

Inner Western Workskills Inc.

Annual Report 2020-2021



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Executive Chairman's Report

“ You are challenged, you adapt and you improve, building resilience throughout any epoch of change. ”

In reviewing last year's Annual Report and reflecting on the year past, I considered a one word Executive Chairman's Report this year; *Ditto!* It seems ironic that I should be writing this whilst in lockdown in South Australia. It has been a frustrating twelve months as we await the vaccine rollout to return our way of business, indeed our way of life, to something resembling normal. But what is normal anymore? Speaking with people across the medical spectrum it would appear that what we have now *is* our new normal and we will need to adapt to and accept the caprices that COVID has caused, which is not likely to change in the foreseeable future.



Gary Hatwell
Executive Chairman

This is not pessimism, it's simply our new reality as COVID is going to be with us forever. Eventually, there will be universal acceptance that as populations are vaccinated and international borders reopened the world will still experience waves of COVID infections as vaccine protection wears off, community fatigue escalates and the vulnerable are exposed to new mutations. Although most media reporting is on the Alpha and Delta strains of the virus, at the time of writing there are 11 known variants, some of which are likely to be more transmissible and virulent than those currently wreaking havoc across the globe. Social distancing, mandated restrictions on personal freedoms and lockdowns are likely to continue in one form or another even when vaccine immunity is achieved. People still testing positive for COVID who have already had two doses of prescribed vaccine is a portent of the future.

In April 2021, a small window of opportunity allowed for some rare travel interstate to meet with our Western Australian teams, travel that has not been possible for more than a year. Representing the Board, Julie Hatwell and I were excited to be meeting with our senior management team and staff in Perth and we were warmly welcomed by all during a jam packed three day visit, which, as fate would have it was interrupted by a Perth and Peel region snap lockdown that gave us a taste of what life in the Eastern states has been like since the start of the Pandemic – not good! But we managed, escaped unscathed and learnt from the experience, which when you think about it is pretty much how as a species humans have evolved. You are challenged, you adapt and you improve, building resilience throughout any epoch of change. And, there is another one coming.

Apart from navigating the challenges of the Pandemic, this year has all been about preparing the Organisation for the New Employment Services (NES), market that will commence on 1 July 2022, that will herald the most substantial and significant change in the provision of employment services in Australia in more than a quarter of a century.

Executive Chairman's Report (continued)

As an Organisation, we have had firsthand exposure in delivering services to jobseekers in the NES trial region of Adelaide South but most importantly our input has been sought for the design of new employment services through weekly stakeholder engagement facilitated by government, consulting firms and peak bodies. This has assisted our knowledge and understanding about what will be required in the future and how we must adapt and change in order to be successful at tender, and in delivering future services; a revolution for sure.

While our client facing staff have continued their focus on delivering service excellence, the Board and members of our senior management team have been dissecting the Exposure Drafts and have responded with the design of a radically different model of employment services delivery for the future.

We are really excited by our proposed service delivery model and believe this will be a game changer in meeting the needs of jobseekers with multiple and complex vocational and non-vocational barriers to employment as well as exceeding the expectations of employers in meeting their needs.

Our new Service Delivery Model (SDM), is a multi-channel continuous flow design that addresses jobseeker barriers and builds their resilience over a 12 week cycle of intensive servicing. Our new SDM will require the commitment of our staff to be open to learning new approaches that work; more than adaptation of our existing SDM, this will be an evolutionary leap into the future where collective responsibility for outcomes will drive collaboration across all facets of the Organisation.

Although disrupted, the year past has not been wasted with the Organisation making outstanding progress in executing its 2020 - 2025 Business Plan, designed primarily to take advantage of new business opportunities across the employment and training services sectors and emerging opportunities in primary health care. The Board is extremely proud of:

- Reconciliation Australia's endorsement of our Reflect RAP and the achievements of our RAP Working Group in delivering on the Actions we have committed to, to date.
- The collaborative work of our Innovation Hub and IT Department in designing new products and systems that support our workflow and outcomes, particularly around the live jobs board (Kylie Henderson's initiative), reengineering our initial appointments, automated 30 Second Impact Resume and QA processes and automated ESS reporting (Daniel Williams' initiatives).
- The work done by Marketing in promoting our brand; from social media posts highlighting good news stories across the Country, showcasing the mobile skills lab to all and sundry and at every opportunity and refreshing EHP in preparation to support a key aspect of our new SDM. Moreover, I highlight the exceptional work that has gone into promoting our jobseeker expo's and business engagement events, with the Perth CALD Expo being an outstanding success and formally recognised by many senior people within government.
- Our workforce development, including succession planning progress and the design of new roles and management opportunities for the future.
- Our Quality Management Systems that have all yet again passed audit without any form of non-conformance, including our new cyber security Right fit For Risk ISO27001 accreditation.

Executive Chairman's Report *(continued)*

As in recent years, I will not highlight the work of individual contract areas, divisions, departments or charitable services but rather let those who are tasked with these responsibilities reflect and share their experience and success achieved in other parts of this Report.

In closing, I once again acknowledge and sincerely thank the Board for their work and unwavering support in managing the Organisation, and on their behalf I acknowledge; the Strategy and Leadership Group, and although we have been unable to meet face-to-face as a group for more than a year, we are indebted to your loyalty, leadership and commitment to our 3PQ management model and service delivery models; our front line, administration and support staff for your resilience in pivoting between face-to-face and remote servicing and your ability to deliver outcomes regardless of the circumstances, and; our Corporate Services staff, who continue to amaze with their solutions based approach to constant change and uncertainty; we thank you one and all.

To our stakeholders, sponsors and supporters, our government partners, communities and employers we thank you for your on-going support and acknowledge that without your collaboration our success in driving positive outcomes for the community would not be possible.

In my capacity as CEO, I am excited by the strategic vision we have for the Organisation and look forward to reporting on the success of marketing our proposal for the delivery of New Employment Services to the Australian Government in the very near future. Like it is for self, evolution in an Organisational sense demonstrates your resilience, ability to adapt to change and improve outcomes and, come the revolution, I wouldn't want to be anywhere else.

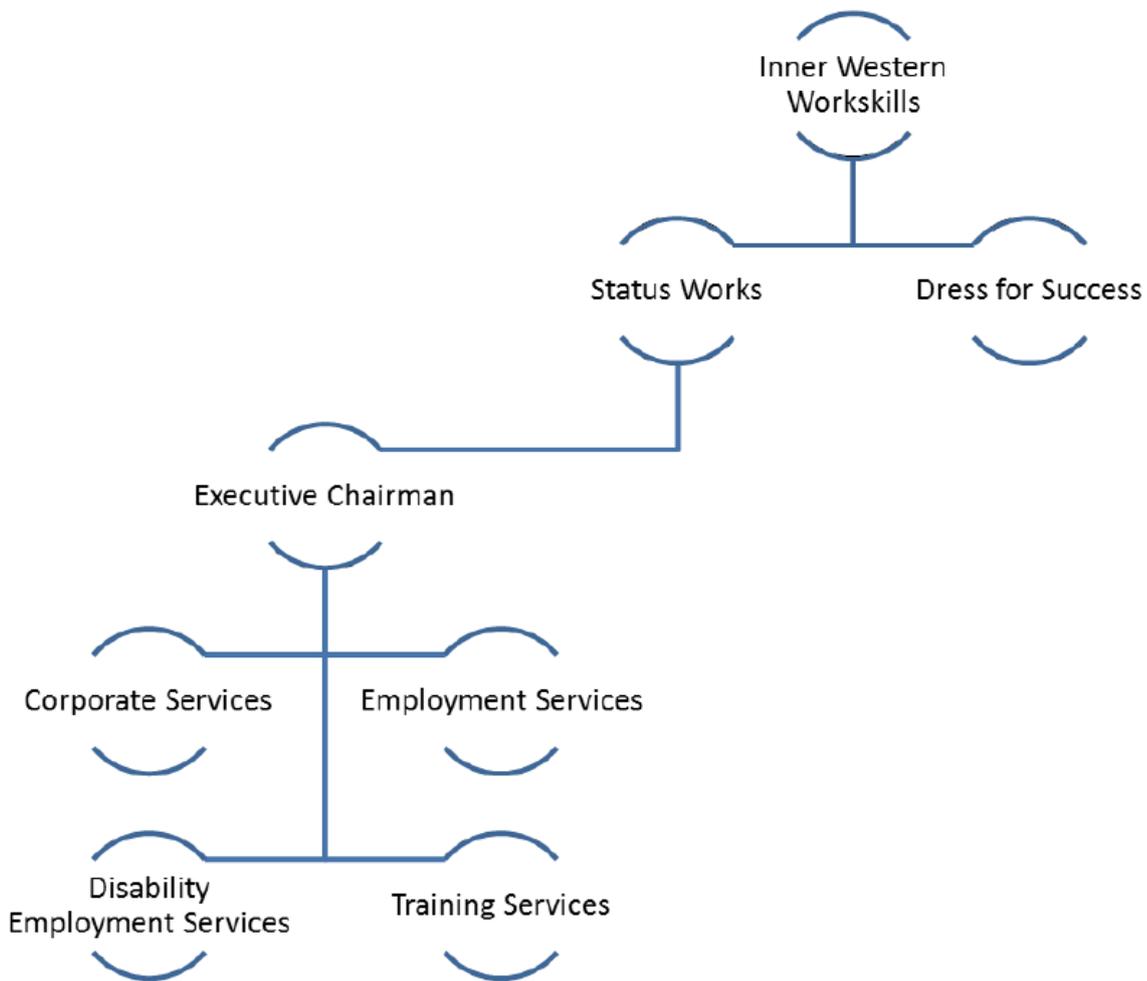
Gary Hatwell
Executive Chairman

Board of Directors

Thank you to the members of the IWW Board for their ongoing contributions over 2020-2021.



Organisation Chart



2020-2021 Year at a glance



671

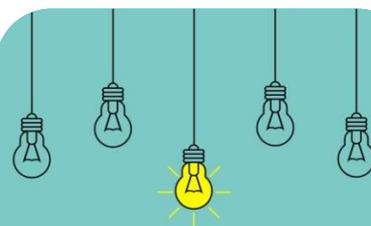
DES participants were placed into employment.



6,387

Employer vacancies were brokered with an 84% successful fill rate.

648 Wage Subsidy Agreements were entered into with local employers, **280** of these were supporting youth employment placements.



5,379 jobactive employment placements with over **3,400** different SA and WA employers.

89

Language groups represented on the jobactive national caseload.



1,468

Indigenous job seekers received tailored jobactive services.



Ongoing delivery of community Services qualifications and skill sets have resulted in a **79%** employment outcome rate, despite COVID.

46 Short course employability skills development programs delivered in SA and WA.

Training Services Report

Annual Reports provide an opportunity to reflect on a year of activity, looking back on achievements, pausing and considering if achievements met the targets set. This year's reflection has been nothing short of odd, on the surface we appear in many ways to be exactly where we were a year ago, in the middle of a Global Pandemic. As our Executive Chairman has already noted, "*Ditto!*" although we have gained a myriad of terminologies associated to the world we now operate in, essentially we are learning to live in a COVID normal environment.



Taking the time to look a little deeper than the immediate surface, the Status Registered Training Organisation has much to be proud of, with multiple opportunities ahead of us. Of significant importance to us is that we were able to retain many staff during one of the most unstable periods we have experienced, though there were many that were not able to work to their full capacity during 2020. We were able to adapt relatively rapidly to continue to deliver employability skills training, foundation skill development and vocational training.

We did not simply tread water, teams continued to develop new programs, continuously improve existing programs and release new qualifications for delivery and assessment in Western Australia, Victoria and South Australia. We continued to expand the usage of our Learner Management System (LMS) for fully online learning and blended delivery, releasing the Certificate IV in Disability and Certificate III in Retail via our LMS. The Status LMS now hosts not only full qualifications in community services, retail and business but also multiple short course employability skill development programs. We have maintained a high level of direct trainer to client contact despite the increased use of online learning and remote learning needed, ensuring that our delivery remains true to the student for their skill development.

In South Australia we have expanded the delivery and assessment of subsidised training under the Department of Innovation and Skills, taking on additional traineeship places and further engaging with employers to both recruit, and train, employees under valuable traineeship models. We have continued to engage with employers of personal care workers in Ageing and Disability, working in partnership to maintain work placement opportunities and develop their workforce capabilities, with our training continuing to result in sustainable employment outcomes. We have been fortunate to participate in the delivery of an employability skill development program in the Adelaide South, a New Employment Services Trial region, where we have delivered this program online at every lockdown and face to face when 'COVID normal' allowed. The participants of this program are all digitally self-servicing job seekers, a current and future paradigm in the employment services arena. It has been interesting and rewarding to get to know these participants, with each program bringing hugely diversity of people seeking to adapt to changes and re-enter the workforce.

Our Western Australian team have continued their valuable delivery of the Skills for Education and Employment program and from early 2021 recommenced delivery of face to face employability skills short course programs. We gained approval to provide training services on behalf of the Department of Training and Workforce Development in WA, initially delivering a Certificate III in Individual Support in Perth South, we look forward to this being only the beginning of the growth of our community services offerings in Western Australia.

Training Services Report (continued)

The Status SEE Program in Perth South and Adelaide South has commenced adapting to the revised budget measures and future needs; shifting and refocusing language, literacy and numeracy to ensure digital literacy development is embedded and contextualising of all LLND to local labour markets is the standard.

Training Services Victoria has shown remarkable resilience and determination to continue to provide Youth Jobs PaTH services during the latter half of 2020 and into 2021, our team are the most adept at moving from office to work from home, mask on, mask off, group training, online training and back again, on a dime. Despite the inarguably difficult environment our VIC teams have excelled in outcomes with both the North East and Western Melbourne regions meeting and exceeding the nation average percentage of young people that achieved employment following our PaTH program. Notably the North East and Western Melbourne regions also performed better at engaging young people into PaTH than our South Australian PaTH programs.

Nationally, the Government is determined to fund skill development and focus on reskilling Australians for future workforce demands, plans that were five years away are now here on our door step. There is an abundance of funding for training and a demand for innovative models to drive the skill development needed to secure our future, and economic recovery from COVID, which is pointedly still impacting our everyday lives.

We are participating in this direction and we are proud of our partnerships with funded contracts to be facilitating of the language, literacy, numeracy, digital literacy and vocational education training pathways. Our partnership with Accenture has extended from delivery of the international Skills to Succeed Academy to Youth but to encompass the usage of their Virtual Skill Up initiative, a virtual reality app that allows the user to enter a range of interview scenarios to better support their presentation in the quest to seek work, or start their own business.

Training for Training's sake has never been a direction of the Status RTO and now more than ever we focus on the crucial foundation skills that are needed to lead to sustainable success.

Unashamedly we again repeat last year's gratitude to the clients in our training services as they make a choice to train with us to develop their skills and reskill, we recognise our staff commitment and resilience to continue to make a difference via training and to persist with their own skill development to adapt to the myriad of training methods required.

The Status Training Services Division is extremely proud of the Organisation's focus and work through the Reconciliation Australia endorsed Reflect Reconciliation Plan and we proudly take our Stepping Stones program from Western Australia to South Australia this year.

Training Services Testimonials

"I am now more confident in English vocabulary and grammar, which will be very useful in my further studies."

- Paola, Status SEE, Fremantle, WA

"I have gained a lot from attending SEE and it did give me the necessary skills to apply for jobs and improve my skills. These have helped me in my current night fill role at Woolworths."

- Juan Qin Chen, Status SEE, Cannington, WA

"... It was such pleasure for me to pass through whole this training process with your professional help, answering to all my training needs. I highly appreciate your friendly training support at all times and everywhere when I speak about Status services I highly recommend you as a trainer and real person. I gained such an important knowledge in this training process which will help me in my professional realisation."

- Iva, Status eLearning, Cannington WA

"It was a great experience, I am so grateful for all trainers help and support during my course."

- Safia, Status eLearning, Cannington, WA

"Status training has really helped me out in my professional life, enabling me to learn and develop new skills which I can take to assist me in getting my dream job. The skills I have learnt especially when looking at a job ad, on how to tailor my resume to that specific position and how to especially prepare for an interview, has given me knowledge that I would have found difficult to do on my own. Using these skills I have learnt over the past few weeks has allowed me to successfully get through an interview and resulted in me being employed."

- Chris, PaTH participant, Sunshine, VIC



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

Disability Employment Services Report



Our Status Disability Employment Service team is proud of our adaptability and creativity in assisting our participants through times of change. Through various changes over the year, our programs have continued to adapt and thrive. As COVID shutdowns occurred periodically in all our regions, we provided flexible services and responsiveness within COVID guidelines.

Growth

Our national caseload has continued its growth trajectory; we have again exceeded the previous year's client placements and successful employment outcomes. Building on the opening of six new sites in Western Australia, three in Victoria and a new outreach site in South Australia last year, this year's growth saw the transition of four Western Australian services from outreach (part-time) to fully contracted full-time sites at Joondalup, Clarkson, Osborne Park and Morley.

Across all regions, we now have 63 staff delivering services to around 2,000 DES participants.

We continue to raise the profile of both the DES program and Status through:

- providing high quality individualised support for participants that leads to excellent feedback within the community
- strong employer engagement, including networking days and specialised Business Development Consultant outreach
- growing partnerships and maintaining links with disability and multicultural services across all regions

Client Partnerships and Support

We continue to strongly engage with and support our participants, forging and nurturing our community support networks and employer relationships. We design our support services to meet individual needs and overcome specific challenges. We offer both:

In house support:

- Employment Assistance through Employment Consultants
- Post Placement support from Site Managers
- Ongoing Support through Employment Support Consultants
- Business Development Consultants assist not only with employer relationships and vacancies; they work with our clients in directly marketing themselves to employers
- the Cognitive Behaviour Therapy program assists with building client confidence, motivation and overcoming personal barriers AND

Referral to a wide range of complementary and community support services.

Disability Employment Services Report (continued)

Our attention to individualised client / consultant professional relationships leads to tailored support and positive, sustainable employment outcomes.

Cognitive Behaviour Therapy

The Cognitive Behaviour Therapy (CBT) program continues to grow, providing in house support to clients with complex needs through our hub and spoke model – ensuring the opportunity to reach all

South Australian locations. This program has shown repeatedly that with careful support and coaching, we can increase client confidence and motivation.

This year, we extended the service to provide Motivational Interviewing training for SA Employment Assistance staff – allowing aspects of the CBT framework to become embedded into every day practice and honing the skills of our site managers and consultants. This training will continue to be delivered to employment consultants across all regions.

Employment Services is a dynamic business. Each year brings change, creating opportunities to review and renew; to find new and better ways of assisting those we are committed to support. Status DES continues to strive for and achieve the best possible results in partnership with our clients.

jobactive Report



Providing high quality, tailored and effective employment services to some of the most vulnerable in our community and local business is at the very heart of what Status jobactive do, day in, day out. The year started in the midst of the pandemic where, at its peak, we were reaching over 21,000 clients across South Australia and Western Australia, supporting them to stay connected and engaged throughout ongoing disruption.

Our dedicated frontline teams continued to demonstrate incredible resilience, further adapting to access a variety of remote, digital and virtual engagement tools, steering our clients on the path to upskilling, reskilling and preparing them for developing employment opportunities.

This commitment, from a team of over 150 skilled frontline staff, has supported our nation's economic recovery, more specifically, those local employers doing it particularly tough this year. Status jobactive successfully moved over 5,300 clients into sustainable employment in 2020/21, a record high for our jobactive team and an extraordinary achievement!

2020/21 confirmed our servicing model remains truly fit for purpose, be it remote or in person delivery. Our 'work first' approach for all clients was never more significant than over the last year where unemployment rates grew and many of our clients found themselves competing for jobs against those more skilled and experienced. Our team of professional and highly practiced Allied Health Counsellors offered additional guidance and support, leading to renewed client confidence and motivation, critical elements of job seeking and employment success.

This year saw the further expansion of our Indigenous Mentoring team nationally, providing intensive vocational and non-vocational employment services and mentoring delivered in a culturally appropriate, inclusive and engaging way for all Aboriginal and Torres Strait Islander clients. Our commitment to continue to reduce the employment gap between Indigenous and non-Indigenous Australians was reinforced with the delivery of our highly successful Stepping Stones employability skills program, regular *Yarning Hours* and *Jobs for the Mobs* sessions across our 16 sites.

We continued to collaborate closely with the Wirrpanda and Matera Foundations, Taoundi Aboriginal College and VTEC program providers, in addition to the many employers advocating for Indigenous inclusion and diversity within their own workforces. Partnerships with Crown Casino Perth, Six Seasons Resources and BHP were instrumental in achieving substantial progress towards Indigenous employment objectives.

Across all employment regions we witnessed labour markets contracting, then rapidly expanding post lockdowns, driving a renewed energy to engage with employers to meet their own unique needs in this dynamic marketplace. The horticultural and food production industries proved to be of particular growth and Status were able to meet the recruitment needs of many businesses including Steggles, Mitolo Family Farms and Linley Valley Pork. Construction, cleaning and personal care and support

jobactive Report (continued)

industries continued to offer ample opportunities and featured heavily in the successful employment outcomes achieved throughout the year.

Those clients from culturally and linguistically diverse backgrounds (CaLD) rose to over a quarter of our clients in 2020/21, facilitating engagement with those from across 89 distinct language groups.

The reintroduction of the highly successful Status CaLD Jobs Expo, in conjunction with the City of Stirling, in May, resulted in over 900 clients attending, taking advantage of the opportunity to meet with employers, training providers and community services, all available to support them securing sustainable employment.

With 67 exhibitors on the day we were fortunate to have the Department of Training and Workforce Development present, promoting in demand skill sets, the Australian Brick and Block Laying Training Foundation advocating entry into this under resourced industry and the Multicultural Services Centre of WA, facilitating the CaLD specific Jobs and Skills contract in Perth. Our exhibitors left with nothing but praises for the event and many with multiple keen candidates ready to be interviewed and start work immediately!

The introduction of the Local Jobs Program (LJP) by the Department of Education, Skills and Employment offered strong grass roots support for our clients this year. Jobactive teams worked closely with LJP Facilitators to access Local Recovery Fund Projects designed to meet our unique labour market needs. The appointment of Kylie Henderson, Status Regional Manager jobactive, to the Perth South LJP Taskforce offered an invaluable opportunity to contribute to identifying key employment priorities and design potential solutions in the South of Perth.

In March 2021 our Perth North and South teams in Western Australia celebrated their 2 and 3 year anniversary of jobactive service delivery, respectively. Each celebrated this milestone with consistently improving performance benchmarks achieved while Adelaide North had their own reason to celebrate, with 50% of sites within the region achieving 5 Star performance as of September!

Entering our seventh and final year of the jobactive contract, before the advent of the New Employment Services Model in July 2022, there continues a determination and resolve from our jobactive management and frontline teams to serve our clients and the community with the same dedication and commitment Status is known and recognised for. We will continue to empower people and power business to ensure that every client has the opportunity to achieve the social and economic benefits of employment.

jobactive Testimonials

“Excellent assistance, helping in so many ways and they’re outstanding in respecting my individual needs and wants. Status are the best, I wouldn’t be where I am today without their help.”

Michelle – jobactive Clarkson client

“Status staff members have been like family and helped me through all the doubts and loss of confidence, exactly what I needed.”

Paul – jobactive Cannington client

“I have only been with Status for a month and landed a job after two appointments with them and a week of training! Very pleased with their service.”

Priscilla – jobactive Clarkson client

“Status Salisbury is the best, their support has helped me achieve the impossible! The staff treat everyone that uses their service with dignity and respect and I am deeply grateful to my Workplace Advisor and the rest of the amazing supportive staff at Status. They are my inspiration to never give up!”

Ruth – jobactive Salisbury client

“I feel heard, helped and in great hands!”

Martin – jobactive Port Adelaide client

“I was in a bad way. After 5 months unemployed I was not looking forward to our first Christmas as a family struggling the way we are. The staff at Port Adelaide were empathetic and encouraging, especially James, my Workplace Advisor. His approach made me feel like there was a bit of a light at the end of the tunnel, always made light of how employable I was, that it was just a matter of time. I’ve got a lot to thank him for.”

Andrew – jobactive Port Adelaide client

“I have only had patient, understanding and lovely people to deal with at Status, especially my Workplace Advisor, Paige, she is a gem!”

Eva – jobactive Rockingham client

“Thank you for providing us the ability to continue empowering our community. We are very thankful to you and the team at Status and look forward to continuing this relationship.”

Brooking – Upskill Global Pty. Ltd.



Human Resources and Quality Assurance Report

The Human Resources (HR) Department continued to provide a high level of HR and QA support services to each area of our business in the past year.

Our staffing numbers stabilised to just over 280 this year. Recruitment continued at a reasonable pace, with most of our attention on the needs of our Employment Services business for the second year running. The HR team were tested by the impacts of the COVID 19 pandemic, as were many employers, we were challenged to attract suitable quality applicants to fill our vacant roles. With that, we adapted and changed, and worked in collaboration with our jobactive management teams' who combed their bulging caseloads and referred suitable applicants to site specific recruitment drives in South Australia and Western Australia. These recruitment drives bought volume applicants to meet, interview and where successful employ! We built our recruitment structures around this innovative way of attracting, and in many cases securing quality applicants. Filling vacant roles, whilst utilising our internal services – *we made it pay twice whilst adapting to change that improved outcomes!*



In the background, the positive results achieved through our online Professional Development Evaluation (PDE) pathway were evident. A number of our staff embracing the opportunity to highlight their strengths, consider further development, look at future opportunities and be rewarded for their recent achievements whilst being supported by their management teams through our PDE process. We look forward to sharing these future pathways with those staff and see this evolve and further support of the Boards Workforce Development Strategy. Our internal management foundation tools remain key in supporting management and staff to expand their skills, experience and knowledge to achieve their own personal career success.

We are always proud of the quality services we deliver across all business streams. Our Quality Management System is paramount to our success in meeting these requirements whilst maintaining required certifications. In 2020/2021 we met full compliance across each certification – ISO:9001, National Standards for Disability Services (NSDS), the jobactive Quality Assurance Framework (QAF) and this year the addition of ISO:27001 to our suite of certifications confirms we are a leader in our field.

Late 2020, saw the introduction of weekly Resume Quality Assurance audits, a quality assurance function driven by the Status intranet which has enabled the HR Department to work alongside employment services teams within the service delivery space. The concept rates the effectiveness of resumes frontline staff produce, and has allowed the HR team to further utilise their skills - scoring individual resumes under a matrix that provides feedback about the quality of the resume(s) produced. Its purpose, to ensure quality resumes are being produced as an essential tool our employment services staff and jobseekers require to facilitate and secure employment.

Human Resources and Quality Assurance Report (cont.)

We acknowledge the HR team and thank them for their continued commitment and contribution this past year. All have worked tirelessly, proudly providing support services to the Organisation in the key areas of recruitment, on-boarding, professional development, quality management or even simply to provide advice.

It is also important we acknowledge the assistance the HR Department provided to the governance responsibilities of the Status Works Board. The maintenance and management of Organisations Quality Management System, supporting specific actions and deliverables to our Reflect Reconciliation Action Plan, further developing and implementing approaches to Child Safety and Wellbeing, constant upkeep of process and policy all supporting whole of Organisation operations to ensure services are resourced and delivered to the highest standard in each of the communities we serve.



Our REFLECT Reconciliation Action Plan

Reconciliation Australia endorsed our *Reflect* Reconciliation Action Plan (RAP) in December 2020.

Thereafter, the Status Board appointed members to our newly established RAP Working Group, consisting a variety of management and staff across the Organisation from both Indigenous and non-Indigenous backgrounds.

Our key objectives to foster closer, deeper and more meaningful relationships with Aboriginal and Torres Strait Islander peoples has been clearly established through our *Reflect* RAP.

The progress we have made on this journey is evident. Status has strengthened engagement with key stakeholders, appointed additional Indigenous Mentors, planned, marketed and hosted an Indigenous only Expo. Our staff have also been provided with many opportunities to develop and enjoy a deeper understanding of Aboriginal culture and history.

We were well represented in all areas of business at National Reconciliation Week and NAIDOC Week events. Attended by the Status Board, RAP Working Group members, management and staff, events were both internal and external.

The Organisation is proud to have achieved, yet again, its annual mandatory minimum requirements in meeting our Indigenous Participation Plan. With 4.5% of our total workforce identifying as Indigenous and 7% of our supply chain being Indigenous Enterprises, we have exceeded our aggregated target by more than 280%!

The Board would like to thank all of our management and staff for embracing our Reflect RAP allowing actions and commitments to be met. We further acknowledge the tireless work of the RAP Working Group who have maintained our focus that supports the Australian Government's Closing the Gap Strategy.



Status Board and Managers at the Reconciliation Australia breakfast during National Reconciliation Week in South Australia.

Good News Stories

jobactive Good News Story

Perth North

Christine, a client with our Mirrabooka site, commenced in our services in June 2019. As with many of our clients, Christine was experiencing significant mental health barriers, in addition to an ongoing struggle with substance dependency. These personal factors were causing substantial negative impacts on gaining and sustaining employment with a disrupted and inconsistent work history.

Christine came with experience in, and a passion for, car detailing and possessed an outstanding skill set including a wealth of knowledge within the industry. Despite this, she had been unable to secure the employment that would ultimately turn her life around.

Prior to October Christine was at risk of homelessness and struggled with attendance and motivation relating to her job seeking efforts. Her confidence was at an all time low and she made the brave decision to seek help and share her hardships with her Workplace Advisor, Grace. This speaking out was the start of a partnership between Christine and Grace that led to engagement with our Allied Health Counsellor on site. This additional guidance, support and tools helped Christine gain the confidence to work together with Grace to create an outstanding resume, meet with Chris, our Business Development Consultant, and start promoting her skills and experience to employers.

A fortuitous day in November saw Christine on site at Mirrabooka, accessing facilities to job search, when Grace was made aware another client had failed to attend a work trial with Concierge Carwash. Without hesitation, Christine put her hand up instantly and it was all stations go to get her there in time for the trial! She not only got there on time, but showcased her ability and passion for the role, impressing the employer and gaining employment with them that very same day!



Status Mirrabooka client Christine and Workplace Advisor Grace

Christine's attitude, mindset and outlook on life instantly changed and her self-belief restored. Christine continues to engage with Grace regularly to keep her on track and she's excited to be building an already impressive set of skills in this industry. The employer is more than pleased with the quality of work Christine delivers and her committed work ethic, so much so that they've offered Christine's daughter a role in their business too!

Status and especially Grace are extremely proud of Christine and her journey and wish her all the best for her future endeavours.

jobactive Good News Story

Adelaide North

Melissa has seen her fair share of challenges in her life and struggled to find ongoing employment to work around her 4 young children. Introduced to the Status Modbury team, and her Workplace Advisor, Beverley, in the middle of the pandemic in July 2020, Melissa, a strong Indigenous woman, made it clear right from the start, despite her personal health challenges, she wanted to work and neither cancer nor COVID would stop that!

This motivation was the key for Melissa as despite having worked previously in personal care, this wasn't viable moving forward and an entire career change was on the cards. Status Indigenous Mentor, Sharon, got on board, working with Melissa and Beverley to determine a new path, something flexible, yet diverse and not desk bound. Traffic control seemed the perfect fit and Melissa was enrolled in training, tickets gained and fit out with PPE, ready to go.

Melissa stepped out of her comfort zone and attended the successful Salisbury networking event earlier this year and was introduced to the owner of Work Zone Traffic Systems. Impressing Nick, she was offered the opportunity, on completion of her training, to start employment with them.

Since that time Melissa has moved forward in her career in leaps and bounds! Being fluent in 5 Aboriginal languages, Work Zone Traffic Systems are working with her as part of their Indigenous employment program, mentoring and motivating other employees.

Additionally, Melissa has had the opportunity to provide her own Indigenous artwork to be used on her employers training flyers and provided beautiful pieces of handmade dot paintings to both Status and Work Zone Traffic Systems as thanks. The former, hangs proudly in her employers Boardroom and Melissa was recently invited to speak to its significance at a meeting in attendance by the South Australian state Minister for Transport, something she would never have dreamed of occurring, 12 months ago!

Status, and particularly Beverly, are extremely proud of the amazing steps Melissa has made towards her and her family's bright future and we are thrilled to have partnered with her along the way!



Status Modbury client Melissa and Workplace Advisor Beverley

Good News Stories (continued)

Training Services Good News Story

Juan Chen attended the Skills for Education and Employment (SEE) class at our Cannington site from March 2020 with the aim to improve her English reading and speaking skills. Her learning journey was immediately impacted by COVID-19 restrictions, however through our remote learning options Juan was able to continue her learning, progressing in skills across reading, writing and numeracy.

In November 2020 Juan was able to utilise her new skills to gain employment at a local Woolworths, in Juan's words "I have gained a lot from attending SEE and it did give me the necessary skills to apply for jobs and improve my skills. These have helped me in my current night fill role at Woolworths"

On behalf of Status and the team at Cannington we want to wish Juan all the best in her new role. If you are looking for work but having difficulty with your language, literacy, numeracy or digital skills, contact us on 1800 681 131 to see if the SEE program can help.

DES Good News Stories

Western Australia

Two years ago, the Disability Employment Services team in WA supported Betty in finding a job that fitted with her passions for cooking and caring.

Recently, we celebrated Betty's birthday at one of her regular Ongoing Support appointments. In the two years since gaining employment, Betty has moved 'onwards and upwards' in her career with the support of her DES Employment Support Consultant, who provides personalised and structured assistance. With this support Betty has blossomed; her confidence increasing as her skills expand.

We feel humbled by Betty's remark: "You're the light in my life. Without your support, I would not be where I am today. Thank you for always being there for me." We thoroughly enjoyed sharing this special day with Betty and can't wait to share in her future milestones and achievements.



Site Manager Ali West, Employment Consultant Shannon Fretz, Regional Manager Jacky Armstrong with Betty at her birthday celebration.

Dress for Success Adelaide

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).

At Dress for Success Adelaide we strive for all women to be treated with dignity and respect. Our purpose is to offer long-lasting solutions that enable women to break the cycle of poverty, one woman at a time. By building self-esteem and confidence and providing tools and skills it will encourage them to take charge of their lives.

Women accessing our service come from a wide range of ages starting as young as 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.

2020/2021 has been a year of consolidation for Dress for Success Adelaide and as with so many other businesses, a year of learning to live and work with Covid-19 and all the challenges that this pandemic brings. Dress for Success Adelaide continued to keep its doors open throughout the year with just a temporary closure during South Australia's 3 day lockdown period in November 2020. We offered both face to face and virtual services throughout the year with clients showing an overwhelming preference to the face to face delivery of all of our services from styling through to career support.

In the financial year 2020/2021 Dress for Success Adelaide connected with 296 women and youth providing interview and work attire, interview preparation and coaching. We conducted a total of 576 one on one, personalised appointments including styling and career support. 53% of our clients went on to actively improve their employability skills through the Career Support programs and a further 37% transformed their lives by either gaining employment or pursuing further education.

The Dress for Success Adelaide service positively impacted 90% of the clients attending appointments during 2020/2021.

Dress for Success Adelaide (continued)



DRESS FOR SUCCESS®
ADELAIDE

255 PORT ROAD, HINDMARSH SA 5007

During the year we had a total of 157 clothing donations from corporates and the general public and 390 hours provided by volunteers. The kind donation of time by our volunteers allowed us to facilitate the Professional Women's Group (PWG) program and assisted us in the staffing of both the Restyle Collective and May sale.

From opening its doors in August 2015 until the end of June 2021 Dress for Success Adelaide has:

- Served 1,695 women in need in our community
- Provided 12,531 pieces of clothing and accessories to the value of \$155,940
- Of the 1,695 women equipped with employability skills, 980 were successful in gaining employment (58% success rate).

Dress for Success Adelaide (continued)

A testimonial from a client following her experience at Dress for Success:

RE: A Heartfelt Thanks!

Dear Ebony,

I am just writing to share my experience last week.

When I first made the appointment I was not really looking forward to it and imagined it would be me trying on multiple outfits and struggling to find something that fit and suited me.

When I first arrived in the reception area I realised that it did not look like I imagined at all and instead I felt as if I was in a place out of my depth and comfort zone and that's where all the successful professional women would shop and be comfortable and that was not me in that category and I shouldn't be there.

You changed all that, you made me feel comfortable, special and made me realise with the way you dressed me that I do have the potential to be one of those successful professional women in the future.

This weekend I played dress-ups which is something I have not done for a long time and I tried my new clothes on with shoes and I was more than stunned to see my reflection it was as if I was really looking for the first time even though I tried them on with you.

I know this may also sound strange but they smelt clean and had a nice smell and for me smells are really important and can make me feel safe and confident!!

Thank you for this amazing service it really works and I just wanted to tell you that and also thank you for the bag with the affirmations tied to them these are now two notes that I keep in my bedside draw.

Kind regards

Laura

Dress for Success Adelaide (continued)

Following its launch in late 2019/2020 our retail initiative, Restyle Collective is gradually increasing its social enterprise profile within the community. Restyle Collective is a vehicle for, recycling clothing, training opportunities and an extra income stream for Dress for Success Adelaide. At the end of May 2021 we held a \$2 Clearance sale which was open to our clients and the general public. It was a great opportunity to increase the public awareness of Dress for Success and the services we provide while raising much needed funds to support the services and programs we run for our clients.

RECYCLED FASHION WITH STYLE & PURPOSE

restyle
COLLECTIVE



Open Tuesday, Wednesday & Thursday 10am to 3pm
255 Port Road, Hindmarsh SA 5007



@DressforSuccessAdelaide

accenture



LIPMAN KARAS
A SPECIALIST LEGAL PRACTICE

Status Ambassadors Association



*Status Ambassador
Recognising 10 Years of Service*

The Status Ambassadors Association commenced in May 2015 with 16 members, this has steadily grown and currently comprises 24 members.

The Status Ambassadors Association recognises staff for the contribution they have made to the Organisation over 10 plus years of service. Collectively, current Ambassadors total 471 years of service to the Organisation, an immense wealth of knowledge. Ambassadors are identified by a personalised signature block at the bottom of their email, as well as a unique, specially designed Ambassador badge.

Since the inception of the Association the Co-chairs have been instrumental in setting up invaluable information and procedures to holistically benefit the Organisation and its staff. In recognition of the service of staff to the Organisation a number of personalised celebratory emails have been created and sent to all staff to recognise:

- Milestones for achieving 1st year anniversary of service, then at 5 years, 10 years, 15 years, 20 years and 25 years.
- In 2019 the Organisation celebrated 30 years since inception, therefore for the first time a 30 year Milestone email was created and sent.
- New staff members successfully completing their induction, receive a “Welcome to Status” email which wishes them well in their position and introduces the Status Ambassador Association. This has been very well received from all new staff that have commenced with Status.
- Staff celebrating a birthday receive a congratulatory email and small gift.

Staff receiving the above recognition emails have been very appreciative and have expressed their thanks for the support from the Ambassadors.

At 5 years of service, a plaque with the staff member’s name and employment commencement date is added onto the Status Honours Board located at Marion Head office. After each 5 years of service the name plaque will move into their corresponding years of service, i.e. 10 years, 15 years, etc.

Association members adhere to the Principles and Motto established by the founding Co-chairs, and all members offer an “in-house” service to Dress for Success and as a contact person in whatever capacity is required to serve the Organisation.

Status Ambassadors inspire new and existing staff to maintain the culture of the Organisation to ensure workplace values and principles are adhered to. Ambassadors are also a point of contact for staff requiring professional direction.

Status Ambassadors Association (continued)

The fellowship enjoyed by the members of the Status Ambassadors Association over the past 6 years has been rewarding with team building exercises, theatre experiences and dinners acknowledging the lasting and unique contribution these people have made to the Organisation's historical success. The membership will keep expanding over the next 12 months as more staff reach their 10 year milestone. This ensures the familial legacy of the Organisation continues.

During 2020, and the Covid-19 pandemic, the Status Ambassadors Association were unable to meet as a group, gatherings were put on-hold as was the case throughout most of Australia and the world. But at Christmas the co-chairs organised for a gift hamper to be delivered personally to each Ambassadors' home as a gesture of thoughtfulness to our valued Association members.

At the beginning of 2021, and with Covid-19 suppressed in South Australia, the Association was able to meet again for a well-deserved team building and fun event at Adelaide Lawn Bowls.



Members of the Status Ambassador's Association at Adelaide Lawn Bowls event – 26 February 2021.

Marketing Events

NAIDOC Week - November 2020

In November 2020 Status Western Australia celebrated NAIDOC week with a host of activities organised for staff and our Aboriginal and Torres Strait Islander job seekers. All Status Indigenous job seekers were invited to attend a Jobs for the Mob expo that took place via Zoom due to COVID restrictions. With 18 employers in attendance employers were able to offer valuable information about their industries, and job seekers were able to network with these industry contacts.

Fremantle, Rockingham, Mandurah and Morley also organised to have guest speakers from the local Aboriginal and Torres Strait Islander communities attend during their usual site Yarning Hour to present and celebrate family artworks to our Indigenous job seeker cohort. These events provided an informative and enriching experience in line with the theme of NAIDOC week – Always Was, Always Will Be – a recognition that First Nations people have occupied this continent since the dawn of time.



Mandurah staff and job seekers with guest speakers from the Binjareb Mob and their family artwork

Marketing Events (continued)

International Day of People with Disability – December 2020

On International Day of People with Disability Status teams across the country took time to recognise the contributions and achievements of people with disability in our community. Sharing the stories of our job seekers and detailing their experiences, achievements and contributions over a small morning tea, this was a time for our staff to reflect on the work we do every day towards making Australian workplaces more inclusive, and to assist people with disability to find meaningful employment.



Staff from Elizabeth, Marion and Modbury celebrating International Day of People with Disability.

National Reconciliation Week – June 2021

In June Status staff across South Australia and Western Australia hosted and participated in National Reconciliation Week activities. These events provided an opportunity for our team to meet with local Aboriginal and Torres Strait Islander people and build relationships, while learning more about First Nations' histories, cultures and futures, with a focus on the actions that we can take towards Reconciliation in Australia.

Our management teams thoroughly enjoyed attending breakfasts hosted by Reconciliation South Australia and Reconciliation Western Australia, with inspirational guest speakers, artists and musicians from the local Aboriginal and Torres Strait Islander communities. In South Australia, Reconciliation South Australia launched their first RAP, and the energy across both events highlighted the commitment by all to take action towards Reconciliation in Australia.

Students attending our Skills for Education and Employment and Stepping Stones programs enjoyed spending the week out of the classroom and in the community. With visits to art galleries, local cultural centres, and state Parliament Houses, students learnt about Indigenous culture in light of National Reconciliation Week.

In Western Australia our Indigenous Mentors hosted held special morning tea events at each site for Indigenous job seekers during our regular Yarning Hours. Clients attending had a fantastic time creating a group artwork over a shared meal.

Marketing Events (continued)

Kilkenny and Port Adelaide in South Australia hosted an enjoyable breakfast and Community Networking event, providing our Indigenous job seekers an opportunity to meet with guests from a variety of industries, business and the broader community. The event was well received, with valuable connections forged throughout the morning.

Our South Australian Indigenous Mentor, along with Business Development Consultants, Senior Managers and Board Members, also attended an event hosted by Reconciliation in the West to celebrate 20 years of Reconciliation in Australia. Held at Tauondi Aboriginal College the event focussed on this year's theme "More than a word" and featured food, activities, music and stalls.



Status staff at the Tauondi Reconciliation Event.



Western Australian SEE and Stepping Stones students and trainers at Parliament house.



Status Kilkenny and Port Adelaide teams following the Kilkenny Networking event.

Networking Events

As COVID restrictions eased in the early months of 2021 the Status teams in both South Australia and Western Australia recommenced hosting regular Networking Events. Western Australia held 5 networking lunches across May and June, reaching out to local employers from Mandurah to Clarkson to come into their local Status office to network with other local businesses and find out more about the wraparound services Status offer to job seekers and employers.

In South Australia, networking breakfasts were co-hosted by jobactive teams and each event focussed on a different element of our services. Modbury and Salisbury hosted the first networking event for the year, welcoming back employers and community services to our sites. Kilkenny and Port Adelaide followed this with an Indigenous Focussed event held during National Reconciliation week where businesses were encouraged to present as guest speakers and outline their Indigenous Employment Programs for the Aboriginal and Torres Strait Islander job seekers in attendance. Elizabeth and Gawler held the final event in South Australia, and focussed on networking with local community support organisations working to assist Women in entering the workforce.



Modbury and Salisbury teams following their Networking Event.



Guests at the Modbury and Salisbury Networking Event.

Networking Events (continued)



Simon Thompson, Status Digital Literacy Trainer and Project Coordinator, presenting on behalf of Training Services at the Kilkenny Networking Event.



Mandurah Networking Lunch.



Status staff with City of Playford Councillor Stephen Coppins at the Elizabeth Networking brunch.



Fremantle DES team at the Fremantle Networking Lunch.

Networking Events (continued)

CaLD Jobs Expo – May 2021

Following the success of the first Culturally and Linguistically Diverse (CaLD) Jobs Expo held in 2019 Status in Western Australia, supported by the City of Stirling hosted their second event on the 18th May 2021. The event was once again held at the Herb Graham centre in Mirrabooka, a suburb of the City of Stirling, and an area of Western Australia that has a high migrant population with nearly 50% of residents coming from a migrant background.

With 13 busses providing transport from Status sites across Western Australia, 886 job seekers attended the event and meet with the 67 employers looking to diversify their workforce, training providers, and community organisations that offer services to the CaLD community.

It was fantastic to have the Department of Training and Workforce Development on board on the day promoting in demand skill sets and the Australian Brick and Blocklaying Training Foundation promoting entry into this under resourced industry. Furthermore, the Multicultural Services Centre of WA, facilitating the CaLD specific Jobs and Skills contract in Perth, was a particular benefit for our job seekers, amongst many others.



Status staff at the Status expo booth



Status Training Services exhibition booth

“Thank you so much for inviting us to the Expo yesterday. I wanted to commend you all on a fantastic day. It was so incredibly well organised, and I know and appreciate the work that goes on behind the scenes to pull off such a smooth event, so well done to you all! We especially appreciate the way you staggered the groups coming through – often you get a mass of people at once which makes it difficult to have meaningful conversations – the pace of the day was perfect. We met some great potential candidates and will be following up with them in the coming days.”

- National Disability Service

Networking Events (CaLD Jobs Expo continued)



City of Stirling Mayor, Mark Irwin



CaLD Expo

“I just wanted to email and say thank you for inviting me to this amazing event. I had a great time and it was so well organised. The flow of people was great and gave me time to have conversation with everyone who stopped by. The staff from Status who I spoke to were also so lovely and I had great conversations with them. I also made some new networks and met some possible candidates. So thank you for organising such a great event. “

- Tammy Odlum, HR, Simply Helping Lower North Perth



Exhibitor - Nulsen Group



Exhibitor - Kaleidoscope



Job seeker and Allied Health



Job seekers reviewing the jobs board

Networking Events (CaLD Jobs Expo continued)



Exhibitor - Hendercare



Exhibitor - Collaborate



Job seekers talking to an exhibitor



Job seekers talking to an exhibitor



Exhibitor - Site Skills Training



Job seekers at expo

Social Media

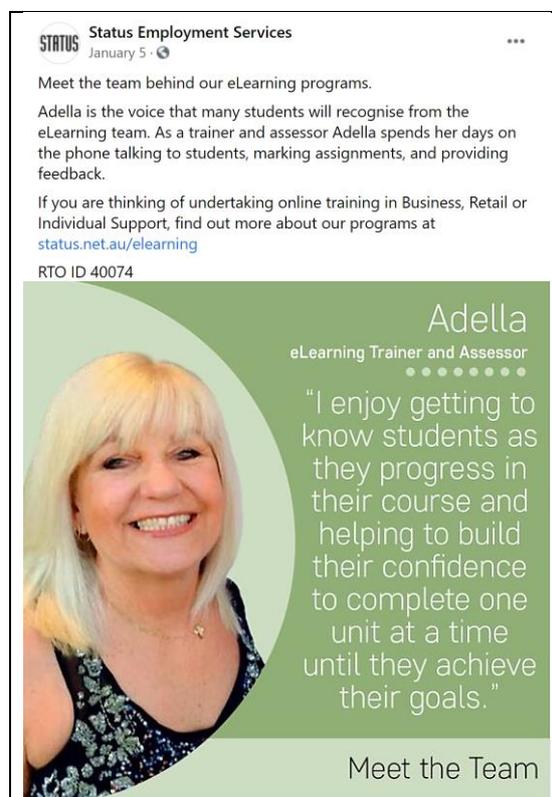
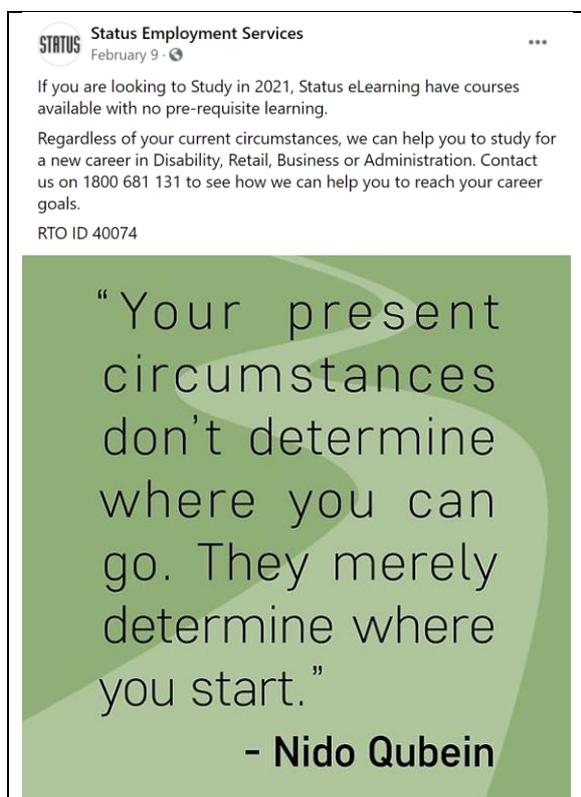
Social Media

This year Social Media continued to play an important role in communicating with our job seekers, students and employers. Alongside promotion of our eLearning courses, Work Assist program and Employee Hot Prospects candidates, we were able to quickly disseminate information about our COVID response and changes to site operations.

Across the year we posted over 100 updates to each of our pages, gaining 49 new followers on Facebook and 214 followers on Linked In. Our most successful post on Facebook this year was a New Year's Resolution themed eLearning post from February, this post reached 621 people on Facebook and 160 people on Linked In. Our top performing post on Linked in was our Reconciliation Week wrap up, achieving 835 impressions, the same post on Facebook had a reach of 312.

Other high performing posts this year include the event summary for the Networking Breakfast held at Salisbury that generated 92 engagements with the post on Facebook, and a four post "Meet the team" series created for eLearning which generated almost 3,000 impressions across Facebook and Linked In, and included our top three posts for Likes and Reactions, and our top two posts for comments on Facebook.

On our Google accounts we have had 107 reviews left for our sites this year. Across all site reviews we have received an average rating of 3/5 with 46 of the reviews giving our sites 5 stars. Both Port Adelaide and Clarkson have received only 5 star reviews across the year, with Port Adelaide receiving 4 individual 5 star reviews and Clarkson receiving 2.



Social Media (continued)



Status Employment Services

April 22 · 🌐



This morning our Salisbury and Modbury Employment Services teams hosted our first South Australian Networking Breakfast for 2021.

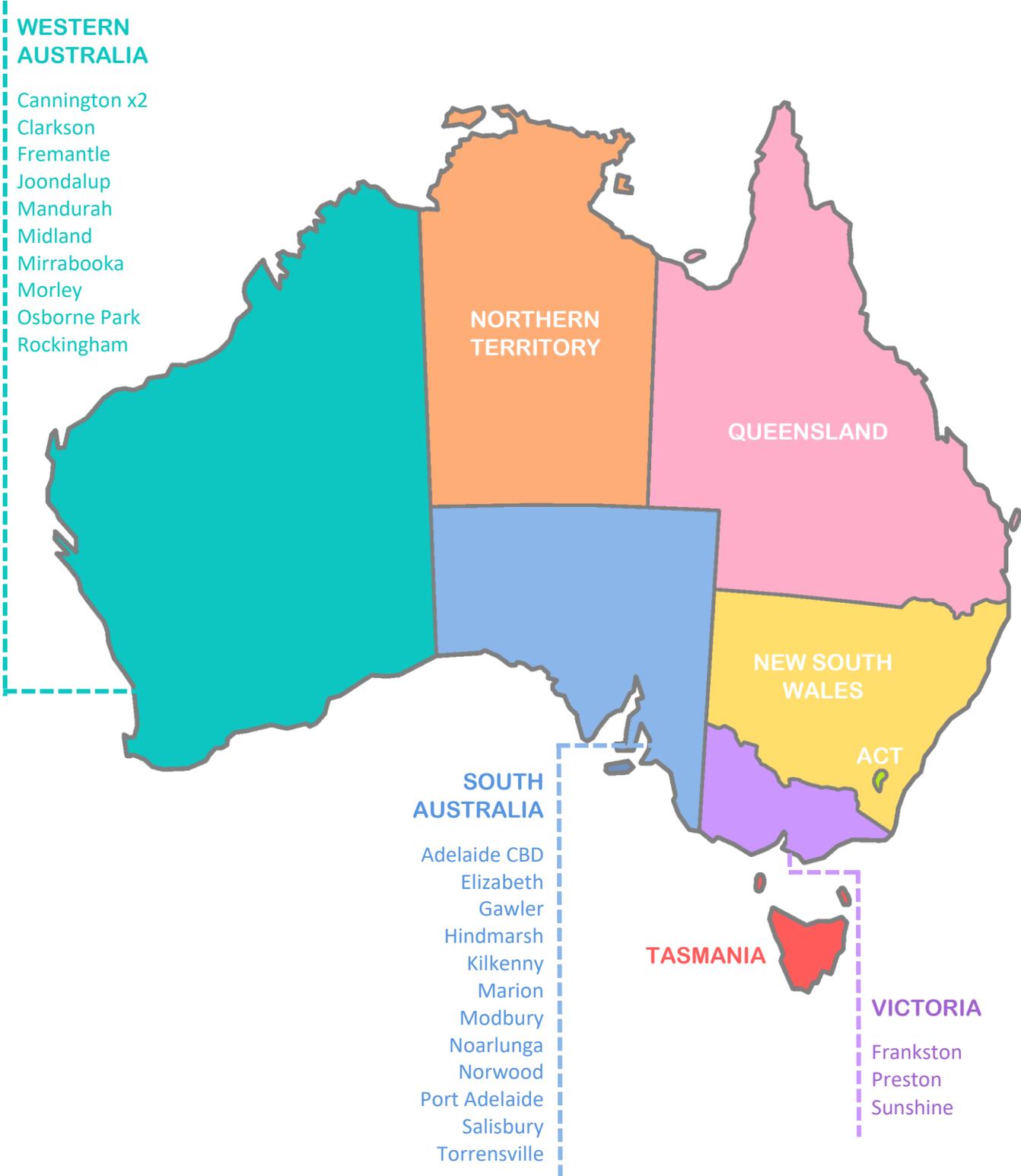
Over a delicious spread of breakfast burgers, fruit platters, tea, coffee and biscuits, local employers were able to mingle, network and hear about the exciting range of services on offer from Status to help them find and keep the right people for their roles!

If you would like to attend our upcoming Status Networking events, or meet some of our job seekers in a relaxed and fun setting, contact your local Status office for more information.



Status Sites

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



Memoranda of Understanding and Affiliations



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.

Memoranda of Understanding and Affiliations (continued)



Upskill Global

Upskill Global is a training and recruitment company that is all about empowering the communities that we belong to. Our main objective is to provide services to our community to equip members with the tools and skills to achieve the required outcomes or goals. Located in Perth, Western Australia, we are committed to seeing our community prosper.



Flinders University

College of Medicine and Public Health
Cognitive Behaviour Therapy post graduate student placements at Status Employment Services DES sites
Facilitating Motivational Interviewing skills for DES staff
Partnering in research into effectiveness of CBT on employment outcomes

Placement Agreements

Our Training Services division has student placement agreements with:



Allity Pty Ltd



Aged Care Services Australia Group



Regis Aged Care Pty Ltd

Memberships

We are a member of the community agency Northern Volunteering, which organises volunteer work for job seekers.



We also hold membership in the following business networking and advisory groups:

AUSTRALIAN INSTITUTE
of COMPANY DIRECTORS



Acknowledgements

We appreciate the support received for from the following organisations during 2020-2021 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

Western Australia Department of Training and Workforce Development

Agencies

Business SA

Fair Work Ombudsman

MEGT Australian Apprenticeship Centre

Salvos Stores

Skylight Mental Health

Reconciliation Australia

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 for over 33 years and would like to acknowledge the employers below for their continued support over the past 12 months.



Employers (continued)

