MTC Australia is a social enterprise, which for the last 20 years has been helping people gain employment, skills training, work experience and greater self-confidence. We offer support through a range of training courses, employment services, youth programs and community initiatives.

Operating from more than 28 locations, with close to 500 dedicated staff, we deliver quality services to anyone at risk of social or economic exclusion.

*With a focus on empowering and encouraging disadvantaged Australians, we assist over 35,000 people annually to complete accredited training, find meaningful work and become self-sufficient.*

Being a social enterprise, we aim to generate an annual surplus through the delivery of government contracts such as Job Services Australia (JSA), Youth Connections and the Skills for Education and Employment (SEE) program.

This surplus is invested in developing staff, our organisation, and to fund ‘give back’ programs for the community, such as Warakirri College and Minto Access Point.

MTC Australia is a secular organisation, which means we’re not affiliated with a religion or church. Our services are delivered to all people within our community, no matter their religion, race or creed.

We offer assistance to those wanting to make a positive change in their lives, enabling disadvantaged Australian’s to become self-sufficient and less reliant on government support.
We live in a world that is facing many challenges, and while global events don’t directly impact MTC Australia, their flow on effect does indirectly impact governments, states and the communities we serve.

We have had a challenging year across all of the organisation, particularly in Employment Services. This will continue to be the case for the next 12 months as we transition to the new 2015 contact arrangements, where the government will continue to seek the most effective ways to deliver outcomes from their providers. Our Education and Training and Youth and Community divisions have continued to perform strongly and delivered great outcomes for their clients.

The often unseen support services, People & Culture, IT and Finance have continued to “work behind the scenes” to keep this organisation moving in the right direction with finite resources.

The past year required MTC Australia to place great emphasis on strengthening systems and processes as we continue to grow and meet the demands of our clients, their communities and our funders.

This investment has been part of our strategy to set up the organisation for the long-term future. As an example, our Youth & Community team has begun working towards ISO 9001 Accreditation in order to ensure our management systems are effective and sustainable.

We are committed to the delivering and continually improving the quality of our services whilst remaining compliant at all times to meet the stringent regulatory and legal requirements required by our contractual obligations.

The hard work by all staff in the past year has put MTC Australia in strong position to take on the emerging future. In contrast, it has also been an exciting 12 months for all of MTC Australia, with the establishment of several initiatives that reach deeper into marginalized pockets of society. Social impact is at the forefront of our mission, and 2013/14 was a testament to this, with more than $1m of our own funds invested in assisting young people and their communities.

The opening of the OCHRE (Opportunity, Choice, Healing, Responsibility, Empowerment) Opportunity Hub saw our staff embark on a mission to ensure that young Aboriginal people in Campbelltown are supported in their education, training and employment endeavors.

We are excited to have the opportunity to positively impact the next generation of Campbelltown’s Aboriginal youth through the valuable initiative.

Minto Access Point (MAP) was integrated with our Employment Services office for a consolidated approach to servicing our clients. The community hub continues to thrive, with more than 4000 members utilizing the service. The Youth & Community team has commenced work on Claymore Connections, which will be a training & information technology hub that provides increased employment & education opportunities for the residents of Claymore.

It is our staff that must take the credit for MTC Australia’s ongoing development and success as they continue to work through the numerous daily challenges they face at the front line. Through their tireless work, our staff have assisted disadvantaged people in the community to lead more independent lives. I often hear stories of clients overcoming great obstacles and finding direction through the assistance of our organization. I believe MTC Australia is a valuable catalyst for change, a place where a client who once lacked motivation leaves purpose filled.

The Board is highly committed to making MTC Australia a better and stronger organisation and works closely with the leadership team to achieve the best possible outcomes in very challenging times.

On behalf of the Board of MTC Australia I wish to thank the staff for their ongoing support and dedication to MTC Australia.

We are fortunate to have such a fantastic group of people who are truly committed to delivering great outcomes for the community.

Serge Derkatch
2014 was a year of consolidation for MTC Australia. Our focus centred on providing ‘opportunities to become’ to our clients, students and staff, while continuing to build a strong and sustainable foundation for the organisation.

Financially, MTC Australia performed in line with the budget for FY14, which was geared towards continuing to build on the platforms required for our organisation to be sustainable well into the future. Our strong balance sheet provided the backbone for the investment of the previous two financial years. In FY15, MTC Australia is looking to capitalise on the platform building years and return to an operating surplus.

We are now assisting people in three States to improve their language skills and levels of self-sufficiency with the interstate expansion of our Skills for Education and Employment (SEE) program. We are working towards becoming a national provider, and are incredibly encouraged by the success of our new sites in Narre Warren and Preston in Victoria, and Kilkenny in South Australia. We further cemented our status as an innovative provider with the implementation of Chromebooks across all our sites to ensure our students have access to the latest educational technology.

Warakirri College was consolidated into one campus at Fairfield, and I am pleased to report that it is a thriving hive of activity. The appointment of school Principal, Carolyn Blanden, has further enhanced the education experience for our students and ensured that they are getting the utmost support in their educational journey. Enrolments are at the highest level since the establishment of Warakirri College, with 84 young people travelling from all over metropolitan Sydney for a second chance at education. It is fantastic to see young people make the most of the opportunity to learn and work towards a brighter future.

Employment Services received ISO 9001 accreditation, affirming our commitment to deliver the utmost quality service to our stakeholders. Our Job Services Australia (JSA) contract underwent the mid contract review, and all sites retained their allocation. Our team is now preparing for 2015 with the objective of improving star ratings across all locations and continuing to establish strong relationships with employers across New South Wales.

Youth and Community celebrated the launch of the Campbelltown Opportunity Hub with a fantastic opening rich in community spirit. The event featured Minister for Aboriginal Affairs the Hon. Victor Dominello MP, Bryan Doyle MP and NSW Human Rights Ambassador Andrew Penfold AM as key speakers, and was attended by prominent figures from local Aboriginal organisations.

I look forward to building strong partnerships with the Aboriginal community in the future and working together to provide more opportunities to young Aboriginal people.

MTC Recruitment, which established new offices in Parramatta and Bondi, performed extremely well during the year and is now generating surpluses, which can be invested back into our Social Change programs.

Our IT infrastructure received a major upgrade, with the implementation of Microsoft Office 365, Lync 2013 and wireless internet boosting our internal capabilities. Job seeker computers were refreshed at a number of sites to ensure our clients have access to fast and reliable systems that will make the job search process as seamless as possible.

Our staff are at the core of our organisation and as such, MTC Australia’s Executive Leadership Team places great emphasis on developing and supporting our staff to reach their full potential. This year saw People and Culture implement the Peoplestreme performance development management system to encourage all our people to develop their skills. We believe that supporting our employees to take ownership of their roles and strive for personal excellence is the key to fostering a rewarding environment, and in turn, improve service delivery.

I would like to take this opportunity to acknowledge the great team at MTC Australia and thank them for their dedication and commitment. The incredible stories of change in our clients and students are a testament to the passion and drive of our people, and it is inspiring to know that our organisation has such a significant impact on the lives of disadvantaged people in the community.

Thanks also to the MTC Australia Board for their continued leadership and support.

Together we are making a real difference by providing opportunities in the communities we serve.

I believe that we are well on our way to achieving our Vision of becoming Australia’s leading social enterprise and am excited for what the future holds.

Colin Lloyd
PROVIDING YOUNG PEOPLE WITH AN OPPORTUNITY TO BECOME
The Youth and Community division delivers a range of dynamic and important youth and community programs. It provides leadership to MTC Australia on investing resources into initiatives that meet the youth focused Social Change Strategic Plan and MTC’s mission of ‘creating opportunities, enriching lives and benefitting communities.’

The Youth and Community (YAC) division comprises of a unique group of people who are consistently innovative, creative, fun loving and ultimately highly dedicated and effective in their approach to working with ‘at risk’ young people and communities.

A trademark of the division is its effectiveness in collaborating with all MTC departments and external parties such as schools and community services.

“Creative, fun loving and highly dedicated”
1. Successfully delivering a suite of youth and community programs – which are detailed in this report and include:

- Youth Connections
- Links to Learning
- Independent Employment Adviser Service (IEAS)
- Opportunity Hub
- Minto Access Point
- Claymore Connections
- No Interest Loans Scheme (NILS)

2. Management of the Social Change Leadership Group (SCLG) – Youth and Community manages the SCLG which is comprised of staff from across MTC Australia. The group successfully acted as ambassadors for MTC Australia’s social change initiatives and undertook training in Results Based Accountability, a social impact measurement methodology that they will use to measure the social impact of selected MTC Australia programs in 2014-2015.

3. Quantification of MTC Australia’s Social Impact – Youth and Community developed a social impact map to capture MTC Australia’s investment in assisting young people and MTC Australia clients through our programs. This document will be updated annually and will be used as an important means to understand and convey MTC Australia’s contribution to social change.
With the support of a wide range of organisations and individuals, MTC Australia successfully bid for the Opportunity Hub program. The program was officially opened on 11th June 2014 by Minister for Aboriginal Affairs the Hon. Victor Dominello MP, Aunty Glenda Chalker, a Dharawal elder, Bryan Doyle MP Member for Campbelltown, and Serge Derkatch, Chairman of MTC Australia’s Board. The event was a great success and attended by over 80 people, including local schools, students, community members and services.

On 7 and 8 April 2014 the Youth Connections National Network held a two day national professional development conference which included an awards evening. MTC Australia won a ‘highly commended’ award for our activity “Babana” - The Young Brothers Indigenous Program for Aboriginal young people to support them to address individual barriers, connect with services and culture in the Targeted Engagement Services category.

MTC Australia also won the Regional Coordination Services category for the “GOALS” program over 11 other activities submitted by Youth Connections providers across Australia. In partnership with former Socceroos Captain Paul Wade, the program connected humanitarian entrant students through football with each other and relevant local services.
Youth Connections provides services to assist young people aged 11-19 who are at risk of disengaging or who have already disengaged from education, family and the community. MTC Australia delivers the Youth Connections program in Campbelltown/Macarthur, Liverpool/Fairfield, Parramatta/Hills, Bankstown/Belmore and St George Canterbury. The majority of young people are referred by schools. Staff were actively engaged in over 100 State, Catholic and Independent Primary and High Schools across 5 regions in 2013-14 and over 1,400 young people were supported to address identified barriers through individual case management and group workshops.

In addition to Case Management, the Youth Connections program also engaged young people through MTC Australia’s Alternative Learning Centres offering students the opportunity to re-engage in educational programs and valuable life skill development workshops with the support of a Youth Staff member on site. In 2013-14, 141 young people enrolled in Certificate 1 in Access to Work and Training with 109 young people (77%) completing the Certificate, and 125 young people enrolled in the Certificate II in Skills for Work and Training with 75 young people (60%) completing the Certificate.

Targeted Engagement Services activities in 2013-14 continued to offer soft entry supports to young people severely disengaged from education, family and/or community and not quite ready to participate in individual support. Activities offered included weekly BBQ’s, sporting activities, drop-in activities, young parent groups, court support and street walks targeting local hot spots. Youth Connections staff partnered with other local services to provide these activities with the aim of building rapport and encouraging participation of young people in Youth Connections and other relevant services. Through Targeted Engagement Services activities in 2013-14 MTC and its partners delivered 1,481 activities that connected with 11,162 young people.

One of these activities received a special visit from Hollywood actor Eric Bana, who attended MTC Australia’s weekly Targeted Engagement Activity in Claymore to meet with local young people. Eric Bana helped on the BBQ, played some basketball and talked to the local Claymore kids and services. Eric’s attendance was arranged by ‘Save the Children’ who partner with MTC Australia to deliver this weekly activity.

Youth Connections - Outcomes Summary 2013-14

- **1400**
  No. of young people provided individual support services (case management).

- **1085**
  No. of young people who achieved a positive outcome*
  *Outcomes include instances where a young person has made significant progress in addressing their barriers to full engagement in education or have sustained engagement with an education, training or employment pathway.

- **109**

- **75**

Youth Connections is funded by the Australian Government.
In 2013-14, MTC Australia worked with students at risk (SAR program) of disengaging from school with partner schools: Holsworthy, Sir Joseph Banks, Balmain, Leichhardt, Punchbowl Boys, Chester Hill and Condell Park High Schools. The SAR program offered students the opportunity to develop work and life skills. This included coaching young people for success, job ready skills, rock and water, financial skills, study planning, fitness and self-defence, anti-bullying, adventure based and communication skills workshops. In 2013-14, through Links to Learning, 174 young people received accreditation in one or more of the following qualifications: Save-a-Mate, White card, CGEA, Access and Skills for work and Training, and Barista Training.

Preparation for further training and/or employment is an intricate part of the ‘Early School Leaver’ project and students are supported to identify career goals and develop a next step plan.

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The Independent Employment Advisers Services (IEAS) targeted early school leavers and young people disengaging from Years 9, 10, 11 and 12. The program provided one on one case management and/or small group delivery to assist young people to stay engaged in school, or embark upon positive pathways leading to further education or employment.

MTC Australia staff delivered the IEAS program throughout the Macarthur and Liverpool/Fairfield regions in 2013-14. IEAS worked with over 120 students in 24 high schools. The program assisted 86 young people to either remain in school or commence vocational education including apprenticeships and traineeships. The programs was funded by the NSW Department of Education and Communities.

Opportunity Hubs are a key initiative under OCHRE (Opportunity, Choice, Healing, Responsibility, Empowerment) the NSW Government’s Plan for Aboriginal Affairs. They are being piloted in four areas across NSW. Hubs focus on Aboriginal primary and secondary school students in Years 5–12 in Government and non-Government schools.

For students in Years 5-8, the focus is on building career aspirations and strengthening understanding of career pathways and while students in Years 9-12 work with schools to deliver personal career and transition planning to attain employment and/or participate in further education.

To support the success of the Opportunity Hub, MTC Australia developed an Advisory group of local Aboriginal and key stakeholders to help guide the strategic and operational planning and to build partnerships between schools, employers, education and training providers and the local community.

The members of the group include representatives from Tharawal Aboriginal Corporation, Muru Nanga Mai, Muru Mittigar, Young Spirit and Uncle Dave, SWSi TAFE Aboriginal Unit, Benevolent Society, MWLP, Break thru (DES provider), MTC Australia (JSA provider, Youth and Community).
MINTO ACCESS POINT

MAP strives to increase community connectedness and social inclusion so that each person feels valued and has the opportunity to participate fully in the life of the Minto community. This will mean that all community members will have the resources and opportunities to learn, work, engage in the community.

Minto Access Point (MAP) has been operating since February 2009. The project was the culmination of months of consultations, support and planning with MTC Australia, the “Working Together in Minto” group and Housing NSW.

To allow access to all services on offer, MAP operates on a membership basis with free membership available to the community. The MTC Australia Board and management continue to champion and support MAP, and fully fund the valuable service. MAP consists of one full-time staff and three amazing volunteers who all respond to the community need.

MAP continues to support volunteering and works with our volunteers to provide valuable work experience and access to training. One of our volunteers is currently completing a Diploma in Youth work, and is enjoying the challenge of the course.

MAP provides computers with free internet access, a free fax and phone for accessing training and employment opportunities, free counselling and legal service, and large training rooms.

MTC Australia has established partnerships with other service providers to give MAP members access to a wider range of free local services. For example, Tax Help operates at MAP and all appointments have been fully utilised with members appreciating the opportunity to have their tax lodged locally at no cost.

MAP membership continues to increase and is expected to be over 4000 by the end of 2014. Minto Access Point is a great example of how community based strategies can enrich the lives of communities.

At MAP, we encourage community members to fully participate in their community and provide a safe neutral space for the community to access. This year saw MAP nominated for a Community Group Initiative of the Year Award in the local Australia Day Awards.
MTC Australia launched MTC NILS (No Interest Loans Scheme) in September 2009 after receiving accreditation from Good Shepherd Youth and Family Services Victoria. 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 other essential household items. In addition, loan applications are also considered for other items or services that will lead to a better social outcome. NILS loans do not incur any interest charges or fees.

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

Between 1 July 2013 and 30 June 2014, MTC NILS gave 108 loans for essential household and other items. Of these loans, 28% were given to Indigenous clients.

### CASE STUDY

Applicant ‘A’ came to MTC-NILS in an anxious state requiring a loan for a fridge that was to replace her existing broken model. Having four children meant that preparing fresh meals and lunches for school without an adequate fridge was very difficult. Although she received a single parenting payment with complementary family taxes and other eligible subsidies that saw her with more money than many other Centrelink participants, her private rent for a property in Sydney’s Inner West left her with very little money at the end of the fortnight. When asked why she hadn’t applied for public housing, she said that she didn’t think she was eligible due to a past ‘incident’ she had with public housing many years ago that she was too afraid to deal with.

Since our policy states a requirement that ensures all loan applicants are reasonably up to date on their rent, she needed to rectify the issue before the loan could be approved. A few days later she contacted us sounding elated and explained how NSW Housing had no record of any money owing which meant there were no barriers to her going back on the ‘list’.

Applicant A has now received a new fridge and is poised to move out of her 2 bedroom flat to a premise earmarked to be much roomier and cheaper. The NILS experience for this lady once again demonstrated that a small positive action like applying for a NILS loan, can sometimes lead to beneficial long term life changing outcomes for an entire family.

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<tr>
<th>Category</th>
<th>Percentage</th>
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<tr>
<td>35% Fridges &amp; Washing Machines</td>
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<tr>
<td>29% Furniture</td>
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<tr>
<td>11% Other Electricals</td>
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<tr>
<td>8% Computers</td>
<td></td>
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<tr>
<td>6% Other</td>
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“Within three weeks of support from MTC Australia, I had gained multiple job trials and interviews, and within a month had found a suitable job for me in which I am ever so grateful for.

They really do want you to succeed.”
MTC Australia maintained our contract as a Job Services Australia (JSA) provider for the current financial year. The Employment Services division has continued to undergo changes throughout the year, with the main objective to improve our market share and performance in order to be a sustainable JSA provider for years to come.

Performance

Between 1 July 2013 and 30 June 2014, MTC Australia Employment Services placed 5,349 unemployed people into work or full time education. Of this cohort, 2,714 were employed for 13 weeks and 1,778 for 26 weeks or over.

The DEEWR star rating system measures provider performance. The system awards 5 stars to organisations that perform 40% above the national average. MTC Australia attained a > 3 star rating across all 16 sites with our Hornsby site attaining a four star rating. This remains a consistent and positive result.

As part of Employment Services, MTC Australia operates a Work Release Program.

There were 4 employers engaged for both male and female correctional centres this financial year. A total of 29 inmates were placed into employment, with 24 of these participants achieving 13 week outcomes, and of those 3, there have been three 26 week outcomes to date.

The results of the program demonstrate the positive impact on the lives of the inmates and their families, as well as on the communities into which they will be integrating. We regularly mentor the inmates on how to engage with people in the community, with a particular focus on inmates who have served long sentences and have low social skills.
We need to know how to speak and write English, and MTC Australia is the right place.
Throughout the 2013/14 Financial Year (FY), MTC Australia maintained its status as one of the most successful and innovative providers of the Skills for Education and Employment (SEE) Program. SEE expanded interstate with the opening of sites in Kilkenny (Adelaide, SA), Preston (Melbourne, VIC) and Narre Warren (Melbourne, VIC). MTC Australia is also on a panel of providers to further expand the program into Queensland and other areas of Victoria, South Australia and New South Wales. The potential to expand into these states would cement MTC Australia’s status as a national provider of the program.

MTC Australia’s goal in the 13/14 Financial Year was to successfully expand its delivery of the SEE contract beyond the Sydney metropolitan area and become a national provider of SEE. We successfully acquired three interstate Service Delivery Areas (Plenty VIC, Monash VIC and Western Adelaide SA) and opened full-delivery sites as a result.

Diversifying training delivery through the inclusion of workplace observation excursions, guest speakers from local industry and community as well as contextualising classes to meet shared needs and interests. A recent example can be found at MTC Australia’s Liverpool site, where the teacher established a common need amongst the class to obtain their Australian citizenship and facilitated practice tasks and sample exams to help them achieve this goal.

The creation of contextualised Pre-Training Assessment Kits and Assessor Manuals for clients from different backgrounds. These include Aboriginal & Torres Strait Islander peoples (ATSI), Non English Speaking Backgrounds (NESB) and English Speaking Backgrounds (ESB). Furthermore, our interstate PTA Kits have been contextualised with reference to local businesses, streets and locations.

Introduction of an online Learning Management System, Haiku. Haiku has been piloted at several SEE sites and the response from clients has been positive. Clients are able to access online learning content, engage in forum discussions with their fellow classmates and undertake activities which link directly to their Individual Training Plan.

MTC Australia’s sites have all been equipped with Google Chromebooks or iPads, which have been specifically provided to clients as a means of improving their ICT knowledge and skills, as well as using the latest technologies.

Network upgrade and Wi-Fi. All SEE sites have undergone a significant network upgrade which has resulted in the installation of Wi-Fi. Wi-Fi has allowed both teachers and students to access online content relevant to teaching and learning outcomes.

Overall, the 2013/14 Financial Year has reaffirmed MTC Australia’s commitment towards ensuring that its SEE clients are equipped with the requisite skills for further education or employment.
With the assistance of the QA Department, SEE added the FSK20113 Certificate II in Skills for Work and Vocational Pathways qualification to its scope of registration in September 2013. The qualification was implemented as a result of industry consultation with referring agencies and MTC Australia’s SEE teaching staff, and is particularly well-suited for delivery within the SEE program. A syllabus developed for this qualification is currently being piloted at SEE Parramatta with great success.

The training and assessment delivery strategy and complementary syllabus have been scaffolded in such a way as to accommodate for students with spiky profiles (ACSF 2-3). The syllabus focus is largely focused on job-seeking and employability skills and also includes a work placement component. Units of study include: Self-Evaluation; Considering the Job Market; Goal-setting and Decision-Making; Reading and Responding to Job Advertisements; Resume Writing; cover Letters; Telephone Enquiries and Cold-calling; Job Application Forms and Online Applications; Job Interviews; Applied Employability Skills; Numeracy at Work; Workplace Communication; Reading and Responding to Workplace Information; Writing for Work; and Workplace Health and Safety.

Contextualised training resources are sourced and developed by the MTC Curriculum Team. They are designed to include:
- Foundation skills (including employability)
- Job-seeking skills
- Vocational contexts

Through SEE’s commitment to deliver quality training and achieve the best outcomes for clients, a significant number of additional partial and full CSWE and CGEA qualifications were issued. The below tables provide the number of full and partial qualifications issued to SEE clients from both qualifications.

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<th>Full CSWE Qualifications</th>
<th>Partial CSWE Qualifications</th>
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<td></td>
<td>67</td>
<td>924</td>
<td>991</td>
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<tr>
<th></th>
<th>Full CGEA Qualifications</th>
<th>Partial CGEA Qualifications</th>
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<td></td>
<td>3</td>
<td>38</td>
<td>41</td>
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When Mehmet Topal first came to MTC Australia, he had struggled to learn English for years as chronic health conditions hindered the 47-year-old’s attempts; he had undergone two heart operations in the space of three years. Once a successful Physiotherapist in Turkey, Mehmet’s lack of language skills had left his job prospects limited since his arrival in Australia in 1993. Despite a severe heart condition and his doctor’s repeated advice to take it easy and rest at home, he chose to move on and embark upon a journey of self-improvement.

Mehmet undertook language, literacy and numeracy training provided by the SEE program at MTC Auburn. Mehmet joined MTC Australia on 25/03/2013 and had completed about 600 hours before he was withdrawn on 24/02/2014, to commence his preparatory year at UWS. During his time with MTC Australia, the training was tailored to focus on his reading, listening and pronunciation skills. Mehmet was taught how to locate information and use textual features to assist in comprehension of core topics.

Mehmet Topal’s commencement of his preparatory year at UWS is a tremendous achievement and a testament to his efforts and those of his trainer Bilal. According to Mehmet, it is Bilal’s understanding of his health situation and encouragement of him to participate in various class activities that kept him, as an extremely ill man, in the SEE Program. Mehmet enjoyed his learning journey with MTC Australia especially in Bilal’s class where the atmosphere is friendly and supportive.

Mehmet believes that it is the teacher’s encouragement that compelled him to pursue his ambitions.

“The encouragement I got from my teacher made me make up my mind to go and study at university.

“The course will come to an end in the next few weeks. I feel that this course has given me new lease on life and pave a the way for further opportunities and successes.”
The New Enterprise Incentive Scheme (NEIS) had a fantastic year, there were 214 places allocated to MTC Australia by the department for the year. There were a number of changes to the program during the course of the year, including a closer integration of the program with the rest of the education and training support team to manage processing of claims. The vocational training team now coordinate NEIS training on behalf of the mentors.

From a system perspective, NEIS was the first training program to be integrated into the new JobReady student management system. In addition to the rollout of the new system, all processes were also mapped and documented.

CASE STUDY

‘Jenny’* was 45 when she applied for the NEIS program. Having unexpectedly become the single parent and breadwinner for two children, she was no longer able to hold down her full-time job due to travel time and work hours that competed with her family commitments. She considered casual work as a last resort, but was concerned that low pay rates would lock her in to a long-term position of financial disadvantage. When introduced to the NEIS program, she realised that she could work for herself, have flexible working hours and set up her family for a much stronger financial future.

The NEIS course (plus input from the Trainer and her NEIS Mentor) gave her the time and tools to think clearly about her business aspirations. Using her bookkeeping skills as a framework for the first stage of the business, she worked hard on the marketing and business development and studied on weekends in order to further her qualifications and offer higher-paying services. Meetings with her Mentor helped to her to build confidence and compete for new clients. By the end of her NEIS year, our client had achieved business turnover of $29,500 (107% of her NEIS business plan budget) and by end of year two she had completed further studies and was qualified to offer tax returns, management accounting and business consulting services, turning over $69,100.

*name changed.
2013/2014 was a landmark year for Warakirri College that concluded with celebrations to mark the graduation of the college’s first cohort of students to complete the Higher School Certificate. This was a momentous achievement for these young people, who have faced great challenges during their lives. In some cases, they represented the first amongst their families to complete secondary schooling in Australia.

Earlier in the year, the College was inspected by representatives from the Board of Studies Teaching and Educational Standards (BOSTES) who confirmed the college’s accreditation to deliver HSC courses through to the end of Year 12. The College now has full accreditation to offer Stage 5 and all of Stage 6 through to 2017.

Another important milestone was receiving the approval from BOSTES to commence the Preliminary courses in November of the year prior to that in which candidates sit the HSC examination. This is a very significant decision that will benefit the college’s students who access the HSC via a compressed curriculum and a Pathways approach.

Towards the end of 2013, the decision was taken to close the original Parramatta campus and consolidate Warakirri College in the newer Fairfield Campus in Hamilton Road. The Fairfield campus was extended by about 30% and now includes 6 general purpose learning areas, a science laboratory, multimedia classroom, computer room, library, student and staff kitchens, a games area, student recreation spaces and staff facilities.

Enrolments towards the end of 2013 were encouragingly strong, fuelled by referrals from local schools and community organisations and a most successful Open Day that was featured on SBS television.

Student numbers continued to increase in the first half of 2014 rising to over 84 students. A new stream of HSC students was added so that the College now has 3 HSC streams and 2 Year 10 streams.

The College welcomed new staff members during the year, including a new Principal, two new teachers and a full time psychologist.

The College concluded 13/14 financial year on a high point with strong enrolment numbers, a refurbished and expanded campus, a new student management system, optimistic students looking forward to their HSC studies and strong support from the MTC’s leadership team, the youth team and the community. It was a year of significant change that resulted in the college having excellent leadership and an outstanding platform to deliver a great student experience.
CASE STUDY

“I came to Warakirri College because no other school would take me on. The teachers at Warakirri are different from other schools, because they actually care and I found that coming to school was fun. The teachers are amazing and they have helped me to achieve my HSC so I am now able to take up a traineeship in Children’s Services.”

“I enrolled at Warakirri College to complete my HSC. It is different from other schools because Warakirri provides a safe, friendly and well-structured learning environment for students, with friendly approachable teachers.”

What I found helpful was that there was understanding of certain circumstances and that all the teachers were willing to listen and help. My biggest success has been re-doing Year 10 and achieving more than I have ever achieved over my entire schooling.

The teachers and staff were remarkable and I am honoured to have met them and been taught by them. I am now taking away with me great friends and even better memories and experiences.

My experience at Warakirri has been unbelievably amazing, the staff are absolutely wonderful and there are not enough words to describe or explain how grateful I am to have been a student of Warakirri College. I’d just like to say a massive “Thank you” to all the staff and the ones behind the scenes that keep Warakirri College up and running. The world needs more places and people like you.”

“My experience at Warakirri has been unbelievably amazing, the staff are absolutely wonderful and there are not enough words to describe or explain how grateful I am to have been a student of Warakirri College.”
MTC Recruitment Limited (MTCRL) specialises in casual, contract and permanent positions in all white and blue collar industries. Over the past year MTC RL has been focusing primarily in increasing its brand awareness within the spaces that it operates. While still a work in progress we have seen some great achievements in this area with clients giving us regular positive feedback about us and our service, plus continually recommending us to other employers.

Our status as a social enterprise ensures that we are able to invest our surplus back into Community initiatives through MTC Australia. With access to over 27 offices throughout Sydney we are committed to providing tailored recruitment solutions. This point of difference to other recruitment agencies sees many companies coming to MTC RL as in turn fulfilling their social procurement needs.

**Highlights**

- Consecutive months of profitability.
- 0% staff turnover.
- Implemented a new data base allowing employees a more efficient way to recruit and communicate with both candidates and clients.
- Increased our brand awareness in the community.
- We are a recognised prefer supplier to many clients throughout Sydney.
- Well established teams in both Bondi and Parramatta.

**MTC Recruitment as part of MTC Australia is a social enterprise, which means we reinvest our surplus into high-impact community projects that make a difference in the lives of many.**