

# employment options

EMPOWERING PEOPLE

ANNUAL REPORT 2018



@EmploymentOptionsAust



@EmployOptions



Employment Options Inc. SA

## ***Our Mission***

**To contribute to equity and social justice in society by directly assisting disadvantaged people to plan and achieve their work or learning goals.**

## ***Our Vision***

**A community where everyone has the opportunity to achieve their aspirations.**

## ***Our Values***

**Innovation  
Connectedness  
Integrity  
Collaboration  
Respect  
Entrepreneurial thinking**

# From The Chair

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I am pleased to present the 2018 Annual Report for Employment Options on our 29<sup>th</sup> anniversary. We have a rich and long history of working with South Australians and I am proud of our achievements over past year.

This year, we finalised the 2016-2018 Strategic Plan to achieve success in all key result areas including:

- Improved end of financial year result.
- Diversified income sources to broaden the range of people we can assist and services we offer.
- Invested in innovative service design, prioritising engagement and impact for service users.
- Welcomed new partnerships and networks to strengthen our service delivery and opportunities to work collaboratively.

The Board has since developed a new Strategic Plan to set the direction for the next 2 years ensuring Employment Options continues its growth. We are mindful of the competitive nature of our industry and difficulties of short term funding cycles as we plan for the future. As we enter our 30<sup>th</sup> year as an organisation we have revitalised the theme of our Strategic Plan to be “together we help people grow, feel good about themselves and hopeful for the future” which I feel is incredibly important as we help disadvantaged people through challenging times.

The tough labour market in South Australia means we are looking to diversify our income sources, provide innovative solutions to assist transitions across the life span and build our capacity to provide opportunities for service users through engagement with industry and business. It is exciting to think about the possibilities this revitalised thinking will bring. We have also prioritised improving our digital and accommodation infrastructure for both services users and staff. It is important that the spaces used are welcoming and functional at the same time.

I would like to thank and acknowledge our staff and stakeholders for the work that they have done in supporting our organisation and the community we serve.

In closing, I would like to thank you also to the Board members for their unfailing support and commitment that has enabled Employment Options to continue to provide the best service we can with confidence in the governance of the organisation.

*“We have a rich and long history of working with South Australians and I am proud of our achievements over past year”*

*“together we help people grow, feel good about themselves and hopeful for the future”*

**Andrew Wood**

# From The CEO

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*“we continue to focus on being an innovative service designer”*

As my first year as the CEO comes to an end, I can only applaud the outstanding effort and commitment of everybody involved with Employment Options. We have more than doubled the number of people we helped this year including providing services to approximately 450 young people across South Australia.

We continue to focus on being an innovative service designer and were rewarded by exceptional results in Pathfinder which is funded under the Empowering Youth Initiatives Department of Jobs and Small Business. The feedback from participants and their case managers has been overwhelmingly positive with stories like this being shared:

*“Blake started the Pathfinder program quite quiet and withdrawn but as the program progressed he turned up early and was smiling and eager to participate. His case manager was amazed at Blake’s improved level of engagement and participation. She commented on how the Pathfinder program was fast forwarding the young people ahead of where she had planned them being at this stage in the year.”*

For me, hearing about participant success is rewarding and resonates why we are here. Thank you to the Pathfinder team and the team at Klevar for their continued support and innovation in the design of the Pathfinder program. Our partnership has gone from strength to strength and is a great example of a collaborative relationship. Thank you also to the Empowering Youth Initiative team at the Department of Jobs and Small Business. We receive fantastic ongoing support, which helps Pathfinder to be the success it is.

This last year has also been an exciting year of growth for our Youth Spaces. We improved service delivery and ensured exceptional case management and flexible learning programs. This work strengthened the use of experiential learning to engage our participants and build their confidence to tackle accredited learning. The increase in referrals and partner schools is recognition of the outstanding work being achieved at our Youth Spaces. We now work with 22 schools across the Adelaide metro and hills areas. There are challenging times working with this cohort, however the support we receive from the Department of Education, partner schools and other stakeholders makes it possible to achieve great results for our participants.

We implemented a new program called Youth-E for younger students who are at risk of disengaging from school. Feedback from participating schools has been overwhelmingly positive with new programs being booked.

Our Career Transition Services for the Department of Defence also continues to grow and be rewarding. Many of our clients are medically discharged and the transformation which occurs during their journey to the civilian world is remarkable to see. We have enjoyed a good partnership with the Defence Transition team and appreciate their ongoing support.

Even though the Successful Transitions program has not received further funding and will cease at the end of the financial year, we delivered the program in the Adelaide Hills and Murraylands for the past 3 years with amazing results. Successful Transitions is a 12 month mentoring program for highly disengaged young people who have not transitioned to education or work post school. Whilst being a small program it gained exceptional results with 100% training and employment outcomes this year. It’s no surprise when you consider the attendance rate averaged 85% over the year. We would like to acknowledge the great work of Katriona Kingsella at the Department of Human Services for her dedicated support to the Successful Transitions program.

We have exciting developments to announce for the 2018-2019 year. We were successful in gaining funding from the Department of Industry, Innovation and Science to develop and deliver the Expanding Horizons program. This program supports young girls aged 13-15 to explore STEM careers which we all know is a growth area in the future. The other area of development is Tomorrow Me – Living my Life for young people eligible for NDIS funding. This program will assist young people with a disability find meaningful work and live as independently as possible.

*“I feel proud to be leading our growth and have every confidence that it’s going to be a great year”*

The coming year brings new challenges, excitement and rewards. I feel proud to be leading our growth and have every confidence that it’s going to be a great year. Thank you to our staff, management and Board for their continued dedication and professionalism. Together we help people grow, feel good about themselves and hopeful for the future!

**Michelle Braham**

## Our Vision

A community where everyone has the opportunity to achieve their aspirations

## How we do it



## Where we reach



## Who we assist



## Youth Spaces

*From our new Youth Services Manager, Jo Stolz*

Since joining Employment Options in February it has been an inspiring journey working with an organisation totally dedicated to improving the lives of disadvantaged members of our communities.

In being able to further develop the solid foundation created by my predecessor John Coates, I thank him for the commitment he contributed to Employment Options and our clients.

Moving forward, the collaborative partnerships with our staff leaders and volunteers, work placement students, agencies and government departments, community and schools ensure young people and their families are best placed to achieve their aspirational goals.



*A client designed 3 3D printed nametags of nick names to take home to his family. The pride in learning use of equipment and creating a project builds success towards safe 'risk taking' in accredited learning.*



*Staff and volunteer on an excursion taking two clients interested in music and constructing instruments to the "Sound Garage".*

Employment Options Youth Space East (St Peters) and Youth Space West (Port Adelaide) support young people who have disengaged from school or other learning pathways. The learning and case management services provided are at the heart of successfully re-engaging targeted at-risk young people in learning and earning pathways.

Clients attend mainly through the Department of Education's Flexible Learning Options enrolment strategy (FLO) referrals. Other sources have included families and young people self-referring, NDIS agencies, Department for Child Protection and youth agencies.

In 2018, we have worked with 22 school sites and been consulted by several other sites and departments.

# Services

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Our caring, dedicated and professional staff provide a safe environment for young people to explore their strengths, address their barriers and engage with learning through the quality Youth Space case management.

With our strong reputation being on our highly successful Experiential Learning programs, we have also expanded the pathway focused learning opportunities to include accredited curriculum:

- core South Australian Certificate of Education (SACE) subject availability of Personal Learning Plan, Essential English and Essential Maths
- availability of other SACE such as Self-Directed Community Learning and Community Studies
- Duke of Edinburgh Bronze award
- Provided referral into individual VET certificates that is also recognised in SACE



*A client setting up 'his' workshop space to service a bike  
(the bike started to work after he had serviced it!)*

## Participant Story

Michael is a 16 year old young person that has not attended a school site for 2 years. Having high functioning autism his reaction to stress on school grounds would explode into anger.

The school provided staff support and many different programs however were not able to both engage and assist Michael regulate his emotion in the larger group environment.

Referred to Youth Space through NDIS, we ensured Michael stayed connected to his school and worked on experiential learning project alongside other skills he wanted, his family, his NDIS planner and his school also wanted.

Regularly attending 2 days a week, Youth Space has provided an environment that encourages Michael to increase his numeracy skills, reducing gaming use and improving sleep habits. Michael is also exploring further education and employment pathways into IT.

## Urban Arts



*Ottoway fence May 2018: Crime Prevention 2017-18 AGD funding: Youth Space Urban Arts program*

Funded through the Attorney Generals Department, Urban Arts project aimed to reduce graffiti vandalism in the Port Adelaide Enfield area and the Outer Harbour rail corridor. The program included formal information and informal discussions with young people 15-24 years of age around respect and caring for community spaces, increasing awareness on illegal activities and making more appropriate choices.

Urban Arts provided a rolling intake to 23 disengaged young people in a program delivered on average 1 day per week. Facilitated by paid recognised artists, local stakeholders and a Steering Committee worked on identifying appropriate projects in the western area amidst changing timetables of railway closures. Oceanview College, within these council areas, also identified local stobie poles near the school being affected.

Young people participated in activities that developed skills in art production. They designed, learnt artistic techniques, created small urban art pieces they displayed and then kept. Young people also planned and produced murals in high graffiti areas in Osbourne and Taperoo. Oceanview students worked on stobie pole panels that will be installed in the high traffic areas later this year. The program identified several young people wanting vocational pathways into the Design, Arts and Furniture Construction industries.

### Participant Story

Michelle is a 21 year old artist who reported low self-esteem and confidence in her abilities. She continues to work part time in retail on varying shifts.

Art is her passion, but in living independently she had neither the funding to purchase materials, public spaces to legally contribute her art to nor other areas to explore and practice her talent.

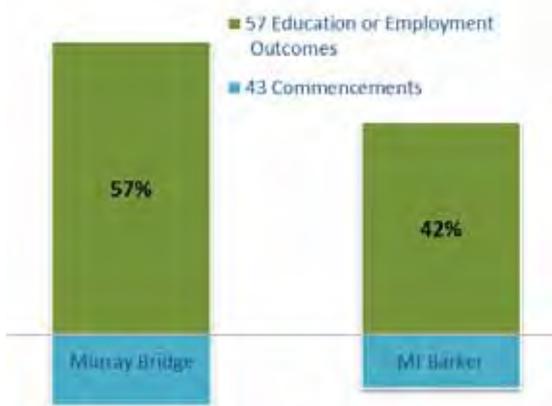
Along with creating small pieces, the public mural and developing her skills, since taking part in Urban Arts Michelle has enrolled in the Adelaide College of Arts in a Certificate of Graphic Design.



*Taperoo Victoria Rd Stobie Poles*

## Successful Transitions

### Participant Outcomes



The Successful Transitions (ST) program delivered in Mt Barker and Murray Bridge has been continuing to provide mentoring, one on one support and case management to young people aged 17-24 who are disengaged from education, training or employment and funded by the Department for Communities and Social Inclusion.

In the past year Successful Transitions has continued to support vulnerable people with special needs in the Mt Barker and Murray Bridge council areas. 57 clients have been referred to the program with 43 commencements, a combined 57 training and employment outcomes have been achieved. Attendance rates have been excellent with 85% average attendance. 13 young people have gained a learners permit and 5 gained a provisional licence.

### Participant Story



An update on our participant Jayden from last year is that over the past twelve months Jayden has continued to volunteer at the council and the community nursery, where he is highly respected for his work ethic and commitment to helping others.

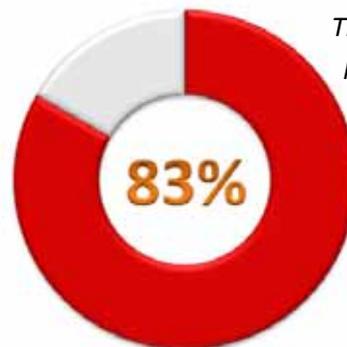
Jayden's confidence in driving on his own has slowly risen and he is now capable of attending his appointments with Disability SA etc. on his own without any support.

Jayden is continuing to gain new skills and knowledge from partaking in Horticulture and Agricultural training developed for people with special needs, this is an area of interest for him and he sees this as an area of employment to pursue in his future.

Jayden is also participating in our Independent Living Skills program so that one day he will be able to look after himself and live independently and this will give him the best opportunity to get the most out of life.

## In Motion Program

Having a drivers licence increases the ability for young people to participate in a wider variety of employment and training opportunities and become financially independent. The In Motion and Rural City of Murray Bridge Driving programs includes an experiential education program to support participants to understand the road rules and legal requirements to gain a learners permit and a provisional driver's licence. Participants are mentored and supported depending on their individual needs and life challenges.



Thanks to:  
*The Rural City of  
Murray Bridge*

**22** clients commenced their Learner's permit training

**13** passed their L's tests

**6** clients commenced the driving program

**5** have gained their P's

### Participant Story

An update on our participant Clinton from last year is that he has now gained his provisional drivers licence and also gained his first job. Without the support of the Successful Transitions program both of these outcomes would not have been possible.



Ongoing mentoring throughout the past year has seen Clintons driving skills and self-confidence grow, he achieved his seventy five hours of driving experience with the help of the Program Coordinator and although it took two attempts to pass his driving test, Clinton is now in a position to achieve so much more in life.

Clinton now has his own car and with his new job application skills has gained employment at the Tailem Bend race track preparing the site for upcoming events and races. He regularly contacts the coordinator to say thank you and inform on his new achievements.

## NDIS Pilot Training Program

Over the past 6 months Disability SA has referred two clients with special needs in the Murray Bridge council area.

The clients have been referred to the NDIS “Tomorrow Me” program with the intention of addressing their Independent Living Skills and preparing them to look after themselves in the near future, as both clients live with their separate grandparents and need training and support if they are to be able to look after themselves and live independently.

Both clients are also interested in horticulture and agriculture and have started foundation skills training in this area of interest.

Career exploration and looking at suitable employment pathways is an important part of this program for these two young men who have ASD.

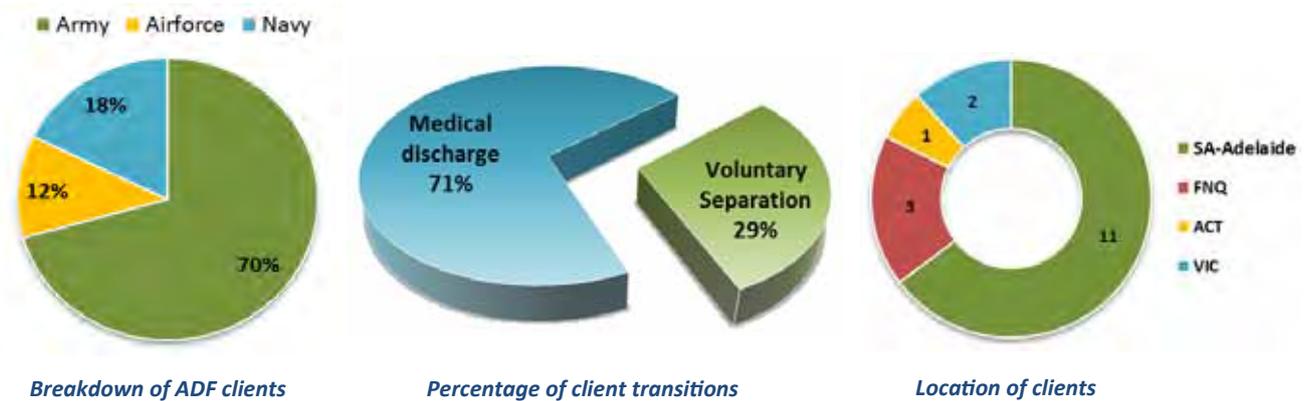


# Services

## Australian Defence Force – Career Transition Management Services

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

On the 5th to 6th of June, we joined approximately 50 other participants in Canberra at a workshop looking at the future of transition support. The workshop was facilitated by U-Collaborate and was an amazing experience to be part of. The transition needs of Defence Personnel were examined from recruitment to retirement and covered all aspects such as career, education, finance, family and wellbeing. We look forward to seeing the next version of transition support.



## Pathfinder Program Empowering Youth Initiative



Pathfinder – Game Your Career

In 2017 Employment Options was successful in securing a grant from the Department of Employment through their Empowering YOUth Initiatives to develop and deliver Pathfinder.

PATHFINDER is an interactive career exploration game. Young people take part in virtual and real-world activities to increase their motivation and develop employability skills to build their confidence and ability to enter the workforce. Pathfinder incorporates gamification principles to engage and motivate participants to set and reach their goals. Participants undertake online activities and self-directed learning. Pathfinder excursions and industry tours will enrich career exploration and informed job search.

The sessions are facilitated by a qualified Career Practitioner and Mentor, with support provided throughout the program in collaboration with the Young Person's Job Active Provider, case manager and/or School. There are 4 levels of the game: Explorer, Researcher, Planner and Builder.

Between July to September 2017, Team Pathfinder worked with Team Klevar (our EdTech contractor) to scope out, develop and build the technological platform that underpins the Pathfinder Game. Concurrently, our team was writing content, fitting out Pathfinder HQ, selecting and preparing the digital and technology devices and resources, developing the branding and building relationships with potential partners and stakeholders to facilitate referrals. It has been nothing short of amazing and a very rapid implementation.

Pathfinder's inaugural program kicked-off in October 2017 with a wonderful group of Young People from HYPA's 'Transition To Work' (TTW) program at Elizabeth. A total of 186 participants commenced Pathfinder to end of June 2018.



We partnered with several schools including Seaton, Birdwood, Mt Barker, Voc College and Oakbank to deliver Pathfinder in their school. We also partnered with Maxima and delivered Pathfinder to their DES Clients at Mt Barker, Noarlunga and the CBD. In Partnership with Mission Australia delivered Pathfinder in Seaford. We delivered Pathfinder Workshops to young people at an Epilepsy Centre Youth Camp and the Afghan Youth of SA Career evening.

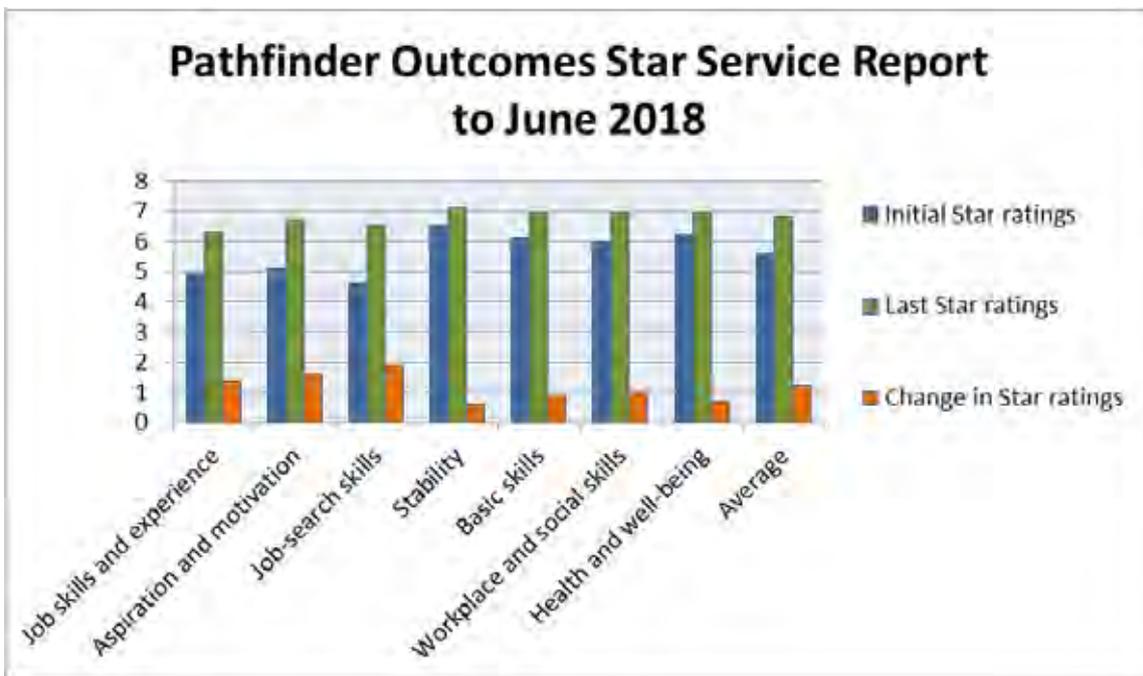
During this year we delivered 19 Pathfinder Professional Development Workshops to over 200 providers and educators. We presented Pathfinder at 6 expos, 3 conferences and 13 Employment Provider Forums. We met face to face with 42 organisational leaders and operational staff to discuss and present Pathfinder to them.

# Services



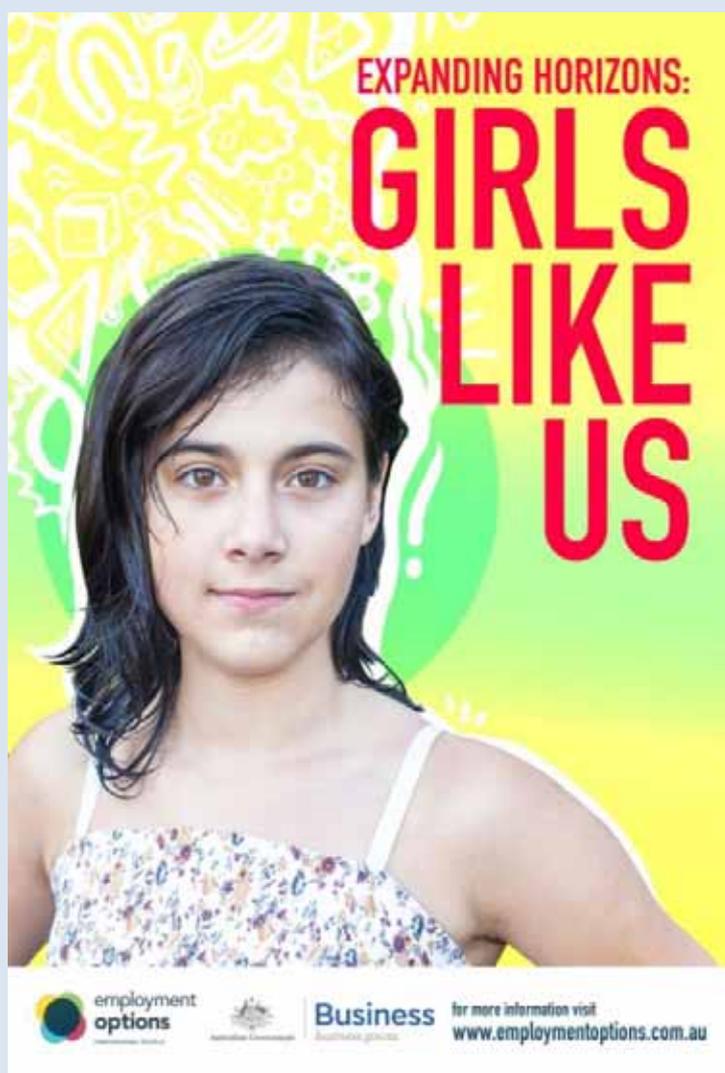
Pathfinder has delivered incredible results which are evidenced by using the Work Star holistic tool, pre and post the Pathfinder program. Workstar is an internationally recognised assessment tool which measures change on a scale of 1 to 10 on a five stage journey from 'stuck' to 'self-reliant'.

The table below demonstrates the percentage of clients who experienced an increase in the seven key outcome areas. The highlighted rows are the focus areas for the Pathfinder Program; however, positive outcomes were achieved in other areas also.



## Expanding Horizons – Girls Like Us

Employment Options has been successful in receiving funding from the Australian Government, Department of Industry Innovation and Science as part of the Women in STEM and Entrepreneurship (WISE) to deliver our Expanding Horizons Program to Year 8 and 9 girls in Eastern and Western Adelaide.



The Women in STEM (Science, Technology, Engineering and Mathematics) and Entrepreneurship program encourages women's participation in STEM education and careers and in the broader innovation ecosystem focussing on entrepreneurial activities and careers.

Our Expanding Horizons Team will engage with 80 girls in Year 8 and 9 across 8 schools in Eastern and Western Adelaide, from low socio-economic backgrounds to participate in a 10 week experiential learning program. Families will also be invited to be involved. Our plan is that each week the girls will participate in a 2hr workshop delivered at the school and there are a couple of excursions planned during the program to further enrich the learning experience. Our Expanding Horizons Coordinator will facilitate the program with schools and girls and will be supported by our STEM Mentors.

Participating schools include Henley High School, Ocean View College, Charles Campbell College, Marryatville High School, Seaton High School, Underdale High School and Norwood Morialta High School.

We also have expressions of interest from Avenues College, Woodville High School and Findon High School.

We will engage with leading female STEM professionals, academics and entrepreneurs to provide experiential learning workshops for your

girls such as Design Thinking. Over the ten weeks, girls will journey through learning to engage – explore – solve – collaborate – research – aspire – and celebrate exciting STEM Pathways.

The program is FREE for schools to host and FREE for girls to participate in. Expanding Horizons will kick off in October 2018 and finish in December 2019.

# Our Supporters

As a charitable organisation we rely on funding and other forms of income support to deliver our services to as many people requiring assistance as possible. We are grateful for the support and close collaboration with the following organisations.

## Federal Government



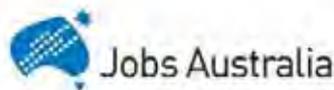
## Local Government



## South Australian Government



# Our Memberships



# Collaborative Partners



Independent Learning Centre

Adelaide Hills Vocational College

secondary schooling in an adult learning environment



LE FEVRE HIGH SCHOOL



South Coast Nurturing Centre

Smartway Driving School



Morc's Driving Instruction



## 2017-18

### **Andrew Wood - Chairperson**

Andrew has been a Board member since 1999. He has had broad management experience, especially in large not-for-profit organisations, and has owned and operated his own businesses. His qualifications include Cert IV Training and Assessment, and Grad Cert in Organisational Management. Andrew is an HACCP (Food Standards and Safety) auditor and trainer, he is also a Justice of the Peace.

### **Michael Coulsen - Deputy Chairperson**

Michael has been a Board member since 2007. He is the owner/director of an RTO, which has been running for 17 years. He has extensive knowledge and experience in RTO Operations and Management, qualifications in Horticulture (BSc) and Adult Education (B Ed), and has trained students in horticulture for over 20 years. He is also a volunteer for the Cancer Council.

### **Trish Crosby - Treasurer**

Trish has been a Board member since 1999. She is a partner in TJ Consulting Services, providing Management Systems consulting, specialising in Quality, Integrated Management and Food Safety Systems to accreditation standards, and support with ISO compliance.

### **Vivienne Barker - Member**

Vivienne has been a Board member since 2010. She has held the role of Executive Officer of Southern Volunteering (SA) Inc for 11 years and has 11 years previous experience in Employment Services in both WA and SA. Her qualifications include Adv Dip Community Services and she is the honorary Secretary of the Strathalbyn Neighbourhood Centre.

### **Michelle Braham – Employment Options CEO**

Michelle joined Employment Options in 2007 and has had several different roles during this time. She is the current CEO, and has a broad range of skills and experience in management, governance, human resources and in the establishment of services for young people and those seeking career assistance. Her qualifications include Graduate Certificate in Career Development, Diploma of Human Resources, Diploma of Management, Certificate in Public Sector Management, Certificate IV in Career Development and Certificate IV in Training and Assessment. Prior to joining Employment Options, Michelle was employed by the Northern Territory Government.

### **Jacqui Coates - Member**

Jacqui joined our Board in 2016 and is a young social entrepreneur. Jacqui provides coaching and mentoring in financial assistance to areas of management practices to householders. Jacqui's qualifications include a Diploma in Quality Auditing, Certificate IV Business Practice and Certificate IV Paralegal Studies. After a tragic road accident within the local community, Jacqui and her family developed the 'T for Tourist' plates program to place identifying plates on tourists' cars to show they are unfamiliar with local roads.

# Our Team

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As Employment Options continues to grow, the following staff members have contributed over the past financial year in providing opportunities for our participants to work towards and achieve their goals:

- Michelle Braham – CEO
- Steve Colquhoun – Finance Contractor
- Sasha Dragovelic – Manager Pathfinder Program
- John Coates – Youth Programs Manager
- Jo Stolz – Youth Services Manager
- Christina Sandberg – Career Practitioner
- Chloe Varley – Career Mentor
- Greg Nichol – In-Motion Coordinator
- Vanessa Spargo – Office Manager
- Carly Morris – Youth Space Case Manager
- Lynn Hennessy – Career Practitioner
- Kacee Heidt – Career Mentor
- Rob Sanders – Youth Space West Case Manager & Site Leader
- Rachel Williams – Youth Space East Coordinator
- Jesse McKay – Youth Space Case Manager
- Mitch Villani – Youth Space Case Manager
- Paul Newman - Youth Space Case Manager
- Leah Wilkins – Career Mentor
- Sandra Burner – Career Development Contractor
- Alex Barr – Youth Space East Coordinator
- Fiona Harley – HR/Administration Officer
- Amanda Emery – Finance/Administration Officer

**There is no "I" in  
Team, but we sure  
are glad there is "u"  
in our volunteers!**

## Our Volunteers

Our volunteers have contributed towards our programs' ongoing successes by providing valued support to our participants by donating their time, expertise and knowledge:

- Paul Millar
- Lynn Hennessy
- Susanne Barrett
- Maud Palmieri
- Richard McLay
- Steven Glass
- Thomas Rhodes
- Smiler Te Ao
- Philip Hind

## *Student Placements*

- Pardeep Singh
- Emily Morgan
- Jesse McKay

# Our Locations

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## Head Office

Unit 5/122 Princes Highway  
Nairne SA 5252  
(PO Box 230)  
Ph: 08 8388 6600

## Pathfinder HQ

197B Payneham Road  
St Peters SA 5069  
Mob: 0448 852 734

## Youth Space East

197A Payneham Road  
St Peters SA 5069  
Mob: 0459 933 555

## Youth Space West

20 Divett Street  
Port Adelaide SA 5015  
Mob: 0459 933 555

## Successful Transitions

**Murray Bridge TAFE**  
Swanport Road  
Murray Bridge SA 5253

**Mt Barker TAFE**  
Dumas Street  
Mt Barker SA 5251  
Ph: 08 8388 6600  
Mob: 0427 667 175

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