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# Board of Directors

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**Mr Gary Blinco**  
**Chairperson**

**Ms Effie Harris**  
**Deputy Director**

**Ms Angela Bradley**  
**Director**

**Mr Doug Daws**  
**Director**

**Ms Marilyn Andrews**  
**Registrant Representative**

**Mrs Chris Fletcher**  
**Public Relations Director**

**Ms Dale Smith**  
**Managing Director**

# Chairman's Report

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## CHAIRMAN'S REPORT 2002/2003

I find it remarkable how many people have commented on the speed with which this past year has flown by. It seems like only last week that I accepted the role of Chairperson, and here I am, with pleasure, writing my first chairman's report!

The period 2002 - 2003 has been for me an interesting and sometimes demanding term. Stepping up from the position of Director to Chair has required an enormous shift in my understanding of the machinations of an industry that due to its benevolent nature, should present itself in my mind with transparent and easily negotiable protocols. For Career Contact to find itself outlaying hundreds of dollars to a Government body, in order to obtain the relevant application forms to tender for a job placement initiative, is beyond my comprehension.

However, systems are in place for a reason, and I give enormous credit to our Manager, Dale Smith for her ability to drive this organisation forward while retaining a sense of perspective, a desire to continually improve the services we offer our members, and at the same time projecting a warmth that makes me believe she is totally committed to the values held by Career Contact.

During the past twelve months, there have been a few staff changes, namely the moving on of employment co-ordinators Karen Mele and Yvonne Collins. They were replaced with Vesna Sutherland in a part-time role, Linda Brown as full-time Coordinator and Cheryl Harding who provided cover for Gabi Smith's maternity leave. Admin Assistant Christine Howard also moved on unexpectedly, and was replaced by Janine Varley who has taken on the position of Office Manager. I would also like to take this opportunity to extend the organisation's appreciation for the efforts of all concerned during an unsettled period, our wonderful service would not have been maintained without everyone accepting greater than usual workloads.

The period has also been encumbered with a directive by Family and Community Services to be Quality Assured by December 2004. Due to this Career Contact opted to have a Quality Assurance Audit in December 2003. As this has become a universal trend in reporting mechanisms, we were fortunate to obtain funding from the Lotteries Commission and FaCS to facilitate completing an inevitable task. Thanks must go to Karen Frost, who with Dale and Janine Varley, managed to complete the process well before the due date. Congratulations on a job well done!

During the same period of time, the staff initiative of salary sacrifice was addressed. Through the services of our regular accounting firm, and observing industry examples, Career Contact has been able to offer an attractive package to its permanent staff that alleviates in some small way the burden of tax.

One of the most rewarding outcomes of the past twelve months has been the job placement of Marilyn Andrews at the William Grundt Library. For some time Career Contact has been striving to create a close working relationship with the City of Kalgoorlie-Boulder, and perhaps Marilyn's much sought after role may be the catalyst for further successes in this field. Marilyn is also a much valued member of the Board, and as the Registrant's Representative, we know she will be able to provide a great deal of insight toward the activities of what is a very team based and communicative board. I would also like to take the opportunity to express my gratitude to the remainder of the board, whose support, well formulated input and team approach has been invaluable.

The list of achievements and developments for the year just goes on, and so it is necessary to finally draw a breath and acknowledge those who give Career Contact a reason for being. It is to our clients, people with a disability, that I give the greatest recognition and thanks. Your combined determination to achieve realistic and long term goals has given the greatest inspiration to your families, friends, employers and the staff at Career Contact.



Chairperson

# Career Contact Overview

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Career Contact is a Competitive Employment Training and Placement agency funded by the Commonwealth Department of Family and Community Services. The role of the agency is to assist people with disabilities and barriers to employment to secure and maintain employment of their choice in the workforce.

Career Contact provides specific tailored services to meet the needs and ambitions of each individual. The agency recognises that the needs of both employers and employees must be fulfilled for successful long-term outcomes.

## OUR GOALS

- That all persons are to have the same opportunities and conditions in the workplace.
- To achieve standards of best practice within the available resources.
- To promote the ability of people in the workplace.
- To promote self advocacy.
- To provide access to quality services tailored to individual needs.
- Integration with employment and other related services to maximise successful outcomes.
- To ensure that the requirements of employers are of high priority in all actions of the agency.
- That Career Contact strives to provide a personal service for all individuals and employers.

## OUR VALUES

### Clients by:

- Providing services that reflect and respect individual needs;
- Providing services that are responsive and effective;
- Providing services that offer choice.

### Staff by:

- Respecting individual needs;
- Recognising and developing individual and collective competencies and talents;
- Supporting and providing relevant training opportunities;
- Facilitating all aspects of individual and collective communication.

**Employers and other Stakeholders by:**

- Providing services that reflect a respect for individual needs;
- Providing services to assist coworkers;
- Providing services that offer ongoing monitoring and support;
- Providing services that offer choice and encourage open and honest communication between all stakeholders.

**Quality by:**

- Feedback assessment processes;
- Access to grievance procedures.

**Our Business:**

- Identification of job seekers' skills and abilities, interest and hobbies.
- Access to appropriate, local, training services.
- Access to services providing traineeships and apprenticeships.
- Preparation of resumes.
- Canvass of employers on behalf of the job seekers.
- Identification of any appropriate wage subsidies.
- Assessment of employers' needs in the workplace.
- Careful job matching so that both the employers and employees needs are met.
- Evaluation of workplace modifications.
- Provision of 'on the job' training and ongoing monitoring and support.
- Continuing communication with the employer and employee.

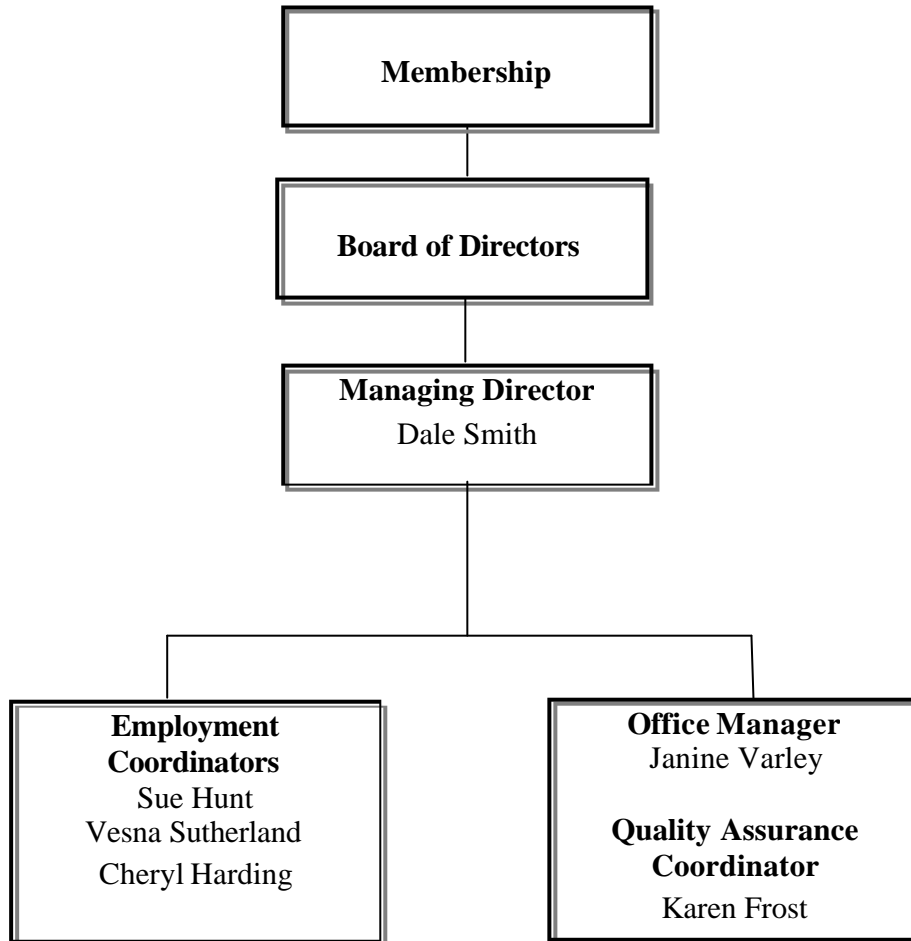


*VALERIE ISLE  
PLAY LEADER/CRECHE ASSISTANT  
OASIS RECREATION CENTRE*

# Organisational Structure

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## CAREER CONTACT INCORPORATED



# Managing Director's Report

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## INTRODUCTION

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I am pleased to present this, my third Annual Report as Managing Director of Career Contact Incorporated and to inform you that this is our third successive year of growth for the agency. In fact, the 2002-2003 Financial Year was the most successful year in the agency's twelve year history, if success can be measured by the number of clients contacted and placed into active employment. We have continued the work of reviewing our own internal processes with the intent of making this agency as lean and efficient as possible so that we minimise waste and direct as much of our resources as possible to the clients this agency has been created to serve.

## STAFFING

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Although we have seen some changes and staff continue to move on or out of Kalgoorlie, we have managed to maintain staffing levels. During this financial year we have had seven (7) positions at Career Contact.

These positions being:

Full Time Employment Coordinator – Cheryl Harding

Full Time Employment Coordinator – Linda Brown

Part Time (Temporary) Case Based Employment Coordinator – Sue Hunt

Part Time (Temporary) Case Based Employment Coordinator – Vesna Sutherland

Part Time (Temporary) Quality Assurance Coordinator – Karen Frost

Part Time Office Manager – Janine Varley

Managing Director – Dale Smith

The Temporary positions have been linked to funding and it is not expected that these will become permanent positions until 2005 when our funding is changed by Family and Community Services.

## IMPROVED STAFF EFFICIENCY

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We continue our program of Performance and Target Management in order to ensure that staff are effective in the management of their time and effort. Staff regularly meet with the Managing Director to discuss, review and plan their activities in the best interest of our clients. In this way we constantly have a picture of where we are and what we want to achieve.

Initially we placed an Administrative Assistant into the office to deal with reception and office admin duties. This role has been modified to incorporate the increasing needs of the agency. The role is now titled Officer Manager and the incumbent has an increased responsibility in the management of the office, support to the Employment Coordinators, Personal Assistant to the Managing

Director and the development of documents and forms in all aspects of the service. Financial Management remains under the control of the Managing Director.

## **STAFF TRAINING**

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<b>Course (2002-2003)</b>	<b>Attended by</b>
Finding a Job, Keeping a Job (Edge Training)	Dale Smith Linda Brown Yvonne Collins Chris Howard Sue Hunt Karen Mele
DPI Training (FaCS)	Dale Smith Sue Hunt
Working in the West	Linda Brown Yvonne Collins Sue Hunt Karen Mele
Senior First Aid (St John Ambulance)	Linda Brown Yvonne Collins Cheryl Harding Chris Howard Sue Hunt Karen Mele
MARCSTA	Yvonne Collins Sue Hunt Karen Mele
ACROD EMPLOYMENT FORUM	Karen Mele Gabi Smith

# Performance

## FUNDING

We continue to grow due to the new funding, allocated under the *Australians Working Together (AWT)*, *A Better Deal for People with Disabilities* initiative.

We are fortunate to have accessed this additional funding from the Department of Family and Community Services which has resulted in the provision of financial support for 23 permanent new job seeker placements. The previous Case Based Funding was specifically client based and could not be refilled.

### CASE BASED FUNDING

The total number of consumers assisted is shown in the following table:

2001-2002		2002-2003	
Total consumers assisted	109	Total consumers assisted	111
New Job Seekers	25	New Job Seekers	20
New Job Seekers (CBF)	8	New Job Seekers (CBF)	24
Job Seekers (Aged15-24)	5	Job Seekers (Aged15-24)	4
Total Workers	41	Total Workers	37
Total Workers (CBF)	12	Total Workers (CBF)	16
New Workers	18	New Workers	10

This is a 100% increase on five years ago. While this increase is very pleasing, the Bureau of Census and Statistics figures indicate that there are still many people in our area that could be making use of our services. While we are not without our competitors and it would be unrealistic to imagine that we can service the entire group, I believe the statistics show that there continues to be unmet need and therefore, continued opportunity for this agency to grow.

*Career Contact is dedicated to establishing trust, respect and open communication with each individual and creating a climate of commitment, self determination and support which enables each registered individual to identify and plan for the achievement of their career aspirations.*

### **COMPETITIVE EMPLOYMENT, TRAINING & PLACEMENT AGENCY (BLOCK GRANT)**

The following census figures show our block grant consumer activity for the year 2002/2003:

Total consumers on our books	71
New Job Seekers	25
Job Seekers (Aged15-24)	5
Total Workers	41
New Workers	18

### **QUALITY ASSURANCE**

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#### **DISABILITY STANDARDS ASSESSMENT**

The annual standards assessment was carried out by EQUAL, an independent agency from Perth. We were very pleased to meet all our standards.

In last years' report, I indicated that a full Quality Assurance programme would also be conducted.

The QA programme which has taken more than eighteen months of work and was helped along by financial assistance provided by a \$10,000 grant from the WA Lotteries Commission. With this funding, we hired Karen Frost to assist with the work load and prepare our Policies and Procedures. The QA process also involved a huge amount of extra work for Dale and Janine, while including all staff in a complete review of all of our internal administrative processes, procedures and documents.

The QA programme has now been largely completed and fairly hefty documentation has been produced that details how we go about our business. This documentation has been pre-audited by Castle Personnel and we have had a desktop audit completed by SAI Global our official auditors. From this desktop audit we will make adjustments to our documentation and procedures in readiness for our full Audit in December. To date all feedback has been very positive.

### **MARKETING**

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Due to the level of competition in this area of service provision we have had to take a hard look at how we have been marketing our services and letting ourselves be seen around the Goldfields.

A "target based" management programme has been implemented with the Employment Coordinators which has involved regular discussions with the General Manager about strategies and having outcome targets set for them.

In addition to target setting we have also gone about raising our corporate image in other ways. To do this we have enhanced our corporate logo, reviewing our stationery, car and window advertising. All Career Contact vehicles now bear corporate signage so our name is seen whenever the vehicles are out in the community. We have also provided staff with polo shirts showing our corporate logo for when they visit workplaces or clients.

An advertising programme involving radio advertising on Radiowest 6KG has now been running for 12 months with very positive results both from prospective clients and employers looking for workers. We also run a free ad on the Radiowest community ads, thanks to Radio West.

Career Contact sponsored an award for Employer of the Year at the Kalgoorlie-Boulder Chamber of Commerce and Industry Business of the Year Awards. This award acknowledged the significant contribution and commitment of employers to creating employment opportunities to people with disabilities in the Goldfields. The nominated Employers and Career Contact staff and board members attended the function which proved to be an exceptional evening.

We were very proud to see the award this year presented to:

***KFC Kalgoorlie***  
JOE CAMARALIA BEING PRESENTED  
WITH THE AWARD

Other Nominees were:  
Eagle Boys Pizza  
Kalgoorlie Primary School  
Oasis Recreation Centre  
Remet Engineering



STAFF ENJOYING THE  
BUSINESS AWARDS  
DINNER

The jobs secured this year have been in a variety of industries with many local businesses providing us with excellent opportunities for employment.

Some examples of the employment achieved are:

- |                                 |                             |
|---------------------------------|-----------------------------|
| Aboriginal Education Worker     | Housekeeper                 |
| Administration Assistant        | Laboratory Assistant        |
| Archives Officer                | Labourer                    |
| Bakery Assistant                | Leading Hand                |
| Bar Person / Waitress           | Lifeguard (Casual)          |
| Bike Assembler                  | Mechanic (First Class)      |
| Boilermaker                     | Meter Reader                |
| Booking Clerk                   | Nanny                       |
| Breakfast Cook                  | Office Manager              |
| Call Centre Operator            | Office Trainee              |
| Car Cleaner                     | Packer                      |
| Cashiers                        | Pamphlet Delivery           |
| Centrelink Officer              | Pit Technician              |
| Chef                            | Pipe Layer                  |
| Child Care Worker               | Plant Operator              |
| Cleaner                         | Playleader                  |
| Clerical Officer                | Plumber                     |
| Console Operator                | Process Worker              |
| Counterhand                     | Receptionist                |
| Courier/Forklift Driver         | Research Assistant          |
| Creche Assistant                | Sales Assis tant            |
| Customer Service Assistant      | Sample Preparer             |
| Dam Reliner                     | School Officer              |
| Delivery Driver                 | Scraper and Bogger Operator |
| Drill-Bit Sharpener             | Shutdown Crew               |
| Drillers Offsider               | Slag Hauler                 |
| Electrical Sales Representative | Support Worker - Mining     |
| Fixed Plant Fitter              | Storeperson                 |
| Functions Staff                 | Tote Operator               |
| Gardener/Yards person           | Tour Guide                  |
| General Hand                    | Trades Assistant            |
| Kitchen Supervisor              | Truck Driver                |
| Kitchenhand                     | Video Shop Assistant        |



MEGAN SOBOLESKY  
SCHOOL OFFICER  
KALGOORLIE PRIMARY SCHOOL

## **OFFICE CHANGES**

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The office renovations foreshadowed in last years report have now been completed and the office setup is working very well. We now have a training area and two interview areas with partitions and a new reception desk providing privacy and security. The office has been established to maximise the privacy and confidentiality of our clients and staff.

Information storage has also been improved with the installation of a "Compactus". This is a system of steel shelving which is not only moveable along a track but can also be securely locked. Office security has been upgraded with an internal security system being installed. This system not only protects the office and it's equipment but also has features which are aimed at protecting staff when they are on site.

A \$5,000 one-off grant from the department of Family and Community Services has enabled us to upgrade our computer systems to make us ready for the new Case Based Funding arrangements. The electronic recording and reporting required under the new arrangements have necessitated faster computers with larger memories which will operate far more sophisticated programmes. Five computers are now running Windows XP software and in addition, two new computers have been purchased. It is our aim to upgrade all the computers as soon as we can so that all systems are Windows XP and meet the requirements of FaCS.

The need for improved security of our computer based corporate and client information has been also been addressed as part of this upgrade.

## **CORPORATE GOVERNANCE**

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With increasing client numbers and funding, it is of an ever increasing importance that the funds we receive are used in the best possible way, targeted to meet the needs of those we are here to serve.

I believe that this is the first time that the organisation has been the subject of a full Quality Assurance audit, the first time all of our administrative processes have been examined, reviewed, clearly defined and documented. The QA documentation produced as a result, traps our corporate knowledge and should provide clarity and guidance to Career Contact staff and Board of Management for years to come.

Following along on the Corporate Governance theme, this year the agency was also subjected to an independent audit by our funding body, the Federal Department of Family and Community Services (FaCS). This audit was part of their regular five year audit cycle and is conducted on all agencies around Australia receiving FaCS funding. It is a fairly rigorous process.

The outcome for Career Contact was very pleasing, with our project Officer's comments being

*"I am pleased to inform you that as a result of the Standards Audit undertaken by this Department (as required under the Disability Services Act 1986 (the Act) on 18/3/2003, all Standards were satisfactorily met.*

*The audit team also noted examples of good practice, including:*

- *Ongoing staff development, in particular the staff participation in the development of employee procedure and induction manuals;*
- *The workshopping of learning and development needs at staff meetings so Learning and Development reflects staff needs;*
- *The proactive way the board actively supports new members by having a mentoring process and their use of the Corporate Governance Handbook; and*
- *That the Employment Assistance Plan's (EAP's) for consumers recognise that social inclusion has an important function in facilitating economic participation."*

A review of our motor vehicle costs has resulted in the Employment Coordinators vehicles being downsized from six cylinder vehicles to four cylinder. This has resulted in significant fuel savings.

## **FUTURE GOALS**

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Growth Funding and Case Based Funding continue to be provided by the Department of Family and Community Services to enable more job seekers to access employment services. Extra funding has been set aside by the Federal Government to be used in this area over the last financial year through the *Australians Working Together* reform package released in May 2001. An extra 16,000 job seekers across Australia have been assisted through this funding. *"The Federal Government believes that this package places strong emphasis on encouraging and supporting economic and social participation, engaging individuals to overcome obstacles and bringing to bear community resources to work with government in assisting disadvantaged people."*

*"The case based funding model ...underpins the delivery of these additional disability employment places"*

Opportunities continue to present themselves for growth and for extending the service that we can offer to people with disabilities and barriers to employment in Kalgoorlie-Boulder.

The future will see the Case Based Funding model implemented by FaCS in all disability employment services from 2005.

*"The model aims to improve employment outcomes and provide more choice and flexibility for people with disabilities"*

*“The Case Based Funding Model provides funding linked to individual needs and outcomes rather than as a block grant to an employment service provider.*

*There are four key components to the case based funding model:*

- *Outlet capacity*
- *Assessment tools – Funding Classification instrument*
- *Level of employment assistance funding*
- *Level of employment maintenance funding*

*The combination of these reforms will improve the opportunities and support for people with disabilities seeking employment, as disability employment services will be required to provide support and ensure wages are paid to an approved standard.....*

*As a result of these reforms, people with disabilities and their families and carers can be better assured of the type and level of service they will receive from providers.”*

*(Information taken from the Resource Kit for Disability Employment Assistance Service Providers – if you would like further information on the Case Based Funding Model please pop in to the Career Contact office for the latest information release)*



ANDREW GREAVES  
WALDECKS GARDEN CENTRE

***Our Mission:***

***To assist people with disabilities secure and maintain employment of their choice.***

**EMPLOYERS IN 2002/2003**

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**Career Contact would like to thank the following Employers for their outstanding support during the year.**

A1 Garden Service  
Aboriginal Affairs Department  
Aboriginal Hostels (Trilby Cooper)  
Airlite Group  
Analabs  
S & J Anderson Haulage Contractors  
Atkins Carlyle  
Barnicott Plumbing  
Bergmeier Earthmoving  
Boulder Lawn & Garden Service  
Boulder Primary School  
BP Golden Gate  
BP Monster Truck Shop  
Bras 'n Things  
Broadarrow Tavern  
Budget Rent a Car  
Bunnings Building Supplies  
Buttercup Bakery  
Caltex - Subway  
Centrelink  
City of Kalgoorlie Boulder  
Coles Supermarket – Kalgoorlie  
Colex – Vac Tech  
Coolgardie Shire Council  
Curtin University of Technology  
Delco Australia  
Diadrill Mining Supplies  
Encore Automation  
Exchange Hotel  
George's Seafood & Takeaway  
GIFSA  
GMB Office National  
Golden Mile Village  
Goldenlines Bus Service  
Goldfields Homes  
Goldfields Psychology Services  
Goldfields Toyota  
Goldfields Women's Refuge  
Goldmont Pty Ltd  
Grace Removals Group  
Grand Commercial Cleaning  
Grand Hotel – Mt Magnet  
Grimefighters High Pressure  
Hannans Foodmart  
Hannans View Motel  
Hay Street Hockers  
Hoops Plumbing and Gas Fitting  
Intergrated Workforce Ltd  
Jim's Seeds Weeds & Trees  
Jubilee Operations  
Kalgoorlie Accommodation Village  
Kalgoorlie Assay Labs  
Kalgoorlie Auto Service Pty Ltd  
Kalgoorlie Boulder Racing Club  
Kalgoorlie Cement Works  
Kalgoorlie Hotel  
Kalgoorlie Monumental Works  
Kalgoorlie Police Station  
Kalgoorlie Regional Hospital  
Kambalda Hotel  
KFC  
Key Poly Applications  
Langtrees 181 Museum  
Linatex Australia Pty Ltd  
Little Sisters of the Poor  
Mansons Panel Shop  
Mercure Inn Overlander  
Mines & Resources Australia P/L  
MM Electrical Merchandising  
Mobile Pest Control  
MTW Contractors  
Nicholsons Agency  
Oasis Recreation Centre  
Old Australian Hotel  
Pamphlet Delivering  
Paradise Lawns  
Peppercorn Grove Deli  
Peters Ice-cream  
Piccadilly Hotel  
Pizza Hut  
Quirke Corporate  
Ravensthorpe Palace Motor Hotel  
Remet Engineering  
Reynolds Graphics  
Rockmans  
Secoroc Australia Pty Ltd  
Skilled Engineering  
Snap Printing  
St Ives Gold-Silver Lake Laboratory  
St Mary's Industries Inc  
Star and Garter Hotel  
Stationery Plus  
The Extra Group  
Tower Hotel  
Utterson Plant Hire  
Versatech Engineering  
York Hotel  
YMCA  
WA Museum Kalgoorlie-Boulder  
Waldecks Garden Centre  
Watsonia  
Westland Autos  
Wongutha Birni Aboriginal  
Woolworths Kalgoorlie

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## CONCLUSION

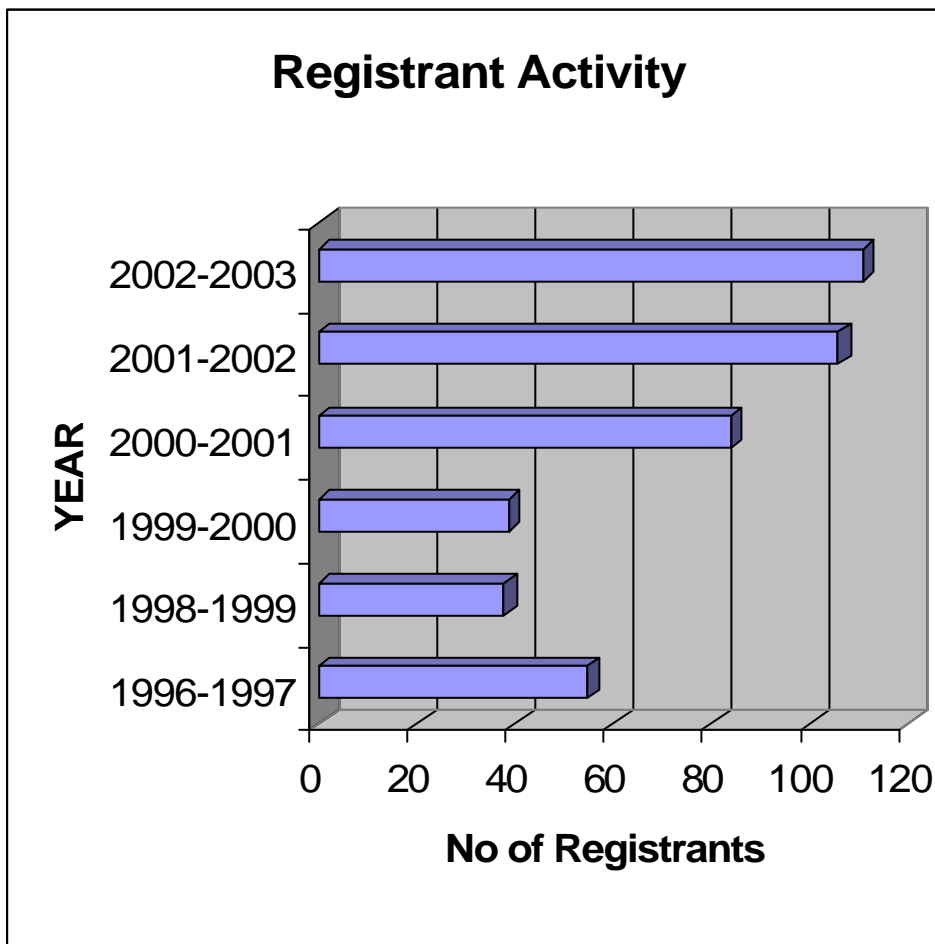
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I would like to take this opportunity to thank the board of Career Contact for their much needed support over the last year. This has been a challenging year for Career Contact with all the changes along with the Quality Assurance process. The board's support and time has been invaluable. I would also like to thank the staff for their dedication to their clients. We further acknowledge the support, assistance and encouragement of our registrants and their families. We look forward to further growth and expansion as Career Contact continues to assist people with disabilities to meet their career goals and aspirations without discrimination.

  
Managing Director

***Our Vision:***

***Each individual has the right to participate in society and fulfil personal choices about lifestyle, career and recreation.***



# Financial Reports

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