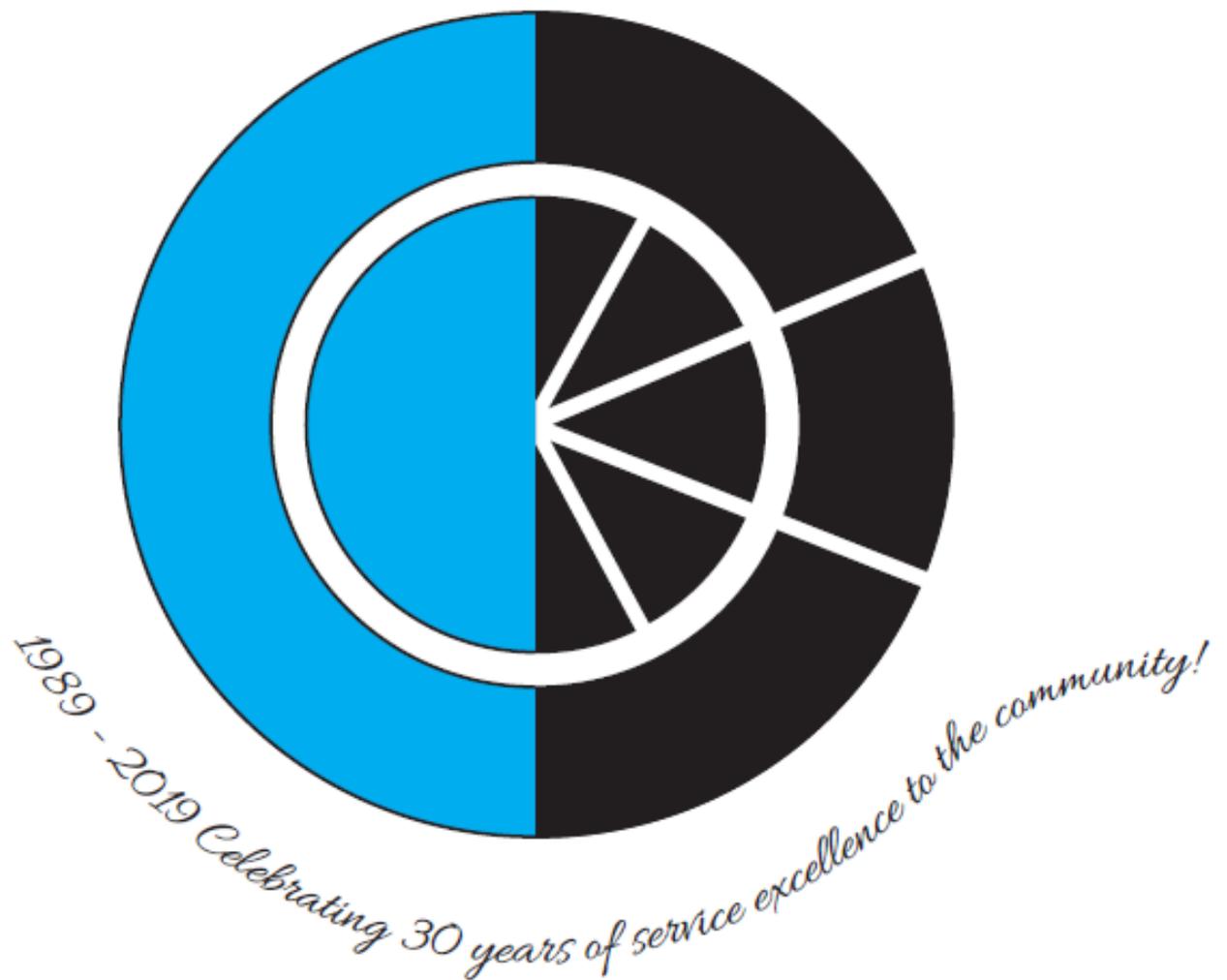


Inner Western Workskills Inc.

ANNUAL REPORT 2017 - 2018



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EXECUTIVE CHAIRMAN'S REPORT

“Our 220 people work across a diverse range of operations and we are proud of them. We have a continual focus on innovative, efficient and sustainable service delivery. The Organisation supports them with robust systems and processes.”



Gary Hatwell
Executive Chairman

Despite challenging industry conditions, I am pleased to confirm that we have met our commitments to you!

During the 2018 financial year our business interests in Western Australia continued to grow with the awarding of 12% of the jobactive business in Perth South, building on the SEE and PaTH business commenced in 2017. During transition in March/April that included the signing up of more than 5,000 jobseekers, we were also advised that our tender to deliver DES DMS and ESS from 20 locations across Australia had been successful, requiring the establishment of five new service delivery locations and the redesign and reconfiguration of five existing sites.

Driven by increased client activity, workforce efficiencies, apportioned overhead costs and new service solutions, we believe that we have the right strategy, structure and leadership in place to deliver long-term stakeholder value across all contracted areas of work.

A significant management restructure and expansion of our senior management team during the year has provided development opportunity for staff as part of the Board's structured succession planning.

The Organisation continues to focus primarily on delivering a broad range of innovative, value adding services that are essential to jobseekers in the highly competitive labour markets in which we operate across Australia.

This focus underpins the structure of our 3PQ operating model, which is embedded fully and delivering thanks to strong direction and leadership from the senior management team.

Our strategy has sustained a three-year positive trend across key performance indicators in all contracted areas, while providing for further strong and resilient growth. Importantly, we have more than \$20 million worth of guaranteed work in each of the forward years to June 2020. This positions us well going forward.

We are guided by a core set of principles to ensure we uphold the highest standard of service delivery. Our work and the welfare of those we work with is our priority. This has clearly been demonstrated in the response to our jobactive service delivery model that has had an immediate impact on the employment services market in Perth.

Our 220 people work across a diverse range of operations and we are proud of them. We have a continual focus on innovative, efficient and sustainable service delivery. The Organisation supports them with robust systems and processes.

During FY2018, we relocated our Training Services Division from Port Adelaide to newly refurbished premises at Hindmarsh, expanded and relocated our PPS team from Kilkenny to Salisbury, upgraded our Finance accounting software to cloud based MYOB Advanced and Exo payroll and relocated our IT infrastructure to a national data centre to ensure efficiency and availability of systems. We also support our staff personally engaging “Access Programs” during the year to facilitate employee assistance counselling nationally.

“We believe that we have the right strategy, structure and leadership in place to deliver long-term stakeholder value.”

The Board is committed to managing effectively our contractual, social and governance responsibilities with a primary focus on maintaining a robust and sustainable business. The Organisation relies on the strength of its corporate reputation to win and renew contracts and maintain stakeholder support. This has been advanced by instating a Marketing department within Corporate Services. An extensive social media and marketing campaign prior to the commencement of the new DES contract highlighted that strength, focussing on our historical performance, the professionalism and commitment of our staff and the feature rich nature of our service delivery model.

Over the past year, the Organisation has focussed on an inclusion framework across the business with the goal of delivering our programs and services to regional and remote communities. eLearning, lap top computer banks, mobile skills lab and Dress for Success affiliation is bringing a fresh approach and flexible digital learning and development opportunities, to more disadvantaged job seekers across our service streams than ever before. Discussions with stakeholders are generating much interest in our response to the Australian Governments Priority Investment Approach to Welfare.

We are committed to fulfilling our corporate governance obligations and responsibilities in the best interests of the Organisation and its stakeholders. We reviewed the Organisations Business Plan, Risk Management Plan, Indigenous Action Plan and a number of our Corporate Governance policies throughout the year to ensure they remain current and reflect good practice. We are very proud of the success we are having in working with the students and staff of Tauondi Aboriginal College. Our unblemished ISO 9001 Quality Management System was updated to the 2015 standard as we also maintained our NSDS, QAF and approved delegate of the Australian Skills Quality Authority status for our DES, jobactive and RTO contracts respectively.

We continue to execute with urgency to achieve our vision of being Australia’s most customer connected employment and training provider, while cultivating an environment that allows communities to thrive and prosper. Our ongoing focus is to continue to deliver innovative business solutions for the benefit of all of our stakeholders.

Empowering people, powering business; we are excited about the future of our Organisation.

On behalf of the Board, thank you for your continued support.

Gary Hatwell

Gary Hatwell
Executive Chairman



BOARD OF DIRECTORS



Gary Hatwell FAICD
Executive Chairman



Pat Bosco
Deputy Chairman



David George FASRC
Secretary



Julie Hatwell FCPA MAICD
Treasurer



Vikki Lewis
Director

HIGHLIGHTS



1,618

jobactive clients were placed into employment during the 2017-18 FY



Our staff grew from 68 to

220

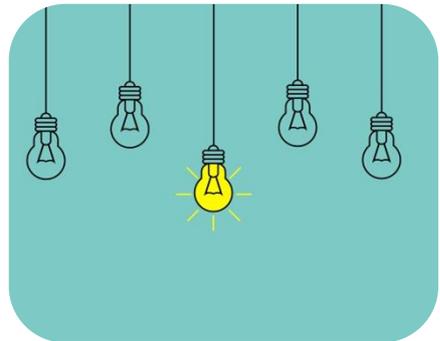
in 3 years



We have provided training to over

1,600

clients during the 2017-18 FY



We have placed

2,964

DES jobseekers into employment over the contract term March 2010-June 2018

Status has over

29

years of industry experience

We have provided services to

1,881

DES employers over the contract term March 2010-June 2018

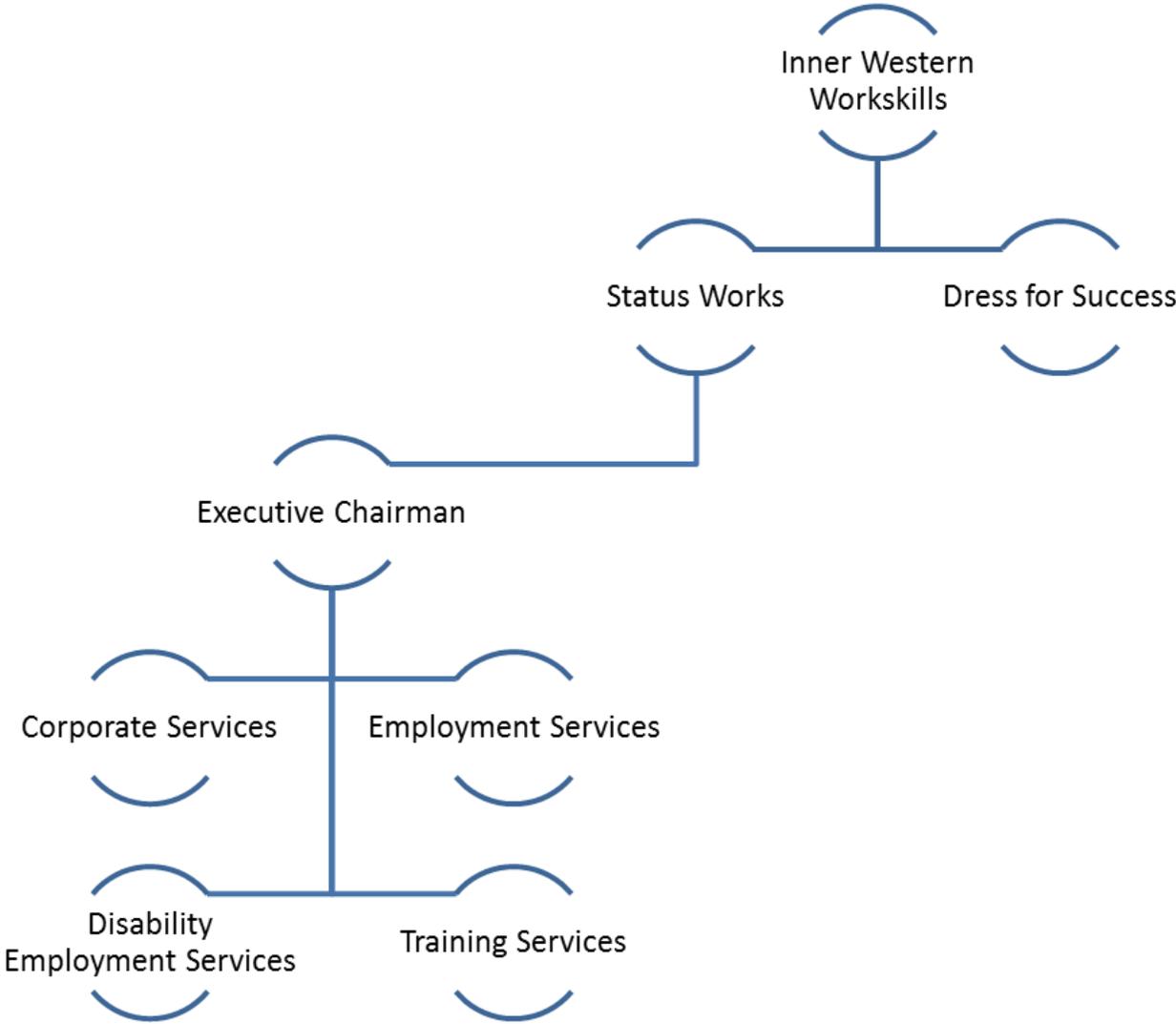


We have grown from 11 to

22 sites

across 3 states, in 3 years

ORGANISATIONAL STRUCTURE



DRESS FOR SUCCESS

Dress for Success is a global 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 30 countries which have served over one 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.





The women accessing our service come from a wide range of ages starting at 17 years through to the over 50's. We have served young women seeking employment often for the first time, return to work mothers and the long-term unemployed with little or no employment history. We also have been able to assist women with a range of disabilities from severe anxiety to workplace injury. All our clients in some way have lost their confidence and self-esteem and require assistance with interview skills, resume and cover letter preparation, and very often clothing and accessories.

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"We were that impressed with the service that we've told management here about it, and they are keen to use it as an example of innovative servicing in the DES world"

- Sam Chaplain – Contract Manager, DSS, 2017

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In 2017/2018 Dress for Success Adelaide served 359 women taking the total of women served by our affiliate to 945. Of the 945 women equipped with employability skills 462 were successful in gaining employment – a result of 49%. We conducted 1,383 Career Support Program appointments, provided 5,095 pieces of clothing and accessories to the value of \$61,560 to 825 clients.

Dress for Success Adelaide launched the Professional Women's Group (PWG) in April 2017, we have had 10 women attend at least 3 of the workshops with 3 members completing all 12 workshops and graduating to PWG Alumni where they now mentor the more recent members.

The PWG seminars are held once a month at our boutique at 985 North East Road, Modbury featuring a facilitator and guest speaker from the business community.

Upon employment, the PWG provides 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. PWG members attend monthly seminars/workshops on a variety of career development topics that fall under the five pillars of the core curriculum: Workplace Etiquette, Personal Brand and Work/Life Balance, Financial Education, Health and Wellness and Leadership.

Dress for Success Adelaide launched The Skills to Succeed Academy program in November 2016, a highly interactive, online training program that helps disadvantaged youth, 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. Dress for Success Adelaide delivered 11 Skills to Succeed Academy programs in 2017/2018 to referral agency sites at Modbury, Salisbury, Elizabeth, Port Adelaide and Kilkenny. We had a total of 105 participants completing 440 hours of training and 4,623 modules.

In 2017/2018, Accenture, Adelaide Airport and Lipman Karas have continued to successfully partner with Dress for Success Adelaide as financial sponsors and supporters of the Professional Women's Group. We look forward to continuing and expanding our relationship with our corporate sponsors in 2018/2019.

Dress for Success Adelaide has hosted 5 Work for the Dole volunteers in 2017/2018 who have provided over 515 volunteer hours to assist with the service. We have also provided 72 hours of volunteer opportunities to our corporate sponsors and members of the public. The volunteer hours for 2017/2018 totaled 587 hours.

Dress for Success Adelaide social media profile via Facebook and Instagram has grown in 2017/2018. By the end of June 2018 the Facebook page achieved 500 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 2018/2019.

<https://www.facebook.com/DressforSuccessAdelaide/videos/529558310728436/>



@DressforSuccessAdelaide

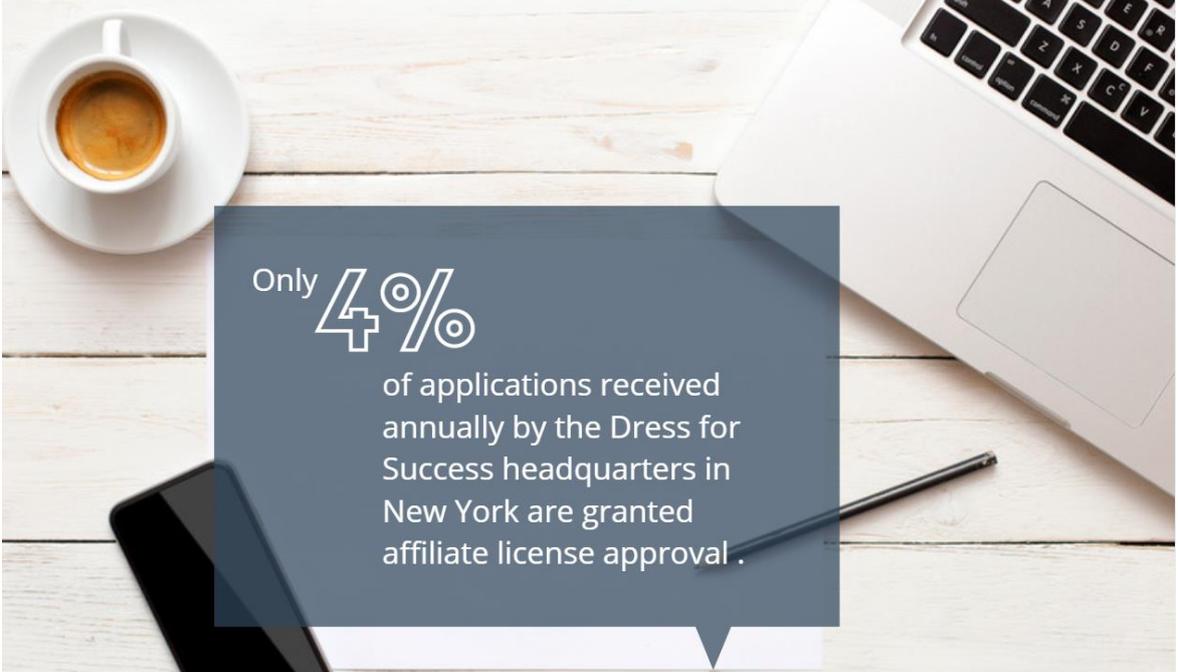


LIPMAN KARAS
A SPECIALIST LEGAL PRACTICE



49%

of participants who go through Dress for Success Adelaide go on to employment as a result.



Only 4%

of applications received annually by the Dress for Success headquarters in New York are granted affiliate license approval.



1

Status is the one and only Dress for Success provider in South Australia



TRAINING SERVICES REPORT

Training Services has experienced a diverse year, continuing our delivery of quality training and assessment services across South Australia, Victoria and Western Australia. It has been a rich and satisfying experience moving our South Australian only Registered Training Organisation (RTO) to delivering our brand of training into Western Australia and Victoria over the last 18 months. Each state has brought us new learnings and an understanding that our brand of training works, and moves across state boundaries with the same excellent results for our clients.

The RTO head office is being maintained in South Australia. Our centrally based management and administration team relocated to premises at Hindmarsh and includes our eLearning team of developers and assessors. Our 63 staff deliver foundation skills language, literacy and numeracy training, vocational industry qualifications and pre-employment programs in three states. We continue to meet the compliance requirements of the Standards for RTO's 2015 and maintain our status as an approved delegate of the Australian Skills Quality Authority (<http://www.asqagov.au/delegations.html>) as well as our accreditation under ISO 9001.

We excelled in our delivery of the Skills for Education and Employment (SEE) Program in the Adelaide South from three sites and in Perth South from four sites, working with just over 1000 SEE clients during the last year. Our expert language, literacy and numeracy staff met or exceeded all SEE contract Key Performance Areas throughout the year. The Adelaide CBD site grew to be our largest delivery site with six daily SEE classes delivering language, literacy and numeracy to clients between 8:00am and 9:00pm Monday to Friday. Whilst Perth South has been a slow build for the Status SEE Program we have seen a steady increase in clients in training across all sites, we recently celebrated our first WA client successfully completing a full 800 hours of SEE training at our Fremantle site. We contextualised the SEE language literacy and numeracy classes and offered clients the option of working towards business qualification units as well as information communication and technology units, alongside their foundation skills and language curricula. In the second half of 2018 in Western Australia we will commence contextualised literacy and numeracy SEE training with a Certificate III in Individual Support qualification, recognising an employment need for years to come in ageing and disability services.

We settled into delivery of the Youth Jobs PaTH courses for the Department of Jobs and Small Business, this delivery was spread North and South of Adelaide as well as four large contract regions in Victoria and Perth North and South. We set a target to train 1000 young people in the first year of the contract. We received a total of 1359 referrals to our PaTH courses, however with a commencement rate of only 53% we achieved 70% of our original target in training.

The momentum and value of the Status delivery of this employability skills training has grown over the first year of the contract, notably the Victorian team is a standout performer for Status, delivering 49% of the total programs. We have seen participants leave our programs and gain internships as well as having an overall employment outcome rate of 33% as a PaTH panellist in three states.

Our partnership with Accenture continues, facilitating their digitally based interactive Skills to Succeed Academy program to over 700 young people, with those young participants completing 7300 modules of employability skills training over the last year.

Following the 2017 launch of the Status eLearning training platform we enjoyed an enormous acceleration of 400% in clients entering our eLearning environment to access quality training, the current clients mainly reside in South Australia and Western Australia and have been enrolled in Certificate II in Business, Certificate III in Business, Certificate III in Business Administration and Certificate III in Individual Support, specialising in Ageing or Disability. The eLearning team's customer service, trainer contact and interactivity ensures we stand out as a provider, a client has personal access to our team Monday to Friday each week. We are confident that this training environment will continue to expand as we add qualifications in areas with identified skills needs.

Status Training Services has re-entered traineeship training in South Australia and Western Australia, recently receiving approval from the Western Australian Department of Training and Workforce Development to deliver traineeships in Certificate III in Individual Support. With the national labour market indicating that personal care workers in Ageing, Disability and Home and community services remain a high priority, Status Training Services continues to deliver the Certificate III in Individual Support, specialising in Ageing and Disability. Status delivers this program using a blended model of face to face training and utilises our eLearning platform, clients can be funded by the Department of Industry Skills under WorkReady in South Australia.



"I'm actually working for 'Enhanced Lifestyles' and 'Help at Home'. Tomorrow I have a 10 hour shift - I'm loving it! No words can express how grateful I am for all of your support, your wealth of information, experience, little tips and words of encouragement – you are really special and I'm certain I couldn't have been taught by a better person. Many, many thanks. Bec."

- Rebecca Maddocks, TS Student, 2018



We have delivered 25 Targeted Pre-employment Programs in South Australia and Western Australia over the last year to disadvantaged job seekers, making a difference to their understanding of core skills for work.

During a Client Focus Group with participants from one of our pre-employment programs in Adelaide North, we were advised by a job seeker their understanding of our program prior to commencing was that it was for employability skills. After completing the program their view was that the program was "so much more than that", our facilitator gave this job seeker a holistic understanding of the impact of his self-management, the actions he was responsible for and what he could do every day to make a difference to his circumstances.

This job seeker left engaged and motivated to make the personal changes he needed to move forward.

Our training services staff remain absolutely committed to improving employment prospects through quality training and education services, our leadership team is proud and committed to the standards we set for each other, our colleagues and the clients in our service. We remain flexible with continuous improvement a day to day practice, customer service a key focus and success for our clients at the core of all that we do.



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

DISABILITY EMPLOYMENT SERVICES

DISABILITY EMPLOYMENT SERVICES REPORT

This financial year saw the end of the Disability Employment Services (DES) contract in its current form. As of July 1 DES moves into a new direction with greater participant choice and the removal of provider market share. The new model has also seen a rise in provider contracts being awarded.

For the first time Status has tendered for and won business in the DES Employment Support Service contract. This will complement our experience and success with the DES Disability Management Service contract which we will also continue to deliver. It also sees us expanding into Western Australia and also Victoria, plus opening up additional sites in Adelaide. Status will deliver DES from 20 sites across three states (11 in SA, 6 in WA and 3 in VIC). This expansion required a management restructure and the appointment of an Operations Manager and Regional Managers in each state.

Our new Service Delivery Model will see a move to improving digital literacy with our participants. This will assist them to become more competitive in the open employment market. Our new model will also include the provision of tablets and smart phones as necessary for those participants that require them. Our Training Services division is assisting by providing a specialised training program which is titled 'Ready 2 Work' where our participants will learn how to effectively use these devices.

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"Congratulations, the NCSL has received a compliment from Participant (JSID XXXXXXXX09)

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'".

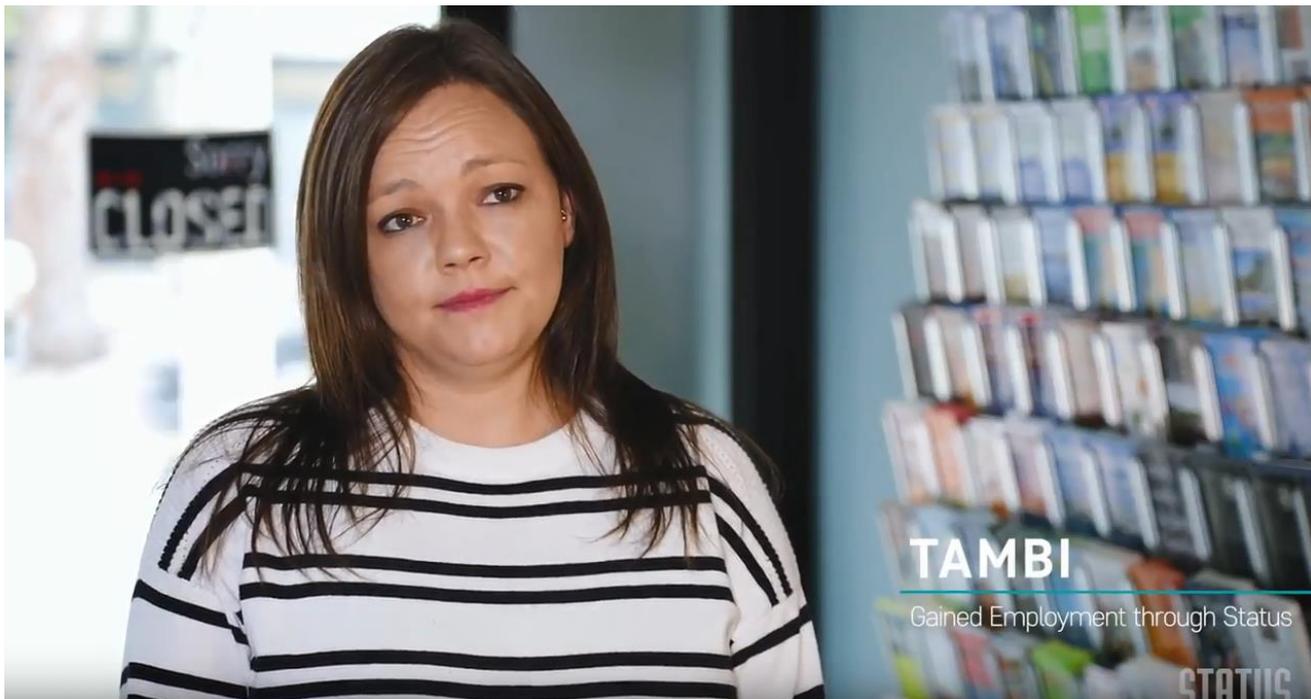
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Looking back over the past year, we are proud to say that during the DES contract Status has remained one of the nation's leading DES providers with consistent 5 star performance throughout the contract.

Our "Benchmark" sites have been Noarlunga and Oaklands Park, which consistently achieved 5 stars across the Generalist and Psychiatric Disability contracts. Our Northern and Western Adelaide sites consistently performed strongly with Modbury and Kilkenny achieving 4 stars.

We look forward to reporting on the success of our expansion and the new DES contract next year.

DES Client Testimonials



[Click on above image to play video](#)

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"Since you took on my case I have had amazing following ups and continual queries to my wellness and job success. Thank you so much for your ongoing support and concern. Mainly your concern about my wellbeing has been an important part of my return to work.

I am still continuing to work through depression and the importance of keeping busy, whilst earning money, to overcome the "black dog". You certainly helped me feel like an individual and that it's all worth it!

I would recommend you to anyone who is struggling to find their place in the work force."
- Michael, DES jobseeker, Adelaide, 2017

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JOBACTIVE REPORT

Status has been delivering jobactive since its inception on 1 July 2015, with contracts to deliver the services from six sites across the Northern Adelaide Employment Region in the following locations; Elizabeth, Salisbury, Modbury, Gawler, Kilkenny and Port Adelaide. In 2017 the Department of Jobs and Small Business opened up an opportunity for additional jobactive providers to enter the Western Australian market due to poor local provider performance. Status' strong performance, which includes 5 star sites at Port Adelaide and Gawler and our work focused Service Delivery Model positioned us well to tender for, and win additional business in the Perth South Employment Region.

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“The event was very well organised and attended! I was very impressed by the courage of the jobseekers coming to talk to the employers and marketing themselves. Hopefully, this will create employment opportunities for them. I have provided positive feedback to your Contract Manager.”

*- Sharon Clarke, Employer Liaison Officer,
Department of Employment (SA), 2017*

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On 26 March 2018, Status officially commenced delivering jobactive services from Cannington, Fremantle, Rockingham and Mandurah. The additional jobactive sites complement our Training Services division that has been operating in Western Australia delivering the Skills for Education and Employment program along with Employment Skills Training via the PaTH program for over 12 months.

This expansion has seen the jobactive contract more than double for Status, with services within this contract being delivered to over 8000 job seekers and staffing now exceeding 75. This has been a significant investment by the Status Board and demonstrates our commitment to breaking the cycle of welfare dependency in Perth South.

Status continues to perform strongly in the jobactive contract and is already preparing for the upcoming changes that the “next generation of employment services” scheduled for implementation on 1 July 2020 will bring. Status remains focused on getting Australians into jobs and continues to provide the tools for our job seekers to connect with jobs and help employers find the right people for their business.



We are proud of our staff for working with and placing more than 5,500 South Australian's into employment over the past 3 years. And, quite remarkably, 500 in Western Australia since March 2018.

SA figures include 1,000 from Culturally and Linguistically Diverse backgrounds, 800 People with a Disability, 280 Indigenous and 360 Mature Age job seekers.

In WA 60 from Culturally and Linguistically Diverse Backgrounds, 60 People with a Disability, 20 Indigenous and 40 Mature Age job seekers.

HUMAN RESOURCES AND QUALITY ASSURANCE

Our Human Resource and Quality Assurance Department continues to meet the challenges that go hand in hand with supporting established business needs and continued expansion. The 2017/2018 year was all that and more, providing new opportunities to further develop our HR and Quality practice and processes.

The Organisations ongoing expansion of its employment services contracts stretched our recruitment resources this year. In early 2018, we successfully on-boarded over 30 people in various roles to assist with the establishment and delivery of jobactive services in Perth South, and thereafter the new DES contract across 3 states - South Australia, Perth and Victoria – seized our recruitment focus.

The volume of interstate recruitment has further influenced technology driven interviews, which have now become a necessity rather than a luxury. With a growing staffing profile we are committed to the further development of our intranet based systems, which streamline the functions that link the engagement, development and management of our people, particularly as the Organisation continues to expand and prosper.

The focus on Organisational governance remained this year. The HR Department supported and assisted the Board in maintaining the integrity of the Organisations Indigenous Action Plan, Risk Management Plan and successfully managed the rollout and implementation of our Employee Assistance Program. All are key factors to ensure we achieve maximum compliance with all of our certifications – ISO 9001:2015, National Standards for Disability Service and the jobactive Quality Assurance Framework.

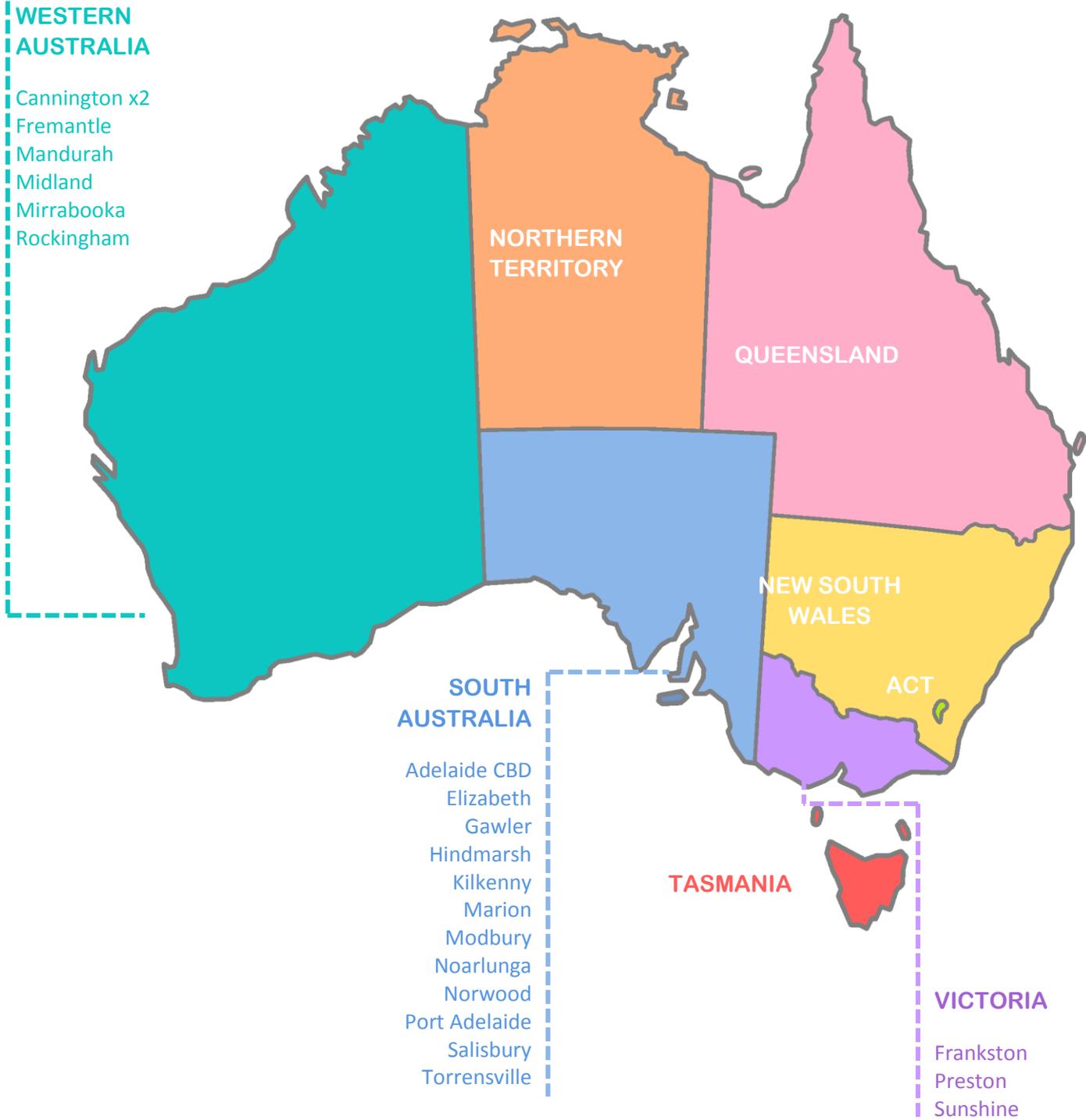
In early 2018, we employed an additional HR person in Perth, and an existing employee returned from maternity leave, expanding the HR department to 5 team members. This provides opportunity for some specialisation within the department and additional resource allocation to support our expanding quality responsibilities.

As the recruitment cycle subsides our focus will shift to retention, ensuring staff are mentored and supported to develop the skills required to affect positive outcomes for our jobseekers, students and employers.

The well-being of our staff is our number one priority and we will continue to provide a workplace they are proud to recommend, whilst remaining an industry leader and employer of choice.

STATUS SITES

Status now has 22 sites across 3 states (WA, SA AND VIC):



MEMORANDA OF UNDERSTANDING

The following Memoranda of Understanding remain in place during the 2017 – 2018 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:

AUSTRALIAN INSTITUTE
of COMPANY DIRECTORS



ACKNOWLEDGEMENTS

We appreciate the support received for from the following organisations during 2017-18, and look forward to ongoing partnerships in the coming year.

Government Departments

Commonwealth Department of Education and Training

Commonwealth Department of Jobs and Small Business

Commonwealth Department of Human Services

Commonwealth Department of Social Services

South Australia Department for Industry and Skills

Agencies

Business SA

Fair Work Ombudsman

MEGT Australian Apprenticeship Centre

Mental Illness Fellowship of South Australia

Salvos Stores

The Disability Information and Resource Centre

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 29 years and would like to acknowledge the employers below for their continued business over the last 12 months.

