

OCTEC LIMITED



Working to provide training, find employment and support people in need



JOBS VICTORIA

OCTEC Limited
NOW
A Jobs Victoria
Partner

20202021



OCTEC LIMITED

OCTEC Limited

OCTEC Limited is a not-for-profit community organisation providing high quality employment, training, advocacy and youth services from more than 250 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 58 to 62, detailing our service locations.

In 2020, the services we delivered were:

- Disability Employment Services
- ParentsNext Pre-employment Support
- Transition to Work Youth Employment Services
- National Panel of Assessors Services
- National Disability Insurance Scheme Services
- Technology Services
- Aspire NSW Youth Services
- Shed Ed Links to Learning Project
- Youth Frontiers Mentoring Program
- Career Transition Assistance for Older Jobseekers
- Nationally Accredited Industry Training
- Employment-based Traineeships
- Online Learning and Distance Education
- Business and Service Industries Training
- Training for Regional Councils
- Community Services and Health Training, and
- Health and Safety Training.

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, based on the circumstances in which they find themselves.



Much of OCTEC's success is built on strong working relationships with supportive small businesses, employers and workplace supervisors (top to bottom): Clean Start's Daniel Laugesen with participant, Denise Cameron; Kabul Jewellers' Juma Khan Jamal with Maryam Amiri (participant); Club Forster's Peter Lowry (centre) with Kevin Child (participant) and Sharon Romer (OCTEC Career Consultant); and Scott Blackett of Dimension One Glass Fencing with OCTEC's Linden Drew (Transition to Work Consultant).



OCTEC Employment Service participant, Shannae Oxenbridge, loves working at the Billabong Koala and Wildlife Park near Port Macquarie.

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OCTEC Employment Service participant, Basima Qsanoo (left), and her supervisor, Mary Talib, are in the business of helping others, through their work with NDIS provider and supportive local employer, Hayee Group Services.

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



Chairperson Report

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

This past year has been unlike any in living memory. It truly was a year that changed our world. For OCTEC, it was a year where our people were challenged in ways not previously experienced. In 2020, our regions, many already crippled by fire and drought, were now faced with the impacts of a global pandemic. Our physical health, our mental health and our economic wellbeing all were tested.

This year, OCTEC continued delivery of our Disability Employment Services (DES) across regions impacted by COVID lockdowns, restrictions and border closures, including suburbs and towns in Queensland, the ACT and especially in New South Wales and Victoria. Job losses, travel bans and other social and economic restrictions made 2020 a particularly challenging year for employers and jobseekers. Despite these challenges, OCTEC continued the successful delivery of DES and we remain Australia's largest not-for-profit provider of this program.

Equally, participants and staff in our other employment services programs – ParentsNext and Transition to Work – experienced the challenges of 2020. 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. Young jobseekers were especially hard hit by the impact of the pandemic, with youth unemployment rising significantly. Through the Transition to Work program, OCTEC offers vocational

support to disengaged young people. As evidence of the economic and social impact of COVID-19 on youth unemployment, OCTEC's Transition to Work caseload more than doubled in 2020.

In Training Services, our team focused on strategies to deliver continued skills development activities which complied with lockdown regulations and COVID-safe practice. This included a focus on distance education, allowing participants to remain connected to their study through online technologies.

Although the pandemic led to the public closure of our Huntley Berry Farm for much of 2020, it was pleasing to see that all staff – including our supported-employment team members – retained employment during this difficult period. And covering all services involving young people, in 2020 we released our Child Safety and Wellbeing Initiatives. Through these initiatives, OCTEC commits to the adoption of strategies and actions to promote the wellbeing of all the children and young people we serve.

Despite the disruption of this year, I am proud to say that OCTEC continued to provide strong, locally-focused service delivery through the use of innovative and technology-based solutions. In most cases, our service and program caseloads actually grew during this period.

If 2020 reminds us of anything, it is the importance of community. There are so many of our fellow Australians in need. COVID, drought, bushfire, storms and floods have exacted a terrible toll on so many people. In times like these, community service organisations have a vital role to play. OCTEC 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 participants 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 especially like to commend our CEO, Andrew McDougall, and acknowledge his 40-year anniversary with OCTEC. The achievement of this milestone is testament to Andrew's dedication and commitment to assisting local people and their communities. Thanks also to our senior management team and all of our amazing OCTEC staff for their determination, dedication and commitment during this most difficult of years.

Cr Jeff Whitton FAICD
Chairperson

My Story - Bryanna

Bryanna had been through a lot before she came to OCTEC. She was challenged by numerous mental and physical health barriers and she'd been the victim of domestic violence. She'd had bad experiences at previous workplaces. Her confidence was low. She didn't know what she was going to do with her life.

When she commenced with OCTEC's Transition to Work (TtW) program in Tuggeranong, Bryanna met our consultant, Harsha Mungar, and the pair began discussing career paths. Bryanna wanted an apprenticeship in construction, but didn't think that was possible, until Harsha began to show her the way. As they worked together, Bryanna felt her confidence and enthusiasm growing. She completed courses in work health and safety, asbestos awareness and working at heights. OCTEC assisted Bryanna with the purchase of a laptop, so she could complete her studies online. Harsha also arranged for OCTEC to pay for workwear for Bryanna.

When Bryanna felt she was ready to get out there, Harsha began contacting local construction businesses to introduce Bryanna. With Harsha's assistance, Bryanna secured an apprenticeship with a local roofing and waterproofing business. The employer was really impressed with Bryanna and he had been wanting to have more diversity in his workforce. Bryanna began her apprenticeship in early 2020 and then, not long after she started, COVID-19 happened.

With lockdowns and restrictions, local businesses began laying off staff, but this didn't happen to Bryanna. Harsha and the employer worked together and the employer offered Bryanna an additional role as admin assistant, to keep her productive when the roofing work was slow, and to help her learn more about running the business. This was the first time the employer had ever offered a dual role to an apprentice.

Bryanna has come a long way. She has grown in confidence, both professionally and personally. Having OCTEC and Harsha on her side allowed her to turn her life around. And her message to other young women in difficult situations: "Be courageous and patient, and stand up for yourself!"



Chief Executive Officer Report



May I present to you the OCTEC Limited Annual Report for 2020.

I'm quite sure none of us will forget the year 2020 in a hurry. As we emerged from the devastation of drought and bushfires, we found ourselves in the middle of the worst health emergency the world has experienced in a century.

After several years of strong growth, 2020 provided unprecedented challenges in the delivery of our services. Our primary concern this year was the safety and wellbeing of our staff, participants and other partners. Accordingly, we set in place COVID-safe measures including visitor limits, social distancing strategies and sanitiser facilities in our sites. During periods of lockdown, we closed our fulltime, part-time and outreach locations. This created additional challenges for both staff and participants. However, it also gave us the opportunity to maximise the use of technology as we sought to remain engaged with our staff and stakeholders. Video meetings, social media, phone and email strategies were used and perfected during this year and many of these strategies will continue to be used to further enhance our face-to-face services as we emerge from the COVID restrictions.

In Employment Services, 2020 was about maintaining engagement to consolidate performance in the face of enormous economic and social upheaval. Lockdowns, border closures, business shutdowns and a change in government policies relating to jobseeker activity requirements all had a major impact on

the way our staff engaged with their participants. Against this backdrop, our staff in Disability Employment Services, ParentsNext and Transition to Work continued to engage with their participants, assisting them to train, find and retain employment. A highlight of 2020 was the release of the first in a series of booklets which share the stories of our participants. *The Power of Me – Stories from the ParentsNext Program* has been well received by government, departmental officers, OCTEC staff and partners. And we look forward to the publishing of future booklets in this series.

As well as Employment Services, our staff and participants in Training Services, Youth Services and Huntley Berry Farm have all faced the challenges of COVID with positivity and determination. In 2020, we farewellled Coleen Rivas and welcomed Louise Kinloch as the Manager Training Services. Our Training Services team have worked hard to revise the way we deliver skills development courses to our participants. Online learning, virtual classrooms and video assessments are just a few strategies our team have employed to ensure training continues to be delivered, despite COVID restrictions. In Youth Services (and covering all OCTEC activities and programs) we were proud to introduce our Child Safety and Wellbeing Initiatives, creating a culture, adopting strategies and taking action to promote child wellbeing and prevent harm to children and young people. At Huntley Berry Farm, we had to shut down public access to the property during the COVID period, however, all staff were retained during the lockdown and

public activities began again in November 2020.

Critical to the delivery of our services in this challenging year has been the ongoing support of our Corporate Services team. With an increased reliance on technology to deliver services during the pandemic, our IT team have been extremely busy keeping our network reliable and safe. In 2020 we launched the new OCTEC website and continued to provide 24/7 helpdesk support for the Goldie College computer facility in the Solomon Islands.

As we look back on 2020, it's more important than ever to consider the ways our team seek to make a difference in the lives of local people. This desire for local connection extends beyond the provisions of our contracted programs and services. This year, our teams participated in fundraising initiatives such as Footy Colours Day and Movember, as well as active involvement in local events, charities and causes.

The next few years promise to be extremely challenging for local, national and global economies. Despite these challenges, and the hardships they will place on local communities, OCTEC will continue to be proactively involved in the delivery of service-based solutions. I would like to acknowledge the support of OCTEC's Board and our Chair, Jeff Whitton, during this year of unprecedented disruption. And finally, I would like to express my gratitude to all of our managers, staff and partners for their hard work and support during this year that changed the world.

Andrew McDougall OAM MAICD
Chief Executive Officer

Our Story - Being There

The impact of COVID-19 on frontline workers has been well-documented. Health workers, law enforcement and other first-responders have been out in our communities, keeping people safe. Less often seen, but certainly active, have been frontline workers in community services, employment services and vocational training. In 2020, across all our sites and services, OCTEC remained committed to the task of engaging with participants, employers and other partners, while complying with health restrictions, lockdowns and government requirements.

In Melbourne, the region hardest hit by COVID lockdowns during 2020, our Employment Services staff were faced with some significant challenges, and some unexpected surprises. Bayside Regional Manager, Karen Lim said, "Our sites closed and our staff worked from home during the stage 4 lockdowns, keeping in touch with their participants through phone, email and social media." Melbourne East Regional Manager, Matt Failla noted, "A major part of our job was to ensure the mental wellbeing of all our contacts. A lot of our calls were about wellbeing as much as program outcomes." Calder Regional Manager, Hind Al-Madhoun agreed, and said, "We were seeing mental health issues impacting participants who had not presented with these barriers prior to the lockdown. Our focus was maintaining

relationships ... just being there for them." There were, however, some surprises. Despite major job losses in sectors like hospitality and retail, there were Melbourne businesses still hiring. Westgate Regional Manager, Thao Le said, "We actually saw many local vacancies in online retail/warehousing, food processing and transport. In some cases, there were more vacancies than we had candidates." And, as Melbourne emerged from the strict lockdowns, and more and more employers began the process of restarting their businesses, OCTEC were there, ready to meet the recruitment needs of these businesses.

Across other regions, lockdowns and border closures presented challenges for OCTEC Employment Service staff members, participants and employers. In our regions adjacent to state borders, uncertainty about border closures led to some challenges for staff and partners. Gold Coast and Tweed Regional Manager, Cathy Stickland said, "Our staff chose a 'home' site during border closures, as it would take more than an hour to cross between Tweed and Coolangatta. Similarly, many of our participants struggled to find work, because Queensland employers were reluctant to hire NSW jobseekers in case the border was closed, or it would take them too long to commute through the checkpoints."

Despite strict COVID restrictions on face-to-face gatherings, OCTEC Training Services continued to provide industry-based accredited training and government-funded training programs through the use of online technology. Online virtual classrooms, video assessments and Zoom meetings all became part of our approach to training solutions.

Across our regions, OCTEC managers and staff have been positive and proactive - being there for our participants and partners during these challenging days. As Australia and the rest of the world continue to rebuild communities and economies ravaged by COVID-19, OCTEC will continue to do what we do best: providing quality services to all we serve. Bibek Bista, OCTEC Manager Southern Region, perhaps best expressed our positive focus when he said, "There may not be enough job vacancies in Victoria for every unemployed jobseeker, but there will be more than enough for every OCTEC jobseeker."



OCTEC Training Services continued delivering training courses and qualifications, successfully moving from a predominantly face-to-face delivery mode to online.

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 45 years, we have continuously evolved to meet the changing needs of those we serve.

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

Mission

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

Purpose

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

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

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

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

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

Participants

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 participants come from a wide range of backgrounds and have a wide variety of life experience. They include:

- early school leavers
- disengaged youth
- disadvantaged parents
- First Australians
- 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 participants 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 participants overcome their vocational and non-vocational barriers.





Above: OCTEC Employment Service participant, Jo Prescott, is helping small business owner, Rod Austin of Austin's Oysters, to get his business back on track after the devastating floods of March 2021.

Right: OCTEC Employment Service participant, Kim Hall (right), is enjoying her work at the New Beginning Centre at Mount Druitt, and really appreciates the support she receives from her supervisor, Voula Fletcher.



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
Louise Kinloch

Our Corporate Services Team



Members of OCTEC's Corporate Services team: Louise McAllister, Kylie Gibson and Nicole Borg (Accounts and Payroll Officers), Kerrie Crisp, Rachael Hogan and Melissa Englert (Accounts and Administration Officers), Ikuko Fujisawa and Isabella Emmi (Administrative Assistants), Deanne Phillips OAM (Administrative Officer), Meyenn Ngira (Manager Information Technology Services), Josip Paic (Information Technology Officer), Hannah Pigram (Digital Information Technology Officer), Samantha Lorimer and Zac McInnes (Information Technology Assistants), Kurt Fraser and Anita Sharpe (Building Management and Maintenance).

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
Woolgoolga
Bellingen
Nambucca Heads

Fairfield

Fairfield
Bonnyrigg
Cabramatta
Wetherill Park
Cabramatta West
Fairfield East
Smithfield

Hastings

Port Macquarie
Laurieton
Wauchope

Hunter

Cessnock
Kurri Kurri
Maitland

Inner Sydney

Surry Hills
Marrickville
Redfern

Keepit

Tamworth
Gunnedah

Kiewa

Albury

Lachlan

Forbes
Parkes
Condobolin
Lake Cargelligo
Peak Hill
West Wyalong

Liverpool

Liverpool
Miller
Hoxton Park

Lower Hunter

Newcastle
Charleston
Mayfield
Raymond Terrace
Toronto
Wallsend

Macarthur

Campbelltown
Camden
Ingleburn
Minto
Narellan
Picton

Macleay

Kempsey

Manning

Taree
Forster
Gloucester
Bulahdelah
Tuncurry

Murray Darling

Wentworth
Balranald
Dareton

Nepean

Penrith
Katoomba
Richmond
Rouse Hill
Springwood
St Marys
Windsor

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
Mona Vale
North Ryde
Brookvale
Hornsby

Outer Western Sydney

Blacktown
Mount Druitt
Quakers Hill
Seven Hills
Luddenham
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
Pascoe Vale
Sunbury
Broadmeadows
Craigieburn
Fawkner
Glenroy

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
Thomastown
Epping
Heidelberg
Greensborough
Lalor

Sunraysia

Mildura
Merbein
Red Cliffs

Western District

Hamilton
Portland

Westgate

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



QUEENSLAND

NEW SOUTH WALES

ACT

VICTORIA

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
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

Our Programs

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. We develop partnerships. We build capacity and community.

Employment Services

Having a job means 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 OCTEC is passionate about employment services and the opportunity to make a real difference in the lives of those we serve.

New to our mix of programs and services, Jobs Victoria employment services is an initiative of the Victorian State Government. The aim of the program is to improve the employment opportunities and economic participation of long-term unemployed Victorians. Following a competitive tender process, from July 2021, OCTEC will deliver Jobs Victoria services in seven regions, including five in metropolitan Melbourne as well as Geelong and the Great South Coast region.

OCTEC Jobs Victoria Employment Mentors will engage with long-term jobseekers, providing services which meet their individual needs and improve their skills and experience, thereby enabling them to secure and retain employment. Our Workforce Development Coordinators will work with employers to ascertain business needs. They will develop pre-employment and recruitment strategies, and provide access to OCTEC jobseekers who can meet those needs.

Highlights

Employment Services

- Continued delivery of 110 contracts across NSW, Victoria, Queensland and the ACT under the Disability Services Employment (DES) Funding Deed.
- Supported parents through the delivery of ParentsNext (PN) pre-employment program, with services operating in seven Employment Regions across NSW and Queensland - the government has announced that PN contracts will be extended by three years to 30 June 2024.
- Assisted disengaged young people through the delivery of quality employment services through Transition to Work (TtW).
- Nationally, across all programs, our employment services are delivering outcomes which meet or exceed KPIs and performance benchmarks.

Statistical Snapshot

- At the conclusion of 2020, OCTEC had a national caseload of more than 23,250 participants in our employment services, with 15,623 in DES, 6,450 in PN and 1,177 in TtW.
- During 2020, we delivered employment services from more than 250 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, Rick Gomez, Tristan Knoop, Michael O'Keefe 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 therefore do not require ongoing support after that first six months. In 2020, OCTEC also continued delivery of specialist DES services for First Australians and specialist DES Services for mature age participants.

At the end of 2020, OCTEC had a caseload of more than 15,600 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 2020, the challenges of the COVID-19 pandemic led to changes in our DES service delivery. With many OCTEC sites closed for extended periods, our consultants maintained contact with participants, employers and other stakeholders using phone, email, social media and other online communication methods. Despite the economic slowdown and rise in unemployment, businesses in

many sectors continued to require staff. Our consultants worked alongside these employers, seeking to understand their specific vocational opportunities and needs. We continued to equip our participants to meet those needs, through online job coaching and vocational education. And we continued to identify the most suitable candidates for each available position. Our consultants also continued to reach out to placed participants and their employers, offering post-placement support, advice and mentoring.

When COVID restrictions start to ease permanently, OCTEC will return to predominantly face to face DES servicing. But we will learn from our COVID experiences and using our quality management system, will continue to develop tools and resources to make our DES services even more accessible, efficient and effective.



My Story - Belinda

With a double degree in social work, Belinda loved her job as a Youth Support Worker. When she started her own family, Belinda left her job and became a stay-at-home mum.

Then, in 2012, Belinda injured her back and she was forced to undergo spinal surgery. Her recovery was slow. Belinda was also experiencing domestic violence and, after leaving her husband, she suddenly found herself in need of work to support her family.

When Belinda came to OCTEC in Pakenham, she had been out of the workforce for more than 15 years. She had lost confidence. This, combined with ongoing issues stemming from her back injury, left Belinda feeling unemployable. Our DES Consultant, Simone Negus, worked with Belinda, helping her to

consider what specific job pathway she could pursue. Belinda was interested in disability support work and Simone assisted her to apply for a job as a Lifestyle Assistant in a group home run by a major not-for-profit.

Simone contacted Dan Hyndman, OCTEC's Workforce Development Coordinator, and arranged a meeting between he and Belinda. Dan contacted the employer and helped secure an interview for Belinda. Performing well at interview, Belinda got the job. OCTEC assisted Belinda by funding First Aid training, a Working with Children Check and the purchase of shoes and work clothes. Today, Belinda is still employed and recently applied for a promotion to a house manager role. Belinda says that OCTEC was always there, always believing in her, and this made all the difference.



Sydney

OCTEC's Employment Services management team is based in Penrith, western Sydney. OCTEC delivers DES services from 10 Sydney Employment Service Areas (ESAs): Canterbury/Bankstown, Central Western Sydney, Fairfield, Inner Sydney, Liverpool, Macarthur, Nepean, Northern Sydney, Outer Western Sydney and St George-Sutherland.

Sydney was the first area of the country to feel a significant health impact from COVID-19, with significant numbers of infected passengers arriving via air and seaports, and subsequent clusters of patients in south west Sydney and on the Northern Beaches. Around 4,000 cases were reported, with more than 50 deaths. Economic activity was significantly impacted by lockdowns and restrictions. Despite the lockdowns, with our sites closed for health reasons, our Sydney

consultants continued to engage with both DES participants and employers. We used email, text, phone and social media to maintain engagement with participants. We assisted participants maintain contact with specialist support services – especially mental health services. We provided access to online vocational learning for participants, and we assisted participants in work to remain employed, through the supply of PPE, transport assistance and liaising with employers to secure travel permits.

Importantly, we also invested significant time and effort to maintain engagement with employers. Despite the lockdown, numerous industries continued to require staff, including transport and logistics, manufacturing (such as food and PPE) and the health sector. We invested considerable

time reverse marketing with employers – especially small businesses – developing proactive recruitment and Biz Support solutions for post-lockdown growth, and we continued to work with these employers as the first wave of the pandemic eased and the economy began to open once again.



Melany Maynard
(Manager Sydney Region)



Junior Tauia
(Regional Manager)

Northern Sydney

Ranjana Dhakal, Edwin Hong, Mee Youn Kim, Kate Mirabito, Javier Revolo, Kristen Vallance
(Career Consultants)



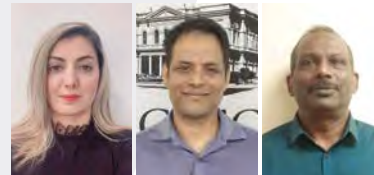
Inner Sydney

Anh Tram, Pedro Munoz Vilches (Career Consultants)



Central Western Sydney

Shiva Shamsborhan, Vinod Shrivastava, Nigel Singh
(Career Consultants)



Outer Western Sydney

Angela Finch (Senior Career Consultant), Norma-Marie Abboud, Michelle Hayton, Parul Jain, Benita Lockyer, Dean Matautia, Kylie Quinn, Aaron Rennex, Jesse Suitepo
(Career Consultants)





Emma Kirsch
(Regional Manager)

Nepean

Sandra Hope (Senior Career Consultant), Juan Del Carmen, Michael Dwyer, Benjamin Folkard, Georgie Grace, Robyn Hatfield, Maggie Lockington, Margaret Lundall, Vanessa Porter, Jessica Walker Career Consultants)



Macarthur

A'isha Matthews (Senior Career Consultant), John Becerra, Lesley Butler, Seema Kumar, Carolyn Lynch, Joel Mitchell-Campbell, Chantelle Power, Deidrienne Pupuallii, Aipunou Smith (Career Consultants)



Fairfield

Sanjalini Singh (Senior Career Consultant), Leemar Dankha, Pauline Iwassi, Truc Le, Mai Nguyen, Joan Obuchowski, Diana Talet, Samira Tannous, Anh Tran, Vali Velardi, Rasika Waghole (Career Consultants)



John Collins
(Regional Manager)





James Walters
(Regional Manager)

Liverpool

Rosie Bradbrook, Shweta Dhall, Lubna Naaum, Josephine Mapesone, Beverley Neilsen, Angie Ozturk (Career Consultants)



St George-Sutherland

Miriam El-Sayed, Sandy Kong, Svetlana Momirovska, William Ou, Peter Terprayoon (Career Consultants)



Canterbury/ Bankstown

Rhiannon Knaggs (Regional Manager), Anfal Hammoud, Keegan Hopa, Elana Marchese, Naomi Mcleod, Ahmed Mohamed, Shirley Tafaoga, Benji Vaitu'utu'u, Katherine Zgouras (Career Consultants)



Rhiannon Knaggs
(Regional Manager)



Western NSW and ACT

OCTEC has been delivering vocational services to local people in this region since 1976. In 2020, we delivered DES in the ACT and Queanbeyan, Chifley, Kiewa, Lachlan, Murray Darling, Patterson, South Eastern NSW, Sturt and Windamere ESAs.

This region was largely spared from the major health impacts of COVID - there were only around 120 virus cases in Western NSW and the ACT combined. However, the border closures and wider lockdown measures have been felt. Compounding the regional economic impact of the 2019 bushfires and the drought, the COVID-19 lockdowns and border closures had a significant impact on the operation of our services in the west and

south west of NSW. The border closures meant that participants in ESAs adjacent to the NSW-Victoria border – such as South Eastern, Sturt and Murray Darling – had their work options reduced, with travel between states largely banned for all but essential workers. Many of our placed participants were suspended or laid off. Our consultants maintained positive engagement with participants during this period, via telephone, email and social media.

We also worked closely with local business chambers and partner employers, establishing where future recruitment was expected as lockdowns eased. This included sectors such as agriculture in South Eastern



Caroline Gagnon
(Manager Western Region)

and Sturt ESAs, where there were huge labour shortages due to the unavailability of overseas workers. We also supported employers in sectors such as hospitality and retail, where major local jobs growth occurred in the lead up to the Christmas holiday period.



Grace Karagiannis
(Regional Manager)

ACT and Queanbeyan

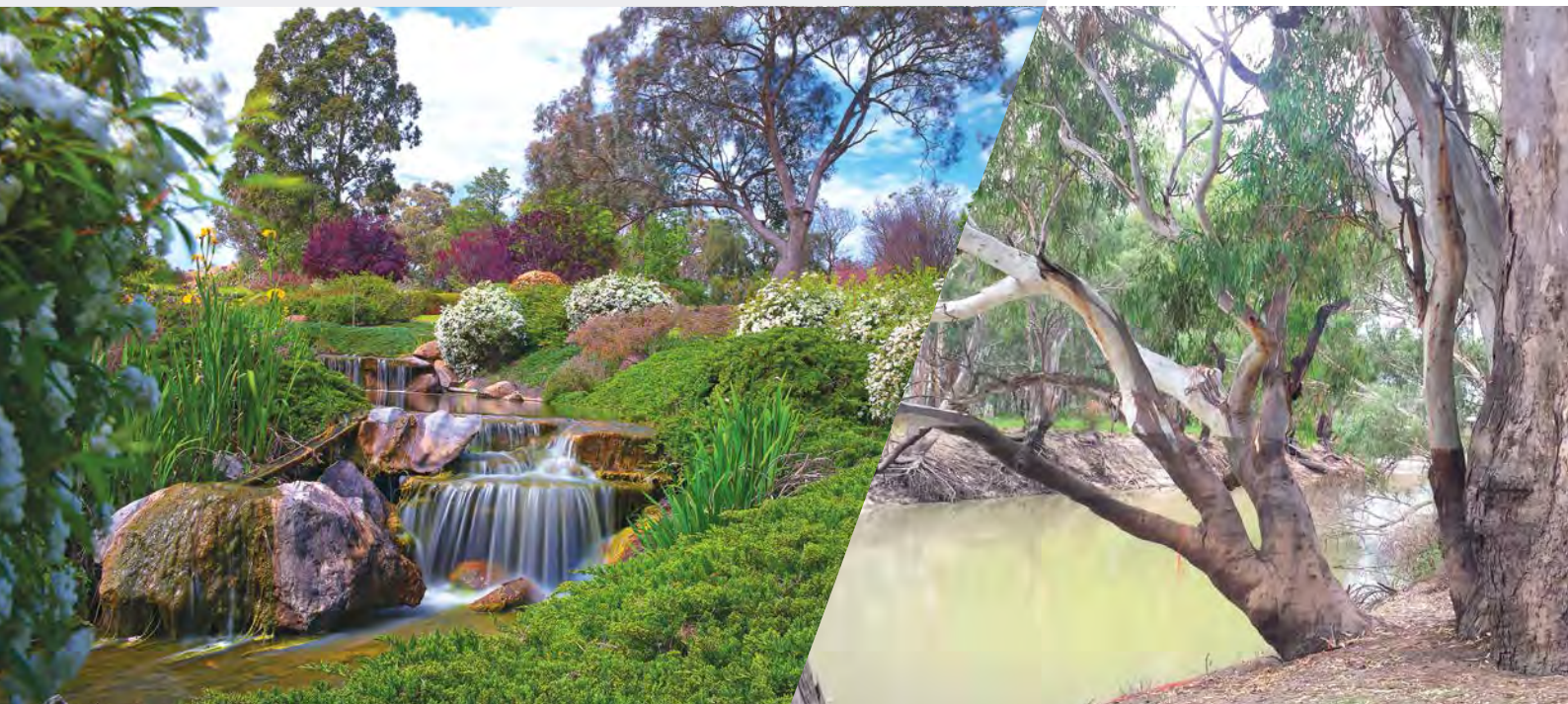
Mark Bowen, Adam Clarke, Emily Kennedy, Jayde Peden, Brodi Smith (Career Consultants)



Christine Champkin
(Regional Manager)

Chifley and Windamere

Nicole Cruise, Johanna Koleda, Liz Lovett, Annette McPhail, Roslyn Stambe, Charlotte Taylor (Career Consultants)

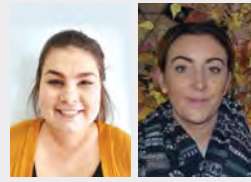




Pam Jackson
(Regional Manager)

Lachlan

Abbie Smith, Amy Townsend (Career Consultants)



Murray Darling

Leanne Rawlings (Senior Career Consultant), Jody Dermody (Career Consultant)



Patterson

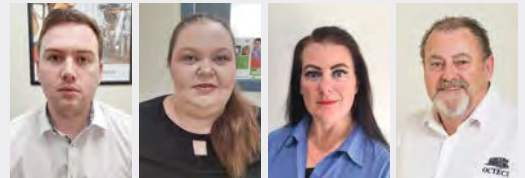
Kim Eager (Senior Career Consultant), Verity Morris, Rachael Swain, Hannah Wisse (Career Consultants)



Dean Page
(Regional Manager)

Kiewa

Luke Ashcroft, Erin Sharma, Chris Van Duursen, Trevor Welladsen (Career Consultants)



South Eastern NSW and Sturt

Kristy McRaye, Belinda Petrie, Spiros Stathis (Career Consultants)



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 ESAs.

Northern NSW has been significantly impacted by COVID-19, with more than 500 confirmed cases and multiple deaths. The

initial economic impact of the pandemic was significant, with a major downturn in tourist numbers and border closures between NSW and Queensland. Following the initial lockdowns in March 2020, economic activity increased significantly in northern NSW, especially in sectors such as hospitality and tourism, with the Queensland border closure forcing many NSW residents to holiday in their own state. Significantly impacted by

border closures were jobseekers in ESAs such as Tweed, North Coast and Richmond, who were largely unable to cross the border for employment in South East Queensland, thus reducing their work options. Employers in sectors such as retail and hospitality have been recruiting in Northern NSW, however the jobs market in these sectors is considerably smaller than in the neighbouring Gold Coast ESA.



Matt Ferrier
(Regional Manager)

Central Coast

Michael Ashton, Elisha Bishell, Stacey Harbutt, Russell Hughan, Astra-Dee Wetherall (Career Consultants)



Hunter and Lower Hunter

Rebekah Baker, Stephen Lewis, Shaun O' Cass, Kate Smith, Lisa Woodrow (Career Consultants)



Manning

Peggy Bird (Senior Career Consultant), Shaun Baker, Kristie Barden, Marie Barry, Robert Colafranceschi, Matthew Dixon, Bradley George, Melissa McLennan, Sharon Romer, Felicity Whittaker, Daniel Woolston (Career Consultants)



Robyn Ballard
(Regional Manager)





Kellie Reeve
(Regional Manager)

Coffs Harbour, Hastings and Mcleay

Dion Hyde (Senior Career Consultant),
Lace Browning, Jeremy Edwards, Natalie
Butterfield, David Sargent, Darryn Yule,
Kristina Kerr, Alexandra Smith (Career
Consultants)



James Sweeney
(Regional Manager)

Keepit and New England

Jodie Bain (Senior Career Consultant),
David Jeffrey-Ross, Jodie Bain, Laura
Ferris, Lynn Reynolds, Donna Uphill,
Kinisha Vering (Career Consultants)



Shakeela Matloob
(Regional Manager)

North Coast and Richmond

Ammal Alsagoff, Julie-Anne Clifford,
Rebecca Davidson, Kendra Foxwell, Jason
Foster, Marx Saunders, Alex Wallace (Career
Consultants)



Claire Kelleher
(Regional Manager)

Tweed

Averre Mackay, Nicholas Bond, Niribi
Cooper, Tania Robb (Career Consultants)





Queensland

In 2020, OCTEC delivered 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.

Queensland has recorded more than 1,700 COVID-19 cases, however, the most significant impact of the pandemic in Queensland has been economic, with strict international and domestic border closures impacting several key sectors, most notably the tourism industry. In the south east, communities and businesses were impacted by repeated and prolonged border closures with NSW. Border checkpoints created a major barrier for both employers and employees in the south east. While 'border

bubbles' were created between the Gold Coast and LGAs in northern NSW, employers in Queensland were reluctant to hire NSW jobseekers because of travel times and lost productivity, and vice-versa. Despite these challenges, OCTEC consultants continued to engage with our DES participants during the lockdowns. We used email, text, phone and social media to maintain engagement with participants. We have assisted participants maintain contact with specialist support services – especially mental health services.

OCTEC also continued to engage with employers, discussing future employment plans and filling vacancies in sectors with high current labour demand such as hotel security. In the lead up to the busy summer season, employers in sectors such as retail

and hospitality began planning for large employment drives to fill demand. To position our jobseekers for these employment opportunities, OCTEC reverse marketing began in October, concentrating on small businesses which were ready to take advantage of growth opportunities as soon as they appeared.



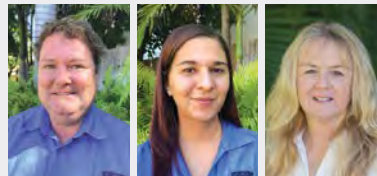
Corrina Page
(Manager Northern Region)



Katie Connolly
(Regional Manager)

Capricornia

Wayne Inman, Kerri-Anne Leotta, Karyn Stockdale (Career Consultants)



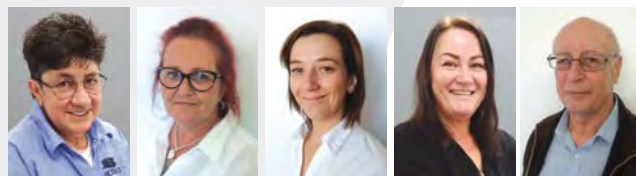
Gladstone

Maxine Chartier, Lee Holzgart, Melissa Hutchinson, Maria Richardson, Louise Simpson, Rebecca Spurr (Career Consultants)



Fraser Coast

Annie Angelone, Theresa Dean, Felicity Hill, Joanne Lee, Robert Pilkington (Career Consultants)



Gympie

Theresa Fallon, Belinda Lambert, Kaylene Ritter, Peta Williams (Career Consultants)



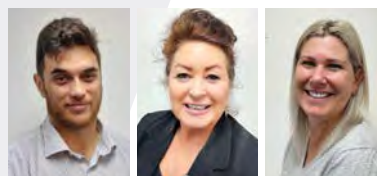
North Brisbane

Katie Dempster, Dominik Hamlin, Sara McColl, Ingrid Woolf (Career Consultants)



Outer North Brisbane

Tony Nooroo, Robyn Pearce, Nadine Wheeler (Career Consultants)



Stacey McKeand
(Regional Manager)



Sue Gregoratos
(Regional Manager)

Logan

Georgia Arnold, Terrence Baupua, Cathy Dupuy, Tammie Heath, Nikki Scott (Career Consultants)



South Brisbane

John Batzloff, Nicole Champness-Kahlid, Coralie Dubois, Leo Pham, Pippa Verlent, Kim Vincent, John Ward (Career Consultants)



Gold Coast

Debbie Davey, Heidi Denton, Belinda Osborne, Philip Paul, Melissa Rudolph (Career Consultants)



Claire Kelleher
(Regional Manager)

Ipswich

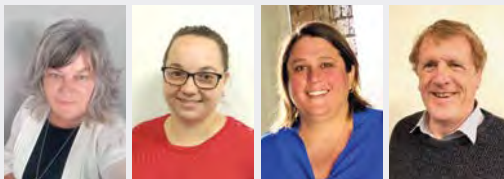
Raymond Chamberlain, Aaron Payne, Rachael Scott (Career Consultants)



Mellissa Kinnane
(Regional Manager)

Toowoomba

Robyn Halter, Mikayla Knowles, Stacey Liebelt, Colin Spalding (Career Consultants)



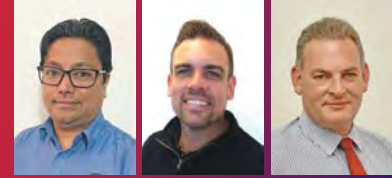
Melbourne

Despite major setbacks, throughout 2020, OCTEC continued to deliver DES services across six ESAs in metropolitan Melbourne.

No region was more severely impacted by COVID-19 than metropolitan Melbourne. With close to 19,000 cases and more than 800 deaths, Melbourne was subject to strict social and economic lockdowns – including evening curfews – during the first and then the second wave of the pandemic. Led by our Melbourne management team, OCTEC consultants have continued to engage with both DES participants and employers during the first and second lockdown periods. We

used email, text, phone and social media to maintain engagement with participants. We assisted participants maintain contact with specialist support services – especially mental health services. We provided access to online vocational learning for participants, including the supply of laptops. And we have assisted participants in work to remain employed, through the supply of PPE, transport assistance and liaising with employers to secure travel permits.

Importantly, our Melbourne team invested significant time and effort to maintain engagement with employers. Despite the



Bibek Bista (Manager Sothern Region), Dan Hyndman, Alex Vinogradov (Workforce Development Coordinators)

lockdowns, a number of industries continued to require staff, including transport and logistics, manufacturing (especially food and PPE) and the health sector. Our team invested considerable time reverse marketing with employers – especially small businesses – developing proactive recruitment and Biz Support solutions for post-lockdown growth.



Karen Lim
(Regional Manager)

Bayside

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)



Hind Al-Madhoun
(Regional Manager)

Calder

Khara Acharya, Safa Alman, Maria Baldo, Fouad Elali, Janelle Flynn, Devi Ghimire, John Halasa, Arwa Himeiden, Kylie Kent, Dieu Ngoc Nguyen (Career Consultants)



Matt Failla
(Regional Manager)

Monash, Peninsula and Maroondah

Simone Negus (Senior Consultant), Brad Fugard, David Hadland, Peita Howard, Belinda King, Ronnie Koh, Emilie Lafrank, Nadarajah Sanjivan, Allison Stewart (Career Consultants)

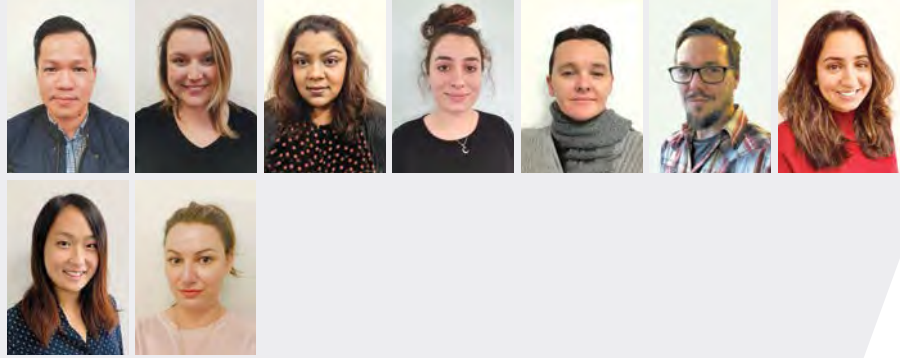




Tony Papaioannou
(Regional Manager)

Plenty

Steven Nguyen (Senior Consultant), Lauren Boomgardt, Videshina Chand, Eleni Koutsougeras, Rhiannon Quinlan, Julian Pike, Rabinder Singh, Clarisse Sng, Blaga Vinogradoff (Career Consultants)



Thao Le
(Regional Manager)

Westgate

Magdeline Mattius (Senior Consultant), April Baddley, Nina Barber, Aaron Co, Ritsa Gaitanas, Eddie Gordo, Vanessa Moussa, Hang Nguyen, Charlie Phan, Carly Riddoch, Dinh Tran, Rachael Violi, Trisha Vo (Career Consultants)



My Story - Dwayne

Dwayne was 30 years old when he first came to OCTEC DES services in Geelong. He was looking for someone to give him a fresh start.

Before coming to OCTEC, Dwayne had held labouring positions, but he wanted to develop new skills through training; skills that would lead to a career and not just another job. Our Geelong team partners with Northern Futures Program, a local not-for-profit addressing disadvantage by connecting local jobseekers with employment opportunities.

As a result of this partnership, Dwayne was accepted into a Certificate II in Engineering and after three months, was able to commence employment with a

local company, Quarantine Treatment Services Victoria.

OCTEC provided post-placement support and funding for further certificate courses, like forklift licence, allowing Dwayne to take on new opportunities in the workplace.

At a Northern Futures graduation ceremony, Dwayne was acknowledged for his achievements, and had the opportunity to share his experiences. He has become a true inspiration!

Regional Victoria

Throughout the pandemic, and associated lockdowns, OCTEC continued to deliver DES services across five ESAs in regional Victoria, covering large parts of the south, west and north of the state.

Regional Victoria was less severely impacted by the pandemic than metropolitan Melbourne, however, there have been around 1,400 confirmed COVID cases. The most significant impact of the lockdowns occurred during the second wave, with restrictions imposed and the Victorian/NSW border closed. Border restrictions meant that placed participants not included in 'border bubble' postcodes were unable to go to work and

were suspended or laid off. Non-essential workers were not allowed to cross the border to go to work. This impacted several OCTEC ESAs including those in Sunraysia and in Albury-Wodonga. The closure of international borders has led to a shortage of backpacker-based labour in agricultural regions of the state, such as Sunraysia and Goulburn Valley. Despite the economic downturn across regional Victoria, OCTEC continued to source vacancies and secure employment for our participants. Maintaining engagement with participants via email, text and



Bibek Bista (Manager Southern Region), Dan Hyndman, Alex Vinogradov (Workforce Development Coordinators)

telephone, and an active reverse marketing campaign with local employers – especially those in small business – meant vacancies continued to be identified, suitable candidates selected, and post-placement support delivered.



Jenny Hope
(Regional Manager)

Geelong

Brendan Bourke, Amanda Carlton, Mary-Anne Castro (Career Consultants)



Hampden and Western District

Andrea Bellman, Jennifer Chapman, Jacinta Hansen, Christine Shurvell (Career Consultants)



Pam Jackson
(Regional Manager)

Sunraysia

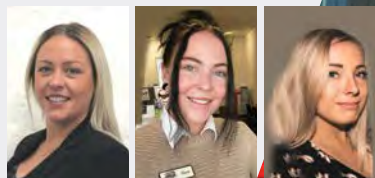
Leanne Rawlings (Senior Career Consultant), Jody Dermody (Career Consultant)



Tony Papaioannou
(Regional Manager)

Goulburn Valley

Casey Osborne (Senior Career Consultant), Tiarna Steel, Lauren Wilhelm (Career Consultant)



Parents Next

OCTEC is one of the largest providers of this important Australian Government program. At the conclusion of 2020, we had a national caseload of 6,450 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 including their childcare needs, cultural background and local circumstances. We help parents identify and achieve education and employment goals, participate in self-development workshops and activities, and to connect with local services as they prepare to enter or re-enter the workforce.



ParentsNext



In 2020 OCTEC released a new booklet which shared some of the stories of our ParentsNext participants and partners. *The Power of Me - Stories from the ParentsNext Program* was well received by government, departmental officials, OCTEC Board and staff.



Participating in ParentsNext with OCTEC changed Chantelle's life. She now has work experience, qualifications, and she is licensed. "I feel more confident and encouraged," she says. "I've been home schooling my kids during the pandemic, and I'm thinking about doing some more study to further improve myself."

My Story - Chantelle

By her own admission, Chantelle was frustrated when she was asked to attend the ParentsNext program on the NSW Central Coast. It was late in 2018, she was tired and stressed, a stay-at-home mum struggling with four kids. When she commenced ParentsNext, OCTEC advised Chantelle that she could seek an exemption from the program because of her large family. This was what she did.

Then, in June 2019, OCTEC ParentsNext consultant, Nahria Shannon contacted Chantelle to see if she wished to remain exempt. This time however, Chantelle decided to do something for herself. With no qualifications, Chantelle liked the idea of completing some study. Through OCTEC ParentsNext, she was enrolled with TAFE Central Coast and commenced a Certificate IV in Property Services.

"It wasn't easy at first," Chantelle remembers. "Studying at home was really hard. I tried the library, but with my four kids in tow, that wasn't very practical. But then, Nahria said OCTEC would buy me a laptop that I could use to study. A new laptop ... I was so incredibly grateful."

Chantelle completed her study in December 2019. She then had to decide whether to undertake more study or try and get a job. She decided to look for work and with Nahria's help, she did it! Chantelle secured work with a real estate agent in Tuggerah. She needed a Real Estate license, which cost \$500, and OCTEC arranged to pay for this. OCTEC also paid for a petrol card and assisted Chantelle with sourcing corporate clothing for her new job. "I couldn't believe it!" Chantelle says.

Chantelle started work in February 2020. She was nervous, but Nahria kept in regular touch with her to help keep her calm and focused. Then, just as she was settling into her new job, the first COVID-19 lockdowns happened and Chantelle was laid off. "I was disappointed, she recalls, "but I knew it wasn't my fault. And actually, I feel OK about the situation, because I now have some work experience, I have referees and contacts and I will be ready to apply for a new job as soon as the restrictions are lifted and the economy picks up!"

OCTEC delivers ParentsNext across 10 employment regions in NSW and Queensland. In September 2020, the Commonwealth Department of Education, Skills and Employment announced ParentsNext funding will be extended by three years to 2024.

It was encouraging to see high numbers of ParentsNext participants remaining engaged during the COVID-19 pandemic. Many consider ParentsNext as an opportunity to develop their skills as well as an 'outlet' from being in lockdown at

home with their children. To assist our participants during the COVID period, OCTEC offered online playgroups, using Zoom meeting functionality. We encouraged participants to access online training, and we conducted online job search activities.

We also used the opportunity to commence a national online OCTEC Parents Advisory Group, to replace regional Parents Advisory Groups, which were suspended due to the pandemic.



Charissa Mossop (ParentsNext Manager), Sarah Derrett, Leanne Tramonte (Business Performance and Strategy Coordinators)

Participants from every OCTEC Employment Region were involved in the National Parents Advisory Group and the feedback was extremely valuable.



Taghrid Abohamed (Regional Manager)

Sydney Greater West and Sydney South West

Roukan Hakim, Cheryl Hatzistamatis, Lie Siu Luong, Mary Nakirijja, Wendy Palu, Annastasia Sen, Thuy Tran (PN Consultants)



Chloe Gordon (Regional Manager)

Sydney North and West

Jody Davis, Robyn Klein, Nahria Shannon, Vanessa Smith (PN Consultants)



James Sweeney (Regional Manager)

New England and North West NSW

Beth Neumaier, Tanya King (PN Consultants)



Sandra Parkinson (Regional Manager)

North Coast

Naomi De Boer, Michelle Fuller, Jenny Rock, Sue Robertson, Margaret Sexton (PN Consultants)



OCTEC ParentsNext participants at Mount Druitt, Gabriella Gaidan and Cheyenne Cameron, are working towards their Certificate III in Business with the support of OCTEC Training Services Trainer and Assessor, Andrea Quach.





ParentsNext Participant, Tara Fryc, is so appreciative of the care packs organised for her children by ParentsNext Consultant, Nahria Shannon, and provided by local charity, We Care Connect.

Our Story - Parents Advisory Groups

Bankstown OCTEC Parents Advisory Groups give our ParentsNext participants direct input to program delivery. Current and former participants are encouraged to be involved, to give feedback on their experiences as ParentsNext participants, and to suggest ways the program can be improved.

Luana was a member of the OCTEC Parents Advisory Group in Lismore, on the NSW North Coast. Luana says she was "excited to be able to come into the Lismore office to meet other women and talk about our future needs."

Importantly, participants are able to attend the advisory group knowing that their children are being looked after. "There were people looking after my daughter and the other children," Luana says, "so that I could concentrate and enjoy the meeting without being interrupted."

Being involved in the future of ParentsNext has been a positive experience for so many participants. Luana says: "the meeting was amazing. I felt like I was being heard and asked what I needed and how I felt. I had the chance to suggest what the program could do to help me and the other parents in the future."

Another advisory group participant, Clarrisa, adds: "It was useful listening to others and their experiences with the program and to be reminded of the range

of assistance that ParentsNext can provide. I found it an enjoyable event."

Participant Leanne says: "I felt privileged to be invited for the advisory meeting. I really enjoyed the feedback from other people's perspective to what other parents go through."

Our Parents Advisory Groups have reported that ParentsNext delivers flexible, empowering services, fostering coping strategies, self-discipline, and helping parents to model positive behaviours for their children. Participant feedback also suggests the program is evolving. Participants felt it must continue to be more flexible in order to meet parents' needs, especially considering recent uncertainty in local labour markets due to the Covid-19 restrictions.



Sandra Parkinson
(Regional Manager)

Gold Coast

Giulia Darot, Kimberly Harrison, Merry-Anne Poumale, Tara Sharplin (PN Consultants)



Melinda Walton
(Regional Manager)

Brisbane South East and Somerset

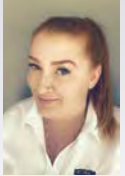
Jason Cochrane, Mana Faifai, Jenny Lindskog, Corrine Noonan, Monique Oates, Julianne Retchford, Nicola Robinson (PN Consultants)



Alana Burnett
(Regional Manager)

Darling Downs

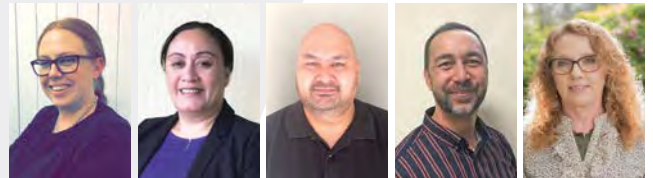
Leonie Bastiaan, Ashleigh Bergen, Amanda Hilton, Casey Johns, Orinda Kirstenfeldt, Lisa-May Rossington, Libby Smith, Ken Ward (PN Consultants)



Peta Mullins
(Regional Manager)

Wivenhoe

Brittany Edwards, Tania Faimalo, Junior Ioapo, Dean Munro, 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.

With youth unemployment rising during the pandemic, OCTEC's TtW caseload more than doubled during this year. As of

December 2020, we had engaged with more than 1,170 TtW participants. To maintain engagement during lockdown, our team encouraged participants to undertake online vocational learning, relevant to their goals and ambitions. To provide support to participants engaged in training, we ran weekly virtual study groups using Zoom meetings. These group sessions allowed participants to share any issues they were having with their training, offer mutual support and participate in peer learning.

OCTEC delivers Transition to Work in three employment regions: Capital, Central West NSW and Sydney North and West.



Charissa Mossop (TtW Manager), Sarah Derrett, Leanne Tramonte (Business Performance and Strategy Coordinators)



Chloe Gordon (Regional Manager)

Sydney North and West

Codie Barwick, Kathleen Carter, Linden Drew, Dallas Foreman, Monique Larkin, Katrina Pike (TtW Consultants)



Harsha Mungar (Regional Manager)

Central West NSW and Capital

Ilecia Astill, Robert Fulton, Michelle Mahlo, Alejandra Moor, Samantha Roberts, Donna Rouse, Matthew Swain, Shaylee Thomas, Shantelle Uren (TtW Consultants)



Transition to Work participants, Emily, Faith, Jackson, Leah, Lekeisha, Reeya, Simone and Tuqiri, have been enjoying their Certificate III in Business training being delivered by Melville Kane of BSI Learning at OCTEC's Toukley office.



My Story - Ruben

Ruben went to an alternative school run by Father Chris Riley's Youth off the Streets. After he finished Year 10 and received his Record of School Achievement Certificate, Katrina Woodland from OCTEC Transition to Work in Toukley came to the school to speak with the students about services to help them start a career.

In January 2020, Ruben signed up for TtW with OCTEC Toukley. Katrina and Ruben spent some time speaking about the future and they both agreed that Ruben should get a qualification to improve his employability. Local RTO, Novaskill was delivering a Certificate III in Warehousing at our Toukley site, and Katrina and Ruben both felt it was a great opportunity. Unfortunately, the course didn't run for long, because it coincided with the COVID-19 pandemic. Ruben thought he'd missed his chance. With so many businesses shutting down, and so many young people losing their jobs, how was he ever going to find work?

Katrina didn't give up. She contacted local Coles supermarkets after learning of a plan to recruit over 5,000 staff nationally, to help Coles deal with the demand for groceries due to the lockdown. Katrina was contacted by Coles in Toukley asking for applications from ten work-ready participants to fill casual positions. And Ruben was one of those ten applicants.

Within two weeks, Ruben was employed. He then asked Katrina if he could continue his Certificate III, through self-paced learning, and OCTEC assisted him to do this. And, in December 2020, Ruben was offered a permanent part-time job with Coles. With ongoing training and work experience, Ruben's future looks bright.

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 and around one third of our DES participants have a primary disability that is mental health related. During the COVID-19 pandemic, there was a well-reported rise in the incidence of mental health-related issues, especially for those facing unemployment. OCTEC staff worked to maximise employment outcomes for people with mental health barriers, using strategies like 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, our specially-trained consultants work closely with health care professionals, assisting people with mental health conditions to achieve their vocational goals. In 2020, we maintained a partnership with Manning Area Health and co-located services in Taree and Forster. Participants in the mental health units are asked by their counsellors if they would like to consider looking for work, and OCTEC DES consultants then engage and partner with these participants.

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 participants aged 18 to 65 years. OCTEC has a Memorandum of Understanding with LikeMind lead agency, Stride, to provide in-kind support to the centre, particularly in relation to the vocational and social needs of participants. We are also represented on the LikeMind Consortium.

My Story - Joshua



Joshua was 28 years old when a friend suggested he come to OCTEC Employment Services in Warrnambool. Joshua had significant barriers to employment, including autism, mental health and other personal issues. He hadn't been able to find a job, and his previous employment providers said they couldn't help him.

Joshua met our Warrnambool consultant, Andrea Bellman,

and they spent time talking about what Joshua wanted to do with his life. Joshua had interests, but felt he lacked business skills, so OCTEC assisted him to enrol into a Certificate III in Business.

With weekly mentoring and ongoing guidance from Andrea, Joshua stuck with his course, completed it, and then began to consider a job path. Andrea began working with Joshua on job search activities while also conducting reverse marketing activities on his behalf. She found a local employer who was looking for a farm hand. Joshua had always been interested in farming and had good knowledge of cattle. Andrea provided Joshua interview preparation and support, and he was ultimately successful in securing the job.

The position was ideal for Joshua, allowing him to develop experience in the day-to-day operations of a farming business. Using an OCTEC Biz Support package, Andrea was able to assist with the cost of Joshua's on-the-job training and mentoring. With his business qualification and on-the-job farm experience, Joshua is well set up for a positive future, one day dreaming of a farming business of his own.

Training Services

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.

In 2020, our training team rose to the various challenges posed by COVID lockdowns and restrictions. The vast majority of training services during the year were presented using online and distance learning. Face-to-face classroom training sessions were replaced by 'virtual' classrooms, using Zoom video meeting functionality. We also implemented processes to allow

us to continue with the assessment of practical components of our vocational training, such as video assessments.

Led by our National Training Manager Louise Kinloch (who replaced Coleen Rivas during 2020), OCTEC continues to maintain a wide range of qualifications on our 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).



**Career
Transition
Assistance**
AN AUSTRALIAN GOVERNMENT INITIATIVE



Highlights

Training Services – RTO Number 90142

- Progressed goal of becoming the preferred training partner for governments and private businesses across eastern Australia.
- Commenced delivery of accredited business training to participants in the ACT, using online learning technology.
- Welcomed Louise Kinloch as our new Manager Training Services.

Statistical Snapshot

- 98 participants enrolled in accredited training across 10 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.
- 34 participants enrolled in accredited short courses.
- 20 Career Transition Assistance programs were completed, with participants going on to secure employment, engage in further study, or start their own business.



Louise Kinloch (Manager Training Services), Kristine Tannous (Training Manager), Sharron Sestic (RTO Compliance Manager), Nora Sananikone (Business Development Consultant), Karen Gerke (Training Administrator), Brian Cook, Lee Cuff, Tracey Davis, Donna Gosper, Susanne Griffith, Andrea Quach, Robyn Ratcliff, Samantha Sculthorpe, Dharra Vyas, Susi Witt (Trainers and Assessors)

Customised Training for Jobseekers

In 2020, OCTEC continued to provide training customised to suit the needs of jobseekers, employers and their current staff. The upheaval in the Australian economy, due to the pandemic, has had a marked impact on the vocational training landscape. Changes in participation requirements for jobseekers led to a downturn in the number of participants in OCTEC training courses this year. Additionally, many employers have been reluctant to invest in training for staff due to uncertainty over future business levels and a lack of cash flow.

Despite these challenges, OCTEC has continued to deliver training to jobseekers, helping them develop the skills and achieve the qualifications they need. All jobseeker

training in 2020 was delivered using distance and online learning resources. Theoretical learning outcomes were delivered using Zoom classrooms and the completion of online assessment tasks. To determine competence in practical learning outcomes, we used video technology to allow participants to demonstrate competencies which were then be evaluated by an assessor.

We are also in the process of rewriting training resources – such as our Business Training materials – to comply with new training packages introduced by the government in 2020. Along with rewriting materials, we are well-advanced in the development of

transition strategies for trainers and participants for impacted training packages.

We will continue to encourage our participants to engage with flexible training methods, and in the process reduce the business costs and time investment associated with vocational training. 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 continues to reflect industry best practice, and is relevant to the needs of employers.

Our Story - Civforce

In early 2021, OCTEC Training Services began discussions with Civforce Traffic Management regarding traineeships for their Sydney workforce. Civforce is a provider of traffic management solutions to a range of clients, including some of Australia's largest construction projects. This includes the traffic management contract for the Parramatta Light Rail project in western Sydney.

OCTEC Training Services has secured a partnership arrangement with Civforce, which will be ongoing for the next two years. Under the contract, we recently commenced enrolment of 120 trainees in Certificate III in Civil Construction (Traffic Management). In addition, 10 Civforce team leaders are being enrolled in a Certificate IV in Leadership and Management.

OCTEC Manager Training Services, Louise Kinloch, with a number of the key staff from Civforce Traffic Management - Alex (NSW State Manager), Ian (Trainer), Adam (NSW Operations Manager) and Karen (Workforce Development).





OCTEC Trainer and Assessor, Susie Witt, delivering Certificate III in Business training on Zoom to participants from Settlement Services International.

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 2020, our focus was on the delivery of industry-based training to local government as OCTEC consolidated its position as a leader in regional Council training solutions. We have also signed agreements with private businesses, such as Civforce Traffic Management.

Services to Local and 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. In 2020, we continued to deliver Civil Construction training to staff of councils in both the Newcastle-Hunter region and in Central West NSW. Training was completed using Zoom classroom technology as well as onsite practical assessment where this could be done in a COVID-safe manner – such as outdoor road construction projects.

When we move out of the COVID restrictions, OCTEC will continue to expand our offerings to include qualifications

beyond Civil Construction and Waste Management, such as Business and Administration training. Our goal is to be a preferred training provider for local government across NSW and beyond.

Community Services

No sector has been more impacted by the COVID-19 pandemic than community services – particularly the health and aged care industries. OCTEC delivers a range of nationally-recognised qualifications from the Community Services and Health Training Packages. This includes qualifications in aged care, disability services, home and community care 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 providers.

During 2020, upheaval in the sector had a dramatic impact on the numbers of participants completing training. OCTEC continued to deliver theory training in various community services packages – such as aged care. However, health restrictions and the nature of the skills under assessment meant practical elements of the training – either classroom or worksite-based – were largely suspended. In some instances, OCTEC worked with

employers who were prepared and equipped to offer video-based assessment of practical learning outcomes.

Moving beyond the pandemic, 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 and Disability Services, as well as 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.

Government-funded Skilling Programs

Smart and Skilled

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

As of December 2020, OCTEC offered 34 courses under Smart and Skilled. These comprised:

- 2 courses at Diploma level
- 8 at Certificate IV
- 22 at Certificate III, and
- 2 courses at Certificate II.

We offer courses in jobs 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 secured an ACT Funding Agreement (ACTFA) to deliver programs that address the major objectives of the ACT vocational education and training (VET) system. Training commenced in 2020, with places being offered in Certificate II in Business. Training has been completed using online learning and Zoom video classrooms and early feedback from participants has been very positive.

Career Transition Assistance

OCTEC Training Services delivers the Career Transition Assistance (CTA) program, 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.

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

During 2020, OCTEC completed 20 CTA programs. A change in the government funding model saw an increase of referrals from jobactive providers to OCTEC CTA. To comply with COVID restrictions, our CTA trainers introduced a revised program of training, with initial focus on Functional Digital Literacy. Each CTA participant was sent a laptop and, where required, our trainers then provided one-on-one tutorials on the use of Microsoft applications, the Internet and Zoom meeting technology. This allowed participants to complete other elements of the program online and using video meetings.



Career Transition Assistance participants completing Functional Digital Literacy training at OCTEC's Croagh Patrick College.

Youth Services

OCTEC has been working with young people since our inception in 1976 when we were a two-person youth service operating out of Orange. In 2020, 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. 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.

Aspire is partly funded by the NSW Department of Education as a Links to Learning Community Grants Project. In addition to the school-based Links to Learning activities, the Aspire team also delivers fee-for-service activities with various community organisations and special schools.

In previous years, our Aspire team has delivered high quality outdoor recreation-based education programs to students from Orange High school, Canobolas Rural Technology High School and Molong Central School. In 2020, the commencement of Aspire coincided with the introduction of school excursion bans by the NSW Government as part of their COVID-19 management strategy.

Originally scheduled to be delivered over 16 days throughout the full school year, Aspire was shortened to eight days in Term 4 and was only delivered to one group of students at one school, Orange High. Due to the shortened nature of the program, many of the usual activities were cancelled. In terms of fee-for-service activities, the only program delivered in 2020 was to Carenne Special School.

Despite the contracted nature of Aspire delivery in 2020 and the restricted nature of some activities, the students of Orange High and Carenne Special School really enjoyed their time in the program.



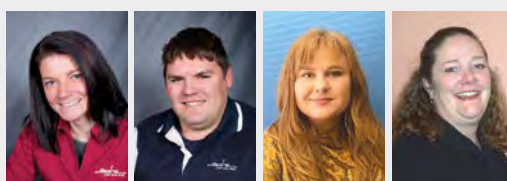
Highlights

Youth Services

- Adopted a new package of Child Safety and Wellbeing initiatives, enhancing OCTEC's commitment to the protection, safety and wellbeing of children and young people who participate in our programs.
- Managed the delivery of outdoor recreation and alternative education programs to five schools in Central West NSW, while negotiating the constant changes in school access and program restrictions arising from the COVID-19 pandemic.
- Delivered fee-for-service programs through the Aspire program to Carenne Special School.
- Continued into our sixth continuous year of Youth Frontiers delivery, albeit with a reduction in student numbers due to COVID restrictions.

Statistical Snapshot

- 47 Year 8 and 9 students in Penrith, Hawkesbury and the Blue Mountains completed mentoring, personal development workshops and community projects through the Youth Frontiers Program.
- 32 secondary school students were supported by Shed Ed's Links to Learning alternative education program.
- 8 young people from Orange High school benefited from Aspire NSW's outdoor recreation programs.



Tina Roberts (Program Manager Links to Learning), Gareth Sutton (Outdoor Leader), Eliza Brettschneider, Jacky West (Tutors)



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

Shed Ed

Shed Ed is another OCTEC Links to Learning Project. 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 program in the Central West since 1993 when it was known as the Time Out Program.

Shed Ed activities are specifically aimed at addressing anxiety and depression in young people. To this end, our team works in partnership with the Yoga Room, Kamao Martial Arts, Orange Aquatic Centre and Orange PCYC, to provide activities to increase the physical and mental wellbeing of participants.

At the beginning of 2020, Shed Ed commenced activities with students from Canobolas Rural Technology High School, Orange High School and Blayney High School. However, after the first two weeks of delivery, the NSW government implemented excursion bans for school students as part of

their COVID measures and this meant a suspension of program activities.

Shed Ed recommenced activities in early August (Term 3) and was delivered as an incursion until the beginning of Term 4 when the ban on excursions was finally lifted. Kelso High School joined the program at this time. Term 4 saw the program running as it had prior to COVID, benefiting 32 students who had been showing signs of disengaging from the education system.

Youth Frontiers

Youth Frontiers is a key initiative of the NSW Government and is funded by the Department of Community and Justice (DCJ). 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.

OCTEC delivers Youth Frontiers to the Nepean Blue Mountains DCJ District, with a service area including the 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 for a period of

between six and twelve months 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 they impact the direction of their lives.

In 2020, the COVID-19 outbreak had a major impact of the delivery of Youth Frontiers. Restrictions were put in place preventing face-to-face delivery for a large portion of the year. As a result, some schools withdrew from the program completely, while others commenced online delivery, switching to face-to-face when they were able. In other cases, schools ceased participation until face-to-face delivery was allowed.

The pandemic also saw a reduction in the number of available mentors, due to health concerns and the program delays. Despite the challenges, 47 young people participated in the program in 2020 and benefited from the mentoring and workshops, at a time when this type of support was arguably more important than ever.



Community Development

Huntley Berry Farm

Huntley Berry Farm (HBF) is an Australian Disability Enterprise owned and operated by OCTEC providing supported employment for 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.

As was the case for so many businesses, 2020 proved to be a challenging year for HBF. COVID restrictions from early in the year meant that members of the public were unable to visit the farm for the majority of 2020. To help maintain operations and sales, farm management implemented COVID-safe practices and introduced a home delivery service.

Despite the limitations imposed by the pandemic, all staff remained employed at HBF and we continued to deliver NDIS services while maintaining and developing the farm's products and visitor facilities. In December 2020, following our reopening to the public the previous month, HBF had its best ever sales from both our pop-up shops and our farm store. Visitor numbers were bolstered by a significant number of people from Sydney, who were unable to travel overseas or interstate, due to border restrictions, and instead chose to visit regional NSW.

This momentum has carried through into 2021 with increased visitor numbers continuing in the first quarter. A March episode of the long-running travel and lifestyle television program, Getaway, that featured HBF and other attractions in Orange, has also helped keep visitor numbers high. We aim to build on this increased patronage along with innovations introduced due to COVID, to further develop the farm's reputation and product range.

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

Highlights

Huntley Berry Farm

- Despite the pandemic, all HBF staff remained employed, with COVID-safe work practices implemented.
- Record visitor numbers when public access to the farm recommenced from November 2020.
- Record December 2020 sales of produce from the farm store and pop-up shops.
- Well known lifestyle television program, Getaway, visited the farm in 2020 with the story going to air in March 2021.

Statistical Snapshot

- 11 supported employees worked at the farm for some or all of 2020.
- 35,480 people visited the farm from when it reopened to the public in November 2020 to the end of April 2021 – the traditional berry season.
- More than 8,700 people have 'liked' the HBF Facebook page, a 25% increase in just over 12 months.



HUNTLEY BERRY FARM



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

"We spent the weekend in Orange and had Huntley Berry Farm at the top of our to-do list! We picked the most delicious blackberries and strawberries and had a wonderful time getting to explore every corner of the farm ... We were blown away by the hospitality. Thank you again for a wonderful afternoon at your farm ..."

Kaye Gill via Facebook

OCTEC NDIS

Your Choice, Brighter Future

NDIS

OCTEC is a registered provider under the National Disability Insurance Scheme (NDIS). Through the NDIS, we seek to help people with disability gain employment, develop skills and become more independent. Our NDIS service provision is focused on OCTEC's core business areas of employment and training. We deliver Supports in Employment and School Leaver Employment Supports (SLES) at Huntley Berry Farm (HBF) and Old Town Hall in Orange.

During 2020, we began the transition to the new funding model and associated claiming process required under the Supports in Employment reform introduced by the National Disability Insurance Agency in the first half of the year.

Other than the closure of the farm to the public, there was no significant impact from the COVID pandemic on NDIS service provision to supported employees at the farm. The SLES program was more significantly impacted with the program shifting to remote delivery for a number of months.

National Panel of Assessors

OCTEC delivered National Panel of Assessors (NPA) services in four Employment Service Areas throughout 2020: Patterson in Central West NSW, Nepean and Macarthur in western Sydney, and Bayside in Melbourne.



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

OCTEC Career Consultant, Benita Lockyer, provides regular support to participant, Kim Hall, helping her to sustain employment and build a career.

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

In line with changes in DES delivery due to COVID, NPA assessments were conducted remotely through much of 2020.

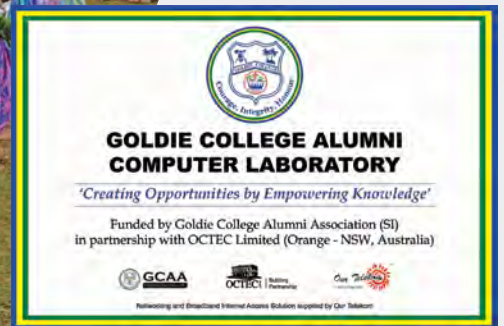
Tools for Careers

OCTEC uses various career assessment and development tools to help our participants find and maintain employment. Our Barrier and Ability Recognition Tool (BART) is an assessment mechanism exploring each participant's individual barriers, interests, abilities, communication, education, training, employment history and transport access. 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, 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.

Restrictions imposed by the COVID-19 pandemic meant our teams were charged with developing new tools for engagement, assessment and career development. Some of the initiatives we implemented included online study groups using Zoom technology to allow participants engaged in online vocational education to connect and support each other. We hosted the first National OCTEC Parents Advisory Group, allowing ParentsNext participants from all OCTEC regions to connect, share best practice and exchange ideas for improvement. Our DES consultants engaged employers in proactive online reverse marketing, assessing employment requirements post-lockdown and preparing suitable participants to be candidates for those positions. And our consultants have been re-conducting BART assessments with participants during lockdown. In many cases, these assessments identified mental health barriers, often when these were not noted in assessments prior to COVID. This allowed our consultants to work with participants, and specialist providers where required, to address barriers during lockdown and to assist participants to stay job-ready for when restrictions start to ease.





Goldie College

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 reporting timely access to the information they need for their studies. Success of the lab has been largely due to 24/7 support provided by OCTEC IT Manager, Meyenn Ngira and his team. This

support has included supplying the lab with replacement computers, monitors and new IT consumables (such as toner); renewing security and antivirus licences; and keeping the lab server patched with the latest security and software updates.

2020 saw the commencement of planning for a second computer lab at Goldie College, with the OCTEC Board giving its approval to fund this next significant step in development of the facility. Meyenn and the IT team have been working on the computer hardware and cabling requirements, while Solomon Telekom have been addressing the telecommunications infrastructure needs.

Work is progressing with commissioning of the second lab expected in the second half of 2021.

During 2020, Ali Homelo, Interim Chair of the Goldie College Alumni Association, expressed his gratitude to Meyenn for the support provided: "thank you and OCTEC for the professional support, sponsorship and IT services rendered ... Truly an invaluable support and contribution to the school and towards the education development of our young men and women not only in Goldie College but Solomon islands as a whole. I cannot thank you enough. We salute you and OCTEC."

Our Priorities

Fostering Local Partnerships

Employers

For OCTEC, an important part of building community connections is partnering with 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. This includes our innovative Biz Support initiatives, which offer employers of OCTEC participants targeted assistance, including induction training, mentoring and wage assistance, as well as tools, equipment and licences.

We are a recruitment partner with more than 43,000 employers across eastern Australia. 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.

OCTEC 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, despite the economic impact of COVID restrictions and lockdowns, our consultants continued their partnerships with small and family businesses, helping them recruit, retain and plan for staff into the future.

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, as well as vocational training. We remain one of Australia's largest providers of Commonwealth-funded employment service programs, including Disability Employment Services (DES) and ParentsNext. In the ACT, we are a provider of recruitment services to Commonwealth departments and agencies, with multiple DES participants placed into jobs with these employers each year.

At the State and Territory level, OCTEC continues to deliver outstanding services. For example our Training Services team have been working to deliver our first courses 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. Our Training Services team have worked hard to expand our position as a preferred training partner for local government. In the past year we have delivered accredited industry-based training to councils in both the Hunter region and Central West NSW.

Ian Elly of Elly's Property Services in Cessnock greatly appreciates the support of OCTEC consultants, Kate Smith and Shaun O' Cass, including with the engagement and mentoring of new employee and OCTEC client, Joanann Carr.



Providers of Services to First Australians

OCTEC recognises and acknowledges the First Australians as 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.

To address disadvantage experienced by many First Australians, OCTEC works to deliver our services in partnership with local Aboriginal leaders and elders, as well as local and national Indigenous organisations. These include local lands councils, Aboriginal health and community services providers, and service providers offering First Australians access to culture and country.

In 2020, we commenced an exciting new partnership with Yirigaa, an Aboriginal-owned IT business with a vision to: “empower First Australians with skills in technology, cyber security, data science and software development and to share in the opportunities and lifestyle this industry offers to those who seek it.”

OCTEC has an Indigenous Recruitment Strategy in place and in 2020, 5% of our workforce identified as First Nations people.

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 Culturally and Linguistically Diverse (CALD) participants and services connecting with country and culture for First Australians.

Mental health was a continued focus in 2020. This was especially important in the face of the COVID-19 pandemic and associated lockdowns, job losses and social dislocation experienced by many Australians. OCTEC continued to partner with organisations such as St George Community Mental Health, 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.



OCTEC Regional Manager, James Walters, and our St George-Sutherland Employment Service team work closely with Leonie Dunn and her team at St George Community Mental Health, cross-referring clients to the services of each organisation.

Accessing Funded Programs

OCTEC is an organisation which grew out of community. Since commencing operations in 1976, we've 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 that include state and Commonwealth-funded programs and initiatives.

2020 Funding

In 2020, 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 was funded by the Department of Communities and Justice, supporting students in Years 8 and 9, connecting them with a community mentor, undertaking projects and participating in personal development workshops. Links to Learning was grants program funded by the

NSW Department of Education that underpinned our Shed Ed and Aspire NSW youth services. Links to Learning projects delivered 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 2020, we continued our access to Department of Education funding through Smart and Skilled, achieving quality vocational education outcomes for our participants. We also signed an ACT Government Funding Agreement to deliver vocational education and training, and commenced course delivery in the ACT in late 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. These principles were significantly challenged in 2020, with face-to-face access to many of our services not possible for extended periods. We worked hard to ensure participants and other stakeholders were able to maintain access to their supports via telecoms and online technologies, including phone, email, video conferencing and social media.

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

OCTEC actively seeks participant and stakeholder feedback to gauge the effectiveness of our access principles, and of our services more generally, and we take action to improve access where required.

Denise Cameron's employment with Daniel Laugesen's business, Clean Start, has been strongly supported by the team at OCTEC Employment Service Gosford.

Scott Blackett of Dimension One Glass Fencing at Tuggerah has worked closely with OCTEC Transition to Work Consultant, Linden Drew, to provide employment opportunities for a number of young people on the Central Coast.



Delivering Localised Tailored Services

Essential to our successful approach is to take OCTEC services to where they are most needed. Our employment services operate from an extensive network of sites and outreach locations, maximising participant choice, while minimising travel. We supplement face-to-face services through the use of video, social media and other online technologies. Our training services provide a variety of learning options, including face-to-face, distance and online education. We support participants undertaking employment-based traineeships, where training and assessment are completed on-the-job. This approach is popular, 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. 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.

Children and Young People

Participants aged 15 to 24 experience higher levels of unemployment. The impact of the COVID-19 recession was especially hard on young people. In November 2020, Australia's youth unemployment rate was 15.6%, more than double 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.

Recognising the significant number of youth participants we serve, in 2020 OCTEC implemented and enhanced a

package of Child Safety and Wellbeing initiatives. These initiatives form our commitment to the protection, safety and wellbeing of the children and young people who participate in our programs. Specific initiatives include policies, e-learning modules, feedback and complaint mechanisms. More information can be found on the OCTEC website at <https://octec.org.au/child-safety-and-well-being-at-octec>

Mature Aged

Australia has an ageing workforce. In 2020, the pandemic and economic downturn, had a significant impact on the employment prospects of many people aged 45 and older, with significant media and political attention focused on younger workers during this period. OCTEC has a history of helping mature age jobseekers find and maintain employment. We were 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.



OCTEC consultant, Daniel Woolston, provides regular post placement support to OCTEC client, Kenneth Ussher and his manager, Stephen Pascoe, of Taree City Car Sales.



First Australians

First Australians are too often overrepresented in unemployment statistics. More than 9.5% of participants in our employment services caseloads are First Australians, 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. We also continue to partner with specialist Indigenous service providers such as Yirigaa IT services.

People 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 newly launched OCTEC website has content translated into 75 different languages, making it one of the most language-diverse employment services websites available on the Internet.

My Story - Basima



It can be a real challenge to travel half way across the world and settle in a new country – a new culture, different language and customs, new ways of doing things, a different system of

government, and so much more. With all these factors to consider, how do you go about finding work? And then consider how much more challenging all this might be when you also have a disability.

Basima came to Australia from Iraq in 2014. She had been a teacher. In 2019,

when she came to OCTEC DES in Fairfield, Basima had barriers including Osteoarthritis, Carpal Tunnel Syndrome and mental health barriers. When she commenced with OCTEC, Basima was introduced to our Career Consultant, Dunia Iwassi.

Dunia spent time with Basima, listening to her story, assessing her barriers, strengths and goals, and considering her career options. OCTEC assisted Basima to create her resume. OCTEC provided job search skills training and interview preparation for Basima. And Dunia began to consider what jobs might be available to meet Basima's needs, while also using her skills.

Dunia worked with our Liverpool Career Consultant, Lubna Naaum, to source a potential job with Hayee Group Services, a local NDIS registered Disability Services provider. Thanks to the support of Dunia and Lubna, and with the inclusion of an OCTEC Biz Support package for the employer, in September 2020 Basima successfully secured a Disability Support Worker role with Hayee Group Services.

Basima is full of praise for Dunia and Lubna and said, "I recommend people in my same situation join OCTEC employment services, because they are very helpful and offer the best services and ensure you get a suitable job for your needs."



My Story - Lesley

Lesley had moved to Toowoomba to be closer to the father of her kids. Her life was unstable. One of her children required ongoing specialist medical care. She wanted to run her own business, but how?

Lesley started with OCTEC ParentsNext and met with our consultant, Sarah Neale. The two of them spent time evaluating Lesley's goals and laying out a plan for her to achieve them. A creative person, Lesley did timber art, selling her pieces at local markets.



Sarah provided information about support services for small business owners and helped Lesley to create a business plan.

Then, severe bushfires destroyed the property where Lesley collected the timber for her art. She thought that was the end of her small business idea. She sat down with Sarah and discussed other options. Lesley decided to do a Certificate III in Nail Technology and was able to study online throughout the COVID-19 lockdowns.

Lesley's goal is to use her creativity in a way that is sustainable. She plans to set up a mobile beauty service for women in remote and rural locations, as they often miss out on beauty services. With OCTEC's support, she enrolled in a Diploma in Beauty course, to make a future for both herself and her kids.

Our Commitment

Providing Quality Services

OCTEC has implemented comprehensive 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 are 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 2020 and February 2021, BSI completed comprehensive assessments of OCTEC against the National Standards for Disability Services (NSDS). The 2020

assessment was a surveillance audit against the requirements of NSDS standards, 1,3,4,5 and 6, while the 2021 assessment was a recertification audit against all six standards.

OCTEC was assessed as fully compliant with the standards in both audits. The BSI report on the 2020 audit summed up OCTEC's strengths in the following way. "OCTEC strengths included, but not limited to: highly effective leadership and governance arrangements, highly effective management systems and processes, highly effective quality, monitoring and improvement programs, highly effective feedback and complaints systems, and high customer (DES clients) satisfaction for OCTEC services."

In 2020, OCTEC commenced the process of gaining certification under the well-known information security standard, ISO 27001 Information Security Management. By the end of year, the process had progressed significantly and we obtained full certification in April 2021. This is the fourth major standard for which OCTEC is accredited, along with the NSDS, the NDIS Practice Standards

and the 2015 Standards for Registered Training Organisations.

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





OCTEC staff participating in the September 2020 fundraising event, Footy Colours Day.

Building Local Communities

Supporting Local Events, Teams and Communities

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.

Despite the limitations imposed by the pandemic during 2020, OCTEC continued to support community events including national awareness and fundraising activities, such as Footy Colours Day in

September (raising money for kids with cancer) and Movember (raising funds and awareness of men's health issues).

In 2020, we also celebrated a major milestone for the organisation, as well as the local community in Orange: the 40th anniversary of our CEO, Andrew McDougall with OCTEC. OCTEC began as a two-person youth service and has expanded to become one of the largest employment services not-for-profits in Australia. Despite that growth, we have retained the heart and soul that we have had since the beginning. According to Andrew, OCTEC had become a "big small business". And, through all of the growth

and the changing culture and the challenges, Andrew has been there as a driving force. In November 2020, members of the Board, senior managers and staff joined at the Old Town Hall to thank Andrew for his amazing service and commitment to OCTEC, and to the communities we serve.



Conserving Community Heritage

OCTEC is an active contributor to community life in Orange through our maintenance of three heritage-listed buildings. The Old Town Hall, Croagh Patrick College and Lands Office Building are significant buildings in the history of both Orange and regional NSW.

On behalf of the local community, OCTEC commits considerable resources to the ongoing maintenance of these three 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.



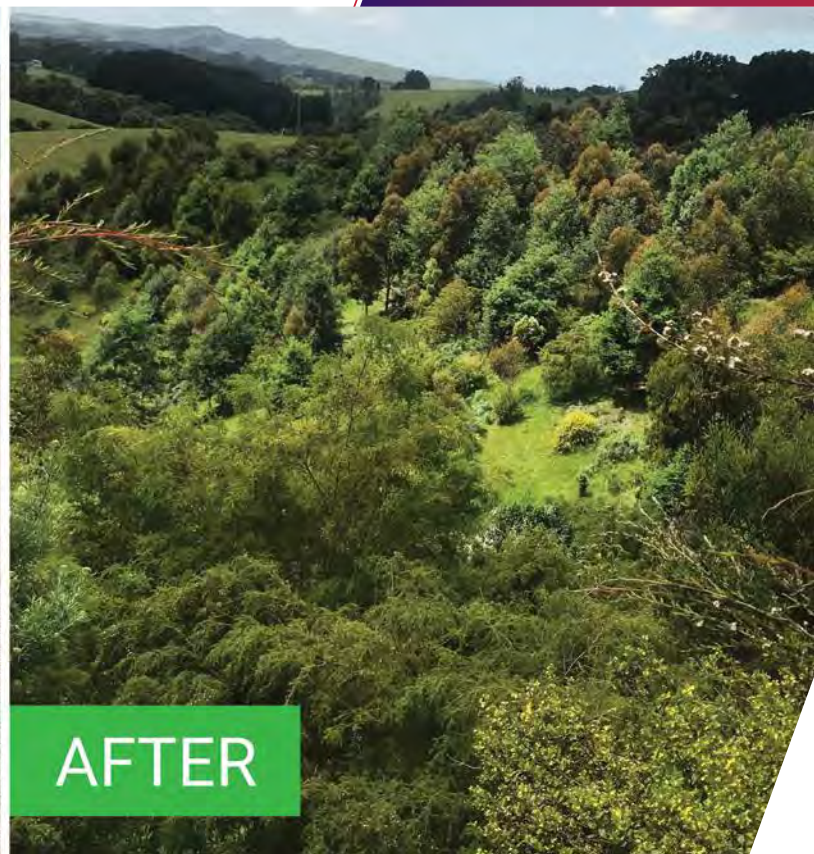
Adopting Sustainable Practices

Because we are a community provider with our head office in regional NSW, OCTEC knows how a changing climate is impacting our participants and the wider community. We are 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 2020, as we oversaw the growth of our caseloads across a wide geographic area, and because of restrictions imposed by the COVID pandemic, OCTEC significantly increased our use of IT hardware and software. This included the use of teleconferences and Zoom video sessions

to conduct meetings, training and group activities. This resulted in a reduction in transport costs and the use of fuel. Even so, we continued offsetting the carbon emissions of our vehicle fleet through membership of Greenfleet.

We have also 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 promote continuous improvement by eliminating the need for staff to stockpile forms that quickly become outdated.



Whitehurst in South Gippsland, Victoria.



My Story - Leah

After the sudden death of her husband, Leah found herself living in limbo. Living in Orange, in Central West NSW, Leah needed to support her family. She wanted to start her own career. So she did some research and was told great things about OCTEC Training Services.

Leah came to OCTEC through our Career Transition Assistance (CTA) program. Though she was seeking to pursue her own career, because she was a mature-age jobseeker, Leah wondered if she would be up to the challenge. She completed eight weeks of CTA, acquiring IT and computer skills, but she gained so much more ... the confidence and belief that she could, indeed, begin that career.

With a passion for helping people, after she completed CTA, Leah enrolled in a four-unit pilot program (Introduction to Individual Support), which was funded under NSW Smart and Skilled. She passed these units and decided that community services really was the field she

wanted to work in. So, she enrolled in the full Certificate III in Individual Support with OCTEC Training Services in Orange.

Around this same time, COVID restrictions were brought into force. Face-to-face learning was replaced by online sessions and all practical placements ceased. These restrictions only added to Leah's learning and coping skills and, with the ongoing support of her OCTEC trainers, she finished the Certificate III in Individual Support, completing streams in Ageing and Home and Community Care.

Leah now works in aged care and thoroughly loves the challenges her new career provides. She is especially interested in the leisure and health roles within aged care and has recently sought to improve her skills by enrolling in a Certificate IV in Leisure and Health with OCTEC.

Despite the challenges of 2020, Leah thrived and became a role model to other students. And she's not stopping now. She is determined to pursue her leisure and health studies and to apply what she learns to improve the quality of life of residents in aged care.

Below: Leah with Shirley, one of the residents under her care.



My Story - Kane

For years, Kane wanted to work in security. It was his dream job. Trouble was, he didn't know how to make it happen. He had no real work history, few skills, and he didn't know how to take the first step.

Kane came to OCTEC's Transition to Work program in Tuggeranong and met our consultant, Harsha Mungar. Harsha took the time to sit down with Kane, and helped him to take those first steps. She assisted Kane to develop a resume. She coached him in interview techniques. She assisted Kane to enrol in a Certificate II in Security Services. OCTEC paid for security checks, a security licence and a pair of safety work boots.

Harsha referred Kane to a vacancy for an Indigenous-identified security officer with a

major security firm. This position was arranged through Ngare Employment Services. Kane had an interview and he secured the role. He felt so proud. OCTEC, TtW and Harsha had made this all possible.

Then, four months later, Kane's world came crashing down. He had a severe accident, breaking his pelvis, seven ribs, puncturing his left lung and causing severe internal bleeding. He was in hospital for months. The doctors described his survival as miraculous.

Slowly, Kane recovered, but he felt very unsure about his future. Was he going to be able to go back to his dream job? With the love and support of his family, and with support from his employer and OCTEC,

Kane did go back to work. He has been working in his dream job now for over a year. He was recently engaged and moved out of home and into his own rental accommodation.

Kane's message to others is, "OCTEC and TtW will assist you to be your best. They don't rush you. They let you go at your own pace and provide services which meet your needs. And, to other people in similar situations, I would say, don't let things overtake you. Don't let the people who love you down. Keep on trying. Never give up."



Location Directory



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

Mona Vale

Shop 7, 1 Mona Vale Road
Mona Vale NSW 2103
Tel: (02) 8914 5974
Fax: (02) 8914 5975

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

Quakers Hill

12/216 Farnham Road
Quakers Hill NSW 2763
Tel: (02) 9625 6385
Fax: (02) 9677 9409

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

150 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

Wetherill Park

105/447 Victoria Street
Wetherill Park NSW 2164
Tel: (02) 8107 7667
Fax: (02) 8107 7668

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
Mudgee NSW 2850
Tel: (02) 6372 4428
Fax: (02) 6372 4328

Orange

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

TtW

Suite 1, Level 1
171 Lords Place
Orange NSW 2800
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 Aintree 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
Cessnock NSW 2325
Tel: (02) 4013 5030
Fax: (02) 4013 5031

Charlestown

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

Coffs Harbour

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

Forster

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

Glen Innes

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
Shop 903
Lake Haven Business Park
Lake Haven Shopping Centre
Lake Haven NSW 2263
Tel: (02) 4391 0071
Fax: (02) 4391 0077

PN

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

Laurieton

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

Lismore

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

PN

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

Mullumbimby

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

Newcastle

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

Port Macquarie

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

Tamworth

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

PN

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

Taree

4 Macquarie Street
Taree NSW 2430
Tel: (02) 6551 3207
Fax: (02) 6551 6371

The Entrance

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

Toukley

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
Tel: (02) 4391 0104
Fax: (02) 4391 0106

PN

Shop 3
246 Main Road
Toukley NSW 2263
Tel: (02) 4391 0104
Fax: (02) 4391 0106

Tweed Heads

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

DES

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

Wauchope

Shop 4, 33 High Street
Wauchope NSW 2446
Tel: (02) 6586 1831
Fax: (02) 6585 1032

Woolgoolga

Suite 2, 62 Beach Street
Woolgoolga NSW 2456
Tel: (02) 6600 1430
Fax: (02) 6600 1431

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

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

Box Hill

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

Broadmeadows

Hume City Hub
61 Riggall Street
Broadmeadows VIC 3047
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Fax: (03) 9492 3942

Coburg

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

Colac

51-53 Hesse Street
Colac VIC 3250
Tel: (03) 5297 1020
Fax: (03) 5297 1023

Corio

Site 1013
Corio Shopping Centre
Corio VIC 3214
Tel: (03) 5274 1978
Fax: (03) 5274 1837

Cheltenham

9 Chesterville Road
Cheltenham VIC 3192
Tel: (03) 9584 3802
Fax: (03) 9584 0713

Cranbourne

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

Dandenong

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

Deer Park

93B Station Rd
Deer Park VIC 3023
Tel: (03) 8322 0229
Fax: (03) 8322 0230

Doncaster

Ground Floor, 48 Ayr Street
Doncaster VIC 3108
Tel: (03) 9958 0831
Fax: (03) 9958 0831

Edithvale

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

South Morang

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

Footscray

59 Ryan Street
Footscray VIC 3011
Tel: (03) 9958 8833
Fax: (03) 9958 8834

Frankston

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

Geelong

61A Gheringhap Street
Geelong VIC 3046
Tel: (03) 5222 2569
Fax: (03) 5222 6525

Glenroy

Suite 118
2A Harrington Street
Glenroy VIC 3046
Tel: (03) 9492 5951
Fax: (03) 9492 5952

Hamilton

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

Meadow Heights

Shop 4B
Meadow Heights
Shopping Centre
55 Paringa Boulevard
Meadow Heights VIC 3048
Tel: (03) 9302 4126
Fax: (03) 9302 2258

Melton

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

Mildura

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

Narre Warren

8/418 Princes Highway
Narre Warren VIC 3805
Tel: (03) 9705 8744
Fax: (03) 9704 9175

Oakleigh

1/2-4 Atherton Road
Oakleigh VIC 3166
Tel: (03) 9568 2537
Fax: (03) 9568 3214

Pakenham

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

Pascoe Vale

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

Preston

310 High Street
Preston VIC 3072
Tel: (03) 9471 4446
Fax: (03) 9470 3334

Shepparton

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

South Yarra

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

St Albans

Suite 12
30-32 East Esplanade Street
St Albans VIC 3021
Tel: (03) 9366 1690
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
Tel: (03) 8721 0174
Fax: (03) 8721 0175

Thomastown

203 High Street
Thomastown VIC 3074
Tel: (03) 8582 6760
Fax: (03) 8582 6761

Warrnambool

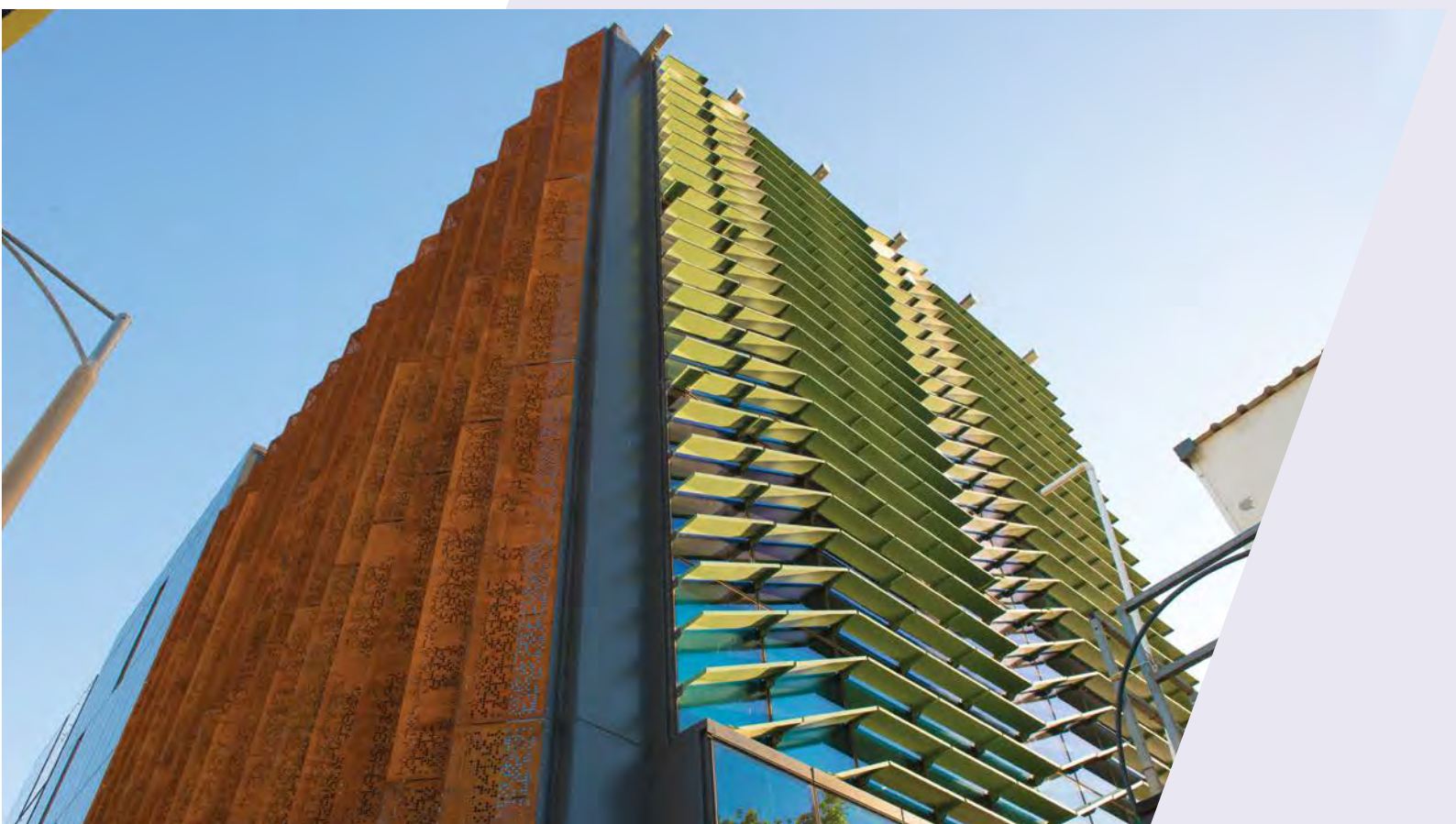
72 Lava Street
Warrnambool VIC 3280
Tel: (03) 5562 1775
Fax: (03) 5561 7273

Werribee

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

Wodonga

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



Queensland

Beenleigh

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

Biloela

Shop 2, 41 Bell Street
Biloela QLD 4715
Tel: (07) 4845 1823
Fax: (07) 4845 1824

Caboolture

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

PN

2-6 Edward Street
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Fax: (07) 5407 0177

Chermside

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

Deception Bay

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Deception Bay QLD 4508
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Fax: (07) 3204 7791

Gladstone

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

Goodna

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

PN

Shop 3, 5 Smiths Road
Goodna QLD 4300
Tel: (07) 3447 0481
Fax: (07) 3447 0482

Gympie

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

Inala

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

Ipswich

DES
63 Brisbane Street
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PN

7 Warwick Road
Ipswich QLD 4305
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Fax: (07) 3447 0288

Logan Central / Woodridge

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

Maryborough

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

Mitchelton

3a/16-20 Blackwood Street
Mitchelton QLD 4053
Tel: (07) 3855 8111
Fax: (07) 3855 8199

Nerang

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

Pialba

Unit 12B
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Pialba QLD 4655
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Rockhampton

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

Southport

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

Strathpine

2/397 Gympie Road
Strathpine QLD 4500
Tel: (07) 3205 2565
Fax: (07) 3889 8035

Toowoomba

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

PN

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

Upper Mount Gravatt

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

Wynnum

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

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Yeppoon QLD 4703
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