

Inner Western Workskills Inc.

Annual Report 2018-2019



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The power to affect positive change in the lives of others is a precious gift, and it is in the service of others we realise that power.



EXECUTIVE CHAIRMAN’S REPORT

Reflecting on a speech I have just given to congratulate Dora on 25 years of service, I am constantly amazed at how the Organisation has evolved and how, after 30 years of expanding our services, locations and staffing profile, our staff are still simply referred to by their first name and yet everyone knows to whom we are referring; such is the nature of familial organisational cultures.

Status *is* a family, not always happy – no family ever is – but we do care for one another and the work of the Organisation. We take great pride in our work and strive to make a positive difference in the lives of those we serve, sharing individual, contractual and whole of Organisation successes.

Ours is a history of value creation of foresight and innovation built on the foundations of respect, integrity and above all trust that helps to keep us grounded and always focused on producing better outcomes for all stakeholders. There will always be disadvantage and that is our challenge to overcome, it is our reason for being and that is what families do, they foster, they nurture and they support so that each generation can aspire to achieve more than the one before.

There is no higher calling to vocation than the desire to help someone change their circumstances, get back on their feet and realise their full potential as an active and productive member of society. The power to affect positive change in the lives of others is a precious gift, and it is in the service of others we realise that power.

In this, our 30th year of operations it is with a sense of great confidence about our internal capacities that the Board has embarked on a major review of its operations to ensure that our service delivery models remain fit for purpose and that we are appropriately resourced to meet future challenges. The Board’s decision to accept the offer of new jobactive business in Perth North and additional business in Perth South and Adelaide North has proven judicious with contracts recently extended to 30 June 2022. This expansion provides opportunity to demonstrate the efficacy of our service delivery model and support structures across regions and over a longer timeframe. Moreover, and with the DES contract secured until 30 June 2023, the expansion of our DES services intrastate and interstate along with also being contracted to deliver ESS for the first time positions the Organisation for further expansion and influence in the future.

The Board acknowledges the work of the jobactive and DES teams in managing the transition to new and expanded services and recognises the challenges inherent in change management. There has been significant staff turnover in both the DES contract in SA and the jobactive contract in WA, inevitable where markets are seriously disrupted through changes in program design and attendant providers. This presents challenges for our leadership group and their capacity to build resilient high performing teams. However, we are confident that as markets settle and jobseekers become familiar with our service staffing will resolve and we will deliver the results anticipated.

Pivotal in all of this are the services provided internally through our RTO. While the delivery of language, literacy and numeracy through the SEE program remains primary, our Training Services division continues to diversify and bring innovative products to market. Our Work Culture Harmonising, digital skills *eCitizen*, Youth Jobs PaTH, Get to Work and Ready to Work programs are all designed to improve the employability skills of jobseekers. Most pleasing has been the success of our eLearning investment, where over 600 students have enrolled across Australia in Business and Individual Support vocational qualifications through a combination of on-line learning and blended delivery. Feedback from referral agencies and students about the quality of our products and services has been excellent and we anticipate substantial and sustained growth for our eLearning business for many years to come.

During the year, our RTO submitted to an Australian Skills Quality Authority (ASQA), periodic reregistration audit. With no issues of major or minor non-compliance reregistration has been conferred until 2026, and through exercising our ASQA delegation status we will continue to develop and add qualifications to our scope of registration and eLearning platform from 2019/2020.

With over 260 staff located across 30 sites in Adelaide, Perth and Melbourne delivering services to more than 12,000 jobseekers, the Organisation's growth over the past two years has been impressive with the Board continuing to focus on carefully building our capacity and profile in order to have genuine influence at a national level in both program design and delivery. Over the past year, directors have met personally on more than a dozen occasions with Secretaries, Deputy Secretaries and State and Account Managers of Australian Government departments to discuss operational matters and future program direction.

The Board remains confident but not complacent about the Organisation's future prospects with any restructuring arising from the operational review currently being undertaken designed to ensure:

“ A flexible, nimble and simplified working environment that encourages innovation, collaboration, ownership, commitment and success. ”

While the review and possible pilot will take up to a year to conclude the outcome will be formalised in our new Business Plan 2020 – 2025 that will form part of our Quality Management System in the years ahead. QMS audits undertaken in 2019/2020 included ISO 9001 surveillance and expanded NSDS certification incorporating Western Australia and Victoria for the first time. Again, all certification was achieved without any major or minor nonconformance recorded, a marvelous result and testimony to the veracity of our processes and service delivery models and those managing and working within them.

The Organisation has experienced significant growth this year and while every expansion will put pressure on resources, it is very pleasing to note that our processes, systems and service delivery models have proven just as robust and effective interstate. Underpinning our success has been adherence to our 3PQ management model with the first of the 3 P's, the development, success and well-being of our people, reflected in the amazing stability of our management and corporate services teams throughout the year; with no changes in senior management

personnel. The new meeting structure initiated by the Board this year has provided invaluable and regular opportunity for our interstate management teams to meet with Directors and other program managers to share contract knowledge and best practice in effectively leading the work of client facing staff.

The work of our Corporate Services team, who have been under unrelenting pressure this year to manage our expanding footprint across Australia has been outstanding, as has the work of our Adelaide based *Dress for Success* team who continue to demonstrate to the rest of Australia and *Dress for Success Worldwide* that while we may be a small community, Adelaide punches above its weight in terms of stakeholder engagement, innovation and quality of service. Hosting the DfS Asia Pacific conference in May this year, we were able to showcase the wonderful services we offer and the facilities we provide, including our 'High Street' boutique and digital skills lab, to disadvantaged women in our community; services and facilities that quite literally astounded attending delegates. As part of our review, the Board looks forward to repositioning and expanding the services provided by our DfS affiliate in the years ahead.

It has been a very busy year and while this report is deliberately prospective rather than reflective I am indebted to the Board of Directors for their unwavering trust and encouragement over the past year and for their guidance and support as we progress our plans for market leadership in all areas of service delivery that will continue to provide innovative solutions to complex needs for all stakeholders.

“ Leadership matters and the best leaders
are the ones who serve their teams. ”

Yet again, record numbers of people connected with the Organisation via our employment, training and Dress for Success Adelaide affiliate services in 2018/2019 and I extend my sincere thanks to the teams of caring people who support the growing numbers of people accessing our services on a daily basis.

In the coming year, the Board remains committed to model high performance behaviours and engagement to the Strategy and Leadership Group, site and contract managers and all team members; because leadership matters and the best leaders are the ones who serve their teams. We will endeavour to foster personal resilience in our staff and our clients and together, lead them to satisfying and rewarding outcomes.

Gary Hatwell

Gary Hatwell
Executive Chairman

BOARD OF DIRECTORS



Gary Hatwell FAICD
Executive Chairman



Vikki Lewis
Director



Julie Hatwell FCPA
Director

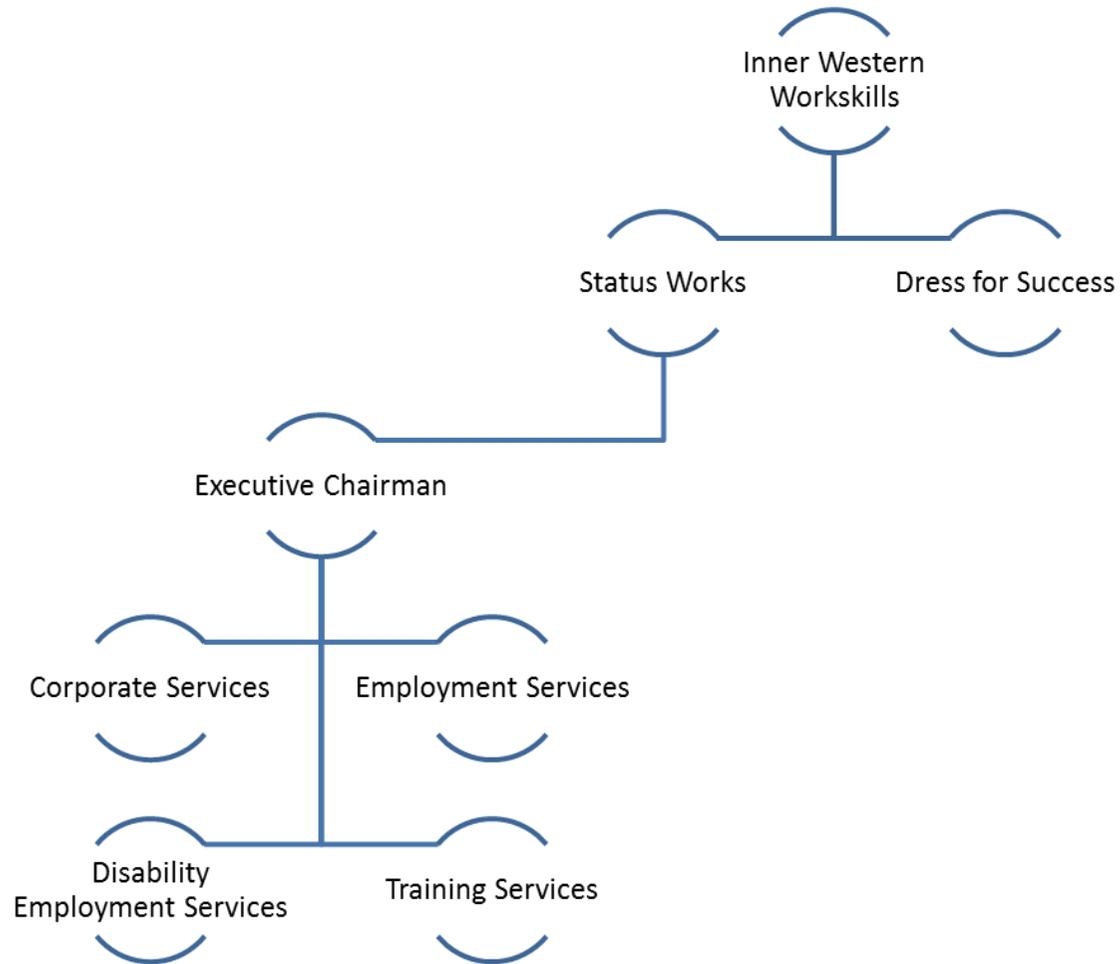


Pat Bosco
Deputy Chairman



David George FASRC
Director

ORGANISATIONAL STRUCTURE



TRAINING SERVICES REPORT

Supporting positive pathways for our clients through education and training has been more important over the last year in Status Training Services as we have continued to diversify training programs and delivery across South Australia, Western Australia and Victoria. Both our eLearning training environment and targeted employability skills training programs have experienced rapid increases in enrolments. eLearning increased enrolments by 225% over the year and the scheduling of employability skills training programs increased by 200% over the year.

An absolute highlight for our Training Division has been the reregistration of our RTO for a further seven years, we are extremely proud to have been deemed a low risk RTO and been reregistered with no non compliances or rectifications across any area of the business. Our scope of registration remains relatively small but clearly suitable for our clients and the programs we deliver. We will 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. Sailing through a reregistration audit in the current RTO climate in Australia is no small feat, we recognise the commitment and preparation by our staff towards this exemplary result for the Status RTO.

We have maintained our position as an excellent Skills for Education and Employment (SEE) provider in Western Australian and South Australian with our expert language, literacy and numeracy staff meeting or exceeding all SEE contract Key Performance Areas consistently over the year in both states.

Pleasingly our Western Australian Training Services staff team has remained stable over the year whilst we have experienced a steady growth in the Skills for Education and Employment (SEE) client numbers across all four of our Training Services delivery sites in WA. The last year has had us take over 350 referrals to our SEE classes in WA, we now have a good spread of both culturally and linguistically diverse clients learning English as an additional language and literacy and numeracy clients at all our sites in WA. The South Australian SEE team, and services, have remained steady throughout the year with over 600 referrals made to our SEE classes. We have maintained a focus on contextualising language, literacy and numeracy skills development with vocational competencies. The Adelaide South delivered a successful SEE contextualised Certificate III in Individual Support program and has increased the delivery of Information Communication and Technology (ICT) competencies to further develop digital literacy skills.

The Training Services WA team have increased their delivery of employability skills training across both Perth South and Perth North, successfully delivering our Work Culture Harmonising program, Digital Skills for Today eCitizen short course, Get-2-Work short course and the Ready-2-Work program. In the first six months of the last year the WA team were typically delivering three to four employability skills training programs to disadvantaged job seekers, delivering 15 short courses to 175 job seekers. The last six months has demonstrated an increase of 100% in the scheduling of these short courses with 33 programs delivered to over 400 job seekers in need of employability skills development. The Training Services WA team have demonstrated tenacity, adaptability and determination in the growth of their training services, we are now delivering programs from Clarkson in Perth North to Bunbury in Perth South, across sixteen different sites.

The South Australian Training Services team have once again trained a steady number of job seekers in the Certificate III in Individual Support (Ageing and Disability) in the Adelaide North and the Adelaide South, resulting in a steady flow of job ready personal care support workers to employers in this industry. We have maintained memorandums of understanding with a number of employer groups and remained a training provider of choice for many independent facilities. Delivering six full Certificate III in Individual Support training programs over the last year with an average employment outcome rate of 70% indicates we continue to train job ready personal care support workers with the skills required by industry.

The Status eLearning team has grown steadily over the year, with 365 clients accessing quality training daily in an online environment 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 of online learning. Our clients agree:

"I loved working with you guys and it was a great experience studying online for the first time thank you for all that you guys have done for me."
- Alysha, Rockingham WA

"For me, having this learning experience after so many years, was the best antidepressant medication ever and I miss it already. I hope that I become more confident and this course will help me achieve my readjusted goals."
- Livia, Midland WA

"I have never finished any course before and I have tried and paid for a few over the years. So I am truly grateful for the opportunity to do my course at STATUS."
- Nicole, Adelaide SA

The Status eLearning training environment remains a focus for the division with the ongoing development of additional qualifications and programs expected over the next year.

The last year has demonstrated our division is well placed for growth whilst maintaining our integrity and quality as an RTO. Status training services staff have been resilient and flexible maintain our daily work schedule and expanding program delivery. We remain absolutely committed to improving employment prospects for our clients through quality training and education services across Australia.



DES REPORT

The 1st of July 2018 heralded the implementation of the new Disability Employment Services (DES) contract. Fundamental changes to the new DES contract included improved choice and control for participants who now have more flexibility to make the choice to move from one provider to another. Previous Employment Service Area (ESA) boundaries are no longer restricting participants and enables them to choose providers outside of their ESA. This has increased competition and contestability across providers.

Status made a commitment to expand our DES footprint across Adelaide and into Western Australia and Victoria. We now have 20 sites across SA, WA and Victoria. Since commencing the new DES contract, Status has placed over 700 participants into employment. During this time we have also rolled out our new Ready 2 Work program. Over 220 participants have completed the program which has assisted them to improve their readiness to work and Digital Literacy Skills.

The new DES contract has not been without its challenges with significant expansion in the number of providers within each ESA. This has given rise to increased competition across all areas for participant referrals. Status has risen to the challenge by increasing our social media and marketing presence to promote our services to potential participants. Regular good news stories are now a feature on the Status Facebook page and have been well received by our followers. We have also increased our marketing presence across a range of other avenues including print, attending employment related expos and developing additional relationships with other referring agencies.

 <h3>Sites</h3> <p>DES opened 13 new sites across SA, WA and VIC.</p>	 <h3>Star Ratings</h3> <p>DES Achieved three 5 Star and three 4 Star sites for our new ESS contract from first star ratings release.</p>
 <h3>Training</h3> <p>Over 220 participants received valuable employment preparation training through our new Ready 2 Work program.</p>	 <h3>Placements</h3> <p>Over 700 participants were placed into employment in the first year.</p>

JOBACTIVE REPORT

What a difference a year makes! This time last year Status was establishing itself as a jobactive provider in the Perth South Employment Region. In December 2018 Status were approached by the then Department of Jobs and Small Business to ascertain if we would be willing to take on additional jobactive business in the Perth North Employment Region. This expansion offer came as quite a surprise and required the Organisation to open another six jobactive sites in Clarkson, Joondalup, Midland, Morley, Osborne Park and Mirrabooka.

The timeframes to source property, staff and organise infrastructure were extremely tight with an expectation that we would be ready to deliver in Perth North with effect 18 March 2019. The Status Board made the decision to accept the offer and it was then all hands on deck to ensure we were operational by the due date. With a high commitment of all staff involved we commenced delivering jobactive services in Perth North on 18 March 2019.

Establishing the Status name, brand and implementing our unique Service Delivery model has been a strong focus in Western Australia. We have worked hard building relationships with local employers and support agencies since opening our doors in Perth. With 80 Staff over ten sites from Mandurah in the South to Clarkson in the North, Status truly has a large geographic footprint and opportunity to instigate change for those most affected by unemployment in Western Australia.

We are raising the profile of Status in the areas we operate by linking with local employers and business through councils, multicultural associations, chambers of commerce and business associations. We also host regular Business Networking Breakfasts at our premises which have been extremely well attended by local businesses.

A strong focus on jobseeker attendance at our internal job clubs and collaboration with other jobactive providers at Indigenous job Fairs has enabled us to develop relationships with the Matera and Wirrpanda Foundations, and also Centurion Transport, laying foundations for successful employment opportunities for our Indigenous jobseekers.

In South Australia, collaboration continues to be pivotal in our success to support jobseekers attain sustainable employment opportunities.



Status has worked closely with Datacom IT and ISS Facility Services, building significant relationships to secure employment for some of our most disadvantaged clients.

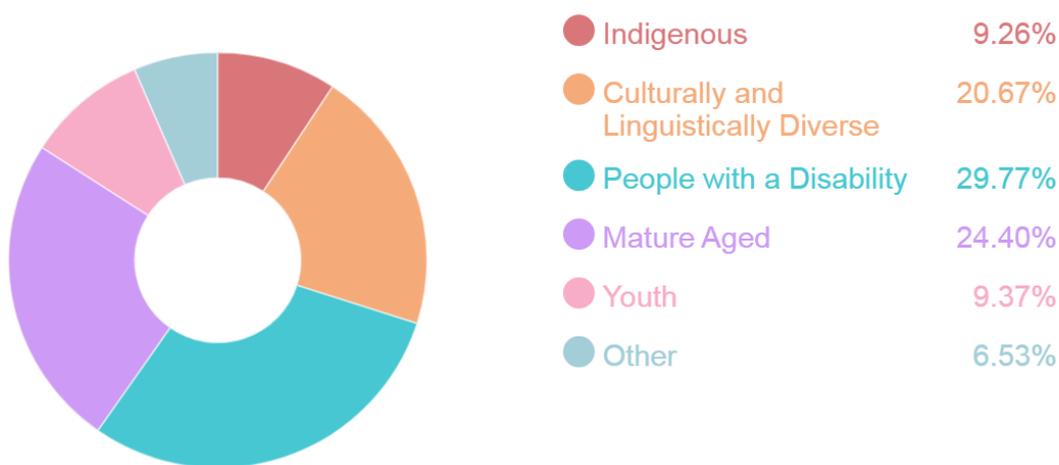
Jobactive Providers across the Adelaide North region have collaborated to support our Indigenous and culturally and linguistically diverse cohorts, linking with community support services such as Sonder, VTech and Taoundi Aboriginal College.

Status staff have invested their time, professionally and personally, to support our Indigenous jobseekers, facilitating our Indigenous Networking Events, where community agencies attended to collaborate and exchange information to further promote Aboriginal and Torres Strait islander employment.

Maintaining high levels of engagement and activity for our youth and early school leaver clients through tailored programs such as PaTH, Dress for Success and Business Traineeships has resulted in fantastic outcomes for both jobseekers and the community.

The jobactive contract was scheduled to end on 30 June 2020, and members of the Status Board were fully expecting to be in lock down preparing a tender for the “next generation of employment services” in the 2nd half of 2019. However, an announcement was made in early 2019 that the jobactive contract would be extended to 30 June 2022. This announcement has ensured job security for another three years for our staff working within the jobactive contract.

jobactive Caseload Breakdown



HUMAN RESOURCES & QUALITY ASSURANCE

The Human Resources and Quality Assurance Department was integral to the Organisations continued growth during the 2018-2019 year.

Due to further business increases we continued to grow our Perth South jobactive staff numbers, in addition to a major recruitment drive for DES staff across three states. We also welcomed the invitation of additional jobactive business in Perth North adding further demands on HR resources.

Since the last annual report the Human Resources and Quality Assurance Department have recruited an additional 50 staff across the Organisation. The additional staff included one Human Resources and Quality Assurance Officer allocated to Perth North, bringing our team from 5 to 6 staff across South Australia and Western Australia, with Victoria being supported remotely.

With this significant increase in staffing numbers, our departmental focus on staff retention has been vital. Regular engagement with senior management, particularly across the DES program and jobactive in Perth South, has provided the support to assist in stabilising those service delivery teams.

This past year has presented a need for the Human Resources and Quality Assurance Department to further develop internal support structures. Further development of our intranet based staff management program – a system that assists our managers to practice and deliver sound leadership to their staff – will enhance staff retention. We also accepted an invitation to provide professional development to the senior management team around the staff management program at our quarterly Strategy and Leadership Forum. Positive feedback has led to the development of additional tools to assist all managers with their leadership responsibilities to enable them to better serve their teams.

The Organisations Certification requirements continue to provide the foundation for best practice and continuous improvement of all business streams. Our external and internal audit responsibilities play a key part in the expansions of our services during this period. The coverage of our ISO and NSDS Certifications expanded, specifically the NSDS certification which increased from 6 to 19 sites - all achieving full compliance. This outcome is a testament to the integrated working relationships applied by both the Human Resources and Quality Assurance Department and specific service delivery teams, ensuring a holistic approach to meeting external accrediting agencies and Organisational expectations.

In supporting the Board, our key responsibilities in Organisational governance were also achieved, including maintaining the integrity of our Quality Management System, Indigenous Action Plan, Risk Management plan and the administration of the Employee Assistance Program.

From this past year, it remains clear our people regulate the work of the Human Resources and Quality Assurance Department; therefore it is essential we continue to focus on their wellbeing as our number one priority, which in turn will ensure we remain an employer of choice.

Training Services Good News Story

When Taz, a past Student from our Certificate III in Individual Support course, reached out to let us know that he has been featured in Assured Home Care's June facebook blog we were excited to hear about how he was going in his new role.

As a relatively new addition to the Assured team, Taz works with his client Mark on a weekly basis to prepare meals, take him to appointments, and support recreation and activities in the community. As a Support Worker, Taz is keen to ensure that his clients are given the time to explore the things that they love. On discovering a shared passion for Fishing, Taz has helped to instigate regular fishing trips into their usual routine, and finds great pleasure in seeing how much Mark enjoys the experience.

When discussing what drew him to work in the Individual Support field, Taz explains that in his past work, it was the human connection that he had with the local people – interacting with many different types of people, assisting those in poverty and understanding their issues - that was one of the best parts of the job and something he felt passionate about.

It's these fundamental elements that he has also found in working as a Support Worker.

To read more about Taz and Mark's story, visit the Assured Home Care blog at assuredhomecare.com.au.

(Details from this article are reproduced with permission from Taz, Assured Home Care and their client).



Left: Mark Right: Taz

jobactive Good News Story

Kiajah commenced with Status Elizabeth in September 2018. Kiajah was very quiet, reserved and not confident in her ability to gain employment. She joined us at our Elizabeth office as an Early School Leaver jobseeker with no work experience or training and without any direction or confidence.

Kiajah's 1st appointment at Status was not easy as she was very anxious about the process. The site was trialing a new initiative focusing on ATSI specific job seekers. Kiajah was allocated an Indigenous Workplace Advisor who has a very strong community focus, particularly with the Youth Cohort. She built an instant rapport with her Workplace Advisor.

Kiajah was referred to our Dress for Success boutique to assist her with career support, interview preparation and interview suiting. The next step for Kiajah was enrolment in PaTH to enhance and gain employability skills. Kiajah successfully completed her Block training and was then advised of an opportunity at our Salisbury office for a Trainee Customer Service Officer.

Although she was very nervous, Kiajah was also excited by the opportunity. She was interviewed for the position and was successful in gaining the role. Kiajah met with the staff from Dress for Success again to provide some additional employment suiting. Upon commencing at Salisbury Kiajah was very quiet and reserved but blossomed with mentoring, guidance and support from the other team members.

Kiajah is progressing well in her position over the last 6 months with Status supporting her with driving lessons to gain her licence. Kiajah attends and is supported by the Professional Woman's Group through Dress for Success and is progressing well in her Certificate III in Business Administration facilitated by Status Training Services. Kiajah continues to grow and develop as a strong member of the Status Administration Team.



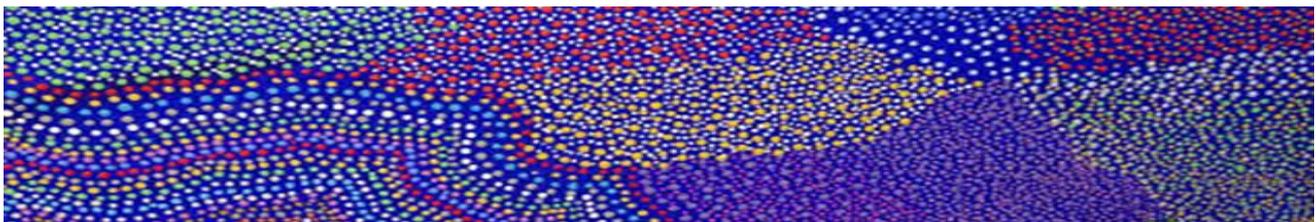
Left: Martin Right: Kiajah

“Kiajah identifies as a proud Aboriginal Woman and has been a delight to work with; she commenced her Traineeship with Status as young woman with no employment history, a perfect fit for the Traineeship model. Kiajah has in such a short period of time transitioned into a professional Customer Service Officer, she deals with difficult situations with the skills of someone who has been working in this field for many years. Kiajah has a very calming nature and doesn’t show any degree of frustration to our clients regardless of how challenging their behaviours are, she is always attentive, and listens closely to our customers’ requests.

As a Manager I am proud to have her as a part of our team, I get many compliments from a range of people regarding her approach to her work. From internal staff, employers and from disgruntled Jobseekers who have had their grievances listened to.”

- Martin Edwards Site Manager at Salisbury, Status

“Kiajah is doing amazing in her role – I still can’t believe she came into this role with no employment history. She sets the standard for all our trainees.”
- Imma Caruso, Human Resource and Quality Assurance Officer, Status



DES Good News Stories



We continue to achieve great feedback from participants and agencies on the services that we provide. A highlight this year was our nomination for an award at the WA Disability Support Awards, “Excellence in Improving Employment Opportunities” for making a significant contribution to improving employment outcomes for a person with a disability. This nomination was for the partnership between Status and Down Syndrome WA to support a participant with Downs Syndrome to work in a traineeship.

L to R: Unknown, Jacky, Margaret Lawlor (CEO Down Syndrome Association), The Hon Stephen Dawson MLC (Minister for Environment and Disability Services), Andrew, John Van Weilan (CEO HBF), Neasha.

“After a strained beginning due to Andrew’s natural resistance to change and new people, his new consultant Kandeice has won Andrew over through kindness, trust and honesty. They have connected really well and Kandeice has spent time building rapport by working with him using his love of the “fantasy football” game. Kandeice and Status provide great support for Andrew in his role with us.”

- John Van Weilan (employer)

Darren is a mature age participant who has been working with our Disability Employment Services team in our WA office at Mirrabooka since November 2018. He has been actively participating in our weekly job clubs where he has learned a variety of job search techniques and has been assisted by his consultant to update his resume, write winning cold canvassing letters and learn great interview techniques.

Darren’s Employment team, including his consultant, marketing consultant and Site Manager, worked hard to reverse market him to suitable employment placements and as a result of one of these calls, an excellent employment vacancy was secured. Darren’s Employment consultant helped Darren prepare for his interview and also attended the appointment with him. Darren performed admirably and impressed his potential employer, who offered him the role of a car park and facilities cleaner. The Status Mirrabooka team couldn’t be more proud of Darren.



Darren

Darren is extremely happy to now be working for Quake Property Services WA. This is a wonderful example of a great relationship between our job seeker, local employers and our Disability Employment consultants.

“Status helped me to learn and secured a position for me that I am happy in!”

- Darren

Starting in February 2019, Status commenced a marketing campaign aimed at sharing our DES Good News stories with the wider community. Each month features individual journeys of some of our successful jobseekers, these stories have been shared across our social media platforms, internally via email, and on the Status website.

On Facebook, these have proven to be some of our most successful posts, with our March post “Team Betty” appearing in the timeline of 1,187 individuals. Our good news stories are regularly achieving higher than average in both reach and interaction compared to our other posts.

In addition to sharing our Good News stories on social media, a new page was added to the Status website where these stories can be expanded in further detail. Linking our social media posts back to this Good News page will help to drive additional traffic to the website.



L to R: Helen, Shannon, Kristy, Betty, Jacky and Pearl.

*“Status have helped me so much, especially with understanding technology. The staff are incredibly helpful and they have changed my life – I am so grateful to everyone involved.” - **Betty***

When Betty first came to Status she struggled with anxiety, lack of confidence and limited IT skills which were hampering her ability to find suitable employment.

Working with her Employment Consultant, attending Job Clubs and participating in the Status Ready 2 Work program, we were able to support Betty address these barriers and as a result identify her passion for Baking.

“Team Betty” was formed including Regional and Site Managers, her Employment Consultant and a Business Relationship Consultant to work extensively with Betty to find employment in this field.

Betty has since secured employment as a kitchen hand/cook with Alkira Care Respite Services, where she is able to use her passion for cooking and caring doing work she loves.

Betty loves her new life in the kitchen and continues to receive dedicated support from Status.



DRESS FOR SUCCESS®

ADELAIDE

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.



Dress for Success Adelaide Boutique

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.



DRESS FOR SUCCESS[®] ADELAIDE

In 2018/2019 Dress for Success Adelaide served 303 women taking the total of women served by our affiliate to 1,248. Of the 1,248 women equipped with employability skills 694 were successful in gaining employment – a result of 56%. Since inception we have conducted 1,972 Career Support Program appointments, provided 7,760 pieces of clothing and accessories to the value of \$95,250 to 1,164 clients.

Dress for Success Adelaide launched the Professional Women's Group (PWG) in April 2017, we have had 26 women attend at least 3 of the workshops with 4 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 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 2018/2019 to referral agency sites at Modbury, Salisbury, Elizabeth, Port Adelaide and Kilkenny. Since commencing this program we have had a total of 143 participants completing 800 hours of training and 6,322 modules.

In 2019, Dress for Success Adelaide was selected as the Australasian Conference host affiliate. The conference was held in May 2019 and 13 affiliates, 30 delegates from Australia and New Zealand participated in seminars and shared best practices to promote the Organisation and our services to women in need in the Australasian region. All of the delegates were treated to a gift bag showcasing amazing South Australian produce kindly donated by local businesses. Dress for Success Adelaide also held an open house at the boutique where delegates were invited to meet Board members, staff and volunteers.

In 2018/2019, 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 2019/2020.



DRESS FOR SUCCESS[®]

ADELAIDE

Dress for Success Adelaide has hosted 7 Work for the Dole volunteers in 2018/2019 who have provided 798 volunteer hours to assist with the service. We have also provided 631 hours of volunteer opportunities to our corporate sponsors and members of the public. The volunteer hours for 2018/2019 totalled 1,430 hours.

Dress for Success Adelaide social media profile via Facebook and Instagram has grown in 2018/2019. By the end of June 2019 the Facebook page achieved 865 Likes with 879 Followers.

Social media has 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 2019/2020.

In March 2019 Dress for Success Adelaide held its first excess clothing sale. It was a fun and engaging one day event which raised over \$2,500. The sale was an opportunity for corporate and community volunteers to support the organisation by donating their time and expertise at the event.



L to R – Julie, Kim, Adella, April, Beverley, Dianne, Emma, Joan, Danielle.

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



@DressforSuccessAdelaide



LIPMAN KARAS
A SPECIALIST LEGAL PRACTICE

MOBILE SKILLS LAB

The **Status Skills Lab** is an exciting innovative project committed to delivering education and employability skills programs. Status' Mobile Skills Lab, a converted luxury coach replicating a digital work environment, will facilitate engagement and enhance job seeker exposure to a broad range of state-of-the-art information technologies bringing learning to communities and removing geographical barriers in South Australia.

The training programs include acquiring the necessary digital literacy skills to find and retain employment. To facilitate this the Status Skills Lab is equipped with; HP Pro laptops, Apple iPads, Samsung Galaxy tablets, a built in 65" smart board with connectivity capabilities for all devices, a retail point of sale training system and a multifunction device for printing, copying and scanning.

This visually impressive, high tech training facility sets the benchmark for the future of the work environment – mobile, adaptive, multi skilled and highly interactive.

Over the last year we commenced trialing the Skills Lab as a mobile training facility, delivering a number of Youth Jobs PaTH programs in Adelaide South. The participants in training were very impressed with the facilities and were keen to attend every day.



Over the next year we will continue to expand the **Status Skills Lab** training program delivery of employability skills with embedded digital literacy skill development to our clients. This holistic approach of addressing employability and foundation skills development along with the technological functions required in many occupations facilitates the twin goals of finding and retaining work.



SPEED RECRUITING

This year we have further expanded our recruitment services for employers and jobseekers, holding our inaugural Speed Recruitment event in November 2018 to rave reviews. The event, held in the City of Salisbury's John Harvey Gallery, invited employers with current recruitment needs to speed interview multiple jobseekers in an expo style format. Speed interviewing is a method by which a number of candidates can be immediately compared in a series of short interviews. This style of interviewing allows our employers to speed up the hiring process, and also save on both time and resources.



With a combined 100 potential positions available across the attending employers this provided our jobseekers an excellent opportunity to connect directly with employers with current recruitment needs, and a valuable opportunity to gain some practical experience interviewing. Feedback from our sites indicated that this provided some jobseekers with their first opportunity in some time to directly interview with employers, helping to boost their confidence and interview skills.

Following the success of the first event in the northern suburbs of Adelaide, in March 2019 we held a second Speed Recruiting event for the southern suburbs at the City of Charles Sturt Civic Centre in Woodville. With representatives from the City of Charles Sturt council and the Department of Jobs and Small Business in attendance, this second event brought together an even larger number of employers and jobseekers. With repeat attendance by some employers, and introduction of the event to local employers, there were a wide range of positions available across a number of different industries and skill levels. Following the event, 6 employment placements have been directly linked to interviews held on the day.



NETWORKING EVENTS

Throughout the year Status Western Australia have hosted Networking Events at the Cannington, Rockingham and Fremantle sites to connect with local businesses, and give employers an opportunity to gain an inside look at the Status offices. These events provide us with an opportunity to educate employers regarding the services that we offer as a jobactive and DES provider including assistance with the hiring process, accessing government grants and programs and post placement support available for both themselves and their new employee.

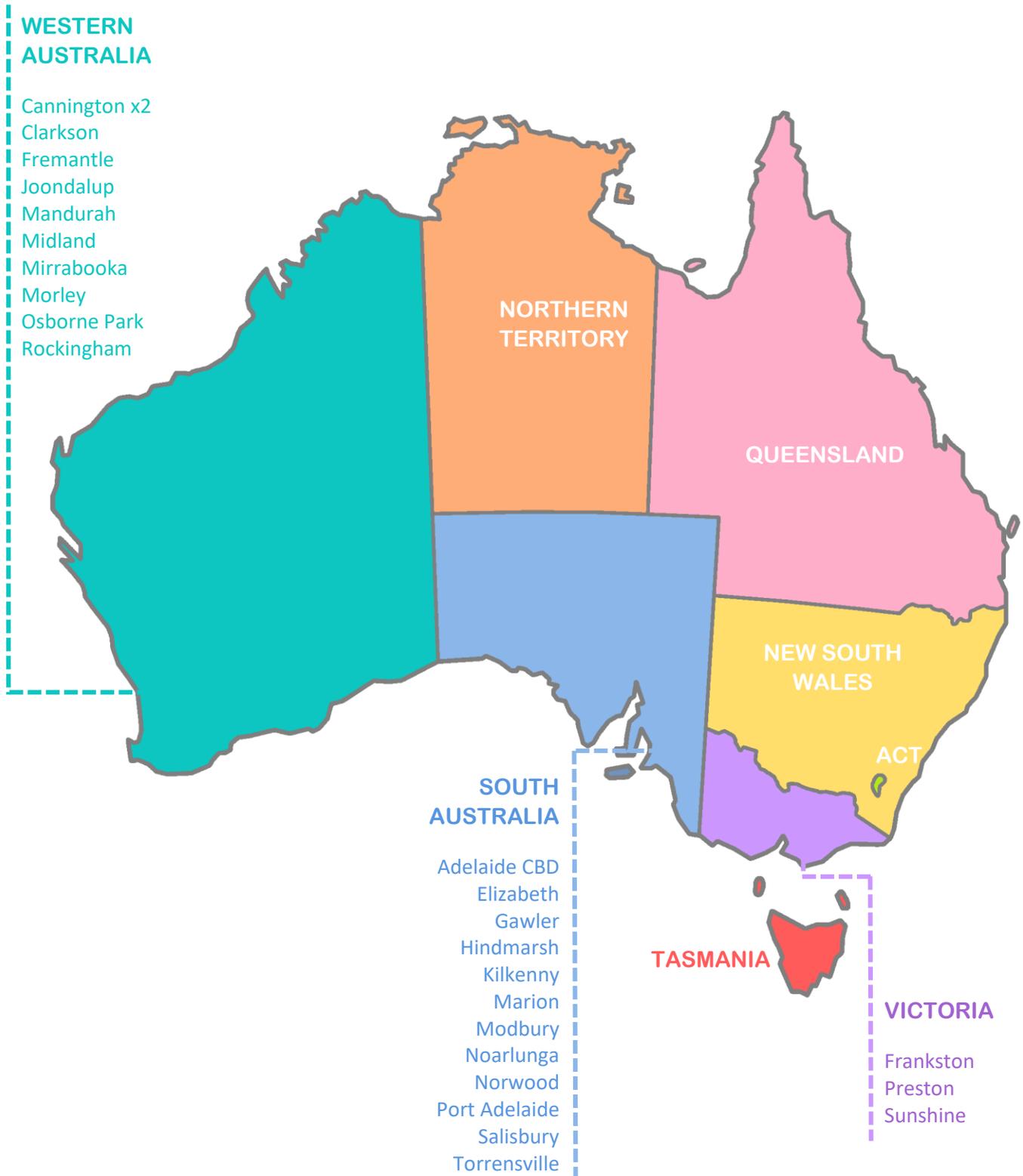
Employer feedback from our events has been overwhelmingly positive, with employers networking comfortably throughout the morning with both status and other businesses and positive experiences being promoted to new businesses by employers who have used our services previously.

Further events have been planned throughout 2019 for our sites to continue establishing and developing connections with employers in local areas.



STATUS SITES

Status now has 26 sites across 3 states (WA, SA AND VIC):



MEMORANDA OF UNDERSTANDING

The following Memoranda of Understanding remain in place during the 2018–2019 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

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 2018-2019 and look forward to ongoing partnerships in the coming year.

Government Departments

Commonwealth Department of Education and Training

Commonwealth Department of Employment, Skills, Small and Family 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 30 years and would like to acknowledge the employers below for their continued support over the past 12 months.

