

OCTEC LIMITED



2017-2018





Cover: Students of Goldie College in the Solomon Islands show their appreciation for the new computer lab co-funded by OCTEC.

Left: OCTEC Employment Service client, Daniel Pritchard, has been learning a range of skills since placed with Batlow-based employer, Just for Now @ Endor.

Right: OCTEC Employment Service client, Maryam Amiri, loves her job at Kabul Jewellers in Dandenong where she works under the supervision of business owner, Juma Khan Jamal.

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OCTEC Limited

OCTEC Limited is a not-for-profit community organisation providing high quality employment, training, advocacy and youth services from more than 230 locations.

Based in Central West NSW, our service delivery extends across NSW, the ACT, Victoria and Queensland including Sydney, Canberra, Melbourne and Brisbane, as well as a large number of regional centres in each of the three states. You will find a directory on pages 51 to 54, which details our office locations.

In 2017, the services we delivered were:

- Disability Employment Services
- Qtemp Labour Hire Services
- Transition to Work Youth Employment Services
- Work for the Dole Coordinator
- National Disability Insurance Scheme
- Secretarial Services
- Technology Services
- Aspire NSW Youth Services
- Shed Ed Links to Learning Project
- Youth Frontiers Mentoring Program
- Nationally Accredited Industry Training
- Employment-based Traineeships
- Online Learning and Distance Education
- Business and Service Industries Training
- Civil Construction Industry Training
- Community Services and Health Training, and
- Health and Safety Training.

OCTEC provides quality services to all clients regardless of race, gender, age, sexual orientation, religious belief, marital status or disability. We actively seek to understand our clients, including the needs of jobseekers, training participants, disadvantaged or isolated community members, community organisations, government agencies and local businesses. We are flexible in the delivery of our services, allowing us to meet the changing needs of all people we serve.

Neill's Story



Neill is a musician, teacher and former OCTEC DES participant in the NSW Blue Mountains. In 2012, Neill was diagnosed with a rare form of limb cancer, which resulted in the loss of his left arm. OCTEC helped Neill access Job Access funds to purchase a specially designed saxophone. This allowed him to continue to teach and play music professionally. Now, Neill's story is part of a new OCTEC video project, helping to tell the inspirational stories of our participants. We believe these videos will inspire others with disability, injury or health issues.



Chairpersons Report

It is my pleasure to commend to you the 2017 Annual Report for OCTEC Limited.

2017 was a year of strong performance and growth for OCTEC. Most significantly, as a result of consistent and outstanding program performance, we received notification from the Commonwealth Department of Social Services that OCTEC would continue to deliver Disability Employment Services across all current Employment Services Areas, starting from 1 July 2018. This was achieved without the need to tender for those services.

This business rollover will provide certainty to our current staff, allowing them to continue their outstanding work assisting people with injury, illness or disability to secure and maintain meaningful employment. The rollover of current business also allowed our tender team to concentrate their efforts on securing contracts for OCTEC in new Employment Services Areas. In this regard, OCTEC performed magnificently.

From July 2018, our Disability Employment Services will more than quadruple in size, expanding our geographic reach into Queensland and additional parts of regional NSW and Victoria. We will also see major expansion in metropolitan Melbourne and Sydney. This result means OCTEC will become the largest not-for-

profit provider of Disability Employment Services in the country. It is a shining example of the respect with which OCTEC is held in government, as well as the outstanding work of our managers and staff.

Our services for young people continue to perform and grow. In Transition to Work, OCTEC delivered on our commitments to government, in particular, delivery of excellent results to Indigenous young people. Our Youth Frontiers program will continue into 2018, following a successful tender in partnership with MTC Australia. Our Youth Frontier participant numbers will more than double in 2018.

In Training Services, we have undergone a restructure, bringing all training operations under a newly created National RTO Manager position. Through this new structure, our leadership team will be working hard to grow our RTO (Registered Training Organisation) business levels and geographic footprint in 2018. The team will also be working to secure RTO re-registration, through the Australian Skills Quality Authority (ASQA), in the second half of the year.

OCTEC's international aid project in the Solomon Islands continues to grow. The Board embraced a project donating equipment and expertise to establish an IT training facility at Goldie College.

Opened in February 2017 by a delegation led by our CEO, Andrew McDougall, the Goldie facility is maintained and supported by our IT team based in Orange.

In addition to these new and growing services, we maintained strong service delivery across the full range of our programs in 2017. These diverse services included our youth mentoring and employment services, supported employment, farm and tourism operations, outdoor education, alternative education, vocational education and training, workplace health and wellbeing, disability sport a month coordination, and secretarial and technology services.

It's worth remembering that these examples of outstanding performance and business growth are a direct result of the great things we achieve with our clients – acquiring new skills, connecting with community and culture, assisting young people and, developing a career. We're about people, and we perform and grow as our clients do.

I would like to once again thank every member of the OCTEC Board for their dedication and commitment to OCTEC's vision. I'd also like to pay tribute to Andrew and all of his staff for another outstanding year of achievement.

Board of Directors



Chairperson
Cr Jeff Whitton
Company Director



Deputy Chairperson
Mr Tom Harvey
Retired Head Teacher,
School Education



Director
Mr Bruce Hansen
NSW Rural Fire
Service Senior Officer



Director
Ms Val Myott
Manager Curves
Orange



Director
Cr Glenn Taylor
Small Business
Owner



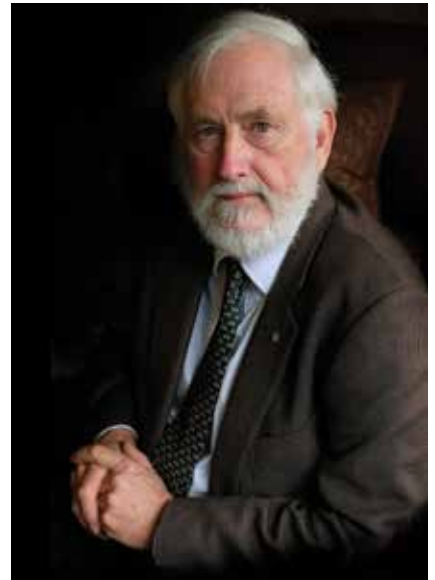
Director
Cr Reg Kidd
Agricultural
Consultant



OCTEC's Manager Information Technology Services, Meyenn Ngira (middle), and students in the OCTEC-funded computer lab and IT training facility at Goldie College in the Solomon Islands.



Chief Executive Officer Report



I am pleased to present the OCTEC Limited Annual Report for 2017.

In 2017, OCTEC commenced the journey to our most significant service growth in decades. And we achieved this by doing what we do best – providing high quality training, employment and youth services to those most in need.

Our Disability Employment Services are set for major growth in 2018 and beyond. As a result of excellent star ratings in 2017, OCTEC was the only major multi-region provider to achieve greater than 95% contract rollover to the 2018 program. It means we will continue to deliver DES in all 18 of our current Employment Service Areas. In addition, as a result of our performance in the 2018 DES Grant Application process, the Department of Social Services has announced OCTEC will grow to be the largest not-for-profit provider of Disability Employment Services in the country.

From 1 July 2018, our DES operations will expand from 25 to 110 contracts, with new operations in Queensland, regional NSW and regional Victoria, as well as additional services across metropolitan Melbourne and Sydney. This achievement should not be underestimated, with competition for DES contracts contested by a large number of potential providers, including major multi-national recruitment businesses. The result demonstrates OCTEC's standing with government, our commitment to people, and our focused, practical approach to everything we do. Our challenge, in 2018 and beyond, will be to compete in the new DES market, with more providers than ever operating in each Employment Service Area. It's a challenge I know we're up for!

Our services to young people continue to perform and grow. In Youth Services, we will remain a provider of the Youth Frontiers program after a successful tender in partnership with MTC Australia. Our participant numbers will more than double in 2018. Our Transition to Work employment services have continued to deliver excellent outcomes for young people seeking pathways to a career. Our services in all current regions were able to meet – or exceed – performance benchmarks to July 2017. Especially pleasing have been our results for Indigenous youth, where OCTEC has achieved outcome results close to double the national average.

This year, our Training Services began a process of transition and growth, with the appointment of a new and vastly experienced RTO Manager. As a result of this appointment, our Community Services and Health and our other RTO programs will integrate into one unit, setting a solid foundation for growth in 2018 and beyond.

Huntley Berry Farm had another busy year with the installation of irrigation systems, major plantings, and the operation of two pop-up shops as well as our farm shop. 2017 also saw our supported employees commence their transition into the National Disability Insurance Scheme. In October, the farm welcomed the Assistant Minister for Disability Services, the Hon. Jane Prentice, and Member for Calare, Andrew Gee.

In February 2017, I had the honour of visiting the Solomon Islands to attend the opening of the Goldie College ICT Lab. This computer lab was funded by OCTEC, along with Solomon Telekom and the Goldie College Alumni Association. It

will provide teachers and students with a learning and research platform, allowing access to more online resources, improving knowledge growth and expansion within the school and local communities. With OCTEC's IT team project-managing the lab's set-up and providing ongoing help desk facilities, it is another example of OCTEC's commitment to people and to community.

Unfortunately, not all OCTEC programs will continue in 2018. This follows the Australian Government's decision to end the Work for the Dole Coordinator (WfDC) program. As a long-time provider of government programs, we understand they must conclude at some point, and we are skilled at managing the completion of programs as we are at commencing them. It was pleasing to see our WfDC team finish strongly, exceeding program KPIs right to program completion. This is a tribute to all staff involved.

None of our 2017 achievements would have been possible without the dedication and hard work of Corporate Services. Our teams in Accounts, IT, Building Maintenance and Reception continue to meet the challenges associated with ongoing business growth. Their ability to scale-up operations and roll out new sites in an efficient and effective manner has been one of the hallmarks of our success in recent years.

I would like to acknowledge the continued support of OCTEC's Board, and Chairman, Jeff Whitton. This has been a year of performance and growth and the Board continues to play a significant role in enabling that success.



Highlights

Employment Services

Highlights

- In Disability Employment Services, we achieved strong star ratings across all current Employment Services Areas, with 24 out of 25 contracts offered rollover into 2018 DES, and OCTEC DES services to continue in all current ESAs.
- This formed the basis for successful DES business growth in 2018, with the Department of Social Services offering 110 contracts to OCTEC across ESAs in Queensland, NSW, Victoria and the ACT. We are now the largest not-for-profit provider of DES in Australia.
- Delivering a quality service to our Transition to Work participants, meeting all commitments against our TtW Service Delivery Plan and Service Guarantee to June 30th 2017.
- Outstanding performance for Indigenous youth in Transition to Work, with our Indigenous outcome rates around double the national average to June 30th 2017.
- Entered into a unique national partnership with Aboriginal Employment Strategy (AES), offering our Indigenous participants access to culturally-relevant employment services, mentoring, as well as access to over 280 major employers and Indigenous-owned businesses under the 'Supply Nation' initiative.
- Continuation of our National Employer Awards program, recognising businesses who celebrate diversity through inclusive employment. In 2017, 10 awards were presented to businesses in NSW, ACT and Victoria.

Statistical Snapshot

- 4,144 participants in OCTEC Employment Services – 3,540 in DES and 604 in TtW.
- 59 DES sites in NSW, ACT and Victoria plus 26 outreach locations.
- 13 TtW sites in Central West NSW, Canberra and NSW Central Coast.
- 60 new DES sites opening in June 2018, including 20 in Queensland.
- 10 ParentsNext sites opening in June 2018, outreaching to 70 locations in Queensland and NSW.

Work for the Dole Coordinator

Highlights

- Strong finish to the Work for the Dole Coordinator contract with all KPIs met or exceeded right up until program completion on 31 December 2017.
- Coordinating Work for the Dole support for many worthwhile environmental conservation projects including the North Entrance sand dunes regeneration project in conjunction with local government and the Skills Generator.

Statistical Snapshot

- 1,843 Work for the Dole places created with 88 host organisations, providing invaluable work experience opportunities for long-term unemployed jobseekers.

Huntley Berry Farm

Highlights

- Hosted two highly-successful family fun day events, one on Easter Saturday and one to launch the berry season in November.
- Welcomed the Assistant Minister for Disability Services, the Hon. Jane Prentice, and Member for Calare, Andrew Gee, to the farm in October.
- Achieved record sales through two pop-up shops (Bathurst and Orange) and the HBF on-farm shop in December.
- Expanded our customer base for Huntley Berry Spring Water, in particular for the 15 litre re-useable 'corporate' bottle.

Statistical Snapshot

- Ongoing employment of up to 14 supported employees at a time.
- More than 10,000 visits to Huntley Berry Farm during 2017.
- 4,360 Page Likes for HBF Facebook page by end of 2017.



Training Services - RTO Number 90142

Highlights

- Restructure of Training Services, integrating Community Services and Health and our other RTO programs into one unit. Employment of a new National RTO Manager.
- Successful completion of all training funded by the Department of Social Services' Aged Care Workforce Vocational Education and Training Program (ACWVET).
- Delivery of full and part qualifications under the NSW Government's Smart and Skilled funding program (Department of Industry, Training Services NSW).
- Successful application for an ACT Funding Agreement that will allow OCTEC to deliver funded-training in the ACT.
- Relationship developed with Bingo Industries in Sydney, with 65 Sydney trainees in CPP30711 Certificate III Waste Management set to commence in 2018.

Statistical Snapshot

- 19 qualifications and units of competency from 7 training packages maintained on OCTEC's scope of registration.
- 120 people completed full qualification training in one of the following vocational areas: Ageing Support, Business, Community Services Coordination, Civil Construction, Disability Support, Hospitality or Waste Management.
- 106 people completed nationally-recognised qualifications under the NSW Smart and Skilled program, with another 65 commenced and continuing in their qualification.
- 15 people completed qualifications under fee-for-service arrangements.
- 241 existing workers and prospective employees completed a variety of short course training programs.

Youth Services

Highlights

- Delivered high quality outdoor recreation-based education programs to Canobolas Rural Technology High, Molong Central School and Orange High School.
- Worked with the Mitchell Regional Conservatorium to develop music skills amongst students from Canobolas Rural Technology High as part of Shed Ed's alternative education program for students at-risk of disengaging from the formal education system.
- Completed the third year of Youth Frontiers program delivery, a youth mentoring service aimed at increasing the community engagement of young people in Years 8 and 9.
- Supported Finley High School's Youth Frontiers state award nomination in the group project category, leading to three students and a teacher representing the school as finalists at the awards ceremony held in NSW Parliament House in October.
- Achieved success in the tender process for Youth Frontiers delivery from 2018 to 2020, which will see our geographic coverage expand to include Penrith and Lithgow, and our participant numbers more than double.

Statistical Snapshot

- 43 young people benefited from Aspire NSW's outdoor recreation programs, including 11 identifying as Aboriginal or Torres Strait Islander.
- 54 secondary school students supported by Shed Ed's Links to Learning alternative education program, including 17 identifying as Aboriginal or Torres Strait Islander.
- 30 Year 8 and 9 students in Richmond, the Lower Blue Mountains and Finley participated in six months of mentoring and civic project design and implementation through the Youth Frontiers Program.

Our Organisation

OCTEC assists communities by providing individuals with pathways to employment, as well as helping people adjust to changing employment conditions. To do this, much of our program focus is on vocational education and training, disability support and employment services.

A key to our success has been tailoring our services to meet individual needs and local circumstances. For over 40 years, we have continuously evolved to meet the changing needs of our clients and partners.

We operate in training, community support and employment services, sectors which are becoming increasingly competitive, with more large providers from the private and community sectors entering the market. As a locally-based community sector provider, OCTEC has been able to differentiate what we do, specialising in key areas of training and support, while maintaining a network of customised services across NSW, Victoria and the ACT, with expansion into Queensland in 2018.

Mission

Providing individuals with training and employment opportunities, assisting industry recruit and develop skilled workforces, and contributing to communities becoming more sustainable.

Purpose

To develop and manage projects that assist people to acquire and improve their ability to seek, obtain and retain employment.

To research, initiate and develop programs that provide support services for local people, in particular young or otherwise disadvantaged people.

To seek support in the community to assist people to develop their capacity for obtaining and retaining employment and to become more self-reliant and better skilled during periods of unemployment.

To research, initiate and develop programs that provide industry training and employment opportunities.

To provide services and programs which address and relieve poverty, sickness, distress, misfortune, destitution or helplessness.

Clients

OCTEC is about people. We provide programs and services to all members of the community, with a particular focus on people facing barriers to employment, education and training services. Our clients include school leavers, disengaged youth, sole parents, Indigenous Australians, people from culturally and linguistically diverse backgrounds, people with disabilities, mature age people, people with learning difficulties, those living in rural and remote locations, people seeking retraining for a new career, people unable to progress from insecure employment, and those who are long-term unemployed. More than 80% of clients accessing our services fall into one or more of these categories.



Our Senior Management Team



Chief Executive Officer
Andrew McDougall OAM



Deputy Chief Executive Officer
Stephen Nugent



Manager Corporate Services
Fred Emmi



Manager Employment Services
Chris Clark



Deputy Manager Employment Services
Adam Swist



Manager Business Performance and Strategy
Karen Grumley



Manager Training Services
Coleen Rivas



Business Manager
Andrew McInnes

Our Corporate Services Team



Members of OCTEC's Corporate Services team (top line left to right): Tracey Wishart (Administrative Officer Corporate Services), Louise McAllister and Kylie Gibson (Accounts and Payroll Officers), Rachael Hogan (Accounts and Administration Officer), Deanne Phillips OAM (Administrative Officer), Ikuko Fujisawa (Administrative Assistant), (bottom line) Meyenn Ngira (Manager Information Technology Services), Josip Paic (Information Technology Officer), Jye Turner (Information Technology Assistant), Pat West and Anita Sharpe (Building Management and Maintenance)

Our Priorities

Working in Partnership

Employers

Get your people right and you get your business right. OCTEC knows this. Through our employment programs, we partner with businesses to understand their current and future labour needs. Our consultants offer tailored recruitment, finding the right candidate for each vacancy. We also provide financial and mentoring support to deliver long-term labour solutions for business.

Each year we work in partnership with hundreds of employers across eastern Australia. This includes major businesses like Coles, Woolworths and Bunnings, government agencies like Australia Post, along with local small and medium enterprises. The services we provide include disability employment services, specialist youth employment services, business support, labour hire, traineeships and vocational training services.

Our aim is to become a human resources partner for employers, meeting their workforce recruitment and development needs. The strength of local businesses has a significant flow-on effect for our work, both in terms of achieving results for individual clients and contributing to the sustainability of local communities. OCTEC's long-term successful partnership with Uniting is one example.

Uniting is one of the largest providers of aged care and dementia-specific services in Australia. OCTEC Training Services is widely recognised as a leader and innovator in the delivery of practical aged care vocational training. Working together, we have developed high quality training in aged care, along with home and community care. This training leads to full qualifications at the Certificate III and IV level, as well as skill sets focused on specific areas of competency such as medication management and dementia care.

Starting in Orange nearly 30 years ago, the professional development model de-

vised by OCTEC Training Services has evolved over time. Key features include classroom-based training delivery in aged care facilities or simulated environments, practical on-the-job work experience performed in line with standard shift-work hours, and training delivery by qualified vocational educators with demonstrated experience and currency in their field.

OCTEC Employment Service also works closely with Uniting, placing qualified jobseekers into work at aged care facilities across our Employment Service Areas.

National Employer Awards

OCTEC's National Employer Awards recognise the special partnerships we've formed with businesses across our areas of operation. Winners represent progressive and inclusive organisations, focused on ability, while at the same time receiving no-cost recruitment solutions. In 2017, recipients included multi-nationals as well as medium and small businesses, in a range of sectors such as hospitality, health, retail, childcare and manufacturing. We look forward to recognising more employer champions in 2018.

Local Government

OCTEC has always been about community. With a focus on community development, we recognise the importance of local government authorities to the health and prosperity of the communities we serve. We work with local Councils, providing a range of services including employment, work trial, community work and training.

In 2017, OCTEC continued to provide services to Councils in the form of civil construction training, placements into employment and the Work for the Dole Coordinator program, along with leadership and management professional development services. As our geographic footprint extends in 2018, our team will form relationships with Council staff in new service locations.

Indigenous Organisations

In line with government policy, OCTEC has adopted an Indigenous Procurement Policy. By the end of financial year 2019-20, at least 3% of all our partnerships, memorandums of understanding and/or supplier contracts will be awarded to Indigenous-owned businesses.

In July 2017, we signed a unique national agreement with Aboriginal Employment Strategy (AES), building on local partnerships formed between our staff and those of AES. In the past 20 years, AES has made over 20,000 career placements for Indigenous jobseekers. Under our unique agreement, staff from both organisations will share resources including provision of Indigenous mentors to assist our job seekers. Where appropriate, OCTEC and AES staff will co-locate, offering Indigenous job seekers access to combined resources in one location. The partnership also provides OCTEC with access to a major network of Indigenous-owned businesses under the 'Supply Nation' initiative.

Community Services Providers

To support the delivery of our services, OCTEC has developed a National Community Network, involving thousands of specialist services across all the regions we serve. Our clients have full access to an extensive network of service providers, including housing and homeless services, drug and alcohol, literacy and numeracy, assistance for people from Cultural and Linguistically Diverse (CALD) backgrounds and services connecting with culture and country for Indigenous Australians.

Mental health is a major focus of the National Community Network. In 2017, analysis of our Disability Employment Services caseload showed 40% of participants had a primary disability that was mental health-related, with the majority experiencing some form of mental health barriers in addition to other primary disabilities, or as a result of ongoing un-



employment. For this reason, we are partnering with organisations such as Hunter New England Health Mental Health Team, WayAhead Workplaces – coordinated by the Mental Health Association NSW – and Marathon Health, provider of headspace youth mental health services across Central West NSW.

Australian Apprenticeship Support Network Providers

Through the delivery of traineeships, OCTEC has developed close working relationships with a number of Australian Apprenticeship Support Network (AASN) providers. AASN providers play a critical role in the success of any traineeship, as they process contract paperwork on behalf of employers and trainees, check eligibility and ensure the payment of employer incentives. By working closely with these providers, we ensure employers are able to access traineeship services with minimal confusion and maximum benefit.

Our Story – Family Chips

In July 2017, a National Employer Award was presented to Jackie Ferreira of Family Chips Pty Ltd. Operating as McDonalds Central Coast, Family Chips has placed multiple OCTEC Disability Employment Service and Transition to Work participants into employment at their McDonald's stores in Wyong, Lake Haven, Wadalba and Tuggerah on the Central Coast of NSW. Jackie and her team have developed a strong working relationship with our Central Coast DES and TtW staff. The award was recognition of Family Chips commitment to inclusive employment and was presented by local Federal Member of Parliament, Lucy Wicks, along with OCTEC Deputy Manager Employment Services, Adam Swist.



Above: CNL Catering provides hospitality services at Wagga Wagga RSL and business owner, Matthew Oates (left), is a wonderful supervisor and mentor for Oliver Taylor, a client of OCTEC Employment Service.



Accessing Funded Programs

For more than 40 years, OCTEC has been committed to providing training, employment and youth services that meet community needs. We grew out of community need to access government funding for these services. We've remained true to that vision, delivering state and federal initiatives to local communities across eastern Australia.

2017 Funding

In 2017, OCTEC delivered three Commonwealth-funded employment programs: Disability Employment Services, funded by the Department of Social Services, and Transition to Work and Work for the Dole Coordinator, funded by the Department of Jobs and Small Business (formerly Employment).

We delivered three NSW Government-funded programs aimed at improving education outcomes for young people. Youth Frontiers is funded by the NSW Department of Family and

Community Services, supporting young people in Years 8 and 9 connect with a community mentor, undertake a civic project and participate in personal development workshops. The Links to Learning program is funded by the NSW Department of Education and underpins our Shed Ed and Aspire NSW youth services. Links to Learning projects deliver community-based interventions for young people at risk of disengaging from school education.

Government funding in our training services area also comes from the NSW Department of Education. In 2017, we accessed Department of Education funding through the Smart and Skilled program, developing skilled workforces and achieving quality vocational education outcomes for participants.

Equitable Access

OCTEC is guided by a number of principles including the aim to ensure equitable access to our services. We provide quality services to all people regardless of race, gender, age, sexual orientation, religious beliefs, marital status or disability.

Our flexible services help overcome the barriers that disadvantaged people face when accessing community services. All OCTEC offices and services are accessible for people with special needs. We also work with employers and other service partners to ensure equitable service access for all people.

To help ensure our programs are effective as possible, we provide our staff with the knowledge and skills they need to support clients achieve meaningful outcomes. We also recognise that the diverse needs of people can't always be met in-house, and so maintain a National Community Network, partnering with other service providers.



My Story – Jason

Imagine being unemployed for more than 18 years. This was the situation Jason Hogan faced when he came to OCTEC's Disability Employment Service on the NSW Central Coast.

Jason had barriers to employment, including a respiratory disorder, anxiety and dyslexia. And while he had some labouring experience, this was work he could no longer undertake due to crash injuries. Since 1997, he'd been trapped in cycles of activities with no outcomes. To quote Jason: "I felt kind of useless."

Our Consultant, Stacey, helped Jason begin to identify new employment options. We enrolled him into several hospitality certificate courses and a retail training course with links to a major supermarket chain. We also arranged work trials. Jason's confidence and outlook improved.

Though there were hurdles and setbacks, we stood by Jason, encouraging and keeping him on track. Seven months after he commenced with us, Jason secured a work trial with a local pawn broking business. He was responsible for an online eBay shop, and rebuilding computers/gaming consoles. The trial led to an offer of paid employment. A man who, for 18 years felt like he'd been "pushed to the side," was able to make a fresh start, thanks to Stacey and the rest of the OCTEC Central Coast Employment Service team.

Delivering Local Services

A key feature of OCTEC service provision is the willingness to take services to where they are needed most. Our Employment Services operate from an extensive network of offices and outreach sites, giving participants access to a range of locations, maximising choice while minimising travel requirements. Our geographic footprint has expanded since 2013, and by the end of 2017, OCTEC Employment Service was operating from a total of 82 service locations across 18 Employment Service Areas in regional NSW and Victoria, the ACT, Sydney and Melbourne. In 2018, our services have further expanded to include additional sites in regional NSW and Victoria, Brisbane, South East and Central Queensland, as well as new locations across metropolitan Sydney and Melbourne.

OCTEC training services supports people undertaking employment-based traineeships where training and assessment is completed on-the-job. This type of training is popular with industry and trainees alike, particularly where geographic location or lack of

recent education experience makes classroom-based training untenable or a barrier to successful completion. Our civil construction traineeships delivered to employees in the Central West and Hunter regions of NSW are examples of this. OCTEC's Trainers and Assessors travel to multiple sites to train and assess participants in their workplaces.

When recruiting for managers and staff, OCTEC places emphasis on three key characteristics of applicants: skills and qualifications, life and work experience and local knowledge. OCTEC clients receive the highest quality services because our managers and staff are qualified and experienced, and because they are local people with local connections to business and community. An outstanding example of local connection comes from our Manning Regional Manager, Robyn Ballard. Every Tuesday morning, Robyn takes to the airwaves on local radio station Max FM 107.9 to discuss community issues, local events and OCTEC activities across the region.



Manning Regional Manager, Robyn Ballard, pictured during her weekly on-air discussion about community issues, local events and OCTEC activities across the region.

Our Coverage - Further Details at www.octec.org.au

New South Wales & ACT

ACT & Queanbeyan

Belconnen
Queanbeyan
Tuggeranong
Woden

Canterbury/Bankstown

Bankstown
Campsie
Condell Park
Lakemba
Punchbowl

Central Coast

Toukley
Gosford
Lakehaven
The Entrance
Woy Woy
Wyong
Budgewoi
Doyalson

Central Western Sydney

Parramatta
Auburn
Hornsby
Chester Hill
Merrylands
Wentworthville

Chifley

Bathurst
Oberon

Coffs Harbour

Coffs Harbour
Bellingen
Nambucca Heads
Woolgoolga

Fairfield

Fairfield
Cabramatta
Bonnyrigg
Fairfield East
Smithfield

Hastings

Port Macquarie
Laurieton
Wauchope

Hunter

Cessnock
Kurri Kurri
Maitland

Inner Sydney

Surry Hills
Marrickville
Redfern

Keepit

Tamworth
Gunnedah

Kiewa

Albury

Lachlan

Forbes
Parkes
Condobolin
Lake Cargelligo
Peak Hill
West Wyalong

Liverpool

Liverpool
Hoxton Park
Miller

Lower Hunter

Newcastle
Charleston
Mayfield
Raymond Terrace
Toronto
Wallsend

Macarthur and Sydney South West

Campbelltown
Camden
Ingleburn
Minto
Narellan
Picton
St Helens Park

Macleay

Kempsey

Manning

Taree
Forster
Bulahdelah

Gloucester
Tuncurry

Murray Darling

Wentworth
Balranald
Dareton

Nepean

Penrith
Katoomba
Richmond
Rouse Hill
Springwood
St Marys
Windsor
Colo Heights
Mellon
Mount Victoria

New England and North West

Armidale
Glen Innes
Inverell
Tamworth
Gunnedah
Guyra
Moree
Narrabri
Tenterfield
Tingha
Uralla
Walcha

North Coast

Ballina
Byron Bay
Lismore
Mullumbimby
Alstonville
Casino
Grafton
Kyogle
Lennox Head
Maclean
Murwillumbah

Northern Sydney

Chatswood
Brookvale
Dee why
Mona Vale
North Ryde

Outer Western Sydney

Blacktown
Mount Druitt
Seven Hills
Luddenham
Quakers Hill
Shalvey
Wallacia

Patterson

Orange
Cowra
Young

Richmond

Lismore
Casino
Kyogle

South Eastern

Wagga Wagga
Tumut
Cootamundra

St George-Sutherland

Kogarah
Hurstville
Sutherland
Caringbah
Rockdale

Sturt

Griffith
Deniliquin
Hay
Hillston
Leeton

Tweed

Tweed Heads
Tweed Heads South
Banora Point
Kingscliff
Murwillumbah

Windamere

Lithgow
Mudgee
Gulgong
Kandos
Portland
Rylstone

Victoria

Bayside

Dandenong
Box Hill
Cheltenham
Edithvale
Oakleigh
Prahran

Calder

Broadmeadows
Coburg
Sunbury
Brunswick
Craigieburn
Flemington
Glenroy

Geelong

Geelong
Corio
Drysdale
East Geelong

Goulburn Valley

Shepparton
Cobram
Echuca

Hampden

Warrnambool
Colac

Kiewa

Wodonga
Beechworth
Corryong

Maroondah

Boronia
Lilydale
Ringwood
Rowville
Wantirna South

Monash

Pakenham
Cranbourne
Narre Warren
Peninsula
Frankston

Plenty

Preston
Epping
Doncaster East
Greensborough
Heidelberg

Sunraysia

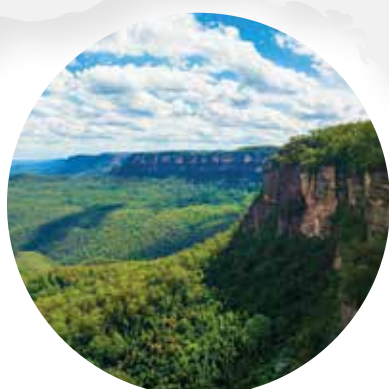
Mildura
Merbein
Red Cliffs

Western District

Hamilton
Portland

Westgate

Melton
St Albans
Sunshine
Werribee
Bacchus Marsh
Footscray



Queensland

Capricornia

Rockhampton
Yeppoon

Fraser Coast

Maryborough
Pialba

Gladstone

Gladstone
Agnes Water
Biloela

Gold Coast

Southport
Nerang
Biggera Waters
Coomera
Labrador
Palm Beach
Parkwood
Pimpana
Robina

Gympie

Kingaroy
Nanango

Ipswich

Ipswich
Blackstone
Dinmore
Goodna
Lowood
Redbank

Logan

Logan Central/
Woodridge
Beenleigh
Beaudesert
Browns Plains
Dunwich

North Brisbane

Strathpine
Chermside
Mitchelton
Fortitude Valley
Nundah
Toowong

Outer North Brisbane

Caboolture
Bellara
Burrpengary
Deception Bay

Kilcoy
Margate
Redcliffe

South Brisbane

Upper Mount Gravatt
Inala
Wynnum
Capalaba
Victoria Point
Woolloongabba

Toowoomba and Darling Downs

Toowoomba
Chinchilla
Dalby
Gatton
Goondiwindi
Laidley
Oakey
Roma
St George
Warwick

Our Programs



Ailis Kilfoyle is a participant connected to our Wagga Wagga DES site. She came to OCTEC in late 2017, battling depression and a severe lack of confidence. With the help of our consultants, Ailis secured a role with the local Good Guys retail store. Our Wagga Wagga team negotiated a wage subsidy for the employer and provided weekly post-placement support for both the employer and Ailis. Ailis' achievements have been amazing! After only five weeks, she had already exceeded her initial performance targets and her future looks bright!

Ailis' advice to others in her situation: "Don't be ashamed or afraid to ask for help. OCTEC helped me realise my mental health isn't something to hide."

Finding Sustainable Employment

Disability Employment Services

OCTEC is a major provider of Disability Employment Services (DES). This Australian Government-funded program is managed by the Department of Social Services. DES consists of two distinct sub-programs – Employment Support Services (ESS) and Disability Management Services (DMS). The major difference between ESS and DMS is the level of ongoing support provided to participants. ESS participants generally have permanent disabilities, requiring some level of ongoing workplace support after their first six months of employment. DMS participants generally have an acquired disability as a result of an injury, illness or health condition, and generally do not require ongoing support after the first six months of employment.

As at the end of 2017, OCTEC Employment Service DES teams were operating from 59 full-time and part-time sites across NSW, the ACT and Victoria, while our active DES client caseload had increased dramatically in recent years. At the start of 2013 we had 220 commenced clients, growing to more than 900 by the end of 2013, and then to 2,100 in early 2015. By the end of 2017, the figure stood at more than 3,500, representing a fifteen-fold increase in just over four years.

This growth is continuing. As a result of the Department of Social Services Grant Application process, from 1 July 2018, OCTEC has become Australia's largest not-for-profit

provider of Disability Employment Services. The number of contracts we manage has grown from 25 to 110. We continue to deliver DES in all current ESAs and we have expanded our geographical footprint to include Central and South East Queensland (including Brisbane), with additional coverage across regional NSW and Victoria, as well as new locations in metropolitan Melbourne and Sydney.

While this growth has presented challenges, we continue to meet our growth goals with minimal disruption to the overall operation of the organisation, while maintaining OCTEC's core values and the quality of our service provision. Our ability to do this has been demonstrated on multiple occasions in the past, with ongoing business growth in recent years. Evidence of our success comes from strong results in 2017 and 2018 audits against the National Standards for Disability Services (NSDS), conducted by BSI Pty Ltd.

Members of the Board and senior management continue their commitment to growth and continuous improvement of our Disability Employment Services. Under our quality management system, tools and resources will continue to be developed and maintained, making our systems more user-friendly, effective and efficient.



Above: Members of OCTEC Employment Service's management, quality and compliance teams that work across regions (left to right from top): Chris Clark (Manager Employment Services), Adam Swist (Deputy Manager Employment Services), Charissa Mossop (Transition to Work and Parents Next Manager), Karen Grumley (Manager Business Performance and Strategy), Charlotte Allen, Joanne Boyle (Business Performance and Strategy Coordinators), Heath Watkinson (Performance and Quality Coordinator), Emma Fletcher (Employer and Partnerships Manager) and Marie Mason (Special Projects Officer).



Peter Chamings (left) is a client of OCTEC Employment Service at Dandenong and loves his job at KR Best Paint where he works closely with supportive business owner and supervisor, George Kelzi.

Sydney

OCTEC Employment Service (OES) is headquartered in the western Sydney suburb of Penrith. OES has established a reputation for excellent service provision and high performance over a number of years in three Employment Service Areas: Nepean, Macarthur and Northern Sydney. Commencing 1 July 2018, OCTEC expanded our Sydney operations, delivering Disability Management and Employment Support Services from seven new ESAs – Canterbury/Bankstown, Central Western Sydney, Fairfield, Inner Sydney, Liverpool, Outer Western Sydney and St George-Sutherland.



Melany Maynard
(Manager Sydney Region), Stephen Mascari
(Workforce Development Coordinator).

Nepean

The Nepean ESA includes suburbs in far western Sydney, as well as the Blue Mountains, Hawkesbury and Hills districts. OCTEC's Nepean team delivers both Employment Support Services and Disability Management Services from sites at Penrith, St Marys, Rouse Hill, Windsor, Richmond, Springwood and Katoomba, outreaching to Colo Heights, Melong and Mount Victoria.



Nepean team (left to right): Emma Thomas
(Regional Manager), Sandra Hope (Senior Career Consultant), Amanda Arik, Juan Del Carmen, Michael Dwyer, Robyn Hatfield, Maggie Lockington, Jean Marie Lloyd, John Mitchell, Jessica Walker (Career Consultants).

Macarthur

Macarthur is in Sydney's south west and includes semi-rural land, along with the major population centres of Camden, Campbelltown, Minto, Glenfield and Macquarie Fields. Our team delivers Employment Support Services from sites at Camden, Campbelltown, Ingleburn, Minto and Narellan, with outreach services to St Helens Park. Our Macarthur service provision expanded in July 2018 to include Disability Management Services.



Macarthur team (left to right): Alberto Lopez (Regional Manager), A'isha Matthews, Helene Carozzi, Rachael Cooper, Fifita Kepu, Seema Kumar, Seetha Naidu, Daryl Shortland, Belinda Wilson (Career Consultants).

Northern Sydney

The Northern Sydney ESA extends from North Sydney to Wisemans Ferry. OCTEC's Northern Sydney team delivers both Disability Management Services and Employment Support Services from sites at Chatswood, Dee Why and North Ryde, with outreach to Brookvale and Mona Vale.



Northern Sydney team (left to right): Junior Tauia (Regional Manager), Daniel Browne, Naomi Chee, Adele Conchon, Mark Stafford (Career Consultants).

Canterbury Bankstown

OCTEC began delivering Disability Management Services and Employment Support Services in this inner south west Employment Service Area in July 2018. We operate from sites in Bankstown and Campsie, with outreach across the ESA.



Canterbury Bankstown team (left to right): James Walters (Regional Manager), Richard Osborne, Bernard Wong (Career Consultants).



Central Western Sydney

This Employment Service Area runs from Hornsby in the north, to Merrylands in the south. Commencing in July 2018, OCTEC delivers Disability Management Services and Employment Support Services in Auburn and Parramatta, with outreach across the ESA.



Central Western Sydney team (left to right): Junior Tauia (Regional Manager), Nita Mala, Nigel Singh (Career Consultants).

Fairfield

OCTEC commenced delivery of Employment Support Services and Disability Management Services in the Fairfield Employment Service Area in July 2018. We operate sites in Fairfield and Cabramatta, with outreach to Smithfield.



Fairfield team (left to right): James Walters (Regional Manager), Alexandra Barnes (Senior Career Consultant), Pauline Iwassi, Truc Le, Tania Panameno, Samira Tannous, Sandy Tran, Vali Velardi (Career Consultants).

Inner Sydney

This Employment Services Area includes the Sydney CBD and surrounding suburbs. OCTEC commenced Disability Management Services and Employment Support Services here in July 2018. We operate a site in Surry Hills with outreach from Redfern and Marrickville.



Inner Sydney team (left to right): Emma Thomas (Regional Manager), Joshua Richards (Career Consultant).

Liverpool

Located in the south west of Sydney, OCTEC began delivery of Disability Management Services and Employment Support Services from our Liverpool site in July 2018. We also offer outreach across this ESA.



Liverpool team (left to right): James Walters (Regional Manager), Rhiannon Knaggs, Ljubica Sudar (Senior Career Consultants), Beverley Neilsen (Career Consultants).

Outer Western Sydney

Located between Central Western Sydney and Nepean, we began delivering Disability Management Services and Employment Support Services here in July 2018. Our sites are located in Blacktown and Mt Druitt, with outreach across the ESA.



Outer Western Sydney team (left to right): Junior Tauia (Regional Manager), Angela Finch (Senior Career Consultant), Stephanie Clark, Mark Ingham (Career Consultants).

St George Sutherland

Stretching from Botany Bay to the Royal National Park, OCTEC began delivery of Disability Management Services and Employment Support Services in this southern Sydney ESA in July 2018. Our sites are located in Caringbah, Sutherland and Rockdale.



St George-Sutherland team (left to right): James Walters (Regional Manager), Viviane Awad, Sanjay Singh, David Wong (Career Consultants).



Western NSW and ACT

In 1976, OCTEC commenced operations in Orange, in what is now called the Patterson Employment Service Area (ESA). OCTEC Employment Service (OES) has been delivering employment programs across Central West NSW for more than 20 years. Over the past five years, OES operations in the region have expanded to include eight ESAs – ACT & Queanbeyan, Chifley, Kiewa, Lachlan, Murray Darling, Patterson, South Eastern NSW and Windamere. Since 1 July 2018, OCTEC has also delivered services in the Sturt ESA.



Caroline Gagnon
(Manager Western Region)

ACT & Queanbeyan

ACT and Queanbeyan is an Employment Service Area centred on Canberra and surrounds. OCTEC delivers the Disability Management Services sub-program from offices in Belconnen, Woden and Tuggeranong in Canberra, and in Queanbeyan, NSW. In mid-2018, we also began delivery of Employment Support Services in this ESA.



ACT & Queanbeyan team (left to right): Caroline Gagnon (Manager Western Region), Namita Mahani, Hanli van Staden, Tennille Stephens (Career Consultants).

Chifley

The Chifley Employment Service Area is centred on the city of Bathurst which lies on the Great Western Highway, west of the Blue Mountains. The Chifley team delivers Employment Support Services from Bathurst with outreach to Oberon. Since 2018, we have also delivered Disability Management Services in Chifley.



Chifley team (left to right):
Christine Champkin (Regional Manager),
Laura Bampton,
Kerrie Taylor-Dent (Career Consultants).

Kiewa

The Kiewa Employment Service Area lies on the NSW/Victoria border. OCTEC delivers Disability Management Services from full-time sites in Albury and Wodonga. We also operate outreach services to Beechworth and Corryong in regional Victoria. In July 2018, OCTEC began delivery of Employment Support Services in Kiewa.



Kiewa team (left to right): Dot Dixon (Senior Career Consultant), Jeanette Steendam, Carrie Taylor, Trevor Welladsen, Katie Witt (Career Consultants).

Lachlan

The Lachlan Employment Service Area is located in Central West NSW. OCTEC delivers DES Employment Support Services from Forbes, Parkes, Condobolin and West Wyalong. In 2018, we also began Disability Management Services in this ESA.



Lachlan team (left to right): Pam Jackson (Regional Manager), Jennifer Hunt, Andrew Morrison, Estelle Wells (Career Consultants).



Murray Darling

OCTEC delivers both Employment Support Services and Disability Management Services to the people and businesses of the Murray Darling area from sites at Balranald, Dareton and Wentworth. Wentworth is the most populous town and is located at the junction of Australia's two largest rivers, the Murray and the Darling. This ESA marks the western edge of our geographic footprint.



Murray Darling team (left to right): Pam Jackson (Regional Manager), Danielle Pearce, Leanne Rawlings (Career Consultants).

Patterson

The Patterson Employment Service Area is in Central West NSW and has three main population centres – Orange, Cowra and Young. We deliver both Employment Support Services and Disability Management Services from sites in each of these centres. In Orange, our Disability Employment Services are delivered from Old Town Hall, which is also OCTEC's head office. We operate an additional three sites in Orange, Croagh Patrick College, Huntley Berry Farm and our Transition to Work centre. Croagh Patrick houses the Phillips Centre, OCTEC's state-of-the-art online and distance education facility. Huntley Berry Farm is located 15 minutes from Orange and operates as an Australian Disability Enterprise.



Patterson team (left to right): Pam Jackson (Regional Manager), Simone Abbott, Rebecca Plant, Sallyanne Stephens (Career Consultants).

South Eastern

The South Eastern NSW team delivers Employment Support Services from full-time sites at Wagga Wagga and Tumut, as well as outreach services in Cootamundra. In 2018, OCTEC also began delivery of Disability Management Services in South Eastern NSW.



South Eastern team (left to right): Wayne Flood, Simone Guascoine, Jenny Kelleher, Sharon O'Shea (Career Consultants).

Windamere

The Windamere Employment Service Area covers two major population centres – Lithgow in the south and Mudgee in the north. The Windamere team delivers Employment Support Services and Disability Management Services in Windamere from offices in Lithgow and Mudgee, with outreach to Gulgong, Kandos, Rylstone and Portland.



Windamere team (left to right): Christine Champkin (Regional Manager), Deborah Dziendziel, Liz Lovett, Annette McPhail (Career Consultants).

Sturt

This Employment Service Area is between South Eastern and Murray Darling. OCTEC began delivery of Disability Management Services and Employment Support Services here in July 2018, operating sites in Griffith and Deniliquin, with outreach across the ESA.



Sturt team (left to right): Caroline Gagnon (Manager Western Region), Peta Argus, Trent Batchelor (Career Consultants).



Northern NSW

OCTEC Employment Service has been operating in Employment Service Areas north of Sydney since 2013, delivering Employment Support Services and/or Disability Management Services from six ESAs: Central Coast, Hastings, Macleay, Manning, New England and North Coast. In July 2018, we also began delivery of both sub-programs in six new ESAs.

Central Coast

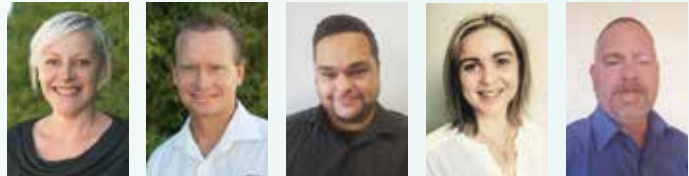
Immediately to the north of Sydney, OCTEC commenced delivery of Disability Management Services in February 2017 from sites at Toukley, Gosford, The Entrance, Wyong and Woy Woy. From July 2018, we have also delivered Employment Support Services from these five sites.



Central Coast team (left to right): Matt Ferrier (Regional Manager), Marc Anderson, Stacey Harbutt, Shakeela Matloob, Rebecca Wood (Career Consultants).

Hastings

The Hastings Employment Service Area is centred on the city of Port Macquarie. The Hastings team delivers Employment Support Services from sites at Port Macquarie, Wauchope and Laurieton, with services expanding in July 2018 to include Disability Management Services.



Hastings and Mclaley team (left to right): Kellie Reeve (Regional Manager), Dion Hyde (Senior Career Consultant), Dane Callaghan, Ellie Fuller, Jason Lenane, Karen Panton, Darryn Yule (Career Consultants).

Macleay

Macleay ESA is immediately to the north of Hastings and is based on the town of Kempsey. The Macleay team has been delivering Employment Support Services for more than two years and starting in July 2018, also delivers Disability Management Services.



Manning

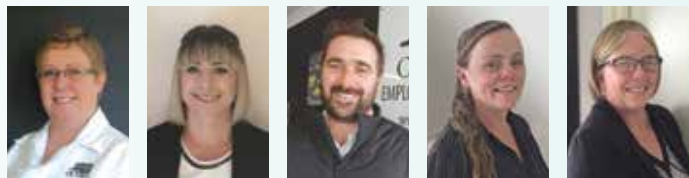
Manning is on the Mid North Coast of NSW. The ESA has two major population centres – the twin towns of Forster-Tuncurry and the regional city of Taree. Our Manning team delivers both Employment Support Services and Disability Management Services from sites at Forster, Tuncurry, Taree and Gloucester, with outreach services to Bulahdelah.



Manning team (left to right): Robyn Ballard (Regional Manager), Peggy Bird, Kym Visser (Senior Career Consultants), Kristie Barden, Marie Barry, Jason Brooks, Matthew Dixon, Sharon Franks, Fergus Hayes, Kerryann Hayes, Melissa McLucas, Graeme Morley, Jo-anne Phillips, Daniel Woolston.

New England

New England is a regional Employment Service Area in northern NSW. Our New England provides both Employment Support Services and Disability Management Services from sites at Armidale, Glen Innes and Inverell, with outreach to five other towns and villages in the area.



New England team (left to right): Sarah Hunt (Regional Manager), Jodie Bain, James Sweeney, Patricia Taufalele, Donna Uphill (Career Consultants).



North Coast

The North Coast Employment Service Area is based in the Ballina/Byron area. Our North Coast team has been delivering Disability Management Services in Byron Bay, Ballina and Mullumbimby for three years, with outreach to Alstonville and Lennox Head. In 2018, we expanded delivery to include Employment Support Services in North Coast.



North Coast team (left to right): Corrina Page (Manager Brisbane Region), Michael Liljeqvist (Regional Manager), Helen Rixon (Senior Career Consultant), Julie-Anne Clifford, Rebecca Davidson (Career Consultants).

Coffs Harbour

On the Mid North Coast of NSW, immediately north from Macleay, OCTEC began delivery of Disability Management Services and Employment Support Services in July 2018. We operate in Coffs Harbour, with outreach to Bellingen, Nambucca Heads and Woolgoolga.



Coffs Harbour team (left to right): Kellie Reeve (Regional Manager), Jeremy Edwards, Kate Vickers (Career Consultants).

Hunter and Lower Hunter

Immediately to the north of Sydney and the Central Coast, OCTEC began delivery of Disability Management Services and Employment Support Services in the Hunter and Lower Hunter in July 2018. Our Hunter services are based in Cessnock with outreach to Kurri Kurri and Maitland, while the Lower Hunter has sites in the Newcastle CBD and Charlestown, with outreach across the ESA which stretches south from Port Stephens to Lake Macquarie.



Hunter and Lower Hunter team (left to right): Matt Ferrier (Regional Manager), Jodi Russell, Scott Taylor, Riki Ward (Career Consultants).

Keepit

This northern Employment Service Area is centred on Australia's country music capital – Tamworth. Commencing in July 2018, OCTEC delivers Disability Management Services and Employment Support Services in Tamworth, with outreach to Gunnedah.



Keepit team (left to right): Sarah Hunt (Regional Manager), Lynda Nash (Career Consultant).

Richmond

This northern NSW Employment Services Area is centred on Lismore. OCTEC has delivered Disability Management Services and Employment Support Services here since July 2018. We operate a full time site in Lismore, with outreach to Kyogle and Casino.



Richmond team (left to right): Michael Liljeqvist (Regional Manager), Helen Rixon (Senior Career Consultant).

Tweed

Immediately south of the NSW/Qld border, OCTEC has delivered Disability Management Services and Employment Support Services in Tweed since July 2018. We operate from a site in Tweed Heads South, with outreach to Murwillumbah and across the ESA.



Tweed team (left to right): Cathy Stickland (Regional Manager), Jill Southcott (Career Consultant).

Victoria

OCTEC Employment Service expanded into Victoria in 2015, commencing operations in the Bayside Employment Service Area in Melbourne and the Victorian component of Kiewa (Wodonga, Beechworth, Corryong). Building on their success, OCTEC Employment Service team now delivers Employment Support Services and Disability Management Services from six Melbourne ESAs and five regional Victorian ESAs.



Matt Cilia (Manager Southern Region), Vito D'Angelo, Dan Hyndman (Workforce Development Coordinators).

Bayside

Bayside is a Melbourne Employment Service Area on the eastern side of Port Phillip Bay. OCTEC delivers Disability Management Services from offices in Box Hill, Cheltenham, Dandenong, Edithvale, Oakleigh and Prah-ran. We also commenced delivery of Employment Support Services in Bayside in July 2018.



Bayside team (left to right): Tristan Knoop (Regional Manager), Jennifer Murrian (Senior Career Consultant), Maxime Bodin, Christine Cabral, Phillip Crawford, Abdelrahim Juma, Kristine McDonough, Michael O'Keeffe, Claire Phillips, Raj Singh, Cat Wright (Career Consultants).

Calder

Calder is an Employment Service Area in Melbourne's north. Commencing in July 2018, we deliver both Employment Support Services and Disability Management Services from sites in Broadmeadow, Coburg and Sunbury, with outreach across the ESA.



Calder team (left to right): Hind Al-Madhoun (Regional Manager), Janelle Flynn, Tony Fretton, John Halasa, Arwa Himeidan (Career Consultants).

Maroondah

In the north east of Melbourne, OCTEC delivers both Employment Support Services and Disability Management Services in Maroondah, starting in July 2018. Our services are based in Boronia, with outreach across the ESA.



Maroondah team (left to right): Matt Cilia (Manager Southern Region), Rachel Higgins, Jassy Rennie (Career Consultants).

Monash

To Melbourne's east, OCTEC delivers Employment Support Services and Disability Management Services from sites in Cranbourne, Narre Warren and Pakenham, starting 1 July 2018.



Monash team (left to right): Matt Failla (Regional Manager), David Hadland, Simone Negus (Career Consultants).

Peninsula

Immediately south of our Bayside Employment Service Area, OCTEC commenced delivery of Employment Support Services and Disability Management Services from our Frankston site in July 2018. We also offer outreach services across the Peninsula ESA.



Peninsula team (left to right): Matt Failla (Regional Manager), Natalie Markham, Tracy Sinton-Tew (Career Consultants).

Plenty

Situated between Maroondah and Calder in Melbourne's northern suburbs, our Employment Support Services and Disability Management Services began in Plenty on 1 July 2018. Full time sites are located in Epping and Preston, with outreach across the ESA.



Plenty team (left to right): Tony Papaioannou (Regional Manager), Lauren Boomgardt, Krissie Cao, Steven Nguyen, Julian Pike (Career Consultants).

Westgate

Covering Melbourne's west, we began delivery of Employment Support Services and Disability Management Services in Westgate on 1 July 2018. Our sites are located in Melton, St Albans, Sunshine and Werribee, with outreach to Footscray and Bacchus Marsh.



Westgate team (left to right): Thao Le (Regional Manager), Ritsa Gaitanas, Jenny Le, Magdeline Mattius, Vanessa Siljanovski (Career Consultants).

Geelong

Based around Victoria's second largest city, this Employment Services Area extends south along the Surf Coast and west towards Ballarat. OCTEC commenced Employment Support Services and Disability Management Services here in July 2018, from sites in Corio and Geelong City.



Geelong team (left to right): Jenny Hope (Regional Manager), Roxanne Bayona, Brendan Bourke (Career Consultants).

Goulburn Valley

Bisected by the Murray River, our Employment Support Services and Disability Management Services began in this northern Victorian ESA in July 2018. Our services are based in Shepparton, with outreach to Echuca and Cobram.



Goulburn Valley team (left to right): Casey Osborne (Senior Career Consultant and Team Leader), Sophie Buzzo (Career Consultant).

Hampden

This Employment Service Area runs along Victoria's southern coast, and includes the scenic Great Ocean Road. We commenced Employment Support Services and Disability Management Services in Hampden in July 2018 from our Warrnambool site, with outreach to Colac.



Hampden team (left to right): Jenny Hope (Regional Manager), Andrea Bellman, Christine Shurvell (Career Consultants).

Sunraysia

This ESA borders the Murray River in the north and South Australia in the west. OCTEC delivers Employment Support Services and Disability Management Services from our Mildura site, with outreach across the ESA. We commenced in Sunraysia in July 2018.



Sunraysia team (left to right): Pam Jackson (Regional Manager), Danielle Pearce (Career Consultant).

Western District

In the far south west of Victoria, OCTEC began delivery of Disability Management Services and Employment Support Services in Western District in July 2018. Our services operate from the towns of Hamilton and Portland.



Western District team (left to right): Jenny Hope (Regional Manager), Joseph Hogan (Career Consultant).

Queensland

On 1 July 2018, OCTEC began operations in Central and South East Queensland, delivering Disability Management and Employment Support Services from 11 new ESAs, six in the greater Brisbane and Gold Coast area, and five in regional locations.



Corrina Page
(Manager
Brisbane Region),
Siobhan Ablett
(Manager Central
Queensland
Region).

Gold Coast

A world-famous tourist destination, immediately north of the NSW/Qld border, OCTEC began delivering Disability Management Services and Employment Support Services here in July 2018. Our services operate from sites at Nerang and Southport, with outreach across the ESA.



Gold Coast team (left to right):
Cathy Stickland (Regional Manager),
Lee Gray-Smith, Belinda Osborne
(Career Consultant).

Logan

Located west of the Gold Coast, OCTEC has delivered Disability Management Services and Employment Support Services in Logan since July 2018. We operate from sites in Beenleigh and Woodridge, with outreach to Beaudesert and across the ESA.



Logan team (left to right):
Graham Eglington (Regional Manager),
Jody Davis, Joanne Quick (Career
Consultants).

North Brisbane

This Employment Services Area covers suburbs north of the Brisbane River. OCTEC began Disability Management Services and Employment Support Services here in July 2018 and we operate from Chermside, Mitchelton and Strathpine, with outreach across the ESA.



North Brisbane team (left to right):
Liane Neale (Regional Manager),
Catherine Crawford, Nathan Ryan
(Career Consultants).

Outer North Brisbane

Covering Wide Bay and areas around Kilcoy, OCTEC has delivered Disability Management Services and Employment Support Services in this ESA since July 2018. Our sites are located in Caboolture and Deception Bay, with outreach to Margate and Bellara.



Outer North Brisbane
team (left to right):
Liane Neale
(Regional Manager),
Jane Chappell,
Donna Long,
Stacey McKeand
(Career Consultants).

South Brisbane

The ESA borders the Brisbane River in the north and Logan/Gold Coast in the south. We began delivering Disability Management Services and Employment Support Services here in July 2018, from sites in Inala, Wynnum and Upper Mount Gravatt.



South Brisbane team (left to right): Graham Eglington (Regional Manager),
Matthew Eggins, Rebecca Tewson, John Ward (Career Consultants).



Capricornia and Gladstone

As its name suggests, the Capricornia ESA covers towns around the Tropic of Capricorn and from July 2018, OCTEC began delivering Specialist DES services to mature age and Indigenous participants from our site in Rockhampton, with outreach to Yeppoon. Just to the south in the Gladstone ESA, we began delivering Disability Management Services and Employment Support Services in July 2018 from our Gladstone Central site with outreach to Biloela and Agnes Water.



Capricornia and Gladstone team (left to right): Katie Connolly (Regional Manager), Lofty Asse, Karyn Stockdale (Career Consultants).

Fraser Coast and Gympie

The Fraser ESA covers the Great Sandy Region of Queensland and offers full-time OCTEC sites in Maryborough and Pialba (Hervey Bay). Just to the south, the Gympie ESA extends inland from the town of Gympie, which hosts a full-time site, to the agricultural land around Kingaroy and Nanango (both of which host OCTEC outreach locations). We began delivery of Disability Management Services and Employment Support Services in the Fraser Coast and Gympie ESAs in July 2018.



Fraser Coast and Gympie team (left to right): Sara Wood (Regional Manager), Greg Atzori, Josephine Najjar (Career Consultants).

Ipswich

This Employment Services Area is in the west of the greater Brisbane region. We have delivered Disability Management Services and Employment Support Services since July 2018, from sites in Goodna and Ipswich.



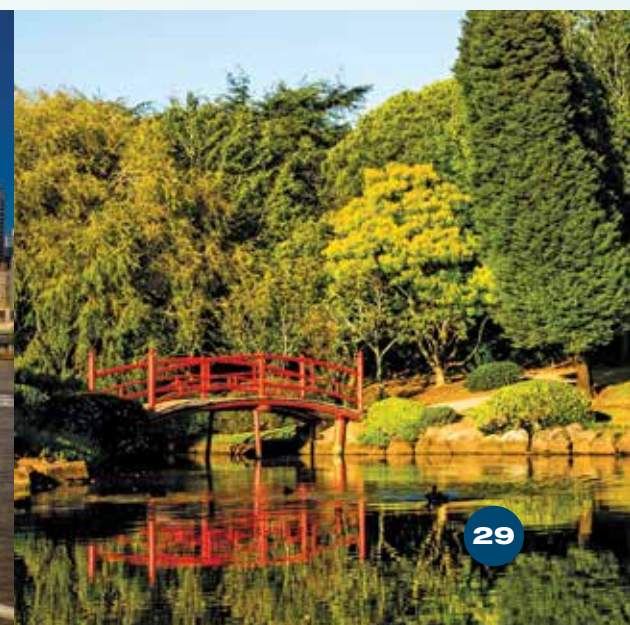
Ipswich team (left to right): Jodie Brown (Regional Manager), Matthew Fairhurst, Liz Hussey-Smith (Career Consultants).

Toowoomba

Centred on the Great Dividing Range, west of Brisbane, OCTEC has delivered Disability Management Services and Employment Support Services in this ESA since July 2018. Our services are based in Toowoomba, with outreach to Gatton and Laidley.



Toowoomba team (left to right): Jodie Brown (Regional Manager), Helen Hughes (Career Consultant).





Mental Health Employment Strategy

OCTEC's Mental Health Employment Strategy (MHES) is an important part of our approach to Employment Services. We aim to maximise employment outcomes for people with a mental health condition as a primary or a secondary disability. Our strategies include participation in a number of Mental Health Co-location Projects as well as active participation in various mental health initiatives in Central West NSW.

Through the Mental Health Co-location Projects, OCTEC partners with various Community Mental Health Centres (CMHCs) in Sydney and regional NSW. Our specially-trained Career Consultants work closely with CMHC health care professionals assisting people with mental health conditions to achieve their vocational goals. We use the IPS (Individual Placement and Support) model. Four Co-location Projects are currently operating, supported from our sites in Taree, Hawkesbury, Bathurst and Parkes. We also provide part-time support as a cross-sector partner at Springwood, Lithgow and Campbelltown.

OCTEC is involved in two important mental health initiatives in Orange, with representation on the steering committees of the Orange headspace centre and the LikeMind project.

Orange headspace provides mental health and associated health services to young people aged 12 to 25 years. It opened its doors in 2016 and is run by lead agency, Marathon Health, together with the Orange headspace Consortium, of which OCTEC is a member. We also support the centre by delivering vocational services to headspace clients.



The LikeMind Orange Centre is funded by the NSW Government and also opened in 2016. Like headspace, it provides an integrated and holistic mental health service. The eligible age range for clients is 25 to 65 years. OCTEC has a Memorandum of Understanding with LikeMind lead agency, Aftercare, to provide in-kind support to the centre, particularly in relation to the vocational and social needs of clients. We are also represented on the LikeMind Consortium.



Q.temp

OCTEC's Q.temp labour hire service assigns casual employees to businesses seeking temporary staff to help clear backlogs, cover staff leave, fill vacancies while permanent personnel are being recruited, and complete special projects. Q.temp services are available through all OCTEC offices and have two major objectives:

- to help jobseekers find worthwhile employment where they can develop their skills, prove their abilities and attain long-term employment; and
- to provide skilled, reliable employees to businesses on a needs basis.

Objective 1) Q.temp works closely with jobactive providers to place jobseekers into employment. In turn, jobactive providers help Q.temp connect with new businesses, promoting trial employment in temporary roles prior to directly hiring staff. This is a successful, proven method of assisting unemployed people secure permanent work.

Objective 2) Q.temp has established long-term relationships with a number of businesses in Central West NSW, Northern NSW and Western Sydney, filling casual vacancies in a range of occupations.

Q.temp focuses on employment opportunities in sectors like construction, manufacturing, wholesale distribution, transport, waste management and administration. The quality of Q.temp's service is evidenced by the high level of repeat business, the number of long-term customers and the success of assigned employees gaining permanent work.





ParentsNext

Funded by the Commonwealth Department of Jobs and Small Business, ParentsNext is a new pre-employment program for parents with young children. Through ParentsNext, OCTEC develops early intervention assistance for parents at risk of long-term welfare dependency. We do this by helping parents identify and reach their education and employment goals through participation in activities, and by connecting parents to local services to help them prepare for employment.

Commencing in July 2018, OCTEC delivers ParentsNext from the Queensland Employment Regions of Brisbane South East, Darling Downs, Gold Coast, Somerset (northern suburbs of Brisbane) and Wivenhoe (Beaudesert, Inala and Ipswich area). In regional NSW, we operate in the New England and North West and North Coast Employment Regions. And we operate ParentsNext from sites in Sydney North and West, Sydney South West and Greater Western Sydney.

Based on Government forecasts and program requirements, we expect that approximately 96% of ParentsNext participants will be women, with a significant percentage being Indigenous women. OCTEC will utilise our partnerships with Indigenous organisations such as the Aboriginal Employment Strategy to ensure we provide a culturally-sensitive service that engages all participants and helps them reach their goals.




Manager




Charissa Mossop
Parents Next
Manager


Somerset Region



Liane Neale
Regional
Manager



Melinda Walton
Consultant



Samantha Ziehl
Consultant

Brisbane South East Region



Graham Eglington
Regional
Manager




Mana Faifai
Consultant



Tania Faimalo
Consultant



Monique Oates
Consultant



Julianne Retchford
Consultant


Darling Downs and Wivenhoe Regions



Jodie Brown
Regional
Manager



Alana Burnett
Consultant



Amanda Lazarus
Consultant



Libby Smith
Consultant



Brittany Edwards
Consultant

Peta Mullins
Consultant


Gold Coast Region



Cathy Stickland
Regional
Manager




Tania Robb
Consultant



Tara Sharplin
Consultant

North Coast and New England and North West Regions



Beth Neumaier
Consultant



Samantha Sawyers
Consultant



Michelle Fuller
Consultant



Sandra Parkinson
Consultant



Margaret Sexton
Consultant

Sydney North and West Region



Chloe Gordon
Regional
Manager



Alayna Case
Consultant




Nahria Shannon
Consultant



Vanessa Smith
Consultant

Sydney Greater West and Sydney South West Regions




Sarah Derrett
Consultant




Sonia Azougga
Consultant



Michelle Antoine
Consultant



Samira Belhajji
Consultant



Thuy Tran
Consultant

Two of the early success stories of OCTEC's Transition to Work program in Cowra, Hayden Ewart and Caragh O'Brien, both of whom have had successful starts to their working lives at the Chernco Engineering.



My Story – Justin



Justin is pictured with Ashley Dauson from Planit Kitchens.

When Justin first commenced with OCTEC's Central Coast Transition to Work (TiW) service, he lacked confidence and was extremely quiet. Our consultant, Jamie Mackenzie, knew Justin needed a qualification to help him build a career path, as well as confidence.

Within six weeks of commencement, Justin was enrolled in the Australian Retailers Association's Certificate III in Retail, which he completed in November 2017.

Justin was very proud of his achievement. It was the first certificate he had ever gained! Completing this course boosted Justin's self-esteem and gave him a drive to succeed. It was a pleasure to see him come out of his shell.

On completion of his course, Justin set himself two goals: gaining his provisional

driver's licence and full time employment.

To assist Justin achieve these goals, Jamie organised a place in a PCYC Safer Driver course. This helped Justin become a more confident driver and helped move closer to his 120 hour driving requirement. Very soon, Justin gained his full provisional licence.

OCTEC then sourced and referred Justin to a vacancy as a sander/factory hand with Planit Kitchens. With new-found confidence, Justin shined in the interview and was successful in gaining the position.

Planit Kitchens were very impressed with Justin and his drive to undertake tasks and learn new skills. He is part of their long-term plans for the future of the business.

Transition to Work

In May 2016, OCTEC commenced delivery of an exciting new youth program. Transition to Work (TtW) is the Australian Government's youth employment program designed to assist 15 to 21 year old jobseekers. TtW supports young people as they move from school to secure employment, or move into other vocational activities. A major focus is placed on young people who have disengaged from the transition process and risk long-term dependence on social security.

OCTEC delivers Transition to Work in three Employment Regions – Capital, Central West NSW and Sydney North and

West. In the Capital Region we deliver from three sites – Braddon, Phillip and Tuggeranong. In Sydney North and West we deliver from four sites on the NSW Central Coast – Lake Haven, The Entrance, Toukley and Wyong. Central West NSW has six TtW sites – Bathurst, Cowra, Lithgow, Mudgee, Orange and Parkes.

Our Transition to Work team is led by TtW Manager, Charissa Mossop and brings together both employment and youth-specialist consultants. Our performance has been especially pleasing, particularly with Indigenous young people. During 2017 we achieved above the national outcome average for Indigenous participants across all three regions.



TtW Manager



Charissa Mossop
TtW Manager

Capital Region



Nichole Strain
Regional Manager



Ilecia Longford
Consultant



Harsha Mungar
Consultant

Central West Region



Nichole Strain
Regional Manager



Emma Duke
Consultant



Michelle Mahlo
Consultant



Donna Rouse
Consultant



Shaylee Thomas
Consultant



Adèle Vorster
Consultant



Anne Wykamp
Consultant

Sydney North and West Region



Chloe Gordon
Regional Manager



Tara Dibben
Consultant



Linden Drew
Consultant



Jamie McKenzie
Consultant



Katrina Woodland
Consultant

Developing Skilled Workforces

For more than 40 years, OCTEC has provided quality training services. We train in a wide variety of vocational areas, ranging from aged care to business, civil construction to hospitality. In overview for 2017, we issued 241 Statements of Attainment to training participants enrolled in partial qualifications, issued 263 AQF (Australian Quality Framework) qualifications to students enrolled in full qualifications, and deemed our participants as competent in a total of 2,610 units of competency.

We are registered with the national vocational education and training regulator, the Australian Skills Quality Authority, to deliver 19 qualifications from 7 training packages (RTO Number 90142). Maintaining a wide range of qualifications on scope, means that OCTEC can respond to the needs of employers and individuals in an effective and timely manner. We provide participants with nationally-recognised qualifications at the Certificate II, III, IV and Diploma levels of the Australian Qualifications Framework (AQF).

During 2017, we rationalised the structure of our training operations, creating a new position of national Manager Training Services. Coleen Rivas was appointed to this role. Coleen is one of Australia's most respected vocational training professionals. She is currently working through a restructure of OCTEC Training Services. This restructure will see Community

Services and Health and the other RTO programs integrate into one unit, setting a solid foundation for 2018 and beyond.

Customised Training

OCTEC remains committed to providing training that is customised to suit the needs of employers and their workers, as well as jobseekers wishing to develop a career. We do this in a variety of ways.

We conduct regular surveys of employers to determine the training needs of staff and any skills shortages they might be experiencing. We use this information to determine the timing and location of courses, the units of competency to deliver (especially for part qualification courses), and the funding applications we submit to the NSW Government's Smart and Skilled program.

We hold one-on-one meetings with new training participants to fully understand their previous experience, employment opportunities, career goals, general interests and preferences. We also discuss issues like choice of elective units, mode and times of delivery, and ascertain each participant's suitability for the relevant program.

We use the information gained from these discussions, together with ongoing employer consultation, to customise the timing and format of delivery. This might include minimising disruption to rostering by running multiple delivery sessions, allowing all staff to attend training while still meeting work requirements.

An increasing number of our training participants who currently work choose to study via distance education combined with regular meetings with their trainer. These meetings are face-to-face or via phone contact, depending on the geographic locations of trainer and participant. We have noticed this trend among our Diploma of Community participants, where many work in care management roles and cannot be released for training days.

OCTEC employs Trainers and Assessors with experience in a range of industries, including the health/aged care sectors. This experience ensures our training reflects current industry best practice and is relevant to the needs of participants as well as their employers.



OCTEC Civil Construction trainees from Newcastle Council on-site and ready for work in their Personal Protective Equipment.

Diversity of Programs

OCTEC Training Services delivers training and assessment under a number of program areas that reflect industry sectors in the general community.

Business and Service Industries

This program brings together training for a broad range of industries – small business, hospitality, retail and waste management. All have a common focus on customer or community service and/or sales.

Civil Construction Training

OCTEC's reputation in Civil Construction Training continues to grow as a direct result of the quality of training provided by our Trainer and Assessor, Brian Cook. 2017 saw participants from Newcastle City Council continuing to receive OCTEC-delivered training in Civil Construction after their previous training arrangements had been discontinued. The success and quality of our training resulted in a Council decision to enrol further staff in the RII30915 Certificate III in Civil Construction and we look forward to working closely with Newcastle Council for a number of years to come.

Community Services and Health

This program provides training for existing workers and job seekers wanting to commence work in aged care, disability support and a range of other community service sectors.

Health and Safety Services

OCTEC helps organisations meet their Work Health and Safety obligations with a range of short courses under its Health and Safety Services program. During 2017, the program continued delivery of First Aid, Food Safety Supervisor, Responsible Service of Alcohol, Responsible Conduct of Gambling and General Construction Induction Training leading to a SafeWork NSW-issued White Card. In total, 241 existing workers and prospective employees participated in these courses, helping to ensure safer workplaces.

Career Transition Assistance

From July 2018, OCTEC Training Service commenced delivery of the Career Transition Assistance (CTA) program, funded by the Commonwealth Department of Jobs and Small Business. CTA is for people aged 50 years and older, helping them to identify and transfer skills, increase their job readiness and improve their job search capabilities (including online).

OCTEC Training Service is delivering CTA in the NSW Central West region. The program is based at the Croagh Patrick Learning Facility in Orange, with services from sites in Bathurst, Forbes, Parkes, Cowra, Lithgow and Mudgee. OCTEC is delivering both of the major CTA service elements.

- 1. Tailored Career Assistance** – this element is based on a customised menu of training modules aimed at addressing specific needs identified in an assessment of each participant. Modules include Skills Discovery and Transfer, Being Interview Ready, The Local Labour Market and a Resume Master Class.
- 2. Functional Digital Literacy** – this element involves a series of standalone modules covering subjects like Use of Smartphones, Tablets and Computers, Accessing the Internet, Online Job Search and 'Online Life' (creating email accounts, MyGov and jobactive accounts).



Coleen Rivas (Manager Training Services), Lea Stevenson (Operations Manager), Karen Gerke (Training Administrator), Sharron Sestic (Compliance Officer), Tina Allen (Training Business Development Consultant), Annie Bell, Brian Cook, Karina Day, Kylie Johnston, Jonathan Perese, Jennifer Searson, Jacky West, Judi West, Susanne Witt and Doug Williams (Trainers and Assessors).



Career Transition Assistance

AN AUSTRALIAN GOVERNMENT INITIATIVE



OCTEC LIMITED
Training Services

Focus on Community Services and Health Training Delivery

OCTEC delivers a range of nationally recognised qualifications from the Community Services and Health Training Packages including qualifications in aged care, disability services, home and community care, leadership and management, and community services. The training is widely utilised by community and private providers of aged care, disability services, and home and community care, as well as a range of other community services.

During 2017, OCTEC Community Services and Health delivered training in 5 nationally-recognised qualifications to 99 students, issuing 62 Certificates and 9 Statements of Attainment to those whose

courses finished during the year. Twenty three of the students who commenced in 2017 are scheduled to complete their training in the first half of 2018. The mix of participants includes people training to re-enter the workforce and existing workers of aged care providers and other organisations.

One noticeable trend in 2017 has been increased numbers of participants undertaking part qualifications. Part qualifications usually consist of 4 to 8 units of competency and can provide a valuable introduction to the sector including essential skills that jobseekers require prior to commencing paid employment. For existing workers, part qualifications provide up-skilling opportunities in specialised areas of learning.

One of OCTEC's successful examples of a team completing a part qualification was 8 dedicated staff members from Lee

Hostel aged care facility in Blayney who identified a number of units of competency that they wanted to achieve to develop their abilities in management and the supervision of staff. They studied together each week and in time successfully completed 8 units of competency, gaining a Statement of Attainment in BSB42015 Certificate IV in Leadership and Management.



Left: OCTEC Trainer and Assessor Annie Bell providing practical skills training to students, Jill Ferguson (left) and Melissa Klose, at OCTEC's state of the art aged care training facility in Orange, the Phillips Centre.





My Story – Sue

Sue had been working in the Community Services sector for many years. And while she had completed a number of training courses, the recent training she completed with OCTEC was “no doubt my favourite.”

For the past five years Sue had been a Care Worker in Aged Care in the Central West of NSW. She provided all aspects of care to her elderly clients. However, Sue wanted to further her career, not only delivering ‘hands-on care’ but providing more

assistance to her clients by coordinating their services. She wanted to ensure her clients received the very best services to meet their needs.

Sue decided to do a Diploma in Community Services, with a speciality in Case Management. By doing this course, she would be able to learn necessary requirements to achieve her career goals and improve her value as a Community Services professional.

After receiving positive feedback from people she knew, Sue chose to complete her Diploma with OCTEC. It was a great choice.

“OCTEC made learning easy,” Sue says. “I had a very good relationship with my trainer, Annie, who was very

supportive and guided me throughout. I was able to make contact with Annie whenever I needed, and the assistance I received was the key to me successfully completing my Diploma.”

Sue has now become a qualified Case Manager, looking after not only elderly clients but also managing services for many clients of the National Disability Insurance Scheme (NDIS). By completing her Diploma with OCTEC, Sue has been able to further her career, increase her earning power and, most importantly, make a huge difference in the lives of people she serves.

Sue says: “Thank you OCTEC for providing such a great learning experience and supporting me through my journey.”



Ranulfo Ilog grew up in the Philippines, the fourth born in a family of eight children. His family, and many of his friends, worked in the medical field. Both his father and brother were doctors and his siblings were in nursing and other medical professions. Ran followed a different path and completed a Bachelor of Science in Computer Engineering, working as an IT Professional in the Philippines for 10 years.

My Story – Ran

In 2012, Ran and his wife made a life-changing decision and moved to Australia. Once here, Ran worked in a variety of roles, including as a catering assistant, kitchen hand, fruit picker and sorter, and shop assistant with Harris Farm Market in Orange. Over time he came to realise that he actually wanted to work in the medical field, like so many in his family. Ran wanted to work in a nursing facility, and to become a Registered Nurse.

OCTEC now came into the picture. Ran enrolled in a Certificate III in Individual Support with OCTEC Training Services. Completing course work and study presented challenges for Ran. He was working full time on top of his study load. He and his wife also had a one year old baby to care for. However, with the support of his Trainer, Donna Gosper, Ran learnt to manage his time more effectively.

The practical elements of the training were also very beneficial. “My work placement was great,” Ran said. “I was able to work with good mentors and OCTEC was there every step of the way.” With Donna’s ongoing support, Ran successfully completed the course and took a significant step forward towards his new-found career goal.

Ran’s next move is to become an Enrolled Nurse and then to become a Registered Nurse. His advice to others seeking new career opportunities is enthusiastically offered. “I’ve had a very good and happy experience with OCTEC. My recommendation to people doing a course is just put your heart and dedication to it, and everything will follow.”

Supporting Young People in Need

Aspire NSW

OCTEC's Aspire NSW is an outdoor recreation and education program that operates from offices at Croagh Patrick College and from facilities at Lake Canobolas, 10 minutes west of Orange.

For close to 20 years, Aspire has been successfully delivering innovative outdoor education programs to young people, especially those who experience disadvantage. Using outdoor adventure activities, the program assists individuals and groups achieve educational, social and recreational outcomes, reduce barriers to community participation and increase quality of life. Activities include team building exercises, bushwalking, abseiling, rock climbing, canoeing, raft building, camping, conservation and community engagement. The aim of activities is to help participants develop life skills through experiential learning, in particular their capacity to work as part of a team and build resilience. By creating safe learning environments, Aspire aims to encourage student participation and personal growth, and to complement academic achievement at school.

According to Tonia Gray, from the University of Western Sydney, research shows children exposed to high levels of outdoor activity have increased cognitive functioning. Student's social interaction, concentration and motor ability are all positively influenced by time spent outdoors and importantly, these results are pronounced in studies involving students with Attention Deficit Hyperactivity Disorder (ADHD). These benefits are the result of a number of factors that remain the cornerstone of Outdoor Education – direct experience in nature, sociocritical understanding of human to nature relationships, educating students in how to manage risk, and personal and social development work. Consequently, Aspire programs work at a number of levels – student participation in activities (behavioural engagement), active participation in discussions including asking questions (cognitive) and positive responses to teacher feedback (emotional).

Aspire is partly funded by the NSW Department of Education as a Links to Learning Project. In 2017, Aspire delivered Links to Learning programs to three schools and a total of 43 young people in Orange and Molong. The schools involved were Canobolas Rural Technology High School, Molong

Central School and Orange High School.

Aspire also continued delivery of fee-for-service activities in 2017, complementing the success of the Links to Learning programs. Aspire delivered fee-for-service programs to SEED Therapy Services and Carenne Special School, as well as school holiday programs to the general public.

Shed Ed

OCTEC's other Links to Learning Project is the Shed Ed program, which provides high quality, experiential learning for high school students aged 12 to 15 years, and at risk of disengaging from the education system. The program provides small group and individual learning activities in a creative, informal and non-threatening environment and aims to develop employability skills and positive personal attributes. OCTEC has been running such programs in the Central West since 1993 when it was known as the Time Out Program.

In 2017, Shed Ed provided a unique mix of experiential learning opportunities to 54 students from Canobolas Rural Technology High School. Activities included music improvisation, fitness sessions, food prepara-



tion, budgeting, tennis coaching, arts and crafts, excursions and cognitive strategies such as the Resourceful Adolescent Program (RAP), which targets anxiety and depression in young people. Participants attended Shed Ed one day a week, remaining at school the rest of the week

Youth Frontiers

Youth Frontiers is a key initiative of the NSW Government. The aim is to make it easier for young people to engage with their communities. The program reaches more than 1,000 young people each year. OCTEC delivers Youth Frontiers under sub-contracting arrangements with MTC Australia to young people in the Hawkesbury, Blue Mountains and Murray electorates.

Eligible young people – students in years 8 or 9 at high school – are referred by schools based on their ability to benefit from the program. To maximise program potential, mentors are carefully selected, screened and matched to the needs and interests of these young people.

Once matched, each young person meets regularly with their mentor over a six month period (a minimum of 30 hours, with at least 10 hours being face-to-face). In these meetings, they explore issues facing young people and develop life skills,

self-esteem, resilience, social and inter-generational relationship skills, and employability skills. They also set goals and improve school attendance, while reflecting on the choices people make and how these impact the direction of their lives.

Another element of the mentoring journey involves mentors and mentees developing and delivering a community project of their choosing, based on one of a number of themes including community harmony, youth mental health, engagement in sport, empowering young women and environment and conservation. This is an opportunity for the students to work with a positive role model while developing something in which they have a personal investment. It encourages the students to enthusiastically re-engage with school life and to learn to work both independently and collaboratively as part of a team.

2017 was the third year of the program and culminated in multiple Youth Frontiers graduation ceremonies in late November and early December. The graduation ceremonies were a chance for students to showcase their community projects and celebrate their achievements and personal development. The leadership and decision-making skills learnt by the participants in 2017 will put them on a more engaged and positive pathway to succeed, not only at school but for the rest of their lives.



Tina Roberts (Program Manager Links to Learning) and Gareth Sutton (Outdoor Leader).



Verity Morris (Project Coordinator), Jacky West, Judi West (Tutors).



Julie Koorey, Hayley Smith (Youth Advisers and Coordinators).



Left: As part of their project to give back to their local community, the young people and mentors of the Finley High Youth Frontiers group visited residents of a local aged care facility, where they baked morning tea, made cards and sewed hankies to present to residents on the day. Pictured here are Hannah Aughtie (right) with her mentor, Anne Pyle, getting to know one of the residents.

Developing Community Capacity

Huntley Berry Farm

Huntley Berry Farm (HBF) is an Australian Disability Enterprise owned and operated by OCTEC. We provide supported employment for up to 14 people with disability. The farm is also an important tourist attraction in Orange and the Central West.

There was plenty of activity at HBF in 2017. There were major plantings of berry crops, including strawberry, raspberry and blackberry. A new irrigation system has helped the farm stay healthy and thriving, despite recent hot and dry weather. Activities held through the year included 'pick your own vegies' with organic broccoli, beetroot, leeks, spring onions, garlic and cauliflower available for picking. The popular Family Fun Day and Season Launch took place in late November with local market stalls, live country music, a free BBQ donated by Woolworths North Orange, tractor rides

and animal feeding. In October, we hosted a visit from the Assistant Minister for Social Services and Disability Services, the Hon. Jane Prentice MP, and Member for Calare, Andrew Gee, in advance of a promotion at Parliament House of goods and services delivered by Disability Enterprises. The Minister was taken on a tour of the farm by HBF Manager, Tony Belmonte, along with OCTEC CEO, Andrew McDougall and Deputy CEO, Stephen Nugent. The weather was ideal and the Minister showed great interest in all aspects of the farm's operations.

The Minister promoted the products and services of Disability Enterprises to MPs and Senators at the commencement of the end of year parliamentary sittings. She organised to display samples of a range of products and services that parliamentarians might purchase for Christmas gifts and for use in the course of their work. Huntley

Berry Farm sent samples of its jams, preserves and premium fruit syrups to be part of the display.

Another development impacting on the farm in 2017 was the commencement of the National Disability Insurance Scheme (NDIS) in western NSW. From July 2017, people with disability across the region, including our supported employees, began transitioning into the NDIS. This is continuing in 2018 and we anticipate all supported employees will have NDIS Plans by mid-year.

Huntley Berry Farm continues to make a valuable contribution to the local community. The farm remains an important enterprise in the Orange area, providing high quality products, offering tourism and local events, and offering supported employment to disadvantaged members of our community.



Below: The Hon. Jane Prentice, Assistant Minister for Social Services and Disability Services and Andrew Gee, Member for Calare, visited the farm in October and are pictured here with OCTEC CEO Andrew McDougall OAM, Deputy CEO, Stephen Nugent, and HBF Manager, Tony Belmonte.

OCTEC NDIS

OCTEC is a registered provider under the National Disability Insurance Scheme (NDIS) in NSW, ACT and Victoria. We commenced NDIS operations at Huntley Berry Farm in Orange and from our OCTEC Employment Service sites on the NSW Central Coast in mid-2017, with services to grow during 2018. We offer a range of opportunities to secure and maintain employment, create local community connections and develop skills, helping people with disability become more independent.

OCTEC NDIS

Your Choice, Brighter Future

National Panel of Assessors

Following a grant application in the second half of 2017, OCTEC was notified of approval to deliver National Panel of Assessors (NPA) services starting from July 2018. NPA is a program that develops community capacity through support for the delivery of Disability Employment Services.

OCTEC will deliver two of the three service streams of NPA, Ongoing Support Assessments (OSAs) and Supported Wage System (SWS) assessments. OSAs help determine the level of ongoing support required by DES participants to maintain their employment, especially those in Employment Support Services. SWS provides reliable productivity-based wage assessments to help eligible people with disability obtain and maintain employment.

OCTEC is delivering NPA services in four ESAs, Patterson in Central West NSW, Nepean and Macarthur in western Sydney, and Bayside in Melbourne.

Work for the Dole

As part of the Australian Government's jobactive program, OCTEC operated as a Work for the Dole Coordinator throughout 2017 in two of the largest Employment Regions in the country – Sydney Greater West and Sydney North and West.

OCTEC's Work for the Dole Coordinator team created 1,843 Work for the Dole places with 88 host organisations across a variety of industries including community services, information technology, administration and warehousing. This in turn provided invaluable work experience opportunities for thousands of long-term unemployed job seekers.

As a result of changes in the Government's funding priorities, the Work for the Dole Coordinator program ended in December 2017. OCTEC finished the program strongly with all KPIs met or exceeded right up until program completion on December 31st.

Get Healthy at Work Initiative

Get Healthy at Work is a multi-year program designed to improve the health of working adults, addressing obesity, physical inactivity, poor nutrition, smoking and harmful alcohol intake. The program is a partnership between the NSW Ministry of Health, NSW Office of Preventive Health and SafeWork NSW.

The program has two key components – the Workplace Health Program (WHP) and Brief Health Checks. The WHP assists businesses to develop best practice workplace health programs. The aim is to leave businesses with a framework and enough tools/information to continue with a long-term, sustainable program.

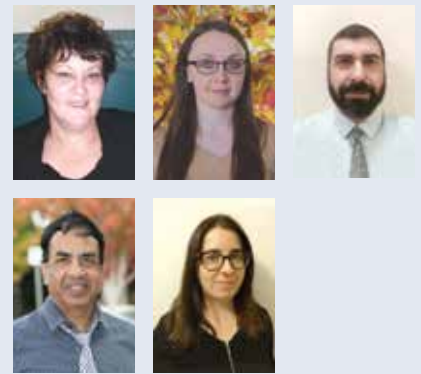
In partnership with Insight Services Group, OCTEC was involved in delivery of the program from 2014. In 2016, Konekt formally took over from Insight and we continued delivery of GHaW services under the auspices of Konekt through to June 2017 when Konekt ceased delivery of the program.



Disability Sport a Month

Following an approach from the NSW Department of Sport and Recreation in 2014, OCTEC agreed to coordinate the Orange Disability Sport a Month (DSaM) Program. The program offers people with disability the opportunity to try a range of sports including dragon boating, tennis, Zumba, boccia, lawn bowls and ten pin bowling. This provides participants with a number of potential benefits including increased fitness, better hand-eye coordination and social interaction.

OCTEC's Community Services and Health unit coordinated and promoted the Disability Sport a Month program from 2015 to the end of 2017.



OCTEC NPA Assessors (left to right): Debra Baskerville, Laura Howarth, Nowzad Salih, Raj Singh and Sasha Templeton.

Below: Get Healthy at Work program participants, Kylie Hunt (HR Manager) and Col Penson of GB Auto Electrics, with OCTEC Get Healthy at Work Coordinator, Donna Gosper.



OCTEC Work for the Dole Coordinator, Tina Allen (right), meeting with North West Disability Services CEO, Deborah Gersbach OAM, at the Secret Garden in Richmond, a site that hosted a number of OCTEC-facilitated Work for the Dole projects.



Our Story—Finley Youth Frontiers Community Connections Project

OCTEC's Youth Frontiers program has two key components: one-on-one mentoring, and a community project. In 2017, eight Youth Frontiers students at Finley High School in the NSW Riverina agreed to complete a group project, which they called Community Connections. The project involved visiting residents of a local aged care facility, making gifts for them, preparing morning tea and spending time talking with the residents.

The goal of the project was to explore new ways to connect young people with their local community. Specifically, it sought to give young people meaningful connection with another generation. The Finley students organised the visit to the nursing home, planned talking points and spent time together baking morning tea for the visit. They researched what dietary restrictions the residents had, and arranged a

morning tea menu to meet those requirements. They also made gifts and cards to give to the residents.

On the day of the visit, they spent time getting to know the residents and sharing stories. OCTEC Youth Adviser and Coordinator, Julie Koorey believes that: "The students benefited on several levels. They learned about planning an event, about baking and sewing and about communicating with people from an entirely different generation. They were able to get to know the residents, hear their stories and benefit from the feeling of being able to give back to the community."

The benefits of this project will be ongoing. The school and aged care facility are looking to make this an annual event. The nursing home recorded some of the student's discussions to be played as part of an in-house radio program, designed to

help enrich the lives of the residents. The Finley students have also planned a barbecue event to raise money for a school table tennis table, exploring new ways to bring students together and provide constructive activities for them to do.

This project was an innovative way to give students a chance to experience new activities and meet people from outside their immediate circle of influence. Having been given the opportunity, these wonderful students displayed their passion for making a real difference in the lives of others.

The work put in by the students was recognised at the Youth Frontiers State Awards in October. Finley High's Community Connections Project was a finalist in the Group Project category with three of the students and one of their teachers attending the Awards ceremony at Parliament House in Sydney.



Left: Finley High School Teacher, Ellen Downey (left) with Youth Frontiers Participants, Samantha Stokes, Lilly-May Rogan and Hannah Aughtie, at Parliament House in Sydney for the NSW Youth Frontiers Awards Ceremony.

My Story – Maryam

OCTEC works with a wide range of clients, from all walks of life, including Indigenous Australians, youth, mature age people and people from culturally and linguistically diverse (CALD) backgrounds. More than just overcoming barriers, our focus is on helping our clients identify the abilities and skills they already possess, nurture and further develop these skills, and then use them to compete for work in the open labour market.

When Maryam Amiri came to our Dandenong DES site in 2017, she was recovering from serious illness and dealing with anxiety issues. She had left school prior to completing her Victorian Certificate of Education (VCE) and had not worked since that time. Though she had good literacy and numeracy skills, English was her second language.

During initial meetings with our Dandenong team, Maryam expressed hesitance about seeking work, wondering if more study was what she required. However, as we built a relationship with her, she began to understand the skills she already possessed – including people skills and her command of the Persian language – were readily transferrable to the labour market in the Dandenong area. We began working with Maryam, identifying more of her transferrable skills, developing her resume and working on job search and interview skills.

Kabul Jewellers, in Dandenong Plaza, is a retailer specialising in jewellery styles from the Middle East. With support and encouragement from our team, Maryam contacted this employer regarding potential customer service roles. Our consultants also contacted the employer, offering assistance through our unique Biz Support package – including wage assistance, mentoring and Quick Start – and, in September 2017, Maryam was employed as a Sales Assistant. It was her first paid employment since school, and she has thrived in the role.



Our Commitment

Providing Quality Services

OCTEC has implemented an extensive systems review and improvement program to ensure our employment, training and youth services are aligned with client needs and expectations. This includes the ongoing collection and regular review of program evaluation information, and the implementation of changes to processes in response to client feedback.

A comprehensive program of internal and external audits ensures compliance with contractual requirements and quality standards. Our focus is continuous improvement and best practice in our employment and training services.

Our Disability Employment Services and Huntley Berry Farm are subject to comprehensive annual audits by BSI Pty Ltd, one of the Australian Government's quality assurance auditing agents. This is part of the Government's Quality Strategy for Disability Employment and Rehabilitation Services. In our 2017 and 2018 audits, OCTEC was assessed as fully compliant with the Standards and received consider-

able positive feedback for our commitment to quality service provision.

As a Registered Training Organisation (RTO), OCTEC operates in accordance with the Standards for Registered Training Organisations 2015. Our RTO management team regularly reviews KPI performance and monitors compliance with contractual requirements and the RTO Standards. We also regularly review our training and assessment strategies, training resources, assessment tools and validation, industry consultation and student engagement.

At OCTEC, professional development is a priority, with 328 development opportunities across 74 different activities provided to staff during 2017.

Professional development occurs at three levels. Level 1 involves various internal processes including on-the-job training, rotation into different positions, and service delivery staff workshops to share ideas, develop new strategies and provide training in new practices. In 2017, this included three professional development workshops for RTO staff and internal 'tune up' webinars for our Employment Service staff on specific issues such as Job Plans, service priorities in different phases, program reviews and summaries, and

strategies for high performance and quality service delivery.

Level 2 involves attendance at externally-provided short courses, which may be run off-site as part of an established training program, or run specifically for OCTEC and customised to the needs of our staff.

Courses attended by OCTEC staff in 2017 included Conflict Resolution Training, Suicide Prevention, Mental Health First Aid Training, Social Media Marketing and NDIS Awareness Information Sessions.

Level 3 provides the opportunity for staff to undertake training over a period of six months to two years (or more) leading to a full tertiary or vocational education qualification. During 2017, OCTEC staff commenced, continued or completed studies leading to a variety of qualifications including Diploma in Community Services, Certificate IV in Disability and Certificate IV in Outdoor Recreation.

As part of our overall performance review process, each member of staff has a regular performance review with their supervisor, where performance feedback is given and received. Discussions also cover current training and development needs as well as future career planning.



Left: Members of OCTEC Employment Service's Quality and Compliance Team pictured here following a planning meeting at OCTEC's head office in Orange, (left to right) Heath Watkinson, Charlotte Allen, Joanne Boyle and Karen Grumley.



My Story – Denise

Mature age workers can be a real asset to any business. They bring experience, knowledge and wisdom to an organisation. However, mature age Australians still experience age discrimination, both in the workplace and when looking for employment. OCTEC works closely with mature age jobseekers, helping them explore opportunities and gain the skills they need to embark on new careers.

Denise came to OCTEC in Kempsey looking to expand her horizons. She was working one day per week at a local Neighbourhood Centre, and while she was keen to increase her hours, she was hesitant to

put herself forward. Denise really wanted to work in the Neighbourhood Centre's Financial Counselling program, as she had personally found the program to be of great help. However, she needed specific qualifications to achieve this goal.

Our Kempsey Employment Consultant, Ellinore, worked with Denise and the Neighbourhood Centre, negotiating avenues for Denise to work additional hours and exploring training options to help her realise her career goal. With assistance and encouragement from Ellinore, Denise now works two days a week at the Neighbourhood Centre and, with Centre's encour-

agement and OCTEC's support, she has enrolled in a Certificate IV in Community Services (Financial Counselling) at TAFE.

OCTEC will continue to support Denise to complete her studies and hopefully realise her long-term goal of working in financial counselling.

OCTEC's commitment to mature age jobseekers has seen us become the first provider in Australia to offer specialist Disability Employment Services to this cohort. We have also commenced delivery of the Career Transition Assistance program, which supports jobseekers aged 50 years and over to re-train for new careers.

Contributing to Community

Sponsoring Community Events and Teams

OCTEC is a major sponsor of local community events and teams. During 2017, this included sponsorship and related support for local business awards such as the 2017 Western NSW Training Awards. The NSW Training Awards recognise and honour outstanding achievement in the vocational education and training sector. They recognise the achievements of training participants, trainers/teachers, training organisations, and employers. OCTEC has supported the Western NSW Awards for a number of years as a Regional Supporter or Regional Gold Sponsor.

We also sponsored events held by local chambers of commerce, as well as local sporting teams, events and clubs, like the Rainbow Region Dragon Boat Club in Lennox Head on the NSW North Coast, and the Penrith RSL Junior Rugby Union U16s.

OCTEC's Huntley Berry Farm is also a spon-

sor of various community events. In 2017, this included the Orange Running Festival, the Tractor Trek (Gold Donor) and the Central West Bike Fest.

OCTEC's major sponsorship in 2017 was the Party Under the Stars New Year's Eve fireworks event in Orange. In its seventh year, the event is a key one in the annual Orange calendar and one that brings together a broad cross-section of the community. OCTEC's \$10,000 donation helps ensure that this significant community celebration continues to delight Orange residents young and old, as well as the many visitors to the city at that time of year.

Supporting Other Service Organisations

OCTEC actively supports various other community service organisations with donations and in-kind support. In 2017 this included:

- active support of Cancer Council fundraising initiatives including the Biggest Morning Tea and Pink Ribbon Day;
- active involvement as an official supporter of the Racism It Stops With Me campaign being run by the Australian Human Rights Commission;
- provision of accessible meeting facilities at no charge for other community groups such as the Mudgee Vision Impaired Friendship Group; and
- active participation in various job expos, post-school program expos, and community events such as Orange's White Ribbon Treadmill Relay, Hastings Community Connect Day, NAIDOC Week events and Youth Week activities.

To highlight our commitment to local community, many OCTEC staff also volunteer with community organisations outside of work. This includes staff who are Rural Fire Service and State Emergency Service volunteers.



Above: Aspire NSW's Outdoor Leader, Gareth Sutton, is one of many OCTEC staff who volunteer for community service groups; Gareth (at right in both photos) is a senior member of the Raglan Rural Fire Service.

Left: OCTEC training participant, Kirsty Gosewisch (left), was a finalist in the Vocational Student of the Year category at the 2017 Western NSW Training Awards and is pictured here with her Trainer and Assessor, Mia Kurta.

Conserving Heritage Buildings

Another significant area of OCTEC's community contribution is our maintenance of two heritage-listed buildings in Orange. Old Town Hall and Croagh Patrick College are both significant buildings in the history of Orange and the Central West. We continue to commit considerable resources to the renovation and maintenance of these buildings on behalf of the community. We also provide in-kind support to various community organisations through complimentary use of these facilities for meetings, special events and photo sessions.



Working Towards Sustainability

OCTEC is committed to adopting practices that reduce the generation of waste, lower our energy consumption and encourage the use of recycled materials. These practices include the adaptive reuse of heritage buildings, reuse of office furniture and the purchase of more fuel-efficient vehicles.

OCTEC offsets the carbon emissions of our vehicle fleet through membership of Greenfleet. In 2017, we continued as a Banksia Supporter, a title awarded to organisations that annually offset between 300 and 700 tonnes of CO₂.

We have also made a major investment in sustainability through the installation of a

10kW photovoltaic solar panel system on our Old Town Hall building in Orange. The solar panel installation is generating 15MWh per year, reducing our annual electricity bills by around \$6,000.

To cut expenditure on stationery and reduce our paper use, we have moved away from paper-based handbooks and forms, maintaining Intranet pages, one for each major program area. These pages provide staff and the Board with a one-stop access point for relevant OCTEC policies, procedures, forms and information sources. They also promote continuous improvement by eliminating the need for staff to stockpile forms that quickly become outdated.

In 2017, we also continued use of hardware and software to support interoffice teleconferences and Skype attendance at meetings. This included during successful completion of major tenders, with tender team members operating remotely while being able to complete tasks and attend meetings online. Use of online meetings and training will also support further expansion of our office network in 2018, following commencement of DES services across new Employment Services Areas in Queensland, regional NSW and Victoria, and expanded areas of Sydney and Melbourne.





Building Capacity in Other Countries

In the second half of 2016, OCTEC's Board embraced a proposal to donate equipment and expertise to establish an IT training laboratory at Goldie College in the Solomon Islands. To be co-funded by Solomon Telekom, former students of the college (the Goldie College Alumni Association) and OCTEC, the computer lab project would provide students with the opportunity to access the latest online educational resources.

OCTEC donated hardware and software to the project. This included 40 desktop computers with monitors, a server unit,

software licences and 24x7 remote support from our head office in Orange. The total value of the donation equates to more than half a million Solomon Island Dollars (SBD).

The project progressed quickly and our CEO, Andrew McDougall, visited the Solomons in February 2017 to be part of the official launch of the new facility. At the opening ceremony, Goldie College Principal, Braena Bird, paid tribute to the generosity of sponsors and supporters of the project – including OCTEC.

Top: On a boat trip in the Lagoon in the Solomon Islands are (left to right) OCTEC's Deanne Phillips OAM, Andrew McDougall OAM and Meyenn Ngira, with Our Telekom CEO, Loyley Ngira OBE.

Above left: OCTEC Old Town Hall staff with the IT equipment ready to be shipped to Goldie College in the Solomon Islands.

Above right: Students of Goldie College perform a traditional dance as part of the facility launch celebrations.

My Story – Josie

Sometimes all people need is a little understanding, some guidance and positivity. Josie was a young woman who came to OCTEC's Transition to Work (TtW) service in Canberra in August 2017. She was in need of paid employment to help her overcome financial hardship. With limited work experience and low confidence, Josie needed some positive career guidance. Enter Harsha, our TtW Career Consultant in Tuggeranong.

Harsha and Josie began working together, developing a career plan for Josie as well as a professional resume. Harsha assisted Josie to write job applications and prepare for job interviews. She also arranged driving lessons to help Josie secure her licence, thereby increasing her transport options, independence and employability.

With Harsha in her corner, there was no stopping Josie! She applied for a Sales Assistant role with a local Spendless Shoes outlet. At the interview, Josie performed so well she was actually offered an Assistant Manager role. Josie's achievements didn't stop there. After only a few months, Josie began receiving manager training and her retail career is well and truly underway.



My Story – Alex

Congratulations to Alex, a 30 year old OCTEC Disability Employment Services participant who recently started a new career as a Parks and Recreation Assistant with Glen Innes Severn Council.

Alex always had a goal to work outdoors, however ongoing injuries were a barrier to this goal. To help Alex overcome his barriers, OCTEC's Career Consultant, Katrina Jennings, has been there every step of the way, assisting and advocating for Alex. The pair worked together to make sure Alex was appropriately skilled and equipped with the right qualifications to get the right job.

His motivation and his self-belief have never wavered and to see Alex gain meaningful employment was a career highlight for Katrina and a joy for all our staff in the New England ESA.

Location Directory

OCTEC Head Office

Old Town Hall

247 Anson Street Orange NSW 2800
Tel: (02) 6362 7973
Fax: (02) 6361 7217
mail@octec.org.au



QUEENSLAND

NEW SOUTH WALES

VICTORIA

NSW

Sydney

Auburn

Shop 10
24 Northumberland Road
Auburn NSW 2144
Tel: (02) 8719 0629
Fax: (02) 8719 0630

Bankstown

DES & PN
3/2 Meredith Street
Bankstown NSW 2200
Tel: (02) 9708 4166
Fax: (02) 9790 7286

Blacktown

Part Level 2
45-51 Main Street
Blacktown NSW 2148
Tel: (02) 8607 1565
Fax: (02) 8607 1566

Bonnyrigg

Shop PADS2,
Bonnyrigg Plaza
100 Bonnyrigg Avenue
Bonnyrigg NSW 2177
Tel: (02) 9753 0679
Fax: (02) 9753 0712

Cabramatta

Suite 24,
97-99 John Street
Cabramatta NSW 2166
Tel: (02) 8722 0451
Fax: (02) 8722 0452

Campsie

11 Amy Street
Campsie NSW 2194
Tel: (02) 9718 5496
Fax: (02) 9718 5182

Camden

Shop 16,
1-15 Murray Street
Camden NSW 2570
Tel: (02) 4655 4997
Fax: (02) 4655 3117

Campbelltown

115 Queen Street
Campbelltown
NSW 2560
Tel: (02) 4627 4421
Fax: (02) 4626 5119

Chatswood

Suite 1003B,
Level 10 South Tower
1-5 Railway Street
Chatswood NSW 2067
Tel: (02) 9411 7848
Fax: (02) 9411 7807

Dee Why

Suite 2,
13-15 Francis Street
Dee Why NSW 2099
Tel: (02) 9984 8401
Fax: (02) 9982 5714

Fairfield

DES
Suite 3, Level 2
Neeta City Shopping Centre
Fairfield NSW 2165
Tel: (02) 8722 0498
Fax: (02) 8722 0499

DES & PN

1/1 Allan Street
Fairfield NSW 2165
Tel: (02) 8722 0446
Fax: (02) 8722 0447

Hornsby

1/149 Peats Ferry Road
Hornsby NSW 2077
Tel: (02) 9476 1802
Fax: (02) 9476 1802

Hurstville

12/10-12 Woodville Street
Hurstville NSW 2220
Tel: (02) 9570 4376
Fax: (02) 9585 9405

Ingleburn

4/3 Ingleburn Road
Ingleburn NSW 2565
Tel: (02) 9618 6826
Fax: (02) 9618 6304

Katoomba

7B/197 Katoomba Street
Katoomba NSW 2780
Tel: (02) 4782 7713
Fax: (02) 4751 9758

Kogarah

201/15 Kensington Street
Kogarah NSW 2217
Tel: (02) 9588 3497
Fax: (02) 9587 7692

Liverpool

208 Northumberland Street
Liverpool NSW 2170
Tel: (02) 8711 3462
Fax: (02) 8711 3463

Miller

Shop 2, 90 Cartwright Avenue
Miller NSW 2217
Tel: (02) 9826 0593
Fax: (02) 9825 0694

Minto

Shop 5, 4 Minto Rd
Minto NSW 2566
Tel: (02) 9824 5952
Fax: (02) 9603 6135

Mount Druitt

DES & PN
15 Cleeve Close
Mount Druitt NSW 2770
Tel: (02)9625 6385
Fax: (02)9677 9409

Narellan

Suite 3, Shop 10-11
38 Exchange Parade
Narellan NSW 2567
Tel: (02) 2647 6937
Fax: (02) 4648 3606

North Ryde

Suite 12b,
33 Waterloo Road
North Ryde NSW 2113
Tel: (02) 9887 2288
Fax: (02) 9887 2688

Parramatta

144 Marsden Street
Parramatta NSW 2150
Tel: (02) 9687 9733
Fax: (02) 9687 9777

Penrith

1 Castlereagh Street
Penrith NSW 2750
Tel: (02) 4732 1891
Fax: (02) 4731 6619

Richmond

Shop 15,
298 Windsor Street
Richmond NSW 2753
Tel: (02) 4578 8332
Fax: (02) 4588 5773

Rouse Hill

Vinegar Hill Library
Building
103 Civic Way
Rouse Hill NSW 2155
Tel: (02) 8824 7411
Fax: (02) 8824 7199

Springwood

1A Hawkesbury Road
Springwood NSW 2777
Tel: (02) 4751 2730
Fax: (02) 4751 9758

Seven Hills

168 Best Road
Seven Hills NSW 2147
Tel: (02) 8607 1150
Fax: (02) 8608 7860

St Marys

189-191 Queen Street
St Marys NSW 2760
Tel: (02) 9623 6886
Fax: (02) 9673 0883

Surry Hills

Shop 2
174-182 Goulburn Street
Surry Hills NSW 2010
Tel: (02) 8098 0736
Fax: (02) 8098 0737

Windsor

Shop 4, 31 Brabyn Street
Windsor NSW 2756
Tel: (02) 4577 5835
Fax: (02) 4577 5801

Western NSW & ACT

Albury

531A Kiewa Street
Albury NSW 2640
Tel: (02) 6023 2681
Fax: (02) 6041 2811

Balranald

95 Court Street
Balranald NSW 2715
Tel: (03) 5027 3449
Fax: (03) 5027 3006

Bathurst

DES & TiW
Suite 1,
203-209 Russel Street
Bathurst NSW 2795
Tel: (02) 6332 1527
Fax: (02) 6332 5719

Belconnen

Suite 1, Ground Floor
Commercial Chambers
Belconnen ACT 2617
Tel: (02) 6253 2372
Fax: (02) 6253 1271

Braddon

Unit 4, 32 Lonsdale Street
Braddon ACT 2612
Tel: (02) 6210 1000
Fax: (02) 6101 8854

Dareton

38 Tapio Street
Dareton NSW 2715
Tel: (03) 5027 3449
Fax: (03) 5027 3006

Deniliquin

3/347 Cressy Street
Deniliquin NSW 2710
Tel: (03) 5881 8798
Fax: (03) 5881 1857

Cowra

DES
39 Macquarie Street
(Side Entrance)
Cowra NSW 2794
Tel: (02) 6341 1041
Fax: (02) 6341 1305

TiW

39 Macquarie Street
(Street Entrance)
Cowra NSW 2794
Tel: (02) 6341 1500
Fax: (02) 6341 1305

Forbes

100 Rankin Street
Forbes NSW 2871
Tel: (02) 6851 6966
Fax: (02) 6851 6977

Griffith

2/15 Yambil Street
Griffith NSW 2680
Tel: (02) 6909 1732
Fax: (02) 6909 1733

Lithgow

DES & TiW
162 Mort Street
Lithgow NSW 2790
Tel: (02) 6352 3626
Fax: (02) 6352 3699

Mudgee

DES & TiW
Town Hall Arcade
Mudgee NSW 2850
Tel: (02) 6372 4428
Fax: (02) 6372 4328

Orange

Head Office & DES
247 Anson Street
Orange NSW 2800
Tel: (02) 6362 7973
Fax: (02) 6361 7217

TiW

Suite 1, Level 1
71 Lords Place
Orange NSW 2800
Tel: (02) 6363 1973
Fax: (02) 6369 1358

Croagh Patrick College
Park Street
Orange NSW 2800
Tel: (02) 6361 3061
Fax: (02) 6360 0859

Huntley Berry Farm
Huntley Road
Huntley NSW 2800
Tel: (02) 6365 5282
Mob: 0427 252 308

Parkes

DES & TiW
206 Clarinda Street
Parkes NSW 2870
Tel: (02) 6862 5485
Fax: (02) 6862 3838

Tuggeranong

DES
Unit 4, Flax House
216 Cowlshaw Street
Tuggeranong ACT 2900
Tel: (02) 6293 3869
Fax: (02) 6293 3495

TiW

Units 5 & 6, Flax House
216 Cowlshaw Street
Tuggeranong ACT 2900
Tel: (02) 6293 1440
Fax: (02) 6293 9058

Tumut

Shop 1C
"Tumut Connection"
87 Wynyard Street
Tumut NSW 2720
Tel: (02) 6947 4502
Fax: (02) 6947 4176

Wagga Wagga

Shop 1, 37 Johnston Street
Wagga Wagga NSW 2650
Tel: (02) 6971 7862
Fax: (02) 6971 0143

Wentworth

25 Darling Street
Wentworth NSW 2648
Tel: (03) 5027 3449
Fax: (03) 5027 3006

Woden

DES
3A, 32-38 Townshend
Street
Phillip ACT 2606
Tel: (02) 6232 4948
Fax: (02) 6232 4913

TiW

Unit 1, 23 Atree Court
Phillip ACT 2606
Tel: (02) 6282 7468
Fax: (02) 6282 2910

Wodonga

5/22 Stanley Street
Wodonga VIC 3690
Tel: (02) 6056 8487
Fax: (02) 6056 3361

Young

61 Boorowa Street
Young NSW 2594
Tel: (02) 6382 5098
Fax: (02) 6382 5147

Northern NSW

Armidale

111 Marsh Street
Armidale NSW 2350
Tel: (02) 6771 3554
Fax: (02) 6771 3339

Ballina

4/191 River Street
Ballina NSW 2478
Tel: (02) 6681 5837
Fax: (02) 6681 3862

Byron Bay

Unit 5,
30 Middleton Street
Byron Bay NSW 2481
Tel: (02) 6685 6233
Fax: (02) 6680 9633

Cessnock

Shop 184A Vincent
Street
Surry Hills NSW 2325
Tel: (02) 4013 5030
Fax: (02) 4013 5031

Charlestown

GD 33 Hilltop Plaza
Shop 33
324 Charleston Rd
Charlestown NSW 2290
Tel: (02) 4069 1821
Fax: (02) 4069 1822

Coffs Harbour

14 Vernon Street
Coffs Harbour
NSW 2450
Tel: (02) 6600 1783
Fax: (02) 6600 1784

Forster

Shop 12, Forster Tower
12-16 Wallis Street
Forster NSW 2428
Tel: (02) 6555 8773
Fax: (02) 6554 8886

Glen Innes

Shop 1,
120 Wentworth Street
Glen Innes NSW 2370
Tel: (02) 6732 6643
Fax: (02) 6732 4779

Gloucester

Shop 4,
33 Church Street
Gloucester NSW 2422
Tel: (02) 6558 2094
Fax: (02) 6558 2012

Gosford

Suite 7, 110 Erina Street
Gosford NSW 2250
Tel: (02) 4302 0176
Fax: (02) 4308 9672

Inverell

26 Vivian Street
Inverell NSW 2360
Tel: (02) 6721 5996
Fax: (02) 6721 4115

Kempsey

Shop 1, 37 Forth Street
Kempsey NSW 2440
Tel: (02) 6562 1575
Fax: (02) 6562 4861

Lake Haven

TiW
Gravity Youth Centre
- Forrow Drive
Office 2 and 3
70 Chelmsford Road
Lake Haven NSW 2263
Tel: (02) 4391 0071
Fax: (02) 4391 0077

PN

78 Goobarabah Avenue
Lake Haven NSW 2263
Tel: (02) 4391 0240
Fax: (02) 4391 0241

Laurieton

Shop 2, 83 Bold Street
Laurieton NSW 2443
Tel: (02) 6559 5172
Fax: (02) 6559 5197

Lismore

DES
Shop 1,
164 Molesworth Street
Lismore NSW 2480
Tel: (02) 6622 0305
Fax: (02) 6622 5739

PN

104 Molesworth Street
Lismore NSW 2480
Tel: (02) 6622 8785
Fax: (02) 6621 4686

Mullumbimby

Shop 4,
80 Dalley Street
Mullumbimby
NSW 2482
Tel: (02) 6684 1407
Fax: (02) 6684 1476

Newcastle

Lot 9, Ground Floor
456 Hunter Street
Newcastle NSW 2300
Tel: (02) 4927 0786
Fax: (02) 4927 0832

Port Macquarie

155 Gordon Street
Port Macquarie
NSW 2444
Tel: (02) 6584 5040
Fax: (02) 6584 5326

Tamworth

DES
8C Bourke Street
Tamworth NSW 2340
Tel: (02) 6702 0153
Fax: (02) 6702 0154

PN

126 Marius Street
Tamworth NSW 2340
Tel: (02) 6702 0162
Fax: (02) 6702 0163

Taree

Shop 2,
65 Pultney Street
Taree NSW 2430
Tel: (02) 6551 3207
Fax: (02) 6551 6371

The Entrance

Shop 1,
96 The Entrance Road
The Entrance
NSW 2261
Tel: (02) 4302 0305
Fax: (02) 4300 1676

Toukley

PN
Shop 2
246 Main Road
Toukley NSW 2263
Tel: (02) 4391 0104
Fax: (02) 4391 0106

Tweed Heads

PN
Lot 1 & 2,
1 Sands Street
Tweed Heads
NSW 2486
Tel: (07) 5601 0244
Fax: (07) 5601 0244

DES

Shop 3
1 Machinery Drive
Tweed Heads South
NSW 2486
Tel: (07) 5601 0218
Fax: (07) 5601 0219

Wauchope

Shop 4, 33 High Street
Wauchope NSW 2446
Tel: (02) 6586 4055
Fax: (02) 6584 5326

Woy Woy

Shop 2, 36 Railway
Street
Woy Woy NSW 2256
Tel: (02) 4302 0420
Fax: (02) 4302 0421

Wyong

DES
Lot 2, 100-104
Pacific Highway
Wyong NSW 2259
Tel: (02) 4351 0431
Fax: (02) 4353 0013

TiW

Lot 2 and Suite 4
100-104 Pacific
Highway
Wyong NSW 2259
Tel: (02) 4353 5255
Fax: (02) 4353 4933

Victoria

Boronia

Shop 1B,
241 Dorset Road
Boronia VIC 3155
Tel: (03) 9762 5721
Fax: (03) 9762 5722

Box Hill

Level 2, 1013
Whitehorse Road
Box Hill VIC 3128
Tel: (03) 9898 5398
Fax: (03) 9899 2617

Coburg

12 Sydney Road
Coburg VIC 3058
Tel: (03) 9384 2265
Fax: (03) 9383 7515

Corio

Site 1007
Corio Shopping Centre
Corio VIC 3214
Tel: (03) 5274 1978
Fax: (03) 5274 1837

Cheltenham

260 Charman Road
Cheltenham VIC 3192
Tel: (03) 9584 3802
Fax: (03) 9584 0713

Cranbourne

Unit 6,
182A Sladen Street
Cranbourne VIC 3977
Tel: (03) 5995 5550
Fax: (03) 5995 9737

Dandenong

Suite 1,
23 Robinson Street
Dandenong VIC 3175
Tel: (03) 9791 5025
Fax: (03) 9791 6894

Edithvale

240A Nepean Highway
Edithvale VIC 3196
Tel: (03) 9772 7232
Fax: (03) 9772 4106

Epping / South Morang

21 George Road
South Morang VIC 3076
Tel: (03) 9494 0953
Fax: (03) 9494 0954

Frankston

Suite 1,
108-120 Young Street
Frankston VIC 3199
Tel: (03) 9770 0145
Fax: (03) 9781 3649

Geelong

61A Gheringhap Street
Geelong VIC 3220
Tel: (03) 5222 2569
Fax: (03) 5222 6525

Hamilton

244 Gray Street
Hamilton VIC 3300
Tel: (03) 5579 5821
Fax: (03) 5579 5822

Meadow Heights

Shop 24 Paringa
Boulevard
Meadow Heights
Learning Centre
Meadow Heights
VIC 3048
Tel: (03) 9302 4126
Fax: (03) 9302 2258

Melton

533-555 High Street
Melton Vic 3337
Tel: (03) 8798 9572
Fax: (03) 8798 9573

Mildura

75 Deakin Avenue
Mildura VIC 3500
Tel: (03) 5022 7188
Fax: (03) 5022 7111

Narre Warren

4/418 Princes Highway
Narre Warren VIC 3805
Tel: (03) 9705 8744
Fax: (03) 9704 9175

Oakleigh

68-72 Atherton Road
Oakleigh VIC 3166
Tel: (03) 9568 2537
Fax: (03) 9568 3214

Pakenham

64 John Street
Pakenham VIC 3810
Tel: (03) 5925 7866
Fax: (03) 5925 7867

Prahran

Suite 9,
25 Claremont Street
Prahran VIC 3141
Tel: (03) 9827 5831
Fax: (03) 9827 9537

Preston

515-517 High Street
Preston VIC 3072
Tel: (03) 9471 4446
Fax: (03) 9470 6220

Shepparton

68 High Street
Shepparton VIC 3630
Tel: (03) 5858 1735
Fax: (03) 5858 1736

St Albans

Suite 12
30-32 East Esplanade
Street
Albans VIC 3021
Tel: (03) 9366 1690
Fax: (03) 9367 1570

Sunbury

Shop 14c & 14d Target
Centre
126 Evans Street
Sunbury VIC 3429
Tel: (03) 8798 9582
Fax: (03) 8798 9583

Sunshine

Suite 4,
2 Devonshire Road
Sunshine VIC 3020
Tel: (03) 9311 7250
Fax: (03) 9364 8765

Warrnambool

72 Lava Street
Warrnambool VIC 3280
Tel: (03) 5562 1775
Fax: (03) 5561 7273

Werribee

1/85 Synnot Street
Werribee VIC 3030
Tel: (03) 9974 0833
Fax: (03) 9741 7099

Queensland

Beenleigh

Shop 4/13
Main Street
Beenleigh QLD 4207
Tel: (07) 3807 8661
Fax: (07) 3801 8346

Caboolture

DES
1/26 George Street
Caboolture QLD 4510
Tel: (07) 5407 0144
Fax: (07) 5407 0145

PN

2-6 Edward Street
Caboolture QLD 4510
Tel: (07) 5407 0176
Fax: (07) 5407 0177

Chermside

15/51 Playfield Street
Chermside QLD 4032
Tel: (07) 3359 4583
Fax: (07) 3359 4317

Deception Bay

Office 1, 2 & 4
4 Flegg Street
Deception Bay
QLD 4508
Tel: (07) 3204 7728
Fax: (07) 3204 7791

Gladstone

Shop 6 Valley Plaza
190 Goondoon Street
Gladstone QLD 4680
Tel: (07) 4972 8056
Fax: (07) 4976 9268

Goodna

Unit 4, 5 Smiths Road
Goodna QLD 4300
Tel: (07) 3447 0254
Fax: (07) 3447 0255

Gympie

177 Mary Street
Gympie QLD 4570
Tel: (07) 5343 4093
Fax: (07) 5343 4094

Inala

39 Partridge Street
Inala QLD 4077
Tel: (07) 3372 6466
Fax: (07) 3879 2276

Ipswich

DES
86 East Street
Ipswich QLD 4305
Tel: (07) 3447 0262
Fax: (07) 3447 0263

PN

7 Warwick Road
Ipswich QLD 4305
Tel: 0411 109 193

Logan Central / Woodridge

Shop 2,
91 Wembley Street
Logan Central
QLD 4114
Tel: (07) 3299 3307
Fax: (07) 3208 4928

Maryborough

Shop 1/129
Adelaide Street
Maryborough
QLD 4650
Tel: (07) 4123 3022
Fax: (07) 4123 3099

Mitchelton

581 Samford Road
Mitchelton QLD 4053
Tel: (07) 3855 8111
Fax: (07) 3855 8199

Nerang

61 Price Street
Nerang QLD 4211
Tel: (07) 5596 4291
Fax: (07) 5578 4827

Pialba

Unit 12B,
12 Main Street
Pialba QLD 4655
Tel: (07) 4124 3535
Fax: (07) 4124 1029

Rockhampton

Ground Floor
72 Elphinstone Street
Berserker QLD 4701
Tel: (07) 4994 1816
Fax: (07) 4994 1817

Southport

6B/23 Nind Street
Southport QLD 4215
Tel: (07) 5531 4475
Fax: (07) 5531 4361

Strathpine

2/397 Gympie Road
Strathpine QLD 4000
Tel: (07) 3205 2565
Fax: (07) 3889 8035

Toowoomba

DES
Shop 1, 28 Bell Street
Toowoomba QLD 4350
Tel: (07) 4602 0423
Fax: (07) 4602 0424

PN

Shop 8 & 11,
28 Bell Street
Toowoomba QLD 4350
Tel: (07) 4602 0467
Fax: (07) 4602 0468

Upper Mount Gravatt

2 Cremin Street
Upper Mount Gravatt
QLD 4122
Tel: (07) 3420 3450
Fax: (07) 3219 2959

Wynnum

1/126 Edith Street
Wynnum QLD 4178
Tel: (07) 3893 4223
Fax: (07) 3396 3538

**OCTEC Limited would like to acknowledge
the continued support of the following organisations**

Peter Boyd Solicitor

John Davis Motors
Orange & Forbes



Orange Aboriginal
Medical Service





OCTEC LIMITED

Old Town Hall Building

247 Anson Street Orange NSW 2800
Phone (02) 6362 7973 • Fax (02) 6361 7217
email: mail@octec.org.au

www.octec.org.au