

OCTEC LIMITED

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



2021 2022

OCTEC Limited

OCTEC Limited is a not-for-profit community organisation providing high quality employment, training, advocacy and youth services from more than 270 locations.

Our head office is in Orange, Central Western NSW, and we deliver services across this state, as well as the ACT, Victoria and Queensland. We operate in Sydney, Canberra, Melbourne and Brisbane, and in 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. On pages 59-62 you will find a directory which details our service locations.

In 2021, the services we delivered were:

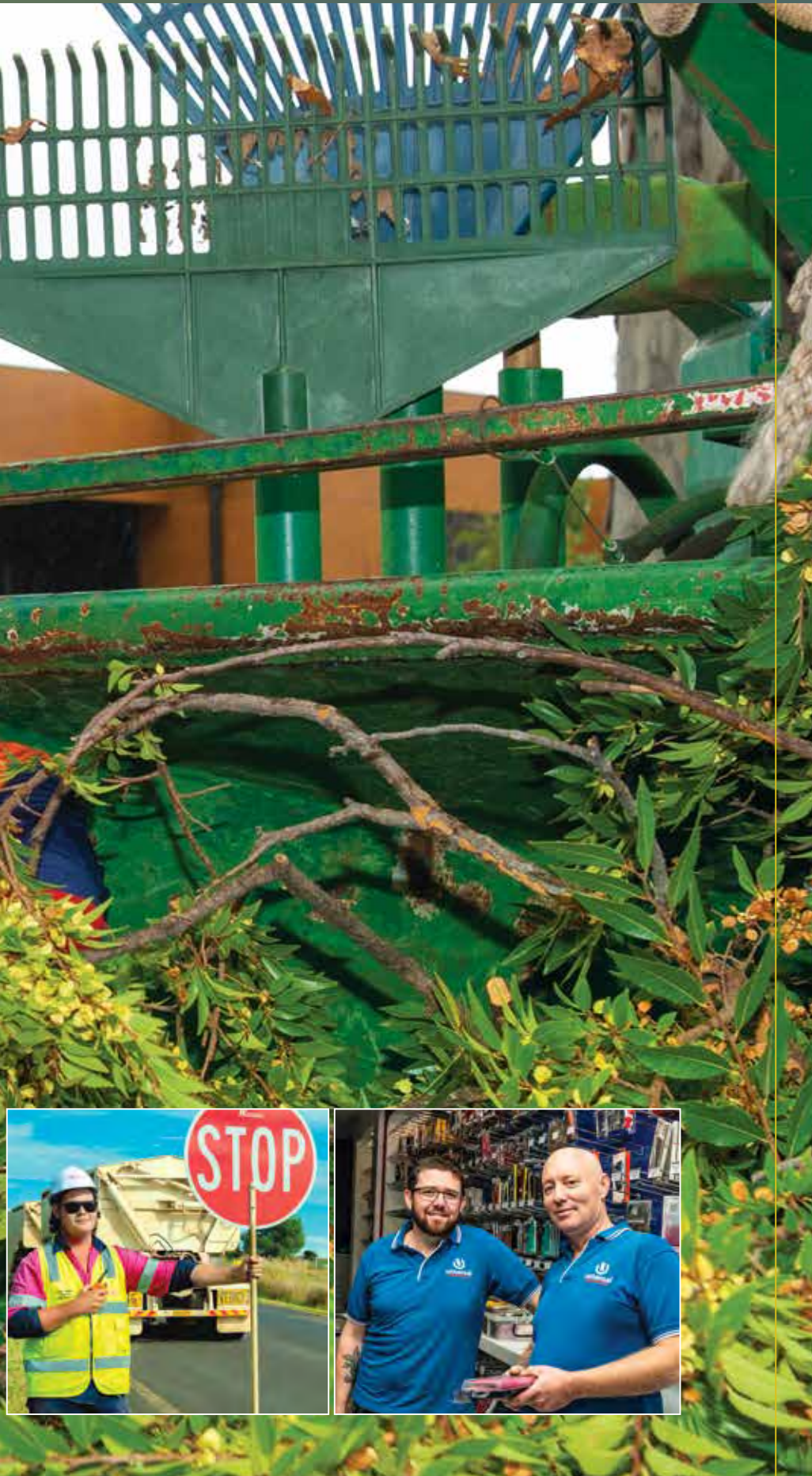
- Disability Employment Services
- ParentsNext Pre-employment Support
- Transition to Work Youth Employment Services
- Jobs Victoria Employment Mentoring Services
- National Panel of Assessors Services
- Services under the National Disability Insurance Scheme
- Technology Services
- Aspire NSW Youth 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 national 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 (left to right): Basima Qsanoo with supervisor, Mary Talib, at Hayee Group Services in Liverpool, Sydney; Kristal Robinson with Supervisor, Stevie Jackson, at Forbes Golf Club; Blake Johnson placed with WorkControl; Matthew Boardman with supervisor, Cody Savage, at Universal Phone Services in Belconnen, Canberra.

Main photo caption: Transition to Work participant, Dylan Cotter, loves his work with Canberra-based horticultural service contractor, Burhor.





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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
Business Manager



Director
Cr Jason Hamling
Small Business Owner



Director
Cr Reg Kidd MAICD
Agricultural Consultant



Director
Cr Glenn Taylor
(passed away 2022)
Small Business Owner



My Story Grace

take the first steps. Then she came to OCTEC Transition to Work (TtW) in Parkes, Central Western NSW.

Grace met with her TtW Consultant, Michelle Mahlo, and together they spent dedicated time discussing Grace's background and goals. Grace had limited work experience, no drivers licence and her résumé was in need of a professional makeover.

Grace really wanted to work, but was finding it extremely difficult to

Michelle helped Grace to develop a new, professional résumé. She also felt it would benefit Grace to gain some transferrable skills and a qualification. With OCTEC's support, Grace enrolled into a Certificate III in Business course, as well as Responsible Service of Alcohol and Responsible Conduct of Gambling courses. She completed all three courses. Now qualified, Grace was ready to take that first step to a career.

Together, Michelle and Grace found a vacancy at Parkes Services Club, which interested Grace, and an interview was arranged. To help build Grace's confidence, Michelle gave her interview preparation and presentation mentoring.

Grace was successful at interview and soon commenced her new job.

OCTEC paid for work clothing and driving lessons as part of our continued support of Grace in her new role. Grace hopes to get her drivers licence very soon. She has proven to be a real asset to her work team and is considering a supervisory role on offer with her employer.

Grace believes her time with OCTEC TtW was incredibly beneficial, saying, "I have OCTEC and Michelle to thank for how my life has improved over the past year. Michelle is the one who helped me achieve my goals."

Chairperson Report



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

I'm sure many of us hoped that 2021 would be a year that offered a return to some degree of normality. However, we were once again tested. In 2021, a resurgence in COVID-19 variants, especially in NSW and Victoria, presented major challenges for OCTEC and once again, the resilience and innovation of our people shone through, and we were able to achieve great things with our participants and partners.

In 2021, OCTEC continued delivery of employment services on behalf of the Commonwealth Government. In Disability Employment Services (DES), we delivered strong performance, assisting people with disability, injury or health condition to secure their future through work, while meeting the labour needs of employers – especially important during the economic uncertainty of the pandemic. OCTEC remains Australia's largest not-for-profit provider of this program. Similarly, in our ParentsNext and Transition to Work services, our staff have continued to meet the challenges of the pandemic and have delivered excellent results for all stakeholders. And, coming in 2022, as a result of strong performance and a successful tender

outcome, our Transition to Work services will grow significantly.

Further highlighting the resilience and innovation of our Employment Services team, in 2021, and despite the ongoing challenges posed by the pandemic, OCTEC expanded our employment service presence in Victoria. Following a successful tender, the Victorian State Government awarded OCTEC a contract to deliver employment mentoring services to disadvantaged and long-term unemployed jobseekers through the Jobs Victoria program. With services offered in seven regions, in both metropolitan Melbourne and regional parts of the state, OCTEC is now one of the largest providers of Jobs Victoria services.

In Training Services, our team continued to focus on the flexible and innovative delivery of skills development programs and services, complying with lockdown regulations and COVID-safe practice. This included the use of distance and online education, allowing participants to remain connected to their study even during periods of restrictions and lockdowns.

This year we continued to deliver services from Huntley Berry Farm in Orange, despite the dual impact of the pandemic and extreme weather. There were also major changes to our Youth Services, with the NSW Government concluding the Links to Learning and Youth Frontiers programs. Moving forward, OCTEC will continue to deliver services to disadvantaged youth, focusing on the delivery of services to young people with disability, under the NDIS.

The past 12 months again tested our resilience and flexibility. And, with major challenges continuing beyond 2021, OCTEC will continue to support individuals and businesses in all our areas of operation. 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, meeting their needs today and into the future.

As we move into 2022, and another year of global uncertainty, I would like to thank members of the OCTEC Board for their continued dedication and commitment to our organisational vision. I'd like to acknowledge the sad passing of long-term Board member, Cr Glenn Taylor, who served for 25 years as an OCTEC Director, as well as an Orange City Councillor. His passionate advocacy for OCTEC and the Orange community will be sorely missed.

I would like to commend our CEO, Andrew McDougall, and his outstanding senior management team for their guidance and leadership during this challenging period. And I would like to say a particular thank you to our amazing OCTEC staff for their continued resilience, innovative thinking and commitment during 2021. The work of OCTEC makes a difference in the lives of so many people.

Cr Jeff Whitton FAICD
Chairperson



OCTEC Employment Service participant, Mitchell Ballard, enjoys his work and his supportive workplace at Walsh's Trusses & Frames at Adelong, NSW.



Chief Executive Officer Report

May I present to you the OCTEC Limited Annual Report for 2021.

Once again, our staff, partners and participants have been tested by the ongoing impacts of the global pandemic. The re-emergence of COVID-19, just as the Australian economy was reopening, was a major challenge for businesses, communities and individuals. However, as many of us know, in challenging time, the resilience and positivity of Australians shines through. It certainly did in 2021 for OCTEC. This was a dynamic year for the organisation, with new programs commencing and others wrapping up. Of course, there was the ongoing impact of the pandemic, and words like "Delta" and "Omicron" became part of our daily lexicon. While COVID continued to test us, it also gave our people the chance to show what they're capable of; their capacity to be flexible and innovative.

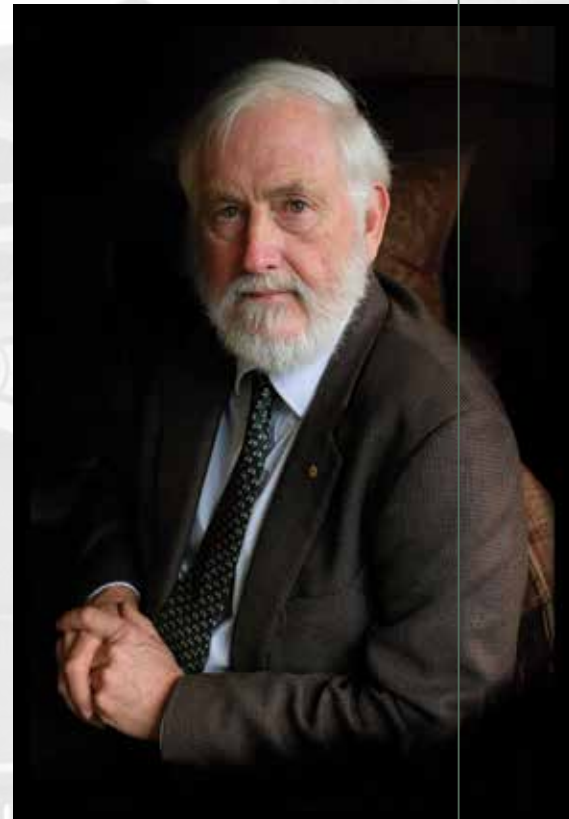
In Employment Services, 2021 brought about significant growth in Victoria, after the state government contracted OCTEC to deliver Jobs Victoria services from seven regions, covering metropolitan Melbourne and regional locations. This outstanding result recognises our successful and innovative approach to employment services, and makes OCTEC the second largest provider of Jobs Victoria services. Despite the challenges of lockdowns, we also continued to deliver quality, high-performing Australian Government employment services. In both Disability Employment Services and the ParentsNext program, OCTEC delivered strong employment outcomes, both for participants and employers. In Transition to Work, 2021 was an exciting year with excellent performance and a strong tender result leading to major growth in our participant numbers for the next funding period, commencing in July 2022. We also completed the second of our service booklets during this year. On Track – Stories from the Transition to Work Program tells the inspirational stories of our TtW participants, staff and

partners, and has been well received by government and other key stakeholders.

Along with Employment Services, our staff and participants in Training Services, Youth Services and Huntley Berry Farm have all faced the challenges of this past year with positivity and determination. Our Training Services team has continued to implement innovative delivery methods for our skills development courses. Online learning, virtual classrooms and video assessment are just a few strategies we have employed to ensure training continues to be delivered, despite COVID restrictions. In Youth Services we are currently revising our program and service approach, following the cessation of two NSW Government funding initiatives – Youth Frontiers and Links to Learning. At Huntley Berry Farm, we continued operations, facing the ongoing challenges posed by COVID, as well as the impact of the wettest November on record.

Once again, this challenging year put our Corporate Services teams to the test, with organisational policies and procedures developed, tested, implemented and continuously improved. This included successful certification against ISO 27001 (the international standard for information security management). And, with an ever-increasing reliance on technology, our IT team has been extremely busy keeping our networks open, reliable and safe.

As well as our core services, it was again wonderful to see our people engaging with the community through local charity, fundraising and other events. In 2021, we participated in initiatives such as Footy Colours Day and Movember, as well as active involvement in local events and expos. We also increased the use of OCTEC's social media platforms to promote a range of worthwhile causes.



Despite the challenges of 2021, OCTEC has continued to deliver innovative, service-based solutions for all we serve. I would like to acknowledge the support of OCTEC's Board and our Chair, Jeff Whitton, during this challenging year. And finally, I would like to express my gratitude to all of our managers, staff, participants and partners for their hard work and support during this past year.

Andrew McDougall OAM MAICD
Chief Executive Officer

Left: OCTEC delivers specialist Indigenous Employment Services in the Capricornia ESA in Central Queensland.

Right: OCTEC established an Indigenous Edible Garden at Huntley Berry Farm near Orange in 2021 - Uncle James Williams conducted a smoking ceremony at the official opening.



OCTEC's Employment Services have access to a wide range of support including vocational training - this group of Transition to Work participants are completing a Certificate III in Business with BSI Learning at OCTEC's Toukley office.



OCTEC has helped fund and equip two computer labs at Goldie College in the Solomon Islands, as well as providing ongoing helpdesk support to the facility.



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

The community, employment and training sectors are extremely competitive, with more private and community sector providers – including international organisations – 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 particular focus on people facing barriers to employment, education and training services. Our participants 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 each of our participants overcome their individual barriers.

Corporate Services

- Human Resources
- Financial Management
- Asset Management
- Information Technology
- Marketing

Community Development

- Huntley Berry Farm
- OCTEC NDIS Services
- National Panel of Assessors
- Technology Services
- Goldie College



OCTEC LIMITED

Training Services

- Business and Service Industries
- Career Transition Assistance
- Community Services and Health - Aged Care Work, Disability Services, Home and Community Care
- Civil Construction

Youth Services

- Aspire NSW Outdoor Education and Recreation Program
- Shed Ed Links to Learning
- Youth Frontiers Mentoring Program

Employment Services

- Disability Employment Services
 - ParentsNext
- Transition to Work
 - Jobs Victoria
- Mental Health Employment Strategy

OCTEC Employment Service participant, Blair Sisouk, is thriving in his work with car dealership, Baker Motors, under the supervision and mentoring of business owner David Baker.



Transition to Work participant, Brittany McCarthy, is learning on the job every day at the Australia Post Shop in Belconnen, under the supervision of shop manager, Bradley Stanhope.



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 and Training Services
Chris Clark



Deputy Manager Employment and Training Services
Adam Swist



Manager Business Performance and Strategy
Karen Grumley



Head of Training Services
James Eskander

Our Corporate Services Team



Members of OCTEC's Corporate Services team: Louise McAllister (Manager Finance and Administration), Kylie Gibson (Manager Payroll and Administration), Kerrie Crisp, Melissa Englert, Rachael Hogan and Kathie Miles (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), Ashlea Pritchard (Digital Information Technology Officer), Tracy Kelly (Systems Support Officer), Mohammed Kaiser (Service Desk Technician), Zac McInnes (Information Technology Assistant), Kurt Fraser and Anita Sharpe (Building Management and Maintenance)

New South Wales & ACT

ACT/Capital

Belconnen
Braddon
Goulburn
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
Bellingham
Nambucca Heads

Fairfield

Fairfield
Bonnyrigg
Cabramatta
Wetherill Park
Cabramatta West
Fairfield East
Smithfield

Hastings

Port Macquarie
Laurieton
Wauchope

Hunter

Cessnock
Kurri Kurri
Maitland

Illawarra

Wollongong
Corrimal
Shellharbour

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
Kyogle
Lismore
Mullumbimby
Alstonville
Casino
Goonellabah
Grafton
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
Leeton
Hay
Hillston

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
Somerville
Hastings
Rye

Plenty

Preston
Doncaster East
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

VICTORIA

ACT

Queensland

Capricornia

Rockhampton
Yeppoon

Fraser Coast

Maryborough
Pialba

Gladstone

Gladstone
Biloela
Agnes Water

Gold Coast

Southport
Nerang
Biggera Waters
Coomera
Labrador
Palm Beach
Parkwood
Pimpana
Robina

Gympie

Gympie
Kingaroy
Nanango

Ipswich

Ipswich
Goodna
Blackstone
Dinmore
Lowood
Redbank

Logan

Logan Central/
Woodridge
Beenleigh
Browns Plains
Dunwich

North Brisbane

Strathpine
Chermside
Mitchelton
Fortitude Valley
Nundah
Toowong

Outer North Brisbane

Caboolture
Deception Bay
Bongaree
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. These programs and services are funded by government and industry, along with use of our own funds. We are resourceful and innovative. We develop active partnerships. We build capacity and community.

Employment Services

Having a job is about more than earning money. Employment improves our health and wellbeing. Our work helps shape who we are. And having secure, sustainable employment models positive future behaviours for our family and friends. This is why OCTEC is passionate about employment services, and the opportunity we have to make a real difference in the lives of unemployed Australians.

Highlights

Employment Services

- Continued delivery of services across NSW, Victoria, Queensland and the ACT under the Disability Employment Services (DES) Funding Deed.
- Supported single parents through the delivery of the ParentsNext (PN) pre-employment program, with services operating in seven Employment Regions across NSW and Queensland.
- Assisted disengaged young people by providing quality employment and training services through Transition to Work (TtW).
- Achieved a significant increase in TtW caseload, as well as new service delivery regions, commencing in July 2022, following a competitive tender process.
- Commenced delivery of Employment Mentor services on behalf of Jobs Victoria, in seven regions throughout the state.
- Nationally, across all programs, our employment services consistently delivered outcomes which met or exceeded KPIs and performance benchmarks.

Statistical Snapshot

- At the conclusion of 2021, OCTEC had a national caseload of more than 25,359 participants across our various employment services, with 16,906 in DES, 6,298 in PN, 936 in TtW and 1,219 in Jobs Victoria services.
- During 2021, 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 and Training Services), Adam Swist (Deputy Manager Employment and Training Services), Charissa Mossop (Transition to Work and ParentsNext Manager), Fiona Quilkey (Operations and Performance Manager Disability Employment Services), Tammy Alexander (National Sales Manager), Karen Grumley (Manager Business Performance and Strategy), Charlotte Allen, Tristan Knoop, Michael O'Keefe and Belinda Wilson (Business Performance and Strategy Coordinators), Stephen Brown and Heath Watkinson (Performance and Quality Coordinators), Emma Fletcher (Employment Support Services Manager), Marie Mason (Special Projects Officer), Olivia Clark and Jade Ward (Administrative Assistants)

Disability Employment Services



OCTEC is Australia's largest not-for-profit provider of Disability Employment Services (DES). We deliver both of the DES sub-programs – Employment Support Services (ESS) and Disability Management Services (DMS). In ESS, participants generally have permanent disabilities, requiring some level of ongoing workplace support after the first six months of employment. DMS participants generally have an acquired disability as a result of an injury, illness or health condition, and generally don't require ongoing support after the first six months of employment. In 2021, OCTEC also continued delivery of specialist DES services for First Australians and specialist DES Services for mature age participants.

At the end of 2021, OCTEC had a caseload of more than 16,900 DES participants. Our locally-based consultants deliver DES across a range of Employment Service Areas (ESAs), covering regional Queensland, regional NSW and Victoria, the ACT, Melbourne, Brisbane and Sydney.

Throughout 2021, our staff worked to overcome barriers imposed by the COVID-19 pandemic, supporting both

participants and employers to meet their vocational needs. We continued using strategies such as online servicing to maintain engagement of participants and employers. As vaccination rates rise, and states come out of lockdown, our staff are working to equip participants secure employment in job growth sectors, while assisting employers in those sectors to meet their staffing requirements.

As we move through 2022, we look forward to working with the government on the development of a new Disability Employment Support model, using our experience, expertise and success to develop tools and resources which make DES services more accessible, efficient and effective, both for jobseekers and employers.



My Story

Desi

Desi came to OCTEC in Melbourne's western suburbs after more than 10 years unemployment. She had been a process worker for many years, but a health condition meant she was no longer able to lift heavy objects and this made future employment in the sector unviable. Desi didn't have an up-to-date résumé or suitable clothes for job interviews. She had lost all confidence.

When Desi began working with her OCTEC consultant, Charlie Phan, things began to change. Desi's confidence improved. Having developed a great résumé, she started to secure job interviews. And Charlie encouraged Desi to consider alternative industries where she could build a new career. One of these options was traffic

management work, which did not involve any heavy lifting.

Charlie referred Desi to a Traffic Management training course, which she completed, despite the COVID lockdowns in place across Victoria at the time. Charlie and our Workforce Development Coordinator, Alex Vinogradov, then began referring Desi to their contacts in the industry, including Construct Traffic Pty Ltd. The employer was offered an OCTEC Biz Support package and we paid for the work gear Desi would require on the job.

Despite COVID, and an extended period of unemployment, OCTEC helped Desi secure a new job. She was over the moon! Of OCTEC's services, Desi said, "I have been working a fair bit, and I really love it. I highly recommend your company to all."





Sydney

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

Between June and October 2021, Greater Sydney returned to lockdown for more than three months, with outbreaks of the Omicron variant of COVID-19 particularly impacting western and south western

suburbs. During this time our Sydney consultants continued using flexible contact methods, such as email, text, phone and social media to maintain engagement with participants and employers. We also assisted participants maintain contact with specialist support services – especially mental health services. We provided access to online vocational learning, and assisted working participants to remain employed.

Notwithstanding the challenges posed by new COVID variants, and the ongoing economic uncertainty across the globe,



Melany Maynard
(Manager Sydney Region)

we expect the Sydney economy to rebound, with strong labour demand in sectors such as health and community services, construction, hospitality, retail and education.



Ranjana Dhakal
(Regional Manager)

Northern Sydney and Inner Sydney

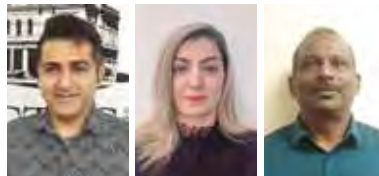
Edwin Hong, Mee Youn Ki,
David Sarich, Vanessa Moraes
Da Silva (Career Consultants)



Junior Tauia
(Regional Manager)

Central Western Sydney

Seyed Ashkan Shojaei Far,
Shiva Shamsborhan, Nigel Singh
(Career Consultants)



Outer Western Sydney

Jessica Walker
(Senior Career Consultant),
Norma-Marie Abboud,
Tim Clark, Smita Dhakal,
Michelle Hayton, Benita Lockyer,
Dean Matautia, Aaron Rennex,
Jesse Suitupe, Kasey Wallace
(Career Consultants)





Angela Finch
(Regional Manager)

Nepean

Sandra Hope (Senior Career Consultant), Sonia Beattie, Jacqualyn Dean, Michael Dwyer, Georgie Grace, Robyn Hatfield, Jo Koleda, Maggie Lockington, Margaret Lundall, Vanessa Porter, Kylie Quinn, Amanda Ryan (Career Consultants)



Fifita Allen-Kepe
(Regional Manager)

Macarthur

A'isha Matthews (Senior Career Consultant), John Becerra, Lesley Butler, Seema Kumar, Carolyn Lynch, Chantelle Power, Deidrienne Pupualii, Samantha Reid, Rina Richter, Tupesiliva Too, Sara Tuigamala (Career Consultants)



John Collins
(Regional Manager)

Fairfield

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





James Walters
(Regional Manager)

Liverpool

Aipunou Smith (Senior Consultant),
Rosie Bradbrook, Holly Heraud,
Lubna Naam, Josephine Mapesone,
Angie Ozturk, Shirley Tafaoga
(Career Consultants)



St George-Sutherland

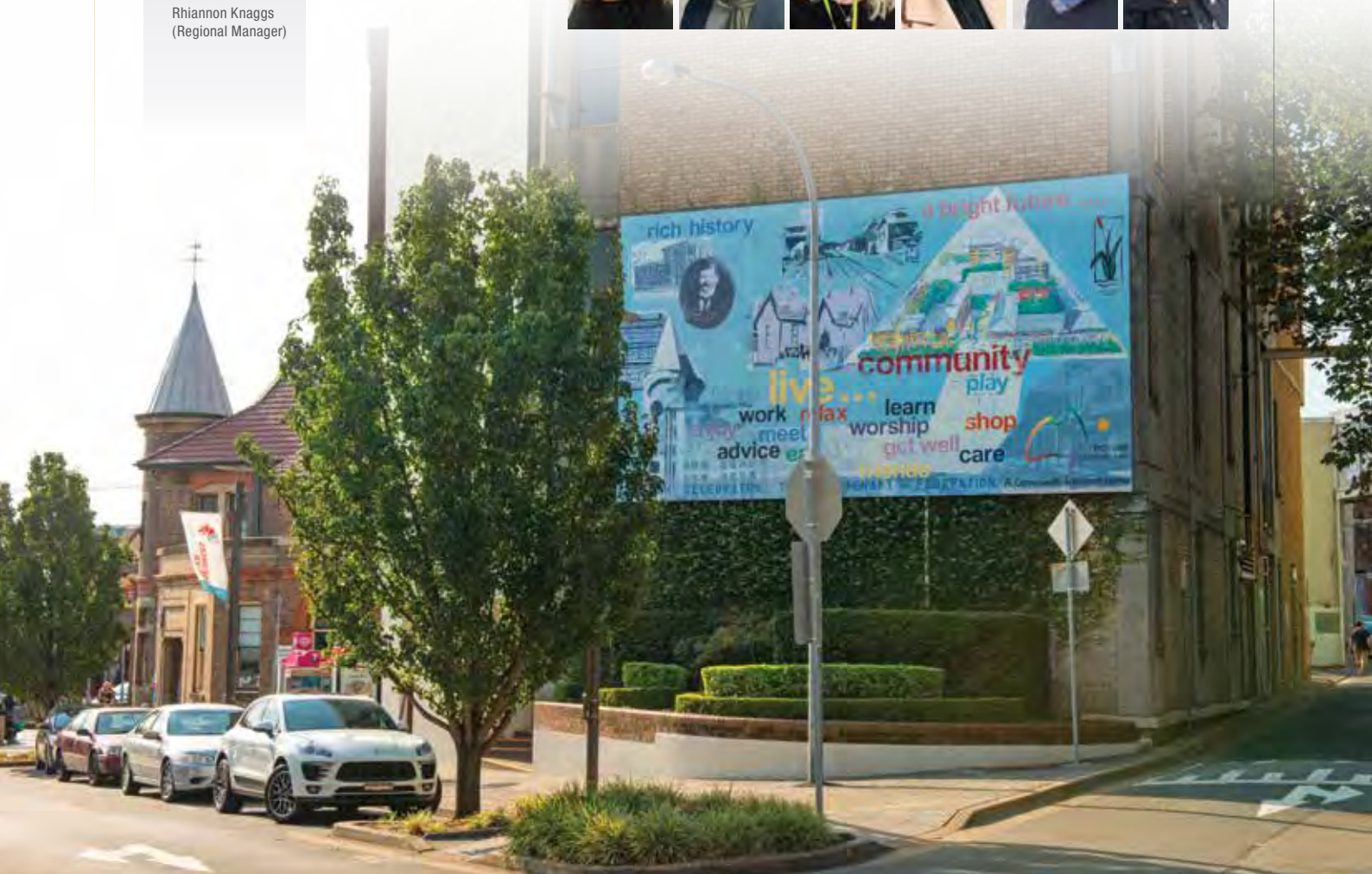
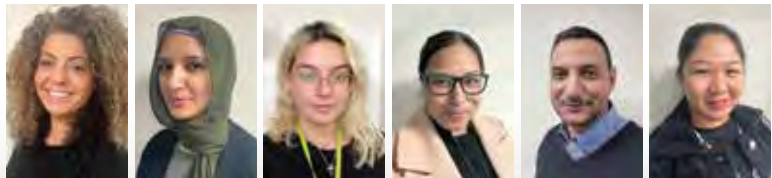
Sandy Kong, Svetlana Momirovska,
Carol Xiao, Katherine Zgouras,
Yan Zhang (Career Consultants)



Rhiannon Knaggs
(Regional Manager)

Canterbury/ Bankstown

Anfal Hammoud, Maheen Khan,
Kristina Lamanovska, Tijuanna
Lokeni, Ahmed Mohamed,
Thanh Nguyen (Career Consultants)



Western NSW and ACT

OCTEC has been delivering vocational services to local people in this region since 1976. In 2021, we delivered DES in the ACT and Queanbeyan, Chifley, Kiewa, Lachlan, Murray Darling, Patterson, South Eastern NSW, Sturt and Windamere ESAs.

Border closures and lockdowns in metropolitan regions of Sydney and

Melbourne continued to impact western and south western NSW, with sectors such as hospitality, tourism and agriculture experiencing labour shortages throughout 2021. Lockdowns and restrictions in the ACT also had a significant impact on the local economy. As the economy recovers, we expect to see strong job growth across most industries in these regions.



Aaron Fraser
(Manager Regional NSW and ACT)



Namita Mahani
(Regional Manager)

ACT and Queanbeyan

Emily Kennedy, Jayde Peden, Paramdeep Singh, Brodi Smith (Career Consultants)



Christine Champkin
(Regional Manager)

Chifley and Windamere

Rachel Farrugia, Liz Lovett, Annette McPhail, Roslyn Stambe, Charlotte Taylor (Career Consultants)





Pam Jackson
(Regional Manager)

Lachlan

Abbie Smith, Amy Townsend
(Career Consultants)



Murray Darling

Judy Murphy (Senior Career Consultant),
Allison Allen (Career Consultant)



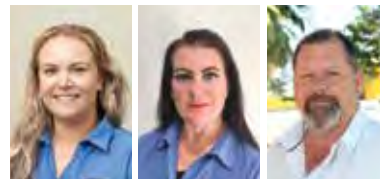
Patterson

Kim Eager (Senior Career Consultant), Deborah Howard,
Verity Morris, Hannah Wisse (Career Consultants)



Kiewa

Rachel Blunt, Chris Van Duursen, Shane Parker
(Career Consultants)



South Eastern NSW and Sturt

Sharon Lyons, Kristy McRaye, Tara Radford
(Career Consultants)



Belinda Petrie
(Regional Manager)



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 experienced significant disruptions during 2021, due to COVID clusters in the Hunter and Northern Rivers, the extended lockdown in Sydney, as well as the ongoing closure of the border between NSW and Queensland. With vaccination targets met, and the regions reopening, there were job



Aaron Fraser (Manager Regional NSW & ACT), Corrina Page (Manager Northern Region)

opportunities in sectors such as retail and hospitality, especially with the onset of the tourist season in the warmer months.



Leeane Williams (Regional Manager)

Central Coast

Elisha Bishell, Kriztle Greco, Shaun O’Cass, Astra-Dee Wetherall (Career Consultants)



Hunter and Lower Hunter

Jamie Cranney, Natasha Noyes, Kate Smith (Career Consultants)



Robyn Ballard (Regional Manager)

Manning

Matthew Dixon (Senior Career Consultant), Ashley Boyd-Skinner, Errol Clarke, Courtney Eveleigh, Shani Hunter, Julianne Monteith, Destyn Neilson, Kylie Parvin, Sarah Reeve, Daniel Woolston (Career Consultants)





Kellie Reeve
(Regional Manager)

Coffs Harbour, Hastings and Mcleay

Dion Hyde (Senior Career Consultant),
Lace Browning, Amie-Lee Cumming, Kristina Kerr,
Jane McGowan, David Sargent, Alexandra Smith,
Darryn Yule (Career Consultants)



James Sweeney
(Regional Manager)

Keepit and New England

Simon Cleave, Natasha Hodges, David Jeffrey-Ross,
Patrick Lawlor, Lynn Reynolds, Donna Uphill, Kinisha
Verning (Career Consultants)



Shakeela Matloob
(Regional Manager)

North Coast and Richmond

Michelle Bunney, Julie-Anne Clifford, Catherine Cooling,
Rebecca Davidson, Karen Fischer, Lucas Meeuwissen,
Belinda Stuart, Alex Wallace (Career Consultants)



Zoe Parkinson
(Regional Manager)

Tweed

Averre Mackay, Chris Van Doorn
(Career Consultants)





Queensland



Corrina Page
(Manager Northern Region)

In 2021, 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.

Despite relatively limited COVID-19 lockdowns in Queensland during 2021,

the ongoing closure of the state's borders impacted local economies, especially businesses relying on interstate or overseas customers, such as tourism. OCTEC staff continued to work with participants and employers, developing labour solutions in growth sectors like health and community services and

construction, while also preparing for labour demands in sectors such as hospitality and tourism as vaccination rates increased and the borders reopened.



Katie Connolly
(Regional Manager)

Capricornia

Karyn Stockdale, Lauren Wesley
(Career Consultants)



Gladstone

Lee Holzwart (Senior Career Consultant),
Renee Earles, Amelia Johnson,
Joshua McCarthy, Breeony Munster,
Maria Richardson, Louise Simpson,
Rebecca Spurr (Career Consultants)



Fraser Coast

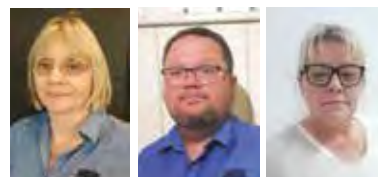
Annie Angelone, Matthew Drewe, Joanne Lee,
Robert Pilkington (Career Consultants)



Felicity Hill
(Regional Manager)

Gympie

Belinda Lambert, Adam Nyburg, Kaylene Ritter
(Career Consultants)



North Brisbane

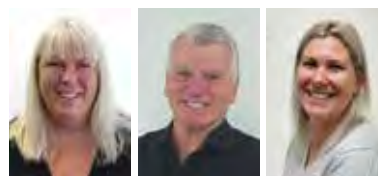
Nicole Champness-Kahlid, Dominik Hamlin,
Sara McColl, Michael Mills, Mequita Toomata
(Career Consultants)



Stacey McKeand
(Regional Manager)

Outer North Brisbane

Emma Nilsson, Graeme Townsend,
Nadine Wheeler (Career Consultants)





Sue Gregoratos
(Regional Manager)

Logan and South Brisbane

Leo Pham (Senior Career Consultant), Bethany Creegan, Melissa Cruickshank, Tammie Heath, Natsha Hepi, Robert Hernandez, Tanya Mackay, Phil Patousi, Nikki Scott (Career Consultants)



Zoe Parkinson
(Regional Manager)

Gold Coast

Heidi Denton, Michelle Maxwell, Belinda Osborne (Career Consultants)



Rachael Scott
(Regional Manager)

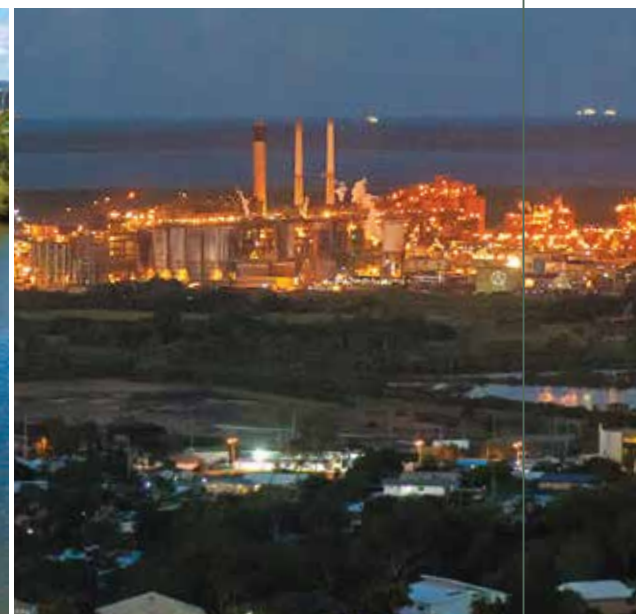
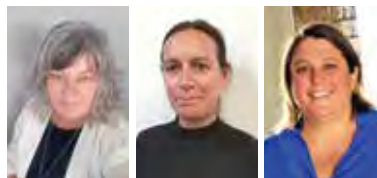
Ipswich

Troy Johnson, Alice King, Eleanor Sparrow (Career Consultants)



Toowoomba

Robyn Halter, Kathryn Ettritch, Stacey Liebelt (Career Consultants)



Melbourne

Despite some major challenges, OCTEC continued to deliver DES services across seven ESAs in metropolitan Melbourne throughout 2021.

As was the case in 2020, Greater Melbourne was again impacted by strict and ongoing COVID lockdowns during 2021. OCTEC consultants maintained online engagement with both DES participants and employers

during these difficult times. And then, as vaccination rates increased, and lockdowns ended, we worked with participants and employers to develop labour solutions, especially in growth sectors such as construction, health and community services, education and training, hospitality and retail.



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



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, Maria Baldo, Fouad Elali, Janelle Flynn, John Halasa, Arwa Himeiden, Kylie Kent, Manuela Maya Mesa, Dieu Ngoc Nguyen (Career Consultants)



Lawanya Herath (Regional Manager)

Monash, Peninsula and Maroondah

David Hadland, Ronnie Koh, Emilie Lafrank, Jodie Lyons, Charile Phan, Alison Stewart, Peter Tsiloulis, Michael Yuin (Career Consultants)





Tony Papaioannou
(Regional Manager)

Plenty

Steven Nguyen (Senior Consultant),
Videshina Chand, Rhiannon Quinlan,
Julian Pike, Zabrik Sung,
Blaga Vinogradoff (Career Consultants)



Thao Le
(Regional Manager)

Westgate

Magdeline Mattius (Senior Consultant),
April Baddley, Nina Barber, Roy Chin,
Aaron Co, Riisa Gaitanas, Eddie Gordo,
Vanessa Moussa, Hang Nguyen,
Dinh Tran, Rachael Violi, Trisha Vo
(Career Consultants)



Regional Victoria



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

OCTEC continued to deliver DES services throughout five ESAs in regional Victoria during 2021, covering large parts of the south, west and north of the state.

Regional Victoria was less severely impacted by the pandemic than metropolitan Melbourne. 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 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 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)

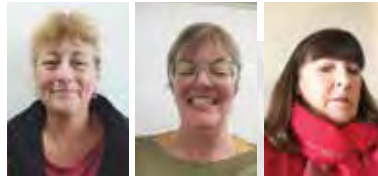
Geelong

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



Hampden and Western District

Andrea Bellman, Paula O'Grady, Leonie Skelton (Career Consultants)



Pam Jackson (Regional Manager)

Sunraysia

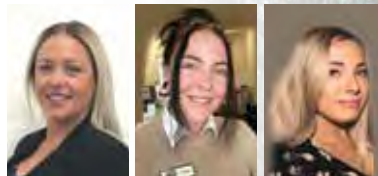
Judy Murphy (Senior Career Consultant), Allison Allen (Career Consultant)



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 2021, we were supporting more than 6,300 Commonwealth ParentsNext participants to identify and move towards their employment and training goals.

Funded by the Department of Education, Skills and Employment, ParentsNext is a pre-employment program for disadvantaged parents with young children, often single women. Operating out of more than 80 locations, our ParentsNext staff develop early intervention assistance for parents at risk of long-term welfare dependency. We tailor

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

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



Charissa Mossop (ParentsNext Manager), Tania Ketteringham (ParentsNext Deputy Manager), Leanne Tramonte (Senior Business Performance and Strategy Coordinator), Sarah Derrett and Harsha Mungur (Business Performance and Strategy Coordinators).

Sydney Greater West and Sydney South West

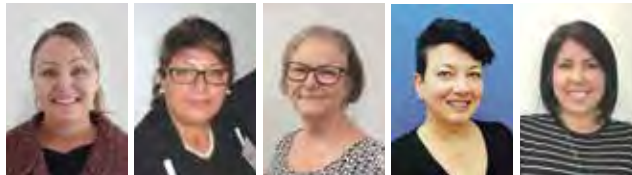
Cheryl Hatzistamatis, Romeo Jancevski, Ly Luong, Mary Nakirijja, Kelly Nowland, Anastasia Sen, Neil Swan (PN Consultants)



Julie Stricek (Regional Manager)

Sydney North and West

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



Alicia Craft (Regional Manager)

New England and North West NSW

Laura Ferris, Beth Neumaier, Tanya King (PN Consultants)



James Sweeney (Regional Manager)



North Coast

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



Sandra Parkinson (Regional Manager)

Gold Coast

Michaela Cahill, Courtney Quirk, Kimberly Harrison, Heidi McDonald, Merry-Anne Poumale, Tara Sharplin (PN Consultants)





Melinda Walton
(Regional Manager)

Brisbane South East and Somerset

Catherine Crawford,
Jason Cochrane,
Mana Faifai,
Jenny Lindskog,
Corrine Noonan,
Julianne Retchford,
Nicole Taylor
(PN Consultants)



Alana Burnett
(Regional Manager)

Darling Downs

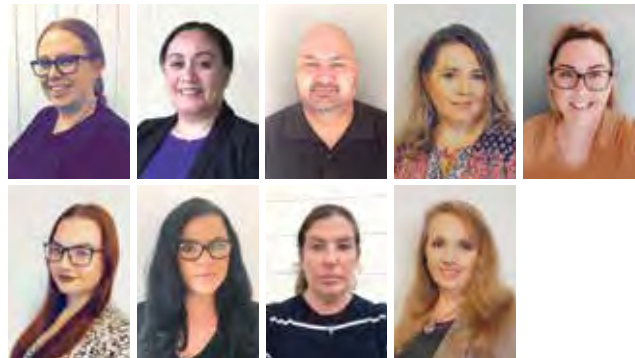
Leonie Bastiaan, Ashleigh Bergen,
Ann-Maree Burden, Amanda Hilton,
Casey Johns, Orinda Kirstenfeldt,
Loren McLennan, Lisa-May Rossington,
Libby Smith, Ken Ward (PN Consultants)



Peta Mullins
(Regional Manager)

Wivenhoe

Brittany Edwards (Senior PN
Consultant), Tania Faimalo,
Junior Iopao, Rebecca Morris,
Chandell McEvoy, Imogen Munich,
Jessica Nock, Jessica Oake,
Tracy Smith (PN Consultants)



My Story

Matthew

Matthew was a single dad of a five-year-old daughter. He was unemployed and new to the town of Chinchilla in the Western Downs of Queensland.

When Matthew spoke with a Community Connect worker at the Chinchilla Community Centre, they recommended Matthew speak with OCTEC and our ParentsNext service. Matthew contacted OCTEC, made an appointment with Consultant, Leonie Bastiaan, and in

November 2021, Matthew commenced as a ParentsNext participant.

Leonie and Matthew spent time discussing his situation. With his daughter due to start school, Matthew felt the time was right for him to start looking for work, but that work needed to complement his daughter's school hours. To improve his employability, Leonie arranged for Matthew to obtain a HR truck licence and to regain his forklift licence. OCTEC paid for work clothing and safety boots for Matthew who, for the previous five years, had worn nothing but thongs on his feet.

Once his daughter had started school, and with Leonie's assistance, Matthew began canvassing local employers, looking for

work opportunities. He contacted a local hotel in Chinchilla and he was offered a position performing a variety of tasks, including driving the hotel's courtesy bus. To allow him to care for his daughter, Matthew, Leonie and the employer negotiated working hours that complemented school time. So successful has Matthew been in his new position, the hotel has offered him additional hours when and if he requires them.

Thanks to OCTEC ParentsNext and a positive attitude, Matthew has started a new life for himself and his daughter in Chinchilla. He said of his experience, "I am feeling more confident, now I am back working."

Transition to Work



Charissa Mossop (TtW Manager), Tania Ketteringham (TtW Deputy Manager), Leanne Tramonte (Senior Business Performance and Strategy Coordinator), Sarah Derrett and Harsha Mungur (Business Performance and Strategy Coordinators).

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.

Following a dramatic rise in participant numbers during 2020, OCTEC's Transition to Work caseload stabilised during 2021. As of

December 2021, we had a caseload of more than 930 TtW participants. Our team has continued to encourage participants to undertake vocational learning relevant to their goals and ambitions, as well as completing work trials and casual placements, to build their work experience. It is this practical person-centred approach that saw OCTEC significantly exceed our TtW performance outcome targets throughout the past year.

In 2021, OCTEC delivered Transition to Work in three employment regions. Following a successful tender process during the year, from 1 July 2022 OCTEC will deliver an

expanded TtW program, with services available in Capital Region, Central West NSW, Murray Riverina, Sydney South West and Illawarra South Coast.



Lana O'Brien
(Regional Manager)

Capital

Ilecia Astill, Madelene Bochenek, Prudence Crowley, Blake Frantz, Rayna Kennedy, Samantha Roberts, Elie Wykes (TtW Consultants)



Lauren McCarthy
(Regional Manager)

Central West

Alejandra Moor, Robert Fulton, Michelle Mahlo, Vanessa McKay, Donna Rouse, Matthew Swain, Shaylee Thomas, Shantelle Uren, Alice Van Den Boss (TtW Consultants)



transition
TO WORK

an Australian
Government Initiative



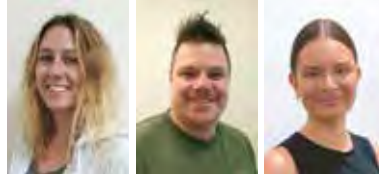
TtW participant, Monique O'Toole, is building a career for herself with OCTEC's support – one of her roles is with Parkes Shire Council helping to run the local aquatic centre.



Lesley Hallett
(Regional Manager)

Illawarra and South Coast

Cassidy Bird, Jordan Day, Abby VanDerMerwe (TiW Consultants)



Lauren McCarthy
(Regional Manager)

Murray Riverina

Michael Culgan, Tanealle Eccleston, Amanda Holden, Neisha Mullen (TiW Consultants)



Lesley Hallett,
Jason White
(Regional Managers)

Sydney South West

Tasi Allen, Sene Auelua, Tania Aychan, Karrisha Baines, Christina Crouche, Claire Fazzdari, Jayde Garzaniti, Rawda Itani, Emily Lester, Fuatino Lole, Tianna Martinez, Jeanene Maxwell, Sean Nevin, Jack Tang, Matapi Turua, Felecia Wood (TiW Consultants)



In 2021 OCTEC released a new booklet which shared some of the inspirational stories of our Transition to Work participants, consultants and partners. 'On Track - Stories from the Transition to Work Program' has been well received by all stakeholders including participants, employers, community service providers and government authorities and officials.

Jobs Victoria

Commencing in July 2021, OCTEC delivers jobseeker mentoring services under the Victorian Government's Jobs Victoria initiative. OCTEC is the second largest provider of Jobs Victoria services and at the conclusion of 2021, after only six months of operations, OCTEC had already built a caseload of more than 1,200 jobseekers in our Jobs Victoria services.

Our services link disadvantaged jobseekers - including long-term unemployed, people from CALD backgrounds, First Australians, mature aged, disengaged youth, ex-offenders, people with disability and those experiencing domestic and family violence - to employers across all industries and sectors. Jobs Victoria provides another opportunity for OCTEC to do what we do best: assist and equip disadvantaged and long-term unemployed people to find a job, keep a job and start a career.

Each OCTEC jobseeker is partnered with a mentor who coordinates their specific and

individualised services throughout their time in the program. Similarly, employers have a single point of access to our services through a dedicated Workforce Development Coordinator. We partner with specialist support services throughout Victoria, helping our jobseekers overcome employment barriers, and we have agreements with vocational training providers to equip our jobseekers with the skills and qualifications they need to compete for, secure and retain employment.

OCTEC delivers Jobs Victoria services across seven regions (involving six OCTEC teams) covering both metropolitan and rural locations. As Victoria, and especially Melbourne, began reopening after extended periods of lockdown, our Jobs Victoria mentors have been busy engaging both jobseekers and employers, to take advantage of the opportunities presented by the regrowth of the economy.



Kate Peart (Manager Jobs Victoria), Adam Abbouchi, Vivian Matutini, Tony On (Workforce Development Coordinators), Binish Afaque, Oliver Jankulovski (Compliance and Administration Officers)



Sally Midigan
(Regional Manager)

Barwon and Great South Coast

Danielle Clancy, Nic Sara, Paul Scorpo, Joel Wackett (Employment Mentors)



Tonya Coccocia
(Regional Manager)

Inner Metro and Inner South East Metro

Omar Aziz, Damien Nardino, Erica Page, William Wilde (Employment Mentors)



Pollyvianne Faauli
(Regional Manager)

Eastern Metro

Samim Bakhsh, Chaolynn Fafoi, Chanthoung Guzman, Mark Nguyen, Tere-Lee Simon, Adrian Steen, Luyen Ton, Victoria Uini, Wali Wahidi (Employment Mentors)





Manu Rastogi
(Regional Manager)

Southern Metro

Amanda Blight, Peter Hermawan, Ajay Kumar,
Maree Leonard, Shah Yusoff (Employment Mentors)

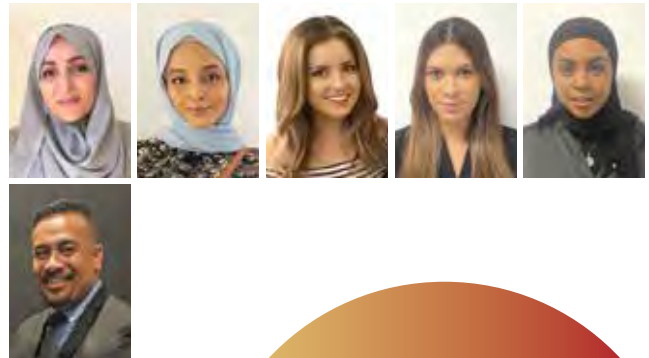


Western Metro

Nabila Azougga, Nafisaa Hajjali, Kate Lyons,
Mary-Kate McKay, Weam Omer, Jordan Taulapapa
(Employment Mentors)



Wendy Omene
Van Ngo
(Regional Managers)



'Working with Eva from OCTEC was a delight, she was incredibly pleasant and linked me to a suitable job within a day ...'

Email from Erik, a Jobs Victoria jobseeker, regarding Eva, his OCTEC Employment Mentor.





My Story

Ashlyn

Before Ashlyn came to OCTEC's Jobs Victoria services, she was timid and shy, and had been unable to find work. Then she met her new OCTEC mentor, Maree Leonard. Wasting no time, Maree and Ashlyn set straight to work, looking for jobs which might match Ashlyn's skills and interests. It only took a few days.

Meanwhile, Leanne, the Manager of a local car rental business in Mulgrave, had been looking for staff for the past 18 months, but with very little success. She had tried many recruitment avenues to find the right staff members, but to no avail. Then, she was contacted by Maree from OCTEC Jobs Victoria.

Ashlyn received a call from Maree to say she had found a suitable vacancy with a car rental company, and had arranged for an interview. Ashlyn felt really stressed at the prospect, and risked throwing the opportunity away. But Maree spent time with her, workshopping the interview process and role-playing various questions and answers. On the morning of the interview, Maree contacted Ashlyn to make sure she was relaxed and ready. This positive mentoring made all the difference.

Maree had sent Ashlyn's résumé to Leanne and, although she didn't have experience in the specific field, Ashlyn proved to be knowledgeable and enthusiastic. Just a couple of weeks after she started with OCTEC Jobs Victoria, Ashlyn was offered

a position with the employer. Ashlyn was amazed at how quickly it all happened. And Maree was there, continuing to encourage and mentor Ashlyn after she commenced her new job.

Today, only a few months after commencing work, Ashlyn has become, to quote Leanne, "an exceptional Customer Service Representative, with a bright future ahead." Leanne went on to say that, "the whole experience of working with Maree at OCTEC, to find the correct candidate, has been seamless. I will certainly be speaking to Maree for any future vacancies we may have." For her part, Ashlyn says, "Maree has gone above and beyond to help me, and I just want to say thank you to her."



My Story

Kyle

What a difference it can make when someone gives you a chance. This would be Kyle's experience, after he connected with an OCTEC Mentor through our Jobs Victoria service in Corio.

Having recently been released from jail, Kyle was all too aware of the barriers he could face when trying to secure a job. He hadn't worked in more than two years, and his experience with other job service providers had not been positive. Kyle was eager to enjoy the freedom that having a job offers, but wondered how it could be possible. He needed the right mentor.

When he came to OCTEC's Job's Victoria services, Kyle met a great mentor in Joel Wackett. Working in a tailored program

and with his own dedicated mentor, was the perfect solution for Kyle. Kyle and Joel spoke at length, and Joel soon realised how motivated and enthusiastic Kyle was. He just needed the right chance to reboot his life.

During the assessment process, Kyle revealed that he had completed a number of TAFE courses during his time in jail. This included a White Card (WorkSafe) in Construction. And while Kyle's dream was to pursue a career in the fitness industry, both he and Joel agreed that work in a construction-related role could be an important stepping stone to future employment, giving Kyle a demonstrated and recent work history.

With Joel's help, Kyle began securing interviews and he was soon offered a position through a local labour hire company, working as a labourer on construction projects across the Geelong region. OCTEC paid for safety equipment to allow Kyle to jump straight into his new role.

With Joel providing post-placement support, Kyle thrived. He is thoroughly enjoying contributing to the community in such a positive way and looking forward to the next step in his career journey. Of working with Joel and OCTEC Jobs Victoria, Kyle says, "The support Joel and OCTEC give me every day is beyond amazing, and I can't thank them enough..."

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 jobseekers. During the COVID-19 pandemic, there has been a well-reported rise in the incidence of mental health-related issues, especially for those facing redundancy and unemployment. OCTEC staff work to maximise employment outcomes for

people with mental health barriers, using strategies such as developing partnerships with specialist service providers including headspace, as well as active participation in mental health initiatives across our service regions.

Two examples illustrate the variety of ways in which we work, both formal and informal. OCTEC's St George-Sutherland Employment Service team has developed a close working relationship with St George Community Mental Health. The two services are located on different floors in the same building, which helps with the cross-referral of clients. Informal meetings are organised at short notice when needed, and program participants are introduced to the

other service in person. This enables a more person-centred service with a wrap-around feel, important elements in ensuring the success of employment pathways as part of the participant's recovery journey.

In Central West NSW, OCTEC has representation on the advisory consortium for LikeMind Orange, a centre funded by the NSW Government that provides integrated and holistic mental health services 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.

Mental Health barriers

Did you know: analysis of OCTEC's employment services caseloads reveals that more than 35% of all jobseekers have a primary barrier to employment that is related to their mental health, including anxiety, depression, PTSD and bi-polar disorder.



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.



OCTEC Employment Service participants find employment in a variety of industries. Joshua Brown, pictured with his supervisor Cody Whittaker, works in the construction industry as a plasterer, while Stephanie Smith (bottom left) and Tegan Bye both work in the accommodation sector of the hospitality industry.



Training Services

Developing Local Workforce Skills

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

In 2021, our training team rose to the various challenges posed by COVID lockdowns and restrictions. The vast majority of training services this 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 enable the assessment of practical components of our vocational training to continue, such as the use of video assessments.

OCTEC Training Services maintains a wide range of qualifications on our scope. This is to ensure 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 and IV levels of the Australian Qualifications Framework (AQF).



James Eskander (Head of Training Services), Casey Crook (Training Manager), Sharron Sestic (RTO Compliance Manager), Karen Gerke (Training Administrator), Jessica Matthew (Administrative Officer), Lee Cuff, Tracey Davis, Donna Gosper, Susanne Griffith, Andrea Quach, Robyn Ratcliff, Samantha Sculthorpe, Dharra Vyas, Susi Witt (Trainers and Assessors)

Highlights

Training Services – RTO Number 90142

- Our team continued working as the preferred training partner for government organisations and private businesses across eastern Australia.
- Our trainers and students displayed flexibility and agility moving to online and hybrid course delivery methods due to ongoing lockdowns and other COVID restrictions.

Statistical Snapshot

- 404 participants enrolled in accredited training across 12 qualifications, including those relevant to key industries and sectors including Community Services and Civil Construction.
- We awarded more than 277 Certificates or Statements of Attainment.
- 91 participants enrolled in accredited short courses.
- We completed six Career Transition Assistance programs, with participants going on to secure employment, engage in further study, or start their own business.



Customised Training for Jobseekers

In 2021, OCTEC continued to provide training customised to meet the needs of jobseekers, employers and their current staff. The upheaval in the Australian economy, largely due to the pandemic, continued to impact the vocational training sector. Continued uncertainty over COVID variants and restrictions led to reluctance by some employers to invest in training for their staff.

Despite these challenges, OCTEC has continued to deliver training to jobseekers, helping them develop the skills and

achieve the qualifications they need. The training delivery models we've used during these challenging times include online course delivery, as well as one-on-one support via phone and Zoom, to maintain student progression and motivation.

We will continue to encourage our participants to explore more flexible training methods, which in turn help 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, where it is safe to do so. 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.

In 2021, OCTEC issued the following qualifications:

- 20 qualifications at Certificate IV
- 59 qualifications at Certificate III, and
- 198 statements of attainment.

Students undertake practical training at the Phillips Centre in Orange, as part of their Certificate III in Individual Support courses.



Industry-based Training

OCTEC offers qualifications and training resources that cover a broad range of industries – including health and community services, construction and waste 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 throughout NSW. In 2021 we delivered Certificate III in Civil Construction to council staff in Newcastle, Mudgee, Wagga Wagga, Coolamon and Temora.



Community Sector

No sector has been more impacted by the ongoing 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, leadership and management, and community services. The training is widely used by community and private providers of aged care, disability services, and home and community care, as well as a range of other community services providers.

During 2021, continued COVID restrictions brought new challenges to Training Services with access to employer

hosts for work placements and practical experience frequently unavailable. Our students focused their attention on the theory components of courses until restrictions lifted and they were able to undertake intensive on-the-job placements.

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



My Story

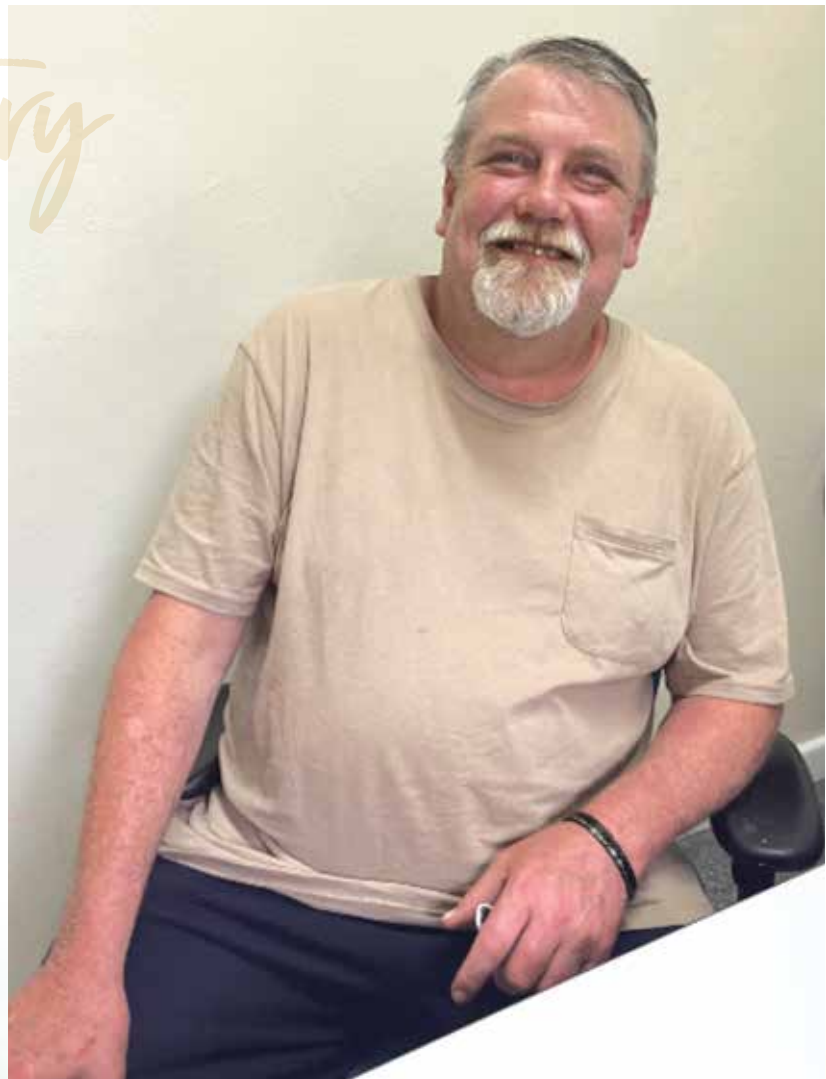
Mark

In September 2021, Mark's jobactive provider referred him to OCTEC's Career Transition Assistance (CTA) service in Lithgow. Mark was 47 years old and had been unemployed since 2017. When he started with OCTEC, he had very little digital literacy and required assistance to update his résumé and to improve his job search skills.

Due to COVID-19 restrictions and lockdowns throughout NSW, our CTA course was delivered via an online platform. With a little help from his son, Mark was able to connect with the program, logging into the learning platform and attending Zoom training sessions. Throughout the CTA course, Mark learnt valuable skills in IT literacy. He was soon able to independently log in, send emails with attachments, save documents and navigate around common IT applications like Microsoft Word.

With the support, guidance and encouragement of our CTA Facilitators, Mark learnt how to write a great résumé, and a compelling cover letter. And with his confidence growing, we assisted Mark to apply for several vacancies as the course progressed.

Mark successfully secured interviews for several positions and won himself a job in maintenance with a local cleaning company. He is currently working two days per week and, "hoping to increase these," he says.



Participating in CTA helped open Mark's eyes to new employment possibilities, as well as giving him the skills and confidence to go after them. Mark says, "I have found the course excellent and learnt a lot, especially computer literacy and I am more confident using computers to find employment."

The benefits of working with other people in similar situations to his own were also important. "It was great being involved with a good group," he says. "The interaction helped me to gain skills as I learnt from others in the group. And I realised some skills which I didn't know I had!"



Government-funded Skilling Programs

Smart and Skilled

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

We offer courses including those 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. A number of our courses under Smart and Skilled involve 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. Our course durations range between one and four years.

During 2021, OCTEC offered 15 courses under Smart and Skilled, comprising:

- four courses at Certificate IV level
- eight at Certificate III, and
- three courses at certificate II.

ACT Funding Agreement

OCTEC has 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. During 2021, ongoing restrictions in the ACT had a major impact on our course delivery. We will explore options again as the situation improves.

Career Transition Assistance

OCTEC Training Service 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 Résumé 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 2021, OCTEC completed six CTA programs with over 50 enrolled participants. To comply with COVID-19 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 through 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 1976, when we were a two-person youth service operating in Orange. In 2021, new funding arrangements had a major impact on these services.

Youth Frontiers

Youth Frontiers was an initiative of the NSW Government. The aim was to help young people build skills and overcome barriers to their participation in the community through mentoring and uniquely-tailored workshops. OCTEC delivered Youth Frontiers in the Hawkesbury, Penrith, the Blue Mountains and Lithgow, under subcontracting arrangements with MTC Australia.

In June 2021, the NSW Government ceased funding for Youth Frontiers, bringing to an end OCTEC's six-year association with the program. OCTEC would like to thank everyone associated with Youth Frontiers for the excellent outcomes achieved for disengaged young people.

Shed Ed

Shed Ed was an OCTEC Links to Learning Project, providing high quality, experiential learning for high school students aged 12 to 15 years at risk of disengaging from the education system. Shed Ed provided small group and individual learning activities in a creative, informal and non-threatening environment. The aim was to develop employability skills and positive personal attributes in young people.

In June 2021, the NSW Government ceased funding for Links to Learning,

bringing our Shed Ed program to an end. OCTEC would like to thank everyone who participated in the delivery of this program over nearly 30 years.

Aspire NSW

Aspire NSW is an outdoor recreation and education program operating from our offices at Croagh Patrick College and from facilities at Lake Canobolas, 10 minutes west of Orange. Using outdoor 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, water sports, conservation and community engagement. The aim is to assist 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 personal growth, and to encourage participation in education, training or employment.

Previously funded under the NSW Links to Learning program, OCTEC is currently re-developing Aspire as a fee-for-service activity, as part of our NDIS service offerings for people with disability.



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)



Community Development

NDIS

OCTEC is a registered provider under the National Disability Insurance Scheme (NDIS). Through participation in 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 Support at Huntley Berry Farm and Old Town Hall in Orange.

National Panel of Assessors

OCTEC delivered National Panel of Assessors (NPA) services in four Employment Service Areas throughout 2021: Patterson in Central West NSW, Nepean and Macarthur in Western Sydney, and Bayside in Melbourne.

NPA develops community capacity by supporting the delivery of Disability Employment Services. We deliver two service streams of NPA: Ongoing Support Assessments (OSAs) and Supported Wage System (SWS) assessments. OSAs help determine the level

of ongoing support required by a DES participant, especially those in Employment Support Services, to help them maintain employment. SWS provides reliable productivity-based wage assessments to help eligible people with disability obtain and maintain employment.

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 ongoing COVID-19 pandemic have led our teams to develop innovative tools and strategies for engagement, assessment and career development. Some of the initiatives implemented include online study groups using Zoom technology, allowing participants engaged in online vocational education to connect and support each other. We have hosted online OCTEC Parents Advisory Group under the ParentsNext program, conducted proactive online reverse marketing of jobseekers to employers, continued the delivery of online training and assessment services, and revisited participant assessments during lockdown to identify previously undisclosed barriers, such as mental health challenges.



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



OCTEC NDIS

Your choice, Brighter Future

Huntley Berry Farm

Huntley Berry Farm (HBF) is an Australian Disability Enterprise owned and operated by OCTEC. We provide supported employment for up to 14 people with disability. The farm is also an important tourist attraction in Orange and the Central West. The HBF team work to create an inclusive environment for our participants as well as growing some truly spectacular produce.

2021 started off full of promise, with COVID-19 restrictions easing and visitors returning. However, not long after the farm closed its doors at the end of the 20/21 berry season, COVID was back with the Delta variant forcing lockdowns throughout NSW. The farm did not reopen again until mid-December due to a combination of both COVID and the record spring rainfall. Orange had its wettest November in recorded history, leading to significant crop damage.

Despite the challenges, some important initiatives were implemented during 2021. The first was the re-development of the HBF website. It is now built around the Shopify e-commerce platform, making it easier for our customers to access the farm's products, particularly during times of closure. In September 2021, we established an Indigenous Garden with the support and guidance of Gerald Power from Indigenous Cultural Adventures. And our pop-up shops again opened throughout December 2021 in both Orange and Bathurst.

We also successfully completed a mid-term audit of the farm's operations under the NDIS Practice Standards in June, with no issues of non-compliance found.

The HBF team are planning a range of new events and experiences for 2022, including an Indigenous-themed family fun day and local produce picnic baskets for visitors to enjoy after their picking experience.

Highlights

Huntley Berry Farm

- A record number of visitors visited the farm during the 2020-21 berry season.
- The Marang Indigenous Edible Garden was established.
- Well known lifestyle television program, *Getaway*, aired a segment on the farm in March.

Statistical Snapshot

- 14 supported employees work at the farm.
- 307mm of rain fell during November 2021, the highest November rainfall ever for Orange, impacting fruit quality.
- More than 9,500 people 'like' the HBF Facebook page, another 9% increase over the previous 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

Our Story

Smoking Brothers

Smoking Brothers is an Orange-based small business specialising in southern American-style barbeque cuisine and artisan condiments. As well as their restaurant, Elwood's Eatery, the business offers catering services. Significantly, they also support OCTEC in our quest to find meaningful employment for disadvantaged jobseekers.

Over the past few years, Smoking Brothers has employed more than a dozen OCTEC jobseekers, particularly young people from our Transition to Work program. The majority of these jobseekers have gone on to complete employment outcomes, with a

number commencing in hospitality-related apprenticeships.

Owner/Operator of Smoking Brothers, Ben Allcock, works closely with our consultants, taking the time to meet our candidates, making them feel comfortable and at ease. Ben and his staff provide on-the-job training and, in partnership with our consultants, they offer mentoring and feedback to help our participants on track. This employer also invests time and energy in his workers, ensuring they are able to attend



appointments or services which assist them overcome their employment barriers.

A great example of an innovative OCTEC employer partner, Smoking Brothers is one small business out there making a real difference in the lives of disadvantaged Australians.



My Story

Terrance

Terrence came to OCTEC Toowoomba as an experienced labourer who could no longer undertake heavy work due to bursitis and tendonitis impacting the use of his shoulders. He was over 50 years of age and was worried he would not be able to find another suitable job.

Terrence met with our DES consultant, Stacey Liebelt. Stacey and Terrence worked together, looking for suitable jobs. Although he had found some opportunities himself, Terrence had lost these jobs due to the limitations created by his shoulders.

Stacey began contacting specialist labour hire companies and found one willing to work with Terrence to source work contracts that met his requirements.

Terrence was able to work on road preparation projects, with Toowoomba Regional Council, erecting signs and completing spraying and weed control work. A proud First Australian, it was then that Terrence's experience and knowledge of Country really began to shine. He excelled in his work and became a real asset to Council.

Stacey and OCTEC have been there to assist Terrence with specialist training (including an Agricultural Chemical course), PPE and mentoring support. And we continue to work with his employer and training providers, equipping Terrence to take on new roles when his contract with Toowoomba Regional Council ends.

Our Priorities

Fostering Local Partnerships

Employers

Partnering with employers is an important part of what we do. We offer 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. Our innovative Biz Support initiatives provide employers of OCTEC participants with targeted assistance, which can include induction training, mentoring, wage assistance, as well as covering the costs of tools, equipment and licences.

OCTEC has connections with more than 70,000 employers across Australia, covering all industry sectors. We offer employment and pre-employment services, innovative 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.

Small and Family Businesses

Small and family businesses are essential to the success of the Australian economy, and over 95% of all businesses in Australia are small and family businesses. The resilience

of these businesses has been especially tested by the ongoing impacts of the pandemic over the past two years.

OCTEC partners with small and family businesses across all our service locations. Through our employment and training services, and innovative initiatives such as Biz Support, we help these businesses recruit, train and retain quality staff. In 2021, despite the ongoing impact of COVID-19, our consultants continued their partnerships with thousands of small and family businesses, helping them recruit, retain, train and plan for staff as the economy continues to recover.

Government

The past two years have been a stark reminder of the importance of government services to the health and prosperity of our country. OCTEC works with departments and agencies at all levels of government, delivering services including employment and pre-employment programs, and vocational training. We remain one of Australia's largest providers of Commonwealth-funded employment service programs, including Disability Employment Service (DES), ParentsNext and our growing Transition to Work services. We are also a

provider of recruitment services to Commonwealth departments, agencies and enterprises. Major Australian Government employers of OCTEC participants in 2021 included Australia Post, Services Australia, the Australian Tax Office and the Australian Bureau of Statistics.

At the State and Territory level, OCTEC continues to deliver outstanding services. This includes our new employment mentoring services on behalf of the Victorian Government under Jobs Victoria. 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. In addition to supplying quality applicants for vacancies in local government, our Training Services team have worked hard to expand our position as a preferred training partner for the sector. In the past year we have delivered accredited industry-based training to councils in the Hunter, Central West and South Western NSW.



OCTEC works closely with small businesses such as Forbes Golf Club to support both participants and the businesses themselves. OCTEC Consultant, Amy Townsend (right), visits the club regularly to provide post-placement support to Kristal Robinson (centre) and her supervisor, Stevie Jackson.

Providers of Services to First Australians

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

In line with government policy, in September 2021, OCTEC released our Indigenous Procurement Policy, which commits us to a target where at least 3% of all stakeholder relationships, including clients, staff, partnerships, memorandums of understanding and/or supplier contracts will involve First Australian individuals or organisations.

To address disadvantage experienced by many First Australians, OCTEC delivers our services in partnership with local and national Indigenous organisations, including local land councils, Aboriginal health and community services providers, service providers offering First Australians access to culture and country, as well as local leaders and elders. In 2021, we

continued our partnership with Yirigaa, an Aboriginal-owned IT business assisting First Australians to develop skills in technology, cyber security, data science and software development. OCTEC's Board Chair, Jeff Whitton, is one of the Directors of Yirigaa.

Community Services Providers

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

With COVID continuing to impact so many people, mental health was a continued focus in 2021. OCTEC continued to partner with Marathon Health, provider of headspace youth mental health services across Central West NSW, and with

hundreds of local providers of specialist mental health services such as counsellors, psychologists, and specialist treatment services.

Australian Apprenticeship Support Network Providers

Through the delivery of apprenticeships and traineeships, OCTEC has developed close working relationships with a number of Australian Apprenticeship Support Network (AASN) providers. These providers play a critical role in the success of any apprenticeship or 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.

Indigenous Cultural Adventures business owner and Orange Deputy Mayor, Gerald Power, helped design the Marang Indigenous Edible Garden at Huntley Berry Farm. He conducts tours through the garden, helping visitors understand the cultural significance and culinary value of Indigenous foods.



Accessing Funded Programs

Since 1976, OCTEC has been committed to providing training, employment and youth services which are accessible, innovative, and help to build resilience among individuals and communities. Today, we continue to provide locally-focused access to support services, including government-funded programs and initiatives.

2021 Funding

During 2021, 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.

OCTEC provides equitable access to our services to all participants, including DES participants Stephanie Smith (photo below) and Matthew Boardman (photo at right). Stephanie is placed at the Garden City Motel in Wagga Wagga and is pictured with business owners / managers, Deepak Khurana and Virender Sharma, while Matthew is employed at Universal Phone Services in Canberra, where he works closely with supervisor, Cody Savage.

This year, OCTEC also became the second largest provider of services under the Jobs Victoria program, which is funded by the Victorian Government. And we delivered two NSW Government-funded programs: Youth Frontiers was funded by the Department of Family and Community Services and Links to Learning was a grants program funded by the NSW Department of Education.

Government funding for training services also comes from the NSW Department of Education. In 2021, we continued our access to Department of Education funding through Smart and Skilled, achieving quality vocational education outcomes for our participants. We have also signed an ACT Government Funding Agreement to deliver vocational education and training.

Equitable Access

One of the most important principles guiding OCTEC's activities is offering equitable access to all our services. We provide quality services to all people regardless of race, gender, age, sexual

orientation, religious beliefs, marital status or disability. Our 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 continued to be challenged in 2021, with face-to-face access to many of our services not possible during lockdowns. Our partners and participants were able to maintain access to their service(s) via 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 we partner with a national network of 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.



Delivering Localised Tailored Services

OCTEC offers services where they are most needed. In employment services, we operate from an extensive network of permanent sites and outreach locations, maximising participant choice, while minimising travel. We supplement face-to-face services by using video, social media and other online technology. Our training services provide a variety of learning options, including face-to-face, distance and online education. And all services are tailored, flexible and ongoing, including worksite support for participants placed into work, apprenticeships or traineeships.

We employ skilled and experienced people to deliver innovative and locally-relevant 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, innovative service approach, our focus is assistance for participants experiencing disadvantage, as they are often over-represented in unemployment figures. We tailor services to meet the needs of each individual participant, their skills, aspirations, and to overcome their specific barriers, while also meeting the needs of local employers and the community.

Children and Young People

Participants aged 15 to 24 experience higher levels of unemployment. The impact of the COVID-19 recession has been especially hard on young people. To equip young people for sustainable careers, OCTEC delivers an expanding specialist youth employment service through our Transition to Work program. We have also delivered youth support services in Central West NSW and western Sydney.

Recognising the significant number of youth participants we serve, OCTEC implemented our Child Safety and Wellbeing initiatives in 2020. 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 new policies, e-learning modules, feedback and complaint mechanisms. More information can be found at <https://octec.org.au/child-safety-and-well-being-at-octec>.

Mature Aged

Australia has an ageing workforce. The ongoing pandemic, and associated economic downturns, have impacted the employment prospects of many people aged 45 and older. OCTEC has a history of helping mature age jobseekers find and maintain employment. We were the first provider in Australia contracted to deliver specialist DES services for mature age participants. We also deliver the Career Transition Assistance program, assisting jobseekers aged 45 and above to identify and transfer skills, increasing their value to potential employers.

First Australians

First Australians are frequently overrepresented in unemployment statistics. For example, during 2021, 12% of participants in OCTEC's employment services were First Australians, which is significantly higher than the percentage of First Australians living in the general

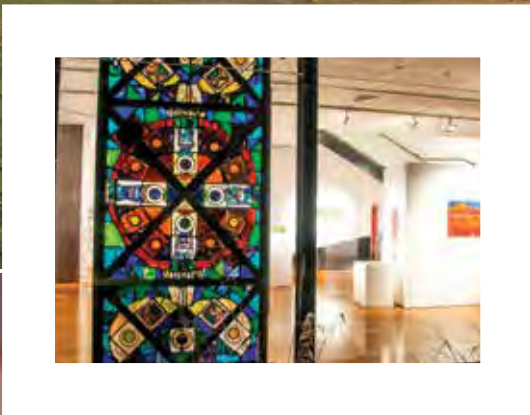
population. To address this inequity, OCTEC has developed partnerships with culturally-appropriate services and Indigenous-owned businesses. We have an Indigenous Procurement Plan and deliver services specifically tailored to the needs of First Australians, including our specialist DES services in Central Queensland.

People from a Cultural and Linguistically Diverse (CALD) background

Currently, around one in five OCTEC participants come from a CALD background. And, in a number of our metropolitan services, this figure is higher than 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, including the Commonwealth Skills for Education and Employment (SEE) program. The OCTEC website has content translated into 75 different languages, making ours one of the most language-diverse websites available on the internet.



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



Our Commitment

Providing Quality Services

OCTEC implements 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 seek, collect and review program evaluation information, and we implement process change in response to stakeholder feedback.

OCTEC's commitment to quality services is underpinned by our certification against four national service standards – ISO 27001 (Information Security

Management), National Standards for Disability Services, NDIS Practice Standards, and the Standards for Registered Training Organisations. We achieved and/or maintained accreditation against all these standards during the past year.

Our programs and services are subject to comprehensive internal and external audits to ensure compliance with contractual requirements and the quality standards. During 2021, this included an external audit of head office and Huntley Berry Farm, conducted by bsi, which found 100% compliance with provisions of the NDIS Practice Standards. We also achieved full certification against ISO 27001, which is the

international standard for information security management. Moving forward, our focus remains compliance, continuous improvement and best practice across all of our programs and services.

Our quality approach applies equally at the individual level as it does organisationally. As part of our overall performance review process, each OCTEC staff member has a regular performance review with their supervisor. At these review sessions, performance feedback is given and received. Discussions also cover current training and development needs as well as future career planning.

Regular team meetings and on-the-job training are basic but essential components of OCTEC's Quality Systems. Pictured here are members of OCTEC's DES team in the ACT, Regional Manager, Namita Mahani, with Career Consultants Emily Kennedy (left) and Brodi Smith (right).



Building Local Communities

Supporting Local Events, Teams and Communities

OCTEC has long been a sponsor of local community teams and events. Despite the ongoing limitations imposed by the pandemic, during 2021 OCTEC continued to support community events including national awareness and fundraising activities such as International Women's Day, Footy Colours Day (raising money for kids with cancer), Biggest Morning Tea (Cancer Council fundraiser) and Movember (raising funds and awareness of men's health issues).

We also participated in local activities and events such as the Brisbane Small Business Expo, Rockhampton Regional Disability Expo and the Forbes Special Sports Day (celebrating 40 years in 2021). Our services and numerous participant stories were also featured in the 2021 edition of the *National Disability Outlook* magazine.



OCTEC staff participating in the September 2021 fundraising event, Footy Colours Day.



Conserving Community Heritage

OCTEC continued to actively contribute to community life in Orange during 2021 through our maintenance of three heritage-listed buildings. Old Town Hall, Croagh Patrick College and the Lands Office building are all 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 beautiful buildings. As an extension of this commitment, we offer use of the buildings to community organisations for meetings, special events and photo sessions.

Adopting Sustainable Practices

OCTEC knows how a changing climate is impacting our participants and the wider community. In 2021 and early 2022, record rains caused major damage to berry crops at Huntley Berry Farm and numerous OCTEC locations were flooded. We remain 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 2021, we oversaw the growth of our caseloads across a wide geographic area,

including new services in Victoria. Due to recurring lockdowns, OCTEC continued to use our IT hardware and software to facilitate connection and engagement with new and existing stakeholders. This included the use of teleconferences and video sessions to conduct meetings, training and group activities. This resulted in a reduction in transport costs and fuel usage.

We have continued to move away from paper-based handbooks, tools and forms, maintaining Intranet pages for each major program area. These online resources provide staff and the Board with readily accessed OCTEC policies, procedures, forms and information sources. They also promote continuous improvement by eliminating the need for staff to stockpile forms that can quickly become outdated.





Building Capacity in Other Countries

In 2016, 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. This was the first computer lab of its type in the Solomons.

Since the installation of the computer lab, college students have achieved excellent academic results, thanks to timely access to online information. Success of the lab has been largely due to 24/7 support provided by OCTEC's IT Manager, Meyenn Ngira and his team. This support includes supplying the lab with replacement computers, monitors and new IT consumables (such as toner); renewing security and antivirus licences; and keeping the lab server patched with the latest security and software updates.

During 2021, COVID-19 cases impacted the Solomons, but due to their remote location, students from Goldie College avoided contact with the virus. Due to COVID-19 travel bans, all IT support and maintenance tasks at Goldie College were completed remotely by OCTEC's IT team.

A highlight of the year was the funding, approval and building of a second IT computer lab at the college. Once again, OCTEC donated IT equipment to this project. The second lab will house another 42 computer stations. These extra units will mean an increase in licencing for the service, as well as ongoing support costs for maintenance and server licencing. The school Board have approved and hired a full-time IT lab assistant to maintain the lab and carry out any onsite support and training when required, and our IT team plan to visit the college after international border restrictions ease, to conduct onsite maintenance and support.



My Story

Elissa

When she first came to OCTEC in Bathurst, Central West NSW, Elissa had no formal qualifications, poor health and she lacked confidence and direction. She started working with her OCTEC consultant, Charlotte Taylor, and began making progress, but then Elissa experienced a massive set back.

Involved in a serious motorcycle accident, Elissa received numerous fractures and was forced to endure long months of rehabilitation. However, her employment journey didn't end. Where other consultants and providers may have given up, Charlotte and OCTEC did not. Charlotte continued working alongside

Elissa, encouraging her during the rehab process, and reassuring Elissa of her future. The pair began discussing what that future might look like.

Once Elissa was back on her feet, and as her health and confidence improved, Charlotte began speaking with her about available employment opportunities. Charlotte spent time making sure potential vacancies would suit Elissa's situation. In mid-2021, Charlotte assisted Elissa to apply for a part-time receptionist position with a local family-owned blind and awning business. Elissa was successful and soon began working for her new employer.

Charlotte provided post-placement support and, not only did Elissa thrive in her new role, her employment opened the door for another member of her family, who was hired and is also working for the business. Employed now for close to a year, Elissa has grown in experience, ability and confidence. She's earning an income, developing a range of vocational skills and her future is bright.

Of her time with Charlotte and OCTEC, Elissa says, "I do not believe that I would have had the courage to go to work, if I didn't have the assistance and support OCTEC provided."



My Story

Prang

When Prang came to OCTEC's DES services in Gladstone, Queensland, she was facing some overwhelming barriers. In her mid-fifties, she possessed limited English, and was experiencing significant anxiety due to family violence, trauma and PTSD. Prang had not worked for more than 10 years.

Prang was partnered with OCTEC consultant Maria Richardson, who found a quietly spoken person, easily impacted by her anxiety. She also discovered Prang had amazing skills and experience as a massage therapist, and that she was passionate about helping others through massage.

Maria worked with Prang to help her create a résumé and to understand the job search process. She also assisted Prang to navigate and use Microsoft applications. To assist Prang manage her severe anxiety, Maria referred her to a local PCYC Ruby Program. This program empowers women by building physical strength, as well as general wellbeing, emotional resilience, self-esteem and confidence through physical exercise, in a supportive and safe environment.

When they felt she was ready, Prang and Maria began looking for suitable employment. Such were Prang's credentials, the opportunities were



not long in arriving. A local beauty salon was looking at expanding into massage therapies, and were very interested in Prang. A second local business, this time within walking distance of Prang's home, was also interested in her. Prang's confidence soared. Because she had no transport of her own, Prang chose the business closest to her home. Maria offered assistance with an OCTEC wage subsidy, and Prang began her first paid employment in 525 weeks.

OCTEC's assistance didn't stop there. In partnership with PCYC, Maria continued supporting Prang, assisting her with budgeting, shopping and other day-to-day living challenges. OCTEC also helped Prang obtain her learners permit, and then paid for lessons as she worked towards securing her drivers licence.

Today, Prang is enrolled in the Commonwealth New Enterprise Incentive Scheme (NEIS), and is working towards the goal of owning her own business. And Maria referred her to Business Australia for assistance with a business plan, helping Prang to apply for an ABN, and partnering with PCYC to provide Prang access to a private study room with free Internet connectivity. Prang is on a journey to an exciting and prosperous new life!



Location Directory



NSW & ACT

Sydney & South Coast

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

TtW

4 Bankstown City Plaza
Bankstown NSW 2200
Tel: (02) 8722 5070
Fax: (02) 8722 5071

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

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

TtW

Suites 22 & 23,
97-99 John Street
Cabramatta NSW 2166
Tel: (02) 8722 5074
Fax: (02) 8722 5075

Campsie

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

Camden

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

Campbelltown

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

TtW

Shop 1, 2, and 3,
138 Queen Street
Campbelltown NSW 2560
Tel: (02) 4606 4983
Fax: (02) 8722 5075

Chatswood

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

Corrimal

TtW
9/177-181 Princes Highway
Corrimal NSW 2518
Tel: (02) 4250 5860
Fax: (02) 4250 5861

Dee Why

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

Fairfield

DES & TtW
Suite 3, Level 2
Neeta City Shopping Centre
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

115 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

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

TtW

Ground Floor, 92 Copeland Street
Liverpool NSW 2170
Tel: (02) 8107 4869
Fax: (02) 8107 4870

Miller

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

Minto

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

TtW

Shop LG66
Minto Market Place
10 Brookfield Rd
Minto NSW 2566
Tel: (02) 8107 4879
Fax: (02) 8107 4880

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

Seven Hills

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

OTS

168 Best Road
Seven Hills NSW 2147
Tel: (02) 4761 0691
Fax: (02) 8608 7860

Shellharbour

TtW
Shop 1, Ground Floor
Shellharbour City Plaza
2 Memorial Drive
Shellharbour City Centre
NSW 2529

Springwood

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

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

Wollongong

GF 121 Crown Street
Wollongong NSW 2500
Tel: (02) 4250 5856
Fax: (02) 4250 5857

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

Bulahdelah

63 Stroud Street
Bulahdelah NSW 2423
Tel: (02) 4046 2800
Fax: (02) 4046 2801

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

Goulburn

TtW
78 Auburn Street
Goulburn NSW 2580
Tel: (02) 4826 9892
Fax: (02) 4826 9893

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

Leeton

TtW
63-69 Pine Avenue
Leeton NSW 2705
Tel: (02) 5926 4892
Fax: (02) 5926 4893

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

92 Kite Street
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

DES & TtW
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

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

TtW

Shop 3/231 Tolland
Shopping Centre
Bourke Street
Wagga Wagga NSW 2650
Tel: (02) 6936 0324
Fax: (02) 6936 0325

Wentworth

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

Woden

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

TtW

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

Wodonga

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

Young

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

Northern NSW

Armidale

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

Ballina

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

Byron Bay

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

Cessnock

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

Charlestown

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

Coffs Harbour

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

Forster

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

Glen Innes

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

Gloucester

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

Gosford

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

Inverell

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

Kempsey

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

Kyogle

13 Geneva Street
Kyogle NSW 2474
Tel: (02) 5608 5812
Fax: (02) 5608 5813

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
Tel: (02) 4302 0420
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

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

Box Hill

DES & JVES
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
Tel: (03) 9492 3941
Fax: (03) 9492 3942

Coburg

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

Colac

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

Corio

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

Cheltenham

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

Cranbourne

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

Dandenong

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

Deer Park

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

Doncaster

DES & JVES
Shop 4, 325 Manningham Road
Templestowe Lower VIC 3107
Tel: (03) 9958 0831
Fax: (03) 9958 0831

Edithvale

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

Elsternwick

JVES
336 Glen Huntly Road
Elsternwick VIC 3185
Tel: (03) 9086 3623
Fax: (03) 9086 3624

Footscray

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

Frankston

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

Geelong

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

Glenroy

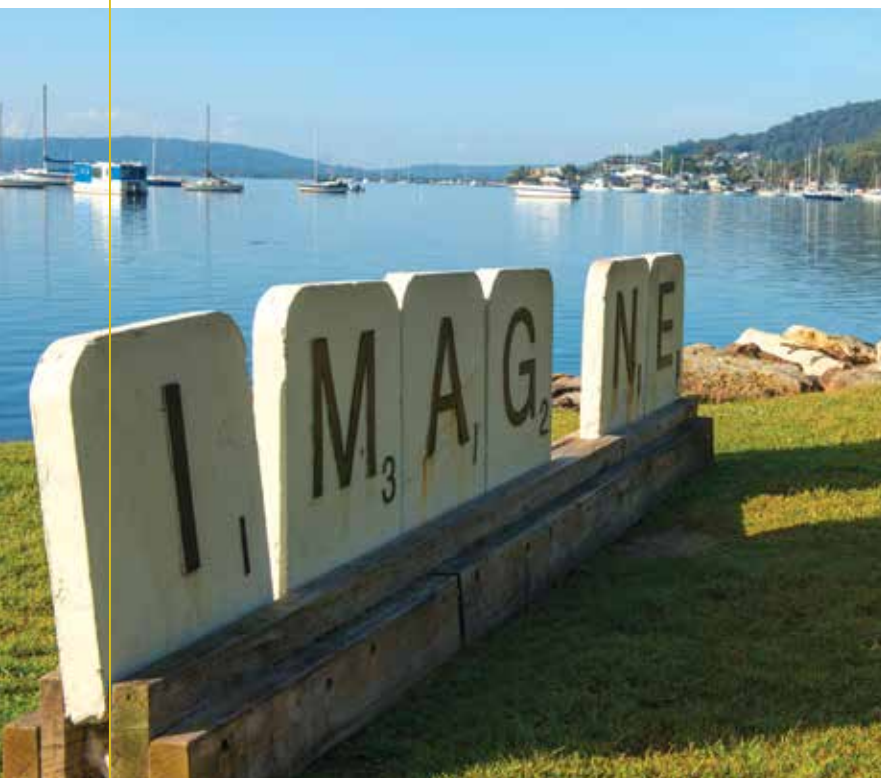
Suite 118
2A Harrington Street
Glenroy VIC 3046
Tel: (03) 9492 5951
Fax: (03) 9492 5952

Hamilton

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

Hampton Park

DES & JVES
Shop 5, 25 Fordholm Road
Hampton Park VIC 3976
Tel: (03) 8725 0764
Fax: (03) 8725 0765



Queensland

Meadow Heights

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

Melbourne CBD

JVES
Ground Floor
237 Exhibition Street
Melbourne VIC 3000
Tel: (03) 8638 0877
Fax: (03) 8638 0878

Melton

DES & JVES
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

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

Oakleigh

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

JVES

99 Atherton Road
Oakleigh VIC 3166
Tel: (03) 9086 3732
Fax: (03) 9086 3733

Pakenham

DES & JVES
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

Portland

DES & JVES
2/2 Gawler Street
Portland VIC 3305
Tel: (03) 55799 806
Fax: (03) 55799 807

Preston

515-517 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 Morang

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

South Yarra

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

St Albans

DES & JVES
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

DES & JVES
Suite 4
2 Devonshire Road
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