

OCTEC LIMITED

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



2023 2024



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 275 locations.

Our head office is in Orange, Central Western NSW, and we deliver services across the state, as well as the ACT, Victoria and Queensland. We operate in Sydney, Canberra, Melbourne and Brisbane, and in many regional centres in each of the three states. We engage and employ local people to ensure our services are relevant and appropriate for each location. On pages 59 to 62 you will find a directory which details our service locations.

In 2023, the services we delivered were:

- Disability Employment Services
- Pre-employment Support for Parents
- Transition to Work Youth Employment Services
- Jobs Victoria Employment Mentor Services
- National Panel of Assessors Services
- National Disability Insurance Scheme Services
- Technology Services
- Nationally Accredited Industry Training
- Employment-based Traineeships
- Online Learning and Distance Education
- Training and Qualifications linked to Skills in Demand
- 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 the needs of our clients, including those of job seekers, 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 First Nations owners of the lands and waters on which we live and work. We recognise that many Aboriginal nations are represented in OCTEC's geographic footprint and we pay respect to Elders past, present and emerging of each of these nations.



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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
Mayor
Orange City Council
and Small Business
Owner



Director
Reg Kidd
MAICD
Agricultural
Consultant

Right: OCTEC Board member Tom Harvey, Chair Jeff Whitton and CEO Andrew McDougall with the Come Together Choir. Source: Central Western Daily

Below: 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



Chairperson Report



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

When times are tough, it's nice to know you have someone by your side. This is something OCTEC has always done. And, I'm proud to say that in 2023, the dedication and innovation of our people shone through once again, as we continued our tradition of being there for others.

In 2023, OCTEC continued delivery of a broad range of employment services on behalf of the Commonwealth Government. We are the largest not-for-profit provider of Disability Employment Services (DES), assisting people with disability, injury or health condition to secure their future through work, while meeting the labour needs of employers. Through another Commonwealth program, Workforce Australia Transition to Work, OCTEC continued a proud tradition of assisting disadvantaged young people to develop skills and experience on their pathway to a career and a better life.

While these programs continued, there were also changes. In May, the Commonwealth Government abolished compulsory participation requirements for the ParentsNext program, and foreshadowed a new voluntary program to commence in the second half of 2024. OCTEC continued to deliver pre-employment services to single and disadvantaged parents throughout 2023 and now into 2024, using our proven Savvy Parents approach. With Jobs Victoria, a decision by the Victorian Government to focus services on key priority local government

areas, saw OCTEC awarded a contract to deliver employment mentoring services to long-term unemployed and disadvantaged job seekers in the City of Brimbank in Melbourne's western suburbs.

Significantly, 2023 also offered us the chance to grow and diversify our service mix. We responded to two government tenders in major new program areas for OCTEC, and we await the results of these tenders in the first half of 2024.

In Training Services, our team continued to create seamless pathways between skills development, completion of qualifications, and employment. Strategies included rolling out our Job Vibes vocational preparation programs across NSW and South East Queensland following a successful pilot of the program in Sydney. The Training Services team also successfully applied for reaccreditation through the Australian Skills Quality Authority (ASQA), and secured funding to deliver courses under the auspices of the NSW and ACT governments.

OCTEC also continued to deliver services from our Australian Disability Enterprise, Huntley Berry Farm, which was recovering from the impact of 2022's extreme weather. Staff at the farm maintained their mission, providing supported employment to NDIS participants, as well as offering a popular tourist attraction and family-friendly venue for locals and visitors to Central West NSW.

The past year presented significant service changes for our staff and managers, both in

the regions and in corporate support. Major program changes, especially in Victoria, meant site alterations as well as significant staff movements. I would like to thank our teams for their hard work, ensuring OCTEC continued to deliver services to those in need. It is also heartening to see the difference OCTEC is making to the communities in which we operate, such as our major donation towards the fit-out of the new Orange Regional Conservatorium.

OCTEC will continue to build community, providing for the needs of our participants as they connect with economy, culture and country, develop new skills, and forge new careers. We will continue to partner with employers, assisting them to recruit, train and retain quality staff, meeting their needs today and into the future. And we will continue to connect with community partners, assisting them to make Australia a fairer and more equitable society.

I would like to thank members of the OCTEC Board for their continued dedication and commitment to our organisational vision. I wish to commend our CEO, Andrew McDougall, and the senior management team for their guidance and leadership during the last 12 months. And I'd like to say a particular thank you to our amazing OCTEC staff for their ongoing support, hard work and dedication during 2023. The work you do makes a tangible difference in the lives of so many people.

Cr Jeff Whitton FAICD
Chairperson



Our Story

Australia's 'Hidden' Unemployed

During 2023, unemployment in Australia was at record lows, with more Australians in work than ever before. This is great news, but those statistics don't tell the entire story. There are still many thousands of people struggling to overcome significant barriers to employment. And these people are frequently 'hidden' by the positive employment statistics, with many experiencing hardships the rest of us could scarcely imagine. OCTEC staff stand side-by-side with these disadvantaged Australians every day, assisting them on the road to employment, and a better life.

These are people like Sarah*, who came to OCTEC on Sydney's Northern Beaches having been unemployed for more than a year. She was a single mum of two children, while also caring for elderly parents. She had mounting debts, severe back issues which impacted her movements, mental health issues, and she'd been a victim of domestic violence. Sarah's OCTEC consultant connected her with specialist mental health counselling and community support services, including assistance with her caring

responsibilities. Now, Sarah and her consultant are planning the next step in her journey to a career. Thanks to her OCTEC consultant, Sarah is now in a much brighter and more positive place.

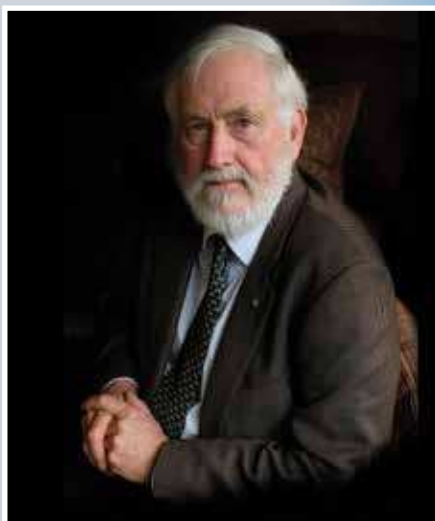
They are people like Tom*, a mature age job seeker who came to OCTEC in Ipswich having been unemployed for more than four years. Tom had just been diagnosed with blood cancer, and he had significant mental health barriers having seriously contemplated suicide. Tom's OCTEC consultant spent long hours with him, chatting about his interests, while coming to understand his barriers. Our consultant realised that, while Tom had significant barriers to employment, he was a versatile and accomplished worker, and OCTEC assisted him to secure a range of different positions. We also assisted him with expenses – such as repairs for his car to allow him to get to work – as well as ongoing mental health support. Tom now has direction in his life. He now has hope.

And they are people like Graham*, a First Nations job seeker who came to OCTEC on the Gold Coast via the NDIS. Graham had

limited education, no access to transport and was living in supported accommodation. And though he was in his thirties, Graham had never worked. OCTEC's partnership approach to employment services made a real difference in Graham's life. His Career Consultant partnered with our local Workforce Development Coordinator, along with Graham's NDIS support worker. Together, they found a great partner employer who celebrated diversity. OCTEC and the employer negotiated a work schedule that would meet Graham's needs and he was offered a work trial. The work trial led to an offer of paid employment. OCTEC paid for Graham's workwear and PPE, and provided a wage subsidy for the employer. Both Graham's OCTEC consultant and his NDIS support worker were always on hand to provide post placement support. And, with this support, Graham has been able to thrive in his first ever paid job.

*In each instance, names have been changed to protect participants' privacy.

Chief Executive Officer Report



I have pleasure in presenting to you the OCTEC Limited Annual Report for 2023.

Over the past 12 months, many Australians have found themselves facing financial and social crisis. Rising costs and interest rates have been devastating for many people. At OCTEC, we have been asking: what more can be done to assist those in our community who are struggling? The answer has been to do even more of what OCTEC does best. We've continued to develop meaningful partnerships with our participants, employers and other service providers, creating individually-tailored solutions to overcome barriers. We've continued to provide financial and material assistance to those in need. And we've continued to go above and beyond, finding new and innovative ways to deliver life-changing services.

For our Employment Services team, 2023 was a year of significant program change. In May, the Commonwealth Government removed compulsory participation requirements for eligible parents under the ParentsNext program. OCTEC responded positively and pivoted to deliver a fully voluntary pre-employment program for disadvantaged parents, based on our proven Savvy Parents approach.

In October, when the original iteration of Jobs Victoria Employment Services came to an end, we re-focused and following a successful tender, commenced delivery of the Jobs Victoria Mentors Service in the

Brimbank Local Government Area in Melbourne's western suburbs.

Meanwhile, other programs continued throughout the year. OCTEC delivered Disability Employment Services (DES) across NSW, Qld, Victoria and the ACT. And we are working closely with the Commonwealth as they develop a new disability employment program, due to commence in July 2025. OCTEC also continued our 47-year history of providing vocational training and employment assistance for disadvantaged young Australians, through our Workforce Australia Transition to Work services.

Along with Employment Services, our staff and participants in Training Services and at Huntley Berry Farm all faced the challenges of this past year with positivity and determination. Our Training Services team successfully applied for reaccreditation as an RTO until 2030. And, in partnership with our Employment Services teams, our trainers have delivered new and exciting vocational services for job seekers and employers through the innovative Job Vibes program, rolled out across metropolitan Sydney and Brisbane. At Huntley Berry Farm, we continued to recover operations after the challenges of COVID and a season of extreme weather. Our team remain optimistic of better times for the farm in the years ahead.

This challenging year also put our Corporate Services teams to the test, with organisational policies and procedures

developed, tested, implemented and continuously improved. Major program changes, particularly in Victoria, led to significant site and staff changes, and I am especially grateful to our team for their hard work during this time of change. Their work allows OCTEC to continue delivery of programs and services for those in need during times of change and uncertainty.

As well as our core services, it was again wonderful to see our people partnering with their local communities through charity, fundraising and other events. In 2023, we participated in initiatives such as NAIDOC Week and International Day of People with Disability, and were actively involved in dozens of 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, International Day of People with Disability and National Homelessness Week.

In 2023, OCTEC continued our tradition of being there for people in the communities we serve. I would like to acknowledge the support of OCTEC's Board and our Chair, Jeff Whitton, during another year of change and opportunity. And I would especially like to acknowledge all our managers, staff, participants and partners for their hard work and support during the past 12 months.

Andrew McDougall OAM MAICD
Chief Executive Officer



Our Organisation

OCTEC assists communities by providing individuals with pathways to careers, as well as helping people adjust to changing local employment conditions. To do this, we provide vocational education, training and employment assistance to a broad range of people in the community including many who are disadvantaged or have barriers to full participation.

A key to our success has been tailoring services to meet individual needs and local circumstances. For 48 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 become a major not-for-profit provider, with a network of customised services across eastern Australia.

Mission

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

Purpose

To provide and facilitate the provision of services that seek to relieve poverty, sickness, distress, misfortune, destitution or helplessness through purposes that include or are substantially similar to the following purposes:

1. Develop, provide and facilitate services that assist people to acquire and improve their ability to seek, obtain and retain employment to address issues arising from discrimination, poverty, housing problems and other forms of discrimination.
2. Provide and facilitate the provision of life long learning opportunities, accessible and relevant to the widest range of individuals and community needs directed towards removing barriers in gaining and maintaining employment, discrimination, poverty, housing problems and other forms of disadvantage.

3. Research, initiate and develop services that provide support for local people and in particular youth and otherwise disadvantaged people.
4. Provide and facilitate the provision of vocational training accessible and relevant to the needs of individuals and community needs.
5. All things incidental and conducive to achieve any of the above.

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.

Employment Services

Disability Employment Services
Savvy Parents
Transition to Work
Jobs Victoria
Mental Health Employment Strategy
Allied Health Services

Training Services

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



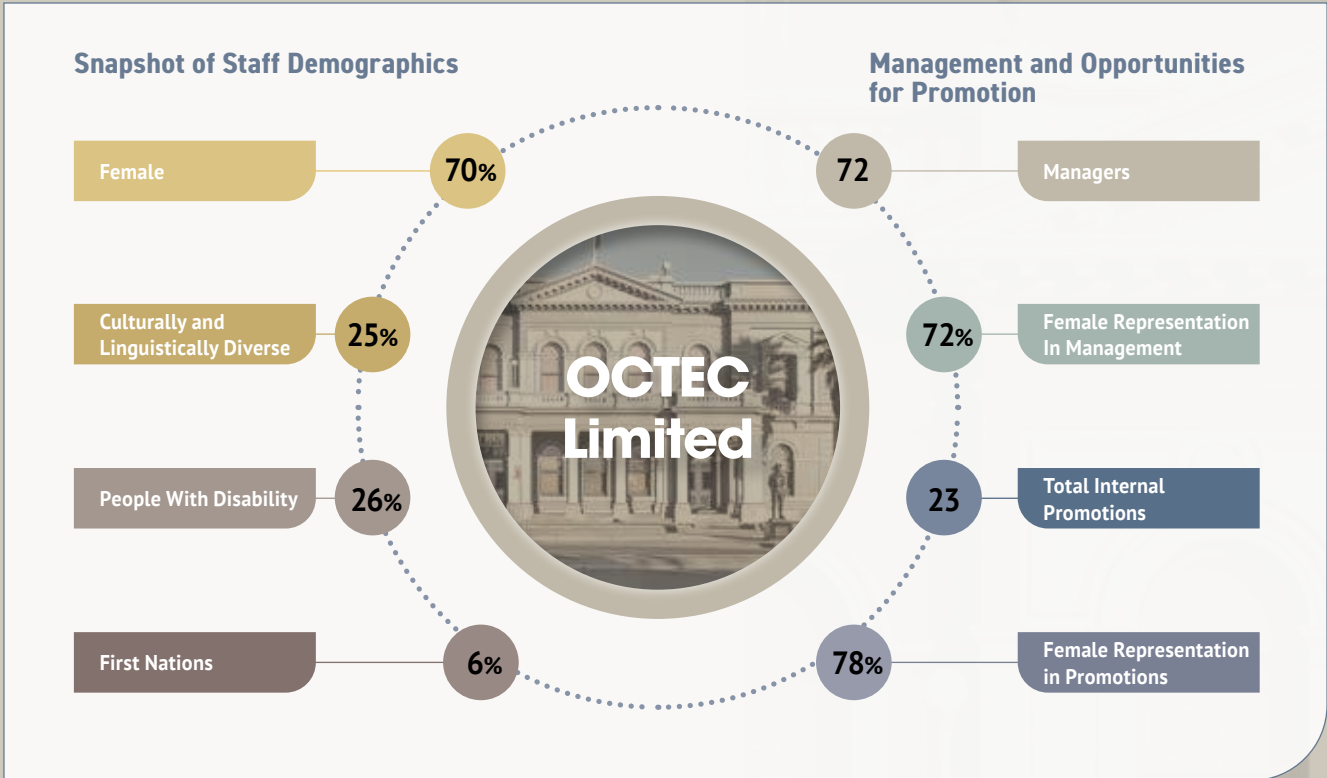
OCTEC LIMITED

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



Our Staff

OCTEC exists to help create a fairer and more equitable society, and we partner with people from all backgrounds and situations to promote this important goal. 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 champion 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.



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), Melissa Englert, Rachael Hogan, Kathie Miles, Renee Thorley and Sharon Tilston (Accounts and Administration Officers), Ikuko Fujisawa (Administrative Assistant), Deanne Phillips OAM (Administrative Officer), Meyenn Ngira (Manager Information Technology Services), Jason Moutia (Systems Administrator), Ashlea Pritchard (Digital Information Technology Officer), Tracy Kelly (Systems Support Officer), Abhishek Yadav (Service Desk Technician), Zac McInnes (Information Technology Assistant), Kurt Fraser, Anita Sharpe and Daryl Walker (Building Management and Maintenance).

New South Wales & ACT

ACT/Capital

Belconnen
Braddon
Goulburn
Queanbeyan
Tuggeranong
Woden

Canterbury/Bankstown

Bankstown
Campsie
Condell Park
Punchbowl
Riverwood

Central Coast

Toukley
Gosford
Lake Haven
The Entrance
Woy Woy
Wyong
Budgewoi
Doyalson

Central Western Sydney

Parramatta
Auburn
Chester Hill
Granville
Hornsby
Merrylands
Wentworthville

Chifley

Bathurst
Oberon

Coffs Harbour

Coffs Harbour
Woolgoolga
Bellingham
Nambucca Heads

Fairfield

Fairfield
Bonnyrigg
Cabramatta
Wetherill Park
Cabramatta West
Fairfield East
Smithfield

Hastings

Port Macquarie
Laurieton
Wauchope

Hunter

Cessnock
Kurri Kurri
Maitland

Illawarra

Wollongong
Corrimal
Shellharbour

Inner Sydney

Surry Hills
Marrickville
Redfern

Kiewa

Albury

Lachlan

Forbes
Parkes
Condobolin
Lake Cargelligo
Peak Hill
West Wyalong

Liverpool

Liverpool
Miller
Hoxton Park

Lower Hunter

Newcastle
Charleston
Mayfield
Raymond Terrace
Toronto
Wallsend

Macarthur

Campbelltown
Camden
Ingleburn
Minto
Narellan
Picton

Macleay

Kempsey

Manning

Taree
Forster

Gloucester
Bulahdelah
Tuncurry

Murray Darling

Wentworth
Balranald
Dareton

Nepean

Penrith
Katoomba
Richmond
Rouse Hill
Springwood
St Marys
Windsor

New England and North West

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

North Coast and Richmond

Ballina
Byron Bay
Kyogle

Lismore
Mullumbimby
Alstonville
Casino
Goonellabah
Grafton
Lennox Head
Macleay
Murwillumbah

Northern Sydney

Chatswood
Dee Why
Mona Vale
North Ryde
Brookvale
Hornsby

Outer Western Sydney

Blacktown
Mount Druitt
Quakers Hill
Seven Hills
Luddenham
Wallacia

Patterson

Orange
Cowra
Young

South Eastern

Wagga Wagga
Tumut
Cootamundra

St George-Sutherland

Kogarah
Hurstville
Sutherland
Caringbah
Rockdale

Sturt

Griffith
Deniliquin
Leeton
Hay
Hillston

Tweed

Tweed Heads
Tweed Heads South
Banora Point
Kingscliff
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 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. OCTEC is resourceful and innovative. We develop active partnerships. We provide opportunities to build capacity and community.

Highlights

During 2023, 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 2023, OCTEC:



Delivered programs and services from 277 locations and sites



Assisted or provided services to more than 24,000 people



Supported a caseload of more than 23,560 participants in employment services:

- 13,782 in Disability Employment Services
- 6,775 through our Savvy Parents (ParentsNext) services
- 2,805 in Transition to Work, and
- 201 in Jobs Victoria Employment Mentoring



Placed more than 10,635 participants into employment and/or education



Enrolled more than 435 clients as students of OCTEC's Registered Training Organisation



Supported more than 275 OCTEC students to complete a course, qualification or part qualification



OCTEC Career Consultant Donna Uphill, meeting with participant Adam Martin (centre) and his supervisor, Tim Stace, at New England Support Services in Armidale.



OCTEC participant, Michael Kent, loves working at The Davis Farm near Wauchope, where he is supported by supervisor and mentor, Amy Davis.

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.

At OCTEC, we strongly believe that employing people with disability is not an act of charity, it makes sound business sense. We deliver both DES sub-programs – Employment Support Services and Disability Management Services.

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 end of 2023, OCTEC had a caseload of more than 13,700 DES participants and we had placed the majority of them into employment or 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.

Our approach to Disability Employment Services is two-fold: partnering with job seekers to overcome their barriers, obtain skills and experience, and secure meaningful employment, while also partnering with employers to assist them find suitably skilled and qualified staff. We invest in our job seekers, providing them with the experience, skills, qualifications and resources they need to secure employment, while assisting employers to meet their staffing requirements.



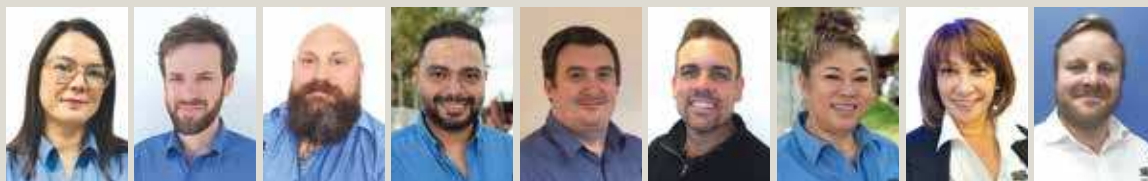
Employment Services Management and Support



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), Jade Ward (Administrative Assistant), Marie Mason (Special Projects Officer), Jennifer Dunn, James Fletcher and Kelly Thatcher (NDIS Employment Coordinators).



Quality and Compliance Team Karen Grumley (Manager Business Performance and Strategy), Katie Connolly, Leemar Dankha, Michael O'Keeffe, Jo Sullivan, Graeme Townsend 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), Cameron Appleby, Al Brookman, Amed Fares, Matthew Foreman, Dan Hyndman, Maggie Lockington, Margaret Lundall, Shaun O'Cass, Joanne Rees, Jordan Smith and Alex Vinogradov (Workforce Development Coordinators).





My Story

Austin

When Austin first came to OCTEC DES in Tamworth, he had been unemployed for more than six years. With barriers including depression, anxiety and a spinal disorder, Austin found it hard to meet and engage with new people.

On commencement with OCTEC, Austin began partnering with our Career Consultant, Kinisha Vering. Kinisha conducted various assessments with Austin, discovering he had previous experience in administration and support services, and had also completed many years of volunteer work. Austin was eager to improve himself, to build on his skills and experience, and to gain new ones.

Over the next five months, Kinisha and Austin worked on strategies to help him overcome his anxiety. Anticipating future job interviews, OCTEC paid for interview clothing for Austin.

Kinisha assisted Austin with his job searches, investigating potential work options. She contacted businesses in the local area, seeking opportunities and conducting follow ups with employers after interviews to discuss how Austin performed and where he could improve. And, although Austin often felt dejected if he missed out on a position, he and Kinisha spent time analysing his performance and discussing how he could improve.

Kinisha and Austin also worked with Shaun O'Casey, OCTEC's local Workforce Development Coordinator, to broaden Austin's options. Shaun had developed a partnership with the manager of the Powerhouse Hotel in Tamworth and was able to arrange an interview for Austin.

Thanks to the assistance he'd received from Kinisha, Austin was successful at interview and offered a job at the hotel as a Night Auditor.

His role is to conduct guest duties during night hours at the hotel. OCTEC further assisted Austin by providing work clothing and other items, and Kinisha began post-placement support. Austin is enjoying work and making new connections with his team mates.

Austin's employer is equally positive. Alice Snyder, Reservations Manager at the Powerhouse Hotel, recently said, "Austin's recent addition to our reception team as a Night Auditor has been a welcomed and promising development for our hotel. With great enthusiasm and a strong work ethic, Austin has quickly proven himself to be an excellent asset to our company."

Sydney



Melany Kerr
(Manager Sydney Region)

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.

Across the Sydney metropolitan area, OCTEC employment services teams partner with

individuals and communities to build connection and capacity. In addition to our DES program, these initiatives include the Employment Accelerator initiative, assisting people from CALD backgrounds in western Sydney to connect with employers. We connected with people with disability at the Sydney Disability Expo, discussing career options and opportunities. We partnered

with the NSW Department of Corrective Services in Mt Druitt as part of the PIMDAN (Pacific Islands Mt Druitt Action Network) assisting unemployed people from Pacific nations to develop careers. And we participated in the Western Sydney Careers Market and in the Youth Homelessness Matters Day event with Uniting in Campbelltown.

Central Western Sydney and Outer Western Sydney



Junior Tauia
(Regional Manager)



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



Fairfield and St George Sutherland



John Collins
(Regional Manager)



Svetlana Momirovska, Sanjalini Singh (Senior Career Consultants), Bahtisan Anaz, Vishal Choudhary, Yvonne Chu, Tina Huang, Pauline Iwassi, Ngoc Le, Mai Nguyen, Joan Obuchowski, Palwasha Shinwari, Samira Tannous, Anh Tran, Vali Velardi, Katherine Zgouras (Career Consultants)





Inner Sydney and Northern Sydney



Ranjana Dhakal
(Regional Manager)



Kristen Vallance (Senior Career Consultant), Anh Dung Doan, Sahar Farahbakhsh, Joanne Hohala, Mee Youn Kim, David Sarich, Jenny Zhang (Career Consultants)

Liverpool



Aipunou Smith
(Regional Manager)



Rosie Bradbrook, Holly Heraud, Josephine Mapesone, Annette McPhail, Manel Sabouni, Nuti Taiti-Taanoa, Sara Tuigamala (Career Consultants)

Macarthur



Barry Van Rensburg
(Regional Manager)



Lesley Butler (Senior Career Consultant), Talaula Akeripa, Elizabeth Allen, Nicole Duke, Meagan Hamilton, Seema Kumar, Sia'a Lauofo, Aotua (Val) Lee (Career Consultants)

Nepean



Angela Finch
(Regional Manager)



Sandra Hope (Senior Career Consultant), Sonia Beattie, Yvette Blackshaw-Jukic, Debbie Boland, Ashley Cassar, Michael Dwyer, Robyn Hatfield, 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 2023, we delivered Disability Employment Services in the ACT and Queanbeyan, Chifley, Kiewa, Lachlan, Murray-Darling, Patterson, South Eastern NSW, Sturt and Windamere Employment Service Areas.

We are an integral part of local communities across western and south

western NSW with our work program including community development and training services, as well as the delivery of DES and other employment services programs. In 2023, OCTEC activities in the region included participating in the Canberra Disability Expo and in the Essentials Day in Orange. Essentials Day offered local people access to job search support, career development, document assistance, housing solutions, financial resources and other

community services. OCTEC supported many other community events and made significant donations to help build local communities including a \$350,000 donations to the fit-out of the new Orange Regional Conservatorium building. OCTEC also came on board as Guardian Sponsor of the Home Base memorial softball event, organised by Orange District Softball Association in memory of domestic violence victim, Kristy Armstrong.

ACT and Queanbeyan



Emily Kennedy
(Regional Manager)



Nicole Booshand, Gillian Davis, Zoe King, Tarun Kamboj (Career Consultants)

Chifley and Windamere



Nathan Fairbrother
(Regional Manager)



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





Kiewa and Murray Darling



Leeane Williams
(Regional Manager)



Allison Allen, Sasha Clarke, Shane Packer, Rachael Pettitt, Leanne Rawlings
(Career Consultants)

Lachlan, Patterson, South Eastern NSW and Sturt



Amy Townsend
(Regional Manager)



Verity Morris (Senior Career Consultant), Jeleana Cutmore, Heather Haworth, Shanae Sydenham,
Hannah Wisse (Career Consultants)



Northern NSW



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

OCTEC delivers Disability Employment Services in 12 Northern NSW Employment Service Areas 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.

We are an active partner in local communities across these 12 ESAs, through DES delivery and involvement in community-wide events and initiatives. Some examples include participation in the Rotary Club of Ballina-on-Richmond Duck Race in September which raises money for local Northern Rivers charities,

being finalists in the Business NSW Regional Business Chamber Awards for Excellence in Diversity and Inclusion (Hastings Team), and connecting local people experiencing financial disadvantage with support services such as the Loaves and Fishes Community Pantry.

Central Coast, Hunter and Lower Hunter



Leeane Williams
(Regional Manager)



Astra-Dee Wetherall (Senior Career Consultant),
Amanda Gardner, Kriztle Greco, Jessica Jeffries,
Liz Jones, Joel Pearse, Julie Potter, Marion Smith,
Katherine Smith (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 (Career Consultants)

Keepit and New England



Leeanne Williams
(Regional Manager)



Jade Anabtawi, Kealia Fields, Todd Quinn, Kinisha Varning, Donna Uphill (Career Consultants)

Manning



Denise Raznatovic
(Regional Manager)



Tegan Brooks, Tiah Cadd, Amber Emerton, Cindy Foley-Tennant, Maree Grady, Mackenzie Hudson, Kris Mashman, Alysha McGrath, Amy Villis (Career Consultants)



North Coast and Richmond



Matt Tancred
(Regional Manager)



Rebecca Davidson (Senior Career Manager), Sarah Amery, Dallas Bentley, Karen Fischer, Michelle Jaeger, Samantha Kealy, Alex Wallace (Career Consultants)

Tweed



Zoe Parkinson
(Regional Manager)



Odette Brooks, Roland Gawecki, Robyn Morris, Kim Scales (Career Consultants)



Queensland



Corrina Page
(Manager Northern Region)

OCTEC continued to deliver DES services across Central and South East Queensland throughout 2023. Our 11 ESAs are: Gold Coast, Logan, South Brisbane, Ipswich, Toowoomba, North Brisbane, Outer North Brisbane, Gympie, Fraser Coast, Gladstone and Capricornia.

We also continued as an active partner in local communities across these 11 ESAs through involvement in community-wide events and initiatives. Some examples include the purchase and distribution of food parcels in Toowoomba, participation in the Out of The Shadows walk in Brisbane that raised money for Lifeline, and

assistance with the distribution of donated clothing to participants in disadvantaged communities in Toowoomba and Ipswich. We also participated in NAIDOC Week events at Ka'lang Respite Care in Hervey Bay, at a NAIDOC talent quest in Laidley, and at the Gladstone Expo and Inala family day.

Capricornia and Gladstone



Louise Simpson
(Regional Manager)



Lee Holzwart (Senior Career Consultant),
Natasha Chequer-Edwards, Sarah Dunn,
Scott Hayne, Kelli Johnstone, Julian McDonald,
Hannah Roby, Beau Rosin, Karyn Stockdale,
Theresa Walker, Vicki Wilson (Career Consultants)

Fraser Coast and Gympie



Felicity Hill
(Regional Manager)



Annie Angelone (Senior Career Consultant), Aliasha Cawley,
Samantha Crocker, Belinda Lambert, Brooke Leonard, Kyla Marmara,
Lena McGuire, Chris Nicholson, Robert Pilkington, Robert Sullivan,
(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)



Missy Hall (Senior Career Consultant), Jaclyn Barwick, Stacey Liebelt, Misha Temple,
Emily Ware (Career Consultants)



Logan and South Brisbane



Tanya McKay
(Regional Manager)



Reuben Kake (Senior Career Consultant) Kayla Apiata,
Tui-Lee Hayward, Angela Honey, Mefilopati Palamo,
Sophia Lewis, Julie O'Brien, Lanuola Otto, Irene Ramazani,
Raed Remawi, Jesse Seiuli, Briane Stininato (Career Consultants)

North Brisbane and Outer North Brisbane



Nadine Wheeler
(Regional Manager)



Angela Chan See, (Senior Consultant), Renee Abrams, Felicity Bubb,
Moana Chan See, Catherine Crawford, Sheryl Day-Millar, Karen Higginson,
Michael Mills, Tijana Radanovic, Kayla Skipper, Mequita Toomata (Career
Consultants)



Melbourne



Tristan Knoop
(Manager Southern Region)

In 2023, OCTEC delivered DES services across seven ESAs in metropolitan Melbourne: Bayside, Calder, Maroondah, Monash, Peninsula, Plenty and Westgate.

Through our Disability Employment Services, OCTEC has developed strong community linkages across Melbourne. As we build

partnerships, we are able to provide quality services for job seekers across the city. As well as employment services, our teams are involved in community building activities such as pop-up stands in local shopping centres and participation in job fairs, including the QIC Jobs Fair at Woodgrove Shopping Centre in Melton and at

Watergardens Shopping Centre in Taylors Lakes. During 2023 we also worked in local community networks, such as the Hume Employment and Learning Committee and the City of Whittlesea Business Network, to connect with employers, service organisations, community members and potential job seekers.

Bayside



Karen Lim
(Regional Manager)



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

Calder



Hind Al-Madhoun
(Regional Manager)



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

Maroondah, Monash, Peninsula



Lawanya Herath
(Regional Manager)



David Hadland (Senior Career Consultant), Asanthi Bulathsinghalage, Sharon Cassidy, Kim Furlan, Ronnie Koh, Ajay Kumar, Marie Prosper, Allison Stewart (Career Consultants)

Plenty



Tony Papaioannou
(Regional Manager)



Angela Iacobellis, Julian Pike, Rhiannon Quinlan, Blaga Vinogradoff, Jacquelyn Wiley
(Career Consultants)

Westgate



Thao Le
(Regional Manager)



Tisha Vo (Senior Career Consultant),
Kylie Bailey, Jing Chen, Ateev Dang,
Ritsa Gaitanas, Eddie Gordo, Thao Huynh,
Said Ismail, Alister Le'Toille, Zac T Nguyen,
Stephanie Rowarth-West, Dinh Tran,
Rachael Violi (Career Consultants)



Regional Victoria



Tristan Knoop
(Manager Southern Region)

In 2023 OCTEC continued to deliver DES services in five Regional ESAs, covering the south, west and north of Victoria: Geelong, Hampden, Western District, Goulburn Valley and Sunraysia.

Across Regional Victoria, OCTEC works in communities to build partnerships and provide for the needs of local people. These activities go beyond our employment services and include participating in local networks, such as the Bellarine Training

Hub, to upskill local people experiencing disadvantage. OCTEC also participates in various job fairs including the Careers Jobs and Skills Expo in Portland as part of National Careers Week.

Geelong, Hampden, Western District



Allan Benfield
(Regional Manager)



Ashleigh Hughes (Senior Career Consultant), Amanda Carlton, Rebecca Ross, Samantha Mitchell, David Trenholm, Ella Tuck (Career Consultants)

Goulburn Valley, Sunraysia



Tony Papaioannou
(Regional Manager)



Casey Osbourne (Senior Career Consultant), Allison Allen, Brittany Mullins, Rachael Pettit, Leanne Rawlings, Lauren Wilhelm (Career Consultants)



Parents Employment Services (ParentsNext)

OCTEC has been one of the largest providers of the Australian Government's ParentsNext program since its inception. From commencement in July 2018, OCTEC has provided support to parents in 10 Employment Regions in NSW and Queensland from more than 80 locations.

In May 2023, following a government decision to remove compulsory participation requirements for eligible parents, OCTEC continued its delivery of voluntary pre-employment services for single and disadvantaged parents, using our proven Savvy Parents Model. Our consultants work in partnership with each parent to develop early intervention assistance, improving employability skills and reducing the risk of long-term welfare dependency.

We meet the specific needs of participants by tailoring our service provision, taking into consideration the home life, cultural

background and childcare needs of each parent. We help participants identify and achieve education and employment goals, and we help them access and complete self-development workshops and connect with local services as they prepare to enter or re-enter the workforce.

Based on our extensive experience, we know and understand the transferable skills that parents have. We work closely with local employers, OCTEC Training Services and other training partners, to help parents and carers build on these skills and gain qualifications. And we support them to gain work and ultimately build long-term careers.

Throughout 2023, our Savvy Parents staff were also heavily involved in local community events. Our Keepit team participated in the TFSS pop-up playgroup in Tamworth. Our Brisbane team came on board with the Somerset Early Years



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

Children's Christmas Party at Mercy Community Services, Lowood. Our Ipswich team connected with potential participants at the Wivenhoe Jobs Fair. And our Northern Sydney Savvy Parents staff donated essential items to the We Care Connect charity on the NSW Central Coast.

My Story

Katherine



Katherine was in dire straits when she first came to OCTEC ParentsNext in Tenterfield, New England NSW. A mother of six children, Katherine had lost everything in the 2022 North Coast floods and had moved to the Tenterfield area for a new start. She had not worked in many years and did not hold any qualifications.

Katherine was paired with OCTEC Parents Consultant, Laura Ferris, and they started working on Katherine's immediate needs and longer-term goals. Katherine shared with Laura her goal of gaining qualifications and working as a Naturopath. She wanted to study for a Diploma in Health Science and eventually a Bachelor's Degree. However, she needed income to support this goal, and to provide for her family.

Katherine had previously worked in hospitality, and OCTEC provided funds

for her to gain RSA and RSG certificates. Laura provided job search assistance, sending Katherine's résumé to employers and conducting practice interviews to hone Katherine's skills. With her certificates and renewed confidence, Katherine successfully secured a hospitality position with a local winery. OCTEC provided work clothing and a new phone, as well as a printer to allow Katherine to continue her studies when not rostered for work.

Of her time with OCTEC's Parent services, Katherine says, "I enjoyed my time with OCTEC immensely. The support I have received through studying and work opportunities has allowed me to complete certification in the hospitality industry and a Diploma in Health Sciences, giving me the opportunity to improve my future and allowing me to diversify into completely new industries with confidence."

Brisbane South East and Somerset



Melinda Walton
(Regional Manager)



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



Darling Downs



Alana Burnett
(Regional Manager)



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

Wivenhoe



Peta Mullins
(Regional Manager)



Junior Ioapo, Chandell McEvoy, Lucy McGeraghty, Jessica Nock, Tracey Smith

Gold Coast and North Coast



Sandra Parkinson
(Regional Manager)



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



New England and North West, Sydney North and West



Alicia Craft
(Regional Manager)



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

Sydney Greater West and Sydney South West



Julie Strick
(Regional Manager)



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



Transition to Work

OCTEC has been successfully delivering Transition to Work (TtW) since May 2016. A specialist youth employment program funded by the Commonwealth Department of Education, Skills and Employment, 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. The program's focus is young people who have disengaged from this transition process and are therefore at risk of long-term dependence on welfare payments.

OCTEC delivers TtW in five Employment Regions in NSW and the ACT: Capital (the ACT and surrounding areas), Central West (Lithgow to Parkes), Murray Riverina (Wagga Wagga, Griffith, Leeton), Illawarra (Wollongong and surrounding areas) and Sydney South West (Bankstown and Fairfield to Camden and Campbelltown). Our teams in these areas engage participants in vocational learning relevant to their goals and ambitions, as well as arranging work trials and casual placements. This enables participants to gain practical work experience and to develop the skills and experience they need to build great careers, while also meeting the specific labour demands of local employers. In December 2023, we had a caseload of more than 2,800 TtW participants, placing many these young people into employment and/or education during the year.



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

Our Story



Photo: Courtesy of Training Services NSW.

OCTEC's work with young people goes beyond delivery of the Transition to Work contract. For example, in August 2023, our western Sydney TtW team collaborated with local OCTEC Disability Employment Services staff to deliver a new Job Readiness Project at the Cobham Youth Justice Centre. Our team worked on résumés and interview skills, and provided appropriate job interview clothing as part of a five-week course, with the aim of preparing young offenders to seek and apply for work after being released. The project was delivered in partnership with Training Services NSW and DLI Training.

Capital



Lana O'Brien
(Regional Manager)



Ilcía Astill, Dominico Esposito, Emily Lester, Gunjanot Kaur, May Li, Samantha Roberts, Ellie Wykes (TtW Consultants)



Central West Region



Kim Eager
(Regional Manager)



Mary-Kate Cowell, Telisha Phillips, Erin Rainsford, Donna Rouse, Melanie Waterton (TtW Consultants)

Illawarra



Lesley Hallett
(Regional Manager)



Abby Brownlee (Senior TTW Consultant), Seychelle Albert, Bonnie Brightling, Storm Dallas, Emily Sevim (TtW Consultants)

Murray Riverina



Lauren McCarthy
(Regional Manager)



Georgia Barnes, Ashley Cassar, Tanealle Eccleston, Sherrie Freemantle, Bianca Hunt, Neisha Mullen (TtW Consultants)

Sydney South West



Lesley Hallett, Andrew Ly, Rina Richter (Regional Managers)



Ben Loffler (Senior TTW Consultant), Gypsy Cunningham, Ben Quinn (Indigenous Mentors), Kathleen Allen, Tylah Allen, Ahmad Arsalah, Michael Bui, Tuong Vi Bui, Samantha Cookson-Fraietta, Briarne Cuerden, Danielle Couvakis, Reese Eteuati, Shyla Fulu, Veronica Grizelj, Brittany Gornalle, Rawda Itani, Marie Kitona, Miguel Limson, Tianna Martinez, Jeanene Maxwell, Alison McLean, Felicia Ngo, Mernah Nissan, Mauga-Trinity Smith (TtW Consultants)

Jobs Victoria

Thousands of lives have been changed for the better since OCTEC began delivering job seeker mentoring services under the Victorian Government's Jobs Victoria Employment Services initiative in July 2021.

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 to help our job seekers overcome employment barriers. And we

have agreements in place with vocational training providers to equip our job seekers with the skills and qualifications they need to secure and retain employment.

In the first five months of 2023, our Jobs Victoria team made more than 1,600 placements, almost 200% of our contracted placement target. Plus we achieved 26-week outcome performance that was more than 130% of target. We delivered Jobs Victoria services across seven regions (involving six OCTEC teams) covering both metropolitan and rural locations.

In October 2023, the Victorian Government rationalised Jobs Victoria services, focusing



on five priority local government areas. As a result of a successful tender, OCTEC was chosen to deliver Jobs Victoria Employment Mentoring in the Brimbank Local Government Area, in Melbourne's western suburbs. We continue to deliver outstanding employment mentoring for job seekers in this area, tailoring services to address their needs, while meeting the labour requirements of local employers.



Kate Peart
(Manager Jobs Victoria)



Soula Krikelis (Business and Performance Strategy Coordinator), Anna Alberico, Tony No (Workforce Development Coordinators), Van Ngo (Senior Employment Mentor), Jessica Brkic, Albert Lim, David Pham, Pravena Sofea (Employment Mentors)



My Story

Ashish

Ashish was the first job seeker OCTEC registered under the new 2023 Jobs Victoria contract. He is a mature aged ex-offender, who had significant financial and mental health issues and was at risk of becoming homeless. He hadn't been able to find a job while connected to another employment provider, and wondered if he would ever work again. Ashish was overwhelmed by it all and was worried that his barriers were insurmountable.

At OCTEC, Ashish was assigned to Workforce Development Coordinator, Anna Alberico, and Senior Employment Mentor, Van Ngo. He told them that even though he was out of gaol, it felt like his punishment

would never end. They encouraged Ashish not to despair and to look past his criminal record. They encouraged him to build on his obvious determination and ability

to articulate his skills and willingness to work. They knew with the right support, Ashish would be able to find work and to start earning money.

Anna and Van discovered that Ashish had tertiary qualifications, but observed that his personal presentation style and criminal history were holding him back. They helped Ashish to create a professional résumé and conducted interview-technique coaching. They referred him to a local housing provider to assist with his rent issues and connected him with programs that assist ex-offenders to re-engage with community.

Ashish told Anna and Van he had completed traffic controller qualifications during his time

in gaol, and felt this would be a good place for him to start rebuilding his career. OCTEC connected Ashish with a local traffic management employer and he was offered an interview. Thanks to Anna and Van's coaching, Ashish performed well at interview and was offered a job.

As part of his new employment, Ashish was required to complete an online induction. As he didn't own a computer, Ashish attended our site and used our job search computers to complete the induction modules. Anna and Van liaised with Ashish's Workforce Australia provider to ensure he had the tools he needed to commence work, resulting in the purchase of PPE and a mobile phone for him.

Today, thanks to OCTEC Jobs Victoria and our dedicated team, Ashish is creating a new career for himself while gaining financial stability and rebuilding his life.

National Sales Team

Addressing skill shortages and tailoring recruitment services that meet the current and future staffing needs of employers is a critical component of OCTEC's delivery of employment services. And our National Sales Team is an essential element of that approach.

Too often, employers are frustrated when contacted by multiple staff members from the same organisation, raising the same issues. It's inefficient and unproductive. Working at the national, regional and local level,

OCTEC's Workforce Development Coordinators (WDC) offer employers a single point of contact for our services. The team works closely with employer partners, covering organisations of all sizes and sectors. They assist employers to identify their specific labour needs and skill requirements, and then work with our Career Consultants and Employment Mentors to match job seekers possessing the exact requirements.

Throughout 2023, our WDCs worked with employers across the regions – from small

and family businesses to large multi-nationals – to identify job vacancies and source job seekers to fill those vacancies. As well as local employer partnerships, the National Sales Team has developed relationships with national employers, such as our partnerships with Australian Unity and Multiplex. These partnerships offer our job seekers skills development and career pathways into the care and construction sectors.

My Story

Ebonee

When young people face multiple and serious barriers to economic and social participation, OCTEC Transition to Work is there to assist them on a pathway to employment.

Ebonee Harding came to OCTEC Transition to Work Parkes in mid-2023. While she had previously worked in hospitality, Ebonee had limited education, having left school in Year 8. She'd also experienced personal trauma and had mental health barriers.

Our TtW Consultant, Telisha Phillips began working with Ebonee, conducting an initial assessment to understand her barriers and her strengths more fully. She found Ebonee to be a friendly and engaging young woman, with personal attributes suited to working in customer service.

Telisha assisted Ebonee to improve her résumé, as well as providing personal coaching and encouragement. When a service attendant vacancy came up at a major local club, Telisha encouraged Ebonee to apply. Ebonee was successful in securing the job and OCTEC provided her support in the early stages of her employment. Telisha helped Ebonee to access relevant training courses, gain necessary licenses and purchase work wear, all funded by OCTEC.

With OCTEC's ongoing support, Ebonee thrived. The club's General Manager subsequently emailed Telisha with great feedback. "Ebonee has been with us at the club for two months now, and she has exceeded all expectations. She is a great

listener, a fast learner, and is willing to give anything a go. She is kind and courteous to patrons, which really upholds our beliefs and standards at the Club. It is a pleasure to have Ebonee as a part of our team, and it is a pleasure to work with OCTEC.





OCTEC participant, Michael Kent, and his supervisor, Amy Davis, work at The Davis Farm near Wauchope on the NSW Mid North Coast.

Mental Health Employment Strategy

OCTEC's Mental Health Employment Strategy (MHES) is an important element of our employment service approach. With increases in interest rates and the cost of living, mental health-related issues continue to be a challenge, especially for people facing long-term unemployment. OCTEC staff work to maximise employment outcomes for people with mental health barriers. We develop partnerships with specialist service providers such as community mental health centres, as well as psychologists and other specialist clinicians to ensure our participants receive the specific assistance they require.

OCTEC is involved in important local mental health initiatives across Australia. One example is the LikeMind Centre in Orange, funded by the NSW Government providing an integrated and holistic mental health service for participants aged 18 to 65 years. OCTEC has a Memorandum of Understanding with LikeMind lead agency, Aftercare, to provide in-kind support to the centre, particularly in relation to the vocational and social needs of participants. We are also represented on the LikeMind Consortium.

Another key partnership is with headspace youth mental health services. While headspace centres are run by different lead agencies, they have a common model and common goal, to provide better mental health outcomes for young people 12 to 25 years of age. OCTEC staff partner with headspace youth mental health services across the country, co-servicing hundreds of headspace clients every year through our Workforce Australia Transition to Work program and through Disability Employment Services.

For many years, members of the OCTEC team have also gone above and beyond to raise awareness of mental health issues and funds for services in the sector. Nine Australians are lost to suicide every day. Our Wivenhoe ParentsNext Manager, Peta Mullins, has been impacted by this terrible reality. Peta has lost four friends to suicide and during 2023 she decided to do something about it. In September, Peta completed the 9km Out of the Shadows walk, raising money for the 24-hour crisis service Lifeline. Her fundraising efforts helped to raise much-needed funds for Lifeline's free 24-hour counselling service that helps to reduce the incidence of suicide across Australia.



OCTEC ParentsNext Regional Manager, Peta Mullins, was supported by family and friends when completing the Out of the Shadows walk during World Suicide Prevention Week.

Our Story



OCTEC Transition to Work clients after a successful fitting with Dress for Success Illawarra Operations Manager, Bonnie Comber (front centre), and OCTEC TtW Consultants Emily Sevim, Storm Dallas and Abby Brownlee.

Dress for Success

There's a saying that when you look good you feel good, and while this is obviously simplistic and somewhat clichéd, it does recognise the complex relationship between physical presentation and psychological health.

OCTEC clients face many barriers, one of which is a lack of self-confidence, especially amongst our younger program participants. OCTEC's job is to help our clients put their best foot forward when they go for job interviews. We assist with résumé creation and job interview preparation, as well as personal grooming and presentation.

This is where our relationship with charity Dress for Success comes into play. Like OCTEC, Dress for Success is a not for profit organisation doing important work in the community services sector. Dress for Success empowers women to achieve economic independence by providing a network of support, one-on-one styling sessions, and development tools to help women thrive at work and in life.

OCTEC works with Dress for Success throughout New South Wales and ACT to help women overcome bias and discrimination when entering or re-entering the workforce. These services are at no cost to participants. Transgender women and non-binary individuals who are comfortable in women's spaces, are warmly welcomed.

Dress for Success Illawarra Operations Manager, Bonnie Comber, says the right clothing is an important piece of the puzzle. "At Dress for Success, we're all about building confidence and capability, through our free styling and career support services. Our goal is to help our clients not only get the job but to thrive in that job."

As with OCTEC's program participants, Dress for Success clients come from all walks of life and have often been through a great deal before connecting with the service.

Bonnie said her team enjoys seeing OCTEC Transition to Work participants using their service. "The change can be instantaneous; we see our clients stand taller, smile bigger and have a noticeable shift in their confidence and energy."

Using the services of Dress for Success, as well as the men's service Dress For Work, has been an essential element in the success of OCTEC's Job Vibes program.

"We've recently supported Afghani and Ukrainian refugees restarting their lives," added Bonnie. "We've supported women who've been out of work for years and need to build the confidence to re-enter the workforce. And we've supported women who have escaped domestic violence with only the clothes on their back."

Training Services

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

In 2023, our Head of Training Services, James Eskander, and his team continued to build on our 'one stop shop' service delivery model for vocational training, offering job seekers and employers coordinated pre-employment and skill development services. We provide direct assistance to job seekers from course enrolment right through to post-placement employment support, with training courses that lead 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.

In August, the Training Services team achieved an important milestone when they successfully completed our re-registration process with the Australian Skills Quality Authority (ASQA). This enables us to continue delivering accredited training and operating as a Registered Training Organisation through to 2030.

The team continues to maintain a wide range of qualifications on our scope, so as to respond to the needs of job seekers and employers in an effective and timely manner. This includes providing access to nationally-recognised qualifications at the



OCTEC LIMITED TRAINING SERVICES

RTO Number 90142

Certificate II, III and IV levels of the Australian Qualifications Framework (AQF).

OCTEC maintains a state-of-the-art training facility at Croagh Patrick in Orange, Central Western NSW. The Phillips Centre has facilities for hands-on, practical training in aged care and other community services, along with online training equipment and accommodation for those needing to travel to complete their training face-to-face.



James Eskander (Head of Training Services), Casey Crook (Training Manager), Benjamin Cottee (RTO Compliance Manager), Karen Gerke, Heather Butler (Training Coordinators), Nicole Daws (Training Services Administrator), Lee Cuff, Keith Davies, Colleen Dyer, Pamela Fleming, Alison Hamilton, Allyna Neville, Rebecca Sawell, Samantha Sculthorpe, Dharna Vyas, Susi Witt (Trainers and Assessors)



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



Participants complete training in first aid and aged care at OCTEC's Phillis Centre at Croagh Patrick College in Orange.

Training Solutions for Job Seekers

Pressures on the Australian economy, largely due to rising supply costs and interest rates, have had an impact on the vocational training sector, with some employers reluctant to invest in training for their staff. In response, OCTEC Training Services has continued to provide cost-effective training solution customised to the needs of job seekers along with employers and their current staff.

OCTEC seeks to overcome business hesitance by offering training solutions for job seekers which directly align with identified skills gaps. Our 'one stop shop' approach for job seekers and employers brings employment and training solutions together. Our training and employment service teams work side by side to identify the specific skills and qualifications that local employers are looking for, and then offer access to courses that meets those needs.

An excellent example of our integrated approach to job seeker vocational development is our innovative Job Vibes program. First conducted in Western

Sydney in mid-2023, this program provides a collaborative approach to vocational skills development for long-term unemployed and disadvantaged job seekers. Program content includes basic digital literacy training, a focus on foundational skills to improve work readiness, and completion of accredited training units in Business, First Aid and WHS. Job seekers also receive personal job search mentoring and personal presentation workshops to prepare them for the open labour market.

Job Vibes illustrates how our training approach is flexible and adaptive. We use a mix of delivery models including online course delivery and one-on-one support via phone and Zoom. 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 that our



training reflects industry best practice and remains relevant to the changing needs of employers.

In 2023, OCTEC issued the following national-accredited qualifications to job seekers:

- 98 qualifications at Certificate III or IV level,
- 177 Statements of Attainment,
- 31 Statements of Participation for non-accredited training.

Partnering with Employers and Industry

OCTEC works in partnership with employers across a broad range of industries. We offer the training and qualifications that businesses need to meet their current and future needs for skilled staff. This includes nationally-recognised business qualifications that are relevant to multiple sectors, as well as accredited training in specific sectors such as retail and health and community services.

The health and community services sector, especially aged and disability care, is a sector where demand for skilled and qualified staff continues to be high. In 2023, OCTEC Training Services concentrated significant resources in support of the sector, delivering a range of nationally-recognised qualifications from the Community Services and Health Training Packages, including individual support qualifications in aged care and disability services. Employers in the sector

are able to access accredited skills training for both new and existing staff members.

Examples of our work with in this sector include delivery of Assist with Medications training for care providers across Central West NSW, Aged Care Training Needs Identification for Aboriginal Health Services in Western Sydney, and First Aid training for participants across Sydney and regional NSW.

Moving into 2024 and beyond, we plan to expand our community services training program in support of NDIS providers and other community sector businesses. This includes expanding our delivery of full and part qualifications in disability services and leisure and health. We also plan to expand our delivery of business-related qualifications for managers and administration staff working for NDIS providers and in other community sector organisations.



Pictured here are training participants at Orana Gardens in Dubbo NSW, learning to dispense medication as part of their Assist with Medications training.



Pamela Fleming, with students studying towards a Certificate III in Retail in Western Sydney, July 2023.



Government-funded Programs

Each Registered Training Organisation (RTO) is registered by the Australia Skills Quality Authority (ASQA) to offer a scope of approved and accredited training courses and/or specific units of competency. In 2023, OCTEC's RTO offered a scope of training which comprised 12 accredited qualifications:

- five courses at Certificate IV
- five courses at Certificate III, and
- two courses at Certificate II level.

Smart and Skilled

Delivery of these qualifications is supported by government funding in many cases, with one of the most important

sources of funding being the NSW Government's Smart and Skilled program. This program provides subsidised vocational training to eligible students in priority regions across the state. OCTEC is an approved Smart and Skilled Training Provider and in November 2023, we successfully applied to continue delivery of a range of courses under Smart and Skilled including a number that involve Australian Apprenticeships and/or Traineeships. Our courses support industry sectors that have high demand for skilled workers including hospitality and health and community services. They also include courses with multi-sector application such as Certificate III in Business. OCTEC offers

courses across NSW, through small group classroom training and distance education options, for durations between one and four years.

ACT Funding Agreement

In 2020, OCTEC first secured an ACT Funding Agreement (ACTFA) to deliver programs that address the major objectives of the ACT vocational education and training (VET) system. In 2023, OCTEC successfully reapplied to be an ACT Government funded provider and we continue to liaise with the government to identify specific funding for courses which will meet local employer and job seeker needs.

Our Story

Aboriginal Health Services

A key priority for OCTEC is to help “close the gap” between First Australians and the wider Australian community. Equipping and assisting the care sector to improve the health and wellbeing of First Australians has been a particular focus over the past year.

Between July and November 2023, OCTEC Trainer Sherryl Briggs worked with Aboriginal Health Services in Mount Druitt in Western Sydney, to deliver a Training Needs Identification bespoke program in aged care. A great example of our collaborative approach, the program was developed by OCTEC Training Services in partnership with Aboriginal Health Services and the Local Skills Broker from the NSW Department of Education.

It's another great example of OCTEC's hands-on support for local communities through practical training and the development of workplace skills!





Huntley Berry Farm

Huntley Berry Farm (HBF) is OCTEC's Australian Disability Enterprise and is situated between Orange and Spring Hill 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.

2023 was a year of consolidation and recovery for the farm after three challenging years dominated by COVID-19 restrictions and weather extremes. And, while this was welcomed by the farm workers and customers alike, the flooding of late 2022 still had an impact. The farm's usual supplier of strawberry plants was unable to supply any seedlings in 2023, meaning that our 'pick your own' sales during the 2023-2024 berry season were significantly reduced.

The HBF managers used the opportunity of a smaller strawberry crop to plant more raspberry canes, replacing those lost in the 2022 flooding and expanding the raspberry growing area. The benefits of that decision won't show until early 2025, but it's one example of how our HBF team are always looking to adapt to the weather conditions and the challenges of a changing climate.

Continuous improvement is an ongoing focus across all farm operations. We regularly review our work procedures and program, as well as our range of products and services, to ensure our supported employees have a safe and inclusive work environment that provides plenty of opportunities to learn and develop. Continuous improvement also underpins our efforts to provide the best possible visitor experience, regardless of whether visitors are regular locals or first-time travellers to the Central West from other parts of Australia or overseas.



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



First Nations community leader and Orange Deputy Mayor, Gerald Power, giving Huntley Berry Farm visitors a guided tour of the farm's Marang Edible Indigenous Garden.



In February 2023, OCTEC's quality systems and the farm's operations were audited by BSI Group against the NDIS Practice Standards as part of OCTEC's NDIS reaccreditation application. BSI's report concluded that OCTEC's service provision is of a high standard and subject to ongoing monitoring and review, and that Huntley Berry Farm "is committed to providing a quality service with a focus on client safety and quality outcomes".

The provision of quality outcomes for our supported employees is underpinned by the farm's diverse program of activities. This includes members of the public being able to 'pick their own' berries and vegetables from November to April, year-round opportunities to feed the farm animals and visit our Marang Indigenous Edible Garden, periodic family fun days, our pre-Christmas pop-up shops in Orange and Bathurst, ongoing operation of the farm's

online shop, and the annual program of planting, pruning, watering and weeding that keeps our farm looking great.

The HBF managers and supported employees worked hard throughout 2023 to repair the damage done by the late 2022 flooding, and to bring the farm back to its usual high standards. And while farming will always be weather-dependent, and at times heartbreaking, the HBF team is cautiously optimistic that 2024 will see a return to the full range of 'not just a berry farm' products, services and experiences.



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 2023, we successfully delivered Supported Employment services at Huntley Berry Farm and at Old Town Hall, our Head Office in Orange. We also have capacity to deliver 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

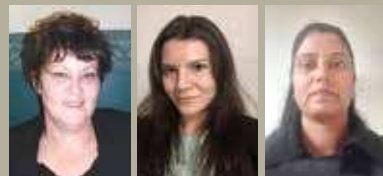
National Panel of Assessors

OCTEC delivered National Panel of Assessors (NPA) services in four Employment Service Areas throughout 2023. These were Patterson in Central West NSW, Nepean and Macarthur in western Sydney, and Bayside in south east 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 maintain employment. Our Barrier and Ability Recognition Tool (BART) is an assessment mechanism exploring each participant's individual barriers, interests, abilities, communication, education, training, employment history and transport access. Our Career Capital assessment tool 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 résumé.



OCTEC NPA Assessors Debra Baskerville, Anita Nikolovski and Eadith Selvaraj.

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 barriers exist to prevent a direct 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 Zoom technology, allowing participants engaged in online vocational education to connect and support each other. We have hosted online OCTEC Parents Advisory Group under the ParentsNext program, conducted proactive online reverse marketing of job seekers to employers, continued the delivery of online training and assessment services, and re-administered client assessments to identify previously undisclosed barriers, such as mental health challenges.



OCTEC Jobs Victoria participant Wes Niven working at Tamar Cabinets in Melbourne.



My Story

Einsleigh

Einsleigh first came to OCTEC Ipswich after struggling to find a DES provider that met her needs. It was Einsleigh's mum who first suggested OCTEC. In the words of Rachael Scott, Regional Manager Ipswich and Toowoomba, "Einsleigh's mum had been through our services as well, and she felt OCTEC was the right provider to help Einsleigh overcome some pretty severe barriers and achieve some career direction".

Einsleigh and her consultant spent time setting some basic goals, like developing a résumé, and celebrating when each milestone was achieved. Rachael says: "we felt that a role in hospitality might be a good fit for Einsleigh, especially if that role was one where we could walk alongside her, offering advice and assistance when she needed it."

Loressa Ogodnik, Operations Manager at Club Services Ipswich, takes up the story. "OCTEC reached out to us with Einsleigh," she says. "We went through the interview process and we agreed that we needed to give her a go."

Einsleigh commenced work as a bistro runner, as well as in other customer service roles. While she felt unsure about her new job, Einsleigh had the support of Rachael and the OCTEC Ipswich team. She also had enough self-confidence to push ahead. Over time, as she achieved more and more of her goals, Einsleigh grew in confidence and her role was expanded.

With her confidence growing, and with OCTEC by her side, Einsleigh is gaining new skills and experience, while earning herself an income.

Our Priorities

Fostering Local Partnerships

Employers

2023 was another challenging year for Australian employers. Rising costs, interest rates and skills shortages made the business environment a challenging one. OCTEC offers tailored recruitment services to employers, as well as financial and mentoring support to deliver long-term labour solutions. Our innovative Biz Support initiatives provide employers with targeted assistance, including induction training, mentoring, wage assistance and financial support to cover the costs of tools, equipment and licences.

Our National Sales Team, along with our locally-based Career Consultants, have developed connections with more than 75,000 employers, 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 individual workforce recruitment and development needs.

These efforts are recognised by business. Victorian Regional Manager for Drake International, Georgina Matterson, praised OCTEC's services in July 2023 with the following words. "As a senior leader with Drake International, I have had the opportunity to work with various

government-run programs throughout the years. I can say with absolute certainty that OCTEC stands out from the rest."

Small and Family Businesses

Small and family businesses are essential to the success of the Australian economy, with more than 95% of all businesses in Australia being small and family businesses. The resilience of these businesses has been especially tested by the ongoing impacts of rising costs, increasing interest rates and skills shortages.

OCTEC partners with small and family businesses across all service locations. Through our employment and training services, and innovative initiatives such as Biz Support, we help these businesses recruit, train and retain quality staff. Throughout 2023, our employment and training staff worked alongside thousands of small and family businesses, delivering quality vocational services to meet their needs.

Government

OCTEC works with departments and agencies at all levels of government, delivering quality vocational services. In 2023, we continued as one of Australia's largest providers of Commonwealth-funded employment services programs, including Disability Employment

Service (DES), ParentsNext and Transition to Work.

At the state and territory level, OCTEC continued to deliver employment mentoring services on behalf of the Victorian Government under the Jobs Victoria program, while our Training Services team continued to deliver courses funded under the NSW Government's Smart and Skilled initiative. We also work within the ACT Government's vocational education and training (VET) system.

We work closely with local governments, using council facilities and services to assist participants on their employment journey. We supply quality applicants for vacancies in local government, and our Training Services team work with local government agencies to improve the skills and qualifications of staff.

OCTEC provides recruitment services to various government departments, agencies and enterprises. In 2023, OCTEC placed job seekers with various public sector employers including Australia Post, Australian Electoral Commission, Australian Taxation Office, NSW Department of Education, Queensland Health, Victorian Department of Justice, and local councils across Eastern Australia.



Small business owner and operator, Alicia Kook of Vitality Bloom Nursery at Boambee, employs OCTEC participant, Phillip Robbins.



Career Consultant, Kinisha Verner, provides on-site post placement support to OCTEC participant, Michael Cherry, who Kinisha has placed into employment with the Ibis Styles Tamworth.

Providers of Services to First Australians

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

OCTEC has an Indigenous Procurement Policy (IPP) that was first released in September 2021, based on our long-standing Indigenous Employment Strategy. The IPP commits us to a target of at least 3% of our workforce being First Nations people. The IPP also commits OCTEC to increase the level of our Indigenous business participation including increasing the level of partnerships, memorandums of understanding and/or supplier contracts that involve First Australian individuals and organisations. As at the end of 2023, 6% of OCTEC's workforce and approximately 13.5% of our participants identified as First Australians.

To address disadvantage experienced by many First Australians, OCTEC delivers our services in partnership with local and national Indigenous organisations, including local land councils, Aboriginal health and community services providers,

service providers offering First Australians access to culture and country, as well as local leaders and elders. We also work with these partners to place our job seekers into employment. In 2023, our First Nations employer partners included Murri Watch Aboriginal And Torres Strait Islander Corporation, Orange Local Aboriginal Land Council, Winda-Mara Aboriginal Corporation, and Aboriginal Employment Strategy (AES).

Community Services Providers

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

With the rising cost of living impacting so many Australians, mental health was

an important focus in 2023. This 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 support for apprenticeship employment opportunity and delivery of traineeships, OCTEC has developed close working relationships with a number of Australian Apprenticeship Support Services 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.

Accessing Funded Programs

Since 1976, OCTEC has been committed to providing training, employment and youth services which 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.

2023 Funding

During 2023, 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. Workforce Australia Transition to Work and our Savvy Parents pre-employment services are funded by the Department of Employment and Workplace Relations. We also receive Australian Government-sourced funding from our NDIS participants for Supports in Employment at Huntley Berry Farm and elsewhere.

OCTEC continued delivery during 2023 of Employment Mentoring services under the Jobs Victoria program, which is funded by the Victorian Government.

Government funding for training services comes from the NSW Department of Education. In 2023, we successfully reapplied to receive Department of Education funding through the Smart and Skilled program, which helps achieve quality vocational education outcomes for our participants. We also successfully reapplied for an ACT Government Funding Agreement to continue our delivery of vocational education and training in and around the nation's capital.

Equitable Access

One of the important principles guiding OCTEC's activities is offering equitable access to all our services. We provide quality services to all people regardless of race, gender, age, sexual orientation, religious beliefs, marital status or disability. Our offices and services are accessible for

people with mobility and sensory impairment. We also work with employers and service partners to ensure equitable service access for all our participants.

These principles were again challenged in 2023, with face-to-face access impossible for some of our partners and participants. In these instances, we maintained service engagement through 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. We take action to improve access whenever required.

OCTEC Savvy Parents client Kirsty Elsley, with supervisor Georgina MacRae, at the Tamworth Op Shop Superstore and Recycling Centre run by not-for-profit charity and community organisation One of a Kind.



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. We supplement face-to-face services by using video and other online technology. Our training services provide a variety of learning options, including face-to-face, distance and online education. And all services are tailored, flexible and ongoing, including worksite support for participants placed into work, apprenticeships or traineeships.

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

As part of our inclusive and innovative service approach, we partner with participants experiencing disadvantage,

as they are often overrepresented in unemployment figures. We provide individually-tailored services which meet the needs and aspirations of each participant, assisting them to overcome their specific barriers while also meeting the needs of local employers and the community.

Children and Young People

Participants aged 15 to 24 experience higher levels of unemployment. The impact of rising costs has been especially hard on young people. To equip them for sustainable careers, OCTEC delivers specialist youth employment services through our Workforce Australia Transition to Work program across five regions.

Recognising the significant number of youth participants we serve, in 2020 OCTEC implemented our 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.

Initiatives include specific policies and procedures, e-learning modules, and accessible feedback and complaint mechanisms.

Mature Age

Australia has an ageing workforce. The ongoing pandemic and associated economic downturns has impacted 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

First Australians are too frequently overrepresented in unemployment statistics and, during 2023, around 13.5% of participants in OCTEC's employment service programs were First Australians. This is significantly higher than the percentage of First Australians living in the general population. To help close this gap in comparative workforce participation, 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 Indigenous DES service in Central Queensland.

People from a Cultural and Linguistically Diverse (CALD) Background

Currently, around one in five OCTEC participants come from a CALD background, and in many of our metropolitan services, this figure is higher than 70%. These participants include refugees and asylum seekers who have come from war-ravaged countries and are challenged by trauma and other mental health barriers. To assist these participants, we partner with providers of specialist services and providers of English literacy programs, including the Commonwealth Skills for Education and Employment (SEE) program, while our website can be translated into dozens of different languages. One example of our work with CALD participants is our partnership with the NSW Department of Corrective Services and the Pacific Islands Mt Druitt Action Network (PIMDAN Inc) to assist participants from Pacific Island nations make a successful transition from the justice system into employment.



First Nations community leader, Gerald Power, conducting a tour of Huntley Berry Farm's Marang Edible Indigenous Garden.



Our Commitment

Providing Quality Services

OCTEC implements various 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 five nationally-recognised quality standards – ISO27001 Information Systems Management, the Australian Government's Right Fit For Risk IT security requirements, National Standards for Disability Services (NSDS), NDIS Practice Standards, and Standards for Registered Training Organisations 2015. We achieved or maintained accreditation against all these standards during 2023.

Our programs and services are subject to comprehensive internal and external audits to ensure compliance with contractual requirements and quality standards. In 2022, in addition to our ISO27001 Information Management Systems accreditation, OCTEC became one of the first Workforce Australia and DES providers to be formally acknowledged as being "Right Fit for Risk" by passing an audit against the Department's DESE ISMS accreditation scheme. The scheme is a prerequisite for holding Commonwealth employment programs contracts and provides confidence to the Government that our systems are secure, monitored, and in line with the Australia Security Directorates Information Security Manual. In 2023, we successfully completed monitoring audits against both the ISO27001 and Right Fit For Risk standards.

In February 2023, OCTEC was subject to a surveillance audit against prescribed standards of the National Standards for Disability Services (NSDS). The audit conducted by BSI Group found our DES

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."

In the second half of 2023, our Training Services team successfully completed its re-registration process with the Australian Skills Quality Authority (ASQA) against the Standards for Registered Training Organisations. As a result, OCTEC will continue to offer nationally recognised accredited training through to 2030 and beyond.

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



Regular team meetings are an important part of OCTEC's quality systems approach; pictured are members of the Disability Employment Services team in Orange, Verity Morris (Senior Career Consultant), Amy Townsend Regional Manager) and Hannah Wisse (Career Consultant).

Building Local Communities

Supporting Local Communities, Events and Teams

When times are tough, communities come together. OCTEC has long been a sponsor of national, state and local community programs and events.

During 2023, we continued support for numerous national awareness and fundraising initiatives such as R U OK Day?, Brain Injury Awareness Week, Footy Colours Day (raising money for kids with cancer), The Push Up Challenge (supporting Lifeline) and International Day of People with Disability.

Our team members continued to assist local community services. One example is our Savvy Parents Consultant, Teresa Turner, who donates essential items and special

treats for mothers to We Care Connect on the NSW Central Coast. We Care Connect is a charity providing goods to families experiencing poverty across the Central Coast and Hunter regions.

OCTEC also continued support for many community activities and sporting teams. In a major contribution to the arts community in Central West NSW, OCTEC made a \$350,000 donation in 2023 towards the fit-out of the new Regional Conservatorium being built in Orange.

Conserving Community Heritage

OCTEC continued our positive contribution to community life in Orange during 2023 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.

In August 2023, OCTEC was acknowledged at the Orange Cultural Heritage Awards for our ongoing commitment to maintain and preserve local history. Our update of the Old Town Hall building's façade was awarded Best Heritage Treatment of a Commercial Building, while our ongoing conservation and restoration of significant heritage buildings was also acknowledged.



OCTEC staff are active participants in community events and awareness-raising initiatives such as Footy Colours Day and RUOK Day.



Adopting Sustainable Practices

OCTEC knows how a changing climate is impacting our participants and the wider community. In 2023, OCTEC continued our commitment to practices that reduce the generation of waste, lower our energy consumption and encourage the use of recycled materials. Our practices include the adaptive reuse of heritage buildings, reuse of office furniture and the purchase of more fuel-efficient vehicles.

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, provide staff training and facilitate group activities.

OCTEC maintains Intranet pages and portals for our major programs and governance committees that include online access to handbooks, tools, forms and information resources. These provide staff and Board members with ready access to latest version of every document they need to perform their respective roles, and eliminates the need for staff to stockpile forms that can quickly become outdated.



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



Building Capacity in Other Countries

Seven years ago, 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. Success of the lab has been due in large part to 24/7 support provided by OCTEC's IT Manager, Meyenn Ngira and his team. This support includes supplying the lab with replacement computers, monitors and IT consumables (such as toner); renewing security and antivirus licences; and keeping the lab server patched with the latest security and software updates.

In 2023, OCTEC provided both online and physical support to the college, including ongoing maintenance and upgrades. In June 2023, the college server suffered a critical failure, with international travel restrictions to the Solomons meaning the server was inaccessible for five weeks. When international borders reopened in July, OCTEC's IT Manager travelled to the college to restore the server to an operational state. Meanwhile, work on a second computer lab at Goldie College has continued with OCTEC again providing expert assistance and material support. This has included the purchase of 50 monitors along with keyboards and other computer peripherals.



Our Story

OCTEC's support of local communities frequently extends beyond our services and programs. Every day our staff partner with local people and organisations, helping to make a difference in the lives of disadvantaged Australians.

In Toowoomba, OCTEC's Employment Services team has partnered with a local Neighbourhood Centre to source and purchase boxes of fresh food each fortnight. These food parcels are then offered to local participants that are struggling to put food on the table for their families and themselves due to the rising cost of living.

Rachel Scott, OCTEC's Regional Manager for Toowoomba and Ipswich, is a strong supporter of the program. "It's a small gesture but every bit helps with the cost of living for these struggling families. And it builds great rapport with our participants, because they can see we are invested in their wellbeing. They feel supported. This allows our staff to open their hearts and show the community we are here to make a difference. As a Regional Manager in Toowoomba, I am extremely proud of my team and their efforts to make a difference. Community engagement is the key. Words cannot describe how I feel about this project."

Food Parcels for Toowoomba



My Story



Cassie

What do you do when you've been out of the workforce for years, but you cannot return to your previous employment? This was the situation facing Cassie, a single mum who connected with OCTEC's Savvy Parents service on the NSW Central Coast.

Cassie had previously worked in warehousing, but health issues prevented a return to that sector. She wanted to work with people, and give something back to her community, but didn't know how to go about it. Enter OCTEC Savvy Parents Consultant, Nahria Shannon.

Nahria suggested to Cassie that she needed to gain relevant qualifications, and assisted her to enrol in a Certificate III in Community Services at a local community hub, which provided a creche. This enabled Cassie to study while her son was being cared for. OCTEC also assisted Cassie to update her résumé, to complete a First Aid course, and to purchase IT equipment so she could commence her Certificate III, which she will complete in 2024.

Cassie's future is now much brighter and she is very appreciative of OCTEC's support. "A big thank you to OCTEC for the help I have received in getting me headed in the right direction towards a new career. I was keen to get back into the workforce after having my son but I didn't know where to start. Nahria has been so helpful giving me the tools and information to help me get into my course, and I am very excited to go on this journey to potentially start a new career in something I am passionate about."



Our Story

Job Vibes

OCTEC staff are continually looking for new and innovative ways to increase the employability of our job seeker clients. In mid-2023, we commenced a new, practical and innovative approach to pre-employment training for disadvantaged clients living in Sydney's western suburbs. Combining the resources of OCTEC's Employment, Training and Sales teams, as well as subject matter experts from partner organisations, the Job Vibes program was the brainchild of OCTEC's Western Sydney Regional Manager, Junior Tauia.

The goal of Job Vibes is to empower job seekers with foundational skills, licensing and training, to enable them to enter the workforce while also increasing their confidence and motivation. This helps them take their next steps towards achieving short-term and long-term employment goals.

Taking seven weeks to complete, Job Vibes is based around three units from the Certificate

III in Business training course, delivered by accredited OCTEC Trainers. The program also includes content from various vocational training courses including White Card (Construction Induction), First Aid, Basic Computer Training and Job Search Training. There is also a practical element to the program, including personal makeover and presentation workshops for both male and female participants, conducted by representatives from Fitted for Work (females) and Dress for Work (males). At the conclusion of the seven weeks, participants are introduced to OCTEC's National Sales Team and spend a day discussing current and potential employment opportunities, linked to their experience and goals, and in line with their personal needs.

Thirteen participants, each experiencing significant barriers to employment, and with no recent work experience,

commenced the initial Job Vibes program in Sydney's west. Eight participants fully completed the seven week program, with a further three obtaining relevant licensing (White Card and First Aid) as well as completing personal makeovers. As a direct result of Job Vibes, three participants secured employment, with several others in the process of securing work trials or referral to employers, including for traineeships. All participants reported an increase in their soft skills, confidence and motivation, and a stronger understanding of their employment pathways and goals.

Junior and his team are working to further develop this innovative program. The Job Vibes concept is expanding to other locations in NSW, as well as in Queensland. Job Vibes is a one stop shop approach that has the potential to transform the way we assist significantly disadvantaged job seekers in the future.



Location Directory



NSW & ACT

Sydney & Illawarra

Auburn

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

Bankstown

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 2/51 Bonnyrigg Ave,
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

Camden

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

Campbelltown

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

TtW

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

Chatswood

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

Corrimal

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

Dee Why

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

Fairfield

DES & TtW
Suite 1/73 The Crescent
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

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
4/5 Mount Street
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
166 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) 8610 6743

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 Kiwa Street
Albury NSW 2640
Tel: (02) 6023 2681
Fax: (02) 6041 2811

Bathurst

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

Belconnen

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

Braddon

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

Dareton

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

Deniliquin

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

Cowra

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

TtW

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

Forbes

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

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

Unit 1/38 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

Bulahdelah

Consulting Room 1
80 Stroud Street
Bulahdelah NSW 2423
Tel: (02) 4046 2800
Fax: (02) 4046 2801

Byron Bay

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

Cessnock

1B 2 North Avenue
Cessnock NSW 2325
Tel: (02) 4013 5030
Fax: (02) 4013 5031

Charlestown

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

Coffs Harbour

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

Forster

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

Glen Innes

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

Gloucester

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

Gosford

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

Inverell

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

Kempsey

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

Kyogle

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

Lake Haven

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

Suite 1 & 2 Conway Court
17 Conway 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

13/4 Bay Street Park Plaza
Port Macquarie NSW 2444
Tel: (02) 6584 5040
Fax: (02) 6584 5326

Tamworth

DES
1C Darling 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

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

Victoria

Boronia

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

Box Hill

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

Broadmeadows

Hume City Hub
61 Riggall Street
Broadmeadows VIC 3047
Tel: (03) 9492 3941
Fax: (03) 9492 3942

Coburg

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

Colac

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

Corio

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

Cheltenham

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

Cranbourne

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

Dandenong

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

Deer Park

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

Doncaster

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

Edithvale

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

Fawkner

Fawkner Neighbourhood House
79 Jukes Road
Fawkner VIC 3060
Tel: (03) 8374 7751
Fax: (03) 8317 0646

Footscray

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

Frankston

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

Geelong

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

Glenroy

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

Hamilton

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

Hampton Park

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

Melton

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

Mildura

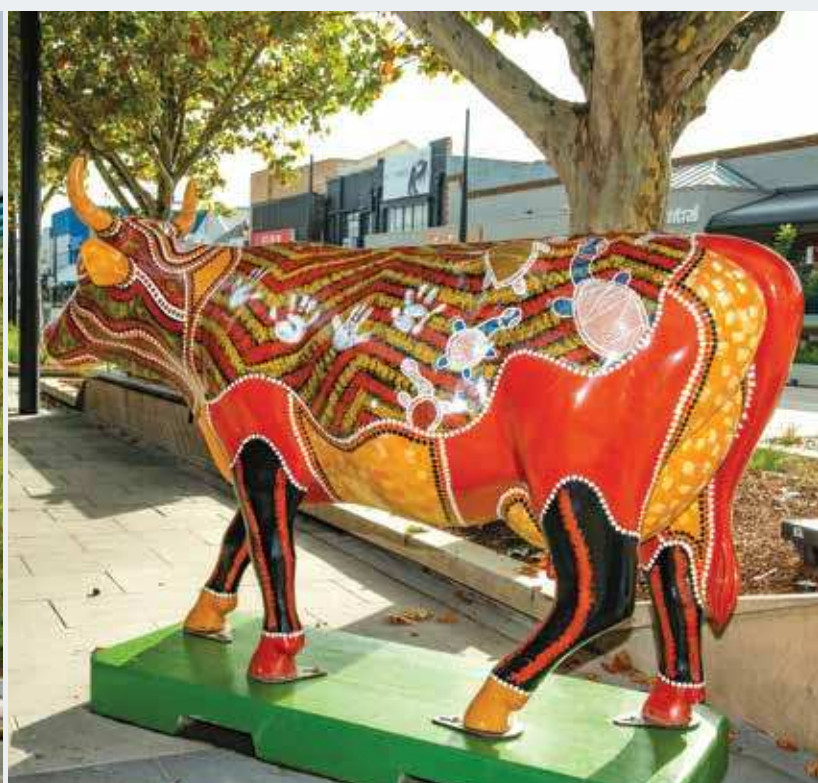
75 Deakin Avenue
Mildura VIC 3500
Tel: (03) 5022 7188
Fax: (03) 5022 7111

Narre Warren

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

Oakleigh

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



Pakenham

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

Pascoe Vale

161B Derby Street
Pascoe Vale VIC 3044
Tel: (03) 9101 5923
Fax: (03) 9101 5924

Portland

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

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

St Albans

Suite 12
30-32 East Esplanade Street
St Albans VIC 3021
Tel: (03) 9366 1690
Fax: (03) 9367 1570

Sunbury

Shop 14C Target Centre
126 Evans Street
Sunbury VIC 3429
Tel: (03) 8798 9582
Fax: (03) 8798 9583

Sunshine

DES
Suite 4
2 Devonshire Road
Sunshine VIC 3020
Tel: (03) 9311 7250
Fax: (03) 9364 8765

JVES

153 Harvester Road
Sunshine VIC 3020
Tel: (03) 9454 2814
Fax: (03) 9454 2815

Tarneit

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

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

Werribee

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

Wodonga

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

Queensland

Beenleigh

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

Biloela

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

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

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

Deception Bay

Suite 1, 4 Flegg Street
Deception Bay QLD 4508
Tel: (07) 3204 7728
Fax: (07) 3204 7791

Fortitude Valley

6/290 Water Street
Fortitude Valley QLD 4006
Tel: (07) 3638 8523
Fax: (07) 3638 8524

Gladstone

Shop 6 Valley Plaza
190 Goondoon Street
Gladstone QLD 4680
Tel: (07) 4972 8056
Fax: (07) 4976 9268

Goodna

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

PN

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

Gympie

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

Inala

39 Partridge Street
Inala QLD 4077
Tel: (07) 3372 6466
Fax: (07) 3879 2276

Ipswich

DES
63 Brisbane Street
Ipswich QLD 4305
Tel: (07) 3447 0287
Fax: (07) 3447 0263

PN

Shops 3, 78 Brisbane Street
Ipswich QLD 4305
Tel: (07) 3447 0287
Fax: (07) 3447 0288

Logan Central / Woodridge

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

Maryborough

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

Mitchelton

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

Nerang

Suite 2, 39-41 Nerang Street
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