchins	Administration Officer
Krista Sands	Administration Officer
Tracey Steer	Administration Officer
Agastya Sanghadia	Receptionist
Louise Tomaselli	Receptionist/ Administration Officer

Disability Employment Services

Marion Site

Julie Mildwaters	Manager – Southern & Western Regions
Simone Kuhar	Employment Consultant
Tamika Harrison	Employment Consultant
Emma Tattersall	Employment Consultant
Rudy Nath	Business Development Consultant

Noarlunga Site

Kirstie Tumicz	Employment Consultant
Piper Bell	Employment Consultant
Jessica Vaughan	Employment Consultant

Modbury Site

Josslie Asware	Site Operations Manager
Melissa BATTERY	Employment Consultant
Etienne Mukum	Employment Consultant



Disability Employment Services

Continued...

Salisbury Site

Ninonne Goble
Daniel Cannon
Bianca Peck

Site Operations Manager
Employment Consultant
Employment Consultant

Kilkenny Site

Janice McHaffie
Emma Murray

Employment Consultant
Employment Consultant

Jobs Services Australia

Modbury Site

Lorette Garrard
Jossline Asrawe
Elizabeth Rooney
Belinda Bloffwitch
Trinh Vu Doan
Beverley Felmingham
Jason Pittaway
Jenna Treis
Samantha Pyne
Michael Ngo
Isabella Wee
Angela Tronnlone

Senior Manager
Site Operations Manager
Employment Consultant
Employment Consultant
Employment Consultant
Employment Consultant
Employment Consultant
Employment Consultant
Business Development Consultant
Customer Services Officer
Customer Services Officer
Customer Services Officer

Salisbury Site

Julie Pope
Ninonne Goble
Michelle Crosley
Ben Edwards
Aneta Kuta
Sandra Bartel
Rhiannon Robson
Alisha Rushton
Jasmine Sellen
Kylie Gough
Sandra Beagley
Siobhan Holden
Gemma Winters

Senior Manager
Site Operations Manager
Employment Consultant
Employment Consultant
Employment Consultant
Employment Consultant
Employment Consultant
Employment Consultant
Employment Consultant
Business Development Consultant
Customer Services Officer
Customer Services Officer
Customer Services Officer

Elizabeth Site

Jessica Roberts
Leah Robertson

Employment Consultant
Employment Consultant



DIRECTORS

Board of Directors (as of 30th June 2014)

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 seventeen 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 twenty five 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 – Managing Director and Secretary / Treasurer

Gary Hatwell has served on the Board of Management since the founding of Inner Western Workskills 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 for 25 years and is also the Public Officer of the Association. He has held Executive positions as Chairman, Deputy Chairman, Secretary and Treasurer of the Association.



Community Partnerships

With commencement of the Federal government's Australian Charities and Not-For-Profit Commission (ACNC) in 2013, IWW is now a registered charity and public benevolent institution. The Board has reviewed and familiarised itself with the governance standards that 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 continued registration through its objectives of 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 improving community services be the focus and the Board of Inner Western Workskills is working closely with the Status Board to facilitate this goal.

To this end, Inner Western Workskills and Status are currently investigating potential opportunities for further expansion of their social services into the wider community. These will dovetail into the award-winning work that Status currently carries out in assisting those most disadvantaged in society through its strong presence across the Adelaide region. During the past year, Inner Western Workskills 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.

Inner Western Workskills also supported the establishment of the Elizabeth JSA services and the Kilkenny, Modbury and Salisbury DES services during the period under review. Along with the greatly expanded existing sites, these new premises now provide valuable employment services to disadvantaged job seekers in these districts.

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 provides active support and funding for 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 2013 - 2014.

Overview

Status Works Pty Ltd activities during 2013 - 2014 include the greatly expanded delivery of the following Federal government contracts. The expansion has been due to increased business being awarded in recognition of the high levels of performance:

- Skills for Employment & Education
- Jobs Services Australia
- Disability Employment Services.

Status has now continuously delivered Government Employment Services programs since the commencement over 16 years ago, and Commonwealth Literacy & Numeracy services since their inception in the late 1980's.

Major achievements over the past year include:

- The delivery of high performing JSA services from the Modbury and Salisbury sites
- In recognition of the high level of JSA performance, the Department of Employment awarded a 58 per cent increase in business. As a result, an additional JSA site was established at Elizabeth expand services into the City of Playford local government area.
- The delivery of successful DES generalist and psychiatric services from the Marion and Noarlunga sites was achieved over the full year. These services are performing very strongly with both generalist and psychiatric contracts continuing to achieve in excess of a 5 Star Rating.
- In recognition of the exceptional performance of the DES contract, the Department of Social Services awarded a 300 per cent increase in business, expanding coverage to now include the Adelaide South, Adelaide West and Adelaide North ESAs. As a result, additional DES sites were established at Kilkeny, Modbury and Salisbury with new DES premises leased at Noarlunga.
- The successful delivery of the SEE contract featured strongly. Status leads the field with innovation and incorporates industry training in skills shortages areas within the delivery of language, literacy and numeracy services.
- In recognition of the high level of performance in the SEE contract, the Department of Industry awarded Status a substantial increase in funding to deliver additional services in the disadvantaged Adelaide northern suburbs. As a result, new SEE sites were established at Salisbury and Elizabeth.



- South Australian government accreditation to deliver the 'Skills for All' program was maintained. 'Skills for All' is the major SA government initiative to deliver vocational training to unemployed and disadvantaged people.
- The successful re-accreditation of the National Disability Services Standards with the attainment of the highest ratings across all areas audited.
- The successful re-accreditation of the ISO9001 Quality Standards at Modbury, Noarlunga, Kilkenny and Marion sites

1. Job Services Australia

Overview

Currently over 2,900 unemployed job seekers are receiving professional assistance to find work through Status' JSA program.

The JSA program assists unemployed people to prepare for and obtain sustainable employment. In particular the program assists those who are finding it difficult to re-engage with the workforce.

During the period under review our JSA performance achieved a highly credible 4 stars at Modbury and 3 stars at Salisbury in the December 2013 assessment.

As a result of this performance, Status was offered substantial additional business. This saw some 1,200 job seekers transferred from other local providers to our Modbury and Salisbury sites, as well as to our new JSA site at Elizabeth which services this highly disadvantaged local area.

Status is proud to currently assist over 2,900 unemployed job seekers in the Adelaide northern suburbs and is making a real difference to the economic health of the community.

The Job Services Australia contract remains a key component of our business activities and the Jobs Services Australia income continues to perform strongly. Over the past financial year, JSA income represented 25 per cent of total company revenue; the second largest income stream after Training Services.

Performance

The Modbury JSA site performed well again during the past year performing overall at 17 per cent above the national average. The Salisbury site achieved a creditable 3 Star rating over the past year, performing overall at around the national average.

Of particular note is the high quality work in assisting Stream 4 clients; those with the most severe barriers to employment; with Modbury achieving the highest performance rating of any provider in the Adelaide North ESA

Over the past 12 months more than 6,000 Jobs Services Australia job seekers have received personalised assistance. This was tailored to each individual and included training in job search skills, career guidance, job placement, counselling to overcome employment barriers, assistance with work clothing and work related expenditure, and vocational and personal development training. Marketing of individual job seekers directly to employers was also very effective, with Business Development Consultants focussing on forming relationships with local employers.



In the past year well over 2,000 job seekers were placed into employment. These are excellent results and place Status in a strong position for future tendering.

Status' JSA services have made a substantial contribution to the economy and social health of the community, and have had a measurable impact on the lives of individual clients. 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

Currently 850 unemployed people with disabilities are receiving professional assistance to find work through Status' DES program

The Disability Employment Services (DES) program assists people with disabilities, including those with diagnosed mental health issues, into sustainable employment.

During the period under review Status' DES performance continued to achieve results that were in excess of the 5 star rating for both the general disability and psychiatric disability contracts. This led to the Assistant Minister for Social Services, the Hon. Mitch Fifield, visiting Status to discuss this outstanding performance. Subsequently, Status was offered additional business that saw a quadrupling of the DES caseload. This required the leasing of additional premises at Noarlunga along with the establishment of new sites at Kilkenny, Modbury and Salisbury.

Status is proud to currently assist nearly 850 job seekers with disabilities across the Adelaide region, and is absolutely committed to assisting these clients to get back on their feet and participating as fully in society as they can.

Also of note was the successful re-accreditation to the Disability Services Standards, which certifies the Organisation to deliver a range of government services to people with disabilities, in addition to also re-certifying our DES services to full ISO9001 Accreditation.

The DES contract is smaller than JSA and Training Services. Nonetheless, it contributed 18 per cent of the company's total income, up from 13 per cent on the previous year.

This contract can be challenging, but the work of truly dedicated staff has shown what can be achieved, with Status being regarded as amongst the very best, if not the best, DES provider in Australia.

Performance

The DES contract continued to perform at a high level, with the 30 June 2014 performance results confirming that a 5 Star plus Rating was achieved for our clients in both the psychiatric disabilities and general disabilities contracts. This places Status amongst the top providers in Australia.

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



3. Training Services

Currently almost 700 clients, the vast majority who are disadvantaged unemployed, are receiving professional training and education that will assist them towards employment and further education.

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 Federal Department of Industry's Skills for Employment and Education (SEE) contract which provides language, literacy and numeracy services to unemployed job seekers, immigrants and refugees.

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

Status has been a leading SA provider of the Federal government's Language, Literacy & Numeracy Program for over 20 years. This program came to an end in June 2013 and was replaced by the Skills for Employment and Education (SEE) program.

After winning the highly competitive tender, Status commenced delivering SEE contract in the Adelaide South at Noarlunga and Marion, and in the Adelaide North at Modbury. In December 2013, the Department provided a further \$800,000 to deliver SEE in the Northern suburbs of Salisbury and Elizabeth. This expanded SEE contract is now delivered at five sites across Adelaide.

During the past year, the Training Services Division engaged in the following activities:

- Delivered the SEE program to unemployed job seekers, immigrants and refugees across the Adelaide region at Noarlunga, Modbury, Marion, Salisbury and Elizabeth.
- Utilised the SEE contract framework to develop and deliver highly innovative contextualised Certificate II and III courses that address local skills shortages, in addition to the mainstream SEE services.
- Delivered vocational training services to disadvantaged job seekers and external clients.
- Delivered training and assessment services for trainees undertaking Certificate II and III qualifications through the 'Skills for All' program.
- Maintained Status' Registered Training Organisation (RTO) accreditation.
- Successfully completed re-accreditation audits for ISO9001 Quality Accreditation.

SEE Services

The SEE program provides personalised, supportive learning programs to job seekers referred by Centrelink and JSA / DES providers. These services were delivered from training sites at Modbury, Marion, Noarlunga, Salisbury and Elizabeth. In the past 12 months, around 1,000 pre-training assessments were conducted to determine suitability for the SEE program of which 85 per cent commenced.

These results were achieved through the hard work of Training Services managers and staff who are to be congratulated on their efforts.



Skills for All

Skills for All is the SA government's vocational training initiative that requires a comprehensive accreditation process that is more stringent than standard RTO registration. Skills for All consolidates and replaces the diverse State Government community training initiatives, many of which have been successfully delivered by Status over the past 25 years.

Skills for All provides accredited vocational training and is aimed at upskilling the Australian workforce, with a strong focus on unemployed job seekers. Status is accredited to deliver training in Employment Preparation, Aged Care, Early Childhood Education & Care, Retail and Business Administration.

Skills for All also incorporates formal traineeships under the New Apprenticeship System, with Status accredited to administer contracts of training in Business Administration, Aged Care, Retail and Early Childhood Education & Care.

Training and Assessment Services

Services provided to unemployed job seekers included the delivery of basic computing training and Personal Development workshops.

Future Strategies

The Inner Western Workskills Board continues to work closely with the Status Board to develop opportunities in the disability, employment, training and social services sectors that are a good fit with Inner Western Workskills philosophy of non-discriminatory social service provision to assist disadvantaged members of society.

Inner Western Workskills will support Status with the 2015-2020 Employment Services tender that will be released later in 2014. This extensive 5 year contract will replace the current JSA contract and will present a major opportunity for both Boards to be involved in assisting disadvantaged, unemployed people across the entire Adelaide region to gain sustainable employment. Similarly, Inner Western Workskills will assist with the further expansion of the current Disability Employment Services (DES) and Skills for Education & Employment (SEE) contracts in the coming year.

Other opportunities will be explored, including those presented by the National Disability Employment Scheme (NDIS). The NDIS embraces a wide range of services to those with substantial disabilities of all ages. Areas in which Inner Western Workskills and Status have expertise include non-vocational and restoration to the community services. The NDIS 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 to this program, making it the the most significant social welfare initiative in the past 20 years. Inner Western Workskills is well placed to play a part in this government initiative.



Sponsorships and Acknowledgements

We greatly appreciate the valuable support for Status Works Pty Ltd from the following organisations during 2013– 2014 and look forward to ongoing partnerships in the coming year.

Government Departments

Commonwealth Department of Employment
Commonwealth Department of Social Services
Commonwealth Department of Industry
S.A. Department of State Development
Australian Skills Quality Authority

Agencies

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

Employers

Munns Lawn
Atlantic Tower Motor Inn
Kewco
HWH Powder Coaters
Glenelg Motor Inn
JR Surf
AllBox
Stafford Flooring
Ralph Fraser Pty Ltd
Oilpath Hydraulics
Bob Burns Blinds
Dual Recruitment
Vohart Systems
AAA Recycling
RD Jones Hospitality Group
Complete Personnel
Diverse Recruitment
Best Food Services
Green Home Green Planet
Wash It Australia
United Workforce