

# ANNUAL REPORT 2019 - 2020

# EVERYONE DESERVES A WORKING FUTURE



# TOGETHER & STRONGER



Our mission is to contribute to equity and social justice in society by directly assisting disadvantaged people plan and achieve their work and/or learning goals.

For 30 years as a not for profit charity we have been delivering programs and services which provide professional career advice to support the achievement of employment outcomes.

The expansion of Youth Space and NDIS service delivery were important milestones for the Employment Options team.

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## OUR 2019 - 2020 SCHOOL PARTNERSHIPS

- Adelaide Botanic High School (FLO)
- Adelaide High School (FLO)
- Avenues College formerly Windsor Garden Vocational College (EH)
- Blackwood High School (FLO)
- Charles Campbell College (FLO)
- Eastern Fleurieu High School (FLO)
- Findon High School (FLO)
- Glenunga International High School (FLO)
- Hamilton Secondary College (FLO)
- Heathfield High School (FLO)
- Henley High School (FLO)
- Le Fevre High School (FLO)
- Mark Oliphant College (FLO)
- Marryatville High School (FLO)
- Mt Barker High School (FLO)
- Norwood Morialta High School (FLO + EH)
- Ocean View College (FLO)
- Plympton International College (FLO)
- Roma Mitchell Secondary College (FLO)
- Seaton High School (FLO + EH)
- Underdale High School (FLO + EH)
- Unley High School (FLO)
- Urrbrae Agricultural High School (FLO)
- Valley View Secondary (FLO)
- Woodville High School (FLO)



# OUR GROWTH



**Youth Space FLO**  
147 clients (37 exited,  
108 new enrolments)



**ACFA Apprenticeship**  
21 participants



**GreenLight 2 Work  
Murraylands (RET)**  
47 participants



**Expanding Horizons**  
55 commencement  
across 5 schools



**NDIS Central**  
11 participants



**GreenLight 2 Work  
Mid North (RET)**  
39 participants



**Bizability**  
113 commencements



**NDIS Murraylands**  
10 participants



**Fit 2 Work (RET)**  
6 participants



**Rule the Tools**  
23 participants



**Coffee Craft**  
20 participants



**Defence Career  
Planning**  
6 participants

## STAFF VOICE - EOI STRENGTHS

Flexibility  
Innovation  
Commitment  
Community focus  
CEO's passion  
Client Focused  
**Empowering people**  
Interconnectedness  
Adaptability  
Organisational growth  
Great team  
**Communication**

Strengths identified in the Voice Survey, reflecting 2019-2020

**+500 CLIENTS**

ACCESSED THE SERVICES AT EMPLOYMENT OPTIONS IN  
2019 -2020

AT THE START OF 2020 - EMPLOYMENT OPTIONS DEVELOPED A STRATEGIC PLAN TO ESTABLISH A STRONG FRAMEWORK FOR GROWTH, FOCUSING ON KEY METRICS TO FURTHER PROMOTE ORGANISATIONAL GROWTH.

# OUR PROGRAMS



## AUSTRALIAN DEFENCE FORCE

**Career Transition Management Services:** Employment Options is proud to be an approved panel member of the Australian Defence Force Career Transition Management Coaching. This is a national service providing intensive career support for Defence personnel as they transition from the Army, Navy or Air Force. Many have been injured during active service and now face medical discharge as they are unable to continue to work in their area of expertise. With our support they are guided through their transition to a new career.

This was the last year of our contract and we extend our thanks to the Career Transition Centres and Sandra Burner who guided ex-service people through their career transitions.



## ACFA APPRENTICESHIP

**Australian Cabinet & Furniture Association (ACFA)** Apprenticeship Pathways Program aimed to develop skills, knowledge and aptitudes required for an apprenticeship within the Timber Trades industry: Cabinet Making, Furniture Making, Joinery, Carpentry or Shopfitting. This industry has strong future growth with employers looking for job ready apprentices.

Employment Options delivered our Pathfinder program to ensure participants made an informed decision about a career pathway within the industry. 21 participants spent week one with us before transitioning to the North Eastern Vocational Centre to learn practical skills.

The Apprenticeship Pathways Program was recognised at the SA Training Awards 2019 for its diverse industry collaboration to tackle increasing global competitiveness and local workforce challenges.



## EXPANDING HORIZONS - GIRLS LIKE US

Expanding Horizons is an experiential program for young women about to embark on their STEM journey. Through the program, the facilitators set to increase awareness and participation of girls and women in STEM-related education and careers. In the last year, the EH program delivered programs at five schools for over fifty Year 8 and 9 girls. During the program students explore STEM careers and industry through fully immersive experiences and excursions, which go as far as travelling to outer space and onto a crater of Mars.

The Expanding Horizons program celebrated the end of the 2019, via an event held at the Adelaide Zoo for all participants of the program, led by a panel of experienced STEM-women. During the event the speakers discussed their STEM-career journeys, shared learnings and advice they found along the way.

Other Expanding Horizons highlights include an invitation to present at a Catalysing Gender Equity conference hosted by the Australian Academy of Science and the development of a new Expanding Horizons delivery model to further expand the mission of the program to inspire young women.

## INTEGRITY | RESPECT | INNOVATION



## YOUTH SPACE

**Flexible Learning Options (FLO)** continued to grow this year. Farewelling valued staff and including new members, the team built a caring culture around the 147 young people aged 14-21 years who attended across the year. Welcoming a new partnership with 3 schools who provided Teacher Sonia in 2020, added to the quality of experiential learning and SACE subjects. Providing a vocational focus on young people building their strengths and addressing barriers to education engagement, enrolments in VET programs jumped.

### INSPIRING STORY

Jye is working with his Case Manager to address personal challenges in family relationships and seeks help to learn to manage his emotions. Jye does 1 day a week work experience with an electrician. Also winning several part time jobs, he has explored which suit his skills best. Enrolling in CII Electrotechnology is ensuring he is well placed to pick up an Apprenticeship soon. Jye is a wonderful representative and shares his learning and thoughts about Youth Space when we have visitors. He also makes an awesome coffee!



## CONNECTEDNESS | COLLABORATION | ENTREPRENEURIAL THINKING





## RULE THE TOOLS

Rule the Tools enables young people to develop skills to use common tools applicable to trade-based apprenticeships. Through practical application, participants gained important literacy and numeracy skills such as measuring distances and volumes and the ability to work safely, follow instructions, communicate appropriately and act as a team.

Rule the Tools was delivered with ACE funding (Department of Innovation and Skills) to develop foundation skills to help participants on their journey to work.



## COFFEE CRAFT

**Coffee Craft** is an introduction and 'taster' to barista jobs and the hospitality industry. This industry is a large employer providing many opportunities for young people. Coffee Craft offers a pathway to entry level jobs making it a valuable skill set. Participants learnt how to make coffee to a high standard, spoke to café owners to understand employer expectations and explored further study options.

The barista training was delivered by HG Coffee School who offered 3 outstanding students a scholarship to further develop their barista skills.



# REGIONAL EMPLOYMENT TRIALS

Employment Options delivered 3 Regional Employment Trials with funding from the Australian Government. The Regional Employment Trials recognise that some Australian regions are more disadvantaged and face challenges in terms of employment opportunities and growth. Both the Murraylands and Yorke and Mid-North regions have a high level of social disadvantage meaning people are more likely to face learning difficulties, low literacy/numeracy, CALD, disability, personal/family issues, and/or mental ill health.

## MURRAYLANDS, YORKE AND MID-NORTH



### GREENLIGHT 2 WORK

For young people living in regional areas, public transport is limited and the ability to drive is essential to move into employment. Greenlight2Work helped 86 unemployed young people aged 17-24 years living in the Murraylands and the Yorke and Mid North regions overcome employment related challenges by increasing awareness of local job opportunities, planning a pathway to an achievable employment goal, assisting with a Learner's Permit and connecting participants with other services for improved personal wellbeing.

Greenlight2Work in the York and Mid-North was delivered in partnership with the Regional Development Board.



### FIT 2 WORK

Fit 2 Work is a holistic intervention tackling “mind, body and soul” for unemployed jobseekers by combining career advice and vocational guidance with an individualised fitness program. Each activity is recognised in its own right as being a catalyst for improving individual wellbeing and motivation. By combining these interventions, Fit2Work aims to increase participant self-efficacy and enable intrinsic motivation to pursue a career goal and develop the self-belief that they are capable of meeting job demands.

Unfortunately, COVID19 prevented the full implementation of the program however those that did participate benefited greatly.

## INSPIRING STORY

Moving interstate for a job more than 10 hours from home would be a daunting proposition for most 18-year-olds, but for Sean Lawrence it was a dream come true and a real-life example of how someone can turn their life around. Not only was the move to a remote pastoral property Sean's first job, but it represented how far he had come. He was leaping into a fulfilling and promising career and leaving behind a past life. Sean had struggled in his later school years, leaving in year 11 to try TAFE, but unable to find his place here either he registered with MADEC in the hope he would find work.

Through Greenlight2Work Sean gained his Learner's driving permit through the program – a moment John Carbone describes for Sean as “it was like he won the lotto”. He also gained practical skills, experience and exposure to various work environments during the 12-month program. There were also valuable lessons in work ethic, networking and even financial advice. Sean is honest and to the point about where he would be if it weren't for the Greenlight 2 Work Program and the guidance from John.

“I would not have got my licence. I had tried going for it six or seven times before and failed. I would not have a resume as I'm no good at computers and phones. I would have not got a job at all. I would be sitting back in Pirie like a bum.”

With John's help, Sean had a resume and the skills to go into an interview where he won his dream job as a station hand. After a trial at Jumbuck Pastoral's Yunta property, Sean moved to the company's Merino sheep station at Gumbar in New South Wales. Despite the distance between Gumbar and Port Pirie, Sean is not homesick at all, is enjoying all the job has to offer and has ambitions to get his motorbike licence to enable him independence until he gets his Probationary licence.

*“I love it out here.”*



# NDIS SUPPORT

Employment Options is a registered NDIS Provider offering supports to strengthen independent living, communication, social interaction and employability/work skills.

Individual mentoring and small group programs delivered in Adelaide and Murray Bridge covering a wide range of activities such as:

- Career and employment support
- School leaver employment support
- Learning to drive – L's and P's
- Literacy and Numeracy
- Woodwork
- Metalwork
- Mechanics
- Bikes maintenance and repairs
- Business and entrepreneurship
- Gardening
- Writing & publishing a book
- Cooking

## NDIS MURRAYLANDS

The **Seed to Plate** program meets on a Thursday in Murray Bridge to grow fresh fruit and vegetables which turned into mouth-watering dishes. The group has also helped the Murray Bridge council with irrigation upgrades, site works and pest control. They say it's like a fitness program but enjoy each other's company and like to banter. This practical learning is preparing participants for future work opportunities.





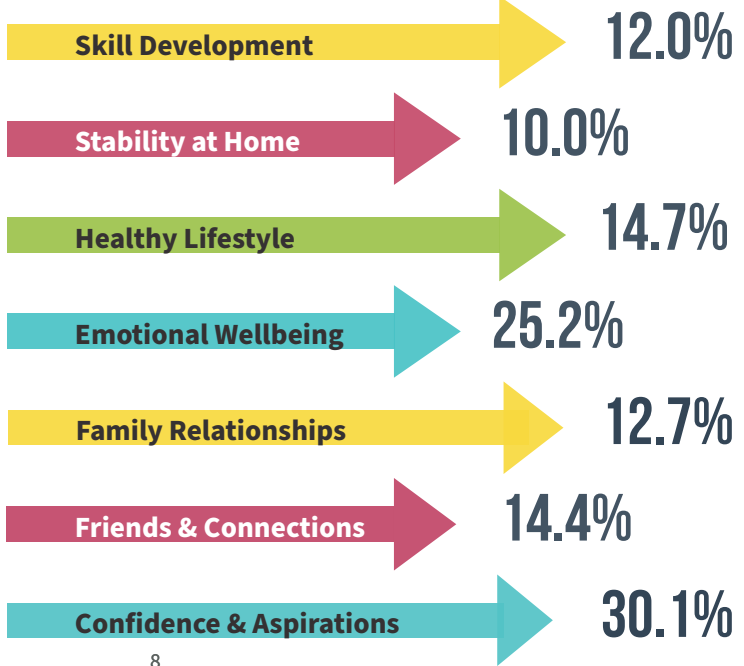


**“[...] THIS PROGRAM HAS HELPED ME GET CLOSE TO BEING THE BEST VERSION OF ME AND BECOME MORE CONFIDENT”**



# BIZABILITY

## Impact on participants' wellbeing:



The BizAbility program empowers participants living with disability to explore how they could earn income, based on an interest, skill, talent, or passion as a pathway to self-employment. To achieve this, participants learnt design thinking, business models, and resilience concepts in small groups online and in person over 10 sessions across 5 weeks. They also receive individual mentoring to support their engagement and learning.

Intended outcomes are increased resilience and ultimately achieving self-employment. Some graduates also undertook further training, and/or gained employment as a result of the program.





# EVENTS

## LEARNER'S OPEN DAY

Open Day at Employment Options was held during Adult Learner's Week to introduce the diverse learning opportunities on offer. We welcomed more than 100 visitors as they walked through Sturt Street Youth Hub seeing first-hand our experiential and project-based learning.

Adult Learner's Week gave us the opportunity to showcase community education as a great first step in the journey to further education or work. Options for experiential and project-based learning for young people, people with disabilities, those with lower levels of literacy and numeracy and 'hands-on' practical learners.

## WORKING FUTURE FUNDRAISING DINNER

Employment Options hosted our inaugural fundraising dinner to celebrate our supportive community. Funds raised supported our operations and delivery of services.

Our first keynote speaker, Peter Dempsey shared his personal story "Find Your Stroke of Genius" of growing up and living with disability. Peter Dempsey is a remarkable young man who has been forced to overcome incredible adversity. He is by anyone's definition a walking, talking miracle. Not expected to live beyond his 5th birthday by doctors, Peter has faced more physical, mental and emotional challenges than most. Peter's ability to defy the impossible time and time again has been transformed into an inspiring mantra that is being used by his clients and fans (I'm Possible of Anything).



Next, we were treated to an extraordinary and entertaining analysis of the "Recent labour market trends and what employers are looking for in job seekers" by Ivan Neville. Ivan is the Director of the Labour Market Research and Analysis Branch at the Australian Government Department of Education, Skills and Employment. His presentation focused on recent trends in the Australian and South Australian labour market and how the world of work is changing.



Thank you Project Wine for kindly supplying wine for our event.

Special thank you to **Jacqui Coates** and **Trish Crosby** who sponsored the Cocktail Station at the Working Future Dinner and **Matthew Westley** who was a 'Mixologist in Residence' at the dinner and designer of our very own Working Futures Cocktail.





# “TOGETHER WE HELP PEOPLE GROW, FEEL GOOD ABOUT THEMSELVES AND HOPEFUL FOR THE FUTURE!”

## MESSAGE FROM THE BOARD CHAIR AND CEO

Trish Crosby, Chairperson & Michelle Braham, CEO

2019/2020 has been a year that tested many. Throughout, we have observed service users, staff, and partners experience both highs and lows, as a result of the global pandemic. Let us not forget the achievements and positive impact our team accomplished this year.

Like many for purpose organisations, we observed service users, staff and partners experience both highs and lows as a result of COVID19 and it could be easy to forget the achievements and positive impact of our services.

The opening of Sturt Street Youth Hub in January 2019 enabled us to respond to community needs through a flexible and agile service model with appropriate digital and accommodation infrastructure. From this centralised hub, we delivered our FLO program “Youth Space”, ILC grant “BizAbility”, Women in Stem and Entrepreneurship grant “Expanding Horizons”, ACE “Rule the Tools”, NDIS services as well as Job Search for skilled migrants.

Being a larger facility, we have welcomed other services such as MuoWoe Screen Printing, MatchWorks and Lighthouse Youth Projects. Together we have created a vibrant space which has welcomed a diverse range of vulnerable people from across the greater Adelaide metropolitan area.

We continue to support people in the regions with funding from Regional Employment Trials in the Murraylands delivering programs for young job seekers including Greenlight2Work and Fit2Work as well as the NDIS. We were fortunate to partner with the Regional Development Australia in the Yorke/Mid North to deliver Greenlight2Work to young jobseekers in Kadina and Port Pirie.

Using the Outcome Star assessment tool, we measured our impact and can proudly say that 85% of participants reported a positive change. This progress is supported by the skilled and knowledgeable staff team we have developed. The annual survey conducted with staff showed 100% belief in the overall purpose and values of Employment Options and that they would recommend us as a good place to work. This commitment to the organisation is demonstrated daily in the achievement of participant goals.

As our services grow and change, Employment Options’ mission to “contribute to equity and social justice in society by directly assisting disadvantaged people to plan and achieve their work or learning goals” has stood the test of time. We have a passionate belief that everyone deserves a working future and our actions live, breath and align with this belief. As an organisation, Employment Options continues to lead the way with our innovative service design by prioritising participant engagement and motivation to achieve goals.

The coming year brings new challenges, excitement and rewards. We are proud to be leading our growth and have every confidence that it’s going to be a great year. Thank you to our staff, management and Board for their continued dedication and professionalism.





# THANK YOU

## TO OUR TEAM

### Staff Members - 2019-2020:

Michelle Braham - CEO, Rick Henke - Operations Manager, Vanessa Spargo - Office Manager (left August 2019), Jo Stolz - Youth Services Manager, Jenni King - Youth Space Coordinator, Amy Sterkenburg - Youth Space Case Manager, Sasha Dragovelic - Manager, Growth and Partnerships, Greg Nichol - NDIS/ Greenlight 2 Work Program/ Construction Squad Program Coordinator, Christina Sandberg - Career Counsellor/ Pathfinder/ Pathfinder for Trades (left August 2019), Fiona Harley - HR Administrator, Kala McLean - Expanding Horizons Coordinator (left November 2019), Oliwia Derda - Expanding Horizons Mentor, Jasper Bird - Youth Space Case Manager (left July 2019), Scott Viska - Workshop Facilitator (left December 2019), Naomi Longo - Administration Assistant, Charles Brunthaler - FHAT Designs Program Facilitator, Jesse McKay - Youth Space Case Manager (left December 2019), Mitchell Villani - Youth Space Case Manager (left December 2019), Chris Seglins - Administration Assistant, Cathy Sanderson - Career Services Facilitator/ Mentor, Aiden Fargher - Greenlight 2 Work Program/ Fit2Work Program Mentor, Kacee Heidt - Pathfinder Program Mentor (left July 2019), Peter Dempsey - BizAbility Program Mentor, Christine O'Brien - Youth Space Workshop Facilitator, Clayton Byrne - Youth Space Case Manager, Zoe Dowd - Youth Space Case Manager, Brooke Pawlak - Youth Space Case Manager, Nate Overbeeke - BizAbility Coordinator, Stephen Hillyer - NDIS Mentor, Trevor Hayley - NDIS Mentor, Dale Trotter - Construction Squad Mentor, Alex Conway - NDIS Mentor, Sanja Jovanovic - NDIS Mentor

### Student placements & Volunteers - 2019-2020:

Smiler Te Ao - Volunteer, Paul Millar - Volunteer, Riley Shean - Volunteer (left July 2019), Emily Kooistra - Placement (left August 2019), Nick Algie - Placement (left December 2019), Lenet Mbatia - Placement (left December 2019), Lauren Upham - Volunteer, Hashir Shakil - Placement (left November 2019), Anil Tiwari - Placement (left October 2019), Matthew Hazelwood - Volunteer (left October 2019), Simon Cho - Placement (left September 2019), Asmita Rana Mager - Placement (left December 2019), Jeenu Jose Nelloor - Placement (left December 2019), Chen Liau - Placement (left January 2020), Shane Dix - Volunteer (left March 2020), Mohammad Hijazi - Placement (left April 2020), Madalyn Cope - Volunteer (left March 2020), Jamieson Lieben - Placement (left April 2020), Ella Waldron - Placement (left July 2020), Sunil Thapa Magar - Placement (left April 2020), Pradeep Kumar Bobbala - Placement (left April 2020), Stephen Hillyer - Placement (finished April 2020), Rohan Adhvaryu - Placement (left July 2020), Devanshu Chawla - Placement (left May 2020), Xiaodi Lai - Placement (left May 2020), Kate Najar - Placement (left May 2020), Maragret Ngigi - Placement (left May 2020), Hanan Sulieman - Placement (left June 2020), Keti Tsimogiannis - Placement (left June 2020), Kingsley Hodges - Volunteer, Angel Parmar - Placement, Priscilla Maharjan - Placement, Laura Giordono - Placement

## TO OUR SUPPORTERS

Our Murray Bridge team would like to thank the Rural City of Murray Bridge, Mission Australia, Madec, Job Prospects, SureWay, Community Bridging Service and the team at Bunnings.

Our Careers teams would like to thank the Department of Education, Skills and Employment, the Australian Defence Force, Christine Willersdorf, The Rural City of Murray Bridge, Australian Cabinet & Furniture Association (ACFA), HG Coffee, Lisa Brock (Employment Facilitator), Kelly-Anne Saffin (RDA CEO) and John Carbone (Career Practitioner) from the Regional Development Australia Yorke and Mid-North for making the program and partnership a success.

The Youth team would like to thank all our school partners, Bank SA Foundation: FHAT Designs, Matana Foundation: Social Emotional Learning (SELF) program, Anglicare, Connected Self, DCP, GrowingSpace, Headspace, Mission Australia, My Future My Way, My Plan Manager, Relationships Australia SA, School Retention, Seaton HS, White Lion, Workskill, Youth Employment Partnership.

The Youth team would also like to thank the non-school agencies that we worked with this year including The Shed, Blackwood Uniting Church for donating bikes for our students, Mick Drewett at EFM Fitness for providing free access to and training in gym programs, Motor Trades Association for donating a tool kit and engines, JoTo for donating resources (books, equipment, time) and all our staff for donating time and additional resources to best support our students.

The Expanding Horizons team would like to thank the Department of Industry, Science, Energy and Resources, the New Venture Institute, Flinders University, Uni SA, Hamilton Secondary College, Space School, RenewalSA, Myriota, Australian Space Agency, Inovor, Team at Lot 14, SA Water, Northern Adelaide State Secondary School Alliance (NASSSA) for going over and above what was required of them to support the girls and their activities. This showed their own commitment to increasing girls participation in STEM pathways.

The BizAbility team would like to thank all of our highly valued referral partners and all of the participants who had the courage and fortitude to be part of the program.

Special thank you to our co-located partners:

- Matchworks/GenU
- Light House Youth Project Inc, and
- Paul Millar from MuoWoe Designs







# CONNECT WITH US



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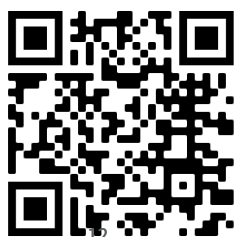
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