



***ANNUAL
REPORT
1999 – 2000***

Member of
 **JOB futures**
THE NATIONAL EMPLOYMENT NETWORK

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The Organisation

MTC WORK SOLUTIONS, incorporated as Marrickville Community Training Centre, has been operating since 1992 as a non-profit community based organisation committed to assisting people to gain employment, skills training, job search assistance and career planning. MTC Work Solutions has a particular focus on assisting those most disadvantaged in the labour market.

MTC Work Solutions operates as a licensed recruitment agency servicing a wide network of employers and businesses. As a Registered Training Organisation (RTO), MTC Work Solutions provides vocational and pre-employment training, and training for traineeships.

MTC Work Solutions operates in the Inner West and South West areas of Sydney, with offices in Marrickville, Leichhardt, Bankstown, Belmore, and Lakemba.

MTC Work Solutions is a founding member of JOB *futures*, the national network of non-profit employment service providers. As a sub-contractor to JOB *futures* MTC delivers three types of Job Network services – Job Matching, Job Search Training and Intensive Assistance.

Our Mission

To be recognised as a provider of high quality and innovative employment solutions that improve the prosperity within the communities with which we work.

Our Goals

1. Provide services that match jobseekers with employment opportunities.
2. Assist those most disadvantaged in the labour market to overcome barriers to achieving their employment aspirations.
3. Initiate activities that generate increased employment opportunities through enhanced economic and labour market performance.
4. Actively engage community groups and employers in developing employment solutions.

Organisational Management

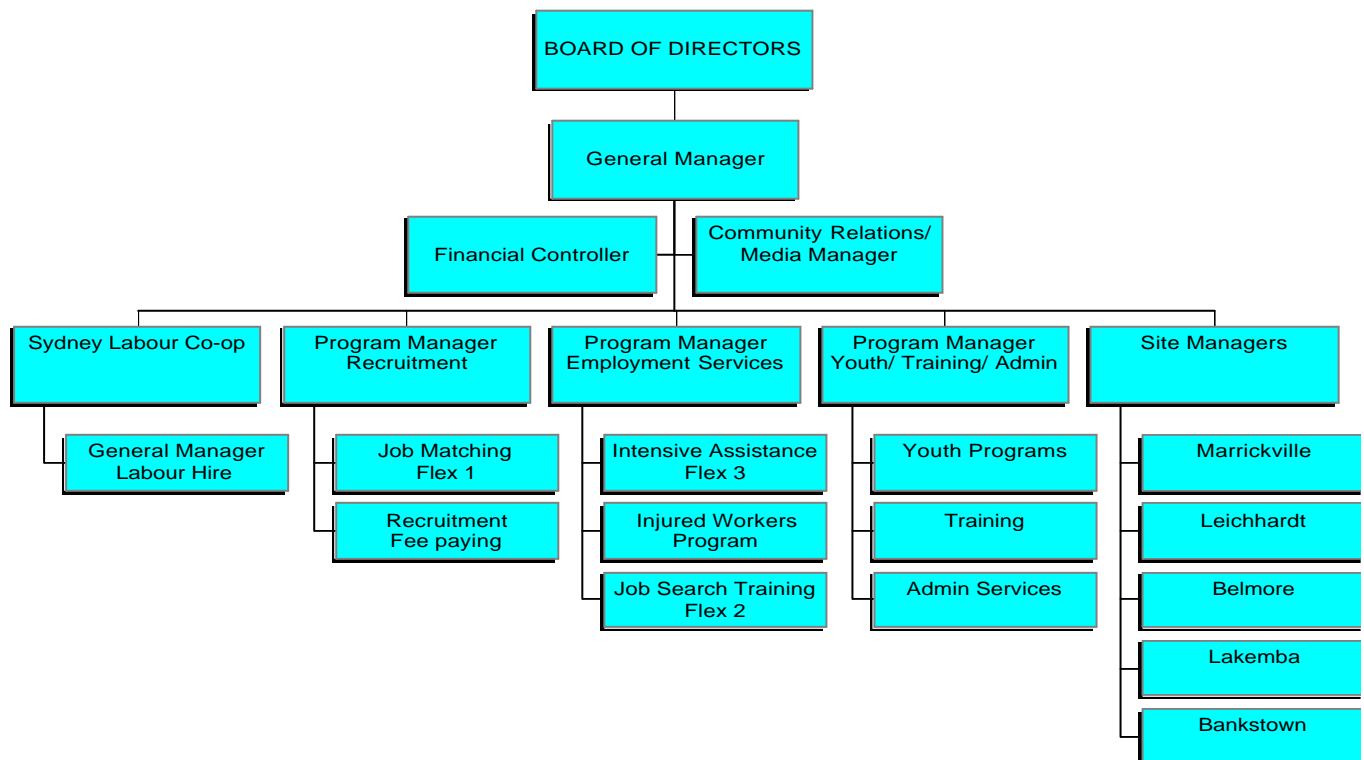
MTC Work Solutions is governed by a Board of Directors consisting of 5 members who meet monthly.

The executive functions of the organisation are managed by the General Manager, assisted by the Program Managers and Site Managers. The Finance Manager oversees all income and expenditure. The Community Relations/ Media Manager coordinates all community liaison and promotional activities.

The main divisional business units are Recruitment, Employment Services, Youth Services, Training, and Admin Services.

At 30 June 2000 we employed 62 permanent staff, as well as several casual administrative and training staff.

Organisational Structure



Highlights & key events 1999 – 2000

July 1999	<i>Circuit Breaker refunded July 1999 – June 2000</i>
August	<i>Jobs Pathways Program contract commences</i>
September	<i>Work for the Dole “Career Ahead” project commences Appointment of Community Relations and Media Coordinator</i>
October	<i>Employer function at Sydney Superdome Staff Planning Day</i>
November	<i>Annual General Meeting Launch of Jobs Pathways at Village Cinemas</i>
December	<i>Announcement of increased contract under Job Network 2 Announcement of successful Community Work Coordinator Work for the Dole tender Mature Workers Program commences</i>
January 2000	<i>New Work for the Dole contract commences New Apprenticeship Access Course commences</i>
February	<i>Computer training facility established at Belmore Preparations for Job Network 2</i>
March	<i>Commencement of Second Job Network contract English, Computer Power, and Work Prep classes commence</i>
April	<i>Bankstown and Lakemba Offices relocate to new premises Head Office functions relocates to Illawarra Road</i>
May	<i>Office Admin Certificate III course commences</i>
June	<i>Workplace Trainer Assessor Certificate IV course commences</i>

General Manager's Report

The 1999 – 2000 year has been one of continued growth and consolidation for MTC Work Solutions.

Our resolve to make a success of our Job Network in 1998 / 1999 was rewarded with an increased contract in the second tender round. This not only doubled our level of business, but more importantly allowed us to deliver the 3 programs in Job Network services at all five sites. The increase required some significant adapting, as we set about in January / February to recruit more staff, relocate the Lakemba and Bankstown sites to larger premises, and refine our operating systems and procedures.

At the same time, we have increased our capacity to service those in our community who are not eligible or suitable for Job Network Services. In October we commenced our first Work for the Dole project, which within a few months had burgeoned from a small contract to place 50 people into work experience to a joint contract to assist over 750 clients across the Inner West and Canterbury Bankstown. Another new service began in December when we commenced the Mature Workers Program to assist Jobseekers aged 40 and over. And in July 2000 we will launch a specialist service to place skilled migrants into employment.

A renewed appreciation of our community focus, and the appointment of a Community Relations and Media Coordinator has added to the success of our programs and enabled us to develop strong partnerships with other service providers for the benefit of our customers.

Our Youth Division has experienced considerable growth, with the renewals of our Jobs Pathways and Circuit Breaker programs, and a number of locally developed initiatives to service disadvantaged and at risk young people.

Training also enjoyed a resurgence as we improved our resources, developed new work preparation courses and delivered several vocational training courses.

All this could not have been achieved without the determination and innovativeness of our staff who have provided a standard of service delivery of which we can be proud. As a consequence of their hard work and the ongoing commitment of the Board, MTC Work Solutions is now a major provider of community services in the region encompassing the Inner West and Canterbury Bankstown.

Chris McGuigan
General Manager

Now in its third year as a Job Network member, MTC Work Solutions continues to provide Job Matching, Job Search Training, and Intensive Assistance to long term unemployed and other disadvantaged people in the labour market; to sustain their self esteem and confidence to enable them to find and retain employment or further education and/or training.

Job Matching

MTC Work Solutions has performed extremely well in the past 12 months, having placed more than 1880 job Seekers into work, achieving 57% of total placements made by JOB *futures* Sydney members.

Our dedicated team of Recruitment Consultants serviced more than 3000 job vacancies listed by over 1300 employers. 36% of placements made were into full time jobs, with our own post placement surveys revealing that a further 15% of those job seekers employed part time or casually stay on in the job to become permanent within 6 months of commencement.

65% of placements were eligible Job Match placements. Intensive Assistance (Flex 3) clients and Job Search Training (Flex 2) clients accounted for 35% of placements.

Job Matching statistics for MTC Work Solutions 5 sites are as follows:

Site	Total Placements	Eligible Placements	Permanent Full time Placements	Paid Placements
Belmore	229	180	106	169
Lakemba	401	284	137	271
Bankstown	207	122	83	104
Leichhardt	456	235	165	207
Marrickville	590	396	186	349
Total	1883	1217	677	1100

A variety of marketing and operational strategies have been implemented to attract employers to list their vacancies with us and to deliver a quality service that responds to the employers needs to ensure continuous business relationships. Of the vacancies listed with us in the last 12 months, 58% resulted from our marketing activities, with the remaining 42% having come from word-of-mouth recommendations and from existing customers. The vacancies we have collected reflect both the spread of employers in the area we service and the needs of our job seekers. Placements by industry are as follows:

New Apprenticeships are still a major source of business for MTC Work Solutions, representing 9% of all the jobs we have filled.

Job Search Training

Job Search Training (JST) is an individually tailored service which is aimed at assisting unemployed job seekers to develop their job search skills and find on-going employment.

Job seekers who participated in JST at MTC Work Solutions in the past 12 months have had the opportunity to work on a range of skills including:

- writing and updating their resume, preparing job applications,
- obtaining references,
- following up leads and approaching employers,
- preparing and practicing for job interviews.

These and other JST activities were designed to give job seekers the skills and confidence to perform well when marketing themselves to employers.

The JST Consultants worked out with individual job seekers those areas of their job search skills which most need development and negotiated an individual program that managed to build up those specific areas over the 15 consecutive days of support.

Jobseekers were also given access to telephones, computers, photocopiers and other office equipment when preparing job applications and resumes, and the Internet and newspapers when searching for suitable jobs.

In the past 12 months the Job Search Training program has assisted 1330 jobseekers which is 107% of the yearly contracted numbers and 36% of the total contracted numbers.

Our major challenges continue to be firstly, finding employment for those most disadvantaged Jobseekers, particularly amongst the high NESB population of Belmore, Lakemba and Bankstown, and secondly, motivating those able but often unwilling to take up available employment opportunities, and finally, converting those employment placements into outcomes.

Job Search Training Statistics for MTC Work Solutions 5 sites are as follows:

Site	Outlet Capacity	No of Referrals	No of Commencements	Exits
Belmore	760	822	265	478
Lakemba	570	636	248	401
Bankstown	570	714	217	395
Leichhardt	860	931	259	457
Marrickville	956	781	341	460
Total	3716	3884	1330	2191

Intensive Assistance

Under Job Network, Intensive Assistance is the most personalised and intensive form of assistance to Jobseekers. It provides individually tailored help to eligible job seekers who are long term unemployed or disadvantaged in the labour market. Jobseekers referred to us during the year required a wide range of services, assistance and support to obtain and retain a job. To overcome barriers to employment, MTC Work Solutions provided:

- Vocational training;
- Work experience;
- Training in literacy, numeracy or English as a second language;
- Employer incentives;
- Post placement support; and
- Fares, clothing and equipment to secure employment.

In the past year MTC Work Solutions assisted 1807 long-term unemployed clients through the provision of supported job placement, jobsearch and vocational skills training, counselling and advocacy services.

Our consultants continue to develop and deliver suitable interventions to address the major barriers to employment faced by referred clients, leading to supported placements in sustainable jobs. The client base at the 5 sites reflects the disadvantages faced by jobseekers in the local labour market. These include long periods without any paid employment or with sporadic work history, lack of written or spoken English, outdated skills, social or cultural isolation and low self-esteem.

During the year our Intensive Assistance team achieved 468 potentially payable and 1669 non-payable outcomes, resulting in 132, 13-week interim claim and 62, 26-week final claim. Statistics for the 5 sites are as follows:

Site	Number Commenced	Potentially Payable	Non - Payable	Interim	Final
Belmore	312	65	281	12	8
Lakemba	254	63	283	16	3
Bankstown	283	70	301	18	5
Leichhardt	348	121	294	51	25
Marrickville	610	149	510	35	21
Total	1807	468	1669	132	62

Our major challenges continue to be working individually with jobseekers to prepare and equip them for re-entry to the workforce. Consultants are working closely with local businesses and community networks to identify and develop appropriate employment opportunities for our clients. Initiatives with employers include coordinating tailored induction programs, funding on-the-job skills training, negotiating incentive bonuses for long-term placements, and finally, applying appropriate post placement support strategies to convert potentially payable outcomes into 13 and 26 week outcomes.

This year has seen a dramatic increase in the amount of training activities conducted by MTC, due in large part to a renewed focus on the principal place of training in our business. Following the demise of SkillShare our attention had moved to employment placement, but in 1999 the Board recommitted the organisation to being a provider of quality training by which we assist people to improve the quality of their lives. Considerable time and resources were deployed to establish the systems and infrastructure necessary to deliver accredited training.

VETAB Compliance Assessment

As part of this strategy our VETAB Compliance Assessment was conducted by the NSW Department of Education and Training (DET) officials in February 2000. As a result of our successful passage through this quality assurance process our status as a Recognised Training Organisation (RTO) was extended for a further three years. More importantly, it allowed us to tender to DET to deliver the new range of Training Packages that have superseded the old training curricula for most industries.

Computer Training Facility

Another important step for our training division came in January 2001 with the establishment at our Belmore site of a computer training facility, comprising 15 networked PCs. This has enabled us to provide training for customers of existing programs, as well as develop and support new business opportunities. Following installation and trialing, the facility was fully operational by March with a full schedule of training booked to support our various programs as well as income generating services.

Preparation for Work

With changes to the requirements of the Intensive Assistance contract and an increasing demand from our other programs for work preparation classes we successfully planned and implemented an ongoing series of workshops including:

- *Computer Power* – 3 week course developed by our computer trainer Peter Rhodes combining basic computer skills and job search.
- *English for Work* – 12 week program delivered by our newly appointed ESOL teacher Mary Cunneen to prepare NESB clients for employment.
- *Preparation for Work* – regularly conducted at each site by our Employment Consultants for those returning to the work force after an absence.

Vocational Courses

We also focused our attention on vocational training for young people with the commencement in January of an 8 week *New Apprenticeship Access (NAAP)* course funded by DETYA and contracted through Group Training Australia. This pre-vocational course provided introductory training for 15 young people in office and retail

skills, with the aim of preparing them for entry to traineeships. Many of the participants were referred from our Jobs Pathways Program. Positive outcomes achieved by the course included placement into jobs, or further training or return to school, and a further pre-voc course has been planned for the second half of 2000.

A 20 week course in *Office Administration (Certificate III)* commenced in May using the new Office Admin Training Package. Of the 15 participants who completed the course, 14 gained employment.

Commencing in June, we launched our first ever *Workplace Trainer Assessor (Certificate IV)* course. With the current high demand for this course we had no trouble filling the 15 places, many of which went to people recruited through our advertising. The course used a flexible delivery model with much of the work completed by assignment.

Outplacement Training

Our work under the NSW Forestry Industry Structural Adjustment Package continued this year with contracts to deliver out placement training for retrenched timber workers in Newcastle, Eden and Bombala. Training was based around Workplace Communication and Job Search Skills. Employment Consultant Lenore Walker who has delivered several courses for TRAIN was the trainer and through her intensive post placement support was able to help several of the participants enter employment.

Small Business Training

MTC was one of about 12 Registered Training Organisations that successfully tendered to The NSW Department of Education and Training to deliver a pilot training scheme in South West Sydney. Nominated small businesses were provided with a Training Voucher that could be redeemed for \$500 worth of training services. Our own program centered on the Bankstown airport area, where we provided training for over a dozen small businesses in computing, sales and marketing, customer service, and small business management.

Traineeship Training

Providing on-the-job training for trainees is a competitive business that we have had some success with and that we continue to market to all our employers. In the 1999 / 2000 year we have trained over 20 trainees. In order to increase the number of trainees for whom we deliver training, we have recently added Office Admin Level IV and the Small Business Traineeship to our scope.

Our youth division enjoyed a rapid expansion this year with the establishment of a number of important services to complement our ongoing contracts to deliver the Jobs Pathways and Circuit Breaker programs. The appointment of a Youth Programs Coordinator has enabled us to develop new initiatives and form alliances with other providers.

Having previously assisted young people on community service orders through the Marrickville Community Nursery, we continue to work closely with Juvenile Justice to help young offenders. Local youth refuges including St Vinnies for youth, Nick Kearns House, and Kingston House have also referred young people to us for assistance to enter employment or training or return to school. While the ultimate objective has been to place clients into employment and training, much of the ground work involves addressing multiple barriers including homelessness, drug and alcohol addiction, poor literacy and numeracy, and history of abuse.

We have also linked up with police local area command centres who refer young offenders or those at risk of offending to us.

Bankstown

With the opening of MTC Work Solutions' Bankstown office in June 1999 we quickly moved to make our services accessible to young people of the area. Our community development worker has played a pivotal role in developing relationships with key players in the area in particular Bankstown council, PCYC, Bankstown Multicultural Youth Service. Through these connections and our representation on the Bankstown Workers with Youth Network (BWWYN) we were invited onto the steering committee of the Bankstown Youth Café, a drop in centre for young people due to open in January 2001.

Mentoring

Another initiative MTC Work Solutions has been involved in is a youth mentoring project developed as part the youth crime prevention strategy sponsored by the Bankstown and Canterbury councils.

MTC Work Solutions has offered to coordinate the project from early 2001.

Circuit Breaker

Now in its third year of operation, the Circuit Breaker program, assisted 72 students in the 1999 / 2000, again exceeding the number the contract target of 50 students. Two 26 week courses were conducted for year 9-12 students from Belmore Boys and Wiley Park Girls High schools offering a variety of activities including:

- Coaching in Maths/English, literacy/ numeracy, and homework help to assist students to stay at school and complete their studies.
- Recreational workshops and activities aimed at developing social skills, teamwork, self-esteem, and creative thinking. Some of the activities successfully completed this year are indoor rock climbing, jewellery making, multicultural cooking, self-defence and a Theatre Sports workshop facilitated by the Shopfront Theatre Group.

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- Career and job skills workshops on career planning and goal setting, resume writing, interview techniques etc. to assist students to make sound career choices based on up to date information and advice on employment, education and training opportunities.
 - Various industry employment and training related excursions.

The support of Canterbury Council continues to benefit the program with the provision of rent-free premises in the Belmore Youth Resource Centre, where we work closely with other youth agencies to service disadvantaged youth in the area.

The Department of Education and Training has this year conducted a thorough review of their youth programs, and we expect to be tendering for service under a revised framework to commence in 2000. The existing Circuit Breaker contract has been extended for a further 6 months until December 2000.

Jobs Pathways Program

In August 1999 MTC Work Solutions was granted its second contract to deliver the Jobs Pathways Program for the Department of Education, Training and Youth Affairs. This allowed us to build on the extensive work we have done over the past 6 years with local high schools in the Inner West and Canterbury Bankstown regions.

The Jobs Pathways Program endeavours to assist school leavers make the transition from school to work by providing a range of assistance, including job placement, access to vocational training and further education, literacy/ numeracy courses, job search training, and individual support. Focusing on those most disadvantaged in the labour market, in 1999/2000 we have assisted over 300 young people through JPP, of which 113 were placed into employment, 70 were placed into training, and 23 returned to school.

As part of the JPP service we have worked with 45 schools to whom we provide information sessions, career education workshops, and on-call assistance to those students or school leavers most at risk.

Community Employment Programs

Work for the Dole

When *Work for the Dole* was first introduced by the current government in 1997, MTC had rejected the program on the grounds that it was draconian in the way it penalised jobseekers and that it failed to provide any form of training. In 1999, when the government's commitment to maintaining Work for the Dole became apparent, the Board of MTC revisited this stance and affirmed the ability of our organisation to make a positive impact by conducting a service that benefited both the community and unemployed people.

Following a successful tender, our first Work for the Dole program commenced in October 1999, based at the Marrickville and Belmore sites. Our initial project, called Career Ahead, provided work experience for 75 participants in over 60 local community organisations. Participants were offered a range of tasks including office administration, customer service, community development, marketing and public relations, gardening, building maintenance, kitchen work, aged care, child care, and bush regeneration. Training was provided in a variety of areas including office procedures, computer skills, customer service, work place relations, team building, career planning, job search, personal development and life management skills. The opportunities we provided resulted in a distinct improvement in work ethic, job readiness and employment prospects of all participants. Over 60% of Career Ahead participants entered work or further training as a result of their participation.

In late 1999 the government appointed Community Work Coordinators (CWC) to assist in the creation of *Work for the Dole* projects. MTC Work Solutions in association with the Inner West Skills Centre was appointed as the CWC for the Canterbury – Bankstown and Inner West regions. Since January 2000 we have established innovative projects and placed over 100 jobseekers into activities. Some of the projects that have commenced or are awaiting commencement include:

Project	Sponsor	Description
Career Ahead	MTC Work Solutions	50 participants placed with a variety of community organisations
Make – it Work	Islamic Council of NSW	30 participants undertaking work experience in schools, libraries, welfare centres operated by the council
Good Neighbourhood Project	Riverwood Community	14 participants will create a community garden, undertake research for the housing estate, and assist in the childcare centre.
Bankstown Environment Project	Mission Employment	Bush regeneration in Bankstown Park
Fairy Sparkle	Employment Training Services	Creation of a Fairy Garden at Bankstown Hospital for sick children

With the contract to run for a further 12 months until June 2001, we have planned a number of initiatives to ensure that *Work for the Dole* has lasting benefit in the communities with which we work. The Reference Committee which we started in 1999

continues to be a powerful means of garnering community support as well as developing ideas for new projects and ways in which to manage them. We are particularly keen to provide activities that give participants ownership of processes and outcomes through empowerment. All our participants are given choice firstly in the project they may enter, and secondly in the way that project is conducted. Ultimately, we hope to pilot projects that participants can develop into self-sufficient enterprises. The *Community Web* project scheduled to commence in January 2001 will be our first attempt at this.

Mature Workers Program

In December 1999 MTC Work Solutions was contracted by the NSW Department of Education and Training (DET) to deliver the Mature Workers Program in Canterbury Bankstown.

Mature workers, a rapidly expanding group of jobseekers, bring a unique combination of skills to the workforce. Employers benefit from the qualities mature workers excel in: responsibility, productiveness, dependability, experience, expertise and a commitment to the job.

The Mature Workers program recognises these valuable qualities and has been specially designed to bring employers and workers together. The program is for those over 40 who do not qualify for assistance through the Job Network. It employs one full time Employment Consultant to help people to find either the right training to improve their skills, or to find suitable jobs.

In our first 7 months of operation we assisted over 200 mature aged jobseekers, and placed 47 into employment or training.

Specialist Migrant Placement Program

In June 1999 we were advised that we had successfully tendered to deliver the the Specialist Migrant Placement Officer (SMPO) Program, funded by the NSW Department of Education and Training as an important component of the Migrant Skills Strategy.

The SMPO provides assistance to migrants, from language backgrounds other than English, in using the skills, experience and qualifications they gained overseas. Assistance includes providing help to clients individually or in groups to help them access employment, training and work experience opportunities.

Based at Bankstown, we expect the SMPO program will substantially enhance our ability to service recently arrived professional migrants, the majority of whom are ineligible for Job Network's Intensive Assistance and Job Search Training. The service will commence in July 2000.

Community Relations / Media

Capitalising On Change – a clearer vision for 2000 and beyond

Due to the changes and growth experienced by MTC during 1998/1999, the Board of Management reviewed the mission, goals and direction for MTC Work Solutions. This led to an increased emphasis on community relations. A revised statement of organisational goals included a desire to be recognised as not only a part of the community, but a leader in employment and training issues. To drive this process a new position of Community Relations/Media coordinator was created.

Rhonda McGuire was appointed to the position in late 1999, bringing to MTC Work Solutions extensive skills and experience in developing new business, media, community relations, marketing and management.

Community Involvement

Throughout the remainder of 1999 and 2000 MTC developed a strong presence in each of the communities of Leichhardt and Glebe; Marrickville; Canterbury and Bankstown. Bankstown and Lakemba were new communities for MTC and through the expansion process have enjoyed growth and development. To facilitate MTC's presence in these two new markets, a strong emphasis was placed on community relations.

MTC now plays an active role as a member of the following community networking and lobbying groups:

- Leichhardt/Glebe Youth Interagency
- Inner West Migrant Advisory Committee
- Marrickville Youth Interagency
- Youth Action Policy Association (YAPA)
- Marrickville Leichhardt Regional Multicultural Consultative Forum
- Community Development Organisation (Marrickville/Canterbury)
- Canterbury Workers With Youth Network
- Bankstown Workers With Youth Network
- Canterbury-Bankstown Migrant Resource Interagency
- Bankstown Interagency
- Canterbury-Bankstown Migrant Advisory Committee

Strong community links have been developed and created with the following organisations:

- Glebe Youth Service
- The Broadway Shopping Centre
- Glebe PCYC
- Leichhardt Municipal Council
- Leichhardt Local Area Command
- Department of Juvenile Justice
- Pacific Islander Youth Employment
- Marrickville Municipal Council
- Barnardos

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- Marrickville Youth Resource Centre
 - Belmore PCYC
 - Canterbury City Council
 - GROW Employment Council
 - Riverwood Community Centre
 - Burmese Welfare Society
 - Australian Korean Welfare Association
 - Canterbury-Bankstown Migrant Resource Centre
 - Canterbury Community Centre
 - Islamic Council of NSW
 - Lebanese Moslems Association
 - Lebanese Womens Association
 - Tripoli Et Mena
 - Bankstown TAFE
 - Petersham TAFE – outreach
 - Bankstown Multicultural Youth Service
 - Coolaburoo Neighbourhood Centre
 - Chesterhill Neighbourhood Centre
 - Greenacre Neighbourhood Centre
 - Belmore PCYC
 - Bankstown PCYC
 - Bankstown City Council
 - Department of Education and Training
 - Bankstown-Granville Workplace Learning Program
 - Bankstown Community Resource Group
 - Corner Youth Health Service
 - Bankstown Local Area Command
 - Bankstown/Liverpool Business Enterprise Centre
 - Clubs NSW

Launches, Events & Displays

The successful staging of a number of public events helped raise MTC Work Solutions profile in our local communities. These include:

- Work for the Dole Launch – Career Ahead community program. Launched by Mr Gary Hardgrave, MP. Over 40 community organisations attended the Launch.
- Visit by the Hon. Leo McLeay, Member for Watson, Kayee Griffin, Mayor of Canterbury City Council and Jim Montague, General Manager of Canterbury City Council to discuss work for the dole opportunities in the Canterbury LGA.
- Film Premiere for Jobs Pathway Program at Village Roadshow theatre, city. Supported by Twentieth Century Fox Films and Village Roadshow theatre. Over 100 students and school representatives enjoyed the free film premiere.
- Employers Breakfast at Homebush Entertainment Centre, with a presentation titled “Exploding the Myths of Unfair Dismissal”.
- Employment stand at The Broadway Shopping Centre for four weeks spread throughout the year resulted in MTC profile growth in the Glebe and Leichhardt

areas. Over 200 jobseeker registrations were received and job vacancies were registered with business including Coles, Chandlers and House. These business associations have been developed by the Business Managers at each office with long term relationships being formed.

- Mature Workers Launch officially opened by Mr Morris Iemma, MP, member for Lakemba.
- Employment Information Sessions held at Campsie Library and Riverwood Housing Estate.
- MTC's new office at Bankstown officially opened by the Mayor of Bankstown City, Clr Ian Stromborg.
- MTC's new office at Lakemba officially opened by the Mayor of Canterbury City, Clr Kaye Griffin. This function had a dual purpose of launching Community Work Coordinators, Skills & Solutions, for Work for the Dole. The MaCallum's Hill Primary School performance of the 'Haka' was a highlight of the Launch.
- Open Days at Lakemba and Belmore opened the doors of MTC Work Solutions to the community.

Outreaching

With the appointment of a Community Relations Coordinator, our employment services can now be reached within and outside our office door boundaries. MTC's job vacancies are now faxed to numerous organisations throughout the inner west and south west of Sydney with community job clubs utilising the outreach resources of MTC. MTC is regularly invited to participate in the Job Clubs to talk about employment, training and the Job Network.

Partnerships in the Community

MTC is working towards developing strong partnerships with the business and corporate sector to assist build community capacity. Building blocks developed now will result in partnership opportunities for the future. Partnerships are also being built and strengthened within the community sector. These partnerships will build on joint service delivery and will enhance MTC's opportunities for seeking funding from a wider revenue base. This funding will be used to improve community prosperity and enhance opportunities for those most disadvantaged in the community.

Successful community partnerships have resulted in innovative and developmental Work for the Dole programs which give jobseekers scope in choice of work experience, training, decision making, responsibility and greater job prospects.

Riverwood Community Centre

MTC has built a strong partnership with the Riverwood Community Centre. As well as delivering Employment Info. Sessions in Arabic, Vietnamese and English to the tenants of the Riverwood Housing Estate, MTC is funding a part time position at the Riverwood Community Centre to facilitate employment opportunities. The Riverwood Community

Centre developed a 'Good Neighbourhood' Work for the Dole program.

Media

MTC enjoyed extensive publicity coverage for events and stories in media including press and radio. Thanks to the support of local, state and federal government Mayors and MPs who willingly gave of their time to support MTC at events and through publicity.

In June 2000, MTC launched its own internal magazine, *Happenings*, which keeps all of our programs, staff and sites aware of achievements and news. Congratulations to our Achievers of the Month, who feature as a cover story in each magazine.

Administrative Services

A number of challenges were present to Admin Services Division in 1999 / 2000.

The impending arrival of GST and two fold increase in staff numbers (and new contracts) as we approached July 1 was the catalyst for a streamlining of the processes by which we handle and our financials. The transition to GST though smoother than anticipated, created a heavy work load. A new auditor, David Le Page Pty Ltd was appointed in May 2000 to oversee the current set of accounts.

The relocation of Head Office functions to the Illawarra Road premises, afforded improved office facilities for Financial services, IT and Management and at the same time separated us from the Marrickville Site, and thereby completed the new organisational structure.

The IT division was tested in early 2000 with the daunting task of equipping and training over 20 new staff, and the establishment of infrastructure at new Lakemba, Bankstown and Head Office sites. The creation of a 15 user computer training facility at Belmore was achieved within a 5 week period and was operational for the first of many courses commencing in February.

Following the appointment of an additional IT Administrator, a review of existing systems was conducted and the decision made to implement a wide area network share data and enhance communication across sites. The JobMax database to replace the IES mainframe will be operational by early 2000.

Our People

Board of Directors

Peter Longbon	<i>President</i>
Maire Sheehan	<i>Board Member</i>
Narelle Kennedy	<i>Board Member</i>
Rebecca Kaiser	<i>Board Member</i>
Robyn Drake	<i>Board Member</i>

Permanent Staff

Laura Abboud	David Ham	Abeselom Nega
Simon Abbott	Robyn Hartney	Helen Nguyen
Stefani Abramovich	Hawa Hayder	Trinh Nguyen
Rhonda Balzan	Robyn Herdman	John Owen
Susan Booth	Margaret Hille	Leigh O'Reagan
Kim Brauer	Corisse Howard	Herman Ramos
Mamta Chauhan	Minh Huynh	Peter Rhodes
Mary Cunneen	Kate Jackson	Mitchell Ryan
Larry Cutler	Craig Keevers	Katherine Saitanis
Gloria Davidson	Lillian Khoury	Margaret Sherriff
Paul Davis	Rafique Kirsten	Victoria Spencer
Neil Davis	Mary Koussides	Lorraine Stevens
Kristina Dimoski	Chi Le	Catrina Tamburini
Geraldine Doyle	Minh Luu	Christine Tanner
Anne Dunn	Tonia Marsh	Anthy Theodoropoulos
Lance Edwards	Anissa Martin	Danny Trevisiol
Rawah El Samman	Tony Mathot	Donina Va'a
Erica Farmer	Lynn Mauri	Vesna Veleski
Kylee Ferrier	Christian Michel	Chandrika Vithanage
Wendy French	Goran Milostnik	Lenore Walker
Maria Gioulis	Lorraine McGlashan	Cassandra Wood
Damian Glebatsis	Elizabeth McGlynn	Tracy Wailes
Margaret Goodman	Chris McGuigan	Jihad Youssef
Scott Gould	Rhonda McGuire	Reem Zahidi

Casual Staff

Edward Chau	Quennie Luong	Lena Reda
Barbara Cottome	Ruth O'Reilly	Terri Ventura
Renee De Gois	Helen Papageorgiou	Georgina West

Financial Reports