

OCTEC LIMITED

Working to provide training
find employment and
support people in need



2019
2020



OCTEC LIMITED



Top: Orange-based Transition to Work Participant, Logan Constable, with his TiW Consultant, Robert Fulton, catching up after Logan finished another early morning shift at work.

Left: OCTEC DES participants Suzanne Ruddell and Fiona Inwood with their Career Consultant Lee Holzwart at the Incredible Edible Café at Tannum Sands.

Above: OCTEC's ParentsNext site in Ipswich.

Opposite: Our Rockhampton team delivers specialist employment services, specifically designed to assist First Australians and mature age participants.



OCTEC Limited

OCTEC Limited is a not-for-profit community organisation providing high quality employment, training, advocacy and youth services from more than 250 service locations.

Our head office is in Central Western NSW and we deliver services across NSW, the ACT, Victoria and Queensland. We operate in Sydney, Canberra, Melbourne and Brisbane, as well as many regional centres in each of the three states. We engage and employ local people to ensure our services are relevant and appropriate for each location. You will find a directory on pages 48 to 50, detailing our service locations.

In 2019, the services we delivered were:

- Disability Employment Services
- ParentsNext Pre-employment Support
- Transition to Work Youth Employment Services
- National Panel of Assessors Services
- Supported Employment at Huntley Berry Farm

- National Disability Insurance Scheme Services
- Technology Services
- Aspire NSW Youth Services
- Shed Ed Links to Learning Project
- Youth Frontiers Mentoring Program
- Career Transition Assistance for Mature Jobseekers
- Nationally Accredited Industry Training
- Employment-based Traineeships
- Online Learning and Distance Education
- Business and Service Industries Training
- Community Services and Health Training, and
- Training for Local and Regional Councils.

OCTEC provides quality services to all our 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.



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Left: Staff from OCTEC's Transition to Work and ParentsNext teams with other volunteers of the Central Coast Disaster Relief group.

Below: OCTEC ParentsNext Consultant, Nahria Shannon, sorting through some of the donated thank you gifts for firefighters and their families.



The Bushfire Crisis

During the bushfire crisis of spring and summer 2019-2020, we saw unprecedented devastation and loss across vast areas of NSW, Victoria and Queensland. Millions of hectares of land were scorched, more than two thousand homes were lost and more than twenty people lost their lives. Thousands of fire fighters – many of them volunteers – spent long, arduous and dangerous days in the field helping to fight these devastating fires. Tragically, several of these brave Australians also gave their lives to protect local communities.

As a key community service provider on the NSW Central Coast, OCTEC through

our Transition to Work and ParentsNext teams, donated staff time to work with the Central Coast Disaster Relief group. We made lunches for NSW Fire Fighters and RFS volunteers working to contain around 500,000 hectares of fire front in the region. Our team also gave their time to wrap gifts as a “thank you” for all the hard work our fireys have done to protect local communities from bush fires. This was an important commitment, not just for OCTEC, but for each individual staff member. It was their way of giving something back to the communities in which they live and work.

Abundant Life CEO, Russell Jones (left), and Manager, Wayne Crowther (right), with OCTEC clients Garry Kliendienst and Jennifer Shaw.



Abundant Life in Coffs

Abundant Life Church is a local not-for-profit organisation located in Coffs Harbour. The church assists disadvantaged local people by offering food and groceries at significantly discounted prices. They welcome everyone, without judgment.

Because we share these values, OCTEC Coffs Harbour is delighted to partner with Abundant Life Church. Together, we offer volunteer placements for program participants who want to develop work skills, while giving back to the community. Here, they have a chance to feel valued as locals helping locals. This is what OCTEC is all about.



Chairperson Report

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

This past year has been another of growth, quality and performance for OCTEC. It has also been a year where our people were able to build and

consolidate connections with a growing number of individuals and organisations in local communities. In 2019 we had a chance to connect with, and assist more disadvantaged Australians than at any other time in our history.

This year, OCTEC continued delivery of our Disability Employment Services (DES) across metropolitan and regional areas of Queensland, Victoria and NSW, and in the ACT. Across all sites, our participant numbers grew considerably as jobseekers with disability, injury or illness put their trust in OCTEC to be their DES provider. Our DES staff also worked closely with employers – with a special focus on local small and family businesses – to develop staffing and recruitment solutions to help grow these business partners. OCTEC continues to be Australia's largest not-for-profit provider of the DES program.

OCTEC Employment Services has also continued to deliver the ParentsNext and Transition to Work programs throughout 2019. ParentsNext is a pre-employment program, where we offer early intervention services to parents at risk of long-term welfare dependency. We work with these parents to develop employment and education goals and to connect them with services that will help them achieve those goals. In Transition to Work, we provide specialised employment services to youth. During the past year, our ParentsNext service has seen a significant increase in participants and our Transition to Work service has delivered strong performance against KPIs and contractual benchmarks.

In Training Services, our team has been busy developing relationships with participants and business, identifying skills gaps and developing training solutions to fill those gaps. An important focus for 2019 has been to build relationships with local government, developing expert training solutions for various council agencies and departments. Our goal for 2020 and beyond is to be a preferred training partner for regional and local government agencies across the country.

We continue to provide strong, locally-focused service delivery through our existing youth and community programs. Our services are diverse and include supported employment, farm and tourism operations, outdoor education, alternative education, and the maintenance of IT infrastructure and support at Goldie College in the Solomon Islands.

Finally, it seems more than appropriate that we focus this year on our connection to local communities. There are so many of our fellow Australians in need. The prolonged drought and recent devastating bushfires have exacted a terrible toll on so many people. In many of our service regions, these disasters have had a profound impact. OCTEC has been, and will continue to be, part of the rebuilding process for individuals and businesses in all the areas we operate. We will continue to build community, assisting our clients to connect with economy, culture and country, as they develop new skills and forge new careers. And we will continue to partner with local businesses to recruit, train and retain quality staff to meet their needs today and into the future.

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

Cr Jeff Whitton FAICD

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



My story

My story - David

It was December 2019, just prior to the bushfires that ravaged the Snowy Mountains region, when David Hurley walked into OCTEC's Tumut office seeking our support to gain employment.

David had lost his hearing at birth and he communicated through written word or sign language. He had been unemployed for some time, having travelled down from Queensland to the High Country to be with his new partner and family. David had been assessed by a previous provider as "unsuitable for work", even though he had an extensive work history. He had visited three local employment providers and none were willing or able to help David achieve his goal of "getting back into a job".

But then, David came to OCTEC.

When David met with OCTEC consultant Natasha Adams, things began to change. Natasha spent time with David, sharing written messages about his background and experience. Natasha also secured the services of an Australian Sign Language (AUSLAN) interpreter to improve the communication process. She arranged for a new – and accurate – assessment to be completed with David and had just begun connecting him to potential employment opportunities.

And then the fires began.

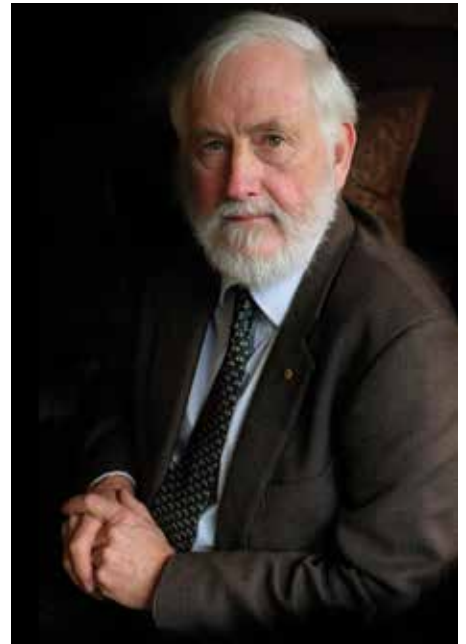
However, not even the bushfire threat slowed Natasha down. With OCTEC's Tumut site under a bushfire contingency plan, she connected David to our Cootamundra site, which was not at risk of fire. She continued referring David to local employers and was

able to find an opportunity that matched his skills and experience.

Natasha referred David to Rural Galvanising, a local manufacturing business. She provided extensive information about David's barriers to the employer, and she offered financial and material assistance through our Biz Support initiative. Natasha even supplied links to other South Eastern NSW employers who had developed internal AUSLAN programs to support their staff.

In February 2020, David was successfully employed by Rural Galvanising, commencing work in a fulltime role. He continues to connect with Natasha through post-placement support and is so happy with our services he has already started referring other participants to OCTEC.

Chief Executive Officer Report



I am pleased to present the OCTEC Limited Annual Report for 2019.

While 2017 and 2018 provided major program expansion for OCTEC, 2019 was a year of steady growth. While we've not commenced any new programs in the past year, there has been consistent and sustained growth in the caseloads of our current programs. This growth means our caseload in OCTEC Employment Services currently sits at around 20,000 participants. This once again confirms our status as one of the largest 'specialist' employment services providers in Australia.

This year has also been about consolidation and program performance. Across our suite of employment service programs we are achieving performance levels which meet or exceed expected benchmarks and key performance indicators. And our performance continues to increase, even as our caseloads grow. In essence, this means OCTEC is delivering high quality employment and support services for more Australians in need than ever before. I would like to acknowledge the extraordinary efforts of the Employment Services team over the past year.

And strong program performance has not been limited to our Employment Services. Throughout 2019, OCTEC Training Services, Aspire NSW, Shed Ed, Youth Frontiers, National Panel of Assessors and Huntley Berry Farm all continued doing what OCTEC does best – making a difference in the lives of disadvantaged members of the

community through training, supported employment, mentoring and advocacy. In Youth Services, we saw a significant expansion in the number of OCTEC participants, while at Huntley Berry Farm, we had our first external audit of the farm against the Practice Standards of the National Disability Insurance Scheme. 2019 was also a year of challenges for the farm, with the drought impacting yields from our berry crops.

In Training Services, we continued to deliver quality accredited vocational training in NSW, with plans to expand into the ACT now well-advanced. A key focus for our training team has been developing relationships with local councils, providing them with accredited vocational training to meet the specific needs of their operations. This focus will continue and expand into 2020 and beyond.

It is important to note that none of this service growth, or our successful ongoing performance, would have been possible without the dedicated support of our Corporate Services team. For example, our IT team have provided additional computer infrastructure, processed more helpdesk transactions than at any time in our history, and have continued to provide 24/7 helpdesk support for the Goldie College computer facility in the Solomon Islands.

This year, as we look back over the past twelve months, we reflect on the local connections our people make in every OCTEC location. Our services now cover

a very large geographic area – home to three quarters of the Australian population. We continue to share common ground in our values, our culture and our desire to make a difference in the lives of local people facing barriers and disadvantage. This desire for local connection extends beyond the provisions of our contracted programs and services. In 2019, our team participated in national fundraising initiatives such as Footy Colours Day and Movember, as well as active involvement in countless local events and causes.

Most significantly, the geographical area where OCTEC operates has been severely impacted by ongoing drought and the unprecedented bushfires of spring and summer 2019-2020. OCTEC is, and will continue to be, actively involved in supporting efforts to counter these natural disasters. And I would like to pay special tribute to those members of our staff who have been on the frontline fighting these horrific bushfires. We acknowledge your commitment, your bravery and your selfless service.

Can I once again acknowledge the support of OCTEC's Board and our Chair, Jeff Whitton. During this year of consolidation and performance, the Board has continued to play a significant role in enabling our ongoing success.

Andrew McDougall OAM MAICD
Chief Executive Officer

Our Organisation

OCTEC assists communities by providing individuals with pathways to employment, as well as helping people adjust to changing local employment conditions. To do this, our primary focus is to provide vocational education, training and employment assistance to disadvantaged people.

A key to our success has been tailoring services to meet individual needs and local circumstances. For more than 40 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 become 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 local communities, 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 Nations people, people from culturally and linguistically diverse (CALD) 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 – including small and family businesses – 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 Melissa Englert (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), Oscar King (Information Technology Assistant), Pat West and Anita Sharpe (Building Management and Maintenance).

Fostering Local Partnerships

Employers

For OCTEC, an important part of building community connections is partnering with local employers. This means offering tailored recruitment services, finding the right candidate for each and every vacancy, as well as offering financial and mentoring support to deliver long-term labour solutions.

We are recruitment partners with thousands of employers across multiple regions. 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 to create vibrant local communities.

Small and Family Businesses

OCTEC knows how important small and family businesses are to the Australian economy. We know that over 95% of all businesses in Australia are small and family businesses. We also know how important these businesses are to the life of local communities, especially in regional and rural areas.

Our staff partner with small and family businesses across all our service locations. Through programs such as Disability Employment Services, and our Biz Support initiatives, we help these businesses recruit, train and retain quality staff. This year our consultants have placed participants into employment with a diverse range of small and family businesses – from a childcare provider in Central West NSW, to a toy retailer in Northern Sydney; from a specialist bakery in north-east Melbourne to a plumber in Central Queensland.

Government

OCTEC recognises the critical importance of government services to the health and prosperity of local communities. We work with departments and agencies at all levels of government, delivering services including employment and pre-employment programs, and vocational training. We remain one of Australia's largest providers of Commonwealth-funded employment service programs, including Disability Employment Service (DES) and ParentsNext. In the ACT, we are also a provider of recruitment services to Commonwealth departments and agencies, with multiple DES participants placed into jobs with the Department of Human Services and the Australian Bureau of Statistics.

Client Feedback:

"We take work skills for granted, but without OCTEC these jobseekers would have less of a chance. Myself and other supporting business help OCTEC make a difference."

Childcare business owner, Central Western NSW.

At the State and Territory level, OCTEC continues to deliver outstanding services. This includes NSW Government youth services such as Youth Frontiers and the Links to Learning Community Grants Program. Our Training Services team have been working to deliver programs under the ACT Government's vocational education and training (VET) system and we continue to deliver training courses funded under the NSW Government's Smart and Skilled initiative.

Our staff also work closely with local governments, using council facilities and services to assist participants on their employment journey, e.g. partnering with Disabilities Inclusion and Multicultural Services staff at Penrith City Council. Our Training Services team are working to expand our position as a preferred training partner for



local government. In the past year we have delivered accredited industry-based training to numerous local councils including Newcastle City, Mid-Western Regional and Forbes Shire.

Providers of Services to First Australians

OCTEC recognises and acknowledges First Nations people as the traditional owners and custodians of the lands on which we deliver our services. We continue to pay our respects to elders past, present and emerging.

OCTEC adopted an Indigenous Employment Strategy in 2012 and we monitor its effectiveness through workplace diversity surveys and regular analyses of the representation of First Australians in our workforce. We also maintain partnerships, memorandums of understanding and supplier arrangements with a range of Supply Nation member organisations.

To address disadvantage experienced by many First Australians, OCTEC delivers our services in partnership with local and national Indigenous organisations, including Aboriginal Employment Strategy, local land councils, Aboriginal health and community services providers, and service providers offering First Australians access to culture and country, as well as local Aboriginal leaders and elders.

Community Services Providers

To support the delivery of our services, OCTEC partners with hundreds of specialist providers across NSW, Queensland, Victoria and the ACT. Our participants have access to an extensive network of service providers, including housing and homeless services, drug and alcohol support, literacy and numeracy services, cultural assistance for CALD participants and services connecting with country and culture for First Australians.

Mental Health was a continued focus in 2019. This was especially important in rural and regional areas of NSW, Victoria and Queensland, where drought and bushfires have had a significant impact on the mental wellbeing of so many local people. This year, OCTEC continued 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 refer our participants to 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.



Opposite left: OCTEC Employment Service participant, Craig Wilson, with Canberra Roofing Solutions Director and Craig's supervisor, Brett Hutchings.

Opposite right: Participant, Taiya Han, with her supportive supervisor, Bridgett Johnson, at Rydges Campbelltown.

Below: The Dreamtime Cultural Centre is an Indigenous cultural arts and education centre in Rockhampton, where OCTEC delivers specialist employment services to First Australian participants.





Accessing Funded Programs

OCTEC is an organisation that grew out of community. Since 1976, we have been committed to providing training, employment and youth services that meet local community needs. Today, we continue to provide locally-focused access to support services which include state and Commonwealth-funded programs and initiatives.

2019 Funding

In 2019, 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 Education, Skills and Employment.

We delivered 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 in Years 8 and 9, connecting them with a community mentor, undertaking projects and participating in personal development workshops. Links to Learning is a grants

Client Feedback:

“OCTEC is the best Employment provider I have come across, bar none.”

DES participant feedback, Bayside, Victoria.

program funded by the NSW Department of Education and underpins our Shed Ed and Aspire NSW youth services. Links to Learning projects deliver community-based interventions for young people at risk of disengaging from school education.

Government funding for training services also comes from the NSW Department of Education. In 2019, we continued our access to Department of Education funding through Smart and Skilled, achieving quality vocational education outcomes for our participants. We have also signed an ACT Government Funding Agreement to deliver vocational education and training, with course delivery expected to commence in 2020.

Equitable Access

There are a number of principles that guide OCTEC's activities. Foremost among these principles is to ensure equitable access to all of our services. We provide quality

services to all people regardless of race, gender, age, sexual orientation, religious beliefs, marital status or disability. OCTEC offices and services are accessible for people with mobility and sensory impairment. We also work with employers and service partners to ensure equitable service access for all our participants.

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

OCTEC actively seeks client feedback to gauge the effectiveness of our access principles – and of our services more generally.

Delivering Local Services

Essential to our successful approach is to take OCTEC services where they are most needed. Our employment services operate from an extensive network of site offices and outreach locations, maximising participant choice, while minimising travel burdens. Our training services provide a variety of learning options, including face-to-face, distance and online education. We support participants

Opposite left: OCTEC Trainer and Assessor, Susanne Witt (centre), working with a group of Settlement Services International (SSI) clients to deliver a part qualification in BSB30415 Certificate III in Business Administration and increase their employability.

Opposite right: Aspire NSW program participant, Marissa Morgan, on an overnight excursion to Taronga Western Plains Zoo at Dubbo, one of the many outdoor education experiences that participants benefit from.

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



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.

We employ skilled and experienced local people to deliver locally-relevant participant solutions. When recruiting staff, we place particular emphasis on three characteristics: skills and qualifications; life and work experience; and regional knowledge, including local business and community connections.

As part of our inclusive, individualised service approach, OCTEC places particular emphasis on assistance for participants experiencing disadvantage, as they are often overrepresented in unemployment figures. This includes First Australians, single parents, disengaged youth, mature aged people and people from cultural and linguistically diverse (CALD) backgrounds. Our services are tailored to the needs of each individual participant, their skills, aspirations and barriers, as well as needs and opportunities in their local community.

Disengaged Youth

We know young people aged 15 to 24 experience higher levels of unemployment. In November 2019, Australia's youth unemployment rate was 11.5%, more than twice the general unemployment rate. To equip young people for sustainable careers,

OCTEC delivers specialist youth employment services through our Transition to Work program. We also offer a number of youth support services in Central West NSW and Western Sydney.

Mature Age Participants

With government focus on extending the working lives of Australians, the percentage of jobseekers aged 50 and over is increasing. In 2018, OCTEC became the first provider contracted to deliver specialist DES services for mature age participants. We also deliver the Career Transition Assistance program, assisting jobseekers aged 45 and above to identify and transfer skills, increasing their value to potential employers.

First Australians

First Australians are too often overrepresented in unemployment statistics. More than 11% of participants in our employment services caseloads are First Australian, which is significantly higher than the percentage of First Australians in the general population. To help narrow this unacceptable gap, OCTEC delivers specialist DES services for First Australians from sites in Central Queensland, and continues to partner with specialist Indigenous service providers such as Aboriginal Employment Strategy.

Client Feedback:

"I have never come across such a high level of dedication at an employment agency... until now."

OCTEC DES participant, South Brisbane.

Participants from a Cultural and Linguistically Diverse (CALD) Background

Currently, around one in five OCTEC participants come from a CALD background. In a number of our sites in Sydney and Melbourne, this figure is as high as 70%. These participants include refugees and asylum seekers who have come from war-ravaged countries and are challenged by trauma and other mental health barriers. To assist these participants, we partner with providers of specialist services such as Migrant Resource Centres, Settlement Services and providers of English literacy programs, like the Commonwealth Skills for Education and Employment (SEE) program.

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
Lake Haven
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
Miller
Hoxton Park

Lower Hunter

Newcastle
Charleston
Mayfield
Raymond Terrace
Toronto
Wallsend

Macarthur

Campbelltown
Camden
Ingleburn
Minto
Narellan
Picton
St Helens Park

Macleay

Kempsey

Manning

Taree
Forster
Gloucester
Bulahdelah
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
Dee Why
North Ryde
Brookvale
Hornsby
Mona Vale

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
Doncaster
South Morang
Epping
Heidelberg
Greensborough
Lalor

Sunraysia

Mildura
Merbein
Red Cliffs

Western District

Hamilton
Portland

Westgate

Melton
Deer Park
St Albans
Sunshine
Werribee
Cairnlea
Footscray
Tarnet
Taylors Lakes



QUEENSLAND

NEW SOUTH WALES

VICTORIA

ACT

Queensland

Capricornia

Rockhampton
Yeppoon

Fraser Coast

Maryborough
Pialba

Gladstone

Gladstone
Biloela
Agnes Water

Gold Coast

Southport
Nerang
Biggera Waters
Coomera
Labrador
Palm Beach
Parkwood
Pimpana
Robina

Gympie

Gympie
Kingaroy
Nanango

Ipswich

Ipswich
Goodna
Blackstone
Dinmore
Lowood
Redbank

Logan

Logan Central/
Woodridge
Beenleigh
Beaudesert
Browns Plains
Dunwich

North Brisbane

Strathpine
Chermside
Mitchelton
Fortitude Valley
Nundah
Toowong

Outer North Brisbane

Caboolture
Deception Bay
Bellara

Burpengary
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

OCTEC delivers a wide range of vocational programs and services, each with a community focus. Our programs and services are funded by government and industry, as well as our own resources. Building local community connections are an essential part of everything we do.

Finding Sustainable Employment

OCTEC knows that having a job is about more than just earning income. Employment improves our health and wellbeing; a job helps us shape who we are; engaging in worthwhile employment improves our mental health and sense of wellbeing; and having secure, sustainable employment models positive future behaviours for our kids. This is why we're passionate about our employment services and the opportunity to make a real difference in the lives of those we serve.



Highlights

Employment Services

- OCTEC Employment Service (OES) delivered high quality employment services in 110 contract areas across NSW, Victoria, Queensland and the ACT under the Disability Services Employment Funding Deed.
- We supported parents of young children through delivery of ParentsNext (PN) pre-employment program, with services operating in seven Employment Regions across NSW and Queensland.
- Our Transition to Work (TtW) program assisted disengaged young people through delivery of high quality specialist employment services in Canberra, on the NSW Central Coast and in Central West NSW.
- Nationally, across all programs, our employment services are delivering outcomes which meet or exceed KPIs and performance benchmarks.

Statistical Snapshot

- At the commencement of 2020, OCTEC had a national caseload of 19,968 participants in our employment services, with 13,166 in DES, 6,209 in PN and 593 in TtW.
- During 2019, we delivered employment services from over 230 locations across metropolitan and regional NSW, Queensland, Victoria and the ACT.



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, Tristan Knoop, 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).

Disability Employment Services

OCTEC remains Australia's largest not-for-profit provider of Disability Employment Services (DES). We deliver both of the DES sub-programs – Employment Support Services (ESS) and Disability Management Services (DMS). In ESS, participants generally have permanent disabilities, requiring some level of ongoing workplace support after the 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. In 2019, OCTEC also continued delivery of specialist DES services for First Australians and specialist DES Services for mature age participants.

At the beginning of 2020, OCTEC had a caseload of more than 13,160 DES participants. Our locally-based consultants deliver DES across a range of Employment Service Areas (ESAs), covering central and regional Queensland, regional NSW and Victoria, the ACT, Melbourne, Brisbane and Sydney.

In each ESA, we work closely with local businesses and communities to understand specific vocational opportunities and needs. We then equip our participants to meet those needs, matching the most suitable candidates to each available position. We also engage with potential participants, offering information about OCTEC and our Disability Employment Services.

We do these things while maintaining our core values and the high quality of our service provision. Under our quality management system, OCTEC develops tools and resources to make our DES services even more user-friendly, effective and efficient.

My Story - Kyle

Setting and achieving goals is an important part of OCTEC's successful DES approach. We seek to understand where each of our participants wants to be, and then we help them to get there. For a young Queensland man named Kyle, the OCTEC approach made all the difference.

Kyle came to our Gladstone site lacking confidence and with only minimal work experience. Securing a driving licence was an important goal for Kyle, and one he'd previously been unable to achieve. With the support and encouragement of our Gladstone consultants, Kyle passed his provisional driving test. And, judging by this photo taken by his consultant, Maddie, Kyle was pretty excited about his achievement!

And the exciting news doesn't stop there, because Kyle has also met his employment goals by gaining a sales traineeship. He is excelling in this new role!



OCTEC Employment Service participant, Peter Chamings, with supportive business owner and supervisor, George Kelzi, of KR Best Paint at Dandenong.



Sydney

OCTEC's Employment Service management team is based in Penrith, western Sydney. In 2019, we operated Disability Employment Services (DES) from 10 Sydney Employment Service Areas (ESAs): 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

One of the most culturally-diverse ESAs in NSW, around half of our participants in Canterbury Bankstown are from culturally or linguistically diverse backgrounds. We offer local and culturally-relevant employment services to participants from all corners of the globe including migrants and refugees from the Middle East and Indochina.



Canterbury Bankstown team (left to right): James Walters (Regional Manager), Sofia Karafilis, Jim Moana, Svetlana Momirovska, Chrissy Potamianos, Kathy Zgouras (Career Consultants).

Central Western Sydney

Covering suburbs from Guildford to Hornsby, OCTEC staff work with a culturally-diverse caseload of participants in this ESA, helping them overcome language, literacy and cultural barriers to employment. Almost 40% of our participants come from culturally-diverse backgrounds, including Chinese, Korean, Indian, Filipino, Lebanese and Afghani.



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

Fairfield

Covering the inner south west of Sydney, more than half of all refugees settling in NSW do so in this local area. OCTEC partners with specialist refugee services to assist participants secure and maintain employment. This includes supporting people experiencing mental illness and post-traumatic stress related to their refugee experience.



Fairfield team (left to right): Dhivia Govender (Regional Manager), Rhiannon Knaggs (Senior Career Consultant), Thiru Bharrathe Bhalsubhramaniem, Pauline Iwassi, Truc Le, Tania Panameno, Sanjalini Singh, Diana Talet, Samira Tannous, Anh Tran, Vali Velardi, Rasika Waghole (Career Consultants).

Inner Sydney

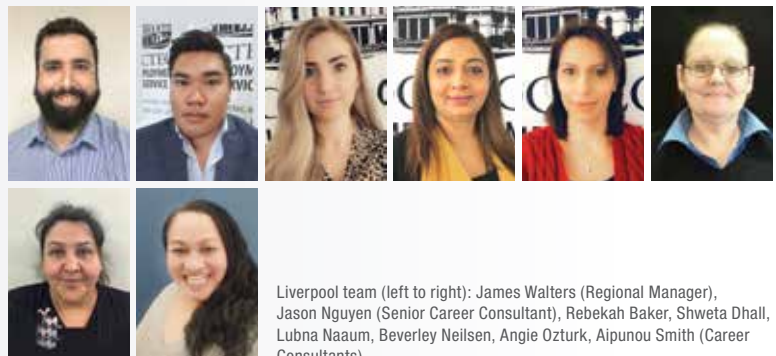
This ESA includes the Sydney CBD and surrounds. Homelessness remains a significant employment barrier for participants in this ESA. 'Street count' records show rising numbers of rough sleepers in 2019 with First Australians overrepresented in homeless figures. OCTEC refers participants at risk of homeless to specialist housing and emergency assistance programs.



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

Liverpool

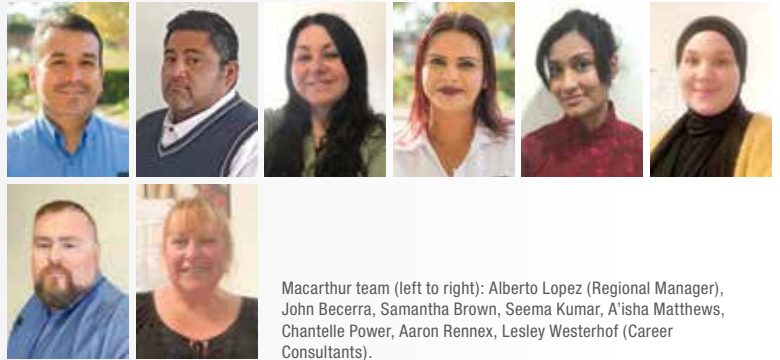
An ESA in Sydney's south west, more than half of our participants in Liverpool come from culturally-diverse backgrounds. In the first decade of the new millennium, Liverpool's culturally-diverse population grew by almost 20%. Working with specialist partners, we deliver culturally-relevant employment services to all our Liverpool participants.



Liverpool team (left to right): James Walters (Regional Manager), Jason Nguyen (Senior Career Consultant), Rebekah Baker, Shweta Dhall, Lubna Naaum, Beverley Neilsen, Angie Ozturk, Aipunou Smith (Career Consultants).

Macarthur

Macarthur is in Sydney's rapidly expanding outer south western suburbs. Youth unemployment is a major challenge for our Macarthur team. The youth unemployment rate in this region is around three times the general unemployment figure. We partner with local youth specialists and skills providers to assist our participants overcome barriers and become job-ready.



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

Nepean covers far western Sydney, the Hawkesbury and Blue Mountains. Having worked here for 30 years, we have a sound understanding of participant needs. We know around 40% of DES participants in Nepean have a primary disability that is mental health-related. We therefore offer specialist referrals to help these participants overcome their barriers and secure work.

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, Senilini Lolohea, Margaret Lundall, Jean Marie Lloyd, Vanessa Porter, Jessica Walker (Career Consultants).



Northern Sydney

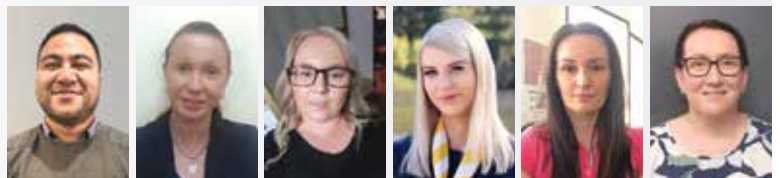
From Sydney Harbour to the Hawkesbury River, our Northern Sydney consultants work with a diverse range of participants. Around one quarter of participants come from culturally-diverse backgrounds including Chinese, Korean and Arabic speakers. We work with local specialist program providers to assist participants overcome English literacy issues and other employment barriers.



Northern Sydney team (left to right): Kendall Hill-Smith (Regional Manager), Pauline An, Ranjana Dhakal, Mark Gaffney, Edwin Hong, Javier Revolo, Amin Salamah, Melissa Thomas, Kristen Vallance (Career Consultants).

Outer Western Sydney

This ESA is centred on the Blacktown area. We work alongside participants from culturally-diverse backgrounds, youth and First Australians, as these participants are significantly overrepresented in local unemployment figures. We offer relevant employment services to all participants, focusing on jobs in local growth sectors, such as construction and hospitality.



Outer Western Sydney team (left to right): Junior Tauia (Regional Manager), Angela Finch (Senior Career Consultant), Stephanie Clark, Taylar Morrison, Ivana Potloka, Belinda Quinn (Career Consultants).

St George Sutherland

Covering suburbs from Botany Bay to the Royal National Park, OCTEC works with a significant caseload of mature age participants in this ESA. Our consultants work with each DES participant, helping them to overcome their specific barriers, while equipping them to compete for and retain employment.



St George-Sutherland team (left to right): James Walters (Regional Manager), Viviane Awad, Cassidy Bird, John Collins, Sandy Kong (Career Consultants).

Western NSW and ACT

OCTEC has been delivering vocational services to local people in this region since 1976. Throughout 2019, we delivered DES in ACT and Queanbeyan, Chifley, Kiewa, Lachlan, Murray Darling, Patterson, South Eastern NSW, Sturt and Windamere ESAs.



Caroline Gagnon
(Manager Western Region)

ACT & Queanbeyan

This ESA is centred on Canberra and surrounding towns. Perhaps unexpectedly, the ACT's homeless rate has grown by 70% in the decade since 2006 – double any other jurisdiction in Australia. Our DES participants at risk of homelessness receive additional and ongoing assistance to help them overcome housing barriers and compete for employment.



ACT & Queanbeyan team (left to right): Grace Karagiannis (Regional Manager), Jessica Charley, Caroline D Souza, Claire Eggmosses, Namita Mahani, Caitlin Maher, Jayde Peden, Brodi Smith, Jade Wilson (Career Consultants).

Chifley

Chifley is centred on Bathurst, in the NSW Central Tablelands. Ongoing drought has had a significant impact on the economy of this ESA, leading to job losses in sectors like agriculture. We are working to equip our DES participants to secure jobs in local industries where there is forecast jobs growth, such as hospitality.



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

Kiewa

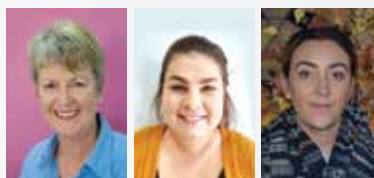
Covering towns adjacent to the NSW-Victorian border, we have worked in Kiewa for a number of years and have developed a strong understanding of participant needs. More than 40% of our caseload have a primary disability that is mental health-related, and we have developed close working relationships with relevant specialist services in Albury and Wodonga to help overcome barriers and participate in the local employment market.



Kiewa team (left to right): Vicki Robinson (Regional Manager), Kate Downie, Tim O'Dea, Carrie Taylor, Trevor Welladsen, Katie Witt (Career Consultants).

Lachlan

Located in Central West NSW, businesses in Lachlan are experiencing the impact of ongoing drought, including declines in revenue. This reduces their ability to employ staff. OCTEC consultants work with local employers, offering our individually-tailored Biz Support packages to offset costs associated with employing, training and mentoring our participants.



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



Murray Darling

This ESA is centred on the confluence of the Murray and Darling rivers. First Australians are overrepresented in unemployment figures in this ESA, and more than 20% of our DES participants are Indigenous. We work with local land councils, Aboriginal corporations and elders to ensure our services are culturally-relevant.



Murray Darling team (left to right): Pam Jackson (Regional Manager), Leanne Rawlings (Senior Career Consultant), Cherie Milner (Career Consultant).

Patterson

Facing the challenges of an extended drought, mental health has been an issue for many in this rural and regional ESA. More than 40% of OCTEC DES participants have mental health-related issues as their primary disability. To assist these participants, we partner with local specialist services such as Orange headspace and the LikeMind project.



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

South Eastern

This ESA is located in the Riverina region. We know this area has a significant 'hidden' homeless population, with many travelling to centres like Wagga Wagga to 'couch-surf'. Mental health is also a barrier for many local participants, with over 45% having a primary disability that is mental health-related.



South Eastern and Sturt team (left to right): Vicki Robinson (Regional Manager), Natasha Adams, Paul Burley, Jodie Matthews, Sharon O'Shea (Career Consultants).

Sturt

This ESA is located between South Eastern and Murray Darling. With the ongoing challenge of drought, we expect traditional employment sectors like agriculture to continue to decline in coming years. We are therefore equipping our participants to compete for jobs in local growth industries, such as health and retail.

Windamere

This ESA is based around Lithgow and Mudgee in the NSW Central Tablelands. With recent declines in traditional employment sectors like mining, energy and manufacturing, our teams assist DES participants to develop skills and knowledge they need to compete for jobs in local growth sectors like health and hospitality.

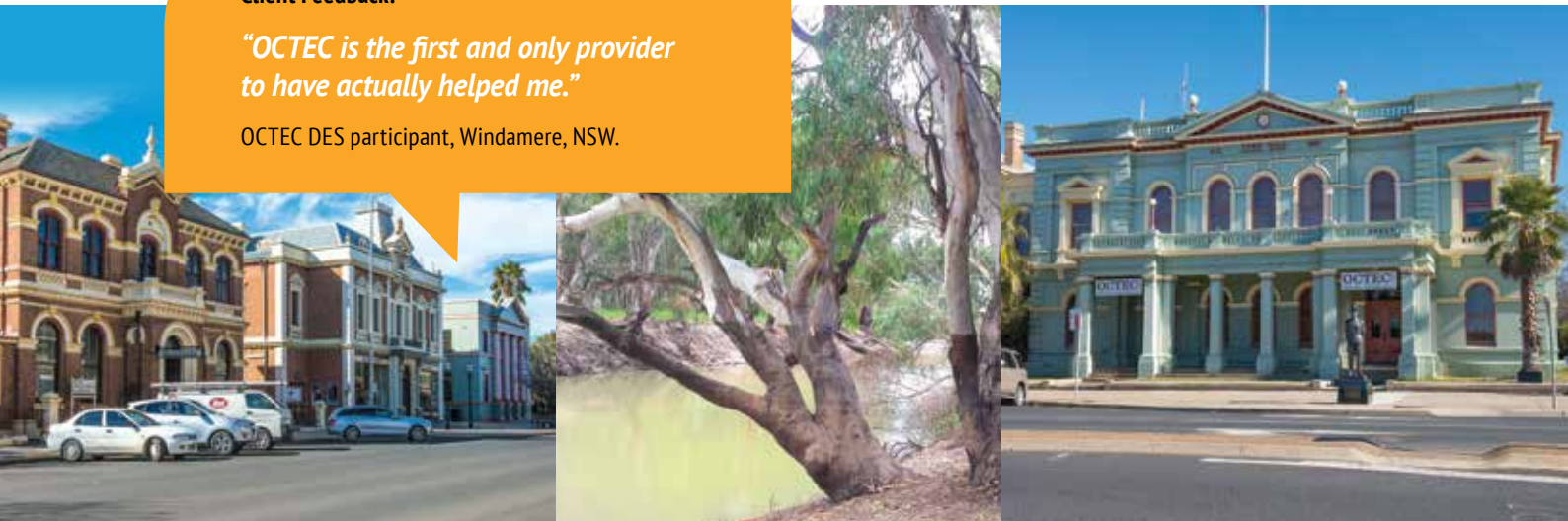


Windamere team (left to right): Christine Champkin (Regional Manager), Jessica Bates, Jo Koleda, Liz Lovett, Amanda Pahl (Career Consultants).

Client Feedback:

"OCTEC is the first and only provider to have actually helped me."

OCTEC DES participant, Windamere, NSW.



Northern NSW

OCTEC delivers DES services in 12 Northern NSW ESAs from the Central Coast to the Queensland border: Central Coast, Lower Hunter, Hunter, Manning, Hastings, Macleay, Coffs Harbour, Keepit, New England, Richmond, North Coast and Tweed.



Corrina Page
(Manager Northern Region)

Central Coast

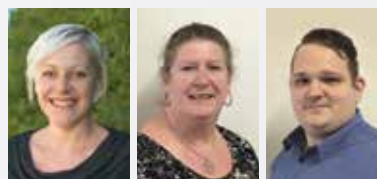
In this ESA immediately north of metropolitan Sydney, one of our priorities is working with local Aboriginal corporations, land councils and specialist partners to overcome disadvantage experienced by First Australians. Over 10% of our participants are Indigenous, which is more than twice the percentage of First Australians living in the general population of Central Coast.



Central Coast team (left to right): Matt Ferrier (Regional Manager), Marc Anderson, Michael Ashton, Stacey Harbutt, Russell Hughan, Sophie Sinclair (Career Consultants).

Coffs Harbour

Located on the NSW Mid North Coast, youth unemployment is a significant local issue in Coffs. The youth unemployment rate is around two and a half times the general rate for the area. We work with youth specialist services, like headspace, to help young participants overcome barriers, and secure and retain work.



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

Hastings

Centred on Port Macquarie, the average age in Hastings is 48 – ten years older than the NSW average. Over 44% of our participants in this ESA are aged 50 and older. We work with local vocational providers to equip participants with skills to re-enter the workforce, often in new industries.



Macleay

This ESA is centred on Kempsey. The unemployment rate for First Australians in Macleay is over 20%, which is around three times the rate for the general population of the ESA. We work with local specialist services and Aboriginal corporations to assist these participants overcome barriers and secure jobs.



Hastings and Macleay team (left to right): Kellie Reeve (Regional Manager), Dion Hyde (Senior Career Consultant), Kristina Kerr, Karen Panton, David Sargent, Alexandra Smith, Stephen Ulph, Darryn Yule (Career Consultants).

Hunter

Covering the wine-growing regions around Cessnock and agricultural country surrounding Dungog, this ESA has been impacted by drought. Departmental predictions suggest ongoing job losses in agriculture over coming years. We work with partners to equip our participants for work in local growth sectors like construction and health.



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 (Regional Manager), Sharon Franks, Shaun O' Cass, Mindy Smith, Joanne Wilks, Lisa Woodrow (Career Consultants).

Keepit

Centred on Tamworth, this ESA has suffered significant economic downturn due to the ongoing drought. Job opportunities in traditional sectors like agriculture, manufacturing and mining are forecast to decline in the coming five years. We assist our participants to re-skill and compete for work in growing job sectors.



Keepit team (left to right): James Sweeney (Regional Manager), Samantha Sawyers (Career Consultants).

Manning

This ESA runs from Port Stephens, through the Manning Valley and west to the Barrington Tops. Following recent media stories, the issue of homelessness in Manning has received national attention. OCTEC partners with specialist housing and community service providers to assist our participants overcome barriers associated with homelessness.



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, Fergus Hayes, Melissa McLennan, Sharon Romer, Luke Russell, Kim Shirono, Kerryann Smith, Daniel Woolston (Career Consultants).

New England

In a region heavily impacted by drought and bushfires, OCTEC works with employers, specialist service providers and vocational training organisations to assist our participants overcome barriers and to equip them for employment in sectors forecast to see future jobs growth, such as health and hospitality.



New England team (left to right): James Sweeney (Regional Manager), Jodie Bain, Laura Ferris, Chloe Gleeson, Lynn Reynolds, Kim Saxby, Donna Uphill, Kinisha Vering (Career Consultants).

Richmond

Mental health is a barrier for many OCTEC DES participants in this Northern NSW ESA. More than one third of our participants in Richmond have a primary disability that is mental health-related. And we know the impact of recent drought and bushfires has exacerbated these challenges for many local people.



North Coast

This ESA is located in the Ballina/Byron region of Northern NSW. Around 40% of our DES participants in this ESA are aged 50 and older. Many of these participants require re-skilling to enable them to work in new roles better suited to their disability, illness or injury.



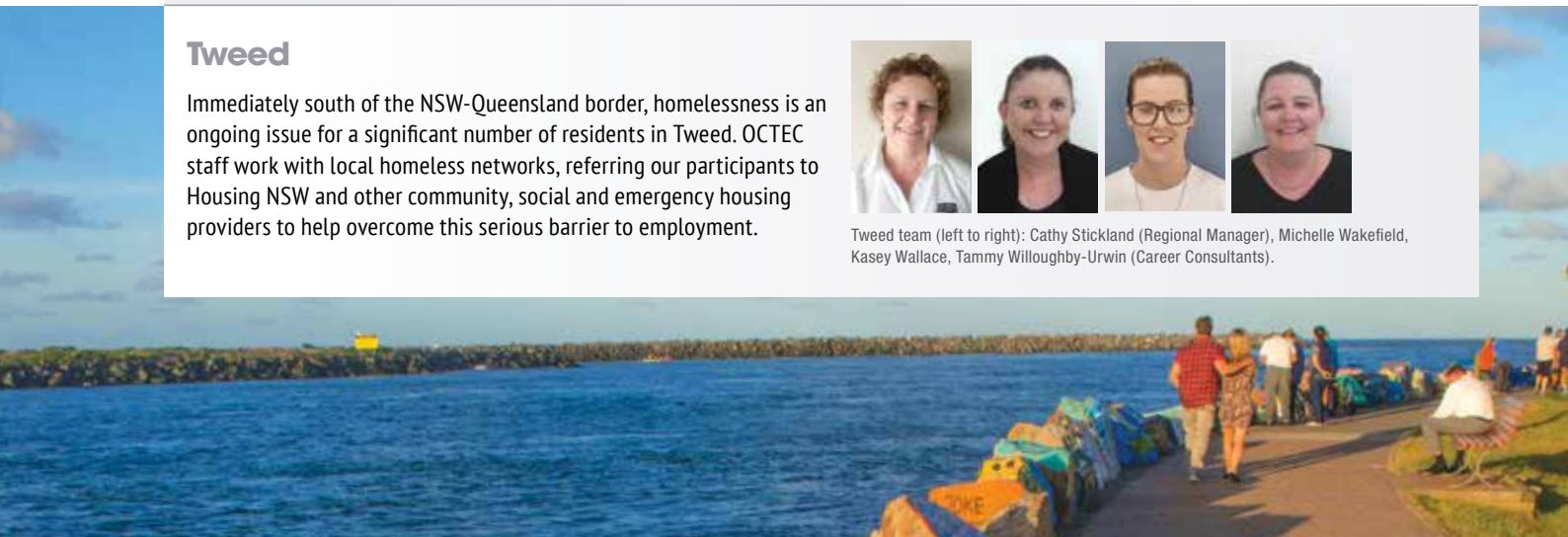
North Coast and Richmond teams (left to right): Shakeela Matloob (Regional Manager), Malcolm Bigg, Julie-Anne Clifford, Mark Colegate, Rebecca Davidson, Jason Foster, Kendra Foxwell, David Harman (Career Consultants).

Tweed

Immediately south of the NSW-Queensland border, homelessness is an ongoing issue for a significant number of residents in Tweed. OCTEC staff work with local homeless networks, referring our participants to Housing NSW and other community, social and emergency housing providers to help overcome this serious barrier to employment.



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



Queensland

OCTEC delivers 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 Northern Region), Siobhan Ablett (Manager Central Queensland Region)

Capricornia

Centred on the Tropic of Capricorn, OCTEC delivers specialist services for mature age and First Australian DES participants in this ESA. Our team works with local specialist providers to assist our participants, and we're actively involved in many local events such as the Rocky NAIDOC Expo.



Capricornia team (left to right): Katie Connolly (Regional Manager), Duncan Banks, Kerrie-Anne Leotta, Karyn Stockdale (Career Consultants).

Fraser Coast

This ESA is in Queensland's World Heritage Great Sandy Region. Youth unemployment remains a major challenge in Fraser Coast, with more than 18% of young people out of work. Our staff connect with employers and young people through job expos and other local youth events.



Fraser Coast team (left to right): Sara Wood (Regional Manager), Kelly Carew, Skye Kaine, Austral Marr, Brent Terrett (Career Consultants).

Gladstone

Located in Central Queensland, OCTEC staff are working with business and vocational training providers to equip our DES participants for jobs in growth sectors, as traditional local employers – such as agriculture, construction and manufacturing – are forecast to decline in coming years.



Gladstone team (left to right): Katie Connolly (Regional Manager), Maxine Chartier, Lee Holzwart, Melissa Hutchinson, Rebecca Spurr (Career Consultants).

Gold Coast

Located on the world-famous holiday strip, life isn't always a party for local people. More than 35% of OCTEC DES participants in Gold Coast have a primary disability that is mental health-related. We work with specialist providers to assist these participants overcome barriers, then secure and maintain employment.



Gold Coast team (left to right): Cathy Stickland (Regional Manager), Karla Denne, Janine Kelly, Belinda Osborne, Melissa Rudolph, Belinda Somers, Jessica Uphill (Career Consultants).

Gympie

OCTEC is making a real difference to the lives of people with disability in this ESA, located south of Fraser Coast. We are working with disadvantaged participants, such as First Australians and young people, and together, we're overcoming barriers and achieving employment outcomes for these participants.



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

Ipswich

This ESA is west of Brisbane. We know homelessness is a significant and growing issue in the Ipswich area. To help our participants overcome barriers associated with the risk of homelessness and to participate in the workforce, we partner with local community services, family services and housing providers.



Ipswich team (left to right): Mellissa Kinnane (Regional Manager), Nicole Hedges, Aaron Payne, Barbara Skinner-Martin (Career Consultants).

Logan

OCTEC is delivering industry-leading DES services in this ESA to the north and west of the Gold Coast. We know youth and First Australians are overrepresented in local unemployment figures, with the rate of unemployment for both these groups more than double the average for the region.



Logan team (left to right): Graham Eglinton (Regional Manager), Martin Abulisan, Cathy Dupuy, Sammy Lau, Nikki Scott (Career Consultants).

North Brisbane

This ESA covers the Brisbane CBD, and suburbs north of the Brisbane River. We know that youth unemployment is a challenge in this ESA, with the rate of unemployment for those aged under 25 more than two and a half times the general rate for the area.



North Brisbane team (left to right): Steven Chand (Regional Manager), Katie Dempster, Dominik Hamlin, Seath Holswich, Sara McColl, Ingrid Woolf (Career Consultants).

Outer North Brisbane

We know there are numerous measures of disadvantage in this ESA, to the north and north-west of Greater Brisbane. These include the youth unemployment and the 'all-offence' crime rate. We are working with local community services and specialist partners to assist our participants overcome their barriers to employment.



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

South Brisbane

This ESA is located between the Brisbane River and the Logan and Gold Coast ESAs. Residents from culturally-diverse backgrounds make up around one third of locals. We work alongside participants from major local cultural communities, such as Chinese, Vietnamese and Indian, to assist them overcome English literacy issues and other barriers to employment.



South Brisbane team (left to right): Graham Eglinton (Regional Manager), John Batzloff, Nicole Champness-Khalid, Justin Hurrell, Kim Vincent, John Ward (Career Consultants).

Toowoomba

Toowoomba sits on the Great Dividing Range west of Brisbane. Drought and bushfires have impacted many local people and around 40% of OCTEC's Toowoomba DES caseload have a primary disability that is mental health-related. We work with specialist local providers to assist participants overcome these barriers and participate in the job market.



Toowoomba team (left to right): Mellissa Kinnane (Regional Manager), Donna Fulford, Caleb Harvey, Stacey-Lea James, Stacey Liebelt, Letitia Weir (Career Consultants).

Victoria

OCTEC delivers DES services across six ESAs in metropolitan Melbourne and five ESAs across regional Victoria.



Bibek Bista (Performance Transformation Manager), Dan Hyndman, Alex Vinogradov (Workforce Development Coordinators)

Bayside

Located on the north eastern shore of Port Phillip Bay, OCTEC has worked in this ESA for a number of years. We understand the needs of local jobseekers. For example, more than one third of our DES participants have a primary disability that is mental health-related. We partner with local specialist providers to assist participants overcome these barriers to sustainable employment.

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



Calder

This ESA is based in Melbourne's north. We work to assist a growing caseload, especially people from culturally-diverse backgrounds who comprise more than 35% of local participants. A key barrier for many is a lack of vocational English, with around 20% of locals requiring support to develop greater English proficiency.



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

Geelong

Victoria's second largest city, Geelong is a region undergoing economic change. With recent declines in sectors such as heavy manufacturing, local job seekers are in need of a fresh start. Our staff work with participants, equipping them to secure and maintain employment in local growth industries like community services and hospitality.



Geelong team (left to right): Jenny Hope (Regional Manager), Brendan Bourke, Amanda Carlton, Anthony Lewis (Career Consultants).

Goulburn Valley

OCTEC is actively involved in local community life in this northern Victorian ESA. To promote both OCTEC and our DES services, our team participate in local activities such as the Shepparton GOTAFE 'Employing Your Ability' information sessions and the NDIS Expo held at Shepparton's McIntosh Centre.



Goulburn Valley team (left to right): Tony Papaioannou (Regional Manager), Casey Osborne (Senior Career Consultant and Team Leader), Sally Haydon (Career Consultant).

Hampden

Located along Victoria's south west coast, OCTEC is working with local employers and service providers to ensure our DES participants are equipped to effectively compete for future jobs, with a focus on sectors forecast for local jobs growth, such as construction, agriculture, health and hospitality.

Western District

In Victoria's far south west, OCTEC staff work with a diverse range of DES participants including First Australians, who are often overrepresented in unemployment figures. We partner with Aboriginal Land Councils, corporations and specialist services to assist our First Australian participants secure and retain great local jobs.



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

Client Feedback:

My OCTEC Consultant changed my life."

OCTEC DES participant, Bayside, Vic.

Maroondah

This ESA covers Melbourne's north east. We know local employment opportunities are changing, with declines in sectors like manufacturing. At the same time, there is strong jobs growth forecast in construction and the service industries. We assist our participants to ensure they have the skills and knowledge to compete for jobs in these sectors.



Maroondah team (left to right): Matt Failla (Regional Manager), Daniel Iellamo, Leticia Toledo (Career Consultants).

Monash

Monash covers suburbs to Melbourne's east. Around one third of our participants in this ESA come from culturally-diverse backgrounds including Indian, Sri Lankan, Chinese and Afghani. To ensure our employment services are culturally-relevant, we partner with local specialist services such as Migrant Resource Centres.



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

Peninsula

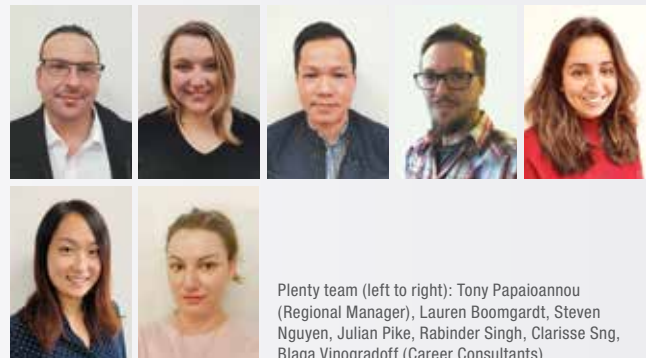
This ESA runs along the south eastern shore of Port Phillip Bay, south from Bayside. To help establish connections with employers, specialist providers and potential participants, and to provide information about DES and OCTEC, our staff create 'pop-up' information stands in local shopping centres.



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

Plenty

Situated in Melbourne's north, this is a diverse ESA, with more than 20% of our DES participants coming from culturally-diverse backgrounds. To assist these participants overcome barriers to employment, such as English literacy, we partner with local adult education providers, including those offering the Adult Migrant English Program.



Plenty team (left to right): Tony Papaioannou (Regional Manager), Lauren Boomgard, Steven Nguyen, Julian Pike, Rabinder Singh, Clarisse Sng, Blaga Vinogradoff (Career Consultants)

Sunraysia

This ESA is located in Victoria's 'food bowl' along the Murray River. Young people are overrepresented in local employment services, with the youth unemployment rate around three times the general rate in this region. We work with employers, specialist providers and youth participants to help them secure and retain employment.



Sunraysia team (left to right): Pam Jackson (Regional Manager), Leanne Rawlings (Senior Career Consultant), Cherie Milner (Career Consultant).

Westgate

Another diverse ESA, located in Melbourne's west, more than 30% of our Westgate participants come from CALD backgrounds including Vietnamese, Chinese, Indian and Middle Eastern. Vocational English can be a significant barrier for these participants, so we partner with several local providers of accredited adult literacy and education programs.



Westgate team (left to right): Thao Le (Regional Manager), Aaron Co, Ritsa Gaitanas, Magdeline Mattius, Rachael McLean, Vanessa Moussa, Hang Nguyen, Matthew Raker, Dinh Tran, Rachael Violi (Career Consultants).



ParentsNext

Parents Next

Commencing in July 2018, OCTEC is one of the largest providers of this important Australian Government program. At the conclusion of 2019, we had a national caseload of more than 6,200 ParentsNext participants.

Funded by the Department of Education, Skills and Employment, ParentsNext (PN) is a pre-employment program for parents with young children. Participants are predominantly women. Operating out of more than 80 ParentsNext locations, OCTEC staff develop early intervention assistance for parents at risk of long-term welfare dependency. We tailor our services to meet the needs of each individual participant, their

childcare needs as well as their cultural background and local circumstances. We help parents identify and achieve education and employment goals, participate in self-development workshops and activities, and connect with local services as they prepare to enter or re-enter the workforce.

Underlining our significant role in the delivery of ParentsNext, OCTEC's ParentNext Manager Charissa Mossop, was invited to speak at the 2019 ParentsNext National Conference in Sydney. The Department has acknowledged Charissa for her contribution to the success of this important program.

Client Feedback:

"I feel empowered and I feel freedom – OCTEC ParentsNext made this possible."

OCTEC PN participant, Greater Western Sydney, NSW

Across 10 employment regions, OCTEC consultants use ongoing assessment and local knowledge to deliver ParentsNext services that meet individual participant needs, while equipping them to participate in the workforces of their local communities.



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

Sydney Greater West

Parents from a Cultural and Linguistically Diverse (CALD) backgrounds are an important focus in this region, with close to half of all local participants coming from these backgrounds. We equip parents to secure and maintain employment in local growth sectors like hospitality, childcare and community services.



Junior Tauia (Regional Manager), Tina Abohamed, Cheryl Hatzistamatis, Wendy Palu, Anastasia Sen (PN Consultants).

Sydney North and West

A culturally-diverse region, OCTEC works with a significant number of CALD parents in northern Sydney, while First Australians are a major cohort at our sites on the Central Coast. The community sector is forecast for strong local job growth, providing parents with flexible work opportunities.



Chloe Gordon (Regional Manager), Julie Akintetik, Robyn Klein, Nahria Shannon, Vanessa Smith (PN Consultants).

Sydney South West

Across our PN sites in Sydney's south west, more than 60% of our PN participants come from a CALD or refugee background. We equip these parents to secure employment in sectors offering job flexibility and opportunity, such as in retail, childcare and community services.



Junior Tauia (Regional Manager), John Mubayyid, Thuy Tran (PN Consultants).

New England and North West NSW

Indigenous parents are an important cohort in this region, with more than 45% of our PN participants being First Australians. The region has also suffered significant economic and social dislocation due to recent drought conditions and bushfires.



James Sweeney (Regional Manager), Beth Neumaier, Tanya King (PN Consultants).

North Coast

First Australians make up around 23% of our participants in this region and are an important local cohort for ParentsNext. Administration and the community sector are both forecast for strong local job growth to 2023. These sectors may also offer part-time and flexible work options for our participants.



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

Gold Coast

We assist a diverse range of parents in this region, with those from CALD backgrounds, refugees and First Australians comprising around 25% of our participants. Australia's holiday coast, this region offers parents excellent opportunities in hospitality, with the sector forecast to grow strongly.



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

Brisbane South East

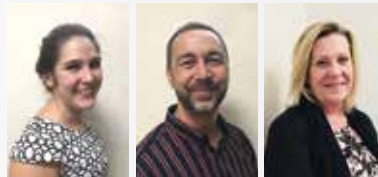
Refugees and parents from a CALD background comprise around 35% of our participants in this region. Both community services and education (including childcare) are forecast to see jobs growth to 2023. Both sectors offer flexible employment options for parents.



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

Darling Downs

Around one third of our PN participants in Darling Downs are First Australians. Although the drought has impacted the local economy, sectors such as hospitality are forecast for jobs growth in coming years.



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

Somerset

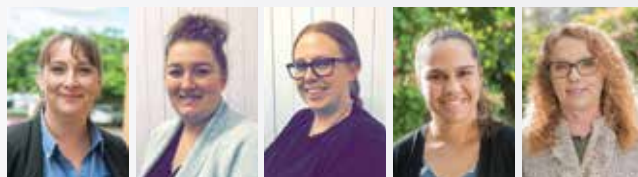
To Brisbane's north, First Australians and participants from CALD background make up one third of the caseload in this region. The community sector may offer great prospects for our parents, with close to 20% jobs growth forecast to 2023.



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

Wivenhoe

To Brisbane's west, First Australians make up around 20% of our PN participants in this region while participants from CALD backgrounds comprise around 22%. The community services and administration sectors are forecast for jobs growth to 2023 and may offer flexible job opportunities for our parents.



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

Transition to Work

Funded by the Commonwealth Department of Education, Skills and Employment, OCTEC has been successfully delivering Transition to Work (TtW) since May 2016. A specialist youth employment program, TtW is designed to assist 15 to 24 year old jobseekers, supporting them as they move from school to secure employment, or into other vocational activities. We focus on young people who have disengaged from this transition process and are therefore at risk of long-term dependence on welfare payments.

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. Reflecting one of the major barriers faced by TtW participants, in this region more than 62% did not complete Year 12 (or equivalent) at secondary school, while 10% did not complete Year 10.



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

Central West NSW

In Central West NSW we have six TtW sites – Bathurst, Cowra, Lithgow, Mudgee, Orange and Parkes. Indigenous youth are a major cohort in this region, with around 45% of our TtW participants being First Australians. Educational attainment is also a major issue, with more than 21% not having completed Year 10 at school.



Nichole Strain (Regional Manager), Shailee Dolbel, Robert Fulton, Michelle Mahlo, Donna Rouse, Shaylee Thomas (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. Around one third of our TtW participants in this area are First Australians, while 23% did not complete Year 10 at high school.



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



Anita at work at the Ibis Styles Canberra Hotel

Our Story - TtW and Accor Hotels

Anita Greenslade-Palmer and Stephanie Hogan were two First Australian

participants who recently commenced

with OCTEC's Transition to Work services in the ACT. Both young women had experienced difficulties securing job interviews as they lacked significant work experience.

OCTEC's TtW consultants began working with both participants to help them become job ready.

Importantly, we began by establishing Anita and Stephanie's career goals. We then provided job search assistance and interview coaching, plus we purchased interview clothing for them. We arranged for interviews with Connexions VTEC, an organisation assisting First Australian jobseekers match their skills and career goals to sustainable employment, as well as providing mentoring support.

Anita and Stephanie were referred to positions with Accor Hotels. They nailed their interviews and were each offered a

two-day work trial. Thanks to OCTEC TtW and our local partners, Anita is now working in the front office for Ibis Styles Hotel in Narrabundah, while Stephanie is a food and beverage attendant at the same hotel.

And the future for these two young women now seems bright, with the Department of Education, Skills and Employment forecasting significant local jobs growth in hospitality over the next five years.

My Story - Jessica

Jessica first commenced DES with OCTEC Ipswich in 2018 and was able to secure employment quickly. However, the challenges of her mental health condition meant that Jessica was unable to maintain this job. Enter OCTEC consultant, Barbara Skinner-Martin.

Barbara knew that assisting Jessica might involve a long and gradual process. Jessica's health would improve and then she would experience a relapse and be hospitalised. For people living with mental illness, positive relationships are vital. Trust must be developed. That is why Barbara would always be there to lend support, whether things were going well or not.

Today, Jessica has secured and maintained employment with a local Red Rooster. She is working in a management role at the store and her confidence is at an all-time high. And she knows that Barbara is in her corner, ready to assist whenever required.



My Story - Jess

Jess is a mum with two small children who began ParentsNext with OCTEC North Coast NSW in March 2019. Proactive and positive, Jess had begun working as a volunteer at the local primary school to gain work experience and develop new skills.

And then the fires came.

In October 2019, the devastating bushfires that ravaged so much of NSW and Qld came roaring into Jess' home town. She only had 15 minutes to grab a few clothes for her kids before escaping the flames. Jess lost her house and everything she owned.

Devastated, Jess contacted her ParentsNext consultant, Margaret Sexton. Margaret approached OCTEC management who agreed to provide financial assistance to Jess, allowing her to buy a number of personal items. Overwhelmed by this support, Jess was determined to rebuild her life. She secured employment with a local golf club. OCTEC paid for Jess to complete RSA and RSG training and to purchase work gear.

Now employed, Jess has exited ParentsNext. With OCTEC's help, her life has literally risen from the ashes. She's become an amazing role model to her friends, her community and her kids.

Mental Health Employment Strategy

OCTEC's Mental Health Employment Strategy (MHES) is an important element of our employment service approach. Mental health is a serious barrier for many participants. More than one third of our DES participants have a primary disability that is mental health related. We work to maximise employment outcomes for people with mental health barriers, with strategies including participation in local Mental Health Co-location Projects as well as active participation in mental health initiatives in Central West NSW.

Through the Mental Health Co-location Projects, we partner 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. In 2019, we maintained a partnership with Manning Base Hospital and co-located services in Taree and Forster. Plus we maintained a co-located project at Campbelltown in the Macarthur region.

OCTEC is also involved in two important local mental health initiatives in Central West NSW. We have representation on the steering committees of the Orange headspace service and the LikeMind project. Orange headspace provides mental health services to young people aged 12 to 25 years. The

service is operated 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 provides an integrated and holistic mental health service for clients aged 18 to 65 years. OCTEC has a Memorandum of Understanding with LikeMind lead agency, Stride (formerly 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.



Lachlan Andreas completed his hospitality traineeship in 2019 at Orange's Café Latte with Cass Single as his supervisor and OCTEC Training Services as his RTO.



OCTEC LIMITED

Training Services

Highlights

Training Services – RTO Number 90142

- OCTEC Training Services developed new provider relationships with a number of Councils as part of our drive to become a preferred training partner for local government authorities across eastern Australia.
- We partnered with Settlement Services International to offer accredited business training to refugees and asylum seekers, achieving remarkable results in developing their confidence and employability.
- After sustained efforts across 2019, we achieved approved provider status and established the resourcing and staff arrangements to commence delivery of accredited training in the ACT.

Statistical Snapshot

- Across the 2019 calendar year, 248 participants enrolled in accredited training across 13 qualifications including those relevant to key industries and sectors including Health and Community Services, Retail, Construction and Hospitality.
- More than 100 Certificates or Statements of Attainment were awarded to participants completing training.
- Our short course program saw 228 participants enrol with 171 Statements of Attainment awarded.
- We completed 2 Career Transition Assistance programs, with 100% of participants going on to secure employment, engage in further study or start their own business.

Career Transition Assistance

AN AUSTRALIAN GOVERNMENT INITIATIVE

Developing Local Workforce Skills

OCTEC's Training Services offer quality vocational training relevant to a range of employment sectors, from aged care to business, civil construction to hospitality. We work alongside our participants, helping them acquire the skills to compete for, secure and maintain jobs that lead to careers.

Following the successful re-registration of our Registered Training Organisation in 2018, 2019 was a year where OCTEC Training Services focused on strategies to help us more effectively develop the skills and qualifications of local people in the areas we operate. This included developing relationships with community service providers across regional NSW;

developing relationships with local government across NSW; expanding classroom-based programs in Orange; expanding classroom and jobseeker programs in metropolitan Sydney; and preparation for the launch of training services in the ACT.

Led by National Training Manager, Coleen Rivas, OCTEC Training Services continues to maintain a wide range of qualifications on scope. This means we can respond to the needs of employers and individuals in an effective and timely manner. We provide participants with nationally-recognised qualifications at the Certificate II, III, IV and Diploma levels of the Australian Qualifications Framework (AQF).



Coleen Rivas (Manager Training Services), Sharron Sestic (RTO Compliance Manager), Karen Gerke (Training Administrator), Jacob Cass (Business Development Consultant Training Services and CTA), Brian Cook, Lee Cuff, Tracey Davis, Donna Gosper, Thomas Grasso, Susanne Griffith, Nicolas Lacalamita, Jonathan Perese, Robyn Ratcliff, Doug Williams, Susanne Witt (Trainers and Assessors).

Customised Training for Jobseekers

OCTEC continued to provide training in 2019 that was customised to suit the needs of jobseekers, as well as employers and their current staff. We did this in a variety of ways.

We sought feedback from employers to determine their specific staff training needs and any skills shortages they were experiencing. We used this information to determine the timing and location of courses and the units of competency to be delivered. We also held one-on-one meetings with new training participants to fully understand their previous experience, employment opportunities, career goals, general interests and preferences. The information gleaned from these discussions, together with ongoing employer consultation, was used to customise the timing and format of delivery. This included strategies to minimise disruption to rostering, such as running

multiple delivery sessions, allowing all staff to attend training while still meeting their employment requirements.

During 2019, we delivered a number of customised training programs targeted at the specific needs of local employers and aimed at equipping jobseekers to meet those needs. Across metropolitan Sydney and in Canberra, we delivered programs based on the Certificate II in Business or Certificate III in Business Administration. These programs involve delivery to small groups of jobseekers, with training customised to meet their individual needs as well as being relevant to local employment and labour market conditions. In Sydney, our focus was jobseekers from a CALD or refugee background, giving them the skills they need to be competitive in the Australian business environment.

In Central West NSW, we offer jobseekers customised training programs in Individual Support, which is the entry level qualification for a number of industries in the community services sector. This is important as the health and community services sector is forecast to see more than 25% local jobs growth over the next five years. We also offer programs covering Business and Retail qualifications.

We continue to encourage our participants to explore more flexible training methods. This includes the use of distance education combined with regular face-to-face trainer meetings. Our Trainers and Assessors have experience in a range of industries to ensure our training reflects current industry best practice and is relevant to the needs of jobseekers and employers.

Our Story - Settlement Services International

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. OCTEC Training Services has partnered with SSI since 2018, offering units of competency in accredited vocational training – such as Business Administration – to improve the employability of SSI clients.

In February 2020, OCTEC and SSI held a graduation ceremony for participants in our latest Business Administration course. All course participants were refugees. Significantly, only three of the participants from the course were able to attend the graduation, because most course graduates had already moved into other full qualification courses, or had secured employment. A brilliant outcome!

For so many refugees, the chance to participate in the job market is made difficult because of a lack of local qualifications and experience. Working with SSI, OCTEC continues to assist participants overcome this barrier and contribute to their new country and communities.



Industry-based Training

OCTEC offers qualifications and resources which cover a broad range of industries – including health and community services, construction and waste management. In 2019, our focus was the delivery of industry-based training to local government, as OCTEC seeks to be a leader in regional Council training solutions.

Services to Regional Councils

The importance of efficient and effective local government operations to the health and success of communities cannot be overstated. For this reason OCTEC provides industry-relevant and accredited qualifications to local councils across NSW. To date, the majority of our training has been in Civil

Construction, but we also offer training in Waste Management to local Council staff. In 2019, OCTEC Training Services provided full qualification training in Civil Construction to participants from Newcastle City, Forbes Shire, Mid Western, Bogan, Oberon, Blayney and Weddin Councils.

Into 2020 and beyond, our focus will be to build on this training expertise with local and regional Councils. We aim to expand our offerings to include qualifications beyond Civil Construction and Waste Management, such as Business and Administration training. Our goal is to become a preferred training provider for local government across NSW and beyond.

Community Sector

OCTEC knows that the health and community sector is the largest employer in the country. And the Department of Education, Skills and Employment forecasts jobs in this sector to grow by a further 15% by 2023.

For this reason, we deliver a range of nationally-recognised qualifications from the Community Services and Health Training Packages. In 2019, this included 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. The mix of participants includes people training to re-enter the workforce and existing workers of aged care providers and other organisations.

Moving forward, our goal is to expand our community sector training into areas relevant to the National Disability Insurance Scheme. This includes training in qualifications such as Individual Support, Disability and Leisure and Health. We also plan to expand our services to the community and health sector by offering business-related qualifications for managers and administration staff who work in this growing sector.



Above: OCTEC's Phillips Centre at Croagh Patrick College.

Right and opposite page: Certificate III in Individual Support students undergoing the practical, skills-based training that is a key part of the program delivered by OCTEC Training Services at the Phillips Centre.



Government-funded Skilling Programs

Smart and Skilled

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

During 2019, OCTEC offered 31 courses under Smart and Skilled. These comprised:

- 2 courses at Diploma level
- 10 at Certificate IV
- 17 at Certificate III, and
- 2 courses at Certificate II.

We offer a range of courses including those in job growth sectors such as health and community services, construction and hospitality, as well as courses with multi-sector application such as certificates in business and business administration. Sixteen of our courses under Smart and Skilled involved Australian Apprenticeships and/or Traineeships. Our courses are offered in Sydney and regional areas of NSW. We provide small group classroom and distance training options, and our course durations range between one and four years.

ACT Funding Agreement

OCTEC has 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. With planning now well advanced, we expect to launch OCTEC Training Services in the ACT in 2020.

Career Training Assistance

OCTEC Training Services also delivers the Career Transition Assistance (CTA) program, which is funded by the Commonwealth Department of Education, Skills and Employment. CTA is for people aged 45 years and above, helping them to identify and transfer skills, increase their job readiness and improve their job search capabilities (including online).

OCTEC offers CTA in the NSW Central West region, with services based at our Phillips Centre at Croagh Patrick College 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.

Tailored Career Assistance – this element is based on a customised menu of training modules aimed at addressing specific needs identified in an assessment of each participant. Modules include Skills Discovery and Transfer, Being Interview Ready, The Local Labour Market and a Resume Master Class.

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).

During 2019, OCTEC completed two CTA programs. Eight participants completed both of the CTA service elements. With small class sizes, each participant received individual attention and quality services. As a result, the Career Plans developed by these participants led to some truly outstanding results – five were able to move into employment directly following CTA, two moved into full time study to develop new career paths, and one was referred to the government's New Enterprise Incentive Scheme (NEIS) with the goal of helping the participant start their own small business.



Supporting Local Youth in Need

OCTEC has been working with young people since our inception in 1976 when we were a two-person youth service operating only in Orange. In 2019, we continued the long tradition of helping young people connect to their local communities and to build a better future.

Aspire NSW

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. In 2019, our Aspire team delivered high quality outdoor recreation-based education programs to three schools and a total of 30 young people in Orange and Molong. The schools involved were Orange High school, Canobolas

Rural Technology High School and Molong Central School.

Using outdoor adventure activities, Aspire assists disadvantaged young people achieve educational, social and recreational outcomes, reducing barriers to community participation and increasing quality of life. Activities include team building exercises, bushwalking, abseiling, rock climbing, canoeing, raft building, camping, conservation and community engagement. The aim of these 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.

University research shows that children experiencing 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. For this reason, our Aspire programs work on 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 Community Grants Project. In addition to our successful school-based Links to Learning activities, the Aspire team also delivered fee-for-service activities to SEED Therapy Services, Central West Brain Injury Group, Orange PCYC and Carenne Special School.

Highlights

Youth Services

- Supported by Links to Learning funding, OCTEC Youth Services delivered high quality outdoor recreation-based and alternative education programs to Canobolas Rural Technology High, Molong Central School, Orange High School and Blayney High School.
- We also delivered fee-for-service programs through Aspire NSW to SEED Therapy Services, Central West Brain Injury Group, Orange PCYC and Carenne Special School.
- In Youth Frontiers, we continued into our fifth continuous year of youth mentoring delivery, connecting with 30% more students than in previous years.

Statistical Snapshot

- Aspire NSW's highly regarded outdoor recreation programs benefited 30 young people from 3 Central West NSW schools in 2019.
- A further 35 secondary school students were supported by Shed Ed's Links to Learning alternative education program, including 11 First Australians.
- In Western Sydney, 71 Year 8 and 9 students in Penrith, Hawkesbury and the Blue Mountains participated in 6 months of mentoring, personal development workshops and community projects through the Youth Frontiers Program.



Shed Ed

Shed Ed is the second of our Links to Learning Projects. It provides high quality, experiential learning for high school students aged 12 to 15 years who are 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. It aims to develop employability skills and positive personal attributes in young people. OCTEC has been running this type of program in the Central West since 1993 when it was known as the Time Out Program.

In 2019, Shed Ed continued to provide a unique mix of experiential learning opportunities to 35 students from Canobolas Rural Technology High School, Orange High School and Blayney High School. These participants attend Shed Ed one day per week and attend their usual school lessons for the rest of the week.

Shed Ed activities are specifically aimed at addressing anxiety and depression in young people. To this end, our team worked in partnership with the Mitchell Regional Conservatorium to help participants develop music skills. We also worked with the Yoga Room, Kumiai Ryu Martial Arts, the Aquatic Centre and the PCYC in Orange, providing a range of engaging activities to increase physical and mental well-being.

Youth Frontiers

Youth Frontiers is a key initiative of the NSW Government. The aim is to help young people build skills and overcome barriers to their participation in community events and activities through mentoring and uniquely tailored workshops.

Client Feedback:

"It was mad! I need to do it again next year, it made school bearable"

Youth Frontiers participant, Blue Mountains NSW, end of year survey response.

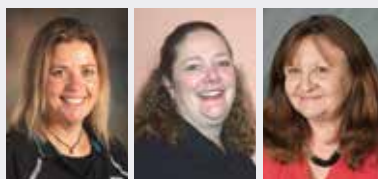
OCTEC delivers Youth Frontiers in the Nepean Blue Mountains District of NSW Communities and Justice, with the target number of participants increasing by 133% since 2015. Our service area includes Hawkesbury, Penrith, the Blue Mountains and Lithgow. We deliver Youth Frontiers under subcontracting arrangements with MTC Australia.

Each young person is matched with a mentor and they meet regularly over a six to twelve month period with a target of 35 hours, at least 10 hours of which are delivered one-on-one. Spread across the program are a series of workshops that explore a range of issues faced by young people. The program develops life skills, self-esteem, resilience, social and intergenerational relationship skills, as well as increasing employability. We also set goals and improve school attendance, while reflecting on the choices people make and how these impact the direction of their lives.

As in previous years, our 2019 Youth Frontiers program culminated in multiple graduation ceremonies in early December. The ceremonies were a chance for participants to celebrate their achievements and personal development. The leadership and decision-making skills learnt by participants in 2019 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.



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



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



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

Highlights

Huntley Berry Farm

- As in previous years, the farm held a number of successful Family Fun Days during 2019, including on Easter Saturday and in November to mark the start of the berry season, drawing thousands of visitors to the farm.
- We again operated two Christmas pop-up shops throughout December 2019, one in Orange and one in Bathurst, taking our produce out into the community and providing customers with the opportunity to buy Christmas gifts including our beautifully-presented hampers.
- Our profile was given a boost with the February 2019 airing of the Sydney Weekender episode featuring the farm.
- And we successfully transitioned from quality certification under the National Standards for Disability Services to certification under the new NDIS Practice Standards.

Statistical Snapshot

- We currently have 12 supported employees working at the farm.
- More than 15,000 visitors came through our gates during the year.
- Our social media profile continues to rise, with more than 6,990 "Likes" on Facebook to January 2020.

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 12 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.

Throughout 2019, OCTEC continued to deliver NDIS services 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 an NDIS Plan in place. We expect the final employee to have his plan in place in the first quarter of 2020. For many our supported employees, their NDIS Plans not only provide for Specialised Supported Employment, but also for other supports such as community participation, assistance with daily life and transport assistance. The farm also provides work experience and training to NDIS participants completing School Leaver Employment Support programs with OCTEC.

In July 2019, Huntley Berry Farm was audited by BSI Australia against the NDIS Practice Standards with certification against these standards recommended and subsequently approved by the NDIS Quality and Safeguards Commission. The lead auditor from BSI praised our work at the farm saying "OCTEC is an example of what drive, passion and high standards can achieve in the disability sector".

Client Feedback:

"They really help me with my NDIS, they help with all the paperwork and they make sure I understand it."

HBF supported employee, BSI NSDS Audit Report.

In February 2019, the Sydney Weekender episode which had been filmed at the farm in 2018 went to air on the Seven Network. The episode featured the work of the farm as well as an interview with Marketing and Operations Officer, Gianni Belmonte.

Our farm managers and staff also had firsthand experience of the challenges facing so many on the land this past year. As a result of the prolonged drought, yields from the 2019-2020 berry crops were substantially reduced, while smoke from the NSW bushfires filled the air on many days in December, having its own impact of the quality and quantity of our produce.

Despite the trying conditions of 2019-2020, 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, supporting tourism and local events, and offering supported employment to disadvantaged members of our community.

HUNTLEY BERRY FARM



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



OCTEC NDIS

Your choice, Brighter Future

NDIS

OCTEC is a registered provider under the National Disability Insurance Scheme (NDIS). Our NDIS service provision is focused on OCTEC's core business areas of employment and training. We seek to help people with disability gain employment, develop skills and become more independent, delivering Specialised Supported Employment and School Leaver Employment Support in Orange. We also have capacity to deliver Individual Employment Support and Employment Support and Preparation in a Group through our Employment Service sites.

During 2019, we successfully delivered Specialised Supported Employment at Huntley Berry Farm, and School Leaver Employment Support programs at both HBF and Old Town Hall. In July 2019, an external audit was conducted by BSI Australia against the NDIS Practice Standards, with the auditor finding no issues of non-conformance. BSI recommended OCTEC for certification against the Practice Standards with the audit report noting that our "structure, governance, quality, risk, professionalism and service delivery operations were highly effective", and that "OCTEC delivers their NDIS participants a tailored and personalised service".

Tools for Careers

OCTEC uses a number of quality career assessment and development tools to help our participants find and maintain jobs that lead to meaningful careers. Our Barrier and Ability Recognition Tool (BART) is an assessment that explores each participant's individual barriers, interests, abilities, communication, education, training, employment history and transport access. First used in 2018, our Career Capital assessment tool helps our participants discover careers that suit their preferences, strengths, skills and past experience. Career Capital also helps participants to write and develop a quality resume.

In addition to our BART and Career Capital assessment tools, OCTEC uses a range of other devices to help our participants seek work, develop skills and sustain careers relevant to local economic conditions. Across all our sites, we use a range of Biz Support financial packages to provide resources, training, mentoring and post-placement support for our participants and their employers.

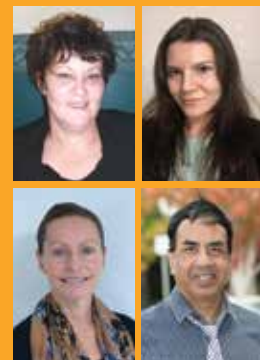
Our teams also use local career tools and initiatives, based on the specific needs of individual participants and employers. Examples include online study groups at our Bathurst Transition to Work site, fostering peer support to complete vocational training. In New England, we are working with the Anaiwan Lands Council to build

meaningful engagement and inclusion activities for First Australian DES participants at Tingha near Inverell. In Logan in South East Queensland, we have referred participants with transport barriers into the Demand Responsive Transport (DRT) program, offering flexible transport options based on the needs of passengers. And in the Bayside area of Melbourne, we have run Job Support Groups that assist participants through tailored job seeking and pre-employment activities.

National Panel of Assessors

OCTEC delivered National Panel of Assessors (NPA) services in four Employment Service Areas throughout 2019: 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.



OCTEC NPA Assessors:
Debra Baskerville, Anita Nikolovski,
Coralie Parsons and Raj Singh.



Our Story - Aspire and the Molong Central School

OCTEC's Aspire program is making a real difference to the lives of young people in Central West NSW. The Molong Central School has been involved with the Aspire initiative since 2012, involving students in Years 9 and 10.

Claire Ryan is the school's Head of Arts and was the Aspire NSW In-school Coordinator between 2017 and 2019. "The commitment and professionalism of the Aspire staff has been consistently of the highest level. The care they take of our students is amazing. Their detailed risk assessments, detailed reports of the day and follow-up conversations ensure for a safe, caring environment for all our young people while giving them the resilience to try activities out of their comfort zone."

The students have been equally enthusiastic about their involvement. "I give people a go now rather than always thinking that everyone is against me," one student said. According to

another, "Aspire has given me confidence... I did things I did not think I would ever do."

Perhaps most excitingly of all, Claire has seen the positive long-term impact that participation in Aspire activities has made. "We have had a number of students go on to further their education at university and Aspire has played a role in allowing them to realise their potential. In a world where mental health is spiralling out of control, the necessity for programs such as Aspire – to engage students, communicate with them and show them that they can achieve – is paramount to the success of young people today."



My Story - Tyler

Too often we see and hear negative stories about young people and unemployment. The 'surfing dole bludger' is an image that ignores the immense challenges some young people face when trying to create a future for themselves.

When Tyler Nicolson was 16 years old, he was diagnosed with anxiety and depression. By the age of 18 he was diagnosed with personality disorder, PTSD and was experiencing drug-related psychosis and paranoia. Then, at the age of 21, he was also diagnosed with ADHD.

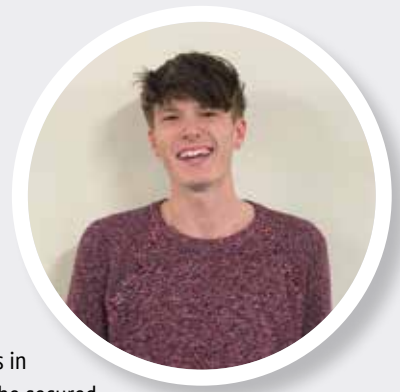
When he was 23, Tyler came to OCTEC DES in Taree and we assisted him to secure suitable employment. After three weeks on the job, and despite post-placement support from his consultant, Tyler's condition deteriorated and he was hospitalised and heavily medicated for two months.

When Tyler came out of hospital, he reconnected with our DES services. Tyler's determination left our team speechless. Taree consultants Melissa MacLennan and Jason Brookes worked with Tyler to prepare him for re-entry to the workforce. They arranged an interview for Tyler with

Townhead Wholesale Fruit & Vegetables in Taree and he secured a casual position.

By early 2020, Tyler had secured a fulltime position, had moved from pub accommodation to his own rental property, was sharing custody of his son and was also looking after a younger brother who is also facing mental health challenges.

Tyler is a true inspiration.



My Story - Donna

OCTEC is an enthusiastic participant in the Australian Government's AccessAbility Day initiative. Held in November each year, AccessAbility days allow employers to make connections with people with disability who are looking for work as active participants of Disability Employment Services (DES).

Employers are able to explore the advantages of hiring a person with disability, while also gaining an understanding of available government

support and OCTEC Biz Support services. The day also provides an opportunity for participants to gain an insight into a particular job, industry or work situation.

In 2019, one of our Rockhampton participants, Donna had the chance to participate in this important initiative. Donna spent a full day alongside a team from the Queensland Department of Communities, Disability Services and Seniors. This gave her a much stronger understanding of the work the Department does and of the employment opportunities that exist, not only in the Department but in the industry more broadly.

Providing Quality Services

OCTEC continues to implement systems that review and improve our services. The goal is to deliver employment, training and youth services that 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 have been subject to comprehensive annual audits by BSI Australia, 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 February 2019, BSI completed a comprehensive assessment of OCTEC against the National Standards for Disability Services

(NSDS). They conducted a surveillance audit of our long-standing sites against the requirements of the NSDS standards 1,2,3,4, and 6, as well as an extension to scope audit for our new sites that had opened in 2018. These audits involved services at Huntley Berry Farm as well as Disability Employment Service sites in Melbourne, Sydney and regional NSW. The audit concluded that OCTEC's "management system complies with the requirements of the National Standards for Disability Services."

In July 2019, Huntley Berry Farm was also audited by BSI against the NDIS Practice Standards. This was a first for OCTEC following the 2018 introduction of the standards by the NDIS Quality and Safeguards Commission. The audit found "no issues of major non-conformance and recommended OCTEC for Certification against the NDIS Practice Standards 2018".

Our quality approach applies equally at the individual level as it does organisationally. As part of our overall performance review process, each OCTEC staff

Client Feedback:

"This is not my first provider. OCTEC have been fantastic. They have helped me so much more than any of the other providers I've been with."

DES participant, Outer Western Sydney, BSI NSDS Audit Report.

member has a regular performance review with their supervisor. At these review sessions, performance feedback is given and received. Discussions also cover current training and development needs as well as future career planning.



Above: Matthew Pommeranz, a client of OCTEC Employment Service at Upper Mount Gravatt, is also a mentor working with people with mental health conditions.

Left: OCTEC client, Sage Ablett, working at Plant Biotech's facility just south of Nambour.



Clockwise from top left: Annette Aggett and Kim Eager from Orange Employment Service at the NAIDOC Week march in November; OCTEC's Gladstone and Forster teams participating in the Footy Colours Day fundraiser for kids with cancer; OCTEC's Siobhan Ablett, Melissa Kinnane and Letitia Weir with keynote speaker, Jessica Rowe, at the Toowoomba and Darling Downs Disability Business Awards; OCTEC ParentsNext Consultant, Nahria Shannon, presenting a donation for the 'We Care Central Coast' Vulnerable Children's Program to Program Director, Derryck Klarkowki.



Building Community

Supporting Local Communities, Events and Teams

OCTEC has long been a sponsor of local community teams and events, as well as an active supporter of other community service organisations through participation, donations and in-kind support. We also host our own community events and celebrations.

During 2019, our support of local community events included sponsorship of the keynote speech by media personality Jessica Rowe at the Toowoomba and Darling Downs Disability Business Awards. In July, our Hastings employment services team won the 'Excellence in Social Enterprise' Award at the 2019 Greater Port Macquarie Business Awards. The award recognises organisations which contribute to the local community,

culture and/or environment. Our Hastings team are back-to-back winners in this category!

We joined with headspace Hervey Bay, Optus and Coles to present a free community movie night to help celebrate Disability Action Week. Our Sydney teams participated in the Sydney Seniors and Disability Expo held at Olympic Park and our Melbourne teams took part in the Melbourne Seniors and Disabilities Expo, which was held at the Exhibition Centre. We also participated in other local disability and employment shows, events and expos in Northern NSW, Goulburn Valley and in Central Queensland. In December, our teams were involved in a range of activities to support International Day of People with Disability.

Our local community activities included our Gladstone team actively supporting the

Zonta Club's 'Say No to Child Marriage' campaign which raises awareness of all forms of violence against women. In July, our NSW Central Coast team donated to the 'We Care Central Coast' Vulnerable Children's Program, which helps local families in need with donated items such as prams, cots, car seats as well as nappies and clothing. In December, our Hastings employment services team held a Christmas Community BBQ at our site in Port Macquarie. In Central West NSW, we continued our sponsorship of the Western NSW Training Awards and the New Year 'Party Under the Stars' in Orange.

And, right across our services, we supported national awareness and fundraising activities, such as Footy Team Colours Day in September (raising money for kids with cancer) as well as active participation in NAIDOC Week celebrations in July and October.



Conserving Community Heritage

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

Adopting Sustainable Practices

As a community provider with our head office in regional NSW, OCTEC knows how a changing climate is impacting our participants and the wider community. Drought, fire, storm and flood have all been part of our story during 2019 and into 2020. We are therefore committed to adopting practices that reduce the generation of waste, lower our energy consumption and encourage the use of recycled materials. Our practices include the adaptive reuse of heritage buildings, reuse of office furniture and the purchase of more fuel-efficient vehicles.

In 2019, as we continued to grow our caseloads across a wide geographic area, we increased our use of IT hardware and software – including teleconferences and Teams sessions – to conduct meetings, thus reducing transport costs and the use of fuel.

We have continued to move away 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 support our quality systems 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 Solomons.

Since the installation of the computer lab, the college has achieved excellent academic results, with students crediting timely access to the information they need for their studies as a major contributor to their success. This would not have been possible without the 24x7 support provided by OCTEC's Information Technology Manager, Meyenn Ngira and his team. This 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 2019, Meyenn and the IT team replaced the server at the Goldie College IT lab. Due to ongoing high demand, the lab's existing server crashed. Interim solutions were provided until a new server could be sourced. In June 2019, a new and more powerful server was installed, expanding capacity for the lab and opening the possibility for a second lab to be created. OCTEC also assisted in the purchase of a 10KVA solar system dedicated to the lab, providing clean power to the current IT lab equipment with the capacity to expand to a second lab.

Loyley Ngira, Chair of the Goldie College Alumni Association, acknowledges the

importance of OCTEC's support. "We cannot thank enough OCTEC Ltd, especially the CEO Mr McDougall, for all OCTEC has delivered for our students, teachers and the community at Goldie College in Solomon Islands."

Client Feedback:

"Now, I can get tons of information in a minute or so. I don't have to wait for textbooks anymore."

Year 7 student, Goldie College, Solomon Islands.



Clockwise from top left: Students making full use of the facilities in the Goldie College computer lab; new server in transit at Brisbane Airport; OCTEC's Manager Information Technology Services, Meyenn Ngira, with the Goldie College Principal, Deidre Zeke, following installation of the new server.



My Story - John

John Rae lives in the northern suburbs of Melbourne. Struggling to find suitable employment, John connected with a local employment provider, but was offered little assistance. "They failed to take into consideration my medical condition," John says. "They just kept pushing me to take any job they found."

Frustrated, John went back to Centrelink and he was referred to OCTEC DES in the Calder Employment Service Area. John connected with our consultant Khara Acharya and things began to change. Khara

took the time to work with John, assessing his needs and understanding his goals. Khara offered encouragement and assistance to John as he completed a Certificate III in Individual Support.

Qualified and filled with encouragement, John was then ready to start a career. Khara assisted John to secure a position with a local disability support and care organisation. Through post-placement support, partnering with both John and his employer, Khara and the rest of the OCTEC team were there to ensure John had ongoing employment, even as the global pandemic took hold and unemployment rates began to skyrocket.

In a message to Khara, John said, "I wanted OCTEC to know of the great help and fantastic effort that all the staff have assisted me with. Thank you from the bottom of my heart."

My Story - Dome

Tanatsak is a resident of Sydney's inner suburbs. Preferring to be called 'Dome', Tanatsak was living on a Disability Support Pension, but he wanted to get his life back on track by gaining employment. So Dome went online and contacted OCTEC via our Facebook page.

OCTEC Consultant, Joshua Richards contacted Dome and the pair met for the first time when Dome visited our Surry Hills site. They began to work through Dome's skills and barriers. Joshua assisted Dome with Centrelink registration and rewriting Dome's resume. OCTEC paid for interview clothes as well as hospitality-related training courses as Dome's existing qualifications had expired.

It wasn't long before Dome began to secure job interviews and, with Joshua's assistance, he was offered a part-time retail position at Sydney International Airport, working as a Brand Ambassador for prestigious Duty Free retailer Heinemann Australia.

While he had secured a great job, Dome still faced challenges. He had severe Rheumatoid Arthritis, which caused pain in his joints. His role at Heinemann involved spending long periods on his feet, which began to exacerbate his condition. As part of our post-placement support, OCTEC paid for footwear orthotics which helped to reduce the pain in Dome's legs. Joshua also partnered with Dome, his GP and chiropractor, to adjust medication and exercise to enable his body to cope with longer periods of standing. With Joshua's encouragement and support – and thanks in no small part to his own personal toughness – Dome maintained his employment, impressing his employer sufficiently to be offered a full time position at the airport store.

Dome's life has been transformed. His spirits are soaring. And it all began with one message to OCTEC.



My Story - Simon

Building connections in local communities is essential to achieving OCTEC's purpose. But there's more to it than that – these connections can help change people's lives.

Simon Edwards was an OCTEC DES participant in North Brisbane. One of the major barriers in Simon's life was ongoing homelessness. When he was finally able to secure a place to live, the only way Simon could afford the bond payment was to sell his car. Due to Simon's other life barriers, he then became reliant on taxis for his transport.

It was at this point that Simon's OCTEC Consultant, Seath Holswich used his local community connections to try and find a better transport solution. Seath contacted colleagues at the local Salvation Army Corps to see if there was any way they could help. Amazingly, the Salvos told Seath that the previous day, an elderly couple had contacted them to offer their car as a donation for "someone in need".

The following day, Seath and Craig Todd from the Salvos collected the car from the generous couple and then paid Simon a visit.

Seath remembers, "There were tears when we handed over those keys."

That evening, Simon contacted Seath to say, "I was just about to give up and do nothing, but this has changed everything. Tomorrow, I'm going to get up and get out there and start contacting employers again."

When we connect with local communities, our participants have a chance to overcome even the most significant barriers. And when we work in partnership, we know wonderful things can happen.



My Story

Location Directory

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Old Town Hall

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Fax: (02) 6361 7217
mail@octec.org.au



QUEENSLAND

NEW
SOUTH
WALES

VICTORIA

NSW

Sydney

Auburn

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

Bankstown

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

Blacktown

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

Bonnyrigg

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

Cabramatta

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

Campsie

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

Camden

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

Campbelltown

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

Chatswood

Suite 403/13 Spring Street
Chatswood NSW 2067
Tel: (02) 9411 7848
Fax: (02) 9411 7807

Dee Why

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

Fairfield

DES
Suite 3, L2, 54 Smart Street
Fairfield NSW 2165
Tel: (02) 8722 0498
Fax: (02) 8722 0499

DES & PN

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

Hornsby

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

Hurstville

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

Ingleburn

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

Katoomba

7B/197 Katoomba Street
Katoomba NSW 2780
Tel: (02) 4782 7713
Fax: (02) 4782 3443

Kogarah

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

Liverpool

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

Miller

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

Minto

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

Mount Druitt

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

Narellan

Suite 3, Shop 10-11
38 Exchange Parade
Narellan NSW 2567
Tel: (02) 4647 6937
Fax: (02) 4648 3606

North Ryde

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

Parramatta

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

Penrith

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

Richmond

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

Rouse Hill

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

Springwood

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

Seven Hills

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

St Marys

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

Surry Hills

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

Windsor

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

Western NSW & ACT

Albury

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

Balranald

95 Court Street
Balranald NSW 2715
Tel: (03) 5027 4735
Fax: (03) 5027 4728

Bathurst

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

Belconnen

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

Braddon

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

Dareton

Shop 4, 38 Tapio Street
Dareton NSW 2717
Tel: (03) 5027 4735
Fax: (03) 5027 4728

Deniliquin

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

Cowra

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

TtW

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

Forbes

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

Griffith

2/115 Yambil Street
Griffith NSW 2680
Tel: (02) 6909 1732
Fax: (02) 6909 1733

Lithgow

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

Mudgee

DES & TtW
Town Hall Arcade
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Fax: (02) 6372 4328

Orange

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247 Anson Street
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Fax: (02) 6361 7217

TtW

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171 Lords Place
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Tel: (02) 6363 1975
Fax: (02) 6369 1358

Croagh Patrick College

10 Park Street
Orange NSW 2800
Tel: (02) 6362 7973
Fax: (02) 6363 1767

Huntley Berry Farm

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

Parkes

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

Queanbeyan

Shop 3, 4 and 5
251 Crawford Street
Queanbeyan NSW 2620
Tel: (02) 6297 3737
Fax: (02) 6299 3995

Tuggeranong

DES
4/216 Cowlshaw Street
Greenway ACT 2900
Tel: (02) 6293 3869
Fax: (02) 6293 3495

TtW

5,6/216 Cowlshaw Street
Greenway ACT 2900
Tel: (02) 6293 1440
Fax: (02) 6293 9058

Tumut

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

Wagga Wagga

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

Wentworth

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

Woden

DES
2A/62-64 Colbee Court
Woden ACT 2606
Tel: (02) 6232 4948
Fax: (02) 6232 4913

TtW

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

Wodonga

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

Young

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

Northern NSW

Armidale

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

Ballina

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

Byron Bay

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

Cessnock

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

Charlestown

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

Coffs Harbour

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

Forster

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

Glen Innes

306 Grey Street
Glen Innes NSW 2370
Tel: (02) 6732 6643
Fax: (02) 6732 4779

Gloucester

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

Gosford

Suite 7, 110 Erina Street
Gosford NSW 2250
Tel: (02) 4302 0177
Fax: (02) 4308 9672

Inverell

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

Kempsey

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

Lake Haven

TtW
Gravity Youth Centre
- Forrow Drive
Office 2 and 3
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Lake Haven NSW 2263
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Fax: (02) 4391 0077

PN

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

Laurieton

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

Lismore

DES
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Lismore NSW 2480
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Fax: (02) 6622 5739

PN

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

Mullumbimby

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

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Lot 9, Ground Floor
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Newcastle NSW 2300
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Port Macquarie

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

Tamworth

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

PN

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

Taree

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

The Entrance

Shop 1
96 The Entrance Road
The Entrance NSW 2261
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Fax: (02) 4300 1676

Toukley

TtW
Shop 1
246 Main Road
Toukley NSW 2263
Tel: (02) 4391 0104
Fax: (02) 4391 0106

DES

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

PN

Shop 3
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Tweed Heads

PN
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Fax: (07) 5601 0244

DES

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

Wauchope

Shop 4, 33 High Street
Wauchope NSW 2446
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Fax: (02) 6585 1032

Woy Woy

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

Wyong

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

TtW

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

Victoria

Boronia

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241 Dorset Road
Boronia VIC 3155
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Fax: (03) 9762 5722

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Box Hill VIC 3128
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Fax: (03) 9899 2617

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

Colac

51-53 Hesse Street
Colac VIC 3250
Tel: 1800 258 182

Corio

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Corio VIC 3214
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Fax: (03) 5274 1837

Cheltenham

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Fax: (03) 9584 0713

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Cranbourne VIC 3977
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Dandenong VIC 3175
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Fax: (03) 9791 6894

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Fax: (03) 8322 0230

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Doncaster VIC 3108
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Fax: (03) 9958 0831

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Epping / South Morang

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South Morang VIC 3076
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Fax: (03) 9494 0954

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Frankston VIC 3199
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Fax: (03) 9781 3649

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Glenroy VIC 3046
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Fax: (03) 9492 5952

Hamilton

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

Meadow Heights

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

Melton

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

Mildura

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Mildura VIC 3500
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Fax: (03) 5022 7111

Narre Warren

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Fax: (03) 9704 9175

Oakleigh

1/2-4 Atherton Road
Oakleigh VIC 3166
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Fax: (03) 9568 3214

Pakenham

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

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Pascoe Vale VIC 3044
Tel: (03) 9101 5923
Fax: (03) 9101 5924

Preston

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

Shepparton

68 High Street
Shepparton VIC 3630
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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

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30-32 East Esplanade Street
Albans VIC 3021
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Fax: (03) 9367 1570

Sunbury

Shop 14C 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

Tarneit

Shop 8, 747 Tarneit Road
Tarneit VIC 3029
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72 Lava Street
Warrnambool VIC 3280
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Fax: (03) 5561 7273

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

Wodonga

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

Queensland

Beenleigh

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13 Main Street
Beenleigh QLD 4207
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Fax: (07) 3801 8346

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Caboolture

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PN

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Fax: (07) 3359 4317

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Fax: (07) 4976 9268

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PN

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Fax: (07) 3447 0482

Gympie

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Inala

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DES
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Fax: (07) 3447 0288

Logan Central / Woodridge

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Shop 1/129
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Nerang QLD 4211
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Fax: (07) 4994 1817

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Fax: (07) 5531 4361

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Fax: (07) 3889 8035

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Toowoomba QLD 4350
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PN

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Toowoomba QLD 4350
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Fax: (07) 4602 0468

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2 Cremin Street
Upper Mount Gravatt
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