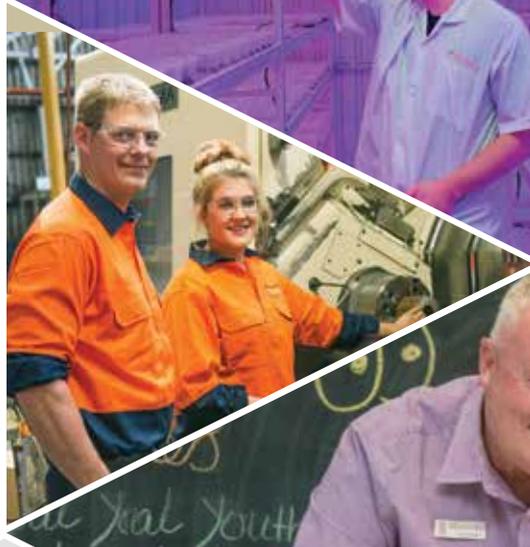


OCTEC LIMITED

2018-2019



OCTEC LIMITED





Above left: Regional Manager Katie Connolly with Career Consultant Lee Holzwart in OCTEC's Gladstone office. Above right: Ipswich-based OCTEC client Luke Bickle placed with Tivoli Social Enterprises.

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Above: OCTEC Maryborough client, Tracey Canavan, is enjoying increased quality of life since getting back into aged care work with the help of her Career Consultant, Kathleen Linnane.

Right: OCTEC Gympie client, Ian McKnight, with his supportive supervisor and business owner, Jason Buckley of Geoff Buckley Stewart Terrace Butchery.

OCTEC Limited

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

Based in Central Western NSW, we deliver services across NSW, the ACT, Victoria and Queensland. We are active in Sydney, Canberra, Melbourne and Brisbane, as well as many regional centres in each of the three states. You will find a directory on pages 48 to 50, detailing our service locations.

In 2018, the services we delivered were:

- Disability Employment Services
- ParentsNext Pre-employment Support
- Transition to Work Youth Employment Services
- National Panel of Assessors Services

- National Disability Insurance Scheme Services
- Secretarial Services
- Technology Services
- Aspire NSW Youth Services
- Shed Ed Links to Learning Project
- Youth Frontiers Mentoring Program
- Career Transition Assistance for Older Jobseekers
- 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 we serve.



**Transition
to Work**
Youth Employment Service

Transition to Work Consultant, Emma Duke, representing OCTEC at NAIDOC Week celebrations in Orange.



Above left: Career Consultant Lynda Nash staffing a pop-up stand at Tamworth City Plaza.



Right and left respectively: International Day of People with Disability BBQs with Trent Batchelor in Deniliquin and our Monash team in Cranbourne



Our Story

Part of Community

OCTEC is part of life in an ever-increasing number of local communities. In 2018, we held community activities, participated in celebrations, expos and events, and we staffed 'pop-up' stands in local shopping malls and centres.



Chairperson Report

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

If 2017 was a year of growth for our organisation, 2018 was our opportunity to demonstrate what that growth really means. It was our chance to connect with, and assist a growing number of disadvantaged Australians.

In July 2018, OCTEC commenced delivery of expanded Disability Employment Services across metropolitan and regional areas of Queensland, Victoria, NSW and the ACT. This included the commencement of specialist services for First Australians and mature age participants in Central Queensland. It is worth noting that OCTEC became the first Disability Employment Services provider in the country to offer specialist services to mature age participants. And we are now Australia's largest not-for-profit provider of Disability Employment Services.

As a result of an outstanding tender result in 2018, OCTEC also became one of the largest providers of a new Commonwealth pre-employment service for disadvantaged parents of young children. Through the ParentsNext program, we offer early intervention services to parents at risk of

long-term welfare dependency across NSW and Queensland. We work with these parents to develop employment and education goals and to connect them with services that will help them achieve those goals.

Our third Employment Services program, Transition to Work (TtW), provides specialised employment services to youth. In the 2018 annual performance review with the Department of Jobs and Small Business, the program received considerable positive feedback for meeting all service requirements, cementing our place as the leading provider of TtW in Australia.

In Youth Services, we commenced delivery of an expanded Youth Frontiers service, with the number of available places more than doubling, together with service expansion into the Nepean and Lithgow area.

In Training Services, our team has been busy with activities associated with the re-registration of our RTO. The team has also been busy supporting the introduction of the Career Transition Assistance (CTA) pilot program in Central West NSW. This new program is aimed at assisting mature age job seekers identify and transfer vocational skills as well as developing new skills like digital literacy.

While we have experienced outstanding growth in 2018, we have continued to provide strong service delivery across the full range of our existing programs. Our services are diverse and include supported employment, farm and tourism operations, outdoor education, alternative education, and the maintenance of IT infrastructure at Goldie College in the Solomon Islands.

It is important for us all to remember that ongoing growth presents OCTEC with the opportunity to do more great things in partnership with our clients. We have an increased opportunity to assist our clients to acquire new skills, to connect with community, culture and country, and to assist youth and mature age people develop new careers. I am confident that OCTEC will continue to perform and grow as our clients do.

I would like to thank each member of the OCTEC Board for their continued dedication and commitment to our organisational vision. Once again, I commend Andrew, his senior management team, and all of our amazing OCTEC staff for a truly outstanding year of achievement.

Cr Jeffery J. Whitton FAICD
Chairman

Board of Directors



Chairperson
Cr Jeff Whitton
FAICD
Company Director



Deputy Chairperson
Mr Tom Harvey
Retired Head
Teacher
School Education



Director
Mr Bruce Hansen
MAICD
NSW Rural Fire
Service Senior
Officer



Director
Ms Val Myott
MAICD
Manager Curves
Orange



Director
Cr Glenn Taylor
Small Business
Owner



Director
Cr Reg Kidd MAICD
Agricultural
Consultant

Our Story

Specialist Assistance in Rocky

Commencing July 2018, our Rockhampton site offers specialised employment services, specifically designed to assist First Australians as well as mature age participants. Our participants told us they

needed assistance with language, literacy and numeracy, as well as the opportunity to improve their computer skills.

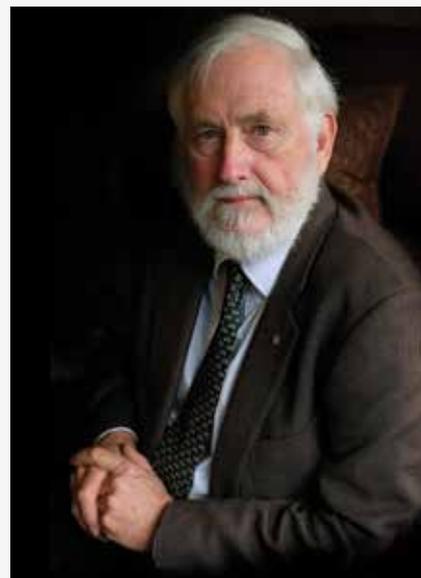
With this in mind, OCTEC provides our 'Rocky' participants with opportunities to undertake online Certificate III training. This training assists participants to develop their computer skills, while also improving their vocational skills and language, literacy and numeracy.



Our fantastic Rockhampton team of Katie Connolly, Karyn Stockdale, Lofty Asse and Coral Konkolics have set up an onsite classroom, where they run daily training sessions. In this relaxed and welcoming environment, participants are able to complete course work at their own pace. And, of course, our team are always on hand to provide additional support when it's needed.



Chief Executive Officer Report



I am pleased to present the OCTEC Limited Annual Report for 2018.

In 2017, OCTEC commenced the journey to our most significant service growth in decades. In 2018, we set about consolidating that growth. We did this by doing what we do best – delivering quality employment, training and support services for a greater number of Australians in need.

In July 2018, OCTEC commenced services as the largest not-for-profit provider of Disability Employment Services (DES) in Australia, with 110 contracts and more than double the prior number of sites. This expansion included new specialist services for First Australian and mature age participants in the Capricornia region of Central Queensland.

A major focus for DES in 2018 was our annual audit by BSI against the National Standards for Disability Services (NSDS). Taking place over an eight day period in February, three teams of auditors visited nine DES sites, as well as OCTEC Head Office and Huntley Berry Farm. Preparation for the audit was a huge undertaking and all OCTEC staff involved in the preparation and/or who engaged in the audit process, are to be thanked and congratulated. The effort certainly paid off with Lead Auditor, Peter Burton, glowing in his comments when delivering the Audit Report in early March.

July 2018 also saw the commencement of the Commonwealth ParentsNext pre-employment support program under the OCTEC Employment Service umbrella. We are among the largest providers of ParentNext, delivering the program in four

Employment Regions in Queensland and three in NSW. Our team grew to more than thirty frontline consultants by year's end, with continually expanding caseloads.

OCTEC Training Services also had an extremely busy year. A major focus was preparation for our RTO re-registration with the Australian Skills Quality Authority (ASQA), something that happens once every five years and is a significant undertaking for any RTO. The re-registration process centred on a two day audit in early September, followed by various requests for additional information and changes to training and assessment materials. At the same time as managing the audit process, the RTO team supported the introduction of the government's Career Transition Assistance (CTA) pilot program across Central West NSW. This new program is aimed at assisting mature age job seekers discover and transfer their current vocational skills as well as developing additional skills including digital literacy.

At Huntley Berry Farm, we continued transition to the NDIS, while maintaining and developing the farm's product range and visitor facilities. Highlights included hosting the Sydney Weekender television program, another successful Family Fun Day, and running our Orange and Bathurst Christmas pop-up shops for another year.

Following a tender in late 2017, and the launch of a new-look program on February 27th, OCTEC Youth Services was able to double the number of places available in Youth Frontiers, while expanding our Sydney services to include Lithgow and Penrith. In

Central West NSW, Aspire NSW and Shed Ed teams continued delivery of their alternative education programs to students at Orange High, Canobolas Rural Technology High and Molong Central School. Both services achieve great results for students helping them build confidence and resilience, learn new skills and get more out of their formal education.

This outstanding growth and success has been made possible thanks to the ongoing dedicated support of our Corporate Services team. In the space of a few months, we more than doubled our sites and staffing levels with the Corporate Services team managing the growth with dedication and professionalism. The team located, leased and fitted-out more than 80 new sites and recruited more than 200 new staff with the vast majority of this work being performed in-house, a remarkable achievement and unprecedented in OCTEC's history. I would especially like to thank our IT team, who travelled across NSW, Queensland and Victoria, expanding our internal communication network, providing customised IT kits for all new employees and undertaking scheduled IT maintenance at Goldie College in the Solomon Islands.

I would once again like to acknowledge the 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.

Andrew McDougall OAM MAICD
Chief Executive Officer



Highlights

Employment Services

- Commenced delivery of 110 contracts across NSW, Victoria, Queensland and the ACT under the new licensing model for Disability Employment Services, with all contracted sites operational from 1 July 2018.
- Received excellent feedback from BSI Pty Ltd in their 2018 and 2019 audit reports on OCTEC's compliance with the National Standards for Disability Services (NSDS) - the 2019 report stated that "the auditors were highly impressed with OCTEC's commitment to the National Standards for Disability Services".
- Commenced delivery of ParentsNext (PN) pre-employment program, with services opening in seven Employment Regions across NSW and Queensland.
- Continued delivery of high quality employment services to disengaged young people through Transition to Work (TtW).
- Managed an enormous growth in employment service sites across four states and territories while maintaining our person-centric service delivery without loss of quality or significant impact on performance of existing sites.

Statistical Snapshot

- 16,215 participants in our employment services this year, with 9,496 in DES, 5,868 in PN and 851 in TtW.
- 230 service locations across metropolitan and regional NSW, Queensland, Victoria and the ACT delivered employment services to disadvantaged job seekers.



Huntley Berry Farm

Statistical Snapshot

- Continued transition to the NDIS with all but one of our supported employees having an NDIS Plan in place by the end of 2018.
 - Hosted the Channel 7 Sydney Weekender television crew in November 2018, with the farm and other Orange tourist highlights featuring in the Sydney Weekender episode that went to air on February 24th 2019.
 - Held a number of successful Family Fun Days during the year, including at Easter and in November to mark the start of the berry season, drawing thousands of visitors to the farm.
 - Operated two Christmas pop-up shops throughout December 2018, one in Orange and one in Bathurst – sales from the pop-ups combined with those from the on-farm shop to achieve another record month of sales to finish the year.
- 11 supported employees working on the farm.
 - More than 20,000 visitors to the farm during 2018.
 - 6,355 Likes on HBF Facebook Page by end of first quarter 2019.

Training Services – RTO Number 90142

Statistical Snapshot

- Completed re-registration as a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA), with OCTEC now able to deliver accredited training until August 2023.
 - Commenced delivery of the Career Transition Assistance Pilot in Central West NSW, on behalf of the Department of Jobs and Small Business.
 - Delivered full and part qualifications under NSW Smart and Skilled funded program (Department of Industry and Training Services NSW).
- 157 participants enrolled in accredited training across 19 qualifications including those relevant to the business, construction, waste management and community services sectors.
 - 155 participants enrolled in accredited short courses, with 131 Statements of Attainment awarded.
 - 37 participants enrolled in partial skill sets, undertaken with NSW local councils.
 - 21 participants in the Career Transition Assistance Pilot in Central West NSW.

Youth Services

Statistical Snapshot

- 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 and Orange High School as part of Shed Ed's alternative education program for students at-risk of disengaging from the formal education system.
 - Commenced delivery of Youth Frontiers for a fourth year following success in a 2017 tender process, servicing twice the number of allocated places and an expanded area in Western Sydney and the Blue Mountains including Penrith and Lithgow for the first time.
- 43 young people benefited from Aspire NSW's outdoor recreation programs, including 7 First Australians.
 - 39 secondary school students supported by Shed Ed's Links to Learning alternative education program, including 11 First Australians.
 - 54 Year 8 and 9 students in Penrith, Hawkesbury and the Blue Mountains participated in up to six months of mentoring, personal development workshops and community projects 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 providing vocational education, training and employment support to disadvantaged people.

A key to our success has been tailoring services to meet individual needs and local circumstances. For the past 43 years, we have continuously evolved to meet the changing needs of those we serve.

The community, employment and training sectors are becoming increasingly competitive, with more private and community sector providers entering the market each year. In the face of this competition, OCTEC has grown from a small, locally-based organisation to be a major not-for-profit provider, with a network of customised services across eastern Australia.

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 provides 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 early school leavers, disengaged youth, disadvantaged parents, First Australians, people from culturally and linguistically diverse backgrounds, people with disability, 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. We partner with employers, specialist organisations and other employment service providers to assist our clients overcome their vocational barriers.



Our Senior Management Team



Chief Executive Officer
Andrew McDougall OAM



Deputy Chief Executive Officer
Stephen Nugent



Manager Corporate Services
Fred Emmi CPA



Business Manager
Andrew McInnes



Manager Employment Services
Chris Clark



Deputy Manager Employment Services
Adam Swist



Manager Business Performance and Strategy
Karen Grumley



Manager Training Services
Coleen Rivas

Our Corporate Services Team



Members of OCTEC's Corporate Services team (top line left to right): Tracey Wishart (Administrative Officer Corporate Services), Louise McAllister, Kylie Gibson and Nicole Borg (Accounts and Payroll Officers), Rachael Hogan and Paula Crain (Accounts and Administration Officers), Deanne Phillips OAM (Administrative Officer), (bottom line) Ikuko Fujisawa and Isabella Emmi (Administrative Assistants), 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

With growth comes opportunity. OCTEC now partners with more employers, in more locations, than at any other time in our history. We work with employers to understand current and future labour needs. We offer tailored recruitment, finding the right candidate for each vacancy, and we provide financial and mentoring support to deliver long-term labour solutions.

We are recruitment partners with thousands of employers including major enterprises, e.g. Woolworths and McDonalds, government agencies, e.g. Australian Bureau of Statistics and Queensland Health, and small-medium businesses from a diverse range of industries. We offer employment and pre-employment services, ongoing business support, labour hire, traineeships and vocational training opportunities. We strive to be the preferred human resources partner for employers, meeting their workforce recruitment and development needs. As well as delivering opportunities for our participants, we know strong local businesses help create vibrant local communities.

National Employer Awards

OCTEC's National Employer Awards recognise the special partnerships we've formed with business. Winners represent progressive and inclusive organisations that embrace diversity and focus on ability. Past winners of OCTEC's National Employer Awards include:

- Purrfect Pets
- Scandinavian Profiles
- Crown Melbourne
- FamilyChips – McDonalds
- SaronBell - McDonalds
- Happy Feet Childcare
- Great Lakes Aged and Invalid Care Association
- Almond Road.

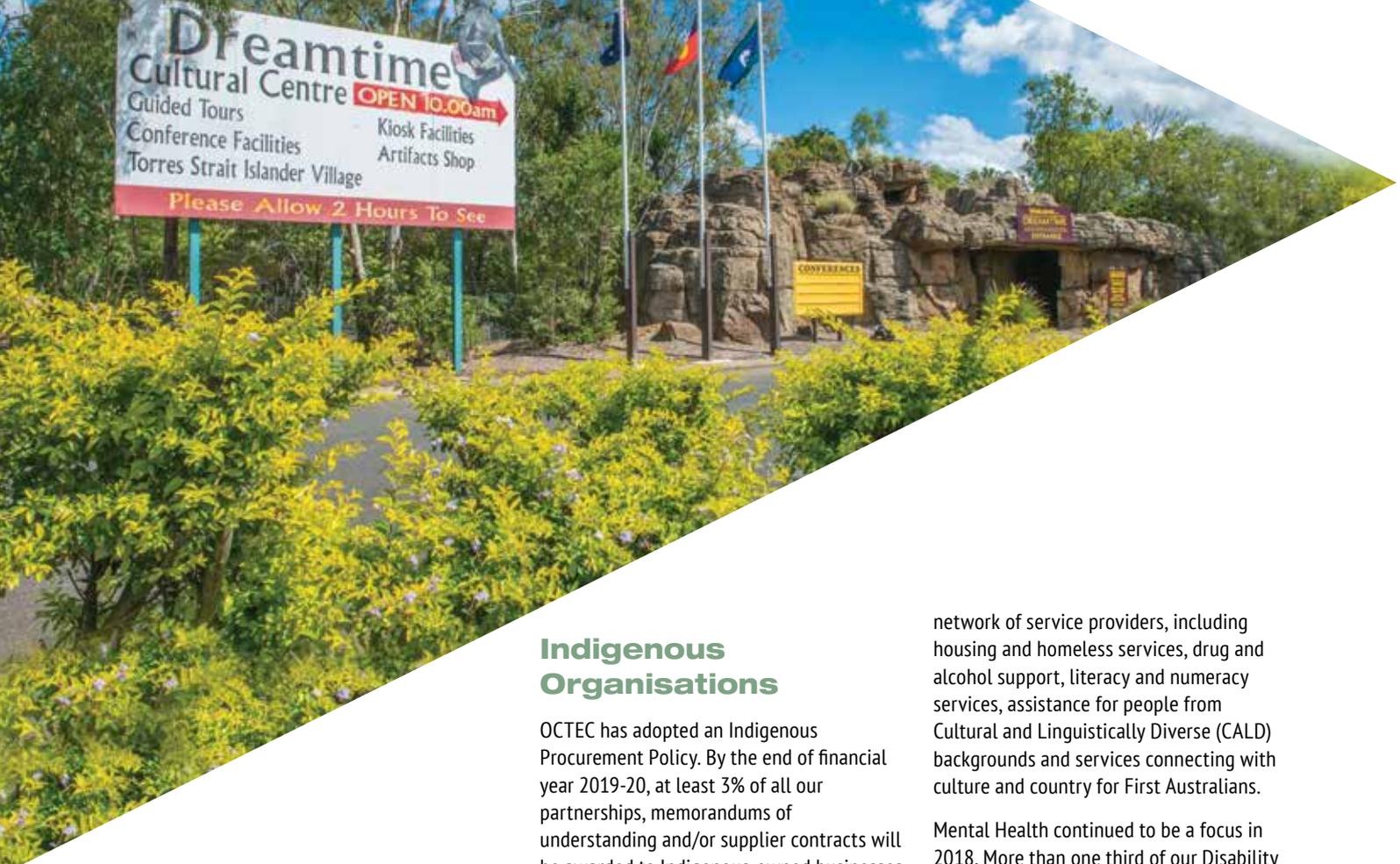
In 2018, OCTEC's focus on the successful commencement of new and expanding employment services meant that other priorities were allocated less resourcing. However, in 2019, we will return to the National Employer Awards with renewed energy to continue our recognition of the many employer champions that we work with.



Above: Plant Biotech's Anil Ghodke has given Sage Ablett and a number of other OCTEC clients the opportunity of challenging and rewarding employment in his start-up business.

Right: OCTEC client, Jamie Foster, pictured here with his supervisor Heather Clavell of U-Chews Australia, has been a different man since commencing employment.





Government

OCTEC recognises the critical importance of government services to the health and prosperity of the communities we serve. We work with departments and agencies of Commonwealth, State and Local Governments, delivering a range of services including referrals, employment and pre-employment services, and training. In 2018, we became one of Australia's largest providers of Commonwealth-funded employment service programs, including Disability Employment Service and ParentsNext.

At the State level, our RTO successfully achieved an ACT Funding Agreement (ACTFA) to deliver programs under the ACT vocational education and training (VET) system. OCTEC also continued to deliver NSW youth services programs and we expanded the scope of our training funded by the NSW Government's Smart and Skilled program.

Our staff also work closely with local councils, using council facilities and services, e.g. Disabilities Inclusion and Multicultural Services staff at Penrith City Council, to assist participants on their employment pathway. In training, we have enrolled more than 50 participants into the Certificate III in Civil Construction across a variety of metropolitan and regional councils including Newcastle City and Blayney Shire.

Indigenous Organisations

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 2017, OCTEC signed a unique national agreement with Aboriginal Employment Strategy (AES). In the past 20 years, AES has made more than 20,000 career placements for First Nation jobseekers. As we move through 2019, AES continues to improve the cultural capacity of our services through the delivery of Indigenous Cultural Awareness training for our staff. The training is being delivered by AES CEO Kristy Masella to our ParentsNext Regional Managers in NSW and Queensland. Regional Managers will then be better equipped to support frontline staff, helping them deliver services which are culturally-appropriate for First Australian participants. This is a significant initiative for OCTEC, as First Australian parents are an important cohort in our ParentsNext program.

In addition to AES, OCTEC continues to work with local Land Councils, Aboriginal Corporations and other specialist services assisting First Nations people.

Community Services Providers

To support the delivery of our services, OCTEC continues to develop our National Community Network. The network includes hundreds of specialist services across NSW, Queensland, Victoria and the ACT. Our participants have full access to an extensive

network of service providers, including housing and homeless services, drug and alcohol support, literacy and numeracy services, assistance for people from Cultural and Linguistically Diverse (CALD) backgrounds and services connecting with culture and country for First Australians.

Mental Health continued to be a focus in 2018. More than one third of our Disability Employment Services participants experience a primary disability that is mental health-related, with many more experiencing secondary mental health barriers associated with unemployment and disadvantage. OCTEC continues to partner with organisations such as WayAhead Workplaces – coordinated by the Mental Health Association NSW – and Marathon Health, provider of headspace youth mental health services across Central West NSW. We also partner with mental health specialists, counsellors, psychologists and other allied health professionals across our service regions.

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.

Accessing Funded Programs

Since 1976, OCTEC has been committed to providing training, employment and youth services to meet community needs. We grew out of community need to access government funds for these services and we've remained committed to that vision, delivering state and federal initiatives to local communities.

2018 Funding

In 2018, OCTEC delivered five Commonwealth-funded employment and pre-employment programs. Disability Employment Services and National Panel of Assessors are funded by the Department of Social Services. Transition to Work, ParentsNext and the Career Transition Assistance Program are funded by the Department of Jobs and Small Business.

We deliver three NSW Government-funded programs aimed at improving education outcomes for young people. Youth Frontiers is funded by the Department of Family and Community Services, supporting students 12 to 16 years of age, connecting them with a community mentor and participating in personal development workshops. Links to Learning is funded by the 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 for training services comes from various government agencies. In 2018, we expanded our access to Department of Industry funding through Smart and Skilled, achieving quality vocational education outcomes for our participants. We also entered into an ACT Government Funding Agreement to deliver vocational education and training.

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. All OCTEC offices and services are accessible for people with special needs. We also work with employers and service partners to ensure equitable service access for all.

To ensure 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.

We seek client feedback to gauge the effectiveness of our access principles, and of our services more generally.

Growing Our Services

Significant and rapid growth in 2018 presented challenges. However, it has allowed OCTEC to assist more people from a wider range of cultures, backgrounds and experiences than ever before.

Mature Age Participants

A 2017 review of our Disability Employment Service caseloads found that more than 40% of our participants were aged 50 years and above. At that time, no specialist assistance was being provided to mature age participants, despite them representing the largest single cohort in DES. In July 2018, OCTEC became the first provider in Australia to deliver specialist DES services to mature age participants, from sites in the Capricornia region of Central Queensland. We were also awarded a contract to deliver the Career Transition Assistance pilot program in Central West NSW, assisting jobseekers aged 50 and above to identify and transfer skills, increasing their job readiness.

Social Media feedback in 2018

"Their care factor is through the roof" – Matt, OCTEC participant in Hunter Valley, NSW.

"I couldn't believe that such an employment provider existed." – Vico, OCTEC participant in Melbourne, Vic.

"I have achieved more with OCTEC in two months than I achieved with my previous provider in two years." – John, OCTEC participant in Logan, Qld.

First Australians

First Australians are too often overrepresented in unemployment statistics. At the end of 2018, around 11% of our employment services caseloads were First Australians. This is close to four times their representation in the general Australian population. To narrow this unacceptable gap, OCTEC delivers specialist DES services for First Australians from our sites in Central Queensland. It is also why we continue to partner with Aboriginal Employment Strategy, a hugely successful employment organisation for First Australians. In addition to DES, we assist young Indigenous parents and disadvantaged youth on pathways to employment through our ParentsNext and our Transition to Work program services.

Participants from a Cultural and Linguistically Diverse (CALD) Background

Across our current programs, around 20% of participants come from a CALD background. In a number of our suburban sites in Sydney and Melbourne, this figure is as high as 60 to 70%. These participants include refugees, many of whom come from war-ravaged countries and are

challenged by trauma and other mental health barriers. To assist these participants, our National Community Network includes providers of services to migrants and refugees, such as Migrant Resource Centres, Settlement Services and providers of English literacy programs, such as the Commonwealth Skills for Education and Employment (SEE) program.

Delivering Local Services

A key feature of OCTEC service approach is to take services to where they are most needed. Our Employment Services operate from an extensive network of offices and

outreach sites, maximising participant choice, while minimising travel burdens. OCTEC Employment Service now operates from 230 service locations across more than 50 Employment Service Areas in NSW, Victoria, Queensland and the ACT.

OCTEC Training Services support participants undertaking employment-based traineeships where training and assessment are completed on-the-job. This approach is popular with industry and trainees, particularly where geographic location can make classroom-based training unsuitable.

When recruiting for managers and staff, we place particular emphasis on three characteristics: skills and qualifications, life and work experience and local knowledge. Our clients receive the highest quality services thanks to the skills, experience, and local business and community connections of our managers and staff.



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

New South Wales & ACT

ACT & Queanbeyan

Belconnen
Braddon
Queanbeyan
Tuggeranong
Woden

Canterbury/Bankstown

Bankstown
Campsie
Condell Park
Punchbowl
Riverwood

Central Coast

Toukley
Gosford
Lakehaven
The Entrance
Woy Woy
Wyong
Budgewoi
Doyalson

Central Western Sydney

Parramatta
Auburn
Chester Hill
Granville
Hornsby
Merrylands
Wentworthville

Chifley

Bathurst
Oberon

Coffs Harbour

Coffs Harbour
Bellingen
Nambucca Heads
Woolgoolga

Fairfield

Fairfield
Cabramatta
Bonnyrigg
Cabramatta West
Fairfield East
Wetherill Park
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
Mount Victoria

New England and North West

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

North Coast and Richmond

Ballina
Byron Bay
Lismore
Mullumbimby
Alstonville
Casino
Goonellabah
Grafton
Kyogle
Lennox Head
Macleay
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

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
Pottsville

Windamere

Lithgow
Mudgee
Gulgong
Kandos
Portland
Rylstone

Victoria

Bayside

Dandenong
Box Hill
Cheltenham
Edithvale
Oakleigh
South Yarra

Calder

Coburg
Meadow Heights
Sunbury
Broadmeadows
Craigieburn
Fawkner
Glenroy
Pascoe Vale

Geelong

Geelong
Corio
Drysdale
Grovedale

Goulburn Valley

Shepparton
Echuca
Mooroopna
Rushworth

Hampden

Warrnambool
Colac

Kiewa

Wodonga
Beechworth
Corryong

Maroondah

Boronia
Mooroolbark
Ringwood
Rowville
Wantirna South

Monash

Pakenham
Cranbourne
Hampton Park
Narre Warren

Peninsula

Frankston
Hastings

Rye
Somerville

Plenty

Preston
South Morange
Doncaster East
Epping
Heidelberg
Greensborough
Lalor

Sunraysia

Mildura
Merbein
Red Cliffs

Western District

Hamilton
Portland

Westgate

Melton
St Albans
Sunshine
Werribee
Cairnlea
Footscray
Tarneit
Taylors Lakes



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

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



Beyond the statistics, this is what program growth really means for OCTEC ...

Fiona Inwood and Suzanne Ruddell are participants registered with our Gladstone DES site. With strong support from our Career Consultant, Lee Holzwart, Fiona and Suzanne have both been placed into employment at the Incredible Edibles Café in Tannum Sands, 30 minutes south of Gladstone. Incredible Edibles – also known as the ie café – is a social enterprise project of the Gladstone Community Linking Agency. The cafe aims to provide hospitality training and employment to people with disability. Fiona, Suzanne and Lee are pictured here on the café's opening day.

Opposite page: OCTEC Employment Service client, Luke Bickle (right), with his supervisor, Ross Larkin, at Tivoli Social Enterprises in Ipswich. Luke is involved in a program of structured training and work experience which includes helping to renovate and re-purpose an old Drive-In Theatre.



Our Programs

Finding Sustainable Employment

Disability Employment Services

OCTEC is Australia's largest not-for-profit provider of Disability Employment Services (DES). OCTEC delivers 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. OCTEC also delivers specialist DES services for First

Australians and specialist DES Services for mature age participants.

At the end of 2018, OCTEC had a DES caseload of more than 9,000 participants. The number of contracts we manage has grown to 110 and we deliver DES in a geographical footprint covering Central and South East Queensland, Regional NSW and Victoria, the ACT, Melbourne and Sydney.

In each Employment Service Area (ESA), we work closely with local businesses and communities to understand specific vocational opportunities and needs, as well as informing potential participants about OCTEC and DES. We do this while maintaining our core values and the quality of our service provision. Our

ability to provide quality services was demonstrated by strong results in our 2018 audit 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, marketing, 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 ParentsNext Manager), Karen Grumley (Manager Business Performance and Strategy), Charlotte Allen, Joanne Sullivan, Michael O'Keeffe and Belinda Wilson (Business Performance and Strategy Coordinators), Heath Watkinson (Performance and Quality Coordinator), Emma Fletcher (Employer and Partnerships Manager), Marie Mason (Special Projects Officer), Carmen Boulton and Olivia Clark (Administrative Assistants).

Sydney

OCTEC Employment Service's (OES) management team operates from headquarters in Penrith in Western Sydney. During 2018-19, we operated from ten Sydney Employment Service Areas: Nepean, Macarthur, Northern Sydney, 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).

Canterbury Bankstown

A very diverse ESA, more than half of all our DES participants in Canterbury Bankstown come from culturally or linguistically diverse backgrounds, including migrants or refugees from the Middle East and the Indochinese Peninsula. OCTEC delivers DES services from sites at Bankstown and Campsie, with outreach to Riverwood.



Canterbury Bankstown team (left to right): James Walters (Regional Manager), Gerard Hayes, Kathy Sedaris, Sanjay Singh, Bernard Wong (Career Consultants).

Central Western Sydney

This ESA covers a band of central western Sydney suburbs, from Guildford to Hornsby. OCTEC delivers DES from sites in Auburn and Parramatta, with outreach to Granville, Wentworthville and Hornsby. An ESA with large mature age caseload, more than half our participants in Central Western Sydney are aged 50 and above.



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

Fairfield

One of the most culturally-diverse ESAs in Australia, around two-thirds of our DES participants in Fairfield are from culturally or linguistically diverse backgrounds, including participants from the Indochinese Peninsula, East Asia and the Middle East. OCTEC delivers DES from sites at Fairfield, Cabramatta and Bonnyrigg, with outreach to Wetherill Park.



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



Inner Sydney

This Employment Services Area includes the Sydney CBD and surrounding suburbs. We operate a site in Surry Hills with outreach from Redfern and Marrickville. Being based in the centre of Australia's largest city, this ESA has a cosmopolitan caseload of participants including those from culturally diverse backgrounds and First Australians.



Inner Sydney team (left to right): Kendell Hill-Smith (Regional Manager), John Cody, Joshua Richards (Career Consultant).

Liverpool

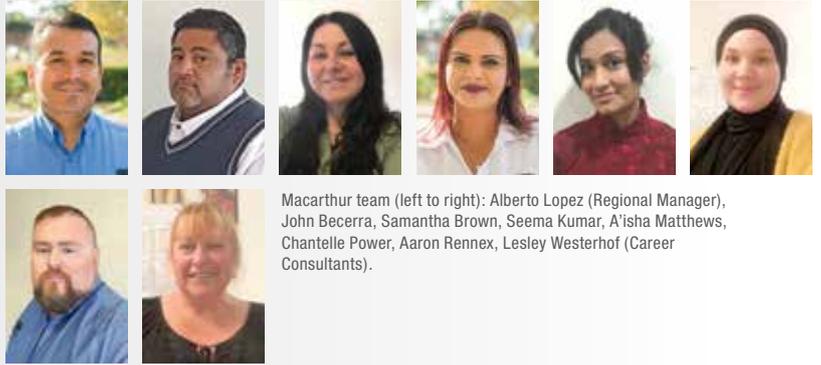
In Sydney's south west, OCTEC delivers DES services from Liverpool and Miller. An extremely diverse ESA, more than half of all our DES participants in Liverpool come from culturally diverse backgrounds, including those from the Middle East, Pacific Islands, India and the Indochinese Peninsula.



Liverpool team (left to right): James Walters (Regional Manager), Rhiannon Knaggs (Senior Career Consultant), Beverley Neilsen, Jason Nguyen, Kylie Urwin, Kasey Wallace (Career Consultants).

Macarthur

Macarthur is in Sydney's south west and includes growth areas around Camden and Campbelltown. Our team delivers DES services from sites at Camden, Campbelltown, Ingleburn, Minto and Narellan, with outreach to St Helens Park. We have diverse caseloads in Macarthur, with participants representing all ages and from a wide range of cultural communities.



Macarthur team (left to right): Alberto Lopez (Regional Manager), John Becerra, Samantha Brown, Seema Kumar, A'isha Matthews, Chantelle Power, Aaron Rennex, Lesley Westerhof (Career Consultants).

Nepean

This ESA includes suburbs in far western Sydney, the Blue Mountains, Hawkesbury and Hills districts. We offer services from sites at Penrith, St Marys, Rouse Hill, Windsor, Richmond, Springwood and Katoomba, outreaching to Colo Heights, Mellong and Mount Victoria. Mature age participants are an important cohort in Nepean, comprising almost half our local DES caseloads.



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

Northern Sydney

This ESA extends from the northern shore of Sydney Harbour to the Hawkesbury River. We deliver DES from sites at Chatswood, Dee Why and North Ryde, with outreach to Brookvale and Mona Vale. The ESA has a growing population of participants from culturally diverse backgrounds, especially participants from East Asia and the Indian subcontinent.



Northern Sydney team (left to right): Kendall Hill-Smith (Regional Manager), Pauline An, Adam Daley, Smita Dhakal, Mark Gaffney, Joergette Medel, Teri Roberts, Kristen Vallance, Tyson Vallance (Career Consultants).

Outer Western Sydney

Located between Nepean and Central Western Sydney, OCTEC delivers DES from sites at Blacktown and Mt Druitt, with outreach to Quakers Hills, Seven Hills and Shalvey. OCTEC are working with a significant number of First Australian participants in this 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

This ESA covers south eastern Sydney from Botany Bay to the Sutherland Shire. OCTEC delivers DES from Caringbah, Hurstville, Kogarah and Sutherland. A varied ESA, OCTEC assists participants from a wide range of cultural communities, backgrounds and age groups.



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

Western NSW and ACT

OCTEC first commenced operations in this region in 1976. OES has been delivering employment programs across Central West NSW for more than 20 years. In 2018, we delivered DES in ACT and Queanbeyan, Chifley, Kiewa, Lachlan, Murray Darling, Patterson, South Eastern NSW, Sturt and Windamere.



Caroline Gagnon
(Manager Western Region)

ACT & Queanbeyan

Centred on Canberra and surrounds, OCTEC delivers DES from sites at Belconnen, Woden and Tuggeranong in Canberra, and Queanbeyan in NSW. A diverse ESA, we work with participants from cultural and linguistically diverse backgrounds and those who identify as First Australians, while close to half our participants in the ESA are mature age.



ACT & Queanbeyan team (left to right): Tennille Stephens (Regional Manager), Jessica Charley, Ranjana Dhakal, Jasmine Jones, Namita Mahani, Hanli van Staden (Career Consultants).

Chifley

Chifley Employment Service Area is centred on Bathurst, to the west of the Blue Mountains. Participants in this ESA represent a wide range of ages, with more than one third of the caseload being participants aged 50 and older, and around a quarter of participants being youth aged under 25.



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

Kiewa

This ESA covers towns adjacent to the NSW-Victorian border. We deliver DES from sites at Albury and Wodonga, with outreach to Beechworth and Corryong in north east Victoria. Our Kiewa team assists a significant number of mature age people, with just under half of our participants aged 50 and older.



Kiewa team (left to right): Vicki Robinson (Regional Manager), Kate Downie, 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 from Forbes, Parkes, Condobolin and West Wyalong. Our team assists a significant number of Indigenous participants in this ESA, with around a quarter of participants identifying as First Australians.



Lachlan team (left to right): Pam Jackson (Regional Manager), Jennifer Hunt, Amy Townsend (Career Consultants).



Murray Darling

Centred on the confluence of two iconic Australian rivers, OCTEC delivers DES in the Murray Darling ESA from sites at Balranald, Dareton and Wentworth. This ESA has a significant Indigenous population and around one quarter of our participants in Murray Darling identify as First Australians.



Murray Darling team (left to right): Caroline Gagnon (Manager Western Region), Leanne Rawlings (Senior Career Consultant), Danielle Pearce (Career Consultant).

Patterson

In Central West NSW, OCTEC has been operating in this ESA since 1976. Our Head Office is located in the old Orange Town Hall. We currently deliver DES from sites in Orange, Cowra and Young. We also deliver training services from our Croagh Patrick College in Orange. Our Australian Disability Enterprise, Huntley Berry Farm is located 15 minutes from Orange.



Patterson team (left to right): Pam Jackson (Regional Manager), Annette Aggett, Kim Eager, Rachael Hyland (Career Consultants)

South Eastern

In South Eastern NSW our team delivers DES from full-time sites at Wagga Wagga and Tumut, as well as outreach services in Cootamundra. Our team is working with a diverse range of disadvantaged participants in this ESA, including those who are ex-offenders, leaving the justice system.



South Eastern team (left to right): Vicki Robinson (Regional Manager), Gavin Comtesse, Cameron Dowling, Sharon O'Shea (Career Consultants).

Sturt

This ESA is between South Eastern and Murray Darling. OCTEC delivers DES from sites in Griffith and Deniliquin, with outreach across the ESA including Hay, Hillston and Leeton. Mature age people are an important group in this ESA, with just under half of participants aged 50 and above.



Sturt team (left to right): Caroline Gagnon (Manager Western Region), Paul Burley (Career Consultant).

Windamere

OCTEC delivers DES in Windamere from two major population centres – Lithgow in the south and Mudgee in the north, with outreach services to Gulgong, Kandos, Rylstone and Portland. Mature age participants encompass more than half our participants in this ESA.



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



Northern NSW

OCTEC Employment Service delivers DES services from 12 ESAs from north of Sydney to the Queensland border: Central Coast, Lower Hunter, Hunter, Manning, Hastings, Macleay, Coffs Harbour, Keepit, New England, Richmond, North Coast and Tweed.



Matt Ferrier
(Manager Hunter
and Northern NSW),
Corrina Page
(Manager Brisbane
Region).

Central Coast

Immediately to the north of Sydney, OCTEC delivers DES from sites at Toukley, Gosford, The Entrance, Wyong and Woy Woy. An ESA with a significant number of mature age participants, approximately half of our caseload on the Central Coast are aged 50 years and above.



Central Coast team (left to right): Matt Ferrier (Manager Hunter and Northern NSW), Marc Anderson, Michael Ashton, Stacey Harbutt, Russell Hughan (Career Consultants).

Coffs Harbour

Located in one of the most scenic areas of NSW, OCTEC delivers DES from our Coffs Harbour site with outreach to Bellingen, Nambucca Heads and Woolgoolga. Youth are an important cohort in this ESA, making up around a quarter of our participants.



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

Hastings

OCTEC's Hastings team delivers DES from sites at Port Macquarie, Wauchope and Laurieton. Our Hastings participants come from a wide range of ages, backgrounds and cultures, including mature age participants who comprise close to half our caseload.



Hastings and
Mcleay team (left to right):
Kellie Reeve
(Regional
Manager),
Dion Hyde (Senior
Career Consultant),
Jason Lenane,
Karen Panton,
Jo-Anne Phillips,
Darryn Yule (Career
Consultants).

Macleay

Based in the town of Kempsey, our Macleay team assist a wide range of participants including those aged 50 and older, who comprise around half of the total caseload, as well as the one in ten participants who identify as First Australians.



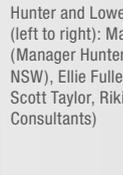
Hunter

Our services in the Hunter are based in the wine-growing centre of Cessnock, with outreach to Maitland and Kurri Kurri. Mature age people are a significant part of our services in Hunter, with close to half of participants aged 50 and above.



Lower Hunter

Centred on the regional city of Newcastle, this ESA also covers the Lake Macquarie and Port Stephens areas. OCTEC delivers DES from Charlestown, Mayfield, Newcastle, Raymond Terrace, Toronto and Wallsend. We assist a wide range of people in this ESA, including more than one in ten participants who identify as First Australians.



Hunter and Lower Hunter team
(left to right): Matt Ferrier
(Manager Hunter and Northern
NSW), Ellie Fuller, Jodi Russell,
Scott Taylor, Riki Ward (Career
Consultants)

Keepit

Centred on Australia's country music capital, OCTEC delivers DES from Tamworth with outreach to Gunnedah. Indigenous participants are an important cohort in this ESA, with around one third of our DES participants identifying as First Australians.



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

Manning

Manning has one of OCTEC's largest DES caseloads. We deliver services from Forster, Tuncurry, Taree and Gloucester, with outreach to Bulahdelah. With such a large caseload, our team assist a wide range of people, including participants who are aged under 25, and more than one in ten who are First Australians.



Manning team (left to right): Robyn Ballard (Regional Manager), Peggy Bird, Kym Visser (Senior Career Consultants), Shaun Baker, Kristie Barden, Marie Barry, Jason Brooks, Matthew Dixon, Sharon Franks, Fergus Hayes, Melissa McLucas, Chloe Sheather, Kerryann Smith, Daniel Woolston (Career Consultants).

New England

OCTEC delivers DES from sites in Armidale, Glen Innes and Inverell, with outreach to numerous towns across the ESA. We are working with a significant number of First Australian participants in New England, including residents of Tingha, near Inverell. Around half of our New England participants are mature age.



New England team (left to right): Sarah Hunt (Regional Manager), Jodie Bain, Laura Ferris, Chloe Gleeson, Kyle Johnson, Dalliss Ramage, James Sweeney, Donna Uphill (Career Consultants).

Richmond

In the NSW Northern Rivers region, OCTEC delivers services in this ESA from our Lismore site, with outreach to Kyogle and Casino. We are working with a wide range of participants in this ESA, including those from culturally diverse backgrounds, mature age, youth and First Australians.

North Coast

OCTEC delivers DES services from North Coast sites at Mullumbimby, Ballina and Byron Bay, with outreach to Alstonville and Lennox Head. Mature age people are an important group in North Coast, with around half of our participants aged 50 and above.



North Coast and Richmond teams (left to right): Shakeela Matloob (Regional Manager), Scott Barbour, Julie-Anne Clifford, Rebecca Davidson, Jason Foster, Kendra Foxwell, Vicki Nelson (Career Consultants).

Tweed

Immediately south of the NSW-Queensland border, OCTEC delivers DES from our site in Tweed Heads South, with outreach to Murwillumbah, Kingscliff, Pottsville and Banora Point. Indigenous participants are an important client group in Tweed, with more than one in ten identifying as First Australians.



Tweed team (left to right): Cathy Stickland (Regional Manager), Michelle Wakefield, Tammy Willoughby-Urwin (Career Consultant).



Queensland

On 1 July 2018, OCTEC began delivering DES services in Central and South East Queensland. Our 11 ESAs are: Gold Coast, Logan, North Brisbane, Outer North Brisbane, South Brisbane, Capricornia, Gladstone, Fraser Coast, Gympie, Ipswich and Toowoomba.



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

Capricornia

Centred on the Tropic of Capricorn, OCTEC delivers DES from sites at Rockhampton and Yeppoon. We deliver specialist DES services in Capricornia, for First Australians (around two thirds of participants) and mature age (around half our participants). We were the first provider in Australia to be granted a specialist mature age DES contract by the Commonwealth Government.



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

Fraser Coast

The Fraser Coast ESA is in the World Heritage Great Sandy Region. OCTEC offers DES from full-time OCTEC sites in Maryborough and Pialba (Hervey Bay). Mature age participants are a major cohort in this ESA, with close to half our participants aged 50 and above.



Fraser Coast team (left to right): Sara Wood (Regional Manager), Kelly Carew, Kathleen Linnane, Brent Terrett (Career Consultants).

Gladstone

Located in Central Queensland, OCTEC delivers DES from our site in Gladstone Central, with outreach to Biloela and Agnes Water. OCTEC works with a diverse range of participants in this ESA, including mature age, youth and First Australians.



Gladstone team (left to right): Katie Connolly (Regional Manager), Greg Bray, Lee Holzwart (Career Consultants).

Gold Coast

Immediately north of the NSW-Queensland border, OCTEC delivers DES from sites at Nerang and Southport, with outreach to Biggera Waters, Palm Beach and Robina. In this fast-growing ESA, OCTEC assists participants from a diverse range of age groups, backgrounds and cultures.



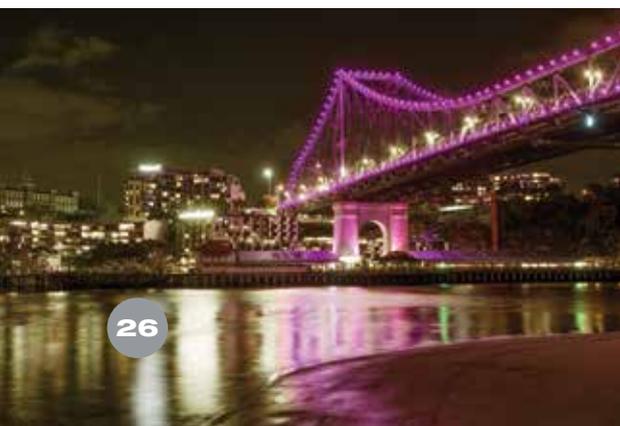
Gold Coast team (left to right): Cathy Stickland (Regional Manager), Karla Denne, Lee Gray-Smith, Belinda Osborne, Jessica Uphill (Career Consultants).

Gympie

Immediately to the south of Fraser Coast, this ESA extends inland from the regional centre of Gympie. We offer DES from our site at Gympie, with outreach to Kingaroy and Nanango. This is another ESA with a high percentage of mature age participants – a little under half of the DES caseload.



Gympie team (left to right): Sara Wood (Regional Manager), Josephine Najjar, Peta Williams (Career Consultants).



Ipswich

This ESA lies to the west of Brisbane. OCTEC delivers DES from sites at Ipswich and Goodna, with outreach to Lowood and Redbank. Our Ipswich caseload is extremely diverse, with participants from all age groups and cultural backgrounds represented.



Ipswich team (left to right): Jodie Brown (Regional Manager), Mellissa Kinnane, Maryanne Pittaway, Barbara Skinner-Martin (Career Consultants).

Logan

This ESA is to the north and west of the Gold Coast. OCTEC delivers DES from sites in Beenleigh and Woodridge, with outreach to Beaudesert and Browns Plains. Youth are an important cohort in Logan, with around one third of our DES participants aged under 25 years.



Logan team (left to right): Graham Eglington (Regional Manager), Lianne Hillman, Sammy Lau (Career Consultants).

North Brisbane

This ESA covers the Brisbane CBD, as well as suburbs north of the Brisbane River. We offer DES from sites at Mitchelton, Chermside and Strathpine, with outreach to Fortitude Valley, Nundah and Toowong. Our caseload in this ESA is diverse, with participants from all age groups and cultural backgrounds represented.



North Brisbane team (left to right): Steven Chand (Regional Manager), Tony Cheung, Katie Dempster, Seath Holswich, Nathan Ryan (Career Consultants).

Outer North Brisbane

Covering Wide Bay and areas to the north west, OCTEC delivers DES from sites at Caboolture and Deception Bay, with outreach to Margate and Bellara. Mature age people are a major cohort in Outer North Brisbane, with around half of our DES participants in the ESA aged 50 and above.



Outer North Brisbane team (left to right): Steven Chand (Regional Manager), Jacinta D'Amico, Stacey McKeand, Shelly Wilson (Career Consultants).

South Brisbane

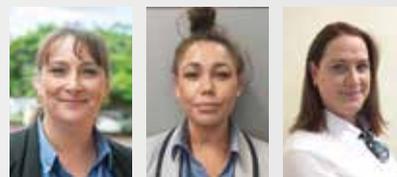
Located between the south bank of the Brisbane River and the Logan/Gold Coast ESAs, OCTEC delivers DES from sites at Inala, Wynnum and Upper Mount Gravatt, with outreach to Capalaba, Victoria Point and Woolloongabba. Covering the inner and outer suburbs of southern Brisbane, our participant caseload in this ESA is extremely diverse.



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

Toowoomba

Located on the Great Dividing Range to the west of Brisbane, OCTEC delivers DES from our site in Toowoomba City, with outreach to Gatton and Laidley. OCTEC is working with a significant number of youth participants, with around a quarter of the Toowoomba caseload aged under 25.



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



Victoria

OCTEC Employment Service commenced in Victoria in 2015, with DES operations in the Bayside ESA. Since July 2018, we have expanded our services to cover six Melbourne and five regional Victorian ESAs.



Vito D'Angelo, Dan Hyndman (Workforce Development Coordinators).

Bayside

We offer DES from Box Hill, Cheltenham, Dandenong, Edithvale, Oakleigh and South Yarra. Bayside has one of our largest and most diverse DES caseloads. Around a quarter of participants come from culturally and linguistically diverse backgrounds, including China, the Indochinese Peninsula and the Indian subcontinent. Additionally, around half our Bayside participants are aged 50 years and above.



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

Calder

Based in Melbourne's north, OCTEC delivers DES from sites at Broadmeadows, Coburg and Sunbury, with outreach to Brunswick, Craigieburn, Flemington, Glenroy and Meadow Heights. A diverse ESA, around one third of our participants come from a wide range of cultural backgrounds, including people from the Middle East and South East Asia.



Calder team (left to right): Hind Al-Madhoun (Regional Manager), Janelle Flynn, Devi Ghimire, Dieu Ngoc Nguyen, John Halasa, Arwa Himeidan (Career Consultants).

Geelong

Adjacent to Westgate, OCTEC delivers DES from Geelong City and Corio, with outreach to Drysdale and Grovedale. Based around Victoria's second largest city, the participants in this ESA come from a diverse range of backgrounds, ages and cultures.



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

Goulburn Valley

One of our smaller ESAs in terms of caseload, our Goulburn Valley services are based at Shepparton, with outreach to Echuca and Mooropna. Mature age participants are a significant cohort in this ESA, comprising around one third of our caseload.



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

Hampden

Based on Victoria's scenic southern coastline, OCTEC delivers DES from our site at Warrnambool, with outreach to Colac. Mature age participants are a significant cohort in this ESA, with just under half of participants aged 50 years and above.

Western District

In Victoria's far south west, OCTEC delivers DES from sites at Hamilton and Portland. This is currently our smallest DES ESA in terms of participant caseload. We are working to engage potential participants through community events and outreach.



Hampden and Western District teams (left to right): Jenny Hope (Regional Manager), Andrea Bellman, Jennifer Chapman, Christine Shurvell (Career Consultants).

Maroondah

This ESA is in Melbourne's north east. OCTEC delivers DES from Boronia, with outreach to Lilydale, Ringwood, Rowville and Wantirna South. We work with a significant number of youth participants in Maroondah, where around one third of our DES participants are aged under 25.



Maroondah team (left to right): Jassy Rennie (Senior Career Consultant), Daniel Iellamo (Career Consultant).

Monash

Monash covers suburbs in eastern Melbourne. OCTEC delivers DES from sites at Cranbourne, Narre Warren and Pakenham. Around one third of our participants in Monash come from culturally and linguistically diverse backgrounds.



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

Peninsula

Immediately south of Bayside, this ESA runs along the south eastern shore of Port Phillip Bay. OCTEC delivers DES from our site at Frankston, with outreach to Hastings, Mornington and Rosebud. One of our smaller Melbourne caseloads, OCTEC is working with participants from a range of cultural backgrounds and age groups.



Peninsula team (left to right): Matt Failla (Regional Manager), Sam Nadarajah, Dean Page (Career Consultants).

Plenty

Situated between Maroondah and Calder in Melbourne's north, OCTEC delivers DES from sites at Epping and Preston, with outreach to Doncaster East, Greensborough, Heidelberg and South Morang. Participants from culturally and linguistically diverse backgrounds comprise about one third of our caseload in this ESA.



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

Sunraysia

Bordering the Murray River in the north and the South Australian border to the west, OCTEC delivers DES from our site at Mildura, with outreach to Red Cliffs and Merbein. Participants aged 50 and above comprise over half of the caseload in this ESA.



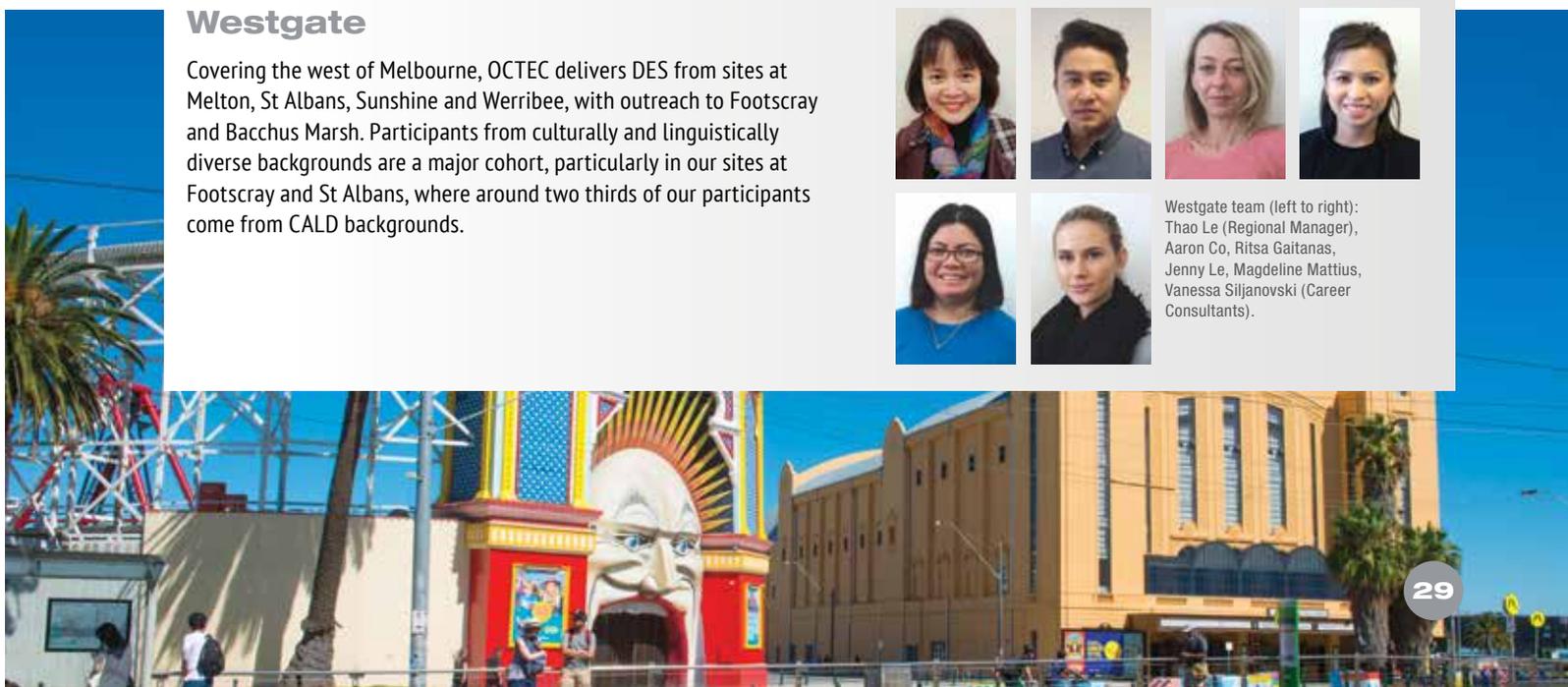
Murray Darling team (left to right): Caroline Gagnon (Manager Western Region), Leanne Rawlings (Senior Career Consultant), Danielle Pearce (Career Consultant).

Westgate

Covering the west of Melbourne, OCTEC delivers DES from sites at Melton, St Albans, Sunshine and Werribee, with outreach to Footscray and Bacchus Marsh. Participants from culturally and linguistically diverse backgrounds are a major cohort, particularly in our sites at Footscray and St Albans, where around two thirds of our participants come from CALD backgrounds.



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



ParentsNext

OCTEC is one of the largest providers of this important new Commonwealth program which commenced in July 2018. At the conclusion of the year, we had a national caseload of more than 5,800 ParentsNext participants.

Funded by the Department of Jobs and Small Business, ParentsNext (PN) is a pre-employment program for parents with young children –

predominantly women. Through PN, we develop early intervention assistance for parents with children under six, helping them to plan and prepare for employment once their youngest child goes to school. Our PN teams help participants to identify and achieve education and employment goals, participate in activities, and connect with local services. We deliver PN from more

than 80 locations across NSW and Queensland. With diverse caseloads, we provide culturally-sensitive services that engage all participants, helping them achieve their goals.



Charissa Mossop (ParentsNext Manager), Sarah Derrett (Business Performance and Strategy Coordinator).

Sydney Greater West

OCTEC delivers PN from 15 locations covering Sydney's western suburbs and the Blue Mountains. Parents from cultural and linguistically diverse background – including refugees – are a major cohort in this region, comprising more than one third of our caseloads.



Tina Abohamed, Cheryl Hatzistamatis, Robyn Klein, Anastasia Sen (PN Consultants).

Sydney South West

From Fairfield to Picton, OCTEC delivers PN from six locations in this region. Parents from culturally and linguistically diverse backgrounds make up the largest cohort – around three quarters of all participants.



Debra Crane, John Mubayyid, Thuy Tran (PN Consultants).

Sydney North and West

Centred on Northern Sydney and the Central Coast, we deliver PN from 12 locations in this region. We work with a diverse caseload which includes significant representation of First Nations people and people from culturally diverse backgrounds.



Chloe Gordon (Regional Manager), Alayna Case, Nahria Shannon, Vanessa Smith (PN Consultants).

New England and North West NSW

Covering the New England tablelands and North West plains, we deliver PN from eight locations in this region. Indigenous parents are a major focus, with around half of our participants in this region being First Australians.



Sarah Hunt (Regional Manager), Beth Neumaier, Tanya King (PN Consultants).

North Coast

From Grafton to the NSW-Queensland border, OCTEC offers PN from eight locations in the North Coast Employment Region. Around one quarter of our PN participants in North Coast identify as First Australians.



Shakeela Matloob (Regional Manager), Naomi De Boer, Michelle Fuller, Angela Jackson, Sandra Parkinson, Sue Robertson, Margaret Sexton (PN Consultants).

Gold Coast

From the NSW border to just south of Brisbane, we deliver PN from eight Gold Coast locations. We assist a diverse range of parents, with those from culturally diverse backgrounds, refugees and First Australians comprising around one third of our participants.



Cathy Stickland (Regional Manager), Merry-Anne Poumale, Tania Robb, Tara Sharplin (PN Consultants).

Brisbane South East

OCTEC delivers PN from four locations in this region. Parents from culturally and linguistically diverse backgrounds are a major cohort, comprising more than one third of the caseload.



Graham Eglinton (Regional Manager), Mana Faifai, Tania Faimalo, Jenny Lindskog, Monique Oates, Julianne Retchford (PN Consultants).

Wivenhoe

West of Brisbane and the Gold Coast, we deliver PN from eight locations in Wivenhoe. Participants from cultural and linguistically diverse background and First Australians comprise a significant percentage of our caseloads in this region.



Jodie Brown (Regional Manager), Peta Mullins (PN Senior Consultant), Brittany Edwards, Jessica Freeburn, Tracy Smith (PN Consultants).

Darling Downs

OCTEC delivers PN from eight locations in the Darling Downs, including Toowoomba, Warwick and Roma. First Australians are a major cohort in this region, comprising around one third of all participants.



Jodie Brown (Regional Manager), Leonie Bastiaan, Ashleigh Bergen, Alana Burnett, Casey Johns, Orinda Kirstenfeldt, Amanda Lazarus, Dean Munroe, Libby Smith (PN Consultants).

Somerset

To Brisbane's north and north west, OCTEC delivers PN from six locations in Somerset. Combined, First Australians and participants from cultural and linguistically diverse background make up one third of the caseload in this region.



Steven Chand (Regional Manager), Corrine Noonan, Melinda Walton (PN Consultants).



Erana Kaci was a participant in our ParentsNext services in Sydney North West. With the support and encouragement of our Business Performance and Strategy Manager, Sarah Derrett, Erana secured a permanent Customer Service role with Sydney Trains. This great new job not only provided Erana with financial security, but offered flexible hours, giving her plenty of time at home with her young child.



Transition to Work

Funded by the Commonwealth Department of Jobs and Small Business, OCTEC began delivery of Transition to Work (TtW) in May 2016. This youth employment program is 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 this 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.



Charissa Mossop (TtW Manager), Sarah Derrett (Business Performance and Strategy Coordinator)

Capital

In the Capital Region we deliver from three ACT sites – Braddon, Phillip and Tuggeranong.



Nichole Strain (Regional Manager), Ilcia Astill, Harsha Mungar (TtW Consultants).

Sydney North and West

In Sydney North and West we deliver from four sites on the NSW Central Coast – Lake Haven, The Entrance, Toukley and Wyong.



Chloe Gordon (Regional Manager), Codie Barwick, Tara Dibben, Linden Drew, Katrina Woodland (TtW Consultants).

Central West NSW

In Central West NSW we have six TtW sites – Bathurst, Cowra, Lithgow, Mudgee, Orange and Parkes.



Nichole Strain (Regional Manager), Emma Duke, Michelle Mahlo, Donna Rouse, Amber Sawyer, Shaylee Thomas (TtW Consultants).

Our Transition to Work team is led by TtW Manager, Charissa Mossop and brings together both employment and youth-specialist consultants. Our 2018 performance has again been pleasing, with our team meeting all quality commitments and KPIs. In Sydney North West and Capital, we are actually performing above 100% of KPI. Most importantly, since the commencement of TtW in 2016, OCTEC has placed more than 1,300 disadvantaged young people into work.



OCTEC TtW Consultant, Harsha Mungar, helped her client, Jaidyn Craswell (centre), to identify a career direction, complete a Certificate III in Community Services, get work experience and then a job as a Disability Support Worker with Livability Australia. Jaidyn is pictured here with his Livability managers, Stefanie Henson and Daniel Mullan.

My Story

Stephanie gets Fitted for Work

Stephanie Wilkinson commenced with OCTEC's NSW Central Coast Transition to Work (TtW) service in January 2018. After an initial meeting, our consultant Katrina Woodland felt Stephanie needed assistance to overcome her quiet and reserved nature if she was to compete for work in the open employment market. Developing interview skills was an essential component of our tailored assistance, and as time progressed, Katrina discovered that Stephanie didn't have clothing suitable for a job interview.

Fitted for Work are a philanthropic organisation with the vision of economic independence and empowerment for women. OCTEC partners with Fitted for Work to assist our female participants who need help with interview and work clothing. Fitted for Work has offices in Parramatta and Melbourne and this created a challenge. There was significant geographical distance between our Central Coast TtW sites and the Fitted for Work locations. It was for this

type of challenge that 'Virtual Outfitting' sessions were created.

Stephanie and Katrina booked a Virtual Outfitting session where they spoke with a Fitted for Work consultant via Skype. They discussed the types of outfits Stephanie needed as well as accessories and make up to complement her look. Stephanie's outfits arrived three days later and Katrina noticed an immediate change in Stephanie's confidence. Katrina felt the time was right to speak to Stephanie about obtaining a qualification to build up her resume. Stephanie agreed.

Stephanie began a Certificate III in Retail at our Toukley site, completing

the qualification in six weeks. Within a month of completing her course, she had secured employment with Coles Ltd. What an outstanding effort! Everyone at OCTEC is proud of Stephanie, and the results we were able to achieve in partnership with Fitted for Work.



sites in Taree, Hawkesbury, Bathurst and Parkes. We also provide part-time support as a cross-sector partner at Springwood, Lithgow and Campbelltown.

We are 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 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. It provides an integrated and holistic mental health service for clients aged 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 our sites. There are two major objectives.

- Objective 1: to help jobseekers find worthwhile employment where they can develop their skills, prove their abilities and attain long-term employment. 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: to provide skilled, reliable employees to businesses on a needs basis. 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. Evidence of our quality service comes from the high level of repeat business, the number of long-term customers and the success of assigned employees gaining permanent work.

Mental Health Employment Strategy

OCTEC's Mental Health Employment Strategy (MHES) is an important part of our approach to Employment Services. Mental health is a serious barrier for many. More than one third of our DES participants have a primary disability that is mental health related. We aim to maximise employment outcomes for people with mental health barriers. 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



Developing Skilled Workforces

For more than 42 years, OCTEC has provided quality training services. Our training services cover a wide variety of vocational areas, from aged care to business, civil construction to hospitality.

Following the 2017 restructure of training services, the focus for National Training Manager, Coleen Rivas and her team, through most of 2018 was on the re-registration of our Registered Training Organisation with the national vocational education and training regulator, the Australian Skills Quality Authority (ASQA). Following long-term planning and preparation in the first half of the year, the re-registration process involved a two day audit in September 2018, followed by a series of requests for additional information and changes to training and assessment materials. In early February 2019 we were notified that OCTEC had been successfully re-registered as a Registered Training Organisation until August 2023.

Another major focus during 2018 was the set up of new structures, policies and procedures, training and assessment resources, strategies and methods. We continue to maintain a wide range of qualifications on our scope, which means we can respond to the needs of employers and individuals in an effective and timely manner. We provide participants with high quality training and assessment services leading to nationally-recognised qualifications at the Certificate II, III, IV and Diploma levels of the Australian Qualifications Framework (AQF).

Customised Training

In 2018, OCTEC continued our commitment to providing training customised to suit the needs of employers and their workers, as well as jobseekers wishing to develop a career. We did this in a variety of ways.

We conduct regular surveys of employers to determine their staff training needs 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 to inform the applications we submit for government-funded skilling programs.

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.

Above: Doug Williams at Bingo Industries.

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



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

We encourage our participants to explore more flexible training methods. This includes the use of distance education combined with regular trainer meetings. These meetings are face-to-face or via phone contact, depending on the geographic locations of trainer and participant. This flexible approach works well for participants in courses such as Diploma of Community Services, where many participants work in care management roles and cannot be released for training days.

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

Program Diversity

OCTEC Training Services delivers training and assessment under a number of program areas, reflecting growing industry sectors and the training needs of jobseekers in local communities.

Government-funded Skilling Programs

Smart and Skilled is a NSW Government initiative which provides government-subsidised vocational training to eligible students in priority areas of the state. OCTEC is an approved Smart and Skilled Training Provider.

In 2018, OCTEC gained Smart and Skilled Entitlement Full Qualification Program funding across the entire Sydney metropolitan area. This is the first time we have achieved this funding since commencement of Smart and Skilled in 2015. We also commenced Smart and Skilled Entitlement Full Qualification Program funding and Smart and Skilled Targeted Priorities Program funding in the Hunter and Newcastle regions during 2018.

This year OCTEC also secured an ACT Funding Agreement (ACTFA) – the current contractual arrangement between the ACT Government and Registered Training Organisations (RTOs) – to deliver programs that address the major

objectives of the ACT vocational education and training (VET) system. We expect to launch OCTEC Training Services in the ACT in the near future.

Service Industries – Waste Management Training

OCTEC offers qualifications and resources across a broad range of service industries – small business, hospitality, retail and waste management.

Our training team has developed considerable intellectual property in the past year under our Waste Management training packages. This includes the development of full learning and assessment resources for these qualifications. We are currently in negotiations with TAFE SA, who are looking to purchase these resources from OCTEC.

Bingo Industries is a fully-integrated recycling and waste management company operating in both NSW and Victoria. To assist Bingo develop their people and improve their business, OCTEC enrolled 60 trainees in the Certificate III in Waste Management during 2018.

Also this year, Doug Williams, our Waste Management trainer, was invited to participate in the Technical Advisory Group for the development of new (national) qualifications in Waste Management. This means OCTEC has been directly involved in the development of these qualifications, along with Artibus, the Skills Service Organisation developing the qualifications, and industry leaders in the Waste Management sector.

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 Trainers and Assessors. In 2018, we enrolled 64 students into full qualifications, primarily through Australian Apprenticeships. We have also had a huge increase in work for our partial qualification training programs, primarily in relation to plant operations training. We have had 27 separate approvals under the NSW Smart and Skilled program to deliver short courses in Civil Construction, with local councils, including Newcastle, Blayney, Forbes, Oberon, Bogan, Balranald and Mid Western Regional.



Coleen Rivas (Manager Training Services), Lea Stevenson (Operations Manager), Sharron Sestic (RTO Compliance Manager), Karen Gerke (Training Administrator), Elaina Day (Training Coordinator), Jacob Cass (Business Development Consultant CTA), Brian Cook, Karina Day, Susanne Griffith, Nicolas Lacalamita, Jonathan Perese, Jennifer Searson, Doug Williams, Susanne Witt, Rene Wykes (Trainers and Assessors)

Career Transition Assistance

AN AUSTRALIAN GOVERNMENT INITIATIVE



OCTEC LIMITED
Training Services

Clockwise from main: Certificate III in Individual Support graduates with Trainer Kylie Johnston at Croagh Patrick College in November 2018; former OCTEC training participant, Raffaella Prevett, loves her work in the aged care industry; OCTEC's Phillips Centre at Croagh Patrick College.



Career Training Assistance

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

OCTEC was one of only 11 providers chosen to deliver the first 'pilot' round of CTA. We operate in the NSW Central West region, with services based at the Croagh Patrick Learning Facility in Orange. We also offer CTA from sites in Bathurst, Forbes, Parkes, Cowra, Lithgow and Mudgee. We deliver 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 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).

Community Services and Health Training

OCTEC delivers a range of nationally recognised qualifications from the Community Services and Health Training Packages. This includes qualifications in aged care, disability services, home and community care, leadership and management, and community services. The training is widely used 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 2018, OCTEC delivered training in 7 nationally-recognised qualifications to more than 130 students, issuing 10 Certificates and

128 Statements of Attainment to those completing courses during the year. The mix of participants includes people training to re-enter the workforce and existing workers of aged care providers and other organisations.

In 2018, we have seen an increasing number of participants undertaking part qualifications. Part qualifications usually consist of four to eight 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.



Our Story

Settlement Services International

For people newly settled in Australia, the transition into social and economic life can be difficult and disheartening. Settlement Services International (SSI) is a community organisation and social business that assists refugees, people seeking asylum and culturally and linguistically diverse (CALD) participants to build capacity, overcome inequality and reach their full potential.

Since September 2018, OCTEC has been working closely with SSI to assist students complete partial qualifications in BSB30415 Certificate III in Business Administration.

A group of 12 students graduated in March 2019, with a further 11 students graduating in June. Our team is now running a third course with 15 students participating.

The BSB30415 Certificate III in Business Administration offers participants units of competency covering essential administration functions, relevant to a wide range of industries. Possessing these vocational skills can significantly improve the employability of an individual. This is particularly relevant for CALD participants, whose overseas skills and qualifications may not be recognised by potential Australian employers.

Such has been the interest from current and potential students – this includes interest in completing the full Certificate III qualification – OCTEC is investigating running a full qualification course in 2019-2020. Those students already completing the partial qualification will be able to continue and finish the remaining units.

This wonderful outcome came about through a true OCTEC team effort. OCTEC Training Services worked with the Employment Service team in Fairfield to host and deliver the training on-site and as close as possible to where participants lived and worked, while the OCTEC IT team was on call to quickly rectify any access and Internet issues as they occurred.

My Story

Catherine

Catherine was a participant in OCTEC's CTA Program in Central West NSW. Here, she shares her story:

"I'm a lady in my fifties and moved to the central west from Sydney in mid-2017, leaving a great job in retail to chase my dream of an affordable house. I was lucky to get a job straight away. However, after six months of my tree change, I started to question my move. I lost my job and I couldn't find another. My mortgage repayments started to fall behind.

I began to realise the jobs I was applying for were going to younger, local jobseekers. I really started to panic. It was at this time my jobactive consultant invited me to an information session about CTA. What a

relief it was to get started with OCTEC CTA and meet people in similar situations. And, I was able to secure a job with a major retail fuel station.

When I look back on my journey, I can see that I wasn't as prepared as I thought I was as a job seeker. I thought that just by submitting my applications, someone would eventually get back to me. I wasn't putting that much effort into tailoring my resume to specific jobs and I didn't really handle phone conversations or interviews as well as I could have. Working with the CTA group, and being guided by Suzie and Alison from OCTEC, I realised I had to improve my job applications and build my

confidence. The activities and conversations were great and I finally felt I had a network of people to talk to.

I don't know if I would have had the confidence and motivation to get where I am now without participating in CTA. I'm relieved and happy and feel very good about the next chapter of my life."



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, ten minutes west of Orange.

For the past two decades, young people have participated in innovative outdoor education programs through Aspire, with a particular focus on young people experiencing disadvantage. Using outdoor adventure activities, Aspire 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.

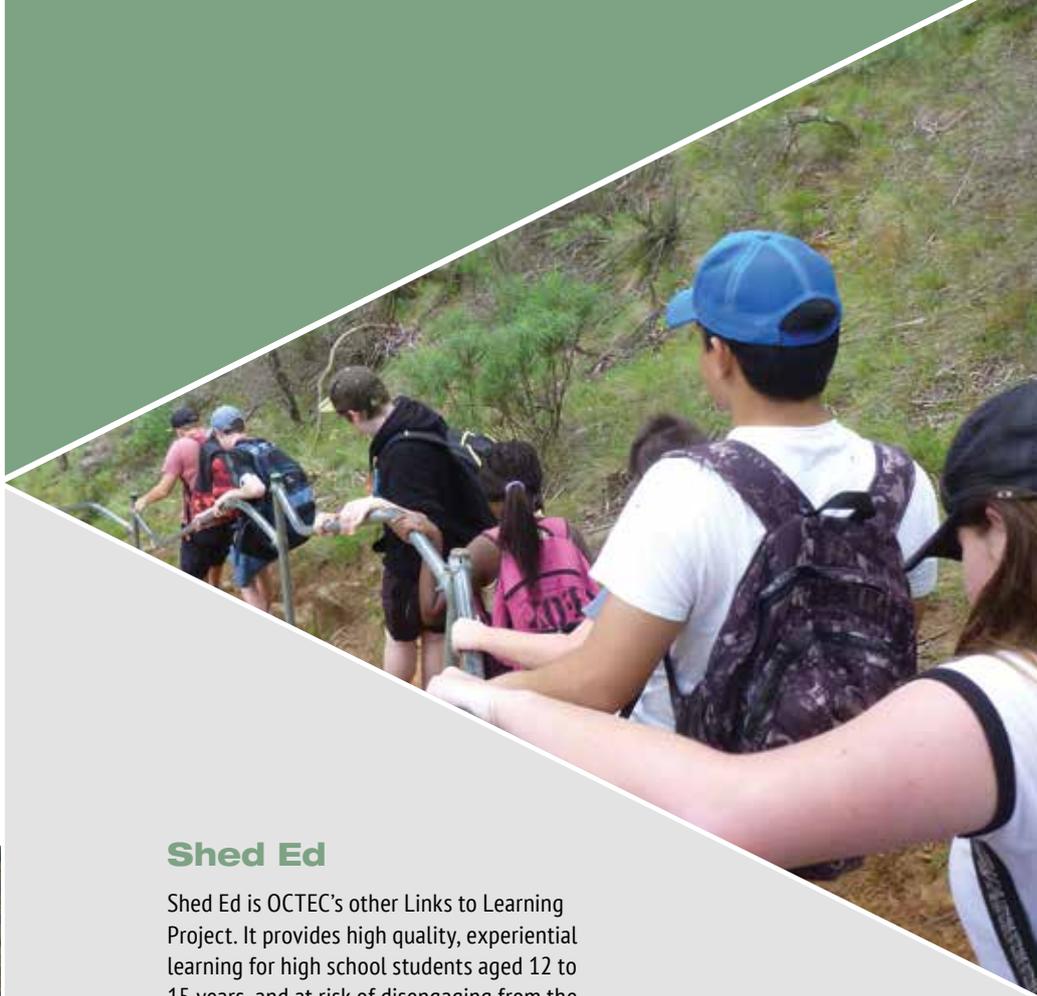
According to Tonia Gray, from the University of Western Sydney, research shows children exposed to high levels of outdoor activity have increased cognitive functioning. Time spent outdoors has a positive influence on student's social interaction, concentration and motor ability. Importantly, these results 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 2018, Aspire delivered Links to Learning programs to three schools and a total of 43 young people in Orange and Molong. The schools involved were Orange High, Canobolas Rural Technology High and Molong Central School.

Aspire also continued delivery of fee-for-service activities in 2018, 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.





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



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

Shed Ed

Shed Ed is OCTEC's other Links to Learning Project. It provides high quality, experiential learning for high school students aged 12 to 15 years, and at risk of disengaging from the education system. Shed Ed 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 this type of program in the Central West since 1993 when it was known as the Time Out Program.

In 2018, Shed Ed continued to provide a unique mix of experiential learning opportunities to 39 students from Canobolas Rural Technology High School and Orange High School. Activities included music improvisation, fitness sessions, food preparation, 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 attend 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 aimed at helping young people, through mentoring, to build skills and overcome barriers to their participation in community events and activities.

For the first three years (2015 to 2017), the program was based on delivery in NSW electorates (10 to 16 young people per

electorate). In 2018, the program underwent changes following a tender process in the second half of 2017. The 2018-2020 program is based on FACS Districts (administrative regions of the NSW Department of Family and Community Services) and has an increased focus on engagement with young people (12 to 16 years of age) in community settings (rather than just in schools).

OCTEC is now delivering Youth Frontiers in the Nepean Blue Mountains FACS District. This covers two of the areas in which we previously delivered (Hawkesbury and Blue Mountains), but also includes Penrith and Lithgow. At the start of 2018, our participant numbers increased from 30 young people to 70.

Once matched with a mentor, each young person meets regularly with them over a six month period (a minimum of 35 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 intergenerational 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.



Julie Koorey
(Program Manager
Youth Frontiers),
Hayley Smith
(Youth Adviser
and Coordinator).

As in previous years, the 2018 Youth Frontiers program culminated in multiple Youth Frontiers graduation ceremonies in late November and December. The graduation ceremonies were a chance for students to celebrate their achievements and personal development. The leadership and decision-making skills learnt by participants in 2018 will help them to be more engaged, and set them on a positive pathway to success, not only at school but for the rest of their lives.

OCTEC delivers Youth Frontiers under sub-contracting arrangements with MTC Australia.

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. The HBF team work to create an inclusive environment for our participants as well as producing some truly spectacular produce.

An important focus in 2018 has been the ongoing transition to the NDIS at HBF, while maintaining and developing the farm's products and visitor facilities. By the end of the year, all but one of our supported employees had NDIS Plans in place. These plans not only provide for Specialised Supported Employment, but also for other supports such as community participation and assistance with daily life. Huntley Berry Farm is also piloting a School Leaver Employment Support

(SLES) program under the NDIS, with the intention of expanding the program in 2019.

A major highlight of 2018 was a visit by Mike Whitney and a crew from the Sydney Weekender television program. The episode featuring HBF was aired on the Seven Network in February 2019 and included an interview with Marketing and Operations Officer, Gianni Belmonte. The farm also hosted another successful Family Fun Day during 2018, as well as running Christmas pop-up shops in both Orange and Bathurst.

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 providing supported employment to disadvantaged members of our community.

NDIS

OCTEC is a registered provider under the National Disability Insurance Scheme (NDIS) in NSW. Our NDIS service provision is focused on OCTEC's core business areas of employment and training. We deliver Specialised Supported Employment and School Leaver Employment Support at Huntley Berry Farm in Orange. We also have capacity to deliver Individual Employment Support and Employment Support and Preparation in a Group through our network of Employment Service sites. These services are set to grow during 2019 with the aim of helping an even greater range of people with disability gain employment, develop skills and become more independent.

HUNTLEY BERRY FARM



Huntley Berry Farm Manager, Tony Belmonte, and Marketing and Operations Officer, Gianni Belmonte.





National Panel of Assessors

Commencing in July 2018, OCTEC delivers National Panel of Assessors (NPA) services in four Employment Service Areas: Patterson in Central West NSW, Nepean and Macarthur in Western Sydney, and Bayside in Melbourne.

NPA is a program that develops community capacity by supporting the delivery of Disability Employment Services.

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

Career Capital

In 2018, OCTEC introduced Career Capital, a program to help our participants discover personal strengths and to identify careers that match.

Career Capital addresses many of the concerns our participants express:

- “What career is best for me?”
- “What are the personal strengths I can use in my next job?”
- “What do I say about myself in my resume?”

Career Capital is built on the knowledge and experience of Myprofile Pty Ltd, a company providing candidate assessment tools and career advisory programs for the past 18 years.

OCTEC has found many people remain in jobs that don't allow them to use their best attributes. Personal strengths and diversity are frequently overlooked by jobseekers. Also, many people don't recognise their past experience and overlook the value to a future employer. Career Capital helps our participants discover careers that suit their preferences, strengths, skills and past experience.

Career Capital also helps participants to write and develop a resume. Participants often wonder what to write about themselves. Career Capital provides words and phrases participants can use to express who they are and the potential they bring to a job.

Departmental feedback regularly criticises employment providers for offering “generic services” to a diverse client base. Career Capital reports are personalised for each participant. This assists our teams to develop individualised job plans, training plans or other program-related planning tools. Each participant is unique. When they read inspirational and encouraging reports about themselves, their quest for self-development and future employment becomes a more positive experience.

Career Capital is a powerful relationship building program between our staff and participants, and between the participants and future employers. By focusing on jobs for which participants are best-suited, Career Capital is a tool to motivate and encourage. It fosters self-belief and confidence not only during job search, but also once a participant secures a job and begins to build a career.

OCTEC NDIS

Your Choice, Brighter Future



OCTEC NPA Assessors:
Debra Baskerville, Peta Fruin,
Laura Howarth, Anita Nikolovski,
Coralie Parsons and Raj Singh.



Above: ParentsNext Business Performance and Strategy Manager, Sarah Derrett with Sarah Fitzpatrick and the resource she helped develop, write and publish.

My Story

Sarah

Penrith ParentsNext participant Sarah Fitzpatrick was a single mum of two children. When she came to OCTEC, she had no idea what she wanted to do with her life. She didn't know what type of career she might be interested in or even how to start looking.

Sarah Derrett, OCTEC's ParentsNext Business Performance and Strategy Coordinator contacted JOBQUEST – a not-for-profit OCTEC partner which assists marginalised and disadvantaged people with qualifications – to help Sarah find some direction.

Sarah was encouraged to enrol in a pilot Vocational Pathway course run by JOBQUEST. The class was small – six participants from a range of PN providers – and they were tasked with working together on a project to develop a resource called "Aim High, Let's Start! – A Resource for Parents to Find a Job".

For six weeks, the group worked together, learning how to use technology

to create resumes, looking at parent-friendly industries, investigating interview skills and speaking with employers about what they look for in candidates. The findings were collated and printed into a resource for other parents.

As a result of her participation in the project, Sarah discovered a passion for the Community Services industry – specifically youth work. She is pursuing employment in this sector while also undertaking some voluntary work to gain experience and become a more marketable candidate.

Sarah says OCTEC ParentsNext gave her the opportunity to identify a goal, achieve a qualification and work with her peers to create something productive for other unemployed single parents. Working with OCTEC gave Sarah increased confidence. For the first time in her life, she has a clear idea of a career path, along with the skills and experience to get there.

Our Story

Bunji United

To complement our specialist DES services for First Australians in the Capricornia region, OCTEC are proud sponsors of the Bunji United Men's Team. Champions in 2015 and 2017, Bunji United were among teams participating in the Annual Indigenous Reconciliation, Warba Wangarunya Rugby League carnival, run

across the Australia Day long weekend in Rockhampton.

During the 2019 event, OCTEC set up a tent to provide information to individuals, assisting them connect with services designed to help find suitable employment and training!



Our Story

Opportunities for All

Expanding our services presents challenges and opportunities. One of the challenges to delivering services across a range of regional and remote areas is ensuring equitable access to resources.

Participants in OCTEC's Transition to Work (TtW) program in Bathurst were missing out on group courses as they were part of a smaller caseload. To overcome this barrier, our Bathurst TtW consultant, Shaylee Thomas, began arranging online training for each participant who expressed an interest in study.

Shaylee takes the time to speak with each individual participant about their study interests and then organises online delivery of their course. Shaylee has been supporting participants through online training for Certificate III courses in Retail, Individual Support, Customer Engagement and Community Services.

Though they are undertaking different courses, participants take part in study group days so that no one feels they're on their own! Shaylee is on hand to give each participant time and support as they navigate their study load.



Our Commitment

Providing Quality Services

OCTEC continues to implement and refine our systems to help ensure our employment, training and youth services meet and exceed the expectations of all stakeholders. This includes participants, employers, specialist partners, local communities and funding bodies. We collect and review program evaluation information, and we implement process change in response to stakeholder feedback.

Our programs and services are subject to comprehensive internal and external audits to ensure 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, and part of the Government's Quality Strategy for Disability Employment and Rehabilitation Services. In our 2018 audit, OCTEC was

assessed as fully compliant with the Standards and received considerable positive feedback. Lead auditor, Peter Burton commented " ...An outstanding result, a credit to managers, and all DES/HBF staff of OCTEC!"

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. During 2018, our RTO team prepared for, and were subject to, the process for re-registration as an RTO. This intensive process culminated in September 2018 with a two day audit, followed by requests for additional information and changes to training and assessment materials. In February 2019, OCTEC was successfully re-registered and we will continue to operate as a RTO for another five years.

Professional development of our people is a major OCTEC priority, and 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. Level 2 involves attendance at externally-provided short courses, which may be delivered 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 2018 included Mental Health First Aid, Suicide Prevention, Managing Angry Adolescents and Swiftwater Rescue Training. 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 such as Diploma in Community Services and Certificate IV in Disability.

As part of our overall performance management process, each staff member 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.



My Story *Jamie*

OCTEC Employment Service participant, Jamie Foster, has been a different man since commencing employment. Prior to OCTEC placing him at U-Chews Australia in Clontarf Queensland, Jaime would often turn up for appointments lacking energy and feeling depressed. However, since he started work, Jaime's whole outlook on life has changed. His positive attitude in the workplace was a major reason for Jaime being promoted to a team leader role within two weeks of commencing. Jaime's story embodies OCTEC's belief that the right job can change people's lives.



OCTEC Farmers Day at our Toowoomba ParentsNext office.

Building Community

Sponsoring Community Events and Teams

OCTEC is a major sponsor of local community events and teams. During 2018, this included gold sponsorship of the Melbourne Disability Expo. Sponsoring and participating in the expo gave our Melbourne-based teams the opportunity to connect with people with disability, their families and carers, providing information about OCTEC and our DES services. It was also an opportunity for our teams to build networks with other providers, organisations and agencies from across greater Melbourne. Gold sponsorship also entitled us to promote OCTEC using the expo's social media platforms and website.

We also sponsor local sporting teams. In early 2019, OCTEC sponsored the Bunji United Men's Rugby League team, participants in the Annual Indigenous Reconciliation, Warba Wangarunya Rugby League carnival, run across the Australia Day long weekend in Rockhampton. As

well as supporting a major community event, sponsoring a team allowed us to provide information to individuals, assisting them connect with services designed to help them find suitable employment and training.

Other examples in 2018 included being a Gold Sponsor of the Western NSW Training Awards and a major sponsor of the Party Under the Stars New Year Eve fireworks celebration in Orange.

Supporting Other Organisations

OCTEC actively supports various other community service organisations through participation, donations and in-kind support. In 2018 this included:

- Making a \$15,750 donation to the Salvation Army, providing drought support to farming families, following OCTEC's 'Farmers Day' in August 2018. CEO, Andrew McDougall, agreed to donate \$5,000 plus \$50 for every staff member who actively participated by coming to work dressed 'country style'.

- Participating in community cultural events including the Vietnamese Lunar Festival in Melbourne, and NAIDOC week activities across multiple regions.

- Providing in-kind support to our community partners for delivery of their services, such as the donation of stationary supplies to The Hub Neighbourhood Centre in Inala for use in English classes.

- Participating in fundraising initiatives and holding events at sites across the country in support of International Day of People with Disability, R U OK Day, Movember, Cancer Council's Biggest Morning Tea, Red Cross Blood Service, Move More in March and other community programs aimed at raising awareness and promoting mental and physical health and wellbeing.

In addition, many OCTEC staff also volunteer with community organisations outside of work. This includes staff who are Rural Fire Service and State Emergency Service volunteers.



Conserving Heritage Buildings

OCTEC remains an active contributor to community life in Orange through our maintenance of two heritage-listed buildings. The old Orange Town Hall and Croagh Patrick College are significant buildings in the history of both Orange and the Central West of NSW. On behalf of the local community, OCTEC commits considerable resources to the ongoing maintenance of these two buildings. As an extension of this commitment, we offer use of the buildings to community organisations for meetings, special events and for photo sessions.

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.

In 2018, because of our expanded service geography, we increased our use of IT hardware and software – including teleconferences and Skype sessions – to conduct meetings, thus reducing transport costs and the use of fuel.

We continued our move from paper-based handbooks, tools and forms, maintaining Intranet pages for each major program area. These online resources provide staff and the Board with readily-accessible 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.

Building Capacity in Other Countries

In 2016 and 2017, OCTEC donated computer hardware and IT expertise, to a computer lab project at Goldie College, located on a remote island in the Western Province of the Solomon Islands. It was the first computer lab of its type in the Solomon Islands.

According to official data, since the lab opened Goldie students have achieved their best academic results ever. A recent visit to the college by staff of the Ministry of Education and Human Resource Development provided public affirmation

of this achievement. Goldie College now stands as a model school in the Solomon Islands and the Ministry is considering adopting the model used at Goldie for their computer-based policies in all schools.

Success of the lab has been largely due to 24x7 support provided by OCTEC IT Manager, Meyenn Ngira and his team. This support has included supplying the lab with replacement computers, monitors and new IT consumables (such as toner); renewing security and antivirus licences; and keeping the lab server patched with the latest security and software updates. During 2018, OCTEC staff spent a week at the college conducting onsite physical maintenance.

Our support of the Goldie computer lab is ongoing. The college has faced challenges associated with generator-based power. Beyond inconvenient, power fluctuations and disruptions can cause major technical issues with IT hardware. At the end of 2018, OCTEC contributed funds towards a solar power project, to provide clean, reliable and free power for the computer lab. This solar system went live in April 2019. OCTEC is also investing in a more robust server, with 16 times more power than the current server, allowing 100 students to work online at the same time. The new server will be installed by the OCTEC IT team on their next visit to the Solomons.

My Story

Joke



Joke Borivo is a Form Seven Arts student at Goldie College in the Solomon Islands. Joke comes from Vellala Vella Island in the Western part of the Solomons and has been at Goldie College for seven years. Like most of his fellow students, Joke is a boarder, but when he does go home on weekends and for school holidays, he has to travel three hours each way by outboard motor boat.

The opening of the new computer lab in 2016 was of great benefit to Joke. The nature of his studies slowly changed, as he had the opportunity to access the Internet. Understanding class lessons had been difficult for Joke, but with the opening of the lab, his world of learning has also expanded. He no longer has to rely solely on text books for

information. He is able to jump on a computer and access more information, more simply and with a lot more speed! He no longer has to write copious notes in exercise books, but can download information straight onto a computer.

Since the establishment of the new computer lab, Joke has experienced a new world of learning. And learning basic skills in computing has really helped him understand the wider world and the world of IT.

Academically, Joke has also benefitted. At times, he found it difficult to complete the assigned tasks given by his teachers. Following the opening of the lab, things changed. "I can just log into Google and

search for all the required information of my assessments, and get it in just a few minutes," Joke says. He is now able to complete all his assignments. Not only is the volume of work Joke completes increasing, his academic results are improving as well. Joke believes the lab has helped the growth of the school, and is also helping educate the future leaders of the Solomon Islands.

Joke says; "I would like to thank and appreciate the school and all the donor partners who have provided their support for our computer lab."

My Story

Glenn

If there's one story that illustrates what growth really means to OCTEC, it's that of Glenn Grimston. Glenn was in his fifties when he came to our Katoomba DES site. He was experiencing PTSD, over four decades' of substance addiction, and had an extensive criminal history – including gaol time. He was homeless and living rough in the mountains. He described himself as 'unemployable.'

"I had no licence, no fixed address, no reading glasses and sight in only one eye, no phone or utility accounts, no identification – save a health care card – no material possessions and I had no qualifications, no experience and had not held a job down for years." Glenn says. "I was angry, full of fear and I was belligerent. I had been dealing with government and NGOs for decades and I saw myself as indicative of the gaps in such services. I knew their plight – that is, trying to help individuals like myself. OCTEC would be no different ... that was my attitude."

But OCTEC was different. At OCTEC, Glenn met Career Consultant Jean-Maree Lloyd. For the first time, Glenn met someone who was "the real deal." Jean-Maree and Glenn sat down and set out an extensive list of clear, practical and achievable goals. With support and persistence Glenn began achieving each goal. He attended employment skills training, wrote a resume, and he was shortlisted for a ward person position at the local hospital. When he won the job, Glenn was astonished. There had been sixty other applicants.

Today, Glenn works as a colleague of the same people who once treated him as a patient. Glenn credits OCTEC's holistic approach as key to his success – as well as the dedication, professionalism and patience of Jean-Maree.



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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

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

South Yarra

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

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 Goonoon 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 4500
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



Coachwood Critique



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OCTEC LIMITED