

Marrickville Community Training Centre Inc.

# Annual Report

## 2009-2010



Marrickville Community Training Centre Inc.  
trading as: -



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## Who is MTC?

MTC has been operating in the Sydney community since 1992.



We are a not-for-profit community based organisation committed to assisting people to gain employment, skills training, work experience and career planning. In our work, we maintain a particular focus on supporting people in building self-esteem, getting into training and moving into meaningful employment.

MTC is dedicated to generating opportunities, which empower and encourage marginalised community members to complete worthwhile training and work experience and find meaningful employment to make a positive contribution to their community.

We are an active community-based organisation and we strive to form partnerships with key organisations in government, business and the wider community to ensure we meet our mission of enriching lives, creating opportunities, benefiting communities.

## Why does MTC exist?

ENRICHING  
LIVES



CREATING  
OPPORTUNITY



BENEFITING  
COMMUNITIES



## What MTC stands for

- › Compassion
- › Access
- › Integrity
- › Inclusive
- › Achievement
- › Responsibility

## What we see

We will empower communities to reach their full potential through the delivery of high quality employment, training and support programs.

We will partner with government, business and other charities to set new standards of collaboration and we will be a leader in our sector.



## Our Vision for 2020:

- There are increased Employment Opportunities for those long-term unemployed.
- There is improved access to Training, Education and Skills development.
- Children and Young People have greater resilience and capacity to make informed decisions.
- Social Enterprise programs exist, creating employment and making positive impacts.
- By achieving this vision we will alleviate the causes and effects of long-term unemployment on adults and young people within the communities in which we operate.

# Highlights & Achievements of 2009/2010

- MTC were successful in gaining the Youth Connections contract in five Service Regions (Macarthur, Liverpool/Fairfield, Parramatta/Hills, St George/Canterbury and Bankstown).
- Seventeen students graduated from Warakirri College with a full School Certificate in 2009. This was our highest number of graduates to date.
- Established Fresh Start as MTC's first social enterprise initiative.
- Through the Y-Green program MTC provided over 300 home energy assessment reports for low income households while providing accredited training to young people.
- Over 09 /10 MTC Redfern placed 30 Aboriginal clients into employment and 3 into accredited training.
- 1107 people attended NEIS Information Sessions to determine if they had a viable NEIS business idea.
- Our number of LLNP campuses have grown to 12 (Auburn, Bankstown, Belmore, Cabramatta, Campbelltown, Fairfield, Hurstville, Liverpool, Maroubra, Marrickville, Redfern, Parramatta).
- MTC has achieved Independent Verification results consistently above the national average across all 7 Business Service Areas (BSA's). MTC has achieved a 90% average across all 7 BSA's



## Message from the Chairman

The past year has been one of great significance for MTC as we continue to build off the solid base created by our staff.

As we edge closer towards 20 years of service to the Sydney community, it was time to reflect on our achievements so far. The past year has provided sound growth for MTC and it was only fitting that on our 18 year anniversary we revisit the strategic focus, values, mission and vision for the business.

As a Board we are most excited by the strategic goals and vision that has been the focus of MTC this year. These goals will lay the path for the next chapter in MTC's history. Our goals will help to make a better future for the communities in which we work.

The management team led by, Mark Chaffey, has done a great job in developing and implementing the beginning of the MTC 2020 Strategic Plan. The plan focuses on the employment and training needs of our communities and has a range of strategies to achieve outcomes that we and I can be proud of.

A major success for MTC in the 09/10 year has been the launch of the new Job Services Australia contract in nine Employment Service Areas across Sydney. This has been a major task for all involved at MTC and the Board is extremely pleased with the hard work and dedication of our JSA staff in moving this area of the business forward in some very challenging times.

The results of the Language, Literacy and Numeracy Program (LLNP) RFT were announced in May which saw MTC retaining all current business levels and expanding to also include new business across Sydney. From the success of both the JSA, LLNP and Youth Connections contracts MTC has developed a number of "super sites" which now more effectively serve our clients by offering a wide range of services in the one location.

Our Community Services and Social Enterprise initiatives have also grown to include the NILS® (No Interest Loans Scheme),

which commenced in August 2009, Fresh Start Property Services which funding was received through Jobs Fund to deliver Y Green services in Western Sydney.

Our board has worked cohesively and actively with the senior team over the past 12 months, firstly by approving the 09/10-business plan and then supporting many of the initiatives that the senior team recommended which were outside of this plan.

The specific achievements and results of all this year's great work is outlined in the following CEO's report, which I encourage you to read.

One of the significant milestones of 2010 was the establishment of MTC Recruitment, a new look and separate not for profit organisation that will work closely with MTC to help people find jobs. As this company grows I look forward in sharing with you stories of its progress and success.

The board's role has and will continue to be focused on setting the overall direction and charging the senior team to deliver a credible plan, as well as ensuring that MTC remains a compliant organisation. We all have this shared responsibility to our government agencies, funding bodies and the people we support each day.

In 2011, the board will be setting new challenges for the organisation, one of them being a greater focus on developing our employees to equip them with the skills to tackle the exciting future ahead of us.

I would like to thank all MTC staff, the senior management team and the board for their hard work, loyalty and commitment to MTC.

I look forward to all that 2010/11 brings and the challenges that come with working in a growing and progressive organisation.

**Serge Derkatch**  
Chairman



## Message from the CEO

2009-2010 has been another milestone in the history of MTC.

This year has been about the past and the future. We re-visited our mission, vision and values, confirming our commitment to them and ensuring that we continue striving to achieve what MTC was established to do in 1992. It is through our mission, vision and values that we seek to strive for excellence and form beneficial partnerships to aid in our quest of lowering unemployment and addressing the needs of those most vulnerable in our society.

In May / June 2010 the Board and Senior Managers finalised the five year Strategic Plan for MTC setting our goals and aspirations for the period through to June 2015. The coming years will see the continued delivery of high quality services through our contracts with Government departments while at the same time increasing our focus and commitment to the delivery of services funded by MTC.

During the development of the Strategic Plan we also took the time to reflect on the factors that contribute to the social and economic disadvantage experienced by our clients. Those factors include:

### **Long-Term Unemployment**

Employment in Australia is closely associated with a person's self-worth and independence. How long after you meet a person for the first time do you get asked "So what do you do for a living?". A reliable and adequate income enables better access to a range of services including, health, education and housing. Without that steady income people need to rely on family, friends, charity or the government and this dependence can result in a feeling of disempowerment and lowered self-esteem. Almost one third of unemployed people are aged between 15 and 24 and 25% are over 45. Unemployment in Sydney is highest in the south west including Canterbury-Bankstown, Fairfield, Liverpool and Macarthur.

### **Disengagement of Children and Young People**

Adolescence is characterised by the growth of a child towards cognitive and physical maturity. Attitudes towards health behaviours may be particularly malleable in late childhood and early adolescence when decisions relevant to involvement in risk taking behaviours, such as binge drinking, unsafe sex, body piercing, drug taking and unsafe driving are being made. Experience testifies to the potential, both at targeted and universal levels, of interventions to support families through the adolescent phase.

The fact that key demographic characteristics increase young people's risk across a range of domains indicates that a cross-governmental, coordinated response to support these young people makes sense at a policy and practical level. Given the close relationship between educational attainment, employment and other social, health and substance use outcomes, investing in Australia's young people has important social and economic implications, not just for young people themselves, but for the country as a whole.

### **Access to Training, Education and Skills Development**

Education is the building block for a full and satisfying life. Higher levels of education lead to safer, higher paying jobs and the workers are, on the whole, healthier.

A poor level of literacy and numeracy is one of the biggest causes of disengagement from the labour market. Most recent data shows that around 60% of unemployed Australians are unlikely to have the necessary foundation skills to successfully complete a Certificate III qualification - a clear risk to their capacity to gain better jobs and better incomes. An individual's literacy skills are related to the number of years of schooling completed. In 2006, after excluding those still at school, just over half of Australians aged 15-74 years had not completed school to Year 12 (or equivalent). This group was more than twice as likely to have poor prose literacy skills than those who had completed Year 12 (63% compared with 29%).

More than half (57.6%) of Sydney's unemployed people have no qualifications beyond school. Indigenous students show worse education outcomes than non-Indigenous at every educational level across several indicators.

Our plan, over the coming five years is to become a high impact organisation that is constantly striving to deliver our Mission. To be truly "High Impact" we need to change the way our organisation behaves, interacts, manages and delivers our services to our communities, customer and clients. Through the provision of community programs, education, training and employment opportunities, together with access to these services for all people in the community, we will become an organisation that is closer to living our Mission so that we Enrich Lives, Create Opportunities and Benefit Communities.

Other significant milestones for MTC during 2009/10 included:

January 2010 saw Youth Pathways and Connections be combined under the one program - 'Youth Connections'. Through successful tendering MTC was awarded the Youth Connection contract in five regions across Sydney – Macarthur, Fairfield-Liverpool, Bankstown-Inner West, Parramatta-Hills and Canterbury-St George.

MTC launched Fresh Start Property Services which is MTC's first Social Enterprise Initiative. Fresh Start has already employed 12 long-term unemployed job seekers and has an 80% retention rate for staff.

We were awarded \$1.2M in funding from Round One Jobs Fund to deliver Y Green. Y Green trains and employs young people to undertake home sustainability assessments in their local community. The program established MOU agreements with Councils such as Penrith, Wollondilly, and Liverpool and is delivered in partnership with Dusseldorp Skills Forum and Steplight Pty Ltd.

2010 brought a significant increase to LLNP with the announcement of the LLNP tender results in May. MTC was successful in retaining all current business as well as gaining new business in the Outer West, North Shore, Nepean and Eastern Suburbs. Currently MTC facilitates over 2,000 LLNP students per day in 19 campuses across Sydney (1750 students per day in 12 campuses in 2008/09)

The success of MTC's tender for the delivery of Job Services Australia has seen a significant growth in the Employment Services of the organisation with 16 sites across Sydney now delivering the service on behalf of the Department of Education, Employment and Workplace Relations (DEEWR) to almost 20,000 job seekers.

In August 2009 we launched MTC NILS (No Interest Loans Scheme) in the Marrickville LGA. To date MTC NILS has given over 50 loans, with a total value of more than \$50,000.00, to low income earners to purchase energy/water efficient white goods and essential household items. MTC NILS received funding and ongoing support from NAB, Energy Australia, Marrickville Council and the NSW Department of Fair Trading.

Our achievements have been recognised with several awards such as Nomination and Finalist in the Campbelltown City Australia Day Awards – Community Project of the Year Award for Minto Access Point (MAP) and winner of a special award from the Australian Arab Business Network (AABN) at their bi-annual Gala Night in recognition for MTC's work with young Muslim job seekers in the Canterbury-Bankstown area.

All credit for our expansion and successes in 2009/10 must go to the MTC staff. This year we have achieved new highs as a result of the enthusiasm, dedication and commitment of our staff.

Thanks must also go to the MTC Board for their continued leadership and dedication to MTC.

I look forward to another great year ahead.

Mark Chaffey  
CEO

## Community Services

# WIN Personal Development Program

The WIN Personal Development Program and Manage Life from the Better Living Series were delivered in the 2009-2010 financial year. A total of 10 programs were conducted with 81 participants. These programs were funded by Job Services Australia providers and Housing NSW. Six programs were funded by MTC Work Solutions as a contribution to local communities in which MTC works.



The WIN Personal Development Program (WIN Program) is designed specifically for women who haven't worked for a period of time. The program helps women to take the first step in gaining confidence in a supportive environment before entering further education, prevocational training or employment

Six WIN Programs were conducted at MTC sites in Redfern, Penrith, Caringbah and Minto and one was funded and delivered in the Rosemeadow Housing Estate with 59 women participating.

Participant comments included:

- WIN made me feel more confident and expecting of myself.
- I enjoyed the make-up day, the card making and the mind map as it made me think about my future. The information was outstanding. WIN made me feel really young again.
- I liked the information about the services available. I have felt inspired to continue learning.
- Everything was easy to understand, thoroughly covered and fun. It made me feel better about myself so I can progress in my future plans and aspirations. I learnt to believe in myself. The teacher was understanding of each person's individual needs.
- I had the opportunity to interact with other people and make friends
- More information to help guide me in the direction of a future career.
- Helped me to gain employment in a field that I would not have thought was possible.
- I loved the opportunity to share my fears and anxieties about returning to work, I'm not alone in this!

## Manage Life Program

Manage Life Program assists people to cope with the numerous stresses of everyday life.



This program assists people to cope with the numerous stresses of everyday life by applying anger and stress management techniques. The basis of the program is providing education and strategies for handling stress and anger in practical and creative ways through small group work, interaction, experiential exercises, discussions and relaxation techniques.

Four programs were conducted in Hornsby, Claymore and Rosemeadow (for Housing NSW)) and Cabramatta (for PCYC Cabramatta). Twenty two people participated in Manage Life over the past year.

Participant comments included:

- I enjoyed finding out the many ways in which to change stress in my life. I also learnt about passive aggression in myself and others. Thank you MTC for helping me learn about myself.
- I learnt how to deal with conflict and manage my stress and anger. I now want to be a better man and have a positive attitude in life.
- Manage Life has allowed me to remove some guilt from my life. Passive aggression was an excellent subject.
- Thank you for Manage Life. I've learnt to change my way of thinking so I won't get stressed out. I also learnt ways to curb my anger.
- I see that I can't change what happens to me but I can change how I react. I like how we were given ways to cope with stress and anger. I also enjoyed the social part of the group.
- I found it beneficial in learning to curb my anger. Thank you for the opportunity to do this fantastic program. I've learnt so much more about myself.

## Minto Access Point

Minto Access Point (MAP) has been operating since February 2009.

Minto Access Point (MAP) has been operating since February 2009. This was the culmination of many months of consultations, support and planning with the “Working Together in Minto” group, Housing NSW and MTC Work Solutions. The centre is run on a membership basis with free membership offered to the community to access all services on offer.

MAP provides 16 computers with free internet access, a free fax and phone for accessing training and employment opportunities, free counselling and legal services and a large training room. Training is provided in response to community need and has included internet based job search, computer skills, literacy and numeracy and one-to-one coaching in interview skills and resume preparation.

Over the past 12 months TAFE Outreach operated regularly from MAP with training for the Aboriginal Men’s Group from Muru Nanga Mai. We commenced a partnership with WILMA Womens Health and delivered sessions for women by a trained naturopath. These sessions included pampering sessions, stress management, aromatherapy and natural therapies for anxiety and depression.

During the year MAP has taken on a number of volunteers to provide valuable work experience. We regularly prepare or assist members with resumes, letters of application and addressing selection criteria. Our membership base grew by 802 new members during the 2009/10 year taking our total membership to over 1,000 members.

In the broad sense MAP aims to respond to the need for social engagement, access to Information Technology and services. MAP wants to enhance the experience of our diverse members to aid them to participate positively in their community.

The success of MAP was highlighted through a nomination and finalist position in the Campbelltown Australia Day Awards for Community Project of the Year 2010. While MAP was not successful in winning this award it was a great honour to be nominated by our wonderful community.

Monthly Registrations at MAP to 30 June 2010

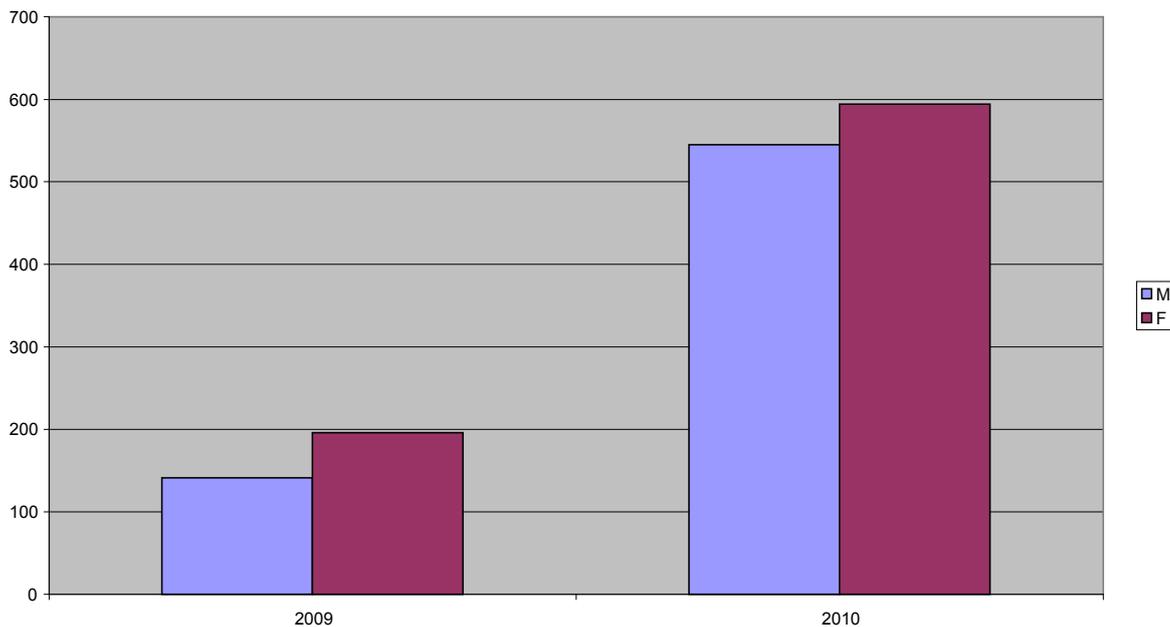
Month	Male	Female
7/2009	32	35
8/2009	36	32
9/2009	28	36
10/2009	20	19
11/2009	36	31
12/2009	30	20
1/2010	37	38
2/2010	37	35
3/2010	46	46
4/2010	22	35
5/2010	35	48
6/2010	45	23

MAP Members by Background as at 30 June 2010

Month	Citizen	ATSI	PI	ISC
07/2009	20	2	28	13
08/2009	21	2	31	7
09/2009	25	2	32	3
10/2009	21	0	5	7
11/2009	30	7	21	5
12/2009	20	5	23	4
01/2010	29	4	30	7
02/2010	31	4	28	1
03/2010	39	8	39	5
04/2010	23	1	23	3
05/2010	32	4	34	5
06/2010	30	5	21	5

Citizen - Australian Citizen (non Indigenous)  
 ATSI – Aboriginal or Torres Strait Islander  
 PI – Pacific Islander  
 ISC – Indian subcontinent

Total MAP membership for 2009-2010



# NILS (No Interest Loan) Program

MTC launched MTC NILS® (No Interest Loans) in September 2009 after receiving accreditation from Good Shepherd Youth and Family Services, Victoria. The MTC NILS® provides families and individuals on low incomes with the opportunity to apply for a loan to purchase energy/water efficient white goods and essential household items, without the burden of interest charges or fees.

MTC NILS® is part of a wider network of NILS® providers across Australia. MTC has received substantial support and assistance from the National Australia Bank, (NAB), Marrickville Council, Energy Australia, Fair Trading NSW and Good Shepherd in the delivery of NILS.

Between 01 September 2009 and 30 June 2010 MTC NILS® gave 36 loans for essential household items. Of these loans 50% were given to Indigenous clients. The most popular items purchased included:

- Televisions – 27%
- Computers – 22%
- Fridges – 14%
- Beds – 11%
- Children’s furniture – 9%

MTC NILS® initially launched in the Marrickville LGA but will increase these boundaries to include all of the following suburbs and postcodes from October 2010:

MTC NILS® geographical boundaries cover the following areas (and postcodes)

Annandale	2038
Ashfield	2131
Camperdown	2050
Chippendale	2008
Darlington	2008
Dulwich Hill	2203
Enmore	2042
Erskineville	2043
Leichhardt	2040
Lewisham	2049
Marrickville North	2204
Marrickville South	2204
Minto	2560
Newtown	2042
Petersham	2049
Redfern	2016
St Peters	2044
Stanmore	2048
Summer Hill	2130
Sydenham	2044
Tempe	2044
Waterloo	2017



\*MTC NILS® delivered in Minto will be offered to Minto residents and members of Minto Access Point (MAP).



## The Community Employment Program/ Navigator Program

The Community Employment Program began in July 2007 funded by the Department of Education, Employment and Workplace Relations (DEEWR) across several regions in Sydney's West – namely Macquarie Fields and Lakemba (assisting Muslim youth) with developing employment and education pathways. This innovative, place-based project assisted many hundreds of highly disadvantaged young job seekers between the ages of 15 to 24 years with securing meaningful employment and quality education outcomes. The program's success lay in the model based on regular one-on-one casework as well as its holistic approach to case management.

Funding ceased on the 30th June 2009 for the CEC Program. As a result of the success of the program, MTC continued to self-fund both coordinators and developed a new initiative called The Navigator Program.

The Navigator Program is a tailored program of activities delivered in a workshop environment, aimed at assisting young job seekers with developing basic communication skills and career pathways. The workshops encourage the job seeker to develop career goals by identifying the steps needed to reach those goals. The workshops are informal, interactive and highly creative. Non-traditional teaching methods and a back to basics approach encourages the job seeker to address common workplace issues.

As a result of the success of both the CEC Program and more recently The Navigator Program, the Australian Arab Business Network awarded MTC Work Solutions a Special Community Recognition Award at their Gala Night 2010.



# Youth Services

## Highlights for 09/10

- DEEWR introduced a new program 'Youth Connections' to replace previous MTC delivered youth programs (Youth Pathways, Connections) from January 2010.
- MTC were successful in gaining the Youth Connections contract in five Regions, (Macarthur, Liverpool/Fairfield, Parramatta/Hills, St George/Canterbury and Bankstown areas).
- Seventeen students graduated from Warakirri college with a full School Certificate in 2009. This was our highest number of graduates to date.
- Department of Education and Training Links to Learning Program Contract (ESL-Canterbury/Bankstown, Liverpool/Fairfield & SAR-Inner West, Canterbury/Bankstown) were renewed from 2010-2012.

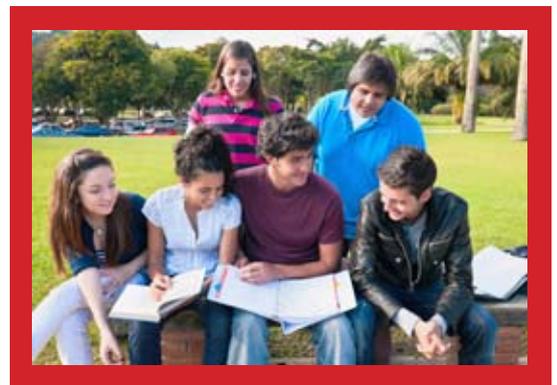


## Youth Pathways (until Dec 2009)



MTC through the Youth Pathways program assisted over 900 young people at risk of disengaging from school to remain engaged in education, re-engage with education and/or training through intensive case managed support.

Various activities were offered to students individually and through small group delivery to assist students to address barriers that were impeding their success. This included programs such as Rock & Water, Drumbeat, Goal Setting and Detour Days. MTC worked closely with a number of local high schools, parents and community organisations to assist in working effectively with young people.



### Feedback from students:

“Youth Pathways is a fantastic program that brings together effective partnerships between parents, school and students. It delivers individualised case management and strengthens the school to work process.”

(Grant Spark-Deputy Principal St Johns Park High)

“I really liked youth pathways” (MS-Year 8)

“Youth Pathways is GREAT!” (AI- Year 9)

“Youth Pathways made me feel supported” (JK- Year 10)

“It is very good and helpful” (TH- Year 11)

“I love that you have helped me in my school work”  
(MY-Year 9)

“I have stopped jigging since I have been with youth pathways.” (SE-Year 10)

## Connections (until Dec 2009)

**CASE STUDY** > Connections provided part-time and full-time educational and training options to over 200 young people across 4 regions (Campbelltown, Canterbury-Bankstown, Liverpool/Fairfield and Parramatta) as well as personal and social supports until December 2009.

A large number of students were enrolled in OTEN distance education and supported on-site to complete required course components.

All participants were offered free accredited training in Senior First Aid and OH & S Green Card.

## Youth Connections

Youth Connections provides a service to assist young people aged 11-19 who are most at risk of disengaging or who have already disengaged from education, family and the community. Youth Connections assists young people at risk to develop personal skills and attributes that promote wellbeing and support positive life choices.

Assistance provided includes:

- > Case management
- > Referral to specialist support services
- > Accredited and non-accredited training options
- > Personal development workshops
- > Outreach activities
- > Sporting and recreational activities
- > Life skill development

MTC is currently delivering the program to young people in the following regions, working in partnership with local schools, community organisations and Partnership Brokers to assist eligible young people to reach their potential.

- > Liverpool / Fairfield
- > Bankstown / Auburn
- > Parramatta / Hills
- > Canterbury / St George
- > Campbelltown / Macarthur

## ArtStart

The MTC approach to the 2009 Artstart was to both engage youth and artists wanting to work with youth, as well as identifying community organisations that wished to develop arts projects implemented and designed by and for young people. We also looked at developing and mentoring the young people so they could access further education and support from the Artstart Coordinator.

11 Projects were funded in 2009 which included digital photography, Aboriginal dance, fashion and costume design, aerosol art, film making, writing and recording of songs and theatre performance.



### Artstart 2009 MTC Partners included:

- PCYC Marrickville
- The Smith Family Burwood
- Shopfront Youth Theatre
- Pact Youth Theatre
- Sierra Leone Community
- Ashfield Youth Theatre
- Ashfield Council
- Marrickville Council
- Stretch a Family
- DOCS
- Burwood Council
- Strathfield Council
- Australian Catholic University
- National Art School
- Tempe High
- Headspace
- Council youth and community workers.
- Edgware Special Education
- Resource School
- Youthlinx Burwood
- Fraser Street Studios
- Roger Tait
- Grazia Magazine
- Addison Road Community Centre
- Jannewali Dance
- Ashfield Mall
- Canada Bay Council
- Metro Migrant Resource Centre
- One 80 Youth Group
- Marrickville Youth Council
- Canada Bay Youth Council
- Marrickville Youth Resource Centre
- Metro Migrant Resource Centre
- Rosemount

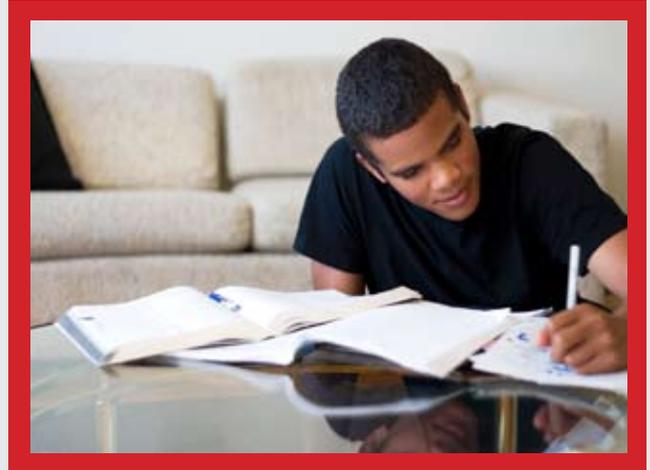
## Links to Learning

### Early School Leavers

Forty five Early school leavers were provided with opportunity to complete the CGEA course (Year 10 equivalency) in 3 separate locations across South West Sydney (Liverpool, Bankstown and Belmore) from June-December 2009.

MTC introduced a Cert II in Retail Course for early school leavers in 2010 that is held at Belmore PCYC for up to 30 young people. There are currently 15 young people enrolled.

Additional activities were introduced in 2010 that include Introduction to Horticulture, Rock and Water, Hip Hop Dancing and Self Defence training for young people enrolled in the program to complement the CGEA program.



## Links to Learning

### Students at Risk

MTC continued to work with partner schools: Sir Joseph Banks, Balmain and Leichhardt High to offer support to Students at Risk of early school disengagement. Activities included Circus Skills, Rock and Water, Career Information, Drumbeat, Senior First Aid, OH&S training and Self-Esteem programs. Over 100 students have been assisted through this program.

## Green Corps (until Sept 2009)

As part of the National Green Corps program MTC provides young people with personal skill development, training and improved connections with the community and the environment. MTC delivers Green Corp projects in partnership with Job Futures.

70% of Green Corps Penrith and Picton participants received full certificate and a high number of young people were successful in obtaining traineeships, employment and further training opportunities.

Through the many various project sites and ventures the teams were able to make a significant contribution to the Wollondilly and Katoomba communities and have been widely recognised for doing this. The local newspapers have done several articles about the projects. Wollondilly Council representative Alex Stengl presented each participant of the Picton project with a certificate of appreciation at graduation for their individual contribution to the community.

Picton participants assisted to prevent further erosion and improved water quality of Georges River by managing a coal wash area at Cataract Scout Park through the use of brush matting, large rocks and plants. See pictures to the right.



Before



After

## Better Futures

### The Better Futures – Transition through Middle Years project commenced in July 2009.

The Better Futures – Transition through Middle Years project commenced in July 2009. The Transition through Middle Years project is a universal prevention and early intervention strategy designed to build capacity within the service system and build partnerships between service providers, schools and the community to assist young people transitioning through their middle years (e.g. from primary school to high school).

Applications for the first round of funding closed on 9th April 2010. MTC received a total of 16 applications and in consultation with the Reference Group four applicants were successful in obtaining funding. A description of the funded programs that were implemented in June 2009 are below:

Centipede will run specific weekly activities for young people aged 9-14 within the OOSH program that will focus on addressing transitional issues. A dedicated space will be implemented in the PCYC at Glebe for this purpose and will include activities such as team building tournaments, discussions and excursions. The participants will be invited to assist with the planning of the future programming.

Kool Kids Club will implement two gender specific, 8 week programs for Year 6 students. The program will work with the participants to address issues such as bullying, social networking, coping strategies, self esteem and body image and an introduction to youth services. This will be followed up by a 3 day camp during the Christmas holidays to further mentally and physically prepare the participants for high school. Those participants will then attend a follow-up 8 week program in term 1 to receive further support.

Hampden Park will develop a mentoring program for identified 'at risk' students with a focus on improved connection and participation in school. Trained mentors will meet with participants on a weekly basis and each program will be implemented for year 6 students of the school to promote health and well being and stress management.

WAYS will implement a weekly transition specific program for 9-14 year olds that attend Bondi Beach Out of Hours School Care. Workshops will also be run on a monthly basis to address specific issues of transition. Weekly 'check in' discussions will also be implemented using the "Circle Time" resource. The program will also include tours/ orientation of high schools in the area.

## Warakirri College

Warakirri College is dedicated to supporting and investing in innovative education programs for socially disadvantaged young people in Western Sydney. Warakirri Colleges' innovative approach to education will provide students with intensive educational support, structured links to vocational studies and work preparation initiatives.



Due to the life circumstances of students at the College, attendance varies from a few weeks, to the entire year. The College had a total of 23 enrolments in 2009.

Seventeen students graduated with a full School Certificate. This was a wonderful achievement for the students who have overcome more hurdles in their education than other students. Of the graduating students:

- 2 students went on to continue their HSC in state high schools.
- 1 student started an apprenticeship immediately after he completed his school obligations.
- 8 students enrolled in TAFE courses to pursue trade or other courses.
- 2 students began working full-time.
- 4 students were seeking work.

The 2009 Warakirri Class Graduation ceremony was held at the Code Red Lazer Zone in Parramatta on November the 26th (Class photo above).



# Social Enterprise Programs



The Business Enterprise Division was established in July 2009 to explore business development opportunities in the growing area of social enterprise. MTC's focus areas for the division comprise:

- Leveraging MTC's internal capabilities
- Developing sustainable business models that provide intermediate labour markets for long term unemployed job seekers
- Facilitating partnerships with corporate and not-for-profit organisations

## Fresh Start

- Provide cleaning and general property maintenance services for MTC sites across Sydney
- Create a social procurement model for MTC property maintenance needs
- Create job and training opportunities for long term unemployed and marginalised job seekers



### Achievements for 2009/2010

- Established Fresh Start as MTC's first social enterprise program
- Employed 12 long-term unemployed job seekers
- Established a traineeship program with MTC Training Solutions
- Maintained 80% retention rate for staff
- Achieved 95% completion rate for Certificate II traineeships



## Y Green

- Successful tender bid to Round One Jobs Fund for \$1.2m
- Development of strategic relationship with Dusseldorp Skills Forum and Steplight Pty Ltd
- Innovative job creation and skills development program for young people unemployed and/or have left school early
- Large scale rollout of a home energy assessment service for low income households in Western Sydney



### Achievements for 2009/2010

- Established MOU agreements with Penrith, Wollondilly, and Liverpool local councils
- Established a license agreement with Sustainability Victoria to deliver the Home Sustainability Assessment short course
- Created 43 short term and 2 long term jobs for young people
- Provided over 300 home energy assessment reports for low income households

# MTC Work Solutions



## Growth

MTC's highly successful bid for Job Services Australia (JSA) business including the New Enterprise Incentive Scheme, resulted in the expansion of Employment Services from 54 staff and 6 sites to 220 staff and 16 sites. The average case load of job seekers accessing the program increased from 7,000 per annum to 18,250. JSA replaced Job Network, Community Work Coordinator and the Personal Support Program commenced on July 1, 2009.

## Challenge

The core aims of JSA are similar to its precedent Job Network and include '...increasing employment participation, building skills in demand and helping individual job seekers particularly disadvantaged job seekers, find sustainable employment.'<sup>(1)</sup> However, the delivery model was significantly altered and includes the bundling of previously distinct programs. This coupled with an expanded level of business and a reduction in outcome and service fees to previous years created significant organisational challenges for MTC.

Through extensive restructuring, recruitment, staff training, new infrastructure and information systems and evolving operational processes MTC Employment Services is meeting the challenges head on. A stronger operation in terms of competitiveness, cost efficiency and innovation continues to evolve.

(1) Department of Education, Employment and Workplace Relations, viewed 18 November 2010. <http://www.deewr.gov.au/Employment/JSA/Pages/about.aspx>

## Performance

From July 1, 2009 to June 30, 2010 MTC's Employment Services placed 5,319 unemployed people into work. Of this cohort 2,267 were employed for 13 weeks and 1,306\* for 26 weeks or over. Full time education outcomes totalled 166. (\*26 week outcomes that matured in the 10/11 FY are not included in this figure).

The Department of Employment, Education and Workplace Relations (DEEWR) star rating system measures provider performance. 5 stars are awarded to organisations that perform 40% above the National Average. MTC attained a 3 star rating in 8 of its 9 Employment Service Areas. This is a consistent and positive result for MTC's first year of JSA operation. There are clear indications that MTC is trending towards an even stronger performance in 2010/2011.

## Star Ratings (as at June 30 2010)

MTC Employment Service Area	Star Rating
Canterbury/Bankstown	★★★★
Central West	★★★★
Eastern Suburbs	★★★★
Fairfield	★★★★
St George Sutherland	★★★★
Inner Sydney	★★★★
Liverpool	★★
Macarthur	★★★★
Nepean	★★★★
Auburn	★★

## Highlights for 09-10

### Innovative Programs

- A shortage in Sydney's Eastern Suburbs of dental assistants culminated in a collaboration between MTC Maroubra and Dr. George Papadea's Dental Surgery of Matraville. In partnership we developed a Dental Assistant's training program which was funded by the Employment Pathway Fund. Ten job seekers received training at the dental clinic. Of the group, 80% secured employment which was an excellent result (see Amira's story on page 11).
- In April 2010 MTC Parramatta and MTC Penrith conducted a bulk recruitment exercise in partnership with the global companies Adecco Pty and DHL. MTC's role was to select and train 16 job seekers from a pool of 100 interested candidates. Of the 16, 12 gained either full time or casual employment. The human impact of this initiative aligns with MTC's mission and values and cannot be understated. For example one jobseeker gained full time, ongoing paid employment for the first time since arriving in Australia from China in 1991. Another could finally put the cold shock of being made redundant behind him.

### Indigenous Programs

- Over 09 /10 MTC Redfern placed 30 Indigenous clients into employment and 3 into accredited training. This was achieved through nurturing positive relationships with organisations such as the Redfern Aboriginal Corporation, Aboriginal Connections for Employment, Babana Aboriginal Men's Group, Redfern Waterloo Authority, National Centre of Indigenous Excellence, National Aboriginal Sporting Chance Academy and the Aboriginal Employment Services.

- MTC Redfern's innovative "Pre-employment Program" provided its beneficiaries with job seeking skills and employment contacts. It included a dynamic team building exercise in which job seekers met with the Duty Manager of the Panther's Leagues Club. Of those who participated 11 gained employment.
- MTC Hornsby has built a close partnership with Hornsby Council. This has resulted in a number of shared initiatives including the delivery of a highly successful WIN Personal Development Program for Refugees and the Hornsby Career and Employment Workshop.

### People Centred

- MTC contracted an external consultant to undertake a job seeker survey in Sept/Oct 2009. 77% of respondents were completely or mostly satisfied with the services they received from MTC and 75% said they would choose MTC again.
- Investing in its people is central to MTC Employment Services future. 87 staff participated in Certificate 4 Frontline Management training. The majority will graduate in December of 2010 with new skills and insight to progress their careers and MTC.



## Highlights for 09-10 Cont.

### CASE STUDY > Amira's Story - Heading in the right direction

“The most significant changes in the quality of my life over the past few months has definitely been a combination of the help and support I received from MTC which then enabled me to move onto getting a job as a dental assistant.

MTC and Pedro Munoz really helped me to pursue my passion for interior design by assisting me with starting and completing an Interior Design Diploma, in which I feel very proud to have now achieved. After receiving my diploma I was still out of work, until Pedro Munoz offered me an opportunity to participate in a Dental Assisting training course. I completed the training which was held by Maria Papadeas from the “Dr. Papadeas Dental Surgery” and was offered a job instantly.

Amongst all of these changes, the most significant has definitely been starting work at the Dental Surgery. It has turned my life around. I believe all of the changes I mentioned above led me to where I am today. The constant help I received from MTC really made these events possible.

Now that I am working and earning a stable income, my life is on track and heading in the right direction.

“The most significant changes in the quality of my life over the past few months has definitely been a combination of the help and support I received from MTC”



# NEIS (New Enterprise Incentive Scheme)

NEIS is a self-employment program funded by the Department of Education Employment & Workplace Relations (DEEWR). The program assists eligible job seekers to become self-supporting and independent of Centrelink benefits by establishing and running their own business.

The scheme is novel inasmuch as it creates businesses with the potential to develop into financially successful enterprises, which as they grow and expand can become a source of jobs and revenue streams into local communities.

MTC was successful in winning contracts spanning most of Sydney: St George – Sutherland, Central Western Sydney, Canterbury-Bankstown, Eastern Suburbs, Inner Western Sydney, Fairfield, Liverpool, Inner Sydney, Macarthur, Nepean and Outer Western Sydney. MTC's NEIS commenced July 1, 2009 and is delivered as part of the Job Services Australia contract.

The program provides job seekers with six to eight weeks business training in either Certificate III in Micro Business Operations, or Certificate IV in Small Business Management. The choice of course is usually dependent on the type of business being started. This then results in a comprehensive business plan acting as a 'road map' for the business assisting in operations and business planning, financial planning, marketing, legal and administrative requirements, and record keeping.

On completion of an approved business plan, an MTC Business Mentor is provided for the first year of business, assisting with business advice, counsel and support, effectively assisting the burgeoning business in navigating the challenges as it grows in the marketplace. This mentoring assistance is often vital in propelling a business into greater sustainability and market penetration.

Another advantage of the NEIS program is that an approved person may receive NEIS Allowance income support for up to 52 weeks and NEIS Rental Assistance for 26 weeks. This allows them to focus on growing and developing their business.

## Highlights for 09/10

- 1107 people attended NEIS Information Sessions to determine if they had a viable NEIS business idea.
- 133 people enrolled in NEIS Training, (12 people withdrew due to securing employment or returning to post-secondary education). After completing the training a further 11 people used the business knowledge to secure full time employment. Each of these categories contribute towards a successful JSA outcome, however they do not contribute to a NEIS outcome.
- 100 NEIS businesses successfully started.

### NEIS CASE STUDY >



Sixteen months ago Grace Mok and her sister Gloria decided it was time to get serious about their often talked-about desire to make a name for themselves in the fashion world – with their own label which would be called of course – MOK Theorem, abbreviated code for the MOK Theorem of fashion.

Designer Gloria set to work on creating a summer collection whilst Grace who had already enjoyed a successful career as a marketing professional enrolled in the New Incentive Employment Scheme (NEIS) with MTC Work Solutions.

And the rest as they say is (really hard work and) history.

The sisters have now enjoyed in short succession – their own highly successful Fashion Show at Carriage Works, a wildly successful launch of their summer collection at the glittering and largest Audi Showroom in the southern hemisphere in Alexandria attended by 300 people, sales of their garments via selected boutiques coast to coast, and they have just launched their own exclusive MOK Theorem ‘pop up’ store at the widely featured, Westfield Shopping Centre which recently opened at Pitt Street in the heart of Sydney’s CBD.

This is what happens when talent, motivation and a passion for your own business is developed with care and focused encouragement via MTC’s NEIS program.

## PREP (Pre Release Employment Program)

MTC Parramatta’s unique PREP program is delivered through MTC’s Job Services Australia (JSA) contract. The program enables inmates nearing the completion of their prison sentence access to paid employment. The program became viable in September 2009 when changes in Government policy provided inmates a higher level of assistance through JSA.

MTC visits selected correctional centres such as Silverwater, Dillwynia, Parramatta and Parklea to prepare and assist inmates to secure and remain in employment. Inmates are released from prison to attend work and return at the end of the day.

Between September 2009 and November 2010, MTC commenced 84 inmates into PREP and placed 62 (74%) into employment. This is an outstanding result and benefits to the inmates and society are profound.

Rather than being released to an uncertain future inmates earn and save income prior to release, are involved in normalising activities while incarcerated, gain current work skills, improve self-esteem and perhaps most importantly remain employed upon release. The program greatly reduces recidivism amongst released prisoners.

MTC’s Brian Morriss and Michael Studman have worked tirelessly to establish PREP and of significance are the positive relationships that they have built with employers such as Australia Geographic and Maxipak. For example, since September 2009 Australia Geographic has employed 14 inmates and Maxipak 15.

In 2011 MTC plans to extend the program to Community Offender Service Centres (half way houses for parolees) and to work closely with the Community Restorative Centre which assists high-risk parolees with multiple barriers to re-integration.

# MTC Training Solutions

MTC Training Solutions provides training, career planning and employment assistance to over 2600 participants daily across 12 campuses. In 2009/2010, MTC were involved in a number of government funded training programs as follows:

## Language, Literacy and Numeracy Program (LLNP)

MTC currently operates across 12 campuses within the Sydney Metropolitan region. The program seeks to improve clients language, literacy and/or numeracy with the expectation that such improvements will enable them to participate more effectively in training or in the labour force and lead to greater gains for society in the longer term.

MTC recently celebrated the graduation of a group of young indigenous woman who completed their Certificate III in Children's Services together with their Certificate II in Spoken and Written Language. The collaboration of both these qualifications enabled MTC to provide these students with the LLN assistance they required to complete their Children Services qualifications successfully.

When the students approached MTC they were all unemployed job seekers who had an interest in the Childcare industry. Throughout the project, MTC were committed in helping youth at risk and Indigenous Australians to improve their skills and their opportunities to gain work. As a result eight people who had all left school early and never before finished a course, successfully completed the program. All of the graduates in the Certificate III in Children's Services course have gone on either to find paid work or to gain a traineeship or to undertake further study.

This project would not have been possible without the great relationship MTC has with Centrelink for their ongoing guidance and DEEWR who have assisted us with funding to enable MTC to provide this contextualised training.



Photos are from the LLNP Graduation for Certificate III in Children's Services



### Language, Literacy and Numeracy Program (LLNP) Cont.

In 2009/2010, MTC successfully delivered the LLNP program as follows:

1. Number of LLNP campuses: 12 (Auburn, Bankstown, Belmore, Cabramatta, Campbelltown, Fairfield, Hurstville, Liverpool, Maroubra, Marrickville, Redfern, Parramatta).
2. An average of 1750 students per day across all 12 campuses.
3. 92% of MTC's LLNP clients are face-to-face Language students thereby resulting in a small number of students who require Literacy/Numeracy.
4. Across 12 campuses, 70% of MTC's LLNP clients fall into the Initial Language Stream and 30% into the Basic Language Stream
5. Across 12 campuses, 49% of MTC's LLNP clients are parenting payments recipients.
6. MTC has achieved Independent Verification results consistently above the national average across all 7 Business service areas (BSA's). MTC has achieved a 90% average across all 7 BSA's



### Vocational Education

MTC has been accredited again as an RTO to deliver vocational courses until 2015. We have added more courses onto our scope of registration and for the first time as an RTO we are now accredited to deliver at Diploma level.

In 2009/2010, MTC began to deliver traineeships with over 100 sign-ups predominantly in Cert IV Frontline Management. This enabled us to better understand the opportunities in this area of training and now branch our traineeships into other industries such as Childcare, Aged Care and Transport and Logistics.



# Contact Us

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## Our Employment Services Sites

Auburn	Level 4, 39 Queen St, Auburn	(02) 9330 7100
Bankstown	Level 3, 2-14 Meredith St , Bankstown	(02) 9793 6400
Belmore	Building 2, 38 Redman Pde, Belmore	(02) 9718 4800
Bondi Junction	L6,1 Newland St , Bondi Junction	(02) 8305 0900
Campbelltown	L1, Suite 2 & 3, 101 Queen St, Campbelltown	(02) 4645 8700
Canterbury	5/10B Charles St, Canterbury	(02) 9787 4855
Caringbah	Level B1, 355-359 The Kingsway, Caringbah	(02) 9541 3100
Fairfield	Ground Floor, 1-3 Hamilton Rd, Fairfield	(02) 9914 3200
Hornsby	Level 5, Suite 502, 20 George St, Hornsby	(02) 9476 7900
Hurstville	Level 4, 6 Crofts Ave, Hurstville	(02) 8558 9000
Liverpool	Level 1, 235-243 Macquarie St, Liverpool	(02) 8778 0900
Maroubra	Level 1, Maroubra Gateway, 806-812 Anzac Pde, Maroubra	(02) 9344 1744
Marrickville	334-336 Illawarra Road, Marrickville	(02) 9559 4900
Minto	Shop 4 & 5 40 Ben Lomond Rd, Minto	(02) 9827 3000
Minto Access Point	Shop 70 Minto Mall ,10 Brookfield Rd, Minto	(02) 9426 8600
Redfern	Suites 1 & 2, Level 2, 140 Redfern St, Redfern	(02) 9318 5900
Parramatta	Level 1, Lachlan Towers, 17-21 Macquarie St, Parramatta	(02) 8844 8000
Penrith	582-584 High St, Penrith	(02) 4728 5800

## Our Training Sites

Auburn	Level 5, 39 Queen St, Auburn	(02) 9330 7190
Bankstown	Level 3, 2-14 Meredith St, Bankstown	(02) 9791 6077
Belmore	L1, 436 Burwood Rd, Belmore	(02) 9750 0195
Blacktown	G Floor, 83 Flushcombe Rd, Blacktown	(02) 8825 2100
Bondi Junction	L6,1 Newland St , Bondi Junction	(02) 8305 0900
Cabramatta	251-257 Cabramatta Rd, Cabramatta	(02) 9728 0600
Campbelltown	L1,Suites 2& 3, 101 Queen St, Campbelltown	(02) 4645 8700
Caringbah	Level B1, 355-359 The Kingsway, Caringbah	(02) 9541 3100
Chatswood	L2 & 3, 54 Neridah St, Chatswood	(02) 8448 9900
Fairfield	33-35 Ware St, Fairfield	(02) 9727 1800
Hornsby	Level 5, Suite 502, 20 George St, Hornsby	(02) 9476 7900
Hurstville	Level 4, 6 Crofts Ave, Hurstville	(02) 8558 9000
Liverpool	L1, 242-250 George St, Liverpool	(02) 9601 9400
Maroubra	Level 1, Maroubra Gateway, 806-812 Anzac Pde, Maroubra	(02) 9344 1744
Marrickville	334-336 Illawarra Road, Marrickville	(02) 9559 4900
Parramatta	L5,Lachlan Towers, 17-21 Macquarie St, Parramatta	(02) 8844 8000
Penrith	582-584 High St, Penrith	(02) 4728 5800
Redfern	Suites 1 & 2, Level 2, 140 Redfern St, Redfern	(02) 9318 5900
Rockdale	81 Railway Parade, Rockdale	(02) 9505 9300

## Our Youth Sites

Bankstown	Level 3, 2-14 Meredith St, Bankstown	(02) 9791 6077
Belmore	Building 2, 38 Redman Pde, Belmore	(02) 9718 4800
Belmore PCYC	332 Burwood Rd, Belmore	(02) 9750 9334
Campbelltown	L1, Suite 2, 101 Queen St, Campbelltown	(02) 4645 8700
Liverpool	L1, 242-250 George St, Liverpool	(02) 9601 9400
Liverpool PCYC	Cartwright Avenue Miller	(02) 8778 0900
Marrickville	334-336 Illawarra Road, Marrickville	(02) 9559 4900
Miller Youth	PCYC Building Cnr Cartwright & Maxwells Ave, Miller	(02) 9607 0152
Rockdale PCYC	Lot 76, 9 Adore Ave, Rockdale	(02) 9556 1161
Parramatta	Level 5, Lachlan Towers, 17-21 Macquarie St, Parramatta	(02) 8844 8000