

WorkVentures Group
Annual Report 2002

New Growth



WorkVentures Acronyms

ACCC	Australian Competition & Consumer Commission
ANZABI	Australian & New Zealand Association of Business Incubators
ASIC	Australian Securities & Investment Commission
ATO	Australian Taxation Office
AWT	Australians Working Together
AQF	Australian Quality Framework
AQTF	Australian Quality Training Framework
BEC	Business Enterprise Centre
BECAN	Business Enterprise Centres Association of NSW
BV	Business Village (business incubators)
CBD	Central Business District
CSD	Corporate Services Division
DEST	Commonwealth Department of Education, Science and Training
DET	NSW Department of Education & Training
DEWR	Commonwealth Department of Employment and Workplace Relations
DGR	Deductible Gift Recipient
DoH	NSW Department of Housing
DOTARS	Commonwealth Department of Tourism & Regional Services
DSRD	NSW Department of State & Regional Development
EBA	Enterprise Bargaining Agreement
ECEF	Enterprise & Careers Education Foundation
ESA	Employment Service Area
ESC	Employment Service Contract (Commonwealth JOB Network)
ESD	Employment Services Division
EOI	Expression of interest
GTC	Group Training Company
HR	Human Resources
HSC	Higher School Certificate
IA	Intensive Assistance
IT	Information Technology
ITeC	Information Technology Centre
Jf	JOBFutures Ltd
JM	Job Matching
JNM	Job Network Member
JST	Job Search Training
KPI	Key Performance Indicators
KRA	Key Result Areas
MIRC	Melbourne ITeC Repair Centre
NAAP	New Apprenticeship Access Program
NTC	Neighbourhood Technology Centre
OH&S	Occupational Health & Safety
PBEC	Parramatta Business Enterprise Centre
PBI	Public Benevolent Institution
PCS	Peninsula Community Services
R&D	Research & Development
RAP	Regional Assistance Program
RTO	Registered Training Organisation
SBEC	Sydney Business Enterprise Centre
SEDU	Social Enterprise Development Unit
SEN	Social Entrepreneurs Network
SIRC	Sydney ITeC Repair Centre
SME	Small to Medium Enterprise
SVA	Social Ventures Australia
VETAB	NSW Vocational Training Accreditation Board
VTS	Vocational Training Services
WITT	WorkVentures Information Technology Training
WS ITeC/ WSI	Western Sydney Information Technology Centre
WSROC	Western Sydney Regional Organisation of Councils
WSWV	Western Sydney WorkVentures
WV	WorkVentures
WVC	WorkVentures Connect

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Our Vision Building communities that work.
Our Mission WorkVentures exists to build a just, creative and sustainable society by providing quality employment, economic and community development services, giving special priority to unemployed and disadvantaged people.
 We aim to establish opportunities for learning and personal growth, demonstrate practical social justice and forge innovative responses in work and community life.

For WorkVentures Ltd

Founded and directed by a Christian community, we work in partnership with others who share our concerns.

Our Shared Values We recognise the importance of shared values that give our organisation its character and purpose. The members of WorkVentures seek the co-operation of staff and volunteers in living out these values, to which we aspire, in the workplace.

Our Goals

To play a key role in creating 500 jobs per annum.

To place 3000 jobseekers per annum in employment with at least 60% of these placements going to unemployed and disadvantaged people.

To operate as a highly autonomous organisation enabling us to determine what we do and how we do it without undue influence by dominant financial partner(s).

To develop enduring mutual relationships at a multi-sector level and in each locality where we operate, by engaging community organisations, employers, local government and churches.

Outcome

A minimum 500 new jobs created.

3000 people per annum placed (in sustainable quality) employment. 60% of placements to disadvantaged people.

Profit target of \$60,000 for WV group. Investment in R&D: \$380,000. Debt ratio not less than 40%. Current ratio not less than 1.35.

A minimum of 4 significant relationships for each Division that meet the agreed criteria.

Target Date

December 2004

December 2004

December 2003

December 2004

Our Strategies

Organisation Governance To strengthen the structures, systems and controls at Board and senior management levels to support the growth and diversity of the organisation in line with its mission and values.

Human Resource Management We are seeking to align resources, procedures, skills and motivation to maximise organisational performance. Human Resources will also provide support and specific expertise for divisional and unit managers.

Information Management The timely collection, analysis and distribution of actionable information and key monitoring/tracking data will be pivotal in the ongoing success of WorkVentures.

Company mission, values, goals and strategies, and business plans arising from them have implications for information required both to carry out the operations and to monitor their effectiveness.

Quality Improvement System Managing the processes of the organisation in a way that matches our quality policy and to continually improve the way we work. ISO certification itself relates directly to obtaining contracts and building relationships. Customer/client satisfaction drives our business.

Marketing and current service development To understand our markets, to position and promote the WorkVentures Group within them and to ensure our services and products meet identified market needs.

New project research and development To maximise our job generation potential and development of innovative employment and community development projects.

Skills Development and Learning To support the company goals of job creation, employment placement and career development by increasing the opportunities for clients and customers to engage in on-going learning and skills development.

Resource Development To enhance the financial position of the WorkVentures Group through the diversification of income sources, the development of volunteering and increased donations.

Physical Resource Management To manage our physical resources to meet business and service delivery needs in the most cost effective and environmentally sustainable manner.

Our Values

Respect All people are to be treated with respect and dignity.

Our work with the disadvantaged and marginalised in the community is characterised by mutual assistance and empowerment, and not by paternalism.

We recognise the strengths, talents and potential of the people in our organisation and those with whom we deal.

We also recognise human frailty, allowing for mistakes and failures.

We work with people holistically, respecting diversity in beliefs.

Trust We want openness in our organisation, which reflects trust and awareness of joint responsibilities

Accountability In our dealings with partners in community, government and business we are accountable for the quality of our work and seek to exceed their expectations.

Innovation We recognise that there are many ways to meet a need or to undertake a task. We are responsive and seek to introduce new programs and ways to improve our effectiveness.

Celebration We seek a healthy organisation, with a high quality of life for employees, where enthusiasm and celebration are not out of place.

Integration Work is an important part of our lives - we want it to be integrated with all other areas of life.

The cultivation of new initiatives and relationships helped us to achieve our mission and grow in 2002.
Highlights 2002

Alliances In June 2002, WorkVentures formed a Strategic Alliance with Western Sydney ITeC, enabling us to extend our operations geographically. This led to the formation of the WorkVentures Group.

Launch WorkVentures Connect launched a second Neighbourhood Technology Centre (NTC) in Waterloo, in partnership with Microsoft and the NSW Department of Housing.

New Venture WorkVentures Connect (IT), computer re-use project was established with Westpac Bank and the NSW Government, bridging the digital divide and directly addressing environmental issues related to technological waste.

Indigenous A new traineeship program, Breaking the Cycle, was set-up with Woolworths Supermarkets to assist young Indigenous students to remain at school throughout years 11 and 12 by participating in a part-time school based traineeship program.

Support Increased resource development and fundraising initiatives resulted in the donation of funds, products and facilities valued at \$690,000. WorkVentures is particularly grateful for the support of Microsoft, Westpac Banking Corporation, The Westpac Foundation, IBM, The Perpetual Foundation, St. Vincent's Hospital and the NSW Department of Housing.

Good Performance Successful outcome performance ensured our Job Network service achieved contract renewal for the Commonwealth Job Network commencing July 2003. Our Indigenous Specialist Service was particularly successful and achieved a 4 star rating (out of 5).

Industrial Relations A unique Enterprise Bargaining Agreement was certified for Sydney ITeC Repair Centre (SIRC), providing flexible employment conditions for employees and establishing WorkVentures as an employer of choice.

Social Ventures Social Ventures Australia was formed in partnership with WorkVentures, the AMP Foundation, The Smith Family and the Benevolent Society and successfully assisted over two hundred social enterprises and entrepreneurs through its Big Boost Challenge.

Outcomes Overview 2002

	EMPLOYMENT	TRAINING SERVICES	SYDNEY BUSINESS ENTERPRISE CENTRE	CORPORATE SERVICES (including Social Enterprises)	WESTERN SYDNEY	TOTAL
Unemployed jobseeker clients placed in jobs	1855	66	-	-	166	2088
Additional new staff positions created in the WorkVentures Group	5	2	1	9	1	18
No. new staff previously unemployed and/or Training/ES clients	7	1	2	7	3	20
Jobseekers completing accredited training	-	368	-	-	95	463
Participants in small business training and guidance sessions	-	-	1560	-	683	2243
No. new business start ups assisted	-	-	48	-	63	111

2002 was a year of growth through partnerships,
culminating in the formation of the WorkVentures Group.
WorkVentures President's Report

There were so many new opportunities in 2002, we had to take stock of our core business and ensure we only concentrated on those opportunities consistent with our mission and goals. It is this kind of responsible economic and business management that continues to ensure WorkVentures' strong and sustainable future. Financial performance remained stable and we continued to show significant development within our market place.

One of the primary growth projects this year was WorkVentures Connect. In early December, we opened our second Neighbourhood Technology Centre (NTC) in the inner city Sydney suburb of Waterloo, in partnership with Microsoft and the NSW Department of Housing. We also launched a computer re-use operation with the assistance of Westpac and the NSW Government, to distribute ex-corporate and government computers to disadvantaged families, schools and non-profit organisations.

The realisation of our Strategic Alliance with Western Sydney ITeC, an organisation fulfilling a similar function to us in the Western Sydney region, was another major development in 2002. It resulted in the formation of the WorkVentures Group, made up of WorkVentures Ltd, WorkVentures Group Training Ltd and Western Sydney Information Technology Centre Ltd (now trading as Western Sydney WorkVentures).

Our core business activities continued to perform well. Vocational Training formed a new partnership with Woolworths Supermarkets to provide a groundbreaking traineeship program for young Indigenous students. Employment Services significantly increased the number of people placed into jobs this year with particular improvements being made in the Specialist Indigenous service. Our Business Enterprise Centres in Parramatta and Surry Hills responded to approximately ten thousand enquiries from small business intenders and practitioners. A landmark Enterprise Bargaining Agreement was negotiated at the Sydney ITeC Repair Centre (SIRC) and new contracts provided a major financial improvement for this part of the WorkVentures Group.

These examples clearly demonstrate the strength and breadth of the services offered by the WorkVentures Group in meeting our four key strategic goals. Without the support of our corporate and government partners, Woolworths, Westpac, Microsoft, IBM and many others, none of these results would have been possible. Little would have been achieved without the dedication and skills of the staff and senior management. With these staff and the range of services now offered by WorkVentures, we are looking forward to an exciting and prosperous 2003.

Specific goals for 2003 include increasing volunteering and fundraising opportunities, expanding our presence in Western Sydney, managing another three Neighbourhood Technology Centres, establishing Computer Re-use as a sustainable venture, upgrading our website and improving performance, social and environmental impact reporting procedures. These will give real substance to our vision **building communities that work**.

Towards the end of 2002, Greg Blunden, Board President since 1999, took up a new position as General Manager of WorkVentures Connect (IT). This enabled us to secure the skills of an experienced and trusted senior manager to lead the new Computer Re-use initiative. We wish Greg well and thank him for his years as a WorkVentures Director and President.



Rev Paul Cohen
President, WorkVentures Ltd.



During the first half of the 2002 financial year, the trading position of Western Sydney ITeC continued at an unacceptable level, and gave us considerable concern as to the long-term future of the organisation.

Western Sydney WorkVentures Chairman's Report

In late 2001, a number of fundamental changes were made to the Board structure including my appointment as Chairman. A critical review was undertaken to determine the long-term future of the organisation and the best way to secure this important community asset into the future. As a result of the review, it was concluded that the most appropriate way forward for Western Sydney ITeC was to enter into a Strategic Alliance with WorkVentures, an organisation fulfilling a similar role to Western Sydney ITeC in inner Sydney.

In June 2002 a Special General Meeting of Members was held, during which the recommendation that Western Sydney ITeC become a controlled entity of WorkVentures Ltd was unanimously passed, together with various enabling resolutions allowing the operational issues to be actioned.

Since this decision in respect to the future of Western Sydney ITeC was made, both organisations have worked tirelessly to bring the operations of these two organisations together. It is pleasing to report, at the date of writing, we are now beginning to see very positive benefits emerging from the coming together of these two organisations. We confidently look forward to the future as the anticipated benefits of this critical Strategic Alliance are realised. The Board is also cognisant of the fact that WorkVentures has stabilised the financial base of Western Sydney ITeC (now trading as Western Sydney WorkVentures), and provided security into the future.

It is important to recognise the very significant efforts of my fellow Directors in securing the long-term future of our organisation. It is equally important to recognise the contribution made by our staff during this very demanding time.

We look forward to the continued support of our strategic partners, customers and members as we progress into the future and consolidate our Strategic Alliance and positioning as part of the WorkVentures Group.



C.P. Ogilvy
Chairman, Western Sydney WorkVentures



During 2002 the expanded 'WorkVentures Group' built new capacity, skills, assets and strategic relationships as foundations for future service development.
Chief Executive's Report

Despite largely static revenue, reflecting the general state of the economy, we invested significant resources in 2002 to build the capabilities, innovation and scale of our social and economic development initiatives.

New solutions to the 'digital divide'

We developed WorkVentures Connect as a high impact network of local technology skills development and access centres in disadvantaged communities. Microsoft, The Westpac Foundation and the NSW Department of Housing partnered with us in this initiative, together with IBM, local tenant groups, the NSW Premier's Department and the Office of Information Technology. In December we launched WorkVentures Connect@Waterloo and resources are committed for three additional centres to open in 2003. We have also begun managing the decommissioning of computers from business and government and their sale to community groups, schools and low income users nationally. This complementary project further expands our ability to use IT to strengthen the social and economic participation and capacity of disadvantaged groups.

Strengthening relationships with Indigenous communities

Building on our longstanding collaboration with the La Perouse Aboriginal community and utilising the support of WorkVentures' Indigenous staff, we embarked on a plan to develop new services with Sydney's Indigenous communities. We recruited and placed 25 Indigenous HSC students in retail traineeships with the support of Woolworths, for a new project in which participants gain an income, HSC and a national vocational qualification during years 11 and 12. This is an innovative initiative with national potential across a range of occupations. Our ongoing specialist Indigenous employment service also achieved a four star rating reflecting excellent employment outcomes this year.

Social innovation and enterprise

The Social Enterprise Development Unit generated an exciting portfolio of new projects. Our collaboration with the AMP Foundation, Smith Family and Benevolent Society to form Social Ventures Australia (SVA) culminated in the SVA Big Boost Challenge. In 2002 this program assisted over two hundred social entrepreneurs and enterprises to develop business plans, ten projects were identified to receive high level mentor support and five were given some financial assistance.

Corporate collaboration and fundraising

During 2002 we received significant new financial support from The Westpac Foundation, Baxter Trust and Microsoft in addition to in-kind support from CSC Australia, the NSW Department of Housing and Westpac Banking Corporation. New resource commitments secured by the fundraising efforts of the Social Enterprise Development Unit were valued at over \$690,000 for use during 2002 and beyond. We have set ourselves the goal of raising \$1 million in cash and in-kind resources for new and existing services in 2003.

Expanding our reach

Another major initiative was a strategic partnership with Western Sydney ITeC, an organisation similar to WorkVentures located in Parramatta. Welcoming this new partner into the WorkVentures Group has given us new opportunities to expand services in Western Sydney, a strategic region where population growth requires a strengthening of community and business infrastructure. This offers great potential for our capabilities.

Melbourne is already the base for Melbourne ITeC Repair Centre. In recent months we have been exploring opportunities and invitations from local organisations to strengthen our presence in Victoria. Determining our future in Melbourne will be a priority during 2003.

Strategic investments

Late in 2002 we achieved significant capital gain by selling our outgrown Matraville factory unit. Now we have funds freed for new property or capital assets to further strengthen our operations.

Next Year

We have set some challenging targets for job generation and job placement, financial and relationship collaboration as well as new operational projects for 2003. We await with anticipation the results of the Commonwealth Employment Services tender in late March and various other contract renewals.

I want to thank all our supporters, our hardworking Directors and staff in all three companies for their contribution to making the WorkVentures Group a national leader in social enterprise and community building. We look forward to facing a new set of challenges successfully in 2003 with your continued creative energy.

Steve Lawrence



Steve Lawrence
Chief Executive



Satisfied client becomes customer

Excerpt from a letter written by a WorkVentures Employment Services client, 2002.

"In late 2001, I experienced a period where I was between contracts and the job market in my field was very limited. I applied for the Mature Age Workers Program based in Surry Hills.

I was allocated an individual Employment Consultant with whom I had a number of advisory sessions. I found the service very professional, the Consultant very empathetic and encouraging, assisting me greatly at a time of transition in my career. Through the program I undertook a short computer training course, which not only kept me occupied during this transition period but enabled me to further develop my IT skills.

Through WorkVentures I found employment in a new industry, in a rapidly growing organisation. I have subsequently been promoted to a senior level in the organisation.

From my initial contact with WorkVentures, our organisation now uses WorkVentures as a preferred supplier for recruitment; I have received valuable assistance from WorkVentures in the provision of employment solutions. As a result we now have many permanent members of staff who have come to us from WorkVentures.

I am impressed with the speed with which WorkVentures staff were able to source, screen and refer their clients for our interviews. WorkVentures provides an excellent level of service, with a rapid turnaround time.

They understand our company's recruitment needs, their Consultants find the time to discuss individual requirements and also to talk through the rare situation where an incoming employee takes time to settle in.

In my experience, WorkVentures has shown its commitment to helping disadvantaged groups in the community to obtain and maintain sustainable and satisfying work."

Employment Services' focus is to assist jobseekers identify suitable work options, undertake necessary up-skilling, find and gain sustainable employment and then to support them through their first months of work.

Employment Services

The Job Market

Despite a fairly buoyant job market in Australia during 2002, many of our jobseekers, particularly long-term unemployed people, find the gap between the skills they possess and those required by employers an ongoing hurdle. Throughout all of our programs we have also seen an increase in highly experienced and well qualified jobseekers who have lost employment through company restructuring or the downturn in the IT industry. To help address the needs of this group, our East Sydney site commenced "Café Professional" for these people to meet, network and provide support for each other.

Job Network Reforms

July 2002 saw the introduction of significant changes to our Job Network services under the Commonwealth Government's "Australians Working Together" program. These reforms mean jobseekers assessed as being not yet 'job ready', can be referred to complementary programs such as Language, Literacy and Numeracy, Work for the Dole and Personal Support. Additional funding was also made available for training mature aged (50+) and Indigenous jobseekers.

Outcomes

During the year, 1855 Employment Services clients were placed into jobs and sustained employment, including 1376 through Job Network. This significant result was achieved through more intensive one-to-one and group assistance with clients, and the ongoing effort of all our staff. Our Indigenous Specialist service was particularly successful, achieving a four star rating (out of five) and renewal for the new Employment Services contract commencing July 2003. We also achieved business renewal from our Job Searching Training program.

Mature Workers and Skilled Migrant Programs

The Mature Workers Program (for jobseekers aged 40+) and the Skilled Migrant Placement Program (assisting qualified/skilled migrants for whom English is a second language to gain employment in a field related to their experience), continue to provide a valuable service for jobseekers ineligible for Job Network services. Our consultants provide a mentoring service as well as running structured training in job search and informal support groups. The "Public Service Applications" workshop, open to all our jobseekers, is particularly useful in teaching participants how to address selection criteria effectively. In 2002, we placed 275 mature aged workers and 204 migrants into jobs and sustained employment.

Clients Placed into Jobs during 2002

	NUMBER OF CLIENTS PLACED
Job Network	1376
Mature Workers	275
Skilled Migrant Placement	204
Total	1855

Staff Development

Considerable investment was made in staff development this year in recognition of the importance of our employees' skills and morale in achieving results. Six senior staff members participated in Frontline Management training through the Mt Eliza Business School and eight employment consultants attended Core Skills training with JOBFutures. At the end of the year twenty-six staff members attended accredited in-house training in preparation for the increased focus on group work required under the 2003 Employment Services contract.

Goals for 2003

WorkVentures will continue assisting jobseekers gain quality sustainable employment in accordance with the outcome of our tender for the 2003 Job Network contract and our strategic mission and goals.

The Vocational Training Services Division of WorkVentures focuses on two major areas:

The provision of career and employment opportunities via traineeships through WorkVentures Group Training.

The delivery of competency based vocational qualifications through WorkVentures Registered Training Organisation.

Training Services

WorkVentures Group Training

WorkVentures Group Training employs trainees from diverse backgrounds and age groups and places them with host employers who can provide a working environment best aligned with their selected course of study. Most traineeships run for one year, providing participants with employment and ancillary study opportunity, the platform for establishing a career in a specific industry and a nationally recognised qualification. We assisted 61 people to commence traineeships this year, and a further 21 completing traineeships begun the year before.

WorkVentures Registered Training Organisation

WorkVentures Registered Training Organisation provides competency based vocational training through a number of training packages and issues nationally recognised qualifications. Longer courses are linked to traineeships and the shorter courses have been designed for people needing to acquire specific skills to achieve employment.

During 2002 we ran two Office Administration and an Information Technology courses through the New Apprenticeship Access Program (NAAP), as well as an International Computer Drivers Licence Course. Upon completion of the NAAP courses, five people commenced employment, one started a traineeship and another went on to complete further training.

WorkVentures Information Technology Training (WITT) fee for service program runs self-paced courses in a range of computer software programs such as Microsoft Word, Excel, Access and Powerpoint, MYOB and typing. A total of 171 clients participated in WITT courses in 2002, 78 of whom were mature aged.

IBM and Microsoft support our training services by providing computer hardware and software essential to our work.

New Projects

WorkVentures Group Training and Woolworths Supermarkets formed a new partnership this year to create an Indigenous Traineeship program called "Breaking the Cycle".

The project encourages Indigenous high school students to remain at school throughout years 11 and 12 by giving them the opportunity to participate in a part-time school based traineeship program. During 2002, WorkVentures presented the concept to year 10 Indigenous students throughout Sydney, and Woolworths selected 25 candidates to commence the program in January 2003. These candidates will be placed in supermarkets to receive part-time vocational training, and at the end of two years will receive a nationally recognised qualification "Certificate 2 in Retail Operations (Woolworths)" in addition to their Higher School Certificate.

Training Courses Provided in 2002

TRAINING COURSE	NO. COURSE PARTICIPANTS
International Computer Drivers Licence	15
Office Administration (New Apprenticeship Access Program)	23
IT (New Apprenticeship Access Program)	14
WITT Training Courses (fee for service)	171

Traineeship Training Provided in 2002

TRAINEESHIP TRAINING	NO. TRAINEES COMMENCING TRAINING IN 2002	NO. TRAINEES COMPLETING TRAINING BEGUN IN 2001
Office Administration	63	21
IT	21	20
Other	5	2
TOTAL	89	43

Goals for 2003

During 2003, WorkVentures Vocational Training division will ensure our Indigenous Traineeship program with Woolworths Supermarkets provides positive outcomes for both the trainees and the host employer. We are planning to partner with another host employer organisation in the call centre industry to further expand our Indigenous Traineeship programs. We also aim to open up opportunities for mature aged workers and people with disabilities to participate in traineeships.

Traineeship in Business (Office Administration)

Ellani Ngaheke Group Training Company Trainee

Ellani had some experience in Food and Beverage work but had a strong desire to work in an office role. She was a WorkVentures Employment Services Intensive Assistance client registered with Maroubra Centrelink. To assist her employment opportunities, Ellani was enrolled in Pre-Vocational Course 8 with WorkVentures Vocational Training Services in October 2001.

Towards the end of the pre-vocational course, she was given the opportunity to undertake some casual work for a host employer identified through WorkVentures Group Training Ltd. Her excellent performance in this casual position led to the offer of a traineeship with the organisation, which she gladly accepted.

Unfortunately after three months in the role the host employer experienced a downturn in business and indicated they would have to cancel Ellani's Traineeship Agreement. This did not mean the end of her training however, as within days WorkVentures had identified a new opportunity, and she was being interviewed by a new host employer, GMB Research and Development Limited. The interview was successful and Ellani's Traineeship contract was transferred to GMB. She successfully completed her traineeship in November 2002 and was awarded a nationally recognised qualification; Business - Office Administration Certificate 3, as well as the offer of a permanent position at GMB.



Sydney Business Enterprise Centre (BEC) assists start-up and existing small businesses at all stages of operation by providing a variety of services to suit individual business needs.

Small Business Services

This year we joined forces with Parramatta BEC, enhancing services by sharing resources, extending innovative ideas, and cross-referring clients. Streamlining services at both centres will enable us to provide business advisory services from the CBD through to Western Sydney.

Business Incubator

At the end of 2002 our business incubator took on the name "The Business Village" to integrate its operations with the complementary services at Western Sydney.

Occupancy in the business incubator fell by 60% over the year due to a poor business environment; at the end of the year it serviced 22 physical and 25 virtual tenants. Whilst this created financial difficulty, it also provided an opportunity to implement new initiatives. These included encouraging greater interaction amongst incubator tenants both with each other and staff, and a two-pronged approach to upgrading tenant services aimed at 'village' culture and tenant development. New occupants have had a positive impact on in-house networking and with the additions currently being made to our tenant IT capacity, we expect increasing occupancy throughout 2003.

Business Support Services

During 2002, Sydney BEC responded to 5600 enquiries and assisted 48 new business start-ups. Our website www.sydneybec.com.au has become an invaluable resource for small business clients. It receives over 5,000 hits per month, an average of 15% for longer than five minutes.

Our six volunteer business advisors provided approximately 1,100 one-hour free business advice sessions to clients this year. Topics included establishing a small business, developing a business plan, marketing, sales and financial advice.

Sydney BEC ran 35 training courses for 460 participants to complement business advice sessions. Course topics included starting a successful small business, running a business from home, legal issues for small business, importing and exporting.

We also operate a free market research resource centre containing a marketing program, business benchmark and

demographic profiling software. These services are made possible through the support of the Department of State and Regional Development (DSRD).

During 2002, Sydney BEC organised eight breakfast and networking functions, launched a program of regular events for small businesses and laid the groundwork for a local business membership club. These projects assist existing businesses to grow and develop their client base, as well as providing forums for businesses to promote themselves amongst peers. The success of these initiatives will continue in 2003.

Innovation Service

Sydney BEC runs one of four innovation advisory services in NSW, with support from the Department of State and Regional Development. This guidance focuses on protecting innovations or inventions through patents, trademarks and trade secrets, financial assistance and referral for technical assessment on the commercial viability of the innovation.

Sydney BEC also works closely with IP Australia to ensure small businesses are aware of the need to protect the Intellectual Property inherent in their business.

In 2002, Sydney BEC took over the running of the website www.ausinvent.com. This site provides a self-assessment software tool, allows innovators to add their product to an on-line exhibition and is regularly updated with contacts, links and useful articles.

Goals for 2003

The priority for 2003 is to continue rebuilding the Business Village by attracting new small business operators as physical or virtual tenants. Sydney BEC will increase its support for small business by creating opportunities for networking between tenants and other small business operators and by organising times for learning and exchange to enable businesses to grow.

Business advice sessions and enquiries 1997 - 2002

	1997	1998	1999	2000	2001	2002
No. of business advice (1 hour) sessions held	834	1100	1000	800	800	1100
No. of enquiries responded to	1920	4000	6000	8000	8800	5600

Note: 2002 reduction in enquiries reflects SBEC's focus on engaging clients in the spectrum of available services and increased general enquiries through the www.sydneybec.com.au website.

Evolution of a Business

Casey Crowle Lightwood IT Group

The Lightwood IT Group commenced operation on the 5th of October 1999, offering IT services for small to medium sized businesses. Like so many small business ventures it was the result of a momentary glimpse of what could be...

Lightwood began by securing short to medium-term contracts with just one client. In August 2000 the company began offering regular IT maintenance, ad-hoc support services, and competitively priced hardware and software products. This growth called for the hiring of an additional engineer and the subsequent need for an office outside of home. One of Casey's friends recommended the serviced offices at Sydney BEC which sounded ideal: not too far away from CBD-based clients, close to the railway for new staff, and professional receptionist services. Importantly, the offices were reasonably priced and available on a month-to-month rental basis so there were no expensive leases to worry about.

Once in the new medium-sized yet cozy office, other benefits become apparent: Casey's team was surrounded by like-minded people, all in varying stages of building their dreams. The ability to share experiences and bounce ideas off other business owners was a huge windfall. The Business Advisory Service provided Lightwood with advice and access to market research resources and the team participated in regular networking events and training sessions on various aspects of running and building a business.

Within this nurturing environment Lightwood continued to grow. In a short space of time, it had become three engineers and a part time administration person. When they purchased ExceLan, another company very similar to Lightwood, it was clear the time had come to move on to bigger premises. SBEC was every bit as helpful on the way out as they had been on the way in. Lightwood converted to a "virtual office" reception service to ensure that all clients were properly informed of their relocation.

Six months into the merged operation, five engineers and two part time administration staff exemplify Lightwood's evolution. As their target industry is on the rise again, Casey Crowle cannot help but be positive about the future!





WorkVentures Connect@Waterloo Launch

A marquee, a community sausage sizzle and a jazz trio combined with one hundred local residents on the 2nd December 2002, to launch the Neighbourhood Technology Centre (NTC) in the inner city Sydney suburb of Waterloo.

At the launch, Microsoft NSW Branch Manager, Neil Jackson, said the project constitutes an "innovative trifecta" between the private, public and non-profit sectors. "Together, we are providing digital opportunities to the residents of Waterloo and hope to help them realise their full potential through the WorkVentures Connect centre", Mr Jackson said.

Located in premises owned and refurbished by the NSW Department of Housing in the Waterloo shopping centre, and established with funds from Microsoft, WorkVentures Connect@Waterloo replicates the services successfully piloted in Macquarie Fields.

Fifteen networked computers, a printer, fax and a range of informal and formal training opportunities combine to provide employment pathways and economic development opportunities for the residents of the Waterloo housing estate.

A grant from the Westpac Foundation will assist in maintaining the NTCs longer-term viability, as will the critical contribution from volunteers recruited from the local area, churches and corporations.

WorkVentures Connect@Macquarie Fields

WorkVentures Connect@Macquarie Fields consolidated its presence in the local community in 2002. During the year:

- Over 220 local residents logged on to the Internet
- 30 residents completed introductory IT courses in conjunction with TAFE Outreach
- 54 people used the NTC for the first time
- The largest group of people to make use of the NTC facilities was a homework club for primary and secondary school students
- Volunteers contributed over 40 hours per week to assist in the running of the NTC
- The tradition of HSC breakfasts continued, allowing young people access to their exam results from 5:00am, to enjoy a cooked breakfast and provide support to one another
- Complimentary services were provided through a Safe Womens Craft Group, the Neighbourhood Advisory Board, and in partnership with the Glenquarie Anglican Church, Parent Connect and Family Support
- Chris Leech, WorkVentures Connects' first NTC manager, who successfully increased the centre's use by local residents and diversified the services provided, left to move into full-time teaching in December 2002. We benefited greatly from his commitment to the centre and to local residents.

WorkVentures Social Enterprise Development Unit (SEDU) was created in 2001 to research new ventures, plan and assess new business enterprises, develop resources through fundraising, and forge new alliances in the corporate, government and community sectors.

Social Enterprise Development

Achievements in 2002

WorkVentures Connect

WorkVentures Connect Neighbourhood Technology Centres (NTCs) provide direct access to information technology (the Internet, e-mail, office applications and training) for people living on public housing estates in the south-west and inner-east regions of Sydney.

A new enterprise, WorkVentures Connect (IT) was established at the end of 2002 following the donation of 107 pallets of decommissioned computers from the Westpac Banking Corporation. This computer reuse project refurbishes decommissioned computers and recycles them into affordable productive use by disadvantaged individuals, communities and the not-for-profit sector, directly addressing environmental issues related to technological waste.

The two complementary WorkVentures Connect strategies address the digital divide by assisting those people in our society currently lacking information resources, to proceed along a pathway to employment, skills and economic development, from initial first time contact with a computer and software applications to ownership of an affordable quality recycled computer.

Moving On: Training and Employment for Recovering Addicts

A pilot project, with a staff member seconded from WorkVentures Employment Services, was developed this year with Rankin Court Drug and Alcohol Unit at St. Vincent's Hospital. Moving On integrates on-site 'job readiness' assessment for clients recovering from an addiction when and where they receive medication, through case management into training and employment in a workplace specifically tailored to meet their needs. This project integrates the health and employment sectors, creating a workplace tailored to recovering addicts' clinical needs, developing high levels of self-esteem and life skills training for these clients within an environmentally responsible social enterprise, WorkVentures Connect (IT).

Business Futures

During 2002 SEDU continued to assess another twenty new enterprises, in particular the ongoing development of BusinessFutures - a mixed-use (office and light industrial) incubator to foster and develop businesses committed to sustainability and environmental management. A planned Sydney facility did not proceed due to increases in real estate prices. Discussions continue around the possible location of this project in Melbourne, Brisbane and Perth.

Career Advance

SEDU also continued to plan for the implementation of CareerAdvance, a project in partnership with St. James Church, located in the Sydney CBD. CareerAdvance will enable white collar retrenched people to realise their social and career potential by providing complementary services and referrals in order to bridge the gap in the current market.

Resource Development

Resource development and fundraising were developed in 2002 resulting in significant donations of cash and product from a range of corporate, philanthropic and government organisations totalling almost \$690,000. Microsoft, Westpac Banking Corporation, The Westpac Foundation, IBM, The Perpetual Foundation, St. Vincent's Hospital and the NSW Department of Housing all allocated funds, products or facilities for a variety of WorkVentures projects. We received \$193,000 funding in 2002 as well as additional commitments of \$297,000 for on-going funding, a \$15,000 contract, in-kind donations valued at \$143,572 and volunteer hours valued at \$40,230.

Goals for 2003

As well as continuing to evaluate and expand all of the projects highlighted above, specific goals for SEDU in 2003 include:

- raising one million dollars through fundraising and resource development
- setting up new Neighbourhood Technology Centres in Claymore, Woolloomooloo and Matraville/Maroubra, and
- the successful development of our Computer Reuse project in partnership with the Westpac Banking Corporation, NSW Government, Microsoft and others.

DEFINITION OF SOCIAL ENTERPRISE

A Social Enterprise seeks to apply best practice from the business sector to maximise the effectiveness of client focussed services within disadvantaged communities.

A Social Enterprise seeks to generate a surplus, not for private shareholders, but to create more opportunities within the same or other communities.

A Social Enterprise takes what others may have discarded and uses innovative ways to maximise the use of the recycled building/product/commodity for the benefit of disadvantaged communities.

A Social Enterprise seeks to form integrative partnerships with both government and corporate sectors, utilising grants and philanthropic funds to provide enterprising solutions to poverty and disadvantage.

Volunteer becomes a staff member

Daniel Armishaw

As a school-leaver about to embark on a TAFE computing course, Daniel Armishaw's local church assistant minister suggested he offer some voluntary computer assistance to WorkVentures Connect@Macquarie Fields Neighbourhood Technology Centre (NTC).

Thinking this would be a short-term project that might lead to permanent work, Daniel and a friend began working as volunteers at the NTC. In addition to his studies, Daniel spent the next eighteen months installing computer security measures and providing administration support at Macquarie Fields. "Volunteering has benefited me in so many ways I didn't even realise", Daniel says. These benefits include forming new friendships and learning about the local community, as well as the opportunity to put his studies into practice and gain critical work experience in his chosen career.

In mid 2002, having completed Certificates 2, 3 and 4 and begun a Diploma in Systems Administration, Daniel started enquiring about opportunities for part-time work. Later in the year when the WorkVentures Connect IT computer reuse project was born, Chris Leech, Manager of WorkVentures Connect@Macquarie Fields, put Daniel forward as a potential staff member for the new project. He successfully got the job, and negotiated a flexible employment agreement which allows him to work there two days per week, continue volunteering at Macquarie Fields one day a week, and to spend the remainder of his time completing his studies.

Now, at age twenty, Daniel is working as a computer technician for WorkVentures Connect IT, doing what he loves, working alongside his best friend, continuing to learn through study, and has the opportunity to alter his paid working hours in line with changes in his lifestyle. He is excited about his new position and says, "I really think this business has the potential to succeed. With the people we have here and our ability to get out there and actually do something, I don't think there's going to be a limit to it."

WorkVentures contributes to our national Information Technology industry by training IT professionals and operating one of Australia's leading national electronics businesses, the Sydney ITeC Repair Centre (SIRC), and its Melbourne counterpart, MIRC.

Sydney and Melbourne ITeC Repair Centres

These enterprises provide electronics repair services for ATM, power supply, retail, monitor and banking products as well as subcontracting repairs and managing logistics for major Australian business clients.

Performance Measures

A significant increase in orders secured major improvements in business for SIRC and MIRC this year. A total of approximately 87,000 electronics repair jobs were undertaken in 2002, representing an increase of 64% on the previous year.

New Contracts

At the end of 2002, a new Westpac relocation contract had our staff moving IT equipment between Westpac offices on behalf of another multi-national organisation. This proved to be an extremely successful project and looks like becoming an ongoing activity.

Repair Centre Management System

Significant developments were made in the repair centre management system, including database upgrades, providing greater security, data integrity and documentation for our customers and clients. Customer specific barcode labels and radio frequency barcode scanners were also introduced in the warehouse, improving efficiency by reducing human error and increasing the speed of part processing.

Quality

During 2002 we successfully completed an external quality audit to maintain our current ISO9002:1994 quality certification. Next year we plan to upgrade this to the new ISO9002:2000 quality standard.

Enterprise Bargaining Agreement

Following a year of hard work and negotiations, in July 2002, a unique Enterprise Bargaining Agreement (EBA) was certified by the Australian Industrial Relations Commission for implementation at the repair centres. This EBA aims to give staff a greater role in the running of the enterprise, as well as a share in the profits of the business. By recognising specific industry requirements and providing flexible employment conditions for employees, this EBA establishes WorkVentures as an employer of choice.

Employment Opportunities

SIRC and MIRC employed a total of 107 staff in 2002. Our Sydney headquarters, based in Mascot, currently employs 93 people, the Melbourne workshop and warehouse has fourteen staff members. Nearly 85% of these staff are from non-English speaking backgrounds.

Goals for 2003

In 2003 we aim to further increase the size of our repair business, enabling us to generate more employment opportunities within the electronics repair industry.

2002 was a year of significant change and revitalisation for Western Sydney. Many difficult challenges were faced, obstacles overcome and hard decisions made.
Western Sydney WorkVentures

By the end of the year, Western Sydney ITeC (now trading as Western Sydney WorkVentures) had provided a range of business training, advice and services, established substantial networks, assisted disadvantaged unemployed people through training and employment services and pioneered community based Learning Circles.

In June the creation of a Strategic Alliance with WorkVentures Ltd resulted in the formation of the WorkVentures Group. With the combined strength of these two organisations, innovative programs, and a commitment to the growth and development of individuals and the community, Western Sydney WorkVentures looks forward to a prosperous and dynamic 2003.

Employment Services

During 2002, Western Sydney's Mature Workers Program assisted 149 individuals into employment or training.

Parramatta Business Enterprise Centre

Parramatta Business Enterprise Centre (BEC) held monthly Networking Breakfasts, launched its Supporters Network, conducted the Women In Business Mentor Program, fielded 4591 enquiries, assisted 63 businesses and held training or business advice sessions to assist 683 individuals.

In 2003, Parramatta BEC will be conducting the Auburn Business Circles project in conjunction with Auburn City Council, and the Departments of Transport and Regional Services, Family and Community Services, and State and Regional Development.

Business Village

The Business Village incubator supported 25 physical tenants plus 21 virtual tenants, representing 64% incubator occupancy as at 31st December, 2002.

Training Services

Our Training Services conducted two Job Employment Training courses, presented the Business Training component of the Women Out West Multimedia project, ran a New Apprenticeship Access Program, assisted with 26 New Apprenticeships and held numerous general training courses for a total of 95 participants.

Learning Circles

We also piloted the successful Learning Circles project for Parramatta City Council this year to help achieve the council's Enterprising City Strategy. Learning Circles or Study Circles

connect the community to civic processes such as strategic planning, visioning and shared governance. They enable people from different backgrounds to work through public issues together to find solutions and embody the democratic principles of equality, inclusiveness and collaboration in managing community change.

Internal Activities

During the year, Western Sydney staff participated in the WorkVentures Group strategic planning retreat and completed an On-Site review.

Statistical information 2002

149	Mature Workers Assisted into Work or Training
21	Virtual Tenants in the Business Village as at 31 December
25	Physical Tenants in the Business Village as at 31 December
64%	Occupancy of the Business Village as at 31 December

Western Sydney Training Services 2002

SERVICE	NUMBER OF PEOPLE TRAINED
Vocational Training (IT and Business Administration)	44
Training for trainees (new apprenticeship program - training)	26
Training for mature aged job seekers	3
Training for young unemployed jobseekers	22

Parramatta BEC

SERVICE	NUMBER OF PEOPLE ASSISTED
Inquiries seeking information and advice on running a business	4591
Training or face to face business counselling	683
New business start-ups assisted	63

Goals for 2003

Western Sydney's goals for 2003 are consistent with the strategic goals of the WorkVentures Group and include:

- The creation of 39 new jobs and placement of 171 clients into work
- To achieve an improved financial position
- To diversify income sources in order to achieve a sustainable long-term economic position
- To build enduring mutual relationships with four key organisations in the region.

Integrated support for business

Parramatta Business Enterprise Centre Sarala Chandradeva, Australian Immigration Consultancy Centre (AICC)

Sarala has extensive overseas work experience in law and public service administration. Upon moving to Australia she became involved in community migration programs in the Nepean and Blacktown districts.

Using her experience as a volunteer community worker, Sarala identified a niche in the market for a transparent, client friendly immigration consultancy service. By late 2001, she had decided to start her own immigration consultancy business.

Parramatta Business Village was the ideal location for her business, so she took up an office in the incubator. By utilising the business services available at the Parramatta Business Enterprise Centre (BEC), Sarala was able to move easily from providing a volunteer immigration assistance service into a commercial practice.

In May 2002, she enrolled in the Women In Business Mentor Program and through consultation with her mentor and BEC staff, was able to restructure her business and find new direction. Sarala believes this assistance was invaluable for developing her business plan.

Today, after nearly two years in business, AICC is experiencing steady growth from our local multicultural community. The company has global clients and Sarala enjoys the networking opportunities made available through being an active supporter of the BEC and member of the Chamber of Commerce. She continues to sound out ideas and gain feedback from her BEC advisor and as a result, has recently reviewed pricing schedules that will lead to a 30% increase in income with no erosion of customer base. AICC is well regarded in its area of expertise and has developed an excellent reputation. Parramatta BEC is pleased to have played a significant role in supporting this business.

WORKVENTURES TIMELINE 1979 – 2002

1979 Originally located on La Perouse Peninsula, our early activities included children's and youth out of school care, a recycled clothing business and a Post Office agency.

1984 Incorporated as Peninsula Community Services Ltd (PCS), a company limited by guarantee. We opened Compuskill, a computer training facility, at Matraville. Our focus moved towards employment services.

1986 Invited by Federal Government to establish the first Information Technology Centre based in Surry Hills. Key activities were job creation through labour market training in computing, electronics, employment placement and small business development.

1988 ITeC electronics repair business started in our new Business Incubator facility in Surry Hills.

1989 Maroubra and Surry Hills divisions were funded under the new Federal SkillShare program.

1990 Invited to take over the operation of the Sydney Business Enterprise Centre. We created a new division, focusing on small business advice, training and practical support.

1991 Changed our name from PCS to WorkVentures Ltd.

1994 Established our youth hospitality-training project, Newtons the Restaurant, in Newtown.

1996 Tenth anniversary of Sydney ITeC and the announcement of cuts to the Federal SkillShare program.

1997 Founded JOBfutures, a national employment services network, with 23 other non-profit organisations. Established WorkVentures Group Training Ltd., offering traineeships in partnership with host employers.

1998 Commenced delivery of Commonwealth Job Network services. Implemented a new organisational structure.

1999 Sydney ITeC Repair Centre moves to new Mascot facility. Gained ISO 9001 Quality certification.

2001 Social Enterprise Development Unit created and WorkVentures Connect established.

2002 Western Sydney ITeC becomes part of the WorkVentures Group. WorkVentures Connect IT and Waterloo NTC established. SIRC Enterprise Bargaining Agreement certified. Social Ventures Australia established by WorkVentures and three other partners.

Corporate Services provide the systems and infrastructure to enable the diverse range of activities, projects and companies across the WorkVentures Group to function within an efficient and coordinated framework.

Corporate Services

Information Management

Information management includes the areas of information technology, financial management and company administration. These areas support the effectiveness of WorkVentures' mission, values, goals, strategies and business plans.

During 2002 we continued to provide accurate financial information and reports for both management and the Boards. We reviewed our company record management and archiving processes and will continue this work during 2003.

Information technology (IT) provided network and desktop support as well as developing databases and on-line solutions for management and reporting purposes.

During 2002, significant improvements were made to internal human resources management, relationship management and Intranet systems. Data integrity and reliability were also increased in order to take full advantage of all existing IT systems. New IT responsibilities included the successful set-up of operational systems at Waterloo Neighbourhood Technology Centre and the connection and integration of Western Sydney ITeC into the WorkVentures Group. In preparation for the future, planning is underway for the replacement of existing operational tools in Employment Services and Vocational Training, and an E-Commerce strategy is being developed to improve our web-based services.

In the second half of the year, the finance team were responsible for overseeing Western Sydney's accounts, and for integrating Western Sydney's financial and reporting systems in line with the rest of the WorkVentures Group.

Human Resources

WorkVentures human resource function was restructured in 2002 to play a larger role in supporting the strategic direction of the WorkVentures Group. This includes policy development, industrial relations and other services including Quality and occupational health and safety.

A highlight of 2002 was the certification of the SIRC Enterprise Bargaining Agreement, following a twelve month negotiation period. We are grateful to Ben Gee of Fisher Cartwright Berriman for his assistance and advice.

Quality

Another important milestone was the successful completion of WorkVentures triennial quality audit for the new AS/NZS ISO9001:2000 quality standard. Our target for 2003 is to include Western Sydney and our Social Enterprise Development Unit within the scope of this certification and to use our systems to enable further service innovation.

Communications

The communications function continued to grow in 2002. During the year we began a relationship with creative graphic design company De Luxe and Associates with whom we will continue working in 2003 to redesign our website and further improve our corporate image. Regular staff newsletters were re-established, facilitating improved internal communications across the entire WorkVentures Group. Our company profile was also raised through significant media exposure relating to the launches of WorkVentures Connect@Waterloo and Social Ventures Australia.

Looking Forward

During 2003 we will continue to develop our information management systems including the use of online and E-Commerce solutions. Human Resources, Finance and IT, in partnership with the managers of each operating division will work to continue improving performance management and measurement in line with our strategic plan.

WORKVENTURES GROUP BOARD MEMBERS



**President,
WorkVentures Ltd
Rev Paul Cohen**

B. Th., DipA (Theol), DipMin
Paul joined the WorkVentures Board in 1998 as the newly appointed Minister at St. Marks' Church, Malabar. He was elected as Board President in November 2002. Paul is married to Sue, and they have three small children.

Attended 6 out of 11 director's meetings in 2002.



**President,
WorkVentures Ltd
(until November 2002)
Gregory Blunden**

Director,
Western Sydney WorkVentures
Joined the WorkVentures Board in 1997. Greg has been working in senior management in the IT industry for 25 years, and has held positions such as South East Asian Software Support Manager for IBM, General Manager for MacroServices, and Technical Services Manager for CSC. He resigned from the WorkVentures Ltd Board in November 2002 and is currently the General Manager of WorkVentures Connect IT and member of the Western Sydney WorkVentures Board of Directors.

Attended 10 out of 11 WorkVentures Ltd directors' meetings in 2002.

Attended 4 out of 5 Western Sydney WorkVentures directors' meetings in 2002 (July - December).



**President,
WorkVentures
Group Training Ltd
Thomas Cox**

BSc (Arch), BArch (Hons), MSc (Build)
Director, WorkVentures Ltd
Joined the WorkVentures Board in 1988. Board President from 1992 to 1998. Tom is a principal of Habitat Architects - Human Scale Architecture.

Attended 1 out of 1 WorkVentures Group Training Ltd directors' meetings in 2002.

Attended 11 out of 11 WorkVentures Ltd directors' meetings in 2002.



**Chairman,
Western Sydney
WorkVentures
Charles 'Paul' Ogilvy**

B.Com (Accounting), FCA, FCPA, FAIM, FIFS
Paul was appointed Chairman of the Western Sydney ITeC Board in November 2001. He is a Chartered Accountant and Management Consultant and runs a Management Consulting practice specialising in the requirements of Authorised Deposit Taking Institutions, in particular Credit Unions.

Attended 5 out of 5 directors' meetings in 2002 (July - December).

DIRECTORS OF THE BOARDS



**Professor
E. James Kehoe**

BA, MA, PhD
Director, WorkVentures Ltd
Director, WorkVentures Group Training Ltd

Joined the WorkVentures Board in 1987 and was appointed Vice President in 1992. Jim has been a Professor in the School of Psychology at the UNSW since 1993. He is also Director of Organisational Psychology at UNSW.

Attended 1 out of 1 WorkVentures Group Training Ltd directors' meetings in 2002.

Attended 4 out of 11 WorkVentures director's meetings in 2002 (on leave July to December 2002).



Rev Dr Bill Lawton

BD, MA, PhD, ThSchol
Director, WorkVentures Ltd

Joined the WorkVentures Board late 1999. Bill is currently National Chaplain of Mission Australia. He was ordained into the Anglican ministry in 1958 and has worked in various styles of ministry across Australia. His most recent parish experience was at St. John's Darlinghurst. He is married to Margaret and they have five adult children. He is active in community affairs, especially as they relate to the Kings Cross area. Bill also writes history, the most recent being a chapter on Australian Anglican theology.

Attended 9 out of 11 director's meetings in 2002.



Heather Middleton

BA Hons
Director, WorkVentures Ltd
Director, WorkVentures Group Training Ltd

Joined the WorkVentures Board in 1994. Heather was a Research Officer with the National Centre for HIV Social Research at Macquarie University until June 1997. She worked on the Royal Commission into British Nuclear Tests in Australia and was a former Executive Assistant at WorkVentures from 1986-89. She is currently working part time on her PhD in sociology and researching teaching and learning at the University of Sydney.

Attended 1 out of 1 WorkVentures Group Training Ltd directors' meetings in 2002.

Attended 7 out of 11 WorkVentures directors' meetings in 2002.



Steve Ward

Dip.Arts, Grad Dip Ergonomics
Director, WorkVentures Ltd
Director, Western Sydney WorkVentures

Steve joined the Board of WorkVentures in 1993 and the Western Sydney WorkVentures Board when it became part of the WorkVentures Group in 2002. Steve is Head of the Industrial Design Program in the Faculty of the Built Environment at UNSW. He established an industrial design consultancy firm as a tenant of the WorkVentures Business Incubator (Surry Hills) in its early days.

Attended 11 out of 11 WorkVentures director's meetings in 2002.

Attended 4 out of 5 Western Sydney directors' meetings in 2002 (July - December).



Steve Lawrence

BSW
Director, WorkVentures Group Training Ltd

Founding Member of WorkVentures in 1979, Chief Executive Officer and Company Secretary of WorkVentures Ltd and Western Sydney WorkVentures Ltd, and member of the WorkVentures Group Training Ltd Board since 1997. Steve is also a Director of various national and local non-profit organisations including Social Ventures Australia, and is a management trainer and lecturer. Prior to joining WorkVentures, he was a community services consultant with the NSW Government.

Attended 1 out of 1 WorkVentures Group Training Ltd directors' meetings in 2002.



Ron Alder

Director, Western Sydney WorkVentures

Ron joined the Board in 1999 after retiring from a thirty year career with the Department of Public Works and Services. He was elected to Blacktown City Council in September 1999, is active in the political arena and is also a Member of the Board of Directors for the Western Sydney Regional Organisation of Councils (WSROC) and Westpool.

Attended 4 out of 5 directors' meetings in 2002 (July - December).



Edie Ashley

B. Sc, Dip. Ed, B. Th, M. Phil
Director, Western Sydney WorkVentures

Joined the Western Sydney Board in 2002. Edie is WorkVentures' Assistant Chief Executive and Company Secretary for WorkVentures Group Training. She joined WorkVentures as a volunteer in 1986 and as a staff member in 1987. Originally from a training background, Edie is also on the committee of various local community groups. She is currently completing a Master of Management degree at UTS.

Attended 5 out of 5 directors' meetings in 2002 (July - December).



Robert Downing

Director, Western Sydney WorkVentures

Foundation member of the Western Sydney ITeC Board (now Western Sydney WorkVentures), served as Deputy Chairman until 2002. Bob is now retired, having worked as National Marketing Manager in the textile industry for 37 years. He has also been a Holroyd City Councillor (19 years), President of the Western Sydney Regional Organisation of Councils (3 years), Director of Wentworthville Leagues Club Ltd (18 years) and is a Life Member of Parramatta Cricket Association.

Attended 3 out of 3 directors' meetings in 2002 (July - December).



Paul Garrard

Director, Western Sydney WorkVentures

Lord Mayor of Parramatta, joined the Western Sydney Board in September 2002. He was first elected to Council in 1974 and has been re-elected for the ensuing seven terms of office. Paul has also held positions as Chairperson for Parramatta Park and the Riverside Theatre.

Attended 0 out of 3 directors' meetings in 2002 (September - December).



Ann Martin

Director, Western Sydney WorkVentures

Joined the Board in September 2002. Ann is the senior Project Officer for Enterprising City Outcomes at Parramatta Council and is responsible for managing the direction and delivery of the Economic Development program for Parramatta. She has a background in community cultural development, public art, cultural planning, poetry and performance. Ann is also a recent graduate of the Benevolent Society of Australia's Sydney Leadership program.

Attended 3 out of 3 directors' meetings in 2002 (September - December).



Judith McDonald

Director, Western Sydney WorkVentures

Judith has twenty years experience operating a retail outlet and PADI (Professional Association of Diving Instructors) scuba-diving and instructor training centre. She was President of the Parramatta Chamber of Commerce 1997-1999, and is an active mentor to the small business advisory service in Western Sydney, specialising in marketing and business planning for small business. Resigned from the board at the end of 2002.

Attended 1 out of 1 director's meetings in 2002 (July).



Amanda Spalding

B.A. (Hons.), ACA, FCMI (UK)
Director, Western Sydney WorkVentures

Member of the Western Sydney Board as Group Manager Outcomes, Parramatta City Council, appointed in 2002. Amanda left Parramatta City Council and the Board in September 2002, to take up a new role as Executive Director Planning and Building System, PlanningNSW. Amanda is a chartered accountant. She moved to Australia in 1999 after a sixteen year career in local government in the U.K.

Attended 1 directors' meeting in 2002 (July - September).



John Haines OAM

Director, Western Sydney WorkVentures

Served on the Western Sydney Board as the Lord Mayor of Parramatta from 2001 until September 2002. Councillor John Haines OAM has been a Councillor at Parramatta City Council since 1980 and Lord Mayor for six terms during this period. He was awarded an OAM at the 1990 Queen's Birthday Honours for service to the community.

Attended 0 directors' meetings in 2002 (July - September).

STAFF 2002

Corporate Services

Steve Lawrence Chief Executive
Edie Ashley Assistant Chief Executive
Alan Williamson Human Resources Manager
Andrew Curtis Business Development
Baden Chalmers Administration Manager
Chris Leech NTC Coordinator
Daniel Armishaw Technician Grade 2
Gordon McKay Network Administrator
Graeme Tomlins Collector
Greg Blunden Computer Reuse Project Manager
Helen O'Shea IT Trainer
James Brierley Financial Systems Consultant
Leah Boucher NTC Coordinator
Lyn Webb Database Administrator
Marta Muns Accounts Assistant
Meena Kumar Human Resources Coordinator
Nick Richards IT Desktop Support Trainee
Phillip Elkington Accounts Assistant
Raymond Minniecon
 Indigenous Services Consultant
Rebecca Nade Media & Communications
 Coordinator
Robyn McCarthy Finance Manager
Sharry Chalmers
 Business Development & Research Officer
Timothy Kirkman Technician Grade 1
Vukica Jancic Accounts Officer
Walter de Jong IT Manager

Employment Services

Tery Ross
 General Manager - Employment Services
Alan Campbell Indigenous Trainee
Alan Ramskill
 Employment Consultant - Mature Workers
Alison Rose Employment Consultant - IA
Anabella Pinto Cleaner
Anna Fraser
 Employment Consultant - Mature Workers
Anton Boski Employment Consultant - JST
Bob King
 Employment Consultant - Mature Workers
Clark Booth Administration Manager
Cory Richardson Employment Consultant - IA
Craig Reid Reception/Administration Assistant
David Riley Reception/Administration Assistant
Donna Page Reception/Administration Assistant
Emma Goroncy Employment Consultant - IA
Evonne Santarita Recruitment Consultant - JM
Geoff Pursell
 Reception/Administration Assistant
Gillian Kennedy Site Manager - Maroubra
Gina Martinelli Employment Consultant - IA
Glen Duncan
 Indigenous Employment Consultant - IA
Greg Fleming Employment Consultant - IA
Jacquolin Geyson Employment Consultant - IA
Jan Cook Indigenous Administration Assistant
Jason Kramer Site Manager - Surry Hills
Jerome de Silva Employment Skills Trainer
Justine Ball Employment Coordinator
Kaelib Reece Employment Consultant - JST
Kate Wilson Employment Consultant - IA
Kathy Skinner Employment Consultant - IA
Larrie Snowdon Site Manager - East Sydney
Lee Casey Employment Consultant - JST
Lucas Evans Recruitment Consultant - JM
Maggie Bigwood Site Manager - Rosebery
Mai Trang Pham Employment Consultant - IA
Mandy Cutmore
 Reception/Administration Assistant
Margaret Martinez
 Indigenous Employment Consultant - IA
Maria Comelli Employment Consultant - JST
Maria Vrabac Employment Consultant - IA
Mark Maddison Employment Consultant - IA
Mary Loumanis
 Reception/Administration Assistant
Martyn Mate Employment Consultant - IA
Maureen Kam Assistant General Manager - ES
Michael Besser Employment Consultant - IA
Michael Drew Employment Consultant - JST
Michele Stewart
 Reception/Administration Assistant
Natalia Zmicerevska
 Employment Consultant - IA
Nathalie Steinmetz Employment Consultant - IA
Owen Pascoe Post Placement Support Officer

Paul Hurst Specialist Migrant Placement Officer
Penny Lee Employment Consultant - IA
Ray Longbottom
 Indigenous Employment Consultant Indigenous
Rhoda Kau Administration Assistant
Robyn Cooke Administration Assistant
Ros Golden Site Manager - Surry Hills
Sandy Gaskin Administration Assistant
Sanki Bajjan Employment Consultant - IA
Sarah Sampson Indigenous Trainee
Steve Bridgland Employment Consultant - IA
Tameka Lever Indigenous Trainee
Teresa Sagi Post Placement Support Officer
Thomas Nolan Employment Consultant - IA
Tim Gardiner Site Manager - Redfern
Weisiek Lipiec Employment Consultant - JM
Yvonne Van Dijk Employment Consultant - JM

Sydney Business Enterprise Centre

Kevin Armstrong General Manager - SBEC
Diane Reeve Administration Assistant
Fatima Goepfert Administration Assistant
Giovanni Nicita Trainee
Lewis Audet Cleaner/Handyperson
Niamh Ni Aodha Business Advice Coordinator
Phillip Bross Business Incubator Manager
Sherica Wickramasinghe
 Administration Coordinator
Sigal Kam Receptionist
Stan Knight-Smith Business Incubator Manager

Vocational Training Services

Andrew Bryson General Manager - VTS
Colleen McLean Training & Assessment Officer
Darren Lynch Recruitment Consultant
Francesca Frino
 Assistant General Manager - VTS
Irina Leonene Training & Assessment Officer
Joan Kyriazis Training & Assessment Officer
Lee Gross Telemarketer
Martin Klumpp Traineeship Support Consultant
Phillip White Trainer
Sylvia Klobucar Administration Assistant
Veena Ram Trainer
Jeannie Wilson
 Selection & Development Consultant

Western Sydney WorkVentures

Robert Blandford
 General Manager - Western Sydney
Chris Lewis Mature Workers Program
Graham Hanna Parramatta BEC Manager
Kelly Baker Administration/Training
Lorraine Willick Reception/Administration
Muriel Zordoumis Finance
Odetta Baxter Administration Assistant
Sarah Campbell Administration Assistant
Toni Hamer Business Village Manager

SIRC/MIRC

Aaron Nagle Technician Level 5/6
Alfonso Toh
 Administration/Finance Coordinator
Allen Mendez Technician Level 5.5
Anh Luong Nguyen Technician Level 4
Apelu Poto Technician Level 1/2
Bao Dinh Tran Senior Technician Grade 2
Brian Tymms Branch Manager
Carl Vella Technician Level 5
Carolynn Aldred Technician Level 4/5
Catherine Findlay Bookkeeper
Chris Kalogeropoulos Technician Level 1
Christine Taylor
 Central Division Senior Assistant
Christopher Fretton-Anae Technician Level 2
Cindy Ngoc-Ngan Truong
 Administration/Payroll Officer
Con Palazzo Technical Services Manager
Daniel Keogh Senior Technician Grade 2
Daniel May Spare Parts Assistant
David Hill NCR Account Manager
David Poe Kee Khoo Technician Level 6.5
Debra Carr Administration Assistant
Derek Lai ATM Section Leader
Dino Georgiou Technician Level 6
Don Quinn Operations Manager
Dorothy Anderson Power Supply Section Leader
Duc Phuoc Vo Technician Level 1

Dung Huynh Technician Level 1/2
Edmond Lee Technician Level 3
Fernando Carrasco Technician Level 4
Fu-Yan Li Technician Level 2
Gabriel Hermosilla Technician Level 2
Gaby Antonios Technician Level 4/5
Gary Wilson Senior Technician Grade 1/2
Gary Harpley Cleaner - Printer Section
George Somboli Warehouse Assistant
Goran Cujjanovic Storeperson Warehouse Area
Gregory Coghlan Retail Section Leader
Guo Xiu Sheng Technician Level 4/5
Hai Thanh Huynh Cleaner
Hien Cu To Cleaner Technician Grade 1
Hoa Tran Technician Level 1
Hong Ngoc Dang Technician Level 4
Hue Hieu Luong Senior Technician Grade 1
Hung The Nguyen Technician Level 2
Hyung Chul Kim IT Support Officer
Igor Ruiz Warehouse Assistant
Jamie Gathercole Storeperson
Javier Cerda Technician Level 1
Jeff Hon-Mong Senior Technician Grade 4
Jeffrey Van-Ardenne Technician Level 3
Jose Marino Warehouse Assistant
Juan Carrasco Technician Level 4+
Juan Cereceda Warehouse Assistant
Keith Podella Technician Level 3
Ken Wu Banking Section Leader
Kien Hoong Hee Technician Level 1
Kien Hung Ta Senior Technician Grade 1
Konstadinos Dimitropoulos
 Printer Section Leader
Laisiasa Qimanavanua Technician Level 2
Lapulito Teleron Technician Level 6
Leanne Finnerty Reception/Administration
Lloyd Bridle Technician Level 4/5
Manh Phi Vong Cleaner Technician Grade 1
Mao-Wei Cheng Warehouse Storeperson
Marco Maurizio Cioni Programmer IT
Marifi Sumagaysay Assistant Accountant
Mathew McLaughlin
 Sub-Contractor Coordinator
Ming-Le Wang Technician Level 6
Mirtha Gonzalez Store Person
Ngoc Yen Hai Vo Technician Level 3.5
Poutasi Ropati Technician Level 1
Qian Ming Li Research & Development Manager
Quang Huynh Technician Level 3/4
Quang Hoi Le Senior Technician Grade 1
Quang Phong Diep Technician Level 1/2
Quy Van Nguyen Technician Assistant
Ralph Gatt Division Manager
Ranko Cujjanovic Warehouse Manager
Ratu Gudrunavanua Mekemeke
 Technician Level 1/2
Raylino Acusa Senior Technician Grade 2/3
Richard Parker Senior Technician Grade 1
Richard Fewster Spare Parts Assistant
Robert Portelli Warehouse Assistant
Rong-Robert Min Lu
 Senior Technician Grade 2/3
Rusiate-Rokobure Siganisucu
 Warehouse Assistant
Russell Clarke Project Officer
Scott Dibb Quality Manager
Shannon Owen Technician Level 2
Shu Hua Wang Technician Level 3-5
Sonny Djamil Senior Technician Grade 3/4
Stanislav Kupershteyn Technician Level 1
Stephen Ofori-Oforu IBM Account Manager
Steven Hill Technician Level 1/2
Steven Chi Wang Wong
 Senior Technician Grade 3
Suwan Prajaksin Technician Level 5/6
Tai Chung Casual Technician Assistant
Tan Dung Doan Senior Technician Grade 3/4
Thang Chien Do Technician Level 1
Theodore Meneses Technician Level 1.5
Tom Gunthorpe IT Manager
Van Manh Tieu Technician Level 3/4
Van Nhung Vu Technician Level 4
Van-Ky Vo Purchasing/Store Manager
Vasken Kashkerian Technician Level 5
Victor Goncalves Technician Level 2
Vinh Hoang Nguyen Technician Level 3
Warren Phillips Technician Level 3
Waruna Ranjeewa Herath Technician Level 1
Wei Biao Xu Senior Technician Level 1

WORKVENTURES GROUP STRUCTURE

WORKVENTURES GROUP TRAINING LTD

Board of Directors

Steve Lawrence Chief Executive

Edie Ashley Assistant Chief Executive

GROUP TRAINING

Andrew Bryson General Manager

WORKVENTURES LTD

Board of Directors

Steve Lawrence Chief Executive

Edie Ashley Assistant Chief Executive

SYDNEY BUSINESS ENTERPRISE CENTRE

EMPLOYMENT SERVICES
Tery Ross General Manager

CORPORATE SERVICES

VOCATIONAL TRAINING SERVICES

Andrew Bryson General Manager

SOCIAL ENTERPRISE DEVELOPMENT UNIT

SYDNEY & MELBOURNE ITeC REPAIR CENTRES
Ralph Gatt General Manager

WESTERN SYDNEY WORKVENTURES LTD

Board of Directors

Steve Lawrence Chief Executive

Edie Ashley Assistant Chief Executive

WESTERN SYDNEY WORKVENTURES

Robert Blandford General Manager

STRATEGIC PARTNERSHIPS

"Having a community partner of such high integrity and standing in the community and one which sets meaningful objectives and consistently delivers agreed outcomes, makes the implementation of a corporate social responsibility program not only efficient but also very cost effective."

Louise Davis, Corporate Community Relations Manager, IBM Asia Pacific

BUSINESS

AMP Foundation

Our major corporate partner in Social Ventures Australia with social sector agencies - The Smith Family and The Benevolent Society.

De Luxe & Associates

This creative design consultancy began working with WorkVentures in 2002. De Luxe have allocated resources that will enable us to improve our publications, branding and overall corporate image.

Fujitsu

We took over the operations and staff of Fujitsu's National Repair Centre in Melbourne and Sydney in the late 1990's, and continue to have a major business relationship with this company.

Hornery Institute & ACTU-Lend Lease Foundation

The Foundation first supported our establishment of Sydney ITeC in 1986. We continue to work together on IT training innovation and other social and economic development initiatives.

IBM

Since 1984, IBM has supported our computer training services for unemployed job seekers. The IBM International Foundation has supported our training of Arts and Community Services managers. In 2002, IBM donated 20 Net Vista Pentium 4s which are now located in WorkVentures Connect Neighbourhood Technology Centres in Macquarie Fields and Waterloo.

Microsoft

Since 1986, Microsoft has provided access to its full range of business applications and operating system software, enabling unemployed job seekers to gain skills using the latest information technology resources. In 2002 Microsoft was the primary funder for the establishment and launch of the Waterloo Neighbourhood Technology Centre and committed funds to establish two further Neighbourhood Technology Centres.

NCR

In 1987, NCR was a founding hardware donor to Sydney ITeC. We continue to have a valuable business relationship with the company.

Parramatta Chamber of Commerce

Western Sydney WorkVentures and the Parramatta Chamber of Commerce benefit from a partnership that includes mutual membership, joint marketing initiatives and membership on the Board of Directors.

Westpac Banking Corporation and Westpac Foundation

During 2002 the Westpac Foundation made a three year commitment to support the WorkVentures Connect project management and Volunteering program. A growing relationship is developing with Westpac through a staff volunteering initiative that will provide customer service training to our staff. We are also exploring computer re-use opportunities.

Employer and small business networks

A growing number of employers have made us their preferred recruitment agency. We also enjoy enduring relationships with many of our past small business clients.

GOVERNMENT

Commonwealth Government

Since 1979, WorkVentures has received funding from the Commonwealth departments responsible for employment - for training, labour market programs, business incubator and employment research projects.

DEST

DEPARTMENT OF EDUCATION, SCIENCE AND TRAINING

WorkVentures provides services under the New Apprenticeship Scheme through our Group Training Company which employs trainees for the IT and business administration sectors.

DEWR

DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS

We have delivered services for the Federal Employment Department through many programs since 1979. Through JOBfutures, we deliver services for the Commonwealth Job Network from six Sydney locations. We also run a Skills Training and Employment Program placing Indigenous job seekers into traineeships.

State Government

WorkVentures has received State Government funding through Departments involved in business development, employment and education services.

DET DEPARTMENT OF EDUCATION AND TRAINING

WorkVentures provides training under the Contracted Training Provision, ACCESS and Traineeship Training programs. We provide employment services under the Mature Workers and the Skilled Migrant Placement Programs.

DSRD

DEPARTMENT OF STATE AND REGIONAL DEVELOPMENT

Since 1990, DSRD has contracted SBEC to provide business counselling, resources, training and innovations services to small business operators and intenders. In 2002, we were successful in our tender to deliver small business support services for Inner Sydney until 2004.

NSW Department of Housing

We have been working with the Department since 1997 to assist in the development and implementation of strategies to enable increased employment opportunities for residents of Inner and South West Sydney. We are collaborating on the establishment of a network of Neighbourhood Technology Centres on housing estates in these regions as part of the WorkVentures Connect initiative.

Parramatta City Council

This Council works closely with and supports Western Sydney WorkVentures through the provision of grants, the use of Training Services, the Learning Circles program and other economic development initiatives. It also provides two Directors to the Board.

COMMUNITY

EcoDesign Foundation

We are working with this agency to audit our environmental practices and to establish a new sustainability incubator, BusinessFutures.

JOBfutures Ltd.

We played a major role in founding and promoting this national non-profit employment services consortium.

Now Australia's largest network of community employment providers, JOBfutures is a vital part of the national Job Network system. Steve Lawrence was a Founding Director from 1997-2001.

Redfern Aboriginal Corporation

We have partnered with RAC since 2000 to help train and place Indigenous job seekers into traineeships and sustained employment. In 2002 we signed a Memorandum of Understanding and worked together on the operation of an Indigenous Employment Unit in Redfern.

Social Ventures Australia

A new organisation we helped establish to find innovative solutions to tackle Australia's social challenges. In 2002 we supported SVA to run the successful Big Boost challenge to identify and support high impact social enterprises.

The Benevolent Society

Australia's oldest charity is working with us to encourage social innovation through Social Ventures Australia, the organisation we founded with The Smith Family and AMP Foundation.

The Smith Family

One of three partners with us in Social Ventures Australia, we are exploring other ways to increase our impact by working more closely in the field of social innovation and enterprise.

Western Sydney Regional Organisation of Councils

The original founder of Western Sydney ITeC. Support our activities in Western Sydney and are represented on the Board of Directors.

Clothing recycling

WorkVentures operates a small clothing recycling venture with 25 Neighbourhood clothing bins located in churches, shopping centres and service stations throughout Sydney. This project generates funding to support new projects, including our volunteer program.

Churches

We have continuing close relationships with four parishes in Inner/Eastern Sydney who actively support our work.

St Mark's Anglican Church, Malabar, helped establish our organisation and continues to provide volunteers, staff and some facilities.

St Saviour's Anglican Church, South Sydney, provides support and assistance, especially for our Redfern office.

St John's Anglican Church, Darlinghurst, provided premises for our Darlinghurst employment centre from 1998-2000 and we continue to work collaboratively in the East Sydney area.

St James' Church, King Street, Sydney is working with us to develop a new program for people experiencing retrenchment and requiring additional personal support and career advice.

WORKVENTURES IS A MEMBER OF...

Anglicare Australia

Australia & New Zealand Association of Business Incubators

Australian Industry Group

Business Enterprise Centres Association of NSW Inc.

Chain Reaction Foundation Founding Partner

Group Training Association of NSW Inc.

Group Training Australia

JOBfutures Ltd.

Jobs Australia Ltd.

Learning Network Australia

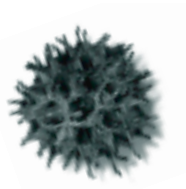
Parramatta Chamber of Commerce

Social Enterprise Network (SEN) Founding Partner

Social Ventures Australia (SVA)



SUPPORTERS & DONORS



Legend

- C Customers who provide work for our enterprises
- D Corporate Donor
- E Provide employment or traineeships to our jobseekers
- G Government agency purchasing our services
- P Emerging partnerships
- R Supporters of our clothing recycling project

Major Donors and Resource Providers

AusIndustry^G
 Commonwealth Department of Education, Science and Training (DEST)^G
 Commonwealth Department of Employment and Workplace Relations (DEWR)^G
 Commonwealth Department of Transport and Regional Services^G
 IBM Australia Ltd.^C
 JObfutures Ltd^C
 Microsoft Pty Ltd^D
 NCR^C
 NSW Department of Education and Training (DET)^G
 NSW Department of Housing^{G D}
 NSW Department of State and Regional Development (DSRD)^G
 Parramatta City Council^G
 Perpetual Foundation^D
 Westpac Banking Corporation and Foundation^{C D}

Major Supporters

Alter Tech^C
 EcoDesign Foundation
 Computer Sciences Corporation^D
 Fujitsu^C
 Hornery Institute & ACTU Lend Lease Foundation
 Kennards^D
 Sydney Ports Authority^D

Other Supporters

ACA Pacific^E
 Airport Sydney International Motor Inn^E
 AMP^{C E}
 Ampol service station, North Coogee^R
 Aquaqueen^E
 Australia Post^E
 Australian Nursing Homes Association^E
 Aussie Finance^E
 Bela Schwartz Foundation
 BKR Walker Wayland^E
 Botany Council^E
 Botany Multicultural Resource Centre^E
 Burkhardt & Co.^E
 Central Queensland University^E
 Coles Myer, Maroubra^E
 Council on the Ageing^E
 Creative Response Ltd^E
 Cubic Pacific^E
 Curtrax Pty Ltd^E
 Dominion Electronics^E
 Eastern Respite & Recreation^E
 Edition Habit Press^E
 Eric Callaway House^R
 Gammasonics Institute^E
 GBS Technology^E
 Greengrocer.com^E
 Harrison Systems Integration^E
 Helen Wong's Tours^E
 Hungry Jacks Traineeships^E
 Hunter Valley Research^E
 Inner Sydney Regional Council for Social Development^E
 Liquid Culture^E
 Lock N Key^E
 Mama Ka'z^E
 Marrickville Council^E
 Master Brush^E
 Maroubra Business Centre^E
 Maroubra Finance^E
 Melbourne City Mission^P
 NSW Police^E
 Noble Systems^E
 Novotel, Darling Harbour^E
 Pagewood Hotel^R
 Panasonic Australia Pty Ltd^D

Pine Timberland Home^E
 Prince of Wales Hospital^E
 QANTAS^E
 Qualitrade Skilled Labour^E
 Ramkey Consulting^E
 Randwick City Council^E
 Rankin Court, St. Vincent's Hospital^P
 Ranvet^E
 Redfern Aboriginal Corporation^{E P}
 Royale International Couriers^E
 Smile International Travel^E
 South Sydney Council^E
 Stamford Airport Hotel^E
 Star Apparel^E
 Sunlite City Hardware^E
 Sydney Water^E
 Top Sky Clothing^E
 University of NSW^{R E}
 Villeroy & Boch^E
 WD & HO Wills (Australia) Ltd^R
 Wing Hong Foods Pty Ltd^E
 Zistis & Co Pty Ltd^E

Churches

Anglican
 St George's, Paddington^R
 St James', King Street Sydney
 St John's, Darlinghurst^R
 St Mark's, Malabar^R
 St Saviour's, Redfern^R
 Glenquarie Anglican Church
 Baptist
 Matraville^R
 Uniting
 St John's, Paddington^R

MEMBERS

WorkVentures

Company Members

Dr Barry Aldrich
 Robyn Alexander
 Edie Ashley
 Greg Blunden
 Peter Cerexhe
 Rev. Paul Cohen
 Tom Cox
 Andrew Curtis
 Rowena Curtis
 Prof. Stephen Frith
 Prue Gregory
 Phillip Hart
 Alison de Jong
 Walter de Jong
 Prof. Jim Kehoe
 Rev. Jim Kime
 Anne Lawrence
 Peter Lawrence
 Steve Lawrence
 Rev. Dr Bill Lawton
 John Link
 Keith Mascord
 Robyn McCarthy
 Rev. John McIntyre
 Heather Middleton
 Louise Mulrone
 Paul Mulrone
 Penelope Nelson
 Greg Norvill
 Greg Olsen
 Stefanie Pillora
 Tracey Sutherland
 Craig Tapper
 Steve Ward
 Alan Williamson

Western Sydney WorkVentures

Member Organisations

Greater Western Sydney Business Connection
 Moore Stephens PMN Consulting
 Parramatta City Chamber of Commerce
 Parramatta City Council
 Western Sydney Regional Information and Research Service
 Western Sydney Regional Organisation of Councils
 WorkVentures Ltd

Associate Members

John Books
 Bob Downing
 Andrew Frank

VOLUNTEERS

WorkVentures Connect@Macquarie Fields

Cheryll Allerby
 Daniel Armishaw
 Jessica Broughton
 Mark Cregan
 Lea McCoy
 Tammy Previtt
 Hellen Read
 Barbara Sawyers
 Karen Sawyers
 Flavia Tuaniu
 Lyn Wilson

WorkVentures Connect@Waterloo

Heather Cameron
 Bob Gillespie
 Alfred Jones
 Elia Muscat
 Stephen Piuk
 Michael Wardlaw

Sydney Business Enterprise Centre Business Advisors

Michael Blumberg
 Bill Crosby
 Stuart Fox
 Graeme MacPherson
 Nat Myers
 Norma Perry

Women in Business Mentors

Lydia Brichta
 Marinella Byrne
 Kim Cole
 Dian Crockford
 Connie Cullen
 Mari De Ubago
 Libby Discors
 Sonia Ferlauto
 Brenda Hutchinson
 Dianne Ivett
 Mark Lilley
 Louise Redmond
 Graham South
 Edwin Stabile

Melbourne

David Ozolins



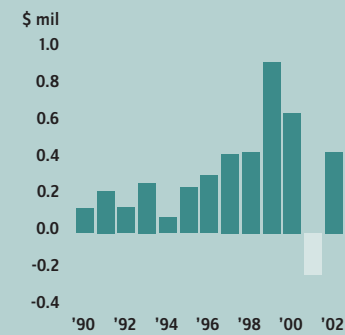
Financial Summaries 2002

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January – December 2002
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July – December 2002

FINANCIAL YEAR IN REVIEW 2002

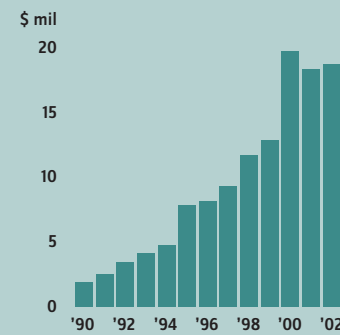
WorkVentures Ltd

OPERATING SURPLUS/DEFICIT 1990-2002



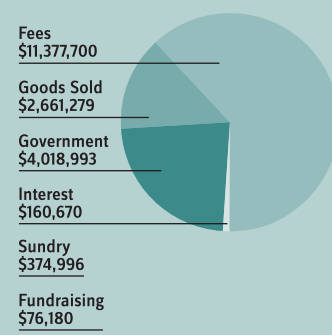
This chart illustrates the history of company profit and loss results for the past thirteen years. Profit levels during this period show consistent growth until 1999 but a downturn in 2001 due to loss of business. In 2002 we recovered from this downturn and ended the year with an operating surplus.

COMPANY REVENUE 1990-2002



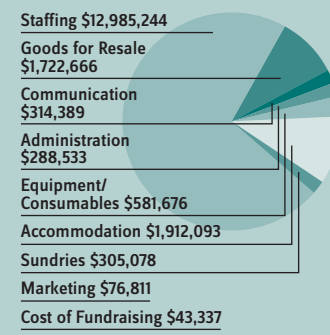
Company revenue increased by \$453,000 from 2001 to 2002. Incorporated into the 2002 revenue was a capital gain of \$374,000 from the sale of our factory unit in Matraville. As this chart illustrates, WorkVentures revenue has increased by \$16.8 million from 1990 to 2002, a significant indicator of the company's growth. While there has been little growth since 1999, it is anticipated that new ventures will start to show renewed growth by 2004.

SOURCES OF REVENUE 2002



A total of \$18.7 million was generated in 2002. Sixty-one percent was derived from fee payments through various sources: Sydney ITeC Repair Centre, Business Incubator, Business Advice and other services. We obtained \$4.0 million from Federal and State Government sources, representing 21% of total revenue (including our Job Network contract). Income sources have diversified over the years resulting in a trend away from reliance on government revenue. In 1990, the proportion of Government revenue to total was 30%. Fundraising revenue more than doubled in 2002 to \$76,000, derived from our Clothing Recycling project and income raised by our Social Enterprise Development Unit (SEDU). The unit received \$193,000 however only \$36,000 was applied to this year's activities. See SEDU report on page 17 for further details.

EXPENDITURE 2002



Total expenditure decreased by 3% from 2001 to 2002, despite a small increase in revenue. Improved efficiencies resulted in reduced staffing costs, equipment and client consumable costs. Staffing costs remain the largest proportion of expenditure at 72% of total. Equipment costs included the purchases of a new PABX, Western Sydney WorkVentures assets and equipment, and the set up of WorkVentures Connect@Waterloo.

WORKVENTURES LTD ABN 74 002 721 217

STATEMENT OF FINANCIAL POSITION AS AT 31ST DECEMBER 2002

	2002 \$	2001 \$
CURRENT ASSETS		
Cash	5,212,267	4,196,131
Receivables	1,931,277	2,070,333
Inventories	959,070	810,588
Other	256,283	229,196
TOTAL CURRENT ASSETS	8,358,897	7,306,248
NON-CURRENT ASSETS		
Property, Plant & Equipment	714,367	1,262,868
Other debtors	80,000	-
Unsecured Loan	237,028	20,000
TOTAL NON-CURRENT ASSETS	1,031,395	1,282,868
TOTAL ASSETS	9,390,292	8,589,116
CURRENT LIABILITIES		
Accounts Payable	1,741,397	1,706,269
Provisions	796,356	700,740
TOTAL CURRENT LIABILITIES	2,537,753	2,407,009
NON-CURRENT LIABILITIES		
Borrowings	2,147,269	1,929,847
Provision	153,200	140,181
TOTAL NON-CURRENT LIABILITIES	2,300,469	2,070,028
TOTAL LIABILITIES	4,838,222	4,477,037
NET ASSETS	4,552,070	4,112,079
MEMBERS' FUNDS AND RESERVES		
Members' Funds	4,552,070	4,112,079
TOTAL MEMBERS' FUNDS AND RESERVES	4,552,070	4,112,079

WORKVENTURES LTD ABN 74 002 721 217

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 31ST DECEMBER 2002

	2002 \$	2001 \$
SOURCES OF INCOME		
Fee for Service	15,396,693	15,415,943
Goods Sold	2,661,279	2,561,268
Interest on Investments	160,670	193,783
Sundry	374,996	-
Sub Total Income	18,593,638	18,170,994
Gross Proceeds from Fundraising Appeals	76,180	45,085
TOTAL INCOME	18,669,818	18,216,079
ANALYSIS OF EXPENDITURE		
Salary and Staffing Costs	12,985,244	13,411,430
Premises	1,912,093	1,852,263
Equipment	294,904	330,655
Consumables and Resources	286,772	395,504
Administration	288,533	262,153
Communication	314,389	304,229
Marketing and Promotion	76,811	65,979
Goods for Resale	1,722,666	1,789,958
Sundry	305,078	6,696
Sub Total Expenditure	18,186,490	18,418,867
Total Cost of Fundraising Appeals	43,337	23,237
TOTAL EXPENDITURE	18,229,827	18,442,104
NET (DEFICIT) SURPLUS FOR THE YEAR	439,991	(226,025)
NET TRANSFER TO ACCUMULATED FUNDS	439,991	(226,025)
Plus Accumulated Surplus	4,112,079	4,338,104
ACCUMULATED FUNDS CARRIED FORWARD	4,552,070	4,112,079

WorkVentures Ltd ended 2002 with an operating surplus of \$439,992, a substantial improvement from the deficit of \$226,025 in 2001.

The result was \$228,211 better than the target budget for 2002. With this surplus added to company reserves, net assets now total \$4,552,070.

The current ratio at December 2002 was 3.29, an improvement from 3.03 in 2001, demonstrating a strong cash position.

Western Sydney ITeC Ltd financial information details the six month period July - December 2002.

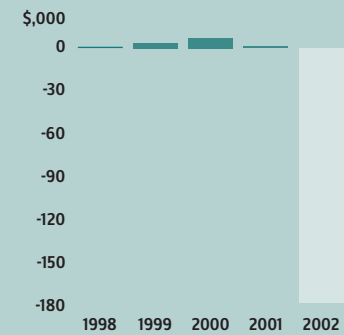
Financial Information for WorkVentures Ltd and WorkVentures Group Training Ltd details the twelve month period January - December 2002.

Copies of the full audited accounts for WorkVentures Ltd, WorkVentures Group Training Ltd and Western Sydney ITeC Ltd can be obtained from WorkVentures Surry Hills office, or on our website www.workventures.com.au.

FINANCIAL YEAR IN REVIEW 2002

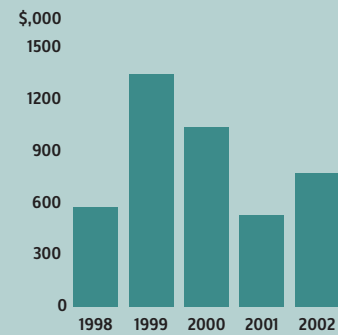
WorkVentures Group Training Ltd

OPERATING SURPLUS/ DEFICIT 1998-2002



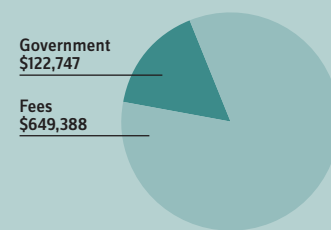
At the end of 2002, WorkVentures Group Training generated a deficit of \$177,132. This was due to a significant reduction of people recruited by the company into traineeships. Substantial resources were invested in a new venture which will show in increased 2003 revenue.

COMPANY REVENUE 1998-2002



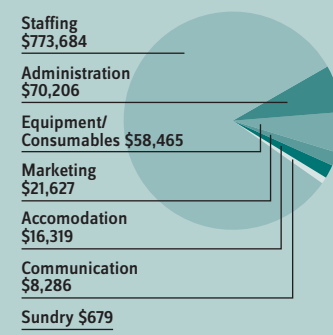
As this chart indicates, company revenue increased to \$772,135 in 2002, an improvement of 45.4% over 2001. The trend of increasing revenue has continued in the first half of 2003.

SOURCES OF REVENUE 2002



This chart gives the composition of revenue during 2002. Fee for service income has increased by 44% and Government income has increased by 53% over 2001.

EXPENDITURE 2002



This chart indicates how money was spent in 2002. At 82% of the total, staffing remains the single highest proportion of all expenditure, a decrease from 90% in 2001.

WORKVENTURES GROUP TRAINING LTD ABN 41 073 675 573

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2002

	2002	2001
	\$	\$
CURRENT ASSETS		
Cash	21,465	39,970
Receivables	73,943	88,957
Income Accrued	30,347	2,088
TOTAL CURRENT ASSETS	125,755	131,015
TOTAL ASSETS	125,755	131,015
CURRENT LIABILITIES		
Grants in Advance	48,745	26,541
Payables	170,183	28,737
Provisions	16,334	8,114
TOTAL CURRENT LIABILITIES	235,262	63,392
NON-CURRENT LIABILITIES		
Loan from WorkVentures	75,000	75,000
TOTAL NON-CURRENT LIABILITIES	75,000	75,000
TOTAL LIABILITIES	310,262	138,392
NET ASSETS	(184,507)	(7,377)
MEMBERS' FUNDS AND RESERVES		
Members' Funds	(184,507)	(7,377)
TOTAL MEMBERS' FUNDS AND RESERVES	(184,507)	(7,377)

WORKVENTURES GROUP TRAINING LTD ABN 41 073 675 573

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 31 DECEMBER 2002

	2002	2001
	\$	\$
SOURCES OF INCOME		
Government Funding	122,747	80,161
Employer Income	649,388	450,487
Sundry Income	0	87
TOTAL INCOME	772,135	530,735
ANALYSIS OF EXPENDITURE		
Trainee Salaries	570,542	361,782
Project Staff Wages	203,142	114,091
Management Services	54,751	30,950
Accommodation	16,319	3,411
Assets and Equipment	4,560	1,367
Consumables and Resources	53,905	3,042
Administration	15,455	10,227
Communication	8,286	3,344
Marketing and Promotion	21,627	1,638
Sundry Expenses	679	834
TOTAL EXPENDITURE	949,266	530,686
NET SURPLUS / (DEFICIT) FOR THE YEAR	(177,131)	49
NET TRANSFER TO ACCUMULATED FUNDS	(177,131)	49
Plus Accumulated Surplus	(7,376)	(7,426)
ACCUMULATED FUNDS CARRIED FORWARD	(184,507)	(7377)

Western Sydney ITeC Ltd financial information details the six month period July - December 2002.

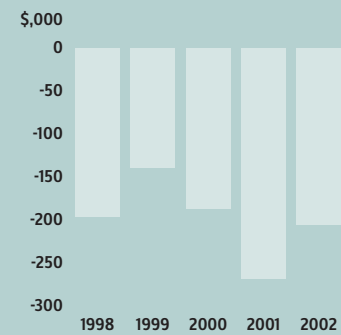
Financial Information for WorkVentures Ltd and WorkVentures Group Training Ltd details the twelve month period January - December 2002.

Copies of the full audited accounts for WorkVentures Ltd, WorkVentures Group Training Ltd and Western Sydney ITeC Ltd can be obtained from WorkVentures Surry Hills office, or on our website www.workventures.com.au.

FINANCIAL YEAR IN REVIEW 2002

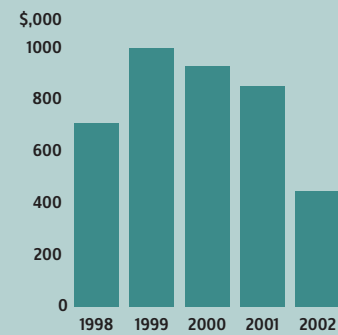
Western Sydney Information Technology Centre Ltd Six months to 31 December 2002

OPERATING SURPLUS/ DEFICIT 1998-2002



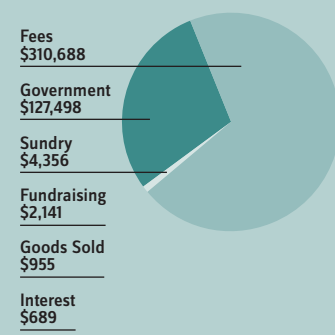
WorkVentures Ltd took a key role in Western Sydney ITeC in July 2002. This resulted in a new business plan and an injection of funds to return the company to profit in 2003. The \$205,066 loss for the six months to December 2002 represents the continuation of the previous four years of significant losses, as well as the costs to reconfigure the company to reverse this trend. Profitability has declined over the past five years due to the loss of Government contracts and competition from other training and business accommodation providers. The new budget forecast shows a return to surplus in the second half of 2003.

COMPANY REVENUE 1998-2002



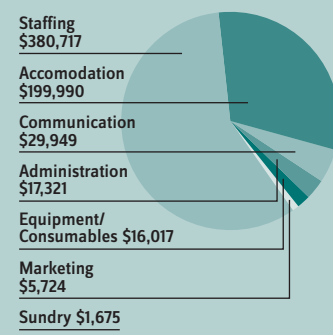
As this chart indicates, company revenue has been in decline since 1999. The projected result for the full 2003 year shows an improvement to \$1,116,753 which is 31% higher than the 2001 full year result. Occupancy rates in our Business Village have improved substantially in the early part of 2003.

SOURCES OF REVENUE JULY-DECEMBER 2002



This chart gives the composition of revenue for the six months to December 31, 2002. Nearly 70% is derived from fee for service activities. This compares with 60% in 2001. Government revenue has decreased from 39% in 2001 to 30% in 2002.

EXPENDITURE JULY-DECEMBER 2002



This chart indicates how money was spent in 2002. Staffing costs form the largest proportion of expenditure. Staffing costs have increased by 39% compared to the previous six month period due to the cost of management oversight from WorkVentures, which has contributed to the goal of returning the company to profitability.

WESTERN SYDNEY INFORMATION TECHNOLOGY CENTRE LIMITED ABN 77 472 046 317

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2002

	December 2002	June 2002
	\$	\$
CURRENT ASSETS		
Cash	35,287	66,665
Receivables	39,779	65,838
Inventory	325	325
TOTAL CURRENT ASSETS	75,391	132,828
NON-CURRENT ASSETS		
Property, plant & equipment	31,115	43,698
Tax assets	5,643	6,047
TOTAL NON CURRENT ASSETS	36,758	49,745
TOTAL ASSETS	112,149	182,573
CURRENT LIABILITIES		
Payables	130,555	199,247
Tax liabilities	6,012	11,669
Provisions	11,116	15,574
TOTAL CURRENT LIABILITIES	147,683	226,490
NON CURRENT LIABILITIES		
Payables	163,029	-
Other liabilities	54,000	-
Provisions	4,943	8,523
TOTAL NON CURRENT LIABILITIES	221,972	8,523
TOTAL LIABILITIES	369,655	235,013
NET ASSETS	(257,506)	(52,440)
Accumulated Funds		
Retained profits (Accumulated losses)	(257,506)	(52,440)
TOTAL MEMBERS EQUITY	(257,506)	(52,440)

WESTERN SYDNEY INFORMATION TECHNOLOGY CENTRE LIMITED ABN 77 472 046 317

STATEMENT OF FINANCIAL PERFORMANCE FOR THE PERIOD ENDED 31 DECEMBER 2002

	December 2002	June 2002
	\$	\$
Revenues from ordinary activities	446,327	870,852
Borrowing cost expense	-	-
EXPENSES FROM ORDINARY ACTIVITIES BY NATURE		
Employee benefits expense	(165,130)	(367,415)
Depreciation and amortisation expenses	(12,583)	(38,142)
Rent & accommodation	(181,997)	(398,048)
Expenses from ordinary activities, excluding borrowing costs	(291,683)	(334,953)
Total Expenses from ordinary activities excluding borrowing costs	(651,393)	(1,138,558)
Total Expenses from ordinary activities including borrowing costs	(651,393)	(1,138,558)
Profit (loss) from ordinary activities before income tax expense	(205,066)	(267,706)
Income tax relating to ordinary activities	-	-
Total revenues, expenses and valuation adjustments attributable to members and recognised directly in equity	(205,066)	(267,706)

Western Sydney ITeC Ltd financial information details the six month period July - December 2002.

Financial Information for WorkVentures Ltd and WorkVentures Group Training Ltd details the twelve month period January - December 2002.

Copies of the full audited accounts for WorkVentures Ltd, WorkVentures Group Training Ltd and Western Sydney ITeC Ltd can be obtained from WorkVentures Surry Hills office, or on our website www.workventures.com.au.

SERVICES & TRAINING

EMPLOYMENT SERVICES

JOB NETWORK SERVICES

Intensive Assistance
Job Search Training
Job Matching
Specialist Indigenous Services

OTHER EMPLOYMENT SERVICES

Mature Workers Program
Skilled Migrant Placement Program
Employment support for recovering addicts

VOCATIONAL TRAINING SERVICES

Information Technology
Electronics
Office Skills
Traineeship Training
Group Training

SMALL BUSINESS SERVICES

Business Counselling and Advice
Business Seminars and Training
Business Incubator
Business Resource Centre
Business Planning Consultancy
Innovations Service
Referrals and Networking Opportunities

NEIGHBOURHOOD TECHNOLOGY CENTRES

Computer Access and Training
Internet Access and Training

ELECTRONICS REPAIR & LOGISTICS MANAGEMENT

COMPUTER RE-USE

WORKVENTURES REGISTERED TRAINING ORGANISATION

SCOPE OF REGISTRATION (as at May 2003)
Assessment and Workplace Training Package BSZ98
Certificate IV in Assessment and Workplace Training BSZ40198

Business Services Training Package BSB01
Certificate II in Business BSB20101
Certificate III in Business Administration BSB30201
Certificate IV in Business Administration BSB40201
Certificate IV in Business (Small Business Management) BSB40401

Electrotechnology Training Package UTE99
Certificate I in Electrotechnology UTE10199
Certificate II in Electrotechnology Business Support UTE20199
Certificate II in Electrotechnology Servicing UTE20599

Information Technology Training Package ICA99
Certificate I in Information Technology ICA10101
Certificate II in Information Technology ICA20199
Certificate III in Information Technology (General) ICA30299
Certificate III in Information Technology (Network Administration) ICA30399
Certificate III in Information Technology (Software Applications) ICA30199
Certificate IV in Information Technology (Client Support) ICA40199
Certificate IV in Information Technology (Database Administration) ICA40299
Certificate IV in Information Technology (Network Management) ICA40399
Certificate IV in Information Technology (Programming) ICA40699
Certificate IV in Information Technology (Systems Analysis and Design) ICA40799
Certificate IV in Information Technology (Technical Support) ICA40599

Telecommunications Training Package ICT97
Certificate II in Telecommunications (Call Centres) ICT20499
Certificate III in Telecommunications (Call Centres) ICT30599
Certificate IV in Telecommunications (Call Centres) ICT40599

Courses
Certificate IV in Small Business Management (NEIS) 11190 VIC



THE WORKVENTURES GROUP

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WORKVENTURES LTD
ABN 74 002 721 217

WORKVENTURES GROUP TRAINING LTD
ABN 41 073 675 573

WESTERN SYDNEY INFORMATION TECHNOLOGY CENTRE LTD
ABN 77 472 046 317

WorkVentures Group Website
www.workventures.com.au

WorkVentures Ltd.
Level 10, 418a Elizabeth Street
(corner Devonshire Street)
Surry Hills NSW 2010
Telephone 02 9282 6992
Facsimile 02 9211 6923
csd@workventures.com.au

DIVISIONS

Corporate Services
Employment Services
Sydney Business Enterprise Centre
Sydney and Melbourne ITeC Repair Centres
Vocational Training Services
Western Sydney WorkVentures

BUSINESS SERVICES

Sydney Business Enterprise Centre
www.sydneybec.com.au
Level 11, 418a Elizabeth Street
(corner Devonshire Street)
Surry Hills NSW 2010
Telephone 02 9282 6977
Facsimile 02 9211 2546
sydneybec@sydneybec.com.au

BusinessVillage - Surry Hills
Address details as above
incubator@sydneybec.com.au

Parramatta Business Enterprise Centre
www.parramattabec.com.au
Level 3, 169 Macquarie Street
Parramatta NSW 2150
Telephone 02 8836 1312
Facsimile 02 8836 1321
parramatta.BEC@workventures.com.au

BusinessVillage - Parramata
Address details as above
western.sydney@workventures.com.au

EMPLOYMENT SERVICES

Surry Hills
Level 10, 418a Elizabeth Street
(corner Devonshire Street)
Surry Hills NSW 2010
Telephone 02 9282 6966
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eshills@workventures.com.au

Maroubra
Level 4, Maroubra Plaza
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Maroubra NSW 2035
Telephone 02 9349 5088
Facsimile 02 9349 5668
maroubra@workventures.com.au

Redfern
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Redfern NSW 2016
Telephone 02 9699 4422
Facsimile 02 9699 7093
redfern@workventures.com.au

WESTERN SYDNEY

Western Sydney WorkVentures
Level 3, 169 Macquarie Street
Parramatta NSW 2150
Telephone 02 8836 1311
Facsimile 02 8836 1321
western.sydney@workventures.com.au

TRAINING SERVICES

Vocational Training Services
Level 10, 418a Elizabeth Street
(corner Devonshire Street)
Surry Hills NSW 2010
Telephone 02 9282 6995
Facsimile 02 9281 4397
vts@workventures.com.au

WorkVentures Group Training Ltd.
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Surry Hills NSW 2010
Telephone 02 9282 6995
Facsimile 02 9281 4397
gtc@workventures.com.au

ITeC REPAIR CENTRES

Sydney ITeC Repair Centre
The Southern Cross Industrial Estate
Unit A1
200 Coward Street
Mascot NSW 2020
Telephone 02 8337 4000
Facsimile 02 9313 4941
email@sirc.com.au

Melbourne ITeC Repair Centre
122 Weston Street
Brunswick VIC 3056
Telephone 03 9387 1700
Facsimile 03 9387 1755

WORKVENTURES CONNECT

WorkVentures Connect@Macquarie Fields
Eucalyptus Cottage
123 Eucalyptus Drive
Macquarie Fields NSW 2564
Telephone 02 9618 0677
mac.ntc@workventures.com.au

WorkVentures Connect@Waterloo
Shop 2, 95 Wellington Street
Waterloo NSW 2017
Telephone 02 9699 9201
wat.ntc@workventures.com.au

WorkVentures Connect@Claymore
(to be opened 2003)
Gumnut Services Building
Corner Dobell and Gould Streets
Claymore NSW 2559
Telephone 02 4628 2901
Facsimile 02 4625 4836

WorkVentures Connect (IT)
12/1307 Botany Road
Mascot NSW 2020
Telephone 02 8338 0829
reuse@workventures.com.au





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WORKVENTURES
GROUP