

OCTEC LIMITED

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



2022 2023



OCTEC LIMITED

OCTEC Limited

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

Our head office is in Orange in Central Western NSW. We deliver services across this state as well as the ACT, Victoria and Queensland. We have offices 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 2022, 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
- 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.

OCTEC acknowledges and pays respect to the traditional owners of the lands and waters on which we live and work, and to their Elders past, present and emerging.



OCTEC Transition to Work participants, Brooke Karenhoff and Shania Salmon-Gotty, are developing workplace skills and gaining formal qualifications while working at Payce Foundation's Kickstart hospitality van.



OCTEC Disability Employment Services participant, Kat Sambrooks, loves working with the kids at TheirCare in Shepparton.



OCTEC Transition to Work participant, Kaiya Driscoll, has developed greater confidence and self-belief since starting work at SkinKandy Wollongong.



OCTEC Jobs Victoria participant, Shane O'Driscoll, loves his work at Bakery Republic where his supervisor, Russell Bald, is always willing to provide a guiding hand.



OCTEC Jobs Victoria participant, Wesley Nevin, has found employment with supportive Braybrook-based employer, Tamar Cabinets.

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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
MAICD
Small Business
Owner



Director
Reg Kidd MAICD
Agricultural
Consultant

Glenn Taylor Scholarship Program

Thirteen students studying further education in 2023 have received financial support from OCTEC in the inaugural year of the Glenn Taylor Scholarship program.

As a not for profit employment service and training organisation, a large focus of OCTEC's mission is to negotiate the width and depth of missed opportunities, inequality and unidentified talent in regional and rural areas, particularly in the area of further education.

OCTEC Board Member Glenn Taylor sadly passed away last year. The program is named in Glenn's honour to recognise his commitment to the employment and provision of training to those facing barriers.

The inaugural program was open to students from Central West NSW, with the recipients ranging in age from 18 through to their mid-thirties. The recipients (pictured) are studying in a range of disciplines through health and teaching through to wine science and cinematography. All had been finding it hard to make ends meet due to the financial demands of their education, accommodation and general living expenses.



Riley Elliot



Elta Lamrock



Hannah Nobes



Laura & Brooke
Greenham



Emma Vercoe



Kaitlyn Stevenson

Chairperson Report



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

As Australia, and the world, slowly emerged from the COVID-19 pandemic, there was general optimism that better times were ahead. However, major challenges continue: the war in Europe, rising commodities prices, rising interest rates and extreme weather have tested us all during this past year. In times like these, organisations such as OCTEC are more important than ever. I'm proud to say that, once again, the resilience and innovation of our people shone through during 2022, and we continued our tradition of being there for others.

In 2022, OCTEC continued delivery of a broad range 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 services, staff have continued to meet ongoing challenges and have delivered excellent results for all stakeholders, with the quality of our work leading to invitations to participate in parliamentary reviews of the program. Our Jobs Victoria services continued to offer employment mentoring for disadvantaged and long-term unemployed job seekers across Melbourne and in regional Victoria.

Significantly, our work with disadvantaged young people – for more than forty years at the heart of what we do – expanded with the commencement of a new Workforce Australia Transition to Work contract. Starting in July 2022, OCTEC now delivers Transition to Work across five regions in NSW and the ACT, and the number of participants we assist has risen significantly.

In Training Services there was a shift of focus, concentrating on creating seamless pathways between the development of skills, completion of qualifications and securing employment. This not only assists

employers – many struggling to find skilled staff after the COVID lockdowns – but also reflects the new Federal Government's "Jobs and Skills" agenda.

This year we continued to deliver services from Huntley Berry Farm, despite ongoing challenges posed by regular flooding. Staff at the farm maintained their mission, providing supported employment to NDIS participants, as well as offering a tourist attraction and family-friendly venue, as much as the challenging weather conditions would allow.

For the Board, the year was also impacted by the loss of long-term member, Glenn Taylor. His passing was the catalyst for a new scholarship program offering \$20,000 to students experiencing disadvantage, a fitting tribute to Glenn's life and years of community service.

The past year certainly tested all of us, especially our staff and managers, both in the regions and in corporate support. Flooding in NSW, Victoria and South-East Queensland impacted many of our offices, with our Lismore site the worst hit. I would like to thank our teams for their hard work, in extreme circumstances, ensuring OCTEC continued to deliver services to those in need. 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.

I would like to thank members of the OCTEC Board for their continued dedication and commitment to our organisational vision. I would like to commend our CEO, Andrew McDougall, and our 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 ongoing support, hard work and resilience during 2022. The work you do makes a real difference in the lives of so many people.

Cr Jeff Whitton FAICD
Chairperson



Wendy

My Story

It's an unfortunate fact, but many mature age job seekers face significant barriers and discrimination. When Wendy came to OCTEC DES in Laurieton, on the NSW Mid North Coast, she'd been unemployed for more than three years. Wendy was worried about her financial future, and where she was going to live.

In the past, Wendy had worked in customer service roles, including those in hospitality and tourism. She liked working with people. And the Mid North Coast is certainly an area with plenty of tourism jobs available. However, many of these jobs require staff to complete manual tasks – like housekeeping or cleaning – as well as administration. With severe arthritis in her hands, Wendy was unable to complete many of the manual tasks. She was worried that this barrier would prevent her from finding work.

At OCTEC, Wendy was introduced to Dave Sargent, one of our DES Career Consultants in Laurieton. Dave worked with Wendy on her résumé, highlighting her administration experience and her personality profile; real assets for potential customer service roles. Dave identified a vacancy as a customer service worker at a local holiday park, which seemed perfect for Wendy. However, the role included housekeeping and cleaning duties, which Wendy would be unable to complete. Because Dave had a great working relationship with the manager of the holiday park, they negotiated a split role which would allow Wendy to perform only admin-related tasks. The employer offered Wendy an interview, and she was delighted when she won the position!

OCTEC provided the employer with access to an Australian Government Restart wage

subsidy, a scheme encouraging business to employ mature age job seekers. OCTEC also paid for corporate clothing and shoes. Once she began work, Dave maintained regular contact with Wendy to make sure things were going well.

More than one year on, Wendy is still thriving in a happy and fulfilling workplace. Her financial future has become much brighter and her housing issues are sorted, as she has stable accommodation at the holiday park. Wendy said, "I am so grateful to OCTEC, DES and Dave for their support. Having worked in an employment agency in the past, I was overwhelmed by the support I received from OCTEC. Not only did they negotiate a position to meet my needs, Dave matched my personality perfectly with that of my employer. Thank you OCTEC for all your support. Because of you, I no longer feel alone."

Chief Executive Officer Report

May I present to you the OCTEC Limited Annual Report for 2022.

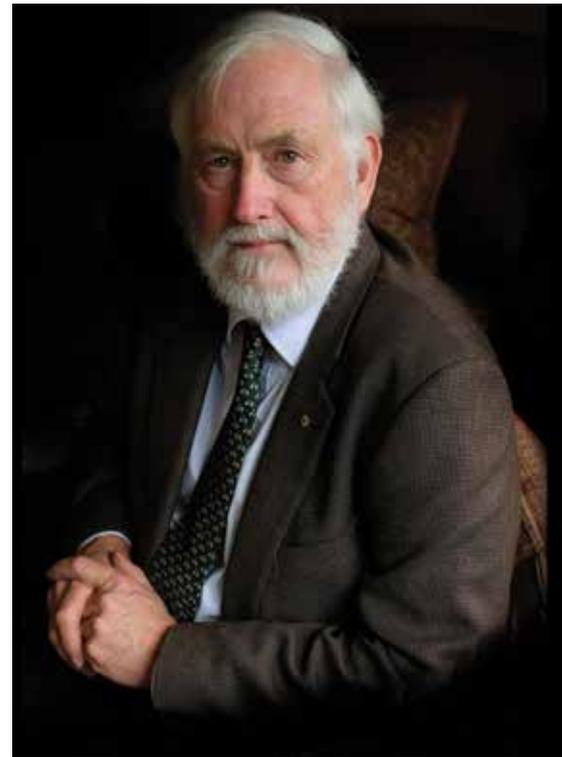
They say that challenges make you stronger. If this is true, then the past year has certainly been a strengthening opportunity for OCTEC's staff, participants and business partners. The impact of global instability, rising interest rates and extreme weather were all major challenges for businesses, communities and individuals. There was also a change of Federal Government and a renewed focus on equipping and qualifying job seekers to meet the skills demands of employers, many struggling to find suitable candidates to fill their vacancies.

In Employment Services, 2022 was a year of maintenance and growth. In July, we commenced the delivery of our expanded Workforce Australia Transition to Work youth employment service across five regions in NSW and the ACT. In the October Budget, the Commonwealth Government announced the extension of the existing contracts in Disability Employment Services (DES) for an additional two years, meaning OCTEC will continue to deliver DES in NSW, Queensland, Victoria and the ACT until 30 June 2025.

We also continued to deliver outstanding employment mentoring services to disadvantaged and long-term unemployed job seekers through Jobs Victoria Employment Services. And we contributed to, and participated in, a parliamentary review into ParentsNext, as the government considered the future of this important program.

Along with Employment Services, our staff and participants in Training Services and at Huntley Berry Farm have all faced the challenges of this past year with positivity and determination. Our Training Services team changed focus during 2022. Our new Head of Training Services, James Eskander, reports to our National Manager for Employment Services, reflecting the need for RTOs to offer tangible pathways between skills development and employment. At Huntley Berry Farm, we continued operations, facing the challenges posed by ongoing wet weather and associated flooding.

Once again, the year put our Corporate Services teams to the test, with organisational policies and procedures developed, tested, implemented and continuously improved. The



impact of flooding on several of our locations meant extensive renovations to sites, including rewiring and reconnecting IT infrastructure. Our Corporate Services team assisted hardworking local staff to get sites back up and running as quickly as possible.

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 2022, we participated in initiatives such as NAIDOC Week, Push Ups for Mental Health and Footy Colours Day, as well as active involvement in local community and business events and expos. We also increased the use of OCTEC's social media platforms to promote a range of worthwhile causes, such as R U OK Day and National Homelessness Week.

I would like to acknowledge the support of OCTEC's Board and our Chair, Jeff Whitton, during another busy and demanding year. And I would like to acknowledge the passing of long-term Board Member, Glenn Taylor, whose sad loss was the catalyst for a new scholarship program bearing his name.

Despite the many challenges of 2022, OCTEC has continued our tradition of being there for people in the communities we serve. I extend my thanks to all our managers, staff, participants and partners for their hard work and support throughout this time.

Andrew McDougall OAM MAICD
Chief Executive Officer



Clockwise from top left: Glenn Taylor Scholarship recipient Ella Lamrock; Tara Shire State College students and teachers taking part in ride to school day when 50 bikes were donated to the school by OCTEC; Samantha Strudwick and Tony Belmonte at Huntley Berry Farm; OCTEC Training Services participants Emma Kennedy, Rayne Paull, Belinda Calderon, Phillipa Ritchie and Casey King, celebrating their Certificate III in Retail graduation with OCTEC Trainer Pamela Fleming; students in the OCTEC-sponsored and supported computer lab at Goldie College in the Solomon Islands; Workforce Australia Transition to Work participants Brooke Keuenhoff and Shania Salmon-Crotty at the Kickstart hospitality van where they work with Payce Foundation's Stephanie Ervin and Tom Mcnee, and are supported by OCTEC Workforce Development Coordinators, Amed Fares and Maggie Lockington.

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 a wide range of private and community sector providers, including national and international organisations, operating in a 'user-choice' and constantly-evolving market. 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.

OCTEC LIMITED
6362 7973 www.octec.org.au

Employment Services

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

Training Services

- Business and Service Industries
 - Community Services and Health - Aged Care Work, Disability Services, Home and Community Care
- Training for Regional Councils



OCTEC LIMITED

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



Members of our Jobs Victoria Employment Services Eastern Metro team, Employment Mentors Marie Ocene Francis and Luyen Ton with Regonal Manger, Pollivianne Faauli (middle).

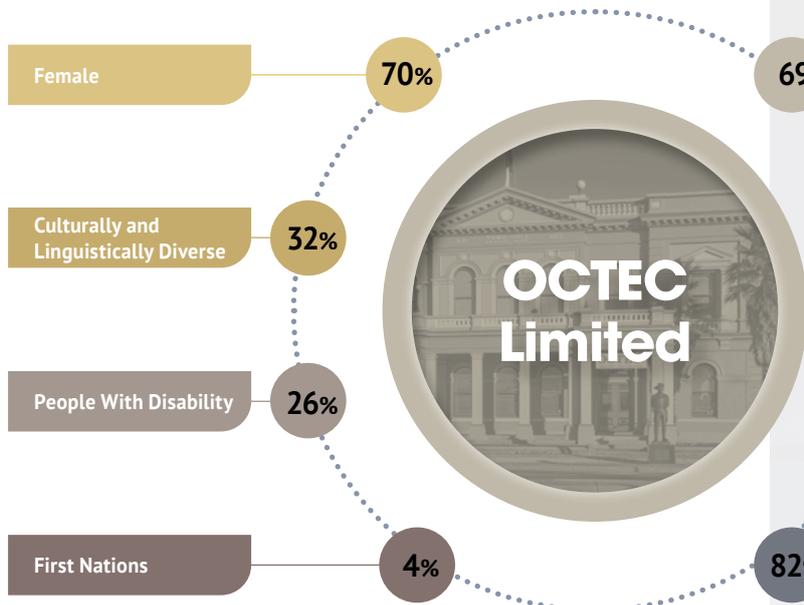
Our Staff

OCTEC is committed to partnering with people from all backgrounds and situations. We exist to help create a fairer and more equitable society. One of our

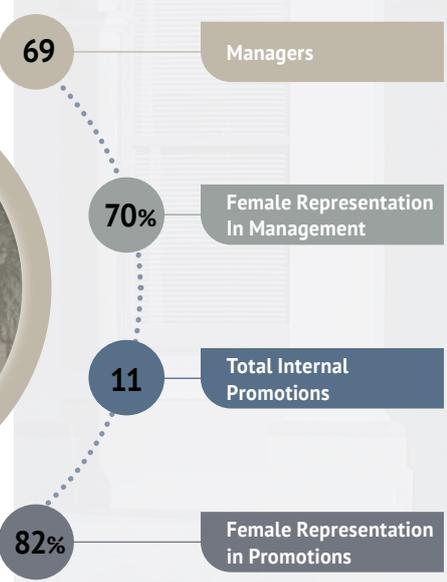
key values is respect for everyone who uses and delivers our services regardless of their gender, race, religion, disability or socio-economic background. This key value is reflected in our staffing practices which include merit-based recruitment

and equal employment opportunity. OCTEC knows that maintaining a diverse workforce, reflecting the characteristics of the communities we serve, is a critical element to quality service provision.

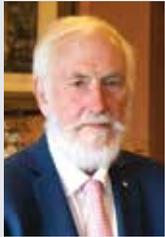
Snapshot of Staff Demographics



Management and Opportunities for Promotion



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 Joy Felizardo (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
Bellingen
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

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
Rose 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
Pottsville

Windamere

Lithgow
Mudgee
Gulgong
Kandos
Portland
Rylstone

Victoria

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

**Inner
Melbourne &
Bayside**

Dandenong
Box Hill
Cheltenham

Edithvale
Elsternwick
Melbourne CBD
Oakleigh
South Yarra

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

Capricornia

Rockhampton
Yeppoon

Fraser Coast

Maryborough
Pialba

Gladstone

Gladstone
Biloela
Moura
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
Beaudesert
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 the use of our own funds. We are resourceful and innovative. We develop active partnerships. We build capacity and community.

During 2022, and despite the significant challenges faced across the country, OCTEC managers and staff were there to provide support, encouragement and practical positive assistance to thousands of Australians. You will read the stories of some of these amazing people throughout this report.

Highlights

Here are just a few highlights of the year that was.

In 2022, OCTEC:



Delivered programs and services from 270 locations and sites



Assisted or provided services to more than 32,700 people



Supported a caseload of more than 31,900 participants in employment services:

- * 14,790 in Disability Employment Services
- * 7,966 in ParentsNext
- * 6,964 in Jobs Victoria Employment Mentoring, and
- * 2,257 in Transition to Work



Placed more than 12,240 participants into employment and/or education



Enrolled more than 740 clients as students with OCTEC's Registered Training Organisation



Supported more than 415 OCTEC students to complete a course, qualification or part qualification

OCTEC Career Consultant, Lauren Wilhelm, meeting with participant, Kat Sambrooks, and her supervisor at TheirCare Shepparton, Michael Wilson.



Disability 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. For this reason, OCTEC is passionate about our employment services, and the opportunity to make a real difference in the lives of unemployed Australians.

OCTEC knows that employing people with disability is not an act of charity, but makes sound business sense. We deliver both DES sub-programs – Employment Support Services (ESS) and Disability Management Services (DMS).

Disability Management Service (DMS) is for job seekers with disability, injury or health condition who need assistance to find a job and occasional support in the workplace to keep a job.

Employment Support Service (ESS) is for job seekers with permanent disability who need help to find a job and who need regular, ongoing support in the workplace to keep a job.

At the commencement of 2023, OCTEC had a caseload of more than 14,700 DES participants



and we had made more than 6,080 placements into employment and education. Our locally-based consultants deliver DES across a range of Employment Service Areas (ESAs) in regional Queensland, NSW and Victoria, plus the ACT, Melbourne, Brisbane and Sydney. In October 2022, the Federal Government announced that the existing DES funding arrangements would be extended by two years, meaning OCTEC's current delivery of the program will now continue until 30 June 2025.

In 2022, our focus was two-fold. We supported job seekers with disability to overcome their barriers, obtain skills and experience, and secure meaningful employment. We also invested significant time and energy with employers, many of whom have struggled to find suitably skilled and qualified staff for their

OCTEC works closely with supportive employers such as Pacific Care in Sydney South West to create opportunities for our participants. Gabriel To'o (second from right) is supported in her employment by supervisor Loraine Turua, OCTEC Regional Manager, Fifita Allen-Kepeu, and OCTEC Consultant, Tupesiliva Too.

vacancies, especially since the return to full operations following the easing of COVID-19 restrictions. We continued working to equip participants secure employment in job growth sectors, while assisting employers in those sectors to meet their staffing requirements.



Management and Support Team

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), Emma Fletcher (Employment Support Services Manager) and Jade Ward (Administrative Assistant).



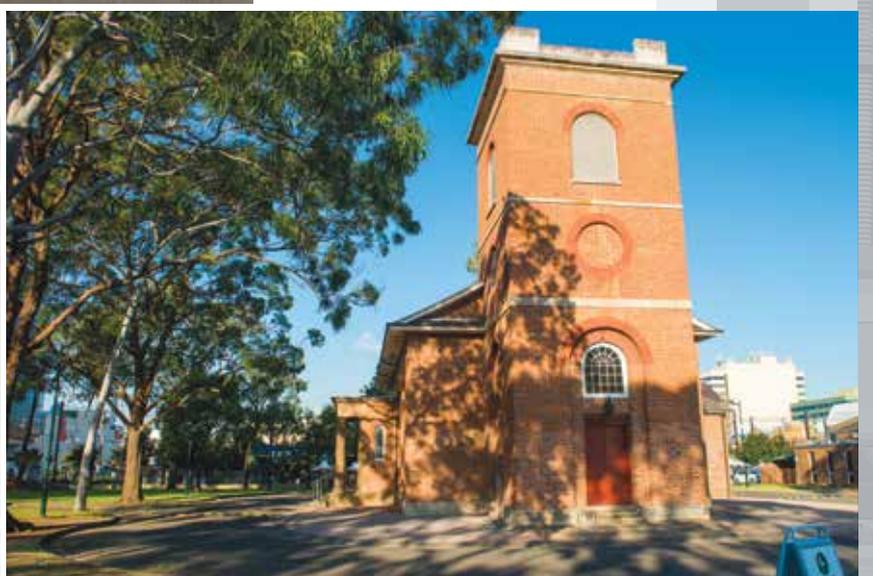
Quality and Compliance Team

Karen Grumley (Manager Business Performance and Strategy), Charlotte Allen, Katie Connolly, Leemar Dankha, Dominik Hamlin, Michael O'Keeffe and Belinda Wilson (Business Performance and Strategy Coordinators), Stephen Brown and Heath Watkinson (Performance and Quality Coordinators).



National Sales Team

Tammy Alexander (National Sales Manager), Kathleen Butler, Jeffrey Chew, Kathryn Ettritch, Amed Fares, Matthew Foreman, Dan Hyndman, Maggie Lockington and Shaun O'Casey (Workforce Development Coordinators).



Sydney



Melany Maynard
(Manager Sydney
Region), Marie
Mason (Special
Projects Officer)

OCTEC's Employment Service Management Team is based in Penrith, and we deliver DES services from nine Sydney Employment Service Areas (ESAs): Nepean, Macarthur, Northern Sydney, Central Western Sydney, Fairfield, Inner Sydney, Liverpool, Outer Western Sydney and St George-Sutherland.

OCTEC works closely with employer partners across Greater Sydney, seeking to understand their individual requirements for skilled staff. We know local employers in sectors such as health and community services, education (including early childhood), hospitality and retail currently experience skills shortages. With training

partners, OCTEC equips our Sydney DES participants with the skills and qualifications employers require, maximising each job seeker's chance of building a worthwhile career.

Central Western Sydney and Outer Western Sydney



Junior Tauia
(Regional Manager)



Shiva Shamsborhan, Nigel Singh,
Norma-Marie Abboud, Michelle
Hayton, Karen Hermez, Benita
Lockyer, Vinod Shrivastava,
Uato'a Suafo'a, Jesse Suitupe
(Career Consultants)



Fairfield and St George Sutherland



John Collins
(Regional Manager)



Sanjalini Singh,
Svetlana Momirovska
(Senior Career
Consultants),
Bahtisan Anaz,
Pauline Iwassi,
Ngoc Le, Mai Nguyen,
Joan Obuchowski,
Palwasha Shinwari,
Samira Tannous,
Anh Tran, Vali
Velardi, Yuling
Huang, Katherine
Zgouras, Pei Zhao
(Career Consultants)





Inner Sydney and Northern Sydney



Ranjana Dhakal
(Regional Manager)



Kristen Vallance (Senior Career Consultant), Peter Doan, Parewhai Campbell Seymour, Mee Youn Kim, David Sarich, Jenny Zhang (Career Consultants)

Liverpool



Aipunou Smith
(Regional Manager)



Rosie Bradbrook, Holly Heraud, Walid Karroum, Tijuanna Lokeni, Josephine Mapesone, Nuti Taiti-Taanoa, (Career Consultants)

Macarthur



Carolyn Lynch
(Regional Manager)



Lesley Butler, Seema Kumar, Jonette Ngawhika, Pauliasi Pikula, Rina Richter, Sylvia Tiatia and Sara Tuigamala (Career Consultants)

Nepean



Angela Finch
(Regional Manager)



Sandra Hope (Senior Career Consultant), Sonia Beattie, Jacquelyn Dean, Michael Dwyer, Robyn Hatfield, Margaret Lundall, Kylie Quinn, (Career Consultants)

Western NSW and ACT



Aaron Fraser
(Manager Regional
NSW and ACT)

OCTEC has been delivering vocational services to local people in this region since 1976. In 2022, we delivered DES in the ACT and Queanbeyan, Chifley, Kiewa, Lachlan, Murray-Darling, Patterson, South Eastern NSW, Sturt and Windamere ESAs.

OCTEC has been working with businesses in western and south western NSW for decades. We have an unparalleled understanding of the needs of local employers. Currently, there are skills shortages in sectors including health and community services, education and training (including early childhood education),

customer service (retail and hospitality) and in the public sector. Through our RTO, and with training partners, OCTEC equips our DES participants with the skills and qualifications employers require, maximising each job seeker's chance of securing work and building a career.

ACT and Queanbeyan



Aaron Fraser
(Manager Regional
NSW and ACT)



Emily Kennedy (Senior Career Consultant),
Nicole Booshand, Jennifer Dunn, Zoe King
(Career Consultants)

Chifley and Windamere



Nathan Fairbrother
(Regional Manager)



Jacob Lyle, Rosalyn Stambe, Liz Lovett,
Annette McPhail, Ryan Pickering (Career
Consultants)





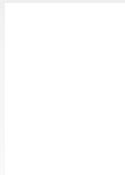
Kiewa, South Eastern NSW and Sturt



Chris van Duursen
(Regional Manager)



Sasha Clarke, Barry Marinus, Shane Packer, Amy Boyland, Stacy Bulger, Sharon Lyons (Career Consultants)



Lachlan, Murray Darling and Patterson



Kim Eager
(Regional Manager)



Chelsea Phillips, Amy Townsend, Jeleaha Cutmore, Verity Morris, Tracey Thompson, Hannah Wisse, Allison Allen, Judy Murphy, Leanne Rawlings (Career Consultants)



Northern NSW



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

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. A number of our sites in these areas were impacted by severe

weather in 2022, especially record flooding in the Northern Rivers.

Northern NSW is a hospitality and tourism hotspot. Post-COVID lockdowns, this sector has experienced significant skills shortages. Similarly, employers in the health and community services sector (especially aged care) are struggling to

find suitably skilled and qualified staff. OCTEC has continued to work closely with employers across Northern NSW, seeking to understand their individual requirements for skilled staff. We work with these employers and our training partners, to match job seekers' skills with those that employers need.

Central Coast, Hunter and Lower Hunter



Leeane Williams
(Regional Manager)



Astra-Dee Wetherall (Senior Career Consultant), Kriztle Greco, Nicole Hill, Jessica Jeffries, Charlene Wilson, Katherine Smith, Abdullah Alanazi, Jamie Cranney, Emma Ward (Career Consultants)



Coffs Harbour, Hastings and Mcleay



Kellie Reeve
(Regional Manager)



Dion Hyde (Senior Career Consultant), Julie-Anne Clifford, Amie-Lee Cumming, David Sargent, Darryn Yule, Brent Kelly (Career Consultants)



Keepit and New England



Samantha Sayers
(Regional Manager)



Kinisha Varning, Kealia
Fields, Donna Uphill
(Career Consultants)

Manning



Shani Hunter
(Regional Manager)



Tegan Brooks, Tiah Cadd, Andrew Figg,
Maree Grady, Amber Emerton, Cindy Foley-
Tennant, Danielle McCarthy, Kris Mashman,
Shelby Rathborne, Amy Villis (Career
Consultants)

North Coast and Richmond



Matt Tancred
(Regional Manager)



Rebecca Davidson (Regional
Manager), Tonje Dyran,
Tara Paish, Karen Fischer,
Jessica Skerry, Alex Wallace
(Career Consultants)

Tweed



Zoe Parkinson
(Regional Manager)



Michelle Maxwell (Senior Career
Consultant), Catherine Cooling,
Lisa Earsman, Robyn Morris
(Career Consultants)



Queensland



Corrina Page
(Manager Northern Region)

In 2022, and despite the challenges posed by major flooding in several locations, OCTEC delivered ongoing DES services across 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.

It is estimated that tourism contributes more than \$20 billion to the state each year. Following on from COVID closures, the sector is currently experiencing major skills shortages, with employers needing appropriately skilled and qualified staff. Additionally, Queensland employers in the health and social services sector

(including aged and disability care) are experiencing a shortfall in skilled and qualified staff. OCTEC works closely with employers in these, and other sectors, and with local training partners, to equip our DES participants with the skills and qualifications they need to meet employer needs, and build worthwhile careers.

Capricornia and Gladstone



Louise Simpson
(Regional Manager)



Lee Holzwart (Senior Career Consultant), Brodie Ramdor, Karyn Stockdale, Ashleigh Buhse, Sarah Dunn, Kelli Johnstone, Julian McDonald, Teleah O'Connor, Sharni Pickett, Maria Richardson, Michelle Riley (Career Consultants)



Fraser Coast and Gympie



Felicity Hill
(Regional Manager)



Annie Angelone (Senior Career Consultant), Alisha Cawley, Matthew Drewe, Robert Pilkington, Lily Steel, Tracey Gyde, Belinda Lambert, Stephany Prickett, Graeme Townsend (Career Consultants)



Gold Coast



Zoe Parkinson
(Regional Manager)



Michelle Maxwell (Senior Career Consultant), Tanya Ewins, Anita Johnstone, Emily Marshall, John Norman (Career Consultants)

Ipswich and Toowoomba



Rachael Scott
(Regional Manager)



Trent Davies, Eleanor Sparrow,
Misha Temple, Emily Ware, Isabella
Bath, Missy Hall, Stacey Liebelt,
Sharon McCabe (Career Consultants)



Logan and South Brisbane



Sue Gregoratos
(Regional Manager)



Kayla Apiata, Melissa Cruickshank,
Rachelle English, Tui-Lee Hayward,
Reuben Kake, Meflopati Palamo,
Rebecca Tedder, Natasha Hepi,
Sophia Lewis, Tanya Mackay,
Lanuola Otto, Jesse Seiuli,
Briane Stininato (Career
Consultants)



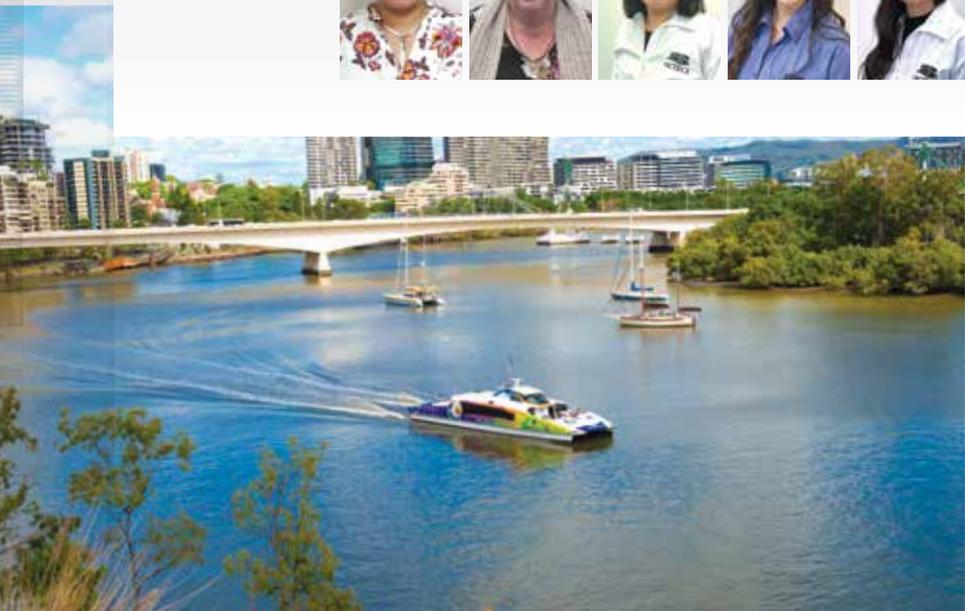
North Brisbane and Outer North Brisbane



Nadine Wheeler
(Regional Manager)



Robyn Pearce (Senior Career
Consultant), Catherine Crawford,
Michael Mills, Anthony Newman,
Tijana Radanovic, Mequita Toomata,
Louise Crowther, Angela Chan See,
Sheryl Day-Millar, Kayla Skipper
(Career Consultants)



Melbourne



Tristan Knoop
(Manager Southern Region)

As the city continued to recover from the economic and social impacts of COVID-19, in 2022, OCTEC delivered DES services across seven ESAs in metropolitan Melbourne.

OCTEC works closely with employer partners across Greater Melbourne, seeking

to understand their individual requirements for skilled staff. We know local employers in sectors such as hospitality, transport and logistics, education and training, health and community services, and construction are currently experiencing significant skills

shortages. With training partners, OCTEC equips our Melbourne DES participants with the skills and qualifications employers require, maximising each job seeker's chance of building a rewarding career.

Bayside



Karen Lim
(Regional Manager)



Jennifer Murrian (Senior Career Consultant), Tass Andreopoulos, Maxime Bodin, Christine Cabral, Phillip Crawford, Shakira Fayazi, Abdelrahim Juma, Kristine McDonough, Mark Nguyen, Claire Phillips, Raj Singh, Cat Wright (Career Consultants)

Calder



Hind Al-Madhoun
(Regional Manager)



Duoa Alkaisi, Maria Baldo, Fouad Elali, Janelle Flynn, Vinod George, Kylie Kent, Manuela Maya Mesa, Dieu Ngoc Nguyen, Sharbel Youkanna (Career Consultants)

Maroondah, Monash, Peninsula



Lawanya Herath
(Regional Manager)



Sharon Cassidy, Charlie Pham, Asanthi Bulathsinghalage, Ronnie Koh, Ajay Kumar, Monalisa Thakur, Allison Stewart (Career Consultants)

Plenty



Tony Papaioannou
(Regional Manager)



Rhiannon Quinlan, Julian Pike,
Israhl Sahin, Blaga Vinogradoff
(Career Consultants)

Westgate



Thao Le
(Regional Manager)



Hang Nguyen (Senior Career
Consultant), Jing Chen, Roy Chin,
Ritsa Gaitanas, Eddie Gordo, Said
Ismail, Alister Le'Toille, Hoang
Nguyen, Dinh Tran, Rachael Violi,
Trisha Vo (Career Consultants)



Regional Victoria



Tristan Knoop
(Manager Southern Region)

As the regional areas of Victoria emerged from the pandemic, OCTEC continued to deliver DES services in five non-metropolitan ESAs, covering the south, west and north of Victoria.

Across Regional Victoria, employers in sectors including agriculture, health and community services, education and in customer service industries (such as retail and hospitality) are experiencing staff shortages. OCTEC works closely with

employer partners in these, and other sectors, understanding their specific needs, and then working with training partners, to equip our DES participants with the skills and qualifications these employers require.

Geelong, Hampden, Western District



Allan Benfield
(Regional Manager)



Amanda Carlton, Ashleigh Hughes,
Dyrone Watene, Andrea Bellman,
Delaney Foster (Career Consultants)

Goulburn Valley



Tony Papaioannou
(Regional Manager)



Casey Osborne (Senior Career
Consultant), Brittany Mullins,
Melissa Wilson, Lauren Wilhelm
(Career Consultants)

Sunraysia



Kim Eager
(Regional Manager)



Allison Allen, Judy Murphy, Leanne
Rawlings (Career Consultants)

Parents Next

OCTEC is one of the largest providers of this important Australian Government program. At the end of 2022, we had a national caseload of approximately 7,950 ParentsNext participants, and we had placed more than 2,540 parents into employment and/or education.

Funded by the Department of Employment and Workplace Relations, ParentsNext (PN) 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 connect with local services as they prepare to enter or re-enter the workforce.

OCTEC has been delivering ParentsNext since the program commenced in July 2018. Our services are delivered across 10 employment regions in NSW and Queensland. Based on this extensive experience, we know the program and our participants, and understand the transferable skills that parents develop. OCTEC ParentsNext Consultants support participants to gain work in a wide range of industries including in sectors such as early childhood, community services and customer services. We work with local employers, our RTO and other training partners to give our participants the specific skills, qualifications and support they need to develop, or redevelop, great careers, while meeting the skills needs of employers.



Charissa Mossop (ParentsNext Manager), Fihta Allen-Kepu (Operations Manager), Leanne Tramonte (Senior Business Performance and Strategy Coordinator), Sarah Derrett, Rhiannon Knaggs, Harsha Mungur, Vanessa Smith (Business Performance and Strategy Coordinators)

Brisbane South East and Somerset



Melinda Walton
(Regional Manager)



Mana Faifai, Sekou Kenneh, Jason Cochrane, Kylie Dwyer, Corrine Noonan, Nicole Taylor (PN Consultants)

Darling Downs



Alana Burnett
(Regional Manager)



Leonie Bastiaan, Ashleigh Bergen, Loren McLennan, Victoria Ryan, Libby Smith (PN Consultants)

Gold Coast and North Coast



Sandra Parkinson
(Regional Manager)



Kimberly Harrison, Heidi McDonald, Merry-Anne Poumale, Kirsten Putland, Tara Sharplin, Naomi De Boer, Michelle Fuller, Jenny Rock, Sue Robertson, Margaret Sexton (PN Consultants)



ParentsNext

New England and North West, Sydney North and West



Alicia Craft
(Regional Manager)



Laura Ferris, Beth Neumaier, Tanya King, Courtney Kelly, Robyn Klein, Nahria Shannon, Teresa Turner (PN Consultants)

Sydney Greater West and Sydney South West



Julie Stricek
(Regional Manager)



Raed Al-Khadadi, Sherry Farhan, Cheryl Hatzistamatis, Sharlene Longman, Arzu Ozturk, Kelly Nowland, Annastasia Sen, Maheen Khan, Mary Nakirijja, Thanh Ha Ly Nguyen, Elvedin Topcagic (PN Consultants)



Wivenhoe



Peta Mullins
(Regional Manager)



Junior Iopao, Lucy Geraghty, Chandell McEvoy, Imogen Munich, Jessica Nock, Tracey Smith (PN Consultants)



Ebony

Each day, OCTEC's ParentsNext consultants undertake some incredible work, assisting disadvantaged parents on a

pathway to a career. It can be extremely challenging and also very rewarding.

When Ebony first came to our ParentsNext site in Chermside, in Brisbane's north, she was facing some incredible challenges. Estranged from her three children, she had survived cancer, had been battling addiction, and was victim to domestic violence. She began working with our consultant,

Catherine Crawford, who found her to be shy and lacking self-esteem.

It was therefore quite a shock when Ebony told Catherine she'd found herself a job. Ebony was very worried about whether she'd be able to keep her job and if this newfound independence would inspire a reconnection with her kids.

Catherine spent time with Ebony, asking some important questions, and focusing on the future. Ebony was incredibly honest. Catherine's questions really started her thinking.

Together, they formulated coping strategies – the things Ebony could do to help herself, and her family, to move

forward. Ebony was bound by a need to please others, rather than setting goals for herself. Catherine helped Ebony to see that improving herself could also mean doing the right things by those she loved. Together, Catherine and Ebony reflected on how a new job could be the first step in Ebony's goal of financial independence. She was supplied with a new mobile phone by OCTEC after hers had been stolen, as well as other practical help.

The two women caught up recently. Ebony was incredibly thankful to Catherine, OCTEC and ParentsNext for all the support she'd received. "There were tears," Catherine remembers. "It was very humbling."

Transition to Work

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

In 2022, we continued supporting participants to undertake vocational learning relevant to their goals and ambitions, as well

as helping them to complete work trials and casual placements, to build their practical work experience. In this way, our participants develop the skills and experience they need to build great careers, while also meeting the specific labour demands of local employers.

As a result of our strong performance, commencing in 2022 OCTEC was offered additional TtW services. We now deliver in Capital Region, Central West NSW, Murray Riverina, Sydney South West and in the Illawarra. In February 2023, we had a caseload of more than 2,250 TtW participants, and had placed more than 1,120 young people into employment and/or education.



Charissa Mossop (ParentsNext Manager), Fifita Allen-Kepu (Operations Manager), Leanne Tramonte (Senior Business Performance and Strategy Coordinator), Sarah Derrett, Rhiannon Knaggs, Harsha Mungur, Vanessa Smith (Business Performance and Strategy Coordinators)

Capital



Lana O'Brien
(Regional Manager)



Ilceia Astill, Jacksny Blewitt, Nahom Ghebreyesus, Yassin Ismail, Samantha Roberts, Ellie Wykes (TtW Consultants)

Central West



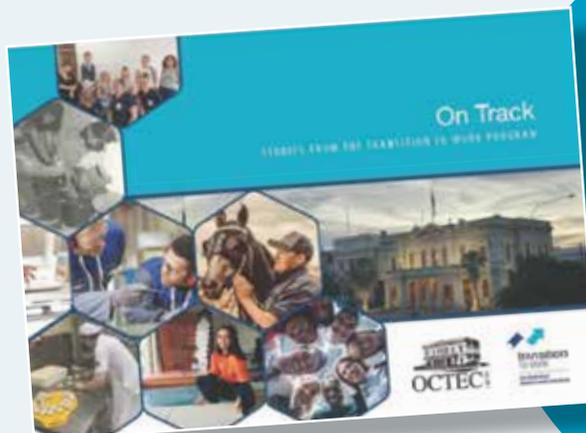
Nichole Strain
(Regional Manager)



Alejandra Moor, Robert Fulton, Vanessa McKay, Telisha Phillips, Donna Rouse, Shantelle Uren, Alice Van Den Bos (TtW Consultants)

Workforce Australia
Employment Services

Delivered by
OCTEC Limited



OCTEC's 'On Track – Stories from the Transition to Work Program' booklet shares inspirational stories of our Transition to Work participants, consultants and partners. It has been well received by all stakeholders including participants, employers, community service providers and government authorities and officials.

Illawarra



Lesley Hallett
(Regional Manager)



Seychelle Albert,
Bonnie Brightling,
Abby Brownlee,
Storm Dallas (TtW
Consultants)

Murray Riverina



Lauren McCarthy
(Regional Manager)



Tanealle Eccleston, Cameron
McRae, Krystal Maytom,
Neisha Mullen (TtW
Consultants)

Sydney South West



Lesley Hallett,
Jason White
(Regional Managers)



Rawda Itani (Senior TtW Consultant), Codie Collier Appleyard, Ahmad Arsalah, Sene Auelua, Michael Bui, Christina Crouche, Shyla Fulu, Tasesa He, Marie Kitiona, Emily Lester, Fuatino Lole, Angela McColl, Alison Mclean, Tianna Martinez, Jeanene Maxwell, Felecia Wood (TtW Consultants)



Transition to Work participant,
Connah Pont, uses OCTEC's job
seeker computers at our Corrinal
office to do online training and job
searching, with support from TtW
Consultant, Seychelle Albert.

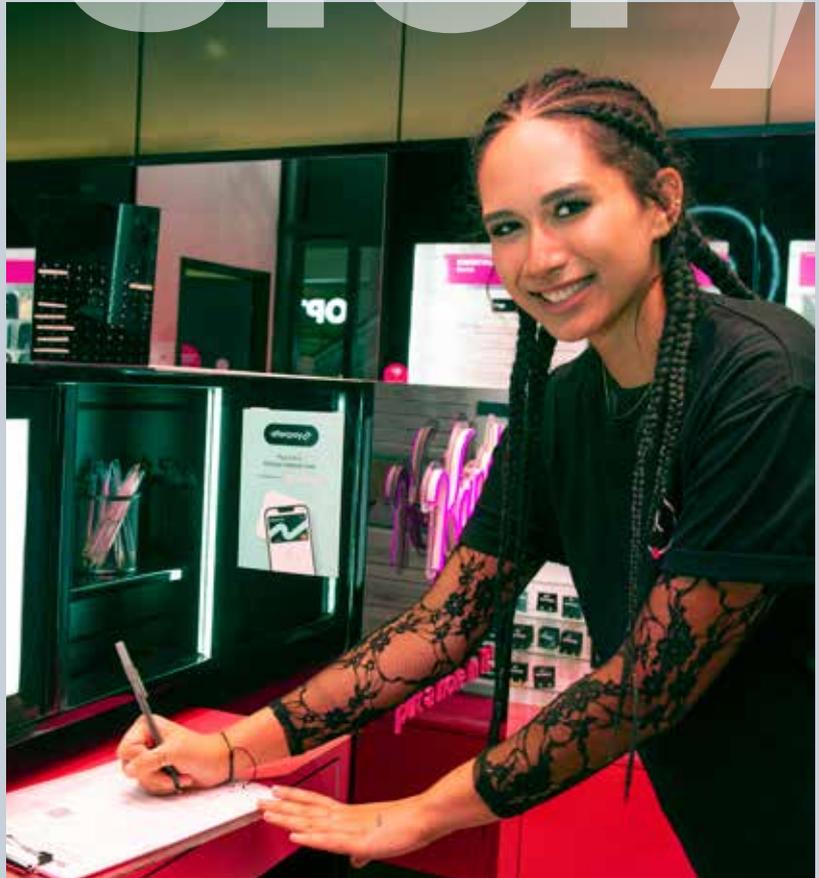
Kaiya

Commencing in July 2022, OCTEC's Transition to Work sites in Wollongong represent an important expansion of our services in the Illawarra. In a short period of time, we have already seen the lives of disadvantaged young people transformed as they embark on the journey to work and a career.

Kaiya first came to TtW through a 'meet and greet' activity held at our Wollongong site. She was extremely anxious about attending, but soon made friends with some of the TtW participants already engaged at site.

With the encouragement and support of our TtW staff, Kaiya and several other participants organised to meet up and hand out their résumés to potential employers. One of those employers was SkinKandy, the country's largest specialist skin piercing and jewellery business, in Wollongong. The employer was extremely impressed with Kaiya's enthusiasm and drive, and they offered her a sales assistant position.

Receiving post placement support from her TtW consultant, Kaiya has thrived, building experience, skills and confidence, and we wish her every success in her future career!



PAYCE Foundation Kick Start Program



Created by a leading property and investment company, the PAYCE Foundation run numerous social enterprises, including the Kick Start Café program, which provides training and employment opportunities for disadvantaged young people.

In Sydney's South West, OCTEC's Transition to Work team has been working with the Foundation, and their Kick Start food caravans, which are set up at construction sites around Sydney. The caravans provide café and canteen facilities to cater for the needs of construction workers.

Working in the Kick Start program our TtW participants have the chance to attain a barista qualification, before moving into a Certificate III in Hospitality and a transition to employment.

Through this important partnership, OCTEC's TtW participants develop skills, experience and qualifications relevant to sectors experiencing significant staff shortages – such as hospitality – setting them up for exciting careers.

Jobs Victoria

OCTEC has been delivering job seeker mentoring services under the Victorian Government's Jobs Victoria initiative since July 2021. We're the second largest provider of Jobs Victoria services and at the end of 2022, had more than 6,960 job seekers receiving our Jobs Victoria employment mentoring services, with more than 2,500 achieving employment placements.

Our services link disadvantaged job seekers (including long-term unemployed, people from CALD backgrounds, First Australians, mature age, disengaged youth, ex-offenders, people with disability and those experiencing domestic and family violence) to employers across all industries and sectors. As with our other services, Jobs Victoria is a program that enables 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 job seeker 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 across Victoria, helping our jobseekers overcome employment barriers. And we have agreements in place with vocational training providers across Victoria to equip our jobseekers with the skills and qualifications they need to secure and retain employment.



Kate Peart (Manager Jobs Victoria), Soula Krikelis (Business and Performance Strategy Coordinator), Susan Archer (Employment Support Coordinator), Dana Dawaname, Sally Molero (Administration and Compliance Officers), Anna Alberico, Tony On (Workforce Development Coordinators)



Jobs Victoria participants, Kelly Mach (left) placed at Australian Multiwall Shane O'Driscoll (right) placed at Bakery Republic.



Jobs Victoria (Cont'd)

OCTEC delivers Jobs Victoria services across seven regions (involving six OCTEC teams) covering both metropolitan and rural

locations. We work closely with employers across the state, understanding their specific skills shortages, while mentoring

our job seekers to ensure they develop these same skills and qualifications.

Barwon and Great South Coast



Sally Midigan
(Regional Manager)



Melanie Bant, Andrew Carmichael, Danielle Clancy, Patrick Mercaldi, Stuart Pyers, Paul Scorpo, David Trenholm (Employment Mentors)

Eastern Metro



Pollyvianne Fauli
(Regional Manager)



Suet Curzon, Chaolynn Fafoi, Marie Ocene Francis, Fariza Ibrahimi, Julie Molenaar, Aisha Siddaqa, Tere-Lee Simon, Luyen Ton, Victoria Uini (Employment Mentors)

Inner Metro and Inner South East



Helen Aladeva, Richard Begazo, Peggy Pang (Employment Mentors)



Helen Aladeva, Richard Begazo, Peggy Pang (Employment Mentors)

Southern Metro



Manu Rastogi
(Regional Manager)



Amanda Blight, Peter Hermawann, Jason Kallaste, Maree Leonard, Kam Samingtat, Medhi Shaheen, Vera Singh, Shah Yusoff (Employment Mentors)

Western Metro (Inner)



Wendy Omene
(Regional Manager)



Gordana Brkic, Nafissa Hajiali, Isabelle Hoey, Thao Huynh, Wayne Mallia, Ipekbahar Ocal, Reanne Orrico, Michelle Partridge (Employment Mentors)



Western Metro (Outer)



Van Ngo
(Regional Manager)



Sonal Dang, Mark Jekic, David Pham, Ben Tran, Karina Vaaivaka, Hillary Wealprasert (Employment Mentors)



My Story

Sekone

When you have been unemployed for a long time, finding a job can be tough. OCTEC's Jobs Victoria Employment Mentors have the skills and experience to assist job seekers with their job search, as well as contacts and connections with employers. This can make the difference between a job seeker winning or missing out on a vacancy.

When Sekone Faaleolea commenced with OCTEC Jobs Victoria Oakleigh in mid-2022, he'd been unemployed for 20 weeks. After working as a farmer for more than 10 years in his native Samoa, Sekone believed in the importance of hard work to provide for his family. He just needed some additional guidance and assistance to secure work in Australia. Sekone connected with our Jobs Victoria Employment Mentor, Chaolynn Fafoi, who assured him his work ethic would be well-regarded by Australian employers. Because he lacked experience in job search, and had limitations with his English, Chaolynn assisted Sekone improve his résumé and mentored him through the job search process.

Once they felt he was ready, Chaolynn and Sekone began considering what kind of work he would like to do. S.M.A.R.T Recycling is a specialist recycler of timber packaging waste produced by local

manufacturing, retail and construction businesses. Chaolynn had worked with the Manager of S.M.A.R.T before and, because she had found suitable participants for his previous vacancies, he trusted her judgement and referrals. Such was the rapport and trust Chaolynn had developed with the employer, Sekone secured an interview and was offered a job as a labourer on the same day, despite not having worked in the industry before.

To assist with the placement, OCTEC assisted Sekone to purchase appropriate work clothes and work shoes. Chaolynn maintained ongoing contact with Sekone as part of our post placement support and everyone has been encouraged by how well he has done with the team at S.M.A.R.T.

Mental Health Employment Strategy

OCTEC's Mental Health Employment Strategy (MHES) is an important element of our employment services delivery. Mental health is a serious barrier for many job seekers, and during the COVID-19 pandemic, there was 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, developing partnerships with specialist service providers including headspace youth mental health services across Australia. We also partner with locally-based service providers such as community

mental health centres, psychologists and other specialist clinicians to ensure our participants receive the professional assistance they require to overcome barriers and participate more fully in the jobs market.

As an example, OCTEC actively works with two important local mental health services in Orange in Central West NSW, Orange headspace and LikeMind Orange. Operated by Marathon Health, Orange headspace provides mental health services to young people aged 12 to 25 years. OCTEC's Transition to Work team works closely with Orange headspace, referring participants with mental health barriers and taking referrals from headspace where employment has been

identified by a young person as a goal to support their recovery and future development. OCTEC also supports the centre by delivering vocational training services to headspace clients.

The LikeMind Orange Centre is funded by the NSW Government and provides an integrated and holistic mental health service for participants aged 18 to 65 years. OCTEC has a Memorandum of Understanding with LikeMind lead agency, Stride, to provide in-kind support to the centre, particularly in relation to the vocational and social needs of participants. We are also represented on the LikeMind Consortium.



The team at LikeMind Orange led by Service Manager Tamiki Carr, work closely with OCTEC's Disability Employment Services team in Orange led by Regional Manager Kim Eager, cross-referring clients to the services of each organisation.

Training Services

OCTEC is a Registered Training Organisation (RTO 90142). We offer quality vocational training relevant to both job seekers and employers. We equip job seekers with skills and qualifications that lead to careers, and assist employers meet their demands for skilled, job-ready staff.

In 2022, the structure and focus of our Training Services underwent significant change. Our Head of Training Services, James Eskander, now reports to our Manager Employment Services, Chris Clark. In line with the new Australian Government's Jobs and Skills agenda, this structural change helps provide a 'one-stop-shop' approach to vocational training. Under this model, our organisation provides integrated training and employment services to job seekers and

employers. OCTEC provides direct assistance to job seekers from course enrolment right through to post-placement employment support, as well as training courses that leads directly into employment. We also tailor specific training solutions to our employer partners, giving them direct access, and input, into the training of their current and future staff.

Aligned with this change of approach, we continue to maintain a wide range of qualifications on our scope. We respond to the needs of job seekers and employers in an effective and timely manner. We provide our students with nationally-recognised qualifications at the Certificate II, III and IV levels of the Australian Qualifications Framework (AQF).



OCTEC LIMITED TRAINING SERVICES

RTO Number 90142



James Eskander (Head of Training Services), Casey Crook (Training Manager), Karen Gerke (Training Administrator), Jill Cummings (RTO Compliance Manager), Lee Cuff, Pamela Fleming, Allyna Neville, Rebecca Sawell, Samantha Sculthorpe, Dharra Vyas, Susi Witt (Trainers and Assessors)



Certificate III Individual Support graduates Zoran Sestic, Shinobu Ueyama and Tahia Rassam (back) with Training Administrator Karen Gerke, Trainer Susanne Griffith, Jodi Bowers and Karen Graham at the Phillips Centre.



Training Solutions for Job Seekers

As Australia emerged from COVID-19 and battled economic and climatic challenges, OCTEC continued to provide training customised to the needs of job seekers, along with employers and their current staff. The upheaval in the Australian economy, largely due to rising supply costs and interest rates has had an impact on the vocational training sector. Continued economic pressure has led to a hesitancy on the part of some employers to investing in the training of their staff.

OCTEC seeks to overcome business hesitance by offering training solutions for job seekers that directly align with employer needs. Following on from the Australian Government's Job and Skills Summit in September 2022, our focus has been to offer a 'one stop shop' for job seekers and employers – where employment and training solutions come together. Our training and employment services staff work together to identify the specific

skills and qualifications local employers are looking for, and then offer access to relevant courses run by our RTO. Current sectors experiencing skills shortages include retail, hospitality and health and social assistance, and OCTEC offers both accredited training and recruitment services for these sectors.

Our training approach is flexible and adaptive. Delivery models we use include online course delivery, as well as one-on-one support via phone and online conferencing. Job seekers also have access to OCTEC's world class training facilities, including our state-of-the-art Phillips Centre at Croagh Patrick in Orange.

Working closely with our employment services teams, our Trainers and Assessors have experience in a range of industries, ensuring our training reflects industry best practice, and remains

relevant to the changing needs of employers.

2022 was a year of challenge and change for OCTEC's RTO. Despite this, by December, OCTEC had issued the following qualifications:

- nine qualifications at Certificate IV level,
- 64 qualifications at Certificate III, and
- 345 Statements of Attainment.



Partnering with Employers and Industry

Under our 'one stop shop' approach to employment and training services, OCTEC works closely with employers across a broad range of industries, and we offer the skills and qualifications businesses require to meet their current and future staffing needs. Examples of sectors where we offer accredited training include health and community services, retail and hospitality.

Health and Community Services

The health and community sector – especially aged care – is one still recovering from the impacts of COVID-19, and the demand for skilled staff in the sector remains high. OCTEC delivers a range of nationally-recognised qualifications from the Community Services and Health training packages, including qualifications in aged care, disability services and individual support. We offer community services employers

accredited skills training for both new and existing staff members.

Bupa is a major provider of health care services, including aged and disability care. In 2022 OCTEC continued working with Bupa staff, offering Certificate courses – such as Certificate III in Individual Support – to develop their skills and improve the quality of care provided for their clients. In addition to Bupa, in 2022 OCTEC provided accredited health and community services training for the staff of NSW aged and disability care providers in the Central West, Southern Tablelands, Central Coast and Northern Rivers regions.

Moving into 2023 and beyond, our goal is to expand our community sector training into areas relevant to the NDIS. This includes training in certificate level 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.

Retail and Hospitality

OCTEC's Training and Employment Services staff are also working together to identify employers in the retail and hospitality sectors requiring access to qualified, skilled and job ready staff. These two sectors are still facing post-COVID labour shortages, as well as the impact of inflation and rising interest rates.

In 2022, we provided accredited training for retail and hospitality employers such as general retail stores, supermarkets and cafés across regional locations in NSW.

Our Story

Transition to Work Retail Training



Commencing in October 2022, a group OCTEC Transition to Work participants from Campbelltown in south west Sydney completed a retail training program delivered by our RTO team.

Graduating in February 2023, the training program involved completion of a Certificate III in Retail, which included practical work placements at a range of Best and Less stores. Feedback from both participants and the host employers was positive, and these young jobseekers have taken a major step towards work readiness. And they were able to do so without having to deal with multiple providers.

Government-Funded Programs

Smart and Skilled

Smart and Skilled is a NSW Government initiative providing subsidised vocational training to eligible students in priority regions across the state. OCTEC is an approved Smart and Skilled Training Provider and during 2022 offered eight accredited courses. These comprised:

- one course at Certificate IV level, and
- seven courses at Certificate III.

Our courses include those in skills demand sectors such as health and community services, and hospitality, as well as courses with multi-sector application such as Certificate III in Business. A number of our courses under Smart and Skilled involve Australian Apprenticeships and/or Traineeships. Courses are offered across NSW, through small group classroom and

distance training options, for durations between one and four years.

In November, OCTEC applied to continue delivery of courses under Smart and Skilled during 2023-2024. The current Smart and Skilled funding arrangements cease on 30 June 2023.

ACT Funding Agreement

Since 2020, OCTEC has had an ACT Funding Agreement (ACTFA) to deliver programs that address the major objectives of the ACT vocational education and training (VET) system, with places initially being offered in Certificate II in Business. During 2022, OCTEC maintained our ACT Government funded provider status, liaising with the government to identify specific funding for courses that will meet local employer and job seeker needs.

JobTrainer

Responding to skills gaps experienced by employers following the COVID-19 lockdowns, the Commonwealth and state governments initiated a funded skills program called JobTrainer. The aim of the fund was to support employers and job seekers by offering low fee or fee free accredited training in the skills areas of greatest demand.

During 2022, OCTEC delivered a range of skills demand courses under JobTrainer, including Certificate IV courses in Ageing Support and Disability Support, and Certificate III courses in Retail, Community Services and Individual Support.

JobTrainer funding ceased on 31 December 2022.



Bupa Pottsville Beach staff completing training as part of a Certificate III in Individual Support (Ageing).

Our Story

Computer Skills for Careers

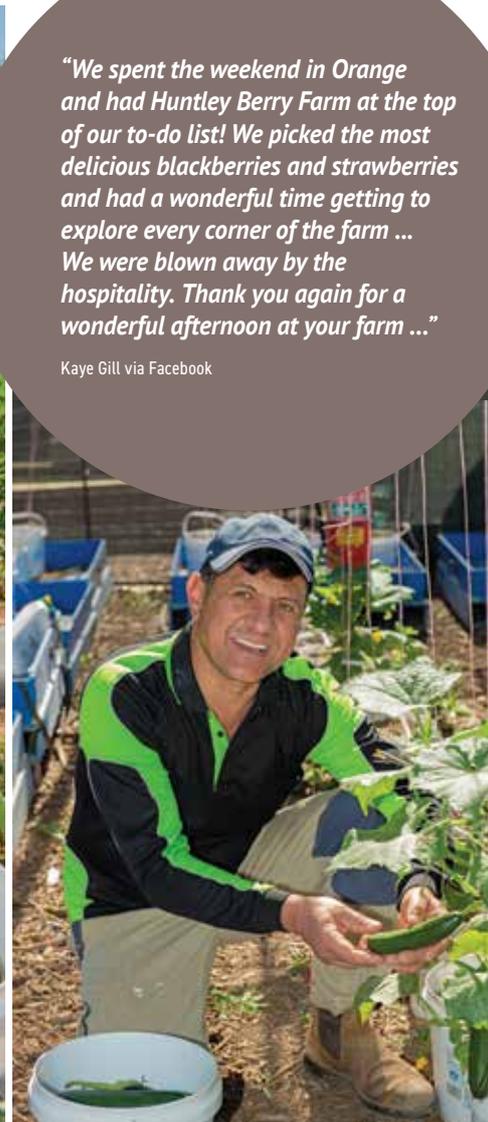
These days it can be very difficult to secure work if you don't have at least a basic understanding of computers and how to use them. A lack of computer knowledge can make searching for and securing a job a real challenge, particularly if you are a job seeker who is mature age and/or has a disability. In early 2023, as part of our comprehensive approach to skills development and job search, OCTEC Training and Employment Services in Central West NSW combined to deliver a Basic Computer Training course for a group of OCTEC DES participants.

Conducted over three days, and delivered by OCTEC Trainer Allyna Neville, the course was delivered to OCTEC DES participants whose initial assessment identified a lack of computer skills, knowledge and/or experience as a barrier preventing them from finding employment.

The program was designed to be highly experiential, covering subjects such as understanding a computer and computer components, basic computer operations, programs and software, creating and saving a Word document, using email, and using the Internet.

The initial course was very well received by participants and there are plans to roll out similar courses for disadvantaged job seekers across other regions.





"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

Huntley Berry Farm

Huntley Berry Farm (HBF) is OCTEC's Australian Disability Enterprise situated on the outskirts of Orange in Central West NSW. The farm is a multi-faceted operation that provides specialised supported employment for participants of the National Disability Insurance Scheme, as well as being an important tourist attraction in Orange and the Central West and a working farm that grows high quality produce for local consumers.

Since 2019, HBF has faced a series of challenges starting with drought and bushfire smoke, followed by two years of COVID-19 restrictions and most recently, flooding. The challenges of a changing climate were most apparent in the second half of 2022 when significant spring rainfall led to flooding at the farm, damaging or destroying berry crops and leading to delays in opening for the berry season.

Despite these challenges, the farm managers continued to provide a safe and inclusive work environment for our ten supported employees, while growing some truly spectacular produce including a range of berries, plus other fruit and vegetables. The quantity and diversity of produce may not have matched previous years, but the quality was as strong as possible given the extreme conditions.

Our HBF team are always looking to improve and expand what we do, both to increase the range of work activities available to our supported employees, as well as enhancing the visitor experience. In 2022, this included hosting a JAM Orange concert in early February; trialling a range of local produce picnic hampers for the concert and for farm visitors during the berry season; expanding the range of plants in the Marang Indigenous Edible Garden and providing more detailed signage; providing schools, community groups and families with the opportunity to take guided tours of the garden with local First Nations community leader, Gerald Power from Indigenous Cultural Adventures; and developing a range of Lemon

Myrtle infused jams and coulis for sale through the HBF online shop and farm shop.

These initiatives built on the regular annual program of farm activities that includes a 'pick your own' experience from November to April, periodic family fun days, our HBF pop-up shops in Orange and Bathurst in December, and the annual program of planting, pruning, watering and weeding that keeps the farm looking great.

While our regular farm activities were impacted by heavy rains and flooding in Spring 2022 - including cancellation of the usual season-opening family fun day and the unavailability of cherries and other produce for the pop-up shops in December - the HBF team remained positive, focusing on what could be achieved, rather than what could not.

The team has continued this same positive approach in 2023. The delayed season meant more produce was available in January and February, compared to previous years, and we have renewed our involvement in farmers markets across the Central West, showcasing our fresh produce as well as our jams, coulis and olive oil.

With cautious optimism, the HBF team looks forward to continuing our unique 'not just a berry farm' experience as we move through the year ahead.



Tony Belmonte (HBF Manager), Gianni Belmonte (Marketing and Operations Officer), Max Dennis, Keith Gartrell, William Good, Daniel McGregor, Luke Mavrak, Alex Paniz, Hunter Press, David Quinlan, Jay Reed, Samantha Strudwick (Supported Employees)



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.

During 2022, we successfully delivered Specialised Supported Employment at Huntley Berry Farm and at Old Town Hall, our Head Office in Orange. We also have capacity to deliver School Leaver Employment Supports, Individual Employment Support and Employment Support and Preparation in a Group in Orange and across our network of Employment Service sites.

OCTEC NDIS

Your Choice, Brighter Future

National Panel of Assessors

OCTEC delivered National Panel of Assessors (NPA) services in four Employment Service Areas throughout 2022: Patterson in Central West NSW,



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

Nepean and Macarthur in 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 numerous career assessment and development tools to help our participants identify and overcome barriers, and to find and continue working. 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 assists participants to 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.

Where lockdowns and/or natural disasters impact connection between participants and staff, OCTEC uses innovative tools and strategies for engagement, assessment and career development. Some of these initiatives include online study groups using video conferencing, allowing participants engaged in online vocational education to connect and support each other. We have hosted online OCTEC Parents Advisory Groups under the ParentsNext program, conducted proactive online reverse marketing of job seekers to employers, continued the delivery of online training and assessment services, and re-conducted participant assessments to identify previously undisclosed barriers, such as mental health challenges.

OCTEC Jobs Victoria participant Wes Niven (centre) with Tayla Djemil and General Manager Richard Ayles from Tamar Cabinets in Melbourne.



Our Story

Blowfish

We've all heard the stories about a person who loved a business so much, they ended up buying it. Well, that was the experience of OCTEC DES participant, Stuart Rhodes.

When Stuart started with OCTEC DES in Taree a few years back, he had significant mobility issues due to lumbar spasms in his back. Despite this barrier, Stuart was determined to turn his life around. OCTEC arranged for Stuart to secure RSA and RCG certificates, and we assisted him to secure jobs with local hospitality providers.

One of these jobs was at a takeaway street café called Blowfish, near the beach at Old Bar. Stuart loved his job so much, that when he was able and the opportunity presented, he bought the business.

Today, thanks to the support of OCTEC, Stuart is now a business owner and employer in his own right. And, when he needs staff for his business, he looks to OCTEC for his recruitment needs. So, if you're ever down at Old Bar beach, and feel like some amazing takeaway, please say hello to Stuart at Blowfish.



Vinnie



Job seeker connection and engagement is an important part of OCTEC's approach. And, as part of our outreach, OCTEC actively uses social media to inform and connect with potential job seekers.

Vinnie Veng arrived in Australia from Cambodia in early 2022. She was looking for a job to help fund her studies and living expenses. She went online and found details of OCTEC Jobs Victoria mentoring services on Facebook. She completed an online form and connected with Shah Yusoff, a Jobs Victoria Employment Mentor in Edithvale. After their first meeting, Shah discovered that Vinnie was positive and yearned for success, but was being held back by a lack of local work experience, job search skills and understanding of Australian work culture. The two spent time together, developing Vinnie's résumé and a cover

letter and discussing the local job search process. Once Shah felt Vinnie was ready to start job searching, he used his local employer connections to help Vinnie take the next step.

Shah had a strong relationship with a local Noisette Patisserie. He contacted the employer and discovered they were looking for café staff. Shah introduced Vinnie to the employer, who was so impressed, a work trial was arranged immediately. To prepare Vinnie for her trial, Shah spoke about what was involved in café work and sent her some YouTube videos showing working life as a café attendant. Vinnie's work trial went well and she was offered paid employment.

Shah continues working with Vinnie and her employer, through post-placement support. As well as having regular catch-ups, Vinnie knows she can contact Shah at any time with questions or to discuss any issues.

Our Priorities

Fostering Local Partnerships

Employers

The past few years have been incredibly difficult for many Australian employers. Rising energy costs, interest rates and critical skills shortages have made the current business environment a particularly challenging one.

OCTEC offers employers 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 initiative provides employers of OCTEC participants with targeted assistance, which can include induction training, mentoring and 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 specific workforce recruitment and development needs.

Small and Family Businesses

Small and family businesses are essential to the success of the Australian economy, with over 95% of all Australian businesses fitting this category. The resilience of these businesses has been especially tested by the ongoing impact of rising costs, increasing interest rates and skills shortages.

OCTEC partners with small and family businesses across all our service locations. Through our employment and training services, and Biz Support assistance, we help these businesses recruit, train and retain quality staff.

We understand the impact of rising costs and, throughout 2022, our consultants have worked alongside thousands of business owners, delivering quality employment services at no cost to them.

Government

OCTEC works with departments and agencies at all levels of government, delivering services including employment, pre-employment programs and vocational training. We remain one of Australia's largest providers of Commonwealth-funded employment service programs, including Disability Employment Services (DES), ParentsNext and our growing Transition to Work program.

At the State and Territory level, OCTEC services include delivery of employment mentoring services on behalf of the Victorian Government under Jobs Victoria. Our Training Services team work with the ACT Government's vocational education and training (VET) system, and continue to deliver courses funded under the NSW Government's Smart and Skilled initiative.

Our staff also work closely with local governments in a range of ways. We offer quality applicants for job vacancies, deliver accredited courses as a preferred training partner and use council facilities and services to assist participants on their employment journey. We have delivered accredited industry-based training to councils in the Hunter, Central West, South Western and North Western NSW in the past year.

OCTEC provides recruitment services to various government departments, agencies and enterprises. In 2022, OCTEC placed job seekers with various public sector employers including the Commonwealth Department of Skills, Education and Employment, Australia Post, NSW Department of Education

and Training, Queensland Department of Education, Victorian Department of Justice and Community Safety, and local councils including Fairfield, Fraser Coast, Ipswich, Lismore City, Lockhart Shire, Melton City, Snowy Valleys, Knox City and Blacktown City.

Providers of Services to First Australians

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

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. OCTEC has met these requirements, with 4% of our staff and approximately 10% of participants identifying as Aboriginal or Torres Strait Islander.

We partner with local and national Indigenous organisations, including local land councils, Aboriginal health and community service providers, those who can aid connection to country, as well as community leaders and Elders. We also work with these partners to place our job seekers into employment. In 2022, our First Nations employer partners included Orange Local Aboriginal Land Council, Aboriginal and Torres Strait Islander Community Health Services in Brisbane, Birpai Local Aboriginal Land Council in Port Macquarie, and Goolburri Aboriginal Health Advancement Company in Toowoomba.

OCTEC's success in Disability Employment Services is dependent on forging strong working relationships with supportive employers such as Osman Cakir of Bistro Fratelli at Miller, pictured here with OCTEC Career Consultant, Josie Mapesone.



Community Services Providers

OCTEC utilises a vast network of specialist service organisations to enable participants across the country. This includes assistance with housing and homelessness, drug and alcohol support, literacy and numeracy resources for Culturally and Linguistically Diverse (CALD) participants, and support for First Nations people wishing to connect with country or culture.

With natural disasters and the rising cost of living impacting so many Australians, mental health was an important focus in 2022. During the

year, OCTEC continued to partner with providers of national mental health programs, such as headspace youth mental health services, 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.



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

Accessing Funded Programs

Throughout our 47 year history, OCTEC has been committed to providing employment, training and youth services, that are accessible and innovative, and which help build resilience among individuals and communities. Today, we continue to provide locally-focused access to support services, including government-funded programs and initiatives.

2022 Funding

During 2022, OCTEC delivered four Commonwealth-funded employment and pre-employment programs. Disability Employment Services and National Panel of Assessors are funded by the Department of Social Services, while Transition to Work and ParentsNext are funded by the Department of Employment and Workplace Relations. In addition, we receive Australian Government-sourced funding from our NDIS participants for Supports in Employment at Huntley Berry Farm. During the year, our RTO delivered skills in demand courses under the joint Commonwealth and state-funded program, JobTrainer.

OCTEC continued as the second largest provider of services under the Jobs Victoria program, which is part of the Victorian State Government's Jobs, Skills, Industry and Regions portfolio. Training Services funding came from the NSW Department of Education. We continued our access to Department of Education funding through Smart and Skilled, achieving quality vocational education outcomes for our participants.

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 participants.

Consistent application of these principles was certainly a challenge in 2022, with face-to-face access to some of our services made impossible due to flooding. In flooded regions, our partners and participants were able to maintain access to their service(s) via online technologies, including 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 wherever required.

Delivering 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 for them. 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 local knowledge and community connections.

We recognise the unique personal situation of each participant in our approach, considering their skills, aspirations and abilities. We are there by their side as participants overcome their barriers, and meet employers' workforce needs.

Children and Young People

To equip young people aged 15 to 24 for sustainable careers, OCTEC delivers a specialist youth employment service through our Transition to Work program in five regions. We have also delivered youth support services under the NDIS in Central West NSW.

Recognising the significant number of youth participants we serve, in 2020 OCTEC implemented a number of Child Safety and Wellbeing initiatives. These initiatives form our commitment to the protection, safety and wellbeing of the children and young people who participate in our programs. Specific initiatives include new policies, e-learning modules for our staff, and enhanced feedback and complaint mechanisms.

Mature Age

Australia has an ageing workforce. The pandemic and associated economic downturns impacted on the employment prospects of many people aged 45 and older. OCTEC has a history of helping mature age job seekers find and maintain employment. For example, in our current DES services more than 60% of participants are aged 45 and above. OCTEC was the first provider in Australia contracted to deliver specialist DES services for mature age participants.

First Australians

Approximately 10% of participants assisted in 2022 were Aboriginal and Torres Strait Islander peoples. We support First Nations people build better lives through sustainable employment. 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.

In Orange, we have established the Marang Indigenous Edible Garden at Huntley Berry Farm as a key feature of the farm and a place for creating awareness and understanding. The garden celebrates the culture of the traditional owners of the land on which the farm stands, the

Wiradjuri Nation, Australia's second largest Indigenous tribe. The berries, greens, fruit, herbs and spices are native to the Central West and represent a tangible connection to Wiradjuri country and culture. OCTEC worked in consultation with Juru man, Indigenous Cultural Adventures owner and Orange Deputy Mayor, Gerald Power, to establish the garden. It was opened in February 2022 by Wiradjuri Elders, Uncle Neil Ingram, Uncle James Williams and Auntie Julie Armstrong.

People from a Cultural and Linguistically Diverse (CALD) Background

Around one in five OCTEC participants come from a CALD background. And, in many of our metropolitan services, this figure is higher than 70%. We assist 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, ensuring accessibility for all our communities.



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 over 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. In October, OCTEC was able to follow up our excellent result in the ISO27001 Information Management Systems Audit and become one of the first Workforce Australia and DES providers to be formally acknowledged as "Right Fit for Risk", by passing an audit against the department's DESE ISMS accreditation scheme. The scheme is now a prerequisite for holding Commonwealth employment services contracts and provides confidence to the Government that our systems are secure, monitored and in line with the Australia Security Directorates Information Security Manual. Moving forward, our focus remains on compliance, continuous improvement and best practice in IT security.

In February 2022, OCTEC was subject to a surveillance audit against the National Standards for Disability Services (NSDS). Conducted by BSI Group, the audit found our DES and NDIS services to be fully compliant with the standards and stated: "The Audit Team were highly impressed with OCTEC's commitment and providing evidence to meet the National Standards for Disability Services."

Our quality approach applies equally at the individual level as it does organisationally. As part of our overall performance management processes, each OCTEC staff member has regular performance reviews. These provide comprehensive feedback on current performance alongside future career planning discussions.

Information Technology Services Manager Meyenn Nigra, Jobs Victoria Manager Kate Peart and Employment and Training Services Deputy Manager Adam Swist discuss OCTEC's information management security procedures.



Building Local Communities

Supporting Local Communities, Events and Teams

Communities come together when times are tough. OCTEC has long been a sponsor of local community teams and events. During 2022, OCTEC continued to support community events including national awareness and fundraising activities, such as International Women's Day, Footy Team 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 assisted many local community services. In 2022 this included support for the Orange Rural Fire Service. In 2022, OCTEC donated funds to purchase a command trailer equipped to offer first aid, mental health first aid, catering and communications for volunteers in the field. Ian Sutherland, Brigade Captain

said, "the command trailer will be used to provide welfare support to both Compressed Air Breathing Apparatus crew and other bushfire fighting operations in forward locations and, most importantly, in the early stages of an incident".

OCTEC also continued to sponsor community events and sporting teams. One example is the Taipans, a softball team that competed in the Suncoast Hinterland Softball Association's Play for a Cure tournament in January 2023.

OCTEC Quality and Compliance Team member, Katie Connolly, plays for the Taipans Masters team. OCTEC paid for a specially-designed uniform for the team (which was

changed from the Taipans' traditional red and black strip, to pink and black, showing support for breast cancer research and prevention). Katie said, "I wanted to make this tournament special for the Taipan family, as cancer has impacted all of us quite significantly, and we have several of the team who are currently in remission from several different types of cancer". OCTEC has also sponsored the Taipans' Under 12 team, made up of kids from all backgrounds, disabilities and skill levels.



Orange Rural Fire Service Captain Ian Sutherland (far right), and Senior Deputy Captain, Joseph Twikaki, were greatly appreciative of OCTEC's donation of a new incident management trailer presented by OCTEC Chairperson, Jeff Whitton, and Board Member, Bruce Hansen.
Source: Central Western Daily



Conserving Community Heritage

OCTEC continued our positive contribution to community life in Orange during 2022 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. Heavy rains and flooding caused damage in service areas in Queensland and NSW and Victoria, with offices closed and relocated after being seriously impacted by flood waters. This weather was costly to the

Huntley Berry Farm team, causing significant damage to berry crops.

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, purchase of more fuel-efficient vehicles, and offsetting our emissions through partnering with Greenfleet Australia.

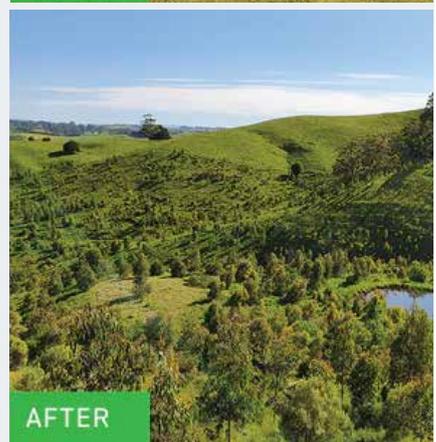
To reduce transport costs and use of fuel, OCTEC continued to use our IT hardware and software to facilitate connection and engagement with new and existing stakeholders. This included the use of teleconferences and Zoom video sessions to conduct meetings, training and group activities.

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 easy access to OCTEC policies, procedures, forms and information sources. They also support continuous improvement by eliminating the need for staff to stockpile forms that are regularly updated.

Located in South Gippsland in Victoria, on land traditionally owned by the Boon Wurrung people, Greenfleet has been revegetating Wurneet Laang Laang since 2016.



BEFORE



AFTER

Building Capacity in Other Countries

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

Since the installation of the computer lab, college students have achieved excellent academic results, thanks to timely access to online information. The lab's success has largely been due to the 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 IT consumables (such as toner); renewing security and antivirus licences; and keeping the lab server patched with the latest security and software updates.

COVID travel bans to the Solomons continued to impact OCTEC's support of Goldie College during 2022, with support being provided remotely. Our IT team continued to provide account management and licensing arrangements for the computer lab, as well as maintaining student access and system security.

Despite COVID restrictions impacting the supply of hardware, work continued on the build of a second computer lab at the college. Electrical and network cabling is well advanced and new hardware has been purchased. OCTEC supplied 42 computer monitors for the new lab, and we will purchase new software licences in preparation for its launch in 2023. With travel bans easing, Meyenn and the OCTEC IT team are planning to travel to the Solomons to assist with the launch of this new facility that will provide Goldie College students with increased access to the web and online information critical for their education.



Natalie

The focus of OCTEC programs and services has always been the transformation of lives. We work in partnership with our participants, giving them the opportunity to look forward – sometimes for the first time – and think about their dreams and goals.

Natalie May was a ParentsNext participant in Western Sydney a few years ago. Her story beautifully illustrates the life-changing opportunities OCTEC offers. Abandoned by her partner when their son was only one month old, Natalie was forced to give up her career as an environmental scientist. She relocated to Western Sydney and was referred to OCTEC and our ParentsNext service. Natalie didn't understand why she needed to do a government program. After all, she had a university degree. However, ParentsNext would be an important turning point in Natalie's life.

Working with our ParentsNext Consultant, Cheryl Hatzistamatis, Natalie was able to commence looking for a job. Cheryl also helped find an appropriate early learning place for Natalie's son. Only a few months after starting with ParentsNext, Natalie was able to secure a great position as an ecologist with a company in Wagga Wagga. OCTEC provided relocation advice and arranged for bond assistance for Natalie's new home; OCTEC even paid her bond. "I will never forget Cheryl's kindness and generosity, nor the assistance I received from ParentsNext," Natalie said.

Since that time, her career has soared. Natalie stayed in Wagga Wagga for seven months and was then offered a Senior Environmental Scientist role with a company in Cairns. It was an amazing opportunity. Today, she travels around Australia and surrounding islands, conducting ecological surveys and collecting data. Her employer is really supportive of parents and they allow Natalie the flexibility to work while also providing schooling for her son, who is about to start Year 3 and doing really well.

With that flexibility, Natalie has also been able to start her own conservation organisation. She is currently awaiting government permits to allow her to care for specialised threatened species. And she's not stopping there. Natalie's goal for 2023 is to seek out a suitable professor to support her research into avian (bird) diseases. She plans to commence a PhD program in 2024, looking at causes, impact and treatment of Psittacine Circovirus (Avian Beak and Feather Disease), which is killing so many beautiful Australian parrots.

Cheryl has kept in touch with Natalie, and it has been an incredible honour to see the things she has achieved as a result of her time in ParentsNext. "I am blown away by what this young woman is doing," Cheryl says.



Our Story

Partnerships for Jobs and Skills



OCTEC develops national partnerships which enable our job seekers to connect with training that leads directly to work. We are currently rolling out a national partnership with Evolution Traffic Management, a leader in traffic management, traffic planning and road safety and construction training.

Under this partnership, Evolution provides our participants with certified training including White Card (construction induction) and Traffic Control Licence courses. These courses include practical work placements, with many leading to offers of employment.

Courses have been completed in Queensland and NSW, with more planned for 2023. There are also plans in place for a roll-out of courses in Victoria. Courses are available to OCTEC participants in Disability Employment, Transition to Work, ParentsNext and Jobs Victoria Employment Mentoring services.



Location Directory



NSW & ACT

Sydney & Illawarra

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 5117

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

Redfern

1/34 Redfern St
Redfern NSW 2016
Tel: (02) 8098 0736
Fax: (02) 8098 0737

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) 6352 1527
Fax: (02) 6352 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

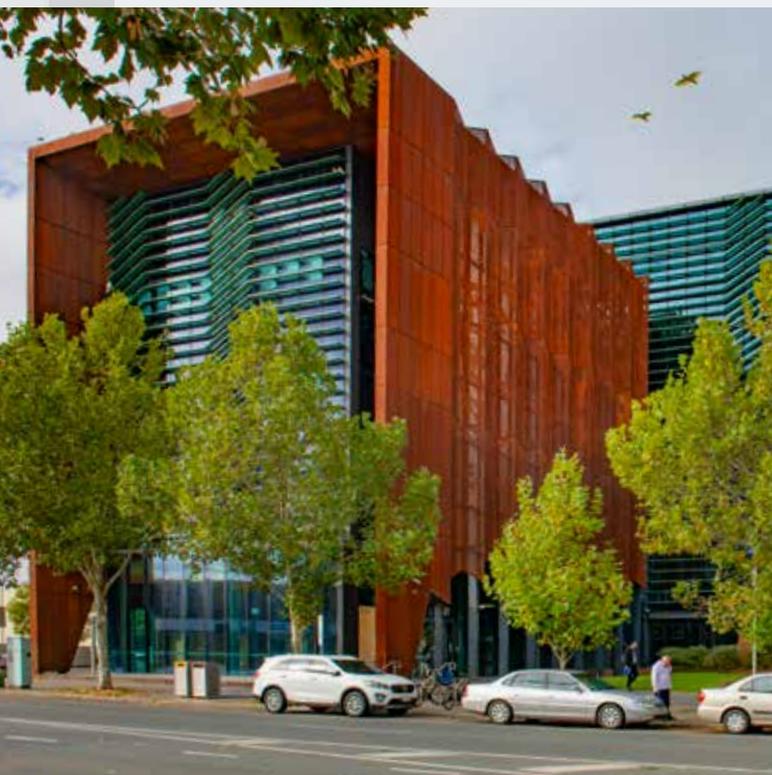
Suite 118
2A Harrington Street
Glenroy VIC 3046
Tel: (03) 9492 5951
Fax: (03) 9492 5952

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



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) 9494 0953
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
Sunshine VIC 3020
Tel: (03) 9311 7250
Fax: (03) 9364 8765

Tarneit

DES & JVES
Shop 8, 747 Tarneit Road
Tarneit VIC 3029
Tel: (03) 8721 0174
Fax: (03) 8721 0175

Templestowe Lower

Shop 4, 325 Manningham Rd
Templestowe Lower VIC 3107
Tel: (03) 9958 0831
Fax: (03) 9494 0954

Thomastown

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

Warrnambool

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

Werribee

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

Wodonga

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

Queensland

Beenleigh

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

Biloela

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

Browns Plains

2/93 Grand Plaza
Browns Plains QLD 4118
Tel: (07) 3445 2878
Fax: (07) 3445 2879

Caboolture

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

PN

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

Chermside

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

Peter Boyd Solicitor

John Davis Motors
Orange & Forbes



David A Blissett
PROFESSIONAL WRITER



Orange Aboriginal
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