

workskills ANNUAL REPORT 19/20



DOUBLE CASE LOAD DUE TO COVID

The pandemic saw our overall case load numbers double in 3 months!



STAR Ratings have taken a tremendous turn for the better with the start of the year showing us very close to being a 1 STAR provider and by the end of the year a very solid 3 STAR, with all the indications that we have more growth to come in the following year. This certainly validates the need for our 'refocus' in 2018 and it is a huge testimony to the people that we have at Workskills who, despite a period of change and uncertainty, have dug deep and produced these results.

2019-2020 WHAT A YEAR!

2019 commenced with the Workskills team continuing with our rebuild strategy from the previous year. Our commitment has been, to focus our attention on what is important to our business and what we exist for - *supporting people, alleviating poverty through placing Tasmanian's into sustainable employment, it is that simple.*



Obviously in March 2020, like most other businesses, we were faced with a global pandemic and that had a profound impact on our business. There is a saying that 'when the going gets tough the tough get going' and this resonates strongly with me, as our team has gone from strength to strength. Given the sector that we operate in our work become extremely important for our clients, existing and new.

Financially, we ended the year in a sound position, albeit with a reasonable loss. Given the year that was, (for 3 months we stopped still) this was a great result which positioned us well for the following years. There was some rationalisation during the year to ensure our expenditure was in line with our revenue and this proved to be a sound decision given what happened later in the year with COVID-19. We are proud, that throughout the pandemic we were able to keep all of our staff fully employed and engaged. We did have a small number of staff that needed to work from home, which we quickly facilitated, but overall we managed extremely well.

ISO/IEC27001:2013 CERTIFICATION

Managing a Commonwealth Government contract comes with a significant focus on quality and compliance. This year has seen us working towards gaining a new certification for ISO/IEC27001:2013. This complements our existing ISO9001:2016 and the Departmental Quality Assurance Framework. ISO27001 focuses on information security management system and due to the amazing work of our quality team we have a strong foundation to build on to ensure we are accredited by the due date.

7500 SECURED EMPLOYMENT

During the past 5 years we have secured employment for over 7500 Tasmanians in the greater Hobart area.

23% 23% or 1700 of those were assessed as having significant barriers to employment

Employment Services quickly became even more of an essential service and I commend all our people dealing with new challenges, whilst experiencing the uncertainty surrounding their own lives. Most of our teams chose to remain at the workplace to help and assist our clients as best we could under the circumstances. It is fair to say that, as a business, we did struggle at the start of COVID-19 with existing work placements dropping off and no new placements coming on, all whilst our case load nearly doubled. Once again our teams did an amazing job in dealing with this and by June we were starting to see some good indications that the hard work had paid off.



PREPARE

PLACE

KEEP

Our Prepare Place Keep (PPK) strategy has gathered even more momentum with our teams, resulting in a huge increase in our clients gaining sustainable employment.

As an organisation this year has seen us become leaner, with less layers of management, having our teams on the ground being the experts in their local areas and making local decisions based on their knowledge. This has ensured that our people are empowered and are given the autonomy to make sound business decisions to help achieve our simple strategy of PPK.

Just as an aside 2020-21 is proving to be the best year ever in the history of Workskills in regards to placements and outcomes up by 55% on the previous year.



TROUBLESMITHS SOCIAL ENTERPRISE



TroubleSmiths, our Social Enterprise has gone from strength to strength. During the previous year, it was looking quite dubious as to whether TroubleSmiths could keep going. Whilst we had full support from the State Government, funding was not guaranteed.

Mark and his team did an extensive campaign on amplifying the message of the results that the program delivers to one of the most marginalised groups in our community – youth. After a couple of short term grants the Liberal Government locked in a 2 year funding plan to ensure TroubleSmiths viability into the future.

We now have a new home in Watchorn St in Hobart and with a genuine shop front and a manufacture area the future is looking very bright.

A Bright Future



Our ParentsNext Program has also had a great year, helping an increased number of parents stay connected to services, education and employment. ParentsNext saw similar challenges as our mainstream jobactive with all participant servicing being conducted over the phone. COVID-19 did create a high level of disengagement across the community, but our mentors really helped with easing the anxiety in relation to our parent group during this time. The federal government announced an extension for existing ParentsNext providers for another 3 years. In the extension there is also an adjustment being made that opens additional resources for our participants to enable increased support with training and development opportunities.



Workskills hosted an **Aboriginal Employment forum** with the intention to identify key actions and opportunities to inform best practice for Aboriginal employment in Tasmania. Everyone that attended was open to explore, share and create new ways of thinking as well as new ways of doing. With key note speaker Tanya Harper and reference to Closing the Gap Report we discussed the knowledge, strengths and commitments we have in the room, to look at actions and solutions, and not to dwell on the problems.



Impact Communities is a division of our business that strives to keep the whole organisation and sense of purpose grounded and aligned to our community, after all that's where we come from over 37 years ago.

Impact has real engagement in the community and has a number of programs such as **Families and Schools Together (FAST)**, **Coaching You for Success (CYFS)** and **Ready Set Job (RSJ)**.

These programs are strategically focused on ensuring we maintain a deep understanding of the communities in which we work. Pleasingly the FAST program funding review has also had a 2 year extension, so we can have more penetration across our community.



29 FAMILIES PARTICIPATED IN OUR FAST PROGRAMS

In our FAST programs 29 families participated across the State 87 Children attended and 25 FAST volunteers were trained

UNDERSTANDING COMMUNITIES for over 37 years



We are here to serve the people in our community and the better we are, the better we can achieve our aims.

A HUGE THANK YOU FOR A CRAZY BUT REWARDING YEAR!

WORK READINESS OF JOBSEEKERS INCREASED BY **26%**

Through the Enhanced Services Trial

Our whole rebuild has been focused on effective leadership and I do want to recognise our leaders within the business. Firstly our Board who have greatly assisted navigating through the pandemic, showing high levels of trust and understanding as we navigated the uncharted challenges. Kristy (CFO) and Ben (COO) have provided immense support throughout the year and have been instrumental in our successful COVID-19 recovery.

All our leaders in the business have, during uncertain times personally, provided the highest level of direction and support we could have hoped for and indeed everyone at Workskills who have responded to our changing environment so easily with so much enthusiasm and engagement.