



OCTEC LIMITED

OCTEC LIMITED

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



2024 : 2025

OCTEC Limited

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

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

In 2024, the services we delivered were:

- Disability Employment Services
- Transition to Work Youth Employment Services
- Savvy Parents Pre-Employment Services

- Jobs Victoria Employment Mentor Services
- National Panel of Assessors Services
- National Disability Insurance Scheme Services
- Allied Health Services
- Technology Services
- Nationally Accredited Industry Training
- Employment-based Traineeships
- Online Learning and Distance Education
- Training and Qualifications linked to Skills in Demand
- Job Vibes Integrated Training and Employment Programs.

OCTEC provides quality services to all our participants regardless of race, gender, age, sexual orientation, religious belief, marital status or disability. We actively seek to understand our clients, including

the needs of job seekers, training participants, disadvantaged or isolated community members, community organisations, government agencies, 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.

Cover Images

Left: OCTEC participant, Gemma Wallace (left), receives on-the-job training from her supervisor, Candice Jones, at Tivoli Social Enterprises in Ipswich Queensland.

Middle: OCTEC's success relies on our work with supportive employers and supervisors like Kerri Dowell of Oceana Recycling, pictured here with OCTEC participant Bradley Crowther.

Right: OCTEC participant, Bruce Wells, is loving his work at Allbrand Automotive.





Page 2: OCTEC works with supportive employers like Michelle Pope of Reelbox Video and Photo (Gold Coast), to provide participants with opportunities to launch new careers.

Top: Ryan Masters is an OCTEC participant placed in employment at Good Games Strathpine.

Below: OCTEC participant Phillip Robins at Vitality Bloom Nursery.

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Board of Directors



Chairperson
Cr Jeff Whitton
FAICD
Company Director



Deputy Chairperson
Mr Tom Harvey
Retired Head Teacher
School Education



Director
Mr Bruce Hansen
MAICD
NSW Rural Fire Service
Senior Officer



Director
Ms Val Myott
MAICD
Business Manager



Director
Cr Jason Hamling
MAICD
Small Business Owner



Director
Reg Kidd
MAICD
Agricultural Consultant



OCTEC Board Member, Bruce Hansen, with National Sales Manager, Tammy Alexander, at the Business NSW State Awards in Sydney in October 2024, where OCTEC was a finalist in the Excellence in Diversity and Inclusion category.





Chairperson Report

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

2024 has proven to be another year of significant change for OCTEC. Programs have commenced. Programs have been completed. And I'm immensely proud to say that, despite some of the most significant challenges and changes facing our organisation in many years, our dedicated team have continued to do what they do best — deliver participant-led services to some of the most disadvantaged people in Australia.

During the year, OCTEC continued delivery of a broad range of employment services on behalf of the Australian Government. We remained the largest not-for-profit provider of Disability Employment Services (DES), assisting people with disability, injury or health condition to secure their future through gaining work and building careers, while meeting the labour needs of employers. In October 2024, we tendered to continue delivering

disability employment services under a new Australian Government program, called Inclusive Employment Australia. Tender outcomes are expected in mid-2025 and the program is due to commence in November 2025.

Through the Commonwealth's Transition to Work program, 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. And, in western Melbourne, we continued outstanding delivery of Jobs Victoria employment mentoring services to long-term unemployed and disadvantaged participants.

While these programs continued, there were also changes. In November 2024, the Commonwealth Government replaced the successful ParentsNext program with a new Parent Pathways service. OCTEC was unsuccessful in our application to deliver this new program. I would like to sincerely thank all our ParentsNext managers and staff for their dedication and successful delivery of vocational services for single and disadvantaged parents over the past few years.

In Training Services, our team continued to create seamless pathways from skills development to completion of qualifications to commencement of employment. One of the major programs facilitating these pathways is OCTEC's Job Vibes program. Job Vibes is a wrap-around program unique to OCTEC and a joint initiative of Training Services, Employment Services and our National Employer Services Team. During the past year, the Job Vibes program has matured to become an integral component of OCTEC's suite of vocational interventions.

OCTEC also continued delivery of services from our Australian Disability Enterprise, Huntley Berry Farm. The farm is situated just outside Orange and provides supported employment opportunities for NDIS participants, as well as offering a popular tourist attraction and family-friendly venue for locals and visitors to Central West NSW.

2024 was also a year of innovation. Among other initiatives, we saw the revitalisation of the National Employer Awards program and the establishment of OCTEC's NDIS Coordinator and Allied Health Services teams.

With so many changes, the past year presented significant challenges for our managers and frontline workers, as well as our teams in Corporate Services. Major program changes meant site closures and staff movement. I would like to thank all our teams for their hard work, helping ensure OCTEC continued to deliver services to those in need. It was also heartening to see the difference OCTEC is making to the communities in which we operate.

I would once again like to thank members of the OCTEC Board for their dedication and commitment to our organisational vision. Thanks go to our CEO, Andrew McDougall, and the Senior Management Team for their guidance and leadership during the past year. And I would like to again acknowledge our amazing OCTEC staff for their ongoing support, hard work and dedication during 2024. The work they do makes a tangible difference in the lives of so many people.

Cr Jeff Whitton FAICD
Chairperson



MY STORY

Kelsie

Kelsie came to OCTEC's ParentsNext program on the NSW Central Coast in 2020. She was 22 years old, an early school leaver, and was caring for a young daughter. Despite COVID lockdowns, Kelsie began working with her OCTEC consultant, Nahria Shannon, formulating plans to complete a vocational training program. It was at this point that Kelsie fell pregnant again.

When she returned to ParentsNext, Kelsie was more determined than ever to gain new skills. Caring for two young children, online study was Kelsie's best option. Given Kelsie's caring responsibilities, she and Nahria agreed that Early Learning was a career worth pursuing. Nahria assisted Kelsie to explore online study options through TAFE Digital. OCTEC paid for software upgrades to her computer, and helped Kelsie purchase a printer.

In May 2023, when government changes to ParentsNext were implemented, making the program voluntary, Kelsie had no hesitation choosing to stay with OCTEC.

In July, Kelsie successfully enrolled in a TAFE Certificate III in Early Childhood Education and Care. OCTEC assisted Kelsie to secure a work placement at the same childcare centre her two daughters attended. We arranged National Police and Working with Children checks, as well as paying for Kelsie to complete a First Aid Certificate. We also paid for work clothing to assist Kelsie and her employer with costs.

Not only did Kelsie complete her Certificate III, the childcare centre offered her part-time employment, with a pathway to full-time when she was ready. They have also offered support to help Kelsie complete an Early Education Diploma.

Kelsie's is just one in a long line of success stories from OCTEC's delivery of the former ParentsNext program. It was a program we were honoured to deliver, and the success of young parents like Kelsie was the reason we were so passionate about delivering it.



Of her time with OCTEC ParentsNext, Kelsie said, "Without the ParentsNext program, I feel as if I wouldn't be where I am today and for this, I cannot thank OCTEC enough. They were very supportive, non-judgemental and welcoming. Thank you ParentsNext and thank you to Nahria and OCTEC. You went above and beyond to help me where I am today."

Chief Executive Officer Report

May I present to you the OCTEC Limited Annual Report for 2024.

This past year has been a challenging one for many individuals and organisations, and OCTEC has shared in some of those trials. With programs changing and some ceasing, there were various distractions that could have impacted the focus of our staff. However, I'm heartened to say that our people continued to do what they do best — developing participant-led solutions to enable those most disadvantaged in our communities to overcome their barriers and find pathways to employment.

In Employment Services, the Australian Government wound up the ParentsNext program, replacing it with the voluntary service, Parent Pathways in November. Unfortunately, despite excellent performance in ParentsNext, OCTEC was unsuccessful in our application to deliver these services. However, it's worth mentioning that the government's National Indigenous Australians Agency contacted OCTEC in December to acknowledge our success in the program, specifically, meeting our participation targets for First Nations parents. To the managers and staff of our ParentsNext services, I'd like to express my sincere thanks for your dedication and hard work, and for the excellent results you achieved for so many disadvantaged parents.

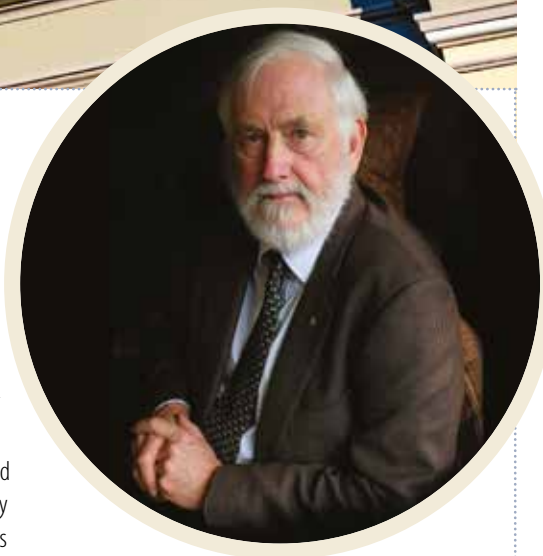
OCTEC continued to deliver Disability Employment Services and the National Panel of Assessors programs throughout 2024. In October and November, we tendered for ongoing delivery

of these services under the new Inclusive Employment Australia program, which is set to commence in 2025. We also continued delivery of our excellent Transition to Work employment service for disengaged young people, as well as our Jobs Victoria Employment Mentors service in the Brimbank Local Government Area of Melbourne.

Along with Employment Services, our staff and participants in Training Services and at Huntley Berry Farm have all faced the challenges of this past year with positivity and determination. Our Training Services Team continued to partner with Employment Services and the National Employer Services Team, delivering bespoke and participant-led vocational services for participants and employers through Job Vibes. At Huntley Berry Farm, the team worked consistently throughout the year to further enhance the visitor experience and expand our product range.

2024 was truly a year of innovation for OCTEC. Along with the changes already mentioned, we saw the revitalisation of the National Employer Awards program, the introduction of the National Community Partner and National (Participant) Achievement Awards, the establishment of OCTEC's NDIS Coordinator and Allied Health Services teams, the development of Employment Service Area Charters, and the expanded availability of program information and feedback tools in multiple community languages.

With the many changes and challenges, our Corporate Services teams were certainly put to the test with significant site and staff changes, along with the daily provision of staff support



and asset management services. I am extremely grateful to them for their hard work during this time of change. Their work provides the strong foundations that enable our frontline workers to do what they do best.

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. This included sponsoring the Queensland Training Awards and the Home Base softball event (memorial fundraiser for domestic violence victim Kristy Armstrong). We also made significant donations to many worthy causes including the Uniting Church's Hot Meals program and FoodCare Orange.

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 our managers, staff, participants and partners for their hard work and support during the past year.

Andrew McDougall OAM MAICD
Chief Executive Officer



OUR STORY

Transition to Work Expo

OCTEC recognises that delivering quality employment services for disadvantaged Australians requires partnerships and teamwork. This includes partnering with employers across all sectors, assisting them to meet their specific staffing requirements, while also providing our participants with pathways to great careers.

OCTEC is committed to partnerships with employers in all the areas we operate, covering all sectors and organisation sizes. An important part of this commitment is connecting with new employers and potential participants not previously engaged with employment services, and providing them with information about the services available, and the benefits that can be realised.

In line with this commitment, our teams across Australia regularly host and participate in outreach and engagement activities, such as job and career expos, and business and community events. One example of this commitment was our 2024 Transition to Work Careers Expo, in Sydney's South West.

Held at the Liverpool Catholic Club, the OCTEC Sydney South West Transition to Work Careers Expo was held in November 2024. Invitations were sent to more than 350 current OCTEC participants in the region, as well as students from local schools preparing to leave school in the ensuing 12 months.

At the expo, young people had the chance to connect with more than 25 partner organisations, including employers from sectors such as hospitality, retail, construction, transport, the public sector, security, and the care sector. They also had the chance to connect with vocational training providers including those supporting Australian Apprenticeships, and specialist support services for First Australians and other participant cohorts.



Following the Expo, Transition to Work Manager, Charissa Mossop said: "The event was a great success. Not only did it provide a chance for employers and young people to meet face-to-face, some of our participants actually secured work as a result of these meetings, with potential placements to follow as a direct result of connections made on the day."

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, our primary focus is to provide vocational education, training and employment assistance to disadvantaged people.

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

Mission

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

Purpose

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

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

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

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

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

Participants

OCTEC provides programs and services to all members of local communities, with particular focus on people facing barriers to employment, education and training services. Our participants include early school leavers, disengaged youth, disadvantaged parents, First Australians, people from culturally and linguistically diverse (CALD) backgrounds, people with disability, mature age people, people with learning difficulties, those living in rural and remote locations, people seeking retraining for a new career, people unable to progress from insecure employment, and those who are long-term unemployed. More than 80% of participants accessing our services fall into one or more of these categories. We partner with employers – including small and family businesses – specialist organisations and other employment service providers to assist each of our participants overcome their individual barriers.

Employment Services

Disability Employment Services
Transition to Work
Allied Health Services
Capacity Pathways
Mental Health Employment Strategy

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

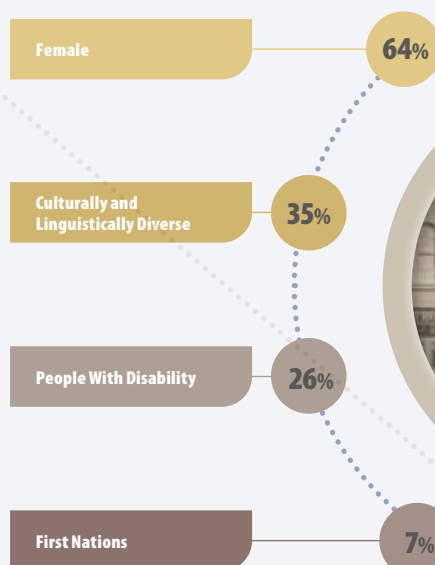
Our Staff

OCTEC exists to help create a fairer and more equitable society. We partner with people from all backgrounds and situations. One of our key values is respect for everyone who uses and delivers our services regardless of their gender, race, religion, disability or socio-economic background. This key value is reflected in our staffing practices which include merit-based recruitment and equal employment opportunity. OCTEC knows that maintaining a diverse workforce, reflecting the characteristics of the communities we serve, is a critical element to quality service provision.

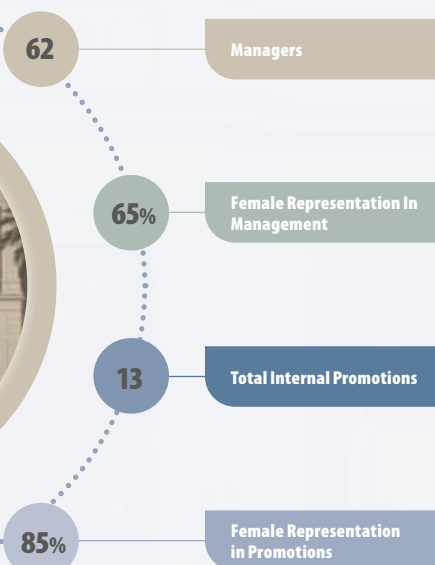


OCTEC Senior Consultant, Angela Chan See (left), with Career Consultants, Mequita Toomata and Michel Mills, at OCTEC's Strathpine office in North Brisbane.

Snapshot of Staff Demographics



Management and Opportunities for Promotion



Our Senior Management Team



Chief Executive Officer
Andrew McDougall OAM



Deputy Chief Executive Officer
Stephen Nugent



Manager Corporate Services
Fred Emmi CPA



Business Manager
Andrew McInnes



Manager Employment and Training Services
Chris Clark



Deputy Manager Employment and Training Services
Adam Swist



Manager Business Performance and Strategy
Karen Grumley



Head of Training Services
James Eskander

Our Corporate Services Team



Members of OCTEC's Corporate Services team: Louise McAllister (Manager Finance and Administration), Kylie Gibson (Manager Payroll and Administration), Melissa Englert, Rachael Hogan, Kathie Miles, Renee Thorley and Sharon Tilston (Accounts and Administration Officers), Ikuko Fujisawa and Josh McInnes (Administrative Assistants), Deanne Phillips OAM (Administrative Officer), Meyenn Ngira (Manager Information Technology Services), Jason Moutia (Systems Administrator), Ashlea Pritchard and Anthony Barbagallo (Digital Information Technology Officers), Tracy Kelly (Systems Support Officer), Abhishek Yadav (Service Desk Technician), Zac McInnes (Information Technology Assistant), Kurt Fraser and David Miles (Building Management and Maintenance).

Coverage

Further Details at www.octec.org.au

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
Wyang
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
Miranda
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

NEW
SOUTH
WALES

VICTORIA

ACT

Queensland

Capricornia

Rockhampton
Yeppoon

Fraser Coast

Maryborough
Pialba

Gladstone

Gladstone
Biloela
Moura
Agnes Water

Gold Coast

Southport
Nerang
Bongaree
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 2024, 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.

Below: OCTEC delivers Disability Employment Services as a three-way partnership between participants, employers and DES provider; Oceana Recycling supervisor Kerri Dowell and participant Bradley Crowther are pictured here with OCTEC's Angela Chan See and Nadine Wheeler.



Highlights

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

In 2024, OCTEC:



OCTEC delivered program and service from more than 250 locations and sites



OCTEC assisted or provided services for more than 21,190 people



OCTEC assisted caseloads of more than 20,660 participants in employment services, including:

9,630 in Disability Employment Services

3,257 in Transition to Work

980 in Jobs Victoria Employment Mentoring



We placed more than 7,300 participants into employment and/or education



More than 634 participants were enrolled as students of OCTEC RTO



Our RTO awarded 134 accredited qualifications or part qualifications, and 280 Statements of Attainment



Participant, Sam Preston, is supported in his employment at Reelbox Video and Photo by OCTEC Career Consultant, Anita Johnstone.



Disability Employment Services

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 behaviours for our family and friends. For these reasons, OCTEC is passionate about our employment services, and the opportunity to make a real difference in the lives of unemployed Australians.

At OCTEC, employing people with disability is not an act of charity, it makes sound business sense. We know employing a motivated, skilled and enthusiastic job seeker with disability can be an outstanding business decision.

We work with thousands of wonderful employers who have made that business decision, and are now enjoying the benefits.

Our approach to Disability Employment Services is therefore two-fold: partnering with participants 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. Our services are participant-led, providing job seekers with the experience, skills, qualifications and resources they need to secure employment, while also assisting employers to meet their specific staffing requirements.

At the conclusion of 2024, OCTEC had a caseload of more than 9,630 DES participants and we had made more than 4,330 placements into employment and education. Our locally-based consultants delivered DES across a range of Employment Service Areas (ESAs) in regional Queensland, NSW and Victoria, plus the ACT, Melbourne, Brisbane and Sydney.

Under the Commonwealth Government's new Inclusive Employment Australia program, specialist employment services for people with disability, injury or health condition are set to continue until at least 2030. In October 2024, OCTEC participated in a competitive tender process to deliver these services, with the results due for release in mid-2025 and the new program due to commence in November 2025.

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 Manager), Fiona Quilkey (Operations and Performance Manager Disability Employment Services), Kate Peart (Special Projects Manager), Anna Alberico (Workforce Development Coordinator), Emma Fletcher (Employment Support Services Manager), Jessica Bedrossian and Jade Ward (Administrative Assistants), Marie Mason (Special Projects Officer), Alicia Bond, 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 Employer Services Team

Tammy Alexander (National Employer Services Manager), Amed Fares, Matthew Foreman, Dan Hyndman, Maggie Lockington, Margaret Lundall, Shaun O'Cass, Joanne Rees and Alex Vinogradov (Workforce Development Coordinators).



MY STORY

James

OCTEC knows that when you focus on a person's ability, and when barriers present new opportunities, amazing things can happen... both for participants and employers.

James came to OCTEC Port Macquarie on the NSW Mid North Coast with barriers associated with his Autism, including social anxiety.

At OCTEC, James began working with our consultant, Toby. Toby's assessment revealed James to be a friendly person, once he became comfortable in a situation. James's strengths included reliability retaining information, and the ability to stick to a routine once he was shown what was required. It became apparent that James needed a role that was visual and repetitive in nature to help him remain focused. James felt more comfortable working behind the scenes than in large crowds, which could easily distract him.

Toby and James thought a back-of-house role in hospitality might be suitable. Work trials were arranged, but James felt the roles weren't suitable for him.

Then, when a detailer's vacancy came up at a local car dealership, Toby encouraged James to apply. Toby spoke at length with the employer, outlining James's barriers and strengths. The employer agreed to meet James, and offered him a work trial. The repetitive and exacting nature of the work allowed James to excel, and he was offered a job. OCTEC supplied a wage subsidy and work clothing, while Toby commenced post-placement support visits to make sure James settled well into his new job.

James take great pride in his work and his employer is extremely pleased with the quality of work James is producing, saying: "James takes his job very seriously and I believe it brings him great satisfaction, ensuring our customers walk away with a smile on their faces and a clean vehicle."

Sydney



Melany Kerr
(Manager Sydney Region)

OCTEC's Employment Service Management Team is based in Penrith, and we deliver DES services from 9 Sydney Employment Service Areas (ESAs): Nepean, Macarthur, Northern Sydney, Central Western Sydney, Fairfield, Inner Sydney, Liverpool, Outer Western Sydney and St George-Sutherland.

Greater Sydney is one of the most diverse areas in Australia, encompassing semi-rural outer suburbs and one of the world's major CBDs. To ensure our services meet the needs of participants, OCTEC employs an equally diverse team of managers and consultants. In ESAs such as Fairfield (one of the most culturally-diverse areas in Australia) 90% of

OCTEC staff come from culturally-diverse backgrounds. Similarly, close to 90% of our Sydney DES staff have lived experience of disability (including caring responsibility) empowering them to deliver DES services which are truly participant-centric.

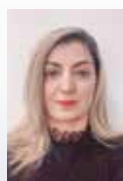
Central Western Sydney and Outer Western Sydney



Junior Tauia
(Regional Manager)



Jessica Walker (Senior Career Consultant)



Norma-Marie Abboud, Michelle Hayton, Karen Hermez, Shiva Shamsborhan, Nigel Singh, Jesse Suitupe (Career Consultants)

Fairfield and St George Sutherland



John Collins
(Regional Manager)



Svetlana Momirovska, Sanjalini Singh (Senior Career Consultants), **Pauline Iwassi, Ngoc Le, Vishal Malgash, Mai Nguyen, Joan Obuchowski, Samira Tannous, Anh Tran, Crystal Tran, Vali Velardi, Katherine Zgouras** (Career Consultants)



Photo by Fiona Smallwood on Unsplash



Inner Sydney and Northern Sydney



Ranjana Dhakal
(Regional Manager)



Kristen Vallance (Senior Career Consultant) **Anh Dung Doan, Sahar Farahbakhsh, Joanne Hohaia, Christophe Hugues Gregoire, Bhuwan Lamshal, Yasameen Thompson** (Career Consultants)



Liverpool



Aipunou Smith
(Regional Manager)



Rosie Bradbrook, Nivin Hameed, Annette McPhail, Josephine Mapesone (Career Consultants)



Macarthur



Barry Van Rensburg
(Regional Manager)



Lesley Butler (Senior Career Consultant), **Seema Kumar, Breehna Ward** (Career Consultants)



Nepean



Angela Finch
(Regional Manager)



Sandra Hope (Senior Career Consultant), **Sonia Beattie, Yvette Blackshaw-Jukic, Debbie Boland, Michael Dwyer, Sherry Farhan, Robyn Hatfield, Benita Lockyer, Kelly Nowland** (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 2024, we delivered DES in the ACT and Queanbeyan, Chifley, Kiewa, Lachlan, Murray–Darling, Patterson, South Eastern NSW, Sturt and Windamere ESAs.

OCTEC has partnered with local people across western and south western NSW for almost five decades, and we are an integral part of local

communities across this region. For many local participants in this area, a lack of access to transport can be a major disadvantage. OCTEC continues to invest in online meeting and connection technologies to ensure all participants receive the same standards of service, no matter where in an ESA they live. First Nations participants are often overrepresented in

unemployment caseloads in these regions. To ensure our services meet the needs of these participants, OCTEC employs First Nations consultants as well as working with partners that link our services to culture and country.

ACT and Queanbeyan



Emily Kennedy
(Regional Manager)



Saad Ali, Gillian Davis, Aaron Howman, Tarun Kamboj (Career Consultants)

Chifley and Windamere



Leeane Williams
(Regional Manager)



Faye Duff, Jacob Lyle, Hope Norris, Ryan Pickering (Career Consultants)





Kiewa and Murray Darling



Rhianon Quinlan
(Regional Manager)



Casey Osborne (Senior Career Consultant), Allison Allen, Jay Bloomfield
(Career Consultants)

Lachlan, Patterson, South Eastern NSW and Sturt



Amy Townsend
(Regional Manager)



Judith Cox, Jealeha Cutmore, Heather Howarth, Abbey Knapp, Anthony Reardon
(Career Consultants)



Northern NSW



Aaron Fraser
(Manager
Regional
NSW and ACT)



Corrina Page
(Manager
Northern
Region)

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

The transition away from traditional employment sectors such as coal-based energy, mining, forestry and agriculture in this region has led to many older workers losing employment. OCTEC invests in retraining and reskilling options for these participants, enabling them to pursue new careers in local growth sectors. For other

participants, a lack of access to transport can be a significant barrier to finding a job. OCTEC continues to invest in online meeting and connection technologies to ensure all participants receive the same standards of service, no matter where in an ESA they live.

Central Coast, Hunter and Lower Hunter



Leeane Williams
(Regional Manager)



Astra-Dee Wetherall (Senior Career Consultant), **Alison Carruthers**, **Amanda Gardner**, **Kriztle Greco**, **Martin Lambeck**, **Katherine Smith**, **Hannah Thomas**, **Charlene Wilson** (Career Consultants)

Coffs Harbour, Hastings and Macleay



Kellie Reeve
(Regional Manager)



Dion Hyde (Senior Career Consultant), **Amie-Lee Cumming**, **Bradley Hayward**, **Emily Jones**, **David Sargent**, **Darryn Yule** (Career Consultants)

Keepit and New England



Leeane Williams
(Regional Manager)



Jade Anabtawi, **Todd Quinn**, **Kinisha Verner**, **Donna Uphill** (Career Consultants)

Manning



Denise Raznatovic
(Regional Manager)



Tegan Brooks, Sharleen Clarke, Cindy Foley-Tennant, Maree Grady, Kris Mashman, Alysha McGrath
(Career Consultants)



North Coast and Richmond



Matt Tancred
(Regional Manager)



Rebecca Davidson (Senior Career Consultant), Leah Boland, Ashley Davidson, Karen Fischer, Alex Wallace
(Career Consultants)



Tweed



Zoe Parkinson
(Regional Manager)



Brianna Allan, Odette Brooks
(Career Consultants)





Queensland



Corrina Page
(Manager
Northern
Region)

Throughout 2024, OCTEC continued to deliver DES services across Central and South East Queensland. Our 11 ESAs are: Gold Coast, Logan, North Brisbane, Outer North Brisbane, South Brisbane, Capricornia, Gladstone, Fraser Coast, Gympie, Ipswich and Toowoomba.

Operating across a wide area of South East and Central Queensland, OCTEC's DES team needs to remain flexible,

to meet the specific needs of participants in very diverse locations. For example, across metropolitan Brisbane, the cultural diversity of our caseloads has grown. To help ensure our services meet emerging needs, OCTEC's localised and merit-based selection processes aim to employ a workforce that reflects their local communities. The strategy is working with 45% of OCTEC staff in South East Queensland coming from a CALD background, and

high performance being maintained. In Central Queensland, First Nations participants are overrepresented in unemployment caseloads. To help address this imbalance, OCTEC delivers specialist DES services for First Nations participants that enable them to have significant input into the direction and nature of the services we provide.

Capricornia and Gladstone



Louise Simpson
(Regional Manager)



Lee Holzward (Senior Career Consultant), Sarah Dunn, Scott Hayne, Della O'Brien, Lauren Schneider, Karyn Stockdale, Theresa Walker (Career Consultants)



Fraser Coast and Gympie



Felicity Hill
(Regional Manager)



Annie Angelone (Senior Career Consultant), Aliasha Cawley, Brooke Leonard, Kara Lukic, Lena McGuire, Audi Smal (Career Consultants)



Gold Coast



Zoe Parkinson
(Regional Manager)



Tanya Ewins, Cara Gorringer, Anita Johnstone, Emily Marshall, Dion Wana (Career Consultants)



Ipswich and Toowoomba



Rachael Scott
(Regional Manager)



Melissa Hall (Senior Career Consultant), **Taoaluga Leilua**, **Stacey Liebelt**, **Martha Tuli**
(Career Consultants)



Logan and South Brisbane



Tanya McKay
(Regional Manager)



Reuben Kake (Senior Career Consultant), **Kayla Apiata**, **Brittany Daniels**, **Joanne Harrison**, **Tui-Lee Hayward**, **Angela Honey**, **Moses Nganga**, **Lanuola Otto** (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 2024, OCTEC delivered DES services across 7 ESAs in metropolitan Melbourne: Bayside, Calder, Maroondah, Monash, Peninsula, Plenty and Westgate.

Like Sydney, Greater Melbourne covers a wide array of geographic, economic, social and cultural communi-

ties. Across ESAs like Bayside, Calder, Plenty and Westgate live some of the most culturally-diverse communities in Australia. More than 80% of OCTEC DES staff in these ESAs come from culturally-diverse backgrounds, helping ensure our services are fit-for-purpose. We also encourage people with lived

experience of disability to apply for consultant and manager roles, to help ensure our services are suitable for DES participants. Currently, 75% of our Melbourne team have lived experience of disability, including those with carer responsibilities.

Bayside



Cat Wright
(Regional Manager)



Jennifer Murrian (Senior Career Consultant), Tass Andreopoulos, Maxime Bodin, Christine Cabral, Roy Chin, Phillip Crawford, Lisa Earsman, Mark Nguyen, Claire Phillips, Tania Tan (Career Consultants)

Calder



Hind Al-Madhoun
(Regional Manager)



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

Maroondah, Monash, Peninsula



Lawanya Herath
(Regional Manager)

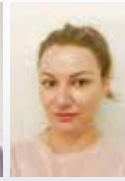


David Hadland, Allison Stewart (Senior Career Consultants), Asanthi Bulathsinghalage, Hannah Dalton, Monica Eldridge, Kim Furlan, Ajay Kumar, Marie Prosper, Jasjot Singh (Career Consultants)

Plenty



Tony Papaioannou
(Regional Manager)



Thu Huong Dong, Angela Iacobellis, Sahm Mehrab-Khani, Prabhjit Sidhu, Blaga Vinogradoff, Jacquelyn Wiley (Career Consultants)

Westgate



Thao Le
(Regional Manager)



Hang Nguyen, Trisha Vo (Senior Career Consultant), Kylie Bailey, Jing Chen, Ateev Dang, Ritsa Gaitanas, Thao Huynh, Quynh Nguyen, Zac T Nguyen, Stephanie Rowarth-West, Dinh Tran



Regional Victoria



Tristan Knoop
(Manager
Southern
Region)

In 2024 OCTEC continued to deliver DES services in 5 non-metropolitan ESAs, covering the south, west and north of Victoria: Geelong, Goulburn Valley, Hampden, Sunraysia and Western District.

There is ongoing need for skilled workers in a number of sectors across Victoria's regions, including

early learning and care services. OCTEC works with training partners to give our participants the skills they require to compete for and secure great careers in these and other growth sectors. Also true for many regional areas, participants living beyond major town centres can experience barriers to

employment due to a lack of access to transport. OCTEC continues to invest in online meeting and connection technologies to ensure all participants receive the same standards of service, no matter where in Victoria they live.

Geelong, Hampden, Western District



Ashleigh Hughes
(Regional Manager)



Monica Beard, Amanda Carlton, Natalie Gonzalez, Stephanie Hunter, Kylie-Anne Rowe, David Trenholm, Paul Walker
(Career Consultants)

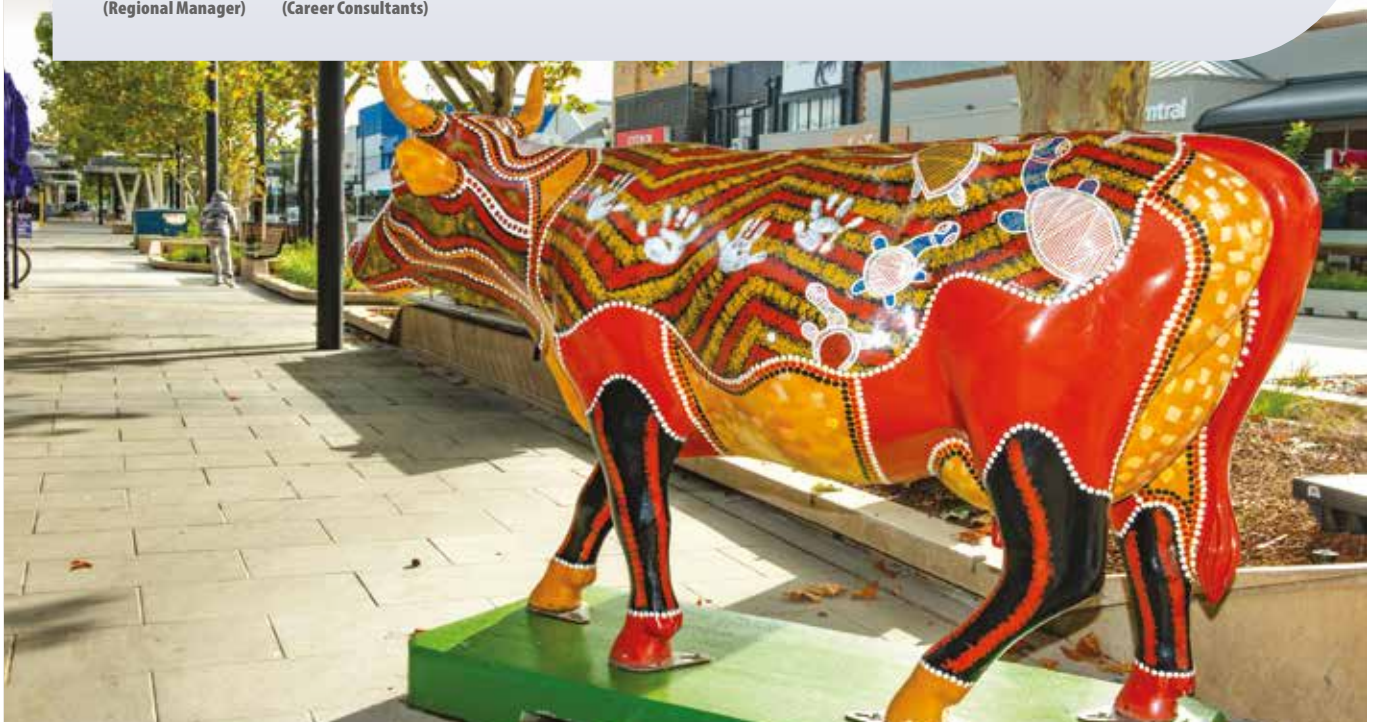
Goulburn Valley, Sunraysia



Rhiannon Quinlan
(Regional Manager)



Casey Osborne (Senior Career Consultant), Brittany Mullins, Leanne Rawlings, Lauren Wilhelm
(Career Consultants)



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.

This year, a major focus of our NDIS services was to create new pathways for NDIS participants into the DES program. During 2024, OCTEC participated in a

Department of Social Services (DSS) NDIS-DES Pathways Pilot, aiming to improve pathways from the NDIS into the DES program for participants who do not have mutual obligation responsibilities and volunteer to receive employment services through DES. OCTEC delivered the pilot in two of the three pilot Employment Services Areas (ACT and Maroondah), creating new NDIS Coordinator positions to facilitate connection between the NDIS and DES. We also created NDIS Coordinator positions across other parts of our DES network as a value-add for DSS pilot.

OCTEC continued successful delivery of NDIS Specialised Supported Employment at Huntley Berry Farm and at Old Town Hall, our Head Office in Orange. We also have capacity to deliver School Leaver Employment Support, 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



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



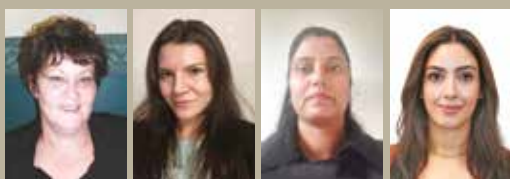
OCTEC participant, Michael Kent, and his supervisor, Amy Davis, work at The Davis Farm near Wauchope on the NSW Mid North Coast.

National Panel of Assessors

OCTEC delivered National Panel of Assessors (NPA) services in 4 Employment Service Areas throughout 2024. 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.

In October and November 2024, OCTEC tendered to expand our NPA services under the new Inclusive Employment Australia program, with these results due for release in mid-2025.



OCTEC NPA Assessors Debra Baskerville, Anita Nikolovski, Eadith Selvaraj, Dana Zara.

Allied Health Services

Across our programs and services, OCTEC's goal is to provide individually-tailored pathway to training and employment for disadvantaged Australians. With a diverse caseload of participants, developing these specific solutions presents challenges beyond the scope of any one organisation. Recognising this, OCTEC has always worked closely with specialist community partners to ensure every participant receives the assistance they require.

In 2024, OCTEC expanded our capacity in this area in two ways. The first was the establishment of an internal Allied Health Services team made up of existing staff with specialist skills to work with participants needing more intensive support or specialist interventions. This included members of our NPA Assessor team.

The second was a pilot program in partnership with Back2Work to provide ready access to services and customised interventions for OCTEC participants.

Back2Work is a specialist allied health organisation committed to helping participants achieve their full potential at work through workplace assessments, engagement and education, individual work and health interventions, group programs and bespoke non-vocational programs.

Both of these programs are ongoing and will continue in 2025.

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 25 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. OCTEC is also represented on the LikeMind Consortium. Our staff also partner with headspace youth mental health services across the country.

Transition to Work

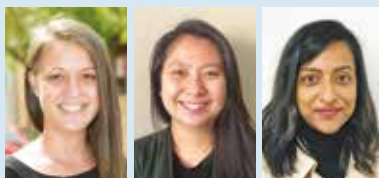
Funded by the Commonwealth Department of Employment and Workplace Relations, OCTEC has been successfully delivering the Workforce Australia Transition to Work (TtW) program since May 2016. A specialist youth employment program, TtW is designed to support 15 to 24-year-old participants as they move from school to secure employment, or into other vocational activities. OCTEC focuses our participant-led youth employment services on young people who have disengaged from this transition and are at risk of long-term dependence on welfare.

In 2024, we continued to encourage participants to undertake vocational learning relevant to their goals and ambitions, as well as completing work trials and

casual placements to build their practical work experience. Our participants develop the skills and experience they need to build great careers, while also meeting the specific labour demands of local employers. We deliver TtW in Capital Region, Central West NSW, Murray Riverina, Sydney South West and in

the Illawarra. As of December 2024, we had a caseload of more than 3,250 TtW participants, and we had made more than 2,420 placements of young people into employment, Australian Apprenticeships and/or education during the year.

TtW Management Team



Charissa Mossop (Transition to Work Manager), Leanne Tramonte (Senior Business Performance and Strategy Coordinator), Harsha Hulman (Business Performance & Strategy Coordinator)

Capital



**Gunjanjot Kaur
(Regional Manager)**



Manish Basukala, May Li, Claire Richardson, Ranjit Shah, Niroj Thapa, Ellie Wykes (TtW Consultants)



Central West Region



**Kim Eager
(Regional Manager)**



Jayden Gibbs-O'Neill, Verity Morris, Telisha Phillips, Erin Rainsford, Melissa Smith, Alice Van Den Bos (TtW Consultants)



Illawarra



Lesley Hallett
(Regional Manager)



Abby Brownlee (Senior TtW Consultant), Bonnie Brightling, Belinda Caruana, Storm Dallas, Victoria Figueira, Magela Isola, Brandon Mazar, Emily Sevim (TtW Consultants)

Murray Riverina



Lauren McCarthy
(Regional Manager)



Felicity Hayes, Jordan Ingram, Aloesi Kacilala, Neisha Mullen, Bailey O'Neill, Lolita Prothisane (TtW Consultants)

Sydney South West



Ben Loffler, Andrew Ly, Gemma O'Sullivan (Regional Managers)

Ben Quinn (Indigenous Mentor), Tylah Allen, Tuong Vi Bui, Samantha Cookson-Fraietta, Danielle Couvakis, Reese Eteuati, Candy Finau, Shyla Fulu, Rawda Itani, Marie Kitiona, Arthur Leleai Inu, Alison McLean, Tianna Martinez, Jeanene Maxwell, Neil Neemia, Chuc Pham, Patricia Pollard, Kanishka Prasad, Fiona Safi, Mauga-Trinity Smith, Taani Teaupa, Tiana Tran, Jonine Vaine (TtW Consultants)



MY STORY

Amber

Amber was 17 years old when she came to OCTEC Transition to Work (TtW) in Wagga Wagga. Having left school early, Amber was quiet and shy, experienced anxiety, and was unsure what she wanted to do with her life.

At OCTEC, Amber connected with consultant Neisha Mullen, who found Amber to be a polite, optimistic young person, with a great work ethic. The pair spent time building trust and rapport, while working on practical job search preparation such as developing a résumé and interview coaching.

Amber and Neisha spent time cold-calling employers, and then, thanks to a strong partnership with a Group Training Organisation, Amber was able to secure a Traineeship in Administration with a local car dealership. OCTEC purchased business clothes for Amber as well as a laptop to assist with her studies in the traineeship.

Neisha continued working with Amber and her Group Training Field Officer to monitor progress, and the news has been extremely positive. In fact, Amber recently received a performance bonus from her employer in recognition of the great work she's been doing.

Of her time with OCTEC TtW, Amber said, "In 2024 I successfully gained employment in an industry that was not on my radar when I signed up. However, with my traineeship I have been able to develop personal skills which have helped my growth and I enjoy working in administration. I look forward to seeing what the future brings."



Danielle, Amber's GTO Field Officer said, "We are thrilled with the outstanding success that Amber has had in her new position. She has proven to be a valuable asset to the team, with constant positive feedback from her host employer. We are very grateful for the continuing relationship with OCTEC, and the ability it gives us to place job-ready candidates into apprenticeships and traineeships."

Jobs Victoria

OCTEC has been delivering job seeker mentoring services under the Victorian Government's Jobs Victoria initiative since July 2021. Each OCTEC jobseeker is partnered with a mentor who coordinates their specific and individualised services throughout their time in the program. Similarly, employers have a single point of access to our services through a dedicated Workforce Development Coordinator. We partner with specialist support services across Victoria, helping our jobseekers overcome employment barriers. And we have agreements in place with vocational training providers across Victoria to equip our jobseekers with the skills and qualifications they need to secure and retain employment.

In 2024, OCTEC continued delivery of Jobs Victoria Employment Mentoring in the Brimbank Local Government Area in Melbourne's west, in what was the final full year of the program. Funding for the program ended on March 31 2025, with OCTEC achieving outstanding results for the 2023-2025 contract, including: 151% of our registration target, 189% of our placement target and 103% of our employment outcome target.



MY STORY

Jorge

It was July 2024 when Jorge came into contact with OCTEC Jobs Victoria Mentoring Program in Sunshine. An ex-offender and former drug user, he was referred to OCTEC by the Department of Justice and Community Safety.

OCTEC's Jobs Victoria Manager Kate Peart and Workforce Development Coordinator Anna Alberico, first met Jorge while he was still incarcerated. They were impressed by his communication skills and positive personality. However, Jorge was concerned about his future, as he'd been in jail for four years and worried this would make him unemployable. Kate urged him to contact OCTEC Jobs Victoria as soon as possible following release.

Soon after his release, Jorge was referred to OCTEC Jobs Victoria by his Workforce Australia provider. At OCTEC, Jorge met with Anna and mentor, Jessica Brkic. Jorge's personality and communication skills shone through. He revealed he'd previously been a successful hairdresser – with a number of high-profile clients – before his business fell apart due to his drug use. He'd worked as a concrete labourer and then, during incarceration, he learnt steel fabricating, and obtained several qualifications.

Despite this, Jorge was tentative about applying for employment due to his past. He needed to start earning income and secure his own home, as he was in short-term share accommodation at a Community Residential Facility. Our Jobs Victoria team assured him OCTEC had connections with great local employers, who were prepared to give eager participants a chance, no matter their background.

Anna and Jessica assisted Jorge to develop a great résumé, and provided him with interview coaching. They introduced him to Tony On, OCTEC Workforce Development Coordinator, who referred Jorge to a process worker role with a Sunshine furniture manufacturing business. Jorge was successful in his application and Tony began post-placement support to ensure Jorge was able to adapt to his new life. OCTEC also paid for workwear. Today, Jorge is thriving. He's building a new life for himself.



Of his experience with OCTEC, Jorge says, "OCTEC have delivered on their promise. From the first time that I walked through the door I felt comfortable and supported. It was a seamless process and they got me into work very quickly, which has made me feel really good about myself. Now I have my life back."

OCTEC National Employer Awards

Recommencing in 2024, the OCTEC National Employer Awards recognise organisations who share our vision to give all Australians an opportunity to achieve their career goals, no matter their background, circumstances or abilities. Representing all business sizes and a variety of industry sectors, these award-winning organisations have one thing in common: they are “champions of inclusion.”

Biloela Mechanical and Agricultural Services (BMAS) Director Steve Hancox and Business Manager Shari Hancox, receiving their 2024 OCTEC National Employer Excellence Award from OCTEC Regional Manager Louise Simpson.



OCTEC Workforce Development Coordinators, Maggie Lockington and Margaret Lundall, presenting a 2024 OCTEC National Employer Excellence Award to DOOLEYS Club representatives Valery Finger and Jason White.



National Employer Services Team

Today, more than ever, it's essential that employment services providers do more than just provide free services for employers. Addressing skill shortages and tailoring recruitment services that meet current and future staffing needs is an important part of OCTEC's employment services approach. Our National Employer Services Team (NEST) is an essential element of that approach.

Employers become frustrated when contacted by multiple staff members from the same organisation, raising the same issues. It's inefficient and unproductive. Led by National Employer Services Manager, Tammy Alexander, our NEST is made up of a number of regional and local sales team members known as Workforce Development Coordinators (WDC). We offer employers a single point of contact into our services. Our team works closely with employer partners, covering all organisation sizes and sectors, assisting them to identify their specific labour needs and skills requirements, then working with employment

consultants and mentors to match participants possessing those exact requirements.

A key focus this year was OCTEC's National Employer Awards. After a hiatus of some years, the 2024 awards recognised organisations that have realised the benefits of employing people with disability. These champions of inclusion enable OCTEC to assist disadvantaged Australians to realise their career goals, while enabling local businesses to meet their specific labour needs.



OCTEC has always been about giving back to the communities in which we operate. Many of our employer partners share this vision, giving disadvantaged Australians an opportunity to achieve their career goals.

Operating in Melbourne's south east, Kikai Distribution packs and distributes a wide range of organic health foods and wellbeing products to major retailers across Greater Melbourne. This small business employs around 15 staff and, as of August 2024, more than half of those staff were employed through OCTEC.

Kikai Director, Jayson Rodda, has lived experience of disability, facing many barriers in his own life. He uses his successful business as an opportunity to give back. His is an inclusive, generous and productive workplace. Jayson believes in hiring people, no matter their background or experience, to give them a chance. All he asks for in return is reliability and transparency.

Jayson's approach to career development matches our own. Together, OCTEC and Kikai give participants with disability a chance at a career. This partnership allows us to offer Melbourne DES participants pathways into careers in administration, transport and logistics, as well as access to the retail and wholesale sectors.

Over more than five years, OCTEC has become an important part of Kikai's inclusive and successful business approach. In October 2024, Kikai Distribution was presented with an OCTEC National Employer Award as a champion of inclusive employment.

"Working with OCTEC allows us to help change someone's life with every new hire," says Jayson. "We won't recruit any other way."



Farm worker, Hunter Press, picking strawberries for sale.



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



HBF Manager, Tony Belmonte, and farm favourite, Jack, along with farm workers, Hunter Press and Samantha Strudwick, after returning from a trip to town in the farm ute.

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.

2024 saw a continuation of the farm's recovery after a number of challenging years dominated by COVID-19 restrictions and weather extremes including the flooding of late 2022. Strawberry seedlings were available again after their unavailability in 2023, and the farm planted a record 30,000 plants during the year. Combined with the 2023 relocation and planting of more raspberry canes, this bodes well for a better berry season in 2025 and 2026.

Continuous improvement is an ongoing focus across all farm operations, including being ready to adapt to the weather conditions and the challenges of a changing climate. 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.

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.

Continuous improvement also underpins our efforts to provide the best possible visitor experience, regardless of whether visitors are regulars or first-time travellers to the Central West from other parts of Australia or overseas. In 2024, this commitment saw the farm establish a market garden and trial a fresh produce home delivery service.

The HBF managers and supported employees worked hard throughout 2024 to upgrade the farm and re-establish the full range of 'not just a berry farm' products, services and experiences. We look forward to continuing this proud tradition through 2025 and into 2026.



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



Newly appointed Marketing and Operations Officer, Melissa Warrender, is relishing her role at HBF, including working with Kiarra Uppal and the other supported employees at the farm.



MY STORY

Angus

With close to 50 years' experience, OCTEC knows the key to helping disadvantaged young people develop great careers is connecting them with roles relating to their interests and skills.

Angus came to OCTEC Transition to Work in the ACT with limited job search experience, leading to a lack of confidence. He began working with consultant Gunjanjot Kaur, who found him to be a pleasant young man with excellent interpersonal skills. Angus had a Bachelor Degree and a passion for art.

To improve his confidence and job search skills, Gunjanjot introduced Angus to a targeted training program, involving the development of a résumé and how to write cover letters which addressed the essential criteria of an advertised vacancy. They conducted mock job interviews, focusing on the top 50 questions commonly asked by employers.

Despite some early rejections, Angus and Gunjanjot continued to meet regularly, using each rejection as an opportunity to refine Angus' interview skills and approach. In time, Angus was offered two positions, including a Visitor Experience Host at the prestigious National Gallery of Australia in Canberra. Gunjanjot provided post-placement mentoring and support, and Angus is on his way to a career in a field he loves.

Angus said, "OCTEC helped me in many ways when finding employment. When it came to interviews, Gunjanjot's guidance significantly helped with my confidence and gave me practice material and constructive feedback to work with. Now I have found a position that has allowed me to enter the career that I wanted."

MY STORY

Reone

OCTEC knows when you give people a chance, they frequently take that chance ... and they shine.

When Reone first came to OCTEC in the outer west of Sydney, he was shy and lacked confidence. With barriers including a learning disability and the lack of a driver's licence, Reone had previously been working in entry-level and casual roles, such as trolley collecting, but he'd now been unemployed for more than three years.

At OCTEC, Reone met with consultant Sonia Beattie. Though he was eager to build a career, previous let downs meant Reone's confidence was very low. Using our participant-led approach, Sonia felt Reone would benefit from becoming actively involved in the participant 'sales' process. Matt Foreman, a member of OCTEC's National Employer Services Team met with Sonia and Reone to discuss career options and strategies to move forward. Following this meeting and with an active role to play in his own career development, Reone's confidence noticeably grew.

Sonia and Matt began to promote Reone to local businesses. A manufacturer of high tech radiation detection devices offered to speak with Reone and give him a tour of their facility. Sonia and Matt spoke with the employer about various career opportunities, offering access to OCTEC's tailored Biz Support packages, including a wage subsidy and training support. Importantly, the employer was within walking distance of Reone's home, removing his transport barriers. Reone was hired. Sonia assisted Reone to complete required safety induction modules, and OCTEC paid for safety equipment and workwear.



Reone was offered a fulltime position with the employer after six months. By mid-2024, Reone had been employed for more than a year, and is now building the career he'd always wanted.



Training Services

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

In August 2024, we successfully completed a re-registration process with the Australian Skills Quality Authority (ASQA), meaning that OCTEC will continue to operate as a Registered Training Organisation until 2030.

In 2024, we also continued to build on our 'one stop shop' service delivery model for vocational training,

partnering with employment services to offer participants and employers coordinated pre-employment and skill development services. Our Head of Training Services, James Eskander, and his team provide integrated training and employment services to participants and partner employers. We provide direct assistance to participants from course enrolment right through to post-placement employment support, and training courses which lead directly into employment. We also tailor specific training solutions for our employer partners, giving them direct access and input into the training of their current and future staff.

Aligned with this change of approach, we continue to maintain a wide range of qualifications on our scope. We respond to the needs of participants and employers

in an effective and timely manner. We provide our students with nationally-recognised qualifications at the Certificate I, II, III and IV levels of the Australian Qualifications Framework (AQF).



OCTEC LIMITED TRAINING SERVICES

RTO Number 90142

Training Services Team



James Eskander (Head of Training Services), Casey Crook (Training Manager), Benjamin Cottee (RTO Compliance Manager), Heather Butler, Chelona Palmer (Training Coordinators), Sheryl Briggs, Belle Colak, Lee Cuff, Keith Davies, Candice Duesbury, Pamela Fleming, Alison Hamilton, Shireen Lata, Tim McGrath, Allyna Neville, Brett Williams, Susanne Witt (Trainers and Assessors)

Job Vibes graduates with OCTEC Training Services staff in Fairfield.





Participant-led Training Solutions

Throughout 2024, OCTEC Training Services continued to provide training customised to the needs of our participants, along with employers and their current staff. Pressures on the Australian economy, largely due to rising supply costs and interest rates, has had an impact on the vocational training sector, with some employers reluctant to invest in training of their staff.

OCTEC seeks to overcome business hesitance by offering training solutions for participants which directly align with identified skills gaps. Our 'one stop shop' approach for participants and employers brings employment and training solutions together. Our training and employment services staff work together to identify the specific skills and qualifications local employers are looking for, then offer access to relevant courses run by our RTO.

An excellent example of OCTEC's integrated approach to 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 participants. Program content includes basic digital literacy training, a focus on foundational skills to improve work readiness, and completion of accredited training units from a range of training packages customised to the employment sector of focus. Participants also receive personal job search mentoring and complete personal presentation workshops to prepare them for the open employment market.

In 2024, more than 100 participants completed Job Vibes programs in NSW, Queensland and the ACT. A significant number of these participants secured employment as a direct result of participation in Job Vibes.

Working closely with our Employment Services teams, our Trainers and Assessors have experience in a range of industries, ensuring all OCTEC training reflects industry best practice and remains relevant

to the changing needs of participants and employers.

In 2024 OCTEC issued the following national-accredited qualifications to participants:

- 7 qualifications at Certificate IV
- 123 qualifications at Certificate III
- 4 qualifications at Certificate II
- 280 Statements of Attainment
- 88 Statements of Participation for non-accredited training.

Overall, OCTEC students completed more than 2,900 accredited units of study during 2024, and 75% of participants who commenced an OCTEC training course went on to successfully complete their training.

Partnering with Employers and Industry

Under our 'one stop shop' approach to employment and training services, OCTEC works closely with employers across a broad range of industries. We offer the skills and qualifications that businesses need to meet their current and future staffing needs. Examples of sectors where we offer accredited training include health and community services, retail and business, with the latter being relevant to employees in multiple sectors.

Health and Community Services

Health and community services, especially aged and disability care, is a sector where demand for skilled and qualified staff remains high. In 2024, OCTEC Training Services concentrated significant resources on meeting the needs of this sector. We deliver a range of nationally-recognised qualifications from the Community Services and Health training packages, including qualifications in Aged Care, Disability Services and Individual Support. As well as equipping participants with the qualifications they need to build careers in this sector, we also offer care sector employers accredited skills training for both new and existing staff members.

Examples of this year's efforts to support the health and community sector include equipping job seekers across Sydney's south west with Certificate III in Community Services. In one example, nine participants in Liverpool completed the Certificate III qualification in late 2024. At a lunch to celebrate their graduation, the participants shared their goals for careers in the care sector. They certainly were inspiring:

- Brodie wants to work with people with disability, specifically those with Down's Syndrome.
- May plans to work in child protection.
- Danyel is planning a career in disability or aged care.
- Jess enjoyed the study so much she's planning to gain further qualifications.

- Grace secured a job in aged care and plans to now expand her career.
- Jade would like to move into homecare for people with disability.
- Wyarna secured a cadetship in Indigenous housing services.
- Nahed would like to work in aged care, particularly for people from CALD backgrounds, enabling her to use her language skills.

Moving into 2025 and beyond, our goal is to continue the expansion of our community sector training into areas relevant to aged care and disability care, including the NDIS.



Above: Training staff from SpiritAbility in HLTAID011 Provide First Aid.

OCTEC Training Services students from Orange Aboriginal Medical Service (OAMS) undertaking CHC33021 Certificate III in Individual Support (Disability).



Government-funded Programs

Registered Training Organisations (RTO) are registered by the Australia Skills Quality Authority (ASQA) to offer a scope of approved and accredited training courses and/or competency units. In 2024, OCTEC RTO offered a scope of training which comprised 16 current accredited qualifications:

- six qualifications at Certificate IV,
- five qualifications at Certificate III,
- three qualifications at Certificate II, and
- two qualifications at Certificate I level

These qualifications are from a range of training packages covering business, community services, retail, hospitality, transport and logistics, and foundational skills.

Smart and Skilled

Smart and Skilled is a NSW Government initiative providing subsidised vocational training to eligible students in priority regions across the state. OCTEC continued to provide services as an approved Smart and Skilled Training Provider throughout 2024. Funding was used to assist the community services sector, with training provided for workers in aged and disability care.

A number of our courses under Smart and Skilled involve Australian Apprenticeships and/or traineeships. One example of this is our 2024 Carrington Traineeship program in the Macarthur region of Sydney.

Carrington Care is an aged care facility situated in Grasmere, near Camden. Employing more than 500 workers, Carrington has implemented a quarterly recruitment process, enrolling eligible trainees in an OCTEC Certificate III in Individual Support program.

Our Training and Employment teams have worked together to market the program to potential participants, with a number of participants taking up the traineeship opportunity in 2024. Towards the end of the year, OCTEC expanded the partnership when we commenced training of new Carrington administration staff in Certificate III in Business.

ACT Funding Agreement

In 2020, OCTEC secured an ACT Funding Agreement (ACTFA) to deliver programs that address the objectives of the ACT vocational education and training (VET) system. Training commenced in 2020, with places being offered in Certificate II in Business. In 2024, OCTEC successfully re-applied to be an ACT Government funded provider. OCTEC was awarded places under the Skilled Capital contract, offered by ACT Skills Canberra, to deliver Certificate III in Community Services.



Carrington Care Certificate III graduates with OCTEC Trainer, Brett Williams.



OUR STORY

Community Services Campbelltown

Over the past 12 to 18 months, the development of OCTEC's 'one stop shop' approach to vocational training and employment services has resulted in outstanding opportunities for our participants. One example is a Certificate III in Community Services course, conducted in Campbelltown in south western Sydney.

Combining the resources of OCTEC's Employment Services and RTO teams, participants not only received work-relevant training from OCTEC's dedicated trainer, Sherryl Briggs, they also worked closely with OCTEC Career Consultants to improve their work readiness. Participants worked with their mentors to update résumés, write job application cover letters, and prepare for interviews.



MY STORY

Braydon

Braydon first came to OCTEC DES in Inverell back in 2019.

With barriers relating to Asperger's syndrome and Attention Deficit Disorder, OCTEC had supported Braydon through different roles over the years. However, it had proven difficult to find a work environment to suit all Braydon's needs, and his jobs did not last.

Braydon began working with Career Consultant, Jade Anabtawi. Jade felt a new approach was needed. She and Braydon worked together through an assessment process which considered Braydon's previous employment background, assisting Braydon to build on what he learned, then using these things for his benefit. This process also identified a lack of education for the type of role Braydon wanted, and OCTEC supported him to successfully complete a Certificate III in Logistics.

When a role became available with a local manufacturer, Jade spent time with the employer, explaining Braydon's situation and offering an OCTEC Biz Support package to ensure the best fit for his new role. Braydon was offered employment in late 2023.

Through post-placement support, Jade was able to offer assistance to Braydon when he required a forklift ticket. OCTEC paid for the PPE, workwear and other equipment, to help ensure Braydon felt comfortable in his role. Jade was always available to assist the employer to explain tasks to Braydon, who liked to really understand exactly what was being asked of him. Today, Braydon has become a valued member of the employer's team and is building a career for himself.

Participant, Community Organisation and Employer Awards



Top: OCTEC Participants receiving their 2024 OCTEC National Achievement Excellence Award, Nicholas Marshall (left) and Robert Messenger.

Centre: OCTEC staff presenting 2024 OCTEC Community Partner Excellence Awards to, left to right, Evolve Housing, Unique Care Group and Goddo's Support Services.

Below: OCTEC staff presenting OCTEC National Employer Excellence Awards to SERCO and Sungent Packaging (main photo).



Our Priorities

Local Partnerships

Employers

2024 was another challenging year for Australian employers. Rising costs and skill shortages made the business environment particularly challenging for many. OCTEC offers employers tailored recruitment services, as well as financial and mentoring support to deliver long-term labour solutions. Our innovative Biz Support initiative provides employers with targeted assistance including induction training, mentoring, wage assistance, and support to meet the costs of tools, equipment and licences.

Our National Employer Support Team along with locally-based consultants, have developed connections with more than 75,000 employers, covering all organisation sizes and employment sectors. We offer employment and pre-employment services, innovative business support, access to traineeships and vocational training opportunities. We strive to be the preferred human resources partner for employers, meeting their individual workforce recruitment and development needs.

An important focus for OCTEC is the support of small and family businesses. We know that more than 95% of all businesses in Australia fit this category. The resilience of these businesses has been especially tested in recent years due to rising costs, increased competition from overseas and ongoing skills shortages. OCTEC partners with small and family businesses across all service locations. Through innovative programs such as Biz Support, we help these businesses recruit, train and retain quality staff. Throughout 2024, our teams 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 2024, we continued as one of Australia's largest providers of Commonwealth-funded employment service programs, including Disability Employment Services and National Panel of Assessors (funded by the Department of Social Services), and Workforce Australia Transition to Work (funded by the Department of Employment and Workplace Relations.)

Also during 2024, OCTEC delivered employment mentoring services on behalf of the Victorian Government under Jobs Victoria, while our Training Services team worked with the ACT Government's vocational education and training (VET) system, and continued to deliver courses funded under the NSW Government's Smart and Skilled initiative.

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 2024, OCTEC placed participants with Australia Post, ACT Government, NSW Department of Education, Commonwealth Department of Defence, Commonwealth Department of Foreign Affairs and Trade, NSW Department of Health, Queensland Department of Education, Victorian Department of Environment, Land, Water and Planning, and with local government employers across eastern Australia.



OCTEC appreciates the support of employers like Allbrand Automotive represented here by Stuart Middleton (middle) and Cody Fennell (left), who have given OCTEC participant Bruce Wells great support in the workplace.

Community Services Providers

Through the great work of our staff including our new Allied Health Services team, OCTEC has established a national network of more than 2,500 community services partners. Through these partners, OCTEC participants have access to an extensive network of services, including housing and homeless services, drug and alcohol support, literacy and numeracy services, assistance for Culturally and Linguistically Diverse (CALD) participants, and services connecting with country and culture for First Australians.

In September 2021, OCTEC released our Indigenous Procurement Policy, which commits us to a target where at least 3% of all stakeholder relationships, including clients, staff, partnerships, memorandums of understanding and/or supplier contracts will involve First Australian individuals or organisations. In 2024, OCTEC met these requirements, with more than 7% of our staff and approximately 14% of our participants identifying 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, and service providers offering First Australians access to culture and country, as well as local leaders and elders.

Over recent years, in line with an increased government focus on gender equality and the incidence of family and domestic violence, OCTEC has broadened our partnerships with providers of community services for participants identifying as female or gender diverse. This includes connections to DV support counsellors and advocates, financial and legal support services, and access to emergency accommodation providers for families fleeing violence.

With the rising cost of living continuing to impact so many Australians, mental health was once again an important focus. During 2024, OCTEC continued to partner with providers of national mental health programs, such as headspace Youth Mental Health services, and with hundreds of local providers of specialist mental health services such as counsellors, psychologists, and specialist treatment services.

Australian Apprenticeship Support Network Providers

Through the delivery of apprenticeships and traineeships, OCTEC has developed close working relationships with a number of Australian Apprenticeship Support Network (AASN) providers. These providers play a critical role in the success of any apprenticeship or traineeship, as they process contract paperwork on behalf of employers and trainees, check eligibility and ensure the payment of employer incentives. By working closely with these providers, we ensure employers are able to access traineeship services with minimal confusion and maximum benefit.



Home Caring, part of The Co-Group, is a community provider of home-based aged and disability care services that both employs OCTEC participants and provides support services to them.

Community Partner Awards

Held in conjunction with our National Employer Awards, OCTEC's 2024 Community Partners Awards recognise the importance of specialist partnerships in the delivery of outstanding employment and training services. These amazing community partners go above and beyond to assist our participants to understand, manage and overcome their barriers to employment and a career.



Some of the wonderful community organisations that received OCTEC 2024 Community Partners Awards (clockwise from top right) Chameleon Support Service, Kal'ang Respite Care, The Co-Group and Hallam Medical Centre



Participant-led Services

Since 1976, OCTEC has provided training, employment and youth services which are accessible and innovative, and help to build resilience among individuals and communities. Our services are locally-focused, inclusive and continuously improving.

Equitable Access

One of the most important principles guiding OCTEC's activities is offering equitable access to all our services. We provide quality services to all people regardless of race, gender, age, sexual orientation, religious beliefs, marital status or disability. In line with the National Standards for Disability Services (NSDS), our offices and services are accessible for people with mobility and sensory impairment. We also work with employers and service partners to ensure equitable service access for all our participants. These principles continued to be challenged in 2024, with face-to-face access impossible for some of our partners and participants. In these instances, we maintain service engagement through phone contact and online platforms 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. And OCTEC actively seeks participant and stakeholder feedback to gauge the effectiveness of our access principles and our services more generally. We then take action to improve access where required.

Gender Equality

OCTEC is committed to pursuing gender equality in our workplace, and in the services we provide to participants. In late 2024, the Commonwealth Government invited providers of Workforce Australia and Transition to Work services to nominate for inclusion in a Gender Equality Working Group. The aim of the Working Group is to examine how to improve current program services, and identify specific actions to promote gender equality across current employment programs.

Following a successful Expression of Interest, OCTEC's Transition to Work Manager, Charissa Mossop, was selected to join this Working Group, giving our organisation – and our participants – an opportunity to influence the way employment services enhance career opportunities for all participants.

The Gender Equality Working Group commenced meetings in February 2025.

Services for Australians Experiencing Disadvantage

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

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

As part of our inclusive, innovative service approach, we partner with participants experiencing disadvantage, as they are often overrepresented in unemployment figures. We provide individually-tailored services which meet the needs of each participant along with their skills and aspirations, assisting them to overcome their specific barriers, while also meeting the needs of local employers and the community.



OCTEC's Beth Neumaier with participant, Natalie Gardner.

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 young people for sustainable careers, OCTEC delivers a specialist youth employment service through our 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. Specific initiatives include policies, e-learning modules, feedback and complaint mechanisms. More information can be found at <https://octec.org.au/child-safety-and-well-being-at-octec>.

Mature Age

Australia has an ageing workforce. The COVID-19 pandemic and associated economic downturns had an impact on the employment prospects of many people aged 45 and older. OCTEC has a history of helping mature age participants 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

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.

First Nations participants are too frequently overrepresented in unemployment statistics. For example, during 2024, around 14% of participants in OCTEC's employment services were First Nations participants, which is significantly higher than the percentage of First Australians living in the general population. To address this inequity, OCTEC has developed partnerships with culturally-appropriate services and Indigenous-owned businesses. We have an Indigenous Procurement Plan and deliver services specifically tailored to the needs of First Nations participants, including our specialist DES services in Central Queensland.

In December this year, the Commonwealth National Indigenous Australians Agency contacted OCTEC to acknowledge that, despite missing out on a contract to deliver the new pre-employment services for parents, our former ParentsNext service had been successful in meeting participation targets for First Nations parents.

People from a Cultural and Linguistically Diverse (CALD) Background

Currently, around one in five OCTEC participants come from a CALD background and in a number of our metropolitan services, this figure is higher than 70%. These participants include refugees and asylum seekers who have come from war-ravaged countries and are challenged by trauma and other mental health barriers. In recognition of these demographics, OCTEC prioritises merit-based selection of workers from local communities and in 2024, 35% of OCTEC staff came from a CALD background.

We also partner with providers of specialist services and providers of English literacy programs, including the Commonwealth Skills for Education and Employment (SEE) program. We use translation and interpreter services such as Speak Your Language, while the OCTEC website can be translated into dozens of community languages.

Some 2024 examples of our work with participants and specialist partners from culturally-diverse communities includes participation in Vietnamese Lunar Festival events in February, Harmony Week activities in March, the Pasifika Vibes Festival in May, and participating in cultural celebrations throughout the year such as Ramadan, Eid and Diwali. We've also continued our ongoing partnerships with hundreds of specialist community services for participants from a wide range of cultural backgrounds.



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



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

Our Commitment

Quality Services

OCTEC has mature 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 sets of service and security standards – ISO 27001 (Information Security Management), Right Fit for Risk Accreditation, National Standards for Disability Services, NDIS Practice Standards, and the Standards for Registered Training Organisations. We maintained accreditation against all these standards during the past year.

Our programs and services are subject to comprehensive

internal and external audits to ensure compliance with contractual requirements and the quality standards. In 2022, and 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 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. Moving forward, our focus will remain on compliance, continuous improvement and best practice across all of our programs and services.

In February 2024, 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 and NDIS services to be fully compliant with the standards

audited and stated, "The Audit Team were highly impressed with OCTEC's commitment and providing evidence to meet the National Standards for Disability Services." In May, our National Panel of Assessors (NPA) service was also confirmed as compliant with the NSDS in a BSI audit.

In the second half of 2024, our Training Services team completed a successful re-registration process against the Standards for Registered Training Organisations with the Australian Skills Quality Authority (ASQA) and OCTEC will continue to offer nationally recognised accredited training until 2030.

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.



**OCTEC Career Consultant,
Anita Johnstone at work in
our Biggera Waters office.**



Above and right: OCTEC staff participating in Footy Colours Day 2024



Local Community Support

Supporting Local Communities, Events and Teams

OCTEC has long been a sponsor of local community teams and events. During 2024, OCTEC continued support of national awareness and fundraising activities such as R U OK Day?, Footy Team Colours Day (raising money for kids with cancer), NAIDOC Week and International Day of People with Disability.

Our teams also participated in dozens of local events and expos, to connect with potential participants and employers, outlining OCTEC's services and offering pathways to engage with our programs and services. To name just a few of the local events we attended in 2024, we participated in the Gunnedah Service Connect Day, Fresh Futures School Leavers Expo in Ipswich, Toowoomba Regional Disability Expo, Melbourne Disability Expo, and the Neami Community Cup Soccer event in Port Macquarie. OCTEC was also a sponsor of a number of events this year, including the Skills for Queensland Training Awards and the Western NSW Training Awards.



OCTEC Chairperson, Jeff Whitton, and Board Member, Bruce Hansen, presenting a new incident management to Orange Rural Fire Service Captain Ian Sutherland and Senior Deputy Captain, Joseph Twikaki. Source: Central Western Daily



Liz Edwards, Phil Stevenson, Jim Coffee and Bob Curren from the Orange and District Historical Society with OCTEC CEO Andrew McDougall, Chairman Jeff Whitton, Business Manager Andrew McInnes and IT Services Manager Meyenn Nigra.

Community Heritage

OCTEC continued our positive contribution to community life in Orange during 2024 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.

This past year, our commitment to preserving local heritage also included the loan of a large document

scanner to the Orange and District Historical Society, allowing their volunteer members to digitise and preserve local historical documents and artefacts.

Sustainable Practices

OCTEC knows how a changing climate is impacting our participants and the wider community. In 2024, OCTEC continued our commitment to the adoption of 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 Teams and Zoom video sessions to conduct meetings, training and group activities. OCTEC also offset the carbon emissions of our fuel use through ongoing membership of Greenfleet.

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



Building Capacity in Other Countries

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

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

In 2024, OCTEC provided both online and physical support to the college, including significant purchases of more than \$17,000 worth of equipment for a second computer lab, including monitors and other hardware, a server and computer licensing. The Chair of the Goldie College Alumni Association, Loyley Ngira, travelled to Orange to accept handover of the equipment from OCTEC CEO, Andrew McDougall.

Also in 2024, to meet the increased need for additional power created by the second computer lab, OCTEC purchased and shipped a generator valued at \$30,000 to the school. In early 2025, Meyenn Ngira travelled to the Solomons to assist the college with set-up of the new computer lab.





MY STORY

Adam

Respect, understanding and positivity are all hallmarks of OCTEC's participant-led approach to employment services. We know these things can make all the difference for someone looking for a job.

Adam Vestandig came to OCTEC's DES site in Maryborough Queensland in mid-2023. Unemployed for six years despite working with other employment agencies, Adam began working with our consultant, Kyla Marmara.

As they began to work together, Kyla found Adam to be an upbeat and enthusiastic person, but held back by his mental health issues. To assist Adam manage his mental health, Kyla made sure he was connected to relevant specialist services.

The pair then spent time together discussing Adam's future. Adam was open to work in any sector. He just wanted to start working as soon as possible. Kyla began connecting Adam with local employers, securing interviews and, while Adam performed well, he missed out on jobs to more experienced applicants. Not to be deterred, Kyla helped Adam use each interview as a learning opportunity, ensuring Adam remained upbeat and positive.

When Kyla was contacted by a local cleaning employer seeking staff, she put Adam's name forward and he was offered a work trial. The employer was so impressed with Adam's work ethic, they offered him paid casual employment. OCTEC offered a wage subsidy, and paid for work clothing and police checks.

Now that he has restarted his working life, Adam continues partnering with Kyla to build his experience and forge a career. Of Kyla and OCTEC, Adam says, *"I've been with OCTEC for the last three months and I've had more work opportunities and interviews in this time than I've had while under an employment agent. Kyla has helped me through each step. I've never had this sort of help or respect whilst at any other agency."*

Location Directory

NSW & ACT

Sydney & Illawarra

Auburn

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

Bankstown

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

Hurstville

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

Ingleburn

DES & TtW
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

Miranda

29 Kiora Road
Miranda NSW 2049
Tel: 0468 709 607
Fax: (02) 9587 7692

Mona Vale

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

Mount Druitt

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

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

Quakers Hill

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

Richmond

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

Rouse Hill

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

Seven Hills

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

Shellharbour

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

Springwood

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

St Marys

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

Surry Hills

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

Wetherill Park

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

Windsor

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

Wollongong

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

Western NSW & ACT

Albury

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

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

Cootamundra

Cootamundra Library
61-71 Wallendoon Street
Cootamundra NSW 2590
Tel: (02) 6947 4502
Fax: (02) 6947 4176

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 0145

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

Casino

Shop 2, 117 Barker St
Casino NSW 2470
Tel: (02) 5607 1830
Fax: (02) 5607 1831

Cessnock

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

Charlestown

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

Coffs Harbour

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

Forster

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

Glen Innes

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

Gloucester

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

Gosford

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

Inverell

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

Kempsey

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

Kyogle

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

Laurieton

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

Lismore

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

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

1C Darling Street
Tamworth NSW 2340
Tel: (02) 6702 0153
Fax: (02) 6702 0154

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

Shop 2
246 Main Road
Toukley NSW 2263
Tel: (02) 4391 0104
Fax: (02) 4391 0106

Tweed Heads

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

Drysdale

3 & 4 / 21 Clifton Springs Road
Drysdale VIC 3222
Tel: (03) 5297 3068
Fax: (03) 5297 3065

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

Somerville

Shop 16, 17 Eramosa Road
West Somerville VIC 3912
Tel: (03) 59474855
Fax: (03) 59474856

South Yarra

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

St Albans

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



Sunbury

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

Sunshine

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

Tarneit

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

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

Bongaree

Shop 8, 9 Toorbul Street
Bongaree QLD 4507
Tel: (07) 3450 0765
Fax: (07) 3450 0766

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

Coomera

Shop A04
Harbour Village Parade
Coomera QLD 4209
Tel: (07) 5600 1888
Fax: (07) 5600 1889

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

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

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

63 Brisbane Street
Ipswich QLD 4305
Tel: (07) 3447 0262
Fax: (07) 3447 0263

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

Moura

Lot 8-11, 18-20 Shirley Street
Moura QLD 4718
Tel: (07) 4861 0801
Fax: (07) 4861 0802

Nerang

Suite 2, 39-41 Nerang Street
Nerang QLD 4211
Tel: (07) 5596 4291
Fax: (07) 5578 4827

Pialba

Unit 12B
12 Main Street
Pialba QLD 4655
Tel: (07) 4124 3535
Fax: (07) 4124 1029

Rockhampton

Ground Floor
72 Elphinstone Street
Berserker QLD 4701
Tel: (07) 4994 1816
Fax: (07) 4994 1817

Southport

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

Strathpine

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

Toowoomba

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

Upper Mount Gravatt

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

Victoria Point

1A/456-458
Cleveland Redland Bay Road
Victoria Point QLD 4165
Tel: (07) 3038 1113
Fax: (07) 3038 1114

Wynnum

1/126 Edith Street
Wynnum QLD 4178
Tel: (07) 3893 4223
Fax: (07) 3396 3538

Yeppoon

20a James Street
Yeppoon QLD 4703
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Fax: (07) 4845 6950



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Orange & Forbes



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PROFESSIONAL WRITER



John O'Malley FCA
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Uniting



Orange Aboriginal
Medical Service

Westpac



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