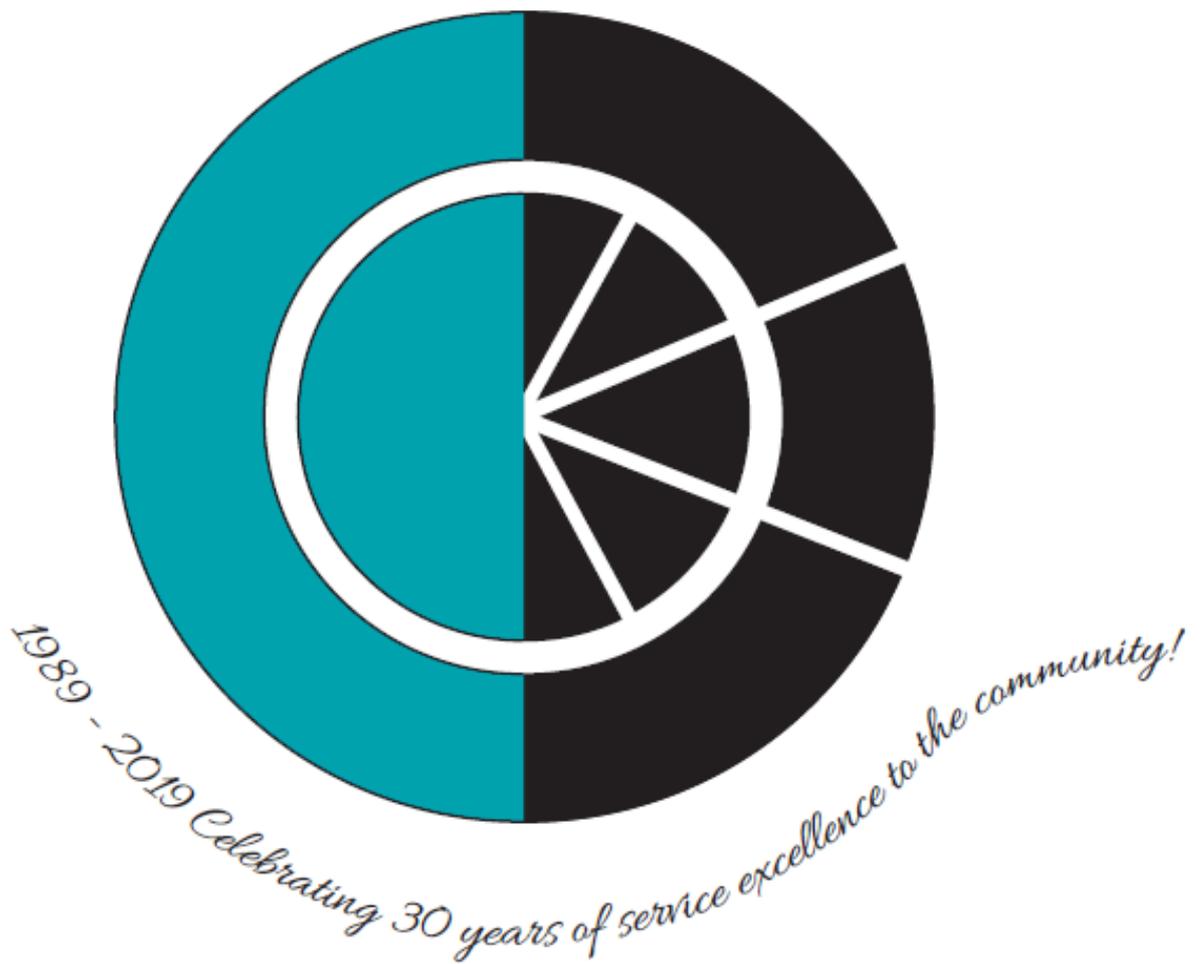


# Inner Western Workskills Inc.

## Annual Report 2019-2020



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# CONTENTS

## REPORTS

<u>EXECUTIVE CHAIRMAN'S REPORT</u>	<u>03</u>
<u>BOARD OF DIRECTORS</u>	<u>05</u>
<u>ORGANISATIONAL STRUCTURE</u>	<u>06</u>
<u>2019-2020 YEAR AT A GLANCE</u>	<u>07</u>
<u>TRAINING SERVICES REPORT</u>	<u>08</u>
<u>DISABILITY EMPLOYMENT SERVICES REPORT</u>	<u>11</u>
<u>JOBACTIVE REPORT</u>	<u>12</u>
<u>HUMAN RESOURCES AND QUALITY ASSURANCE REPORT</u>	<u>14</u>
<u>RECONCILIATION ACTION PLAN</u>	<u>15</u>

## OUR PEOPLE, OUR CULTURE

<u>TRAINING SERVICES GOOD NEWS STORY</u>	<u>16</u>
<u>JOBACTIVE GOOD NEWS STORY</u>	<u>16</u>
<u>DES GOOD NEWS STORY</u>	<u>17</u>

## OUR INNOVATION

<u>DRESS FOR SUCCESS</u>	<u>19</u>
<u>MARKETING EVENTS</u>	<u>22</u>
<u>NETWORKING EVENTS</u>	<u>25</u>
<u>SOCIAL MEDIA</u>	<u>26</u>

## COMMUNITY

<u>STATUS SITES</u>	<u>28</u>
<u>MEMORANDA OF UNDERSTANDING AND AFFILIATIONS</u>	<u>29</u>
<u>PLACEMENT AGREEMENTS</u>	<u>30</u>
<u>MEMBERSHIPS</u>	<u>31</u>
<u>ACKNOWLEDGEMENTS</u>	<u>32</u>
<u>EMPLOYERS</u>	<u>33</u>

<u>CONSOLIDATED FINANCIAL REPORTS</u>	<u>35</u>
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# Executive Chairman's Report

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*“Thank you to our front line, administration and support staff for their resilience in bearing the brunt of disaffected clients and who continue to work diligently to change their circumstances in meaningful ways.”*



**Gary Hatwell**  
Executive Chairman

This year I am reminded of the words “rich and rare” from our national anthem. Although describing Australia’s beauty, these words also describe how as Australians, as a country and community, we have traversed first the bushfires and then the COVID-19 health and economic crisis causing havoc across the world during 2019/2020.

*Rich* indeed as a first world country with the financial resources and bipartisan will to support the lives and livelihoods of so many people devastated by the economic shutdown, and *rare* as a nation state protected by our isolation as an island continent from the worst of the health effects of the pandemic.

During the pandemic, business and social life changed to a degree unimaginable 12 months ago. Our almost total reliance on ICT to ensure the continued functioning of the economy and society was a watershed moment in world history, changing forever our thinking about the ways in which government, business and community can support and enrich our lives.

And while we watched events unfold across the world, we saw the best and worst of what ICT and social media can bring; the unprecedented world-wide collaboration to share information to bring a safe COVID-19 vaccine to humanity, social change affected through the “Black Lives Matter” movement, particularly in the United States, to foreign interference in democratic elections and malicious state-backed cyber activity.

These world events puts the work of our Organisation into perspective, *or do they?*

Status was declared an essential service at the start of the pandemic, and throughout these challenging times we have worked assiduously to adapt our services to ensure we are accessible to continue to meet the needs of those who are unemployed, disadvantaged and increasingly marginalised across our communities. Working from home arrangements and strict hygiene and social distancing protocols helped keep our workforce and clients safe from infection, whilst deploying secure remote access, distance learning and teleconferencing allowed for the continuation of individualised assistance.

As CEO I am exceptionally proud of the work of our Senior Management Team who, during this period, demonstrated resilience, ingenuity and unwavering commitment to the prescribed resolutions and direction provided by the Board. The fact that we have navigated all of these challenges without any major adverse business or personnel effects is testimony to the teamwork of the Strategy and Leadership Group; “*rich and rare*”, undeniably!

Of course, like all businesses, we have not been totally immune to the crisis with changes to employment and hours of engagement affecting some staff but on the whole the Organisation has been incredibly supportive of our workforce and robust in the face of an invisible and unquantifiable problem. And while we recognise the fear and panic the pandemic caused and how this impacted families we are thankful that our staff put their trust in the Board to navigate a path safely through the pandemic maintaining our business and connection with community.

While COVID-19 will remain a world problem until or unless a safe vaccine is delivered, we should all take comfort in the knowledge that we live in one of the “luckiest” countries on Earth.

2019/2020 has been like no other in the Organisation’s 30 year history. Dominated by world events, it would be remiss of me not to highlight the departure of Scott Hunter, (General Manager), Lisa Smart (Operations Manager, DES) and Julie Ford (Area Manager, DES – SA), who all gave wonderful service to the Organisation during their tenure, championed our culture and values and delivered great success to our business. As a member of the Board, Scott was pivotal in writing many successful tenders that facilitated our rapid expansion across three States in recent years and we thank him for his loyalty and commitment to the Organisation. All leave with our blessing as they seek new challenges in careers outside of the employment and training industry and we know that each have benefited in some way working with us that will help them *‘keep up the good fight!’*

In an unusual year, I will not highlight the work of individual contract areas, divisions, departments or charitable services but rather let those who are tasked with that responsibility, reflect and tell their own story of overcoming adversity whilst maintaining the reputation of Status as a highly successful and widely regarded Organisation that has growing influence over policy and program design, which will drive social change.

In closing, I acknowledge and sincerely thank the Board for their work and unwavering support in managing the Organisation. To the Strategy and Leadership Group for without whose total trust in managing an Organisation of this size and complexity it would just not be possible. To our front line, administration and support staff for their resilience in bearing the brunt of disaffected clients and who continue to work diligently to change their circumstances in meaningful ways. To our Corporate Services staff – no better a team in their understanding of customer service. I thank you one-and-all.

To our coterie of stakeholders, sponsors and supporters, our government partners, communities and employers we thank you for your on-going support, and acknowledge that without your collaboration we cannot make change for good; change requiring inspired leadership that is *rich* in vision and *rare* of rhetoric.

As the Board advances its 2020-2025 Business Plan, we trust that our actions will speak louder than our words.

*Gary Hatwell*

**Executive Chairman**

# Board of Directors

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Thank you to the members of the IWW Board for their ongoing contributions over 2019-2020.



Gary Hatwell FAICD  
**Executive Chairman**

*Appointed Chairman of the Board since its foundation in 1989.*



Vikki Lewis  
**Director**

*Appointed to the Board in 1995.*



David George FASRC  
**Director**

*Appointed to the Board in 1997.*

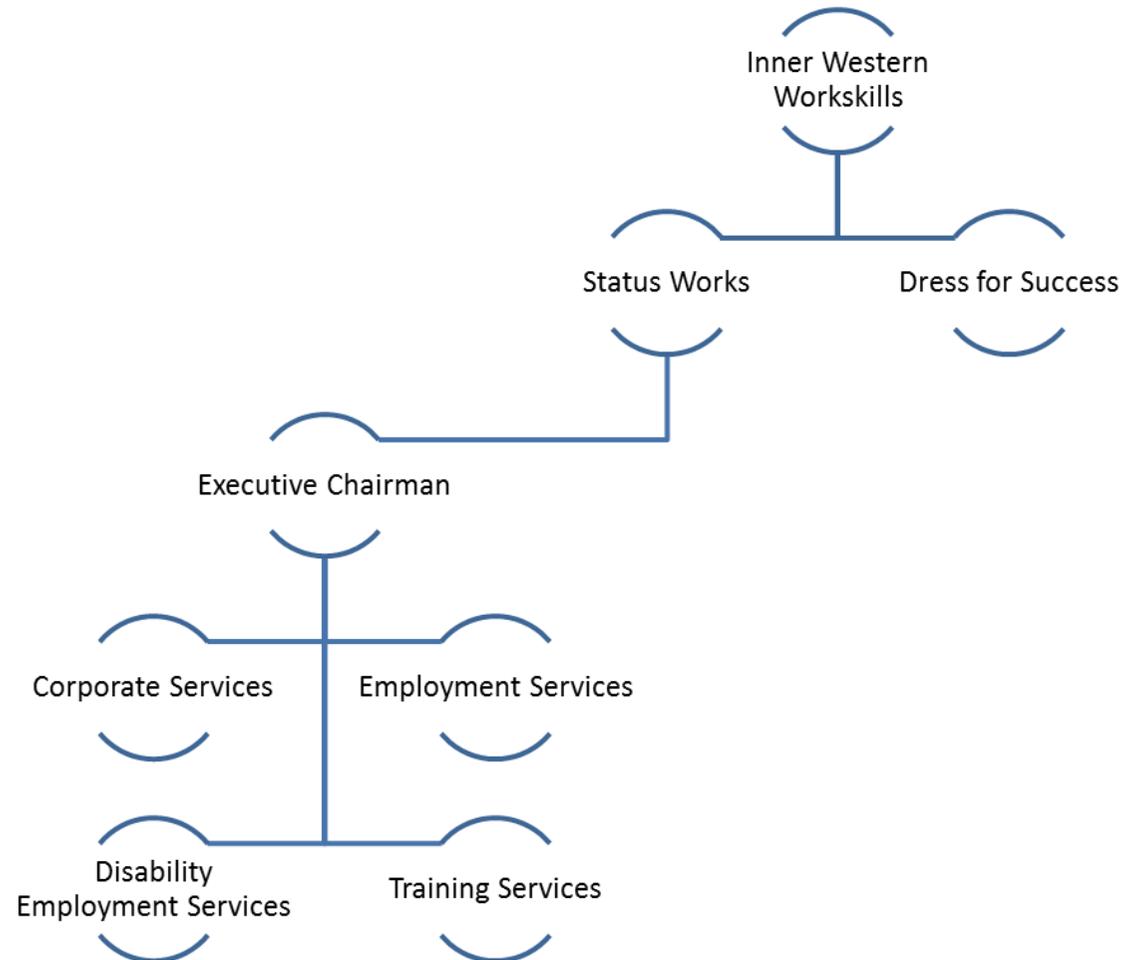


Julie Hatwell  
FCPA  
**Director**

*Appointed to the Board in 1997.*

# Organisational Structure

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## 2019-2020 Year at a glance



**4,177**

jobactive clients were placed into employment and over 20,800 were serviced by the jobactive team.



### Employability Skills Training programs

58 programs were delivered across SA and WA.

### Certificate III in Individual Support (Ageing or Disability)

Seven full qualifications delivered.  
20 Employers engaged for work placement.  
73% average employment rate.



**565**

DES job seekers were placed into employment and we provided services to **207** DES employers.

### Youth Jobs PaTH

52 courses delivered in SA and VIC.  
17 online programs delivered since April 2020.

**93** language

groups have been supported with interpreter services



### Status eLearning

800 active clients learning via our Learner Management System (LMS).

Enrolled in Cert II in Business, Cert III in Business, Cert III in Business Administration, Cert III in Individual Support and Foundation Skills Training.

# Training Services Report

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The Status Registered Training Organisation continues to provide valuable skill development for clients to succeed in the world of work. Our strategies over the last year included; further embedding employability skills training and increasing the use of the Status Learner Management System to ensure we continued to support digital literacy skill development while providing flexible, accessible training.



The investment Status Training Services has made over the last three years developing our eLearning offerings, focusing on digital literacy training and employability skills, put us in a position of strength as the COVID-19 pandemic crisis hit Australia. 2020 commenced with the challenges of the National bushfires, affecting many of our training participants and their continued engagement with face to face training programs. By March 2020, all energy and focus of the Training Services leadership team was transferred to adapting as many face to face training programs as possible to blended and fully remote delivery.

The face to face training programs we were delivering included; the Skills for Education and Employment (SEE) program in Western Australia and South Australia across seven sites, Youth Jobs PaTH programs to young job seekers in the North and South of Adelaide as well as four large contract regions in Victoria, the South Australian Department of Innovation and Skills funded Certificate III in Individual Support (Ageing and Disability) in the Adelaide North and the Adelaide South, as well as multiple employability skills training programs in Western Australia and South Australia.

The Training Services leadership team worked tirelessly from Mid-March to adapt face to face programs to online and blended delivery options in order to continue to deliver services. The Organisations depth of internal resources, ICT strength and the RTO's eLearning team were instrumental in our rapid response and ability, by April 2020, to continue the SEE program, the Youth Jobs PaTH and the Certificate III in Individual Support (Disability) via our Status Learner Management System remotely and blended services where requested.

March and April of 2020 were particularly challenging as the external environment changed continually and at an exceptional rate, all Training Services staff had to continue to flex and change in accordance with health advice, participant engagement and capabilities.

Status Training Services continued to provide traineeship services in South Australia via the Department of Innovation and Skills state based funding, delivering Certificate III in Business and Business Administration traineeships across Metropolitan Adelaide.

We could not be more proud of the commitment shown by the task teams that worked towards innovative solutions in order to continue our existing services.

We also acknowledge with gratitude our training clients that demonstrated resilience and commitment to their studies as they continued to learn via workbooks, telephone, Zoom sessions, the Status LMS and where possible face to face sessions. Remote teaching and assessment of foundation skills and employability skill development is not for the faint hearted, in many instances it is far harder to teach and train remotely, with more demanding record keeping, a sincere thank you to our trainers for working with every change and every demand.

In addition to managing the unforeseen impacts of a global pandemic we have continued to develop new programs to meet the employment market demands. New training programs include; the delivery of the Individual Support – Disability Skill Set and the Individual Support – Ageing Skill Set and new contextualised SEE short courses to support SEE clients in their pathway to employment.

We are particularly proud of an initiative that came out of our Western Australian training team, the Stepping Stones Targeted Pre-employment Program, launched in March 2020. The primary function of this program is to improve workplace suitability, attitudes towards work, behaviour in the workplace, resilience and motivation with Aboriginal and Torres Strait Islander job seekers.

The Stepping Stones Program utilises culturally tailored learning techniques such as “yarning”, drawing and viewing, to engage and train exclusively Aboriginal and Torres Strait Islander job seekers in Australian work culture. The inclusion of personalised mentoring and linkages to local Aboriginal vocational and non-vocational services supports the program quality and effectiveness.

To facilitate the delivery of these highly valued tailored employability skills, extensive consultation and networking occurred prior to program delivery, recognising the importance of relationships and ongoing support. The program will have ongoing direct contact with a range of Aboriginal support agencies and we are looking forward to future deliveries of this program in WA and SA.

Training Services worked with Nate Stuart in WA to create a visual identify for the Stepping Stones programs. Nate’s artwork is a sequence of Stepping Stones, showing the individual and unique journey that people take on their pathway to independence, education and employment.

The colour’s Nate has used represent all of the colours found at Status.



*Artwork by Nate Stuart (Nate has consented to the reproduction of the artwork within this report).*

## Training Services Testimonials

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*"I'm totally overwhelmed and can't believe I had it in me. There are so many people to thank but most importantly (trainer) Adella for putting up with me and encouraging me to fight on. To be honest I feel quite speechless. So please thank all involved & I really look forward to meeting you all. "Still Can't Believe It.""*

– **DES Client from Marion, SA.**

*"I am grateful to you in helping me to complete this course after so many delays. I am also thankful that I have learnt so many new things in this course which will be useful in the future."*

– **jobactive client from Cannington, WA.**

*"Partaking in the PATH program was something I initially thought would be of no help, as I was already confident in my resume, communication skills and planned job path. The course allowed me to learn about all aspect of thinking, applying and starting a new job role. Having conversations about my own personal journey and skills with an experienced coordinator helped result in a new layer of confidence. I would highly recommend the course to anyone who feels they lack in confidence or skills or may feel lost with their career path."*

– **PaTH online participant from SA.**

*"If you have been referred by your jobactive Provider to a PaTH program, particularly ones held by Status, thinking it's going to be the same old dribble you've heard before... it ISN'T! I was lucky to have Peter as our trainer for this program and he was fantastic! I was surprised by the holistic approach of the program. Not only did we have guidance with our resume as well as feedback with how we answered and carried ourselves during our mock interviews; we also had complementary topics that I believe helped me in achieving a positive outlook towards my employment and life in general."*

– **PaTH online participant from SA.**



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

# Disability Employment Services Report

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In a year of unprecedented change and challenges, Status Disability Employment Services has risen to the challenge. At the half way point of the new DES contract, bushfires and then COVID-19 challenged our communities, bringing change to the ways in which we operate. We are proud to have continued to support participants through these times of change, offering maximum availability of services throughout.

Some of these changes will be long term, such as increased communication through our IT systems, which has the capacity to provide greater flexibility and options in services. Case in Point: Our Cognitive Behaviour Therapy (CBT) student placement program in South Australia, where COVID-19 restrictions meant adapting these face-to-face services to video and phone conferencing with clients. We are now offering both face-to-face and online conferencing CBT services to meet participant preferences.

This year we have expanded the CBT program and this has provided the opportunity to employ our first CBT Transition Consultant who will mentor and support CBT placement students in our three SA hubs, provide training to Status employment consultants in motivational interviewing and contribute to research into the effectiveness of CBT in supporting those receiving employment services. All of these contribute to our overarching goal, tailored support towards success for our participants.

At the time of writing, our Victorian team are facing the strongest COVID-19 challenges with Stage 4 restrictions in place. Our team is working diligently from their homes and offering support to our participants via phone.

After opening six new sites in Western Australia and three in Victoria last year, this year saw the commencement of five additional DES outreach sites in Western Australia (Joondalup, Clarkson, Osborne Park and Morley) and South Australia (Seaford).

We have experienced explosive growth in participant numbers over the year, particularly in our newest regions of Western Australia and Victoria; testament to the quality of service offered in an environment of participant choice and control. Across all regions, we now have 58 staff delivering services to almost 2,000 DES participants.

This year we have raised the profile of both the DES program and Status in particular through:

- strong employer engagement, including networking days and specialised support
- developing and maintaining links with disability and multicultural services across all regions
- participation in the midterm review the DES contract, providing valuable input into the direction of the provision of Disability Employment Services into the future.

The challenges will continue as we navigate the vagaries of the COVID-19 situation. We remain upbeat and resolved to creatively meet the challenges through continued strong engagement with our participants, community support networks and employers. We continue to assist with timely and appropriate staffing solutions and high quality support services to our participants.

A time of unparalleled change creates its own opportunities to review and renew; to find new methods of ensuring responsiveness and results for those who rely on us for support. Status DES is on task and surging forward.



# jobactive Report

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Tenacity, adaptability and determination. Three words that demonstrate what our jobactive team is made of, and the fortitude required to deliver essential employment services across South Australia and Western Australia in 2019/2020. A year punctuated with extraordinary challenges, from bushfires to the pandemic and subsequent recession, our jobactive staff, tasked with supporting some of those most disadvantaged in our community into employment, have done so with a commitment that reinforces Status' values of resilience, integrity, respect and accountability.

The first full financial year of delivering jobactive services across three contract regions in Adelaide and Perth, expansion was far from front of mind in 2019, with a growth mind set giving way to one of refining the quality services currently being delivered. Nonetheless, the final four months of the financial year brought over 9,000 new job seeker referrals and an increase in frontline staffing of 20% to handle these exceptional circumstances.

Despite the challenges that come with such rapid growth and adjustment in the way we could safely and effectively work with our job seekers, Status successfully placed over 3,200 job seekers into sustainable employment throughout the year. Introducing a variety of remote and digital servicing methods including video conferencing, instant messaging, phone and email, our teams of Workplace Advisors, Business Development Consultants, Indigenous Mentors and Allied Health Professionals supported over 20,000 job seekers to continue to access our essential services amidst the height of both bushfires and the pandemic. Further strengthened by specialist teams across Post Placement Support, Work for the Dole and Wage Subsidies, Status' focus has remained on upskilling and placing our job seekers in those industries that, in economic downturn, have shown a resilient demand for new staff.

With staff growth comes both diversity and innovation and our expanding jobactive teams have embraced both the changing demographics of our increasing caseload, reaching over 30% mature aged and 25% culturally and linguistically diverse (CaLD), and the need to think outside the square to meet individual needs. Job seeker's from over 90 language groups, often times those requiring intensive interpreter services, Status committed to inclusive servicing through the introduction of specialised culturally tailored employment sessions. In partnership with the City of Stirling, Status hosted our inaugural CaLD Jobs Expo in November 2019, facilitating employment and training opportunities for over 1200 jobseekers from Perth sites that attended by the busload!



Our specialist Indigenous Mentors further demonstrate our superior ability to engage, mentor and tailor a unique employment journey for our Aboriginal job seekers, both pre, and post, employment placement. Heavily invested in supporting closing the employment outcome gap between Aboriginal and non-Aboriginal Australians, Status has reinforced our working relationships with the Wirrpanda Foundation in Western Australia and Taoundi Aboriginal College in South Australia. We have collaborated extensively with the Matera Foundation in Perth and are humbled to have had 58 job seekers participate in their Pathways to Employment Program, leading to expanded opportunities in a challenging labour market.

Establishing, and further cementing, the Status brand and unique service delivery model across both states has resulted in further development in our employer networks.

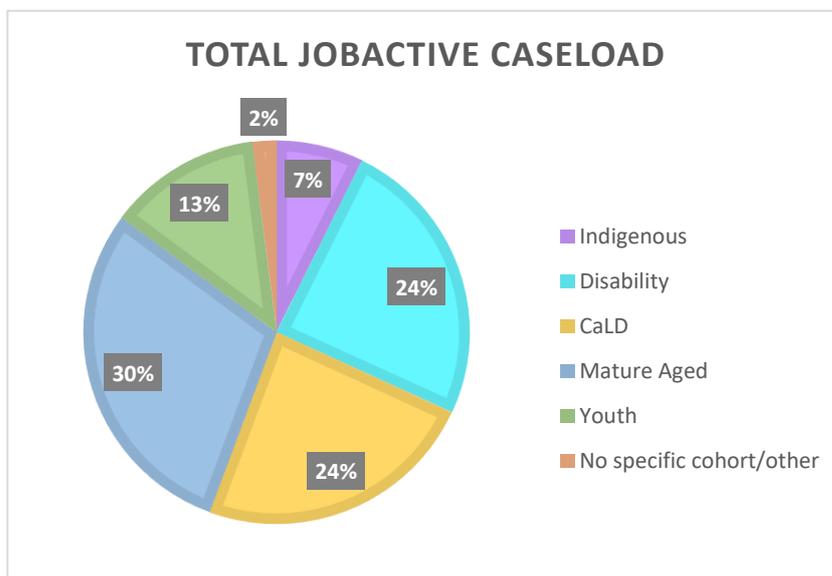
Providing repeated employment opportunities for our job seeker's has been facilitated through the likes of Dual Recruitment, Adelaide Industrial Labour Services, Labour Solutions and Chandler McLeod, just to name a few.

Status excels in providing quality, holistic recruitment services to local labour hire companies and, equally so, to a broad range of employers direct such as Datacom, Southern Bottling Company, R.M.Williams, IKEA and ISS Facility Services. With our 16 sites nationally covering the full metropolitan Perth region from Clarkson in the North to Mandurah in the South and Port Adelaide through to Gawler in Adelaide's North, we are able to offer employers job ready candidates to suit all of their requirements.

Moving into our 6<sup>th</sup> year of delivering the jobactive contract, Status strives to make ongoing positive differences in the lives of those we serve in the community. It is a challenge our dedicated jobactive team accepts, and seeks to fulfil daily, through the provision of outstanding employment services. As we continue to traverse these uncharted territories, it is our people that are integral to our success and we will continue to build strong, resilient, talented and high performing teams to support our goal of *empowering people, powering business*.



Matera Foundation Pathways to Employment Graduation, October 2019.



# Human Resources and Quality Assurance Report

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What a difference a year makes!

This time last year our Human Resources and Quality Assurance Department was reflecting on the previous year's recruitment activity in line with the continuous expansion of our contracts of business. On reflection today, the past nine months particularly has been very unusual. Our focus required a turn to policy and process in support of our people and business need through these unprecedented times.



Whilst staffing numbers stabilised across all contracts of business in the three states we operate – South Australia, Western Australia and Victoria, the early stages of the pandemic saw the introduction of a recruitment freeze – our primary function, gone - a first ever for our Organisation. This impacted our Human Resources team, particular to their workload and responsibilities. It saw us band together and operate in a very unusual and flexible working environment that required our assistance and guidance for re-deployment strategies that ensured required resources were accessible to areas of high business needs. This focus continued, until the pressure to recruit 30 additional jobactive service delivery staff became apparent. This was to cope with the immediate rise in referrals to our caseloads. The timeframes were short but the recruitment of the additional staff would be long term, unfortunately caused by the rise in the unemployment rate due to the pandemic.

With recruitment comes a focus on staff retention, and with staffing levels in excess of 270 retention is always one of our high priorities. Our Human Resources practice and process remains solid; aiding our people to achieve not only their own success, but the Organisation's. This year we have been able to further expand and develop our internal foundation management tools. These tools offer management the opportunity to develop their teams and provide support and direction through professional development, performance and information management – all with the intent to allow management and staff to succeed and develop.

Certification responsibilities always require our full attention and regular maintenance. The Boards direction to transfer Certification Bodies in early 2020 was managed efficiently, ensuring a smooth transition. Again, we are proud of our clean record of full compliance with all standards and expectations linked to robust contractual frameworks. Annual external auditing was undertaken for ISO:9001, National Standards for Disability Services (NSDS) and bi-annual reporting to the jobactive Quality Assurance Framework (QAF).

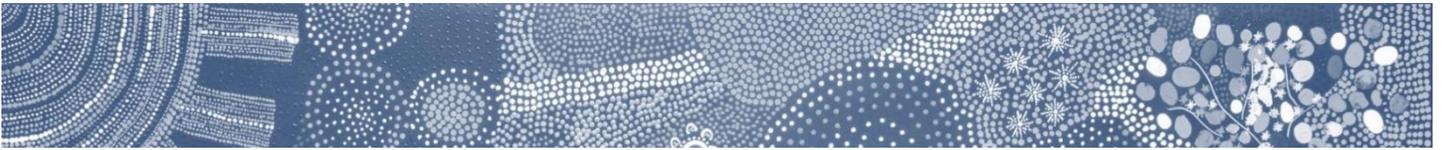
It is important to acknowledge the foundation work of the Human Resources and Quality Assurance Department, including the introduction of Working from Home arrangements implemented this year. The continuous upkeep of the Organisation's Quality Management System (QMS), Indigenous Action Plan (IAP), and Risk Management Plan have successfully supported the governance responsibilities of the Status Works Board.



Moreover, it has been an eventful and busy year for the Human Resources and Quality Assurance team. Their loyalty and commitment to their roles and responsibilities ensures our front line staff are well resourced to make a genuine and positive impact on the lives of our clients and the communities we serve.

# Our Reconciliation Action Plan

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In 2019, our board of directors and senior leadership team had the wonderful experience of working with Micky Barlow, a Kokatha woman living in Morphett Vale, South Australia. Micky is a self-taught Aboriginal artist and basket weaver who shares her knowledge and culture in many forms and mediums with many people and organisations throughout the community.

During our time together Micky guided us as non-Aboriginal artists, with patience and gentleness to create a collaborative piece of artwork that depicts our Organisations 30 year journey line. Telling the story of our recent business expansion into Western Australia and Victoria where the numbers of Aboriginal and Torres Strait Islander peoples we serve has grown dramatically.



Our Board endorsed Business Plan for 2020-2025 outlines our vision for the establishment of a Reconciliation Action Plan (RAP). It's key objective to foster closer, deeper and more meaningful relationships with Aboriginal and Torres Strait Islander peoples and their communities.

We are confident with the endorsement of Reconciliation Australia and the Board, the leadership of our management team and the support of our staff, Status will work to ensure the commitments made in our 'Reflect' Reconciliation Action Plan are achieved including our commitment to the Australian Government's Closing the Gap strategy.

We are looking forward to sharing this journey, showcasing our success in achieving the actions and commitments established in our Reconciliation Action Plan for many years to come.

*Micky has endorsed the above statement and consented to the reproduction of the artwork within this Reconciliation Action Plan.*



# Good News Stories

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## Training Services Good News Story

Jasmyn was a job seeker that joined Status Employment Services at the Gawler site in January 2018, she was supported by our employment services team to gain her First Aid certificate and access a DCSI clearance. Jasmyn was referred to Status Training Services to undertake a Certificate III in Individual Support (Disability) qualification in order to seek work in this field. Recently, Jasmyn contacted our Training Services team to let us know how she was doing; here is her story in her own words:

*"I'd been a stay at home Mum for 15 years, then worked 10 years in retail before caring for an elderly relative for 2 years. My life circumstances changed and in 2018 I was single, on Newstart & struggling to find work. I chose Status Employment as my service provider and they gave me the chance to attend the Certificate III in Individual Support (Disability) course with Status Training Services.*

*Within one month of completing the course I was working in a rehabilitation facility for clients with disabilities. The company that employed me are amazing, I love working with the clients & my team mates. I've been there for 16 months now, I'm permanent part-time working 76 hours & was recently made team leader. I now have a career for the rest of my life & I cannot thank Status Employment Services and Status Training Services enough for their support and encouragement of me. Thank you!"*

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## jobactive Good News Story

Kelvin commenced working with Status Cannington in May 2019, forming an instant connection with his Workplace Advisor and later, Indigenous Mentor, Rachel. Despite being a bright and charismatic Aboriginal young man, Kelvin's pathway to employment has seen its fair share of challenges. Kelvin was comfortable with Rachel, disclosing mental health barriers that were holding him back and with a clearer understanding of his unique situation Rachel and Kelvin created a plan that would see him employed within the next nine months, just in time for the birth of his first child.

Being accepted into the Matera Foundation Pathways to Employment Program was the first step for Kelvin, where tailored goals are set to address key barriers that Aboriginal people face. Running for 8 weeks, and with Kelvin's strong determination, the program supported him mentally, emotionally and physically, focusing on improved communication skills, self-awareness and challenging entrenched negative behaviours.

Throughout the program, and with ongoing personal barriers, Kelvin reached out to the Matera Foundation, his Workplace Advisor, Indigenous Mentor and Cannington Site Manager, all working together to provide the additional support Kelvin needed. Empowering Kelvin to reach sustainable employment wasn't just assisting him with resumes, job searching and interview attire, it was having someone who believed in him, listened and encouraged. Without the support of Status and the Matera Foundation Kelvin does not believe he would have completed the program in full.

Having successfully graduated, Kelvin still wasn't quite ready to begin employment and continued to work with Status' Indigenous Mentor and the Matera Foundation towards sustainable employment. He was provided the opportunity to interview with Costco, an exciting event as this was the first store set to open in Western Australia. The Matera Foundation, in collaboration with the Status team, prepared Kelvin to ensure he was ready to blow their recruitment team away!

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*Left to Right: Carmel Smithson (Matera Foundation), Kelvin (job seeker) and Rachel Mills (Status Indigenous Mentor).*

Kelvin commenced employment with Costco in March this year. The Status team negotiated for Kelvin to initially commence in a casual role, whilst he got into the routine of work, enabling Kelvin to manage his mental health personal barriers at the same time. Kelvin soon proved to Costco, and himself, just how amazing we all knew he was! He has since been offered a full-time contract and has his eyes set on a management position.

Kelvin and his partner welcomed a beautiful baby boy into the world in January 2020. He still has a great relationship with his Indigenous Mentor and the Status Cannington staff, and we cannot wait to see what's next for Kelvin.



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## DES Good News Story - SA

Jacquelyn commenced in Disability Employment Services (DES) with Status at the Noarlunga site in August 2018. She was initially very apprehensive about the service and support she would receive and was not convinced that she would find suitable employment due to her medical conditions. Her diagnosed conditions not only impacted her mental health, endurance and physical capacity to undertake certain duties, constant chronic pain had meant she was unable to continue working in hospitality, where she had worked successfully for many years. As a result, her self-esteem was very low. She admitted that she now struggled with motivation because of the constant pain and the ongoing impact of her physical and mental health conditions.

Initially, Jacquelyn had no clear direction regarding the type of employment that would meet her needs and capacity. The DES Employment Consultant (EC) spent time with her, researching suitable industries with ongoing employment opportunities. Jacquelyn expressed a keen interest undertaking further study to gain work as a support worker to help others in the community struggling with physical or mental health conditions. She successfully completed her Certificate III Individual Support with Status Training Services. Her work placement with the Vales Aged Care Facility was a resounding success. As a result, she secured casual employment as an Individual Support worker, building her work capacity and resilience. Whilst working in this role, Jacquelyn also identified other duties she could undertake, for example light cleaning work. These duties really tested her physical capacity, endurance and tended to exacerbate her spinal condition.

Together with having to rely on public transport to get to and from work, this meant she was not able to gain the hours she needed to support herself and her family financially. Jacquelyn discussed her concerns and difficulties with her EC who set about working with her to identify opportunities to 'carve' a job role with a local employer that would incorporate the duties

she felt she had the capability and capacity to undertake. In December 2019, local employer, Millennium Hi-Tech required the services of a cleaner at Myer. Although interested, Jacquelyn doubted her capacity and was reluctant to apply. Her EC encouraged her and discussed with the employer some potential adjustments to the duties to better suit Jacquelyn's capacity. Jacquelyn commenced in the position and the DES Employment Support Consultant (ESC) provided tailored ongoing support.



Six months later, Jacquelyn is still working in the role and loving it! She feels supported by her employer and Status. Her ESC continues to support her on a regular basis, including coming to see her in her workplace (to help minimise any issues that have the potential to impact on her work hours). Her motivation and self-confidence have increased significantly. She has since gained her driver's licence, is in line for a possible promotion to a supervisory role and enjoys the positive working relationship with her colleagues. She is now able to provide financially for her family and could not be happier.

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### DES Good News Story - WA

Germana commenced with Status in January 2019. She had a variety of diagnosed conditions, which affected her ability to engage with others and her confidence in applying for work. She also had unstable accommodation, finding herself couch surfing from time to time.

Status assisted Germana to build her confidence and social skills through the Status "Ready-2-Work" Program and Job Clubs. With the regular support of her employment consultant (EC), Germana secured stable accommodation in an area that is close to family and friends (and importantly, close to public transport).

Germana's EC also supported her in developing her own small business – teaching Italian Classes. Whilst this is not yet profitable for Germana, providing valuable assistance to others to learn a new language has been great for her confidence and social skills.

Business Development Consultant, Claudia then actively marketed Germana to employers and introduced her to Lawrence and his team at a local café. Status assisted Germana in her interview preparation and presentation, working through the anticipated challenging interview questions and building her confidence to engage in the interview. Discussions were held with Lawrence to provide an insight into Germana's great skills and work ethic.

Germana then commenced a work trial, where initially she struggled to keep up the required pace, but she displayed a very positive attitude and Lawrence advised that he believed that she would be a great fit for his team.

As a small business, Claudia discussed wage incentives with Lawrence to assist with the cost of training and supervision of Germana during transition into her new role. Germana has since advised her EC that she loves her new part time job. The staff have been supportive of her and the café is close enough for her to walk to work from her home. She is also able to fit in her language classes. She is receiving weekly post placement support from Status to assist her development in her new role.

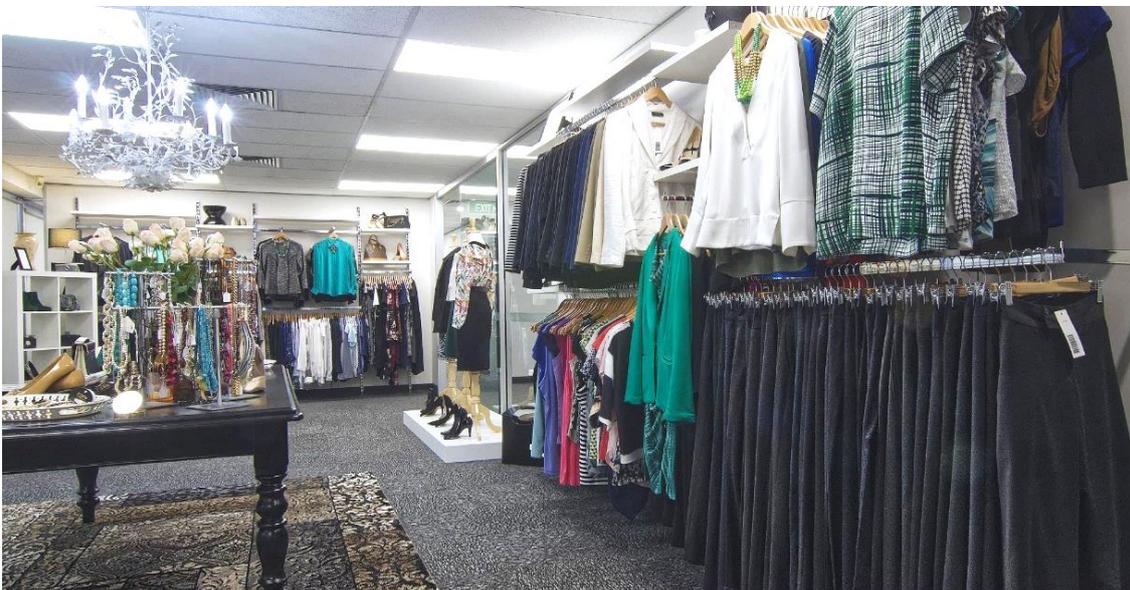
# Dress for Success Adelaide

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**Dress for Success Adelaide** - *empowering women in need 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.*

Dress for Success Adelaide provides a continuum of service from pre-interview, and interview preparation through to employment and beyond. Our service begins with interview preparation including clothing if required and practicing interview technique. On gaining employment clients are invited to return for a work wardrobe and guidance on what it takes to be a valued employee. Newly employed clients are also encouraged to join our employment retention program - the Professional Women's Group (PWG).

The past year has been filled with extraordinary challenges which have impacted on women accessing the Dress for Success Adelaide services. The decommissioning & re-location of the boutique and career support areas from Modbury to Hindmarsh resulted in a temporary deferment of services during the month of December. The second challenge for 2020 were the devastating bushfires not only in South Australia but throughout the Eastern seaboard. As a result the Federal government suspended job seeker mutual obligations nationally for January, February and March reducing referrals from employment services dramatically. The third and most significant challenge was the onset of the COVID-19 pandemic. In the months of March, April, May and June there were little to no client referrals. However, we continued to keep our doors open to women in need in our community should they need assistance or support.



WELCOME TO THE NEW BOUTIQUE



**DRESS FOR SUCCESS**®

ADELAIDE

255 PORT ROAD, HINDMARSH



The second initiative, the Restyle Collective is an innovative retail space where we will sell excess donated pre-loved clothing items to the public and also provide students studying a Certificate III in Retail, a work placement opportunity with “on the floor” sales training. The social enterprise provides a vehicle for recycling clothing, work placement opportunities and a new income stream for Dress for Success Adelaide, allowing us to continue to support women in need in our community.



## LAUNCHING THE RESTYLE COLLECTIVE



The advent of the COVID-19 pandemic has resulted in an unprecedented economic downturn. The Adelaide region and in particular the northern areas of Adelaide has always had some of the highest unemployment rates in Australia, including high occurrences of intergenerational unemployment. Government figures show SA unemployment rate is the highest in the nation at 8.8%. The data reveals 11,200 South Australian jobs disappeared in May, taking the total number of job losses since March to 48,300. Approximately 28,900 of those jobs belonged to women, the majority, 17,400 had part-time employment.

Recently unemployed women, return to work mothers, long-term unemployed women and women seeking employment for the first time, will all require assistance in building skills and confidence to make career choices or changes and to develop the key employability skills needed to successfully gain and sustain employment. In 2020-2021, with increasing unemployment rates, Dress for Success Adelaide will be viewed as an essential service responding to the needs of disadvantaged women in our the community.



# Marketing Events

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## CaLD Jobs Expo

On 29 November 2019, Status in Western Australia, supported by the City of Stirling, held a Culturally and Linguistically Diverse (CaLD) Jobs Expo. With 66 exhibitors from 49 businesses the event gave job seekers an opportunity to meet with employers across a range of industries and make key contacts with whom to follow up on prospective employment.

Held within the City of Stirling where around 50% of the population come from a migrant background, the expo aimed to give Status CaLD clients an opportunity to find out more about local employment opportunities and engage with other migrant support services.

The event was open to job seekers from across Western Australia from Status jobactive, Disability Support Services and clients from our Skills for Education and Employment courses. With clients from as far North as Clarkson, and as far South as Rockingham and Mandurah in attendance, 10 buses were chartered to transport more than 1,200 job seekers to the Herb Graham Centre in Mirrabooka to attend the event.

This event was a fantastic success for the Western Australian team, receiving positive feedback from both employers and job seekers.



CaLD Jobs Expo (continued)



*“What a success that was! Congratulations!  
A huge effort showing the way ahead for job active and CaLD.”*

*- Jonathan Huston, Managing Director, Training Course Experts WA*



CaLD Jobs Expo (continued)



*"Congratulations on such a fantastic event last week! Very well organised, and hugely attended! Thanks again for inviting me to take part."*

*- Liz Haselgrove, BOSS (Business One Stop Shop) Centre, WA  
Department of Education, Skills and Employment Entrepreneurship Facilitator*



# Networking Events

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Western Australia hosted a prolific number of networking events in the past year, holding 11 Networking Breakfasts and two After Hours networking events between July 2019 and March 2020, before social distancing brought large gatherings to a halt across Australia. Events took place up and down the coast, with each site having the opportunity to invite employers to network with their local Status team and hear more about the services we offer as a jobactive and DES provider.

The Mandurah team in Western Australia also had the opportunity to network with their local area at the Mandurah Jobs Fair, where as well as encouraging their job seekers to attend and network with local businesses, the Mandurah team set up a booth to promote our services to the wider Mandurah community.



*Mandurah team at their booth at the Mandurah Jobs Fair.*

*Cannington team at the first After Hours Networking Event.*

*Cannington After Hours event photo's continued:*



# Social Media

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Our Social Media accounts have had a busy year, with a significant increase in the use of these digital platforms to communicate and share information. Across the year we posted 131 updates to our pages, with 58 of these occurring between March and June 2020.

The Status Facebook and LinkedIn pages have both seen an increase in followers through the year by 81 and 211 respectively. Our most successful post this year was a Work Assist advertisement on Facebook that reached 4,560 people. Other top posts included promotion of the Mobile Skills Lab, National Reconciliation Week celebrations and Good News stories.

This year we have also created managed Google accounts for each of our sites, allowing us further control over the information provided when an individual searches for us on Google or Google maps. We have also launched a YouTube channel where we have promoted our DES Testimonials, are able to host videos to promote our Training Services to external providers, and with a future intent to share information in video format.

Below are some of the highlights from our Social Media accounts across the 2019-2020 year.



**STATUS** Status Employment Services  
August 16, 2019 · 🌐

Do you, one of your employees, or someone you know have a disability or health condition and require assistance to remain in employment?

You may be eligible for the Work Assist program, where Status staff can provide personalised assistance to both employee and employer, or confidentially for employees, to assist you to remain at work.

Our support can include counselling and guidance, assistance to access funds for workplace modifications, advocacy for employees, and ongoing support in the workplace.

For further information about Status's Work Assist program, contact Patrick Javier on 0452 330 255.



**STATUS** Status Employment Services  
March 10 · 🌐

Status Training Services commenced delivery of their first Stepping Stones Pre-employment Program at Midland last week.

The Stepping Stones Program provides a meaningful, safe, and welcoming learning experience for Indigenous and Torres Strait Islander job seekers. The Program will develop knowledge, skills, positive attitude, and resilience to support participation in sustained employment.

Clients in this photo are holding up the Indigenous Artwork for our program produced by Nate Stuart. Nate's artwork is a sequence of Stepping Stones, showing the individual and unique journey that people take on their pathway to independence education and employment.

Thank you to all the Indigenous businesses and mentors who have shown exceptional support and guidance in the design of this program.

A big thank you to Nate Stuart – Senior Client Engagement Officer – Jobs and Skills WA and Marr Mooditj Training – Rosemary Donovan and Margaret Quartermaine for the invaluable advice and guidance for our program.



# Social Media (continued)

**STATUS** STATUS  
443 followers  
2mo • 🌐

To mark National Reconciliation Week Teams across Jobactive, DES and Training Services gathered via Zoom to learn about our shared histories, cultures, and achievements in coming together and marking reconciliation in Australia.

We explored how each of us can contribute to achieving reconciliation through employment outcomes for Indigenous Australians.

We are reminded in this year's theme **#InThisTogether2020** that now more than ever we must work to understand each other and empower one another towards positive change.

[#NRW2020](#) [#inthistgether2020](#)



**STATUS** STATUS  
443 followers  
7mo • 🌐

In 2020 Status is continuing their mission to provide the best training facilities and programs to our clients. We have a fully converted coach on the road in South Australia as the Status Mobile Skills Lab.

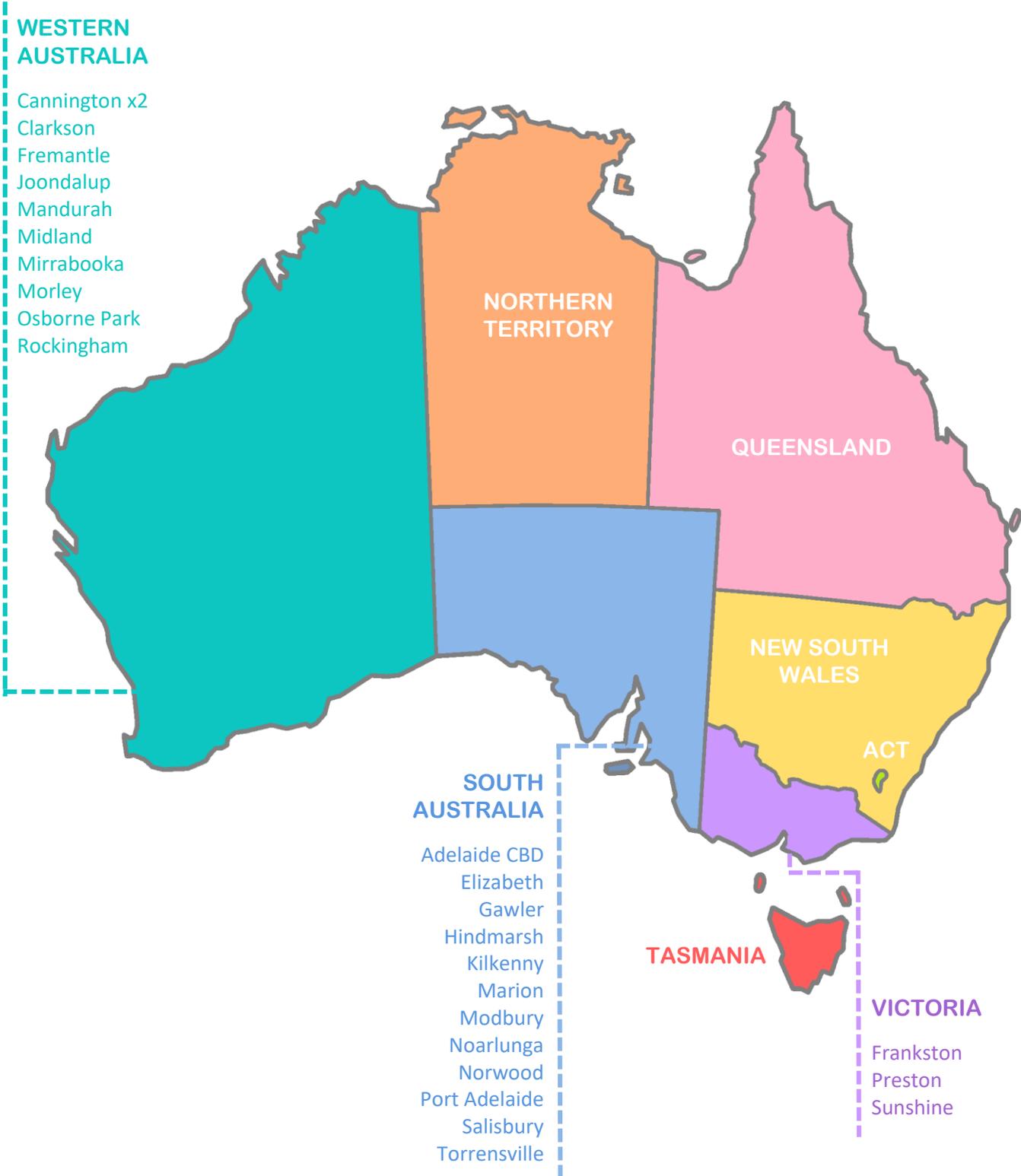
Our Mobile classroom includes plush individual seating for 12 clients' fitted with seat belts enabling us to move the classroom and clients anywhere. Laptops, a smartboard, tablets and a Point of Sale (POS) system will enable our clients to learn about the digital world of work and further skills that employers now require. No more staring at 4 walls or looking at the clock counting the minutes until it's time to leave. Having easy access to an individual fold out desk, charge your supplied devices via USB or power outlets and access to Wi-Fi service across the full length of the bus and much more.

Training has never been this exciting! For more information contact Simon at Status Training Services Hindmarsh on 8346 5662.



# Status Sites

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



# Memoranda of Understanding and Affiliations

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## **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.



## **Women of Worth**

Facilitating inclusive Work for the Dole activities, Women of Worth create awareness within the community through mentoring and coaching programs for women who have experienced domestic violence, substance abuse, grief or other significant life events, providing encouragement and assisting them from welfare into work.



## **Matera Foundation**

The Matera Foundation seeks to create real opportunities for Aboriginal Australians to engage with mainstream employment, through personal development programs designed and delivered by people who have forged successful careers across a range of industries.



## **Perth Dress for Success**

The mission of Dress for Success is to empower 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.

## Placement Agreements

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Our Training Services division has student placement agreements with:



**Allity Pty Ltd**



**Aged Care Services Australia Group**



**Flinders University**



**Regis Aged Care Pty Ltd**

# Memberships

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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

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We appreciate the support received for from the following organisations during 2019-2020 and look forward to ongoing partnerships in the coming year.

## **Government Departments**

Commonwealth Department of Education, Skills and Employment

Commonwealth Department of Human Services

Commonwealth Department of Social Services

South Australian Department for Innovation and Skills

## **Agencies**

Business SA

Fair Work Ombudsman

MEGT Australian Apprenticeship Centre

Salvos Stores

Skylight Mental Health

Reconciliation Australia

# Employers

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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 for over 31 years and would like to acknowledge the employers below for their continued support over the past 12 months.



