



30TH ANNUAL REPORT
2013 - 14

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At CVGT Australia our
promise
is to provide **employers**
with **work ready people.**

We will deliver
positive economic
and **social benefits**
to the **community.**

We will do this by
getting people jobs,
motivating clients
to be work ready and making CVGT Australia
a great place to work.

CVGT AUSTRALIA

CVGT Australia Ltd trading as CVGT Australia is a not-for-profit unlisted company that manages a wide range of state and Australian government employment programs.

The company has an annual turnover of around \$35 million and employs more than 300 staff in 40 locations across Victoria, New South Wales, South Australia and Queensland.

CVGT Australia started life as a Bendigo-based group training company with a single employee who used a bicycle to service his twelve apprentices.

CVGT Australia proudly believes in its Vision:

- To deliver positive economic and social benefits to the community.

We adhere to Our Mission:

- To deliver positive economic and social benefits to the community.

We deliver on Our Values:

- Providing employers with work ready people
- Motivating clients to be work ready, and
- Making CVGT Australia a great place to work.

CVGT Australia builds relationships between government agencies, employers and job seekers that result in better, more positive outcomes for our primary customer - employers - our job seekers and the communities in which we operate.

Working together with employers, job seekers and registered training organisations, CVGT Australia identifies sustainable employment and training options, brings those to reality, and monitors outcomes to ensure their sustainability over time.

Our motto is simple – **We Get People Jobs**. We do this by ensuring that employers have access to workers that are appropriately skilled and ready to work.

CVGT Australia is flexible. Our employment consultants respond to the changing labour market demands, the regulatory environment, the fiscal economy and the social values that shape both our obligations and opportunities.

Our experience in delivering highest quality services and in facilitating healthy relationships between employers, job seekers and government agencies sets us apart from others in our field.

Our employer and job seeker clients trust us to deliver real employment and training solutions.

Our success has helped us to fulfil our ambition to become a national force in employment services, with offices now covering Melbourne, Sydney, Adelaide, Brisbane, the Illawarra South Coast region of New South Wales and regional Victoria.

Services provided:

- Australian Apprenticeship Support Services (As lead agent of the AusNAC consortium promoting Australian Apprenticeships)
- Australian School Based Apprenticeships
- Disability Employment Services
- Group Training
- Indigenous Employment Program
- Job Services Australia (including Harvest Labour Services)
- Workplace Learning Coordinators
- Youth Connections
- Prison Program



THE BOARD



Rosalie Lake
Chairman



Ross Tarran
Vice-Chairman



Ann Jones
Secretary



Steven Stubberfield
Treasurer



Len Dobbin
Director



Alex Malone
Director



Ian Grenfell
Director



Gerard House
Director



Jack Svanosio
Director



Elaine McNamara
Director

SENIOR STAFF



Paul Green
Chief Executive
Officer



John Lynch
Deputy Chief
Executive Officer



Robert Trew
Chief Financial
Officer



Mark Little
General Manager
Program Contracts

CHAIRMAN'S REPORT



Rosalie Lake
Chairman

At a time of consolidating existing business, while beginning the tender process for new contracts, CVGT Australia has made excellent progress in 2013/14 on a range of fronts. The past year has seen the delivery of a strong financial performance with increasing levels of efficiency and cost effectiveness and a consolidation of the Company's presence in Adelaide, New South Wales and new areas of Victoria.

This past year has seen a reversal of the financial position for 2012/13. We congratulate staff for their passion, enthusiasm and drive to address the issues from the previous reporting period, and to deliver results for this year which are significantly in excess of budget.

The balanced scorecard reporting framework has provided strong guidance to the business managers. Their reporting on the broad themes of: customers and stakeholders, operational excellence, growth and business development, people and culture and finally the financial position has been appreciated by the Board, and has enabled it to analyse the strategic position of the company progressively each month.

Due to changes in the Government and funding policy over the life of some of our contracts, we understand that the Youth Connections program won't be funded into 2015. This has been an excellent program, and in particular when Charlton was decimated by flooding, provided outstanding support for the youth of that region. We thank Lois Harris and her staff for their sterling work in this successful program.

The Board acknowledges that during the year there were a number of regulatory changes that created planning and budget difficulties and congratulates our CVGT Australia staff for their flexibility in adapting the budget and producing creditable results.

While the expansion of our Disability Employment Services (DES) contract from one region to eight in the past 12 months has added to our customer value, it also created challenges for our managers and staff to meet the budgetary and contractual targets. A restructure of the service delivery model and operational framework has DES now poised to make a significant contribution to returns in the coming year.

The Board places importance on CVGT Australia having robust standard operating procedures and compliance framework. The achievement of the employment services quality assurance standards was an example of the Board's strong focus and support of management in achieving excellence. Together with a strong auditing program of both finances and contractual compliance, the Board has seen an improvement in the early identification of potential non compliances. It is also pleasing to note that the 2013/14 company result will deliver a financial benefit to all staff via the Employee Incentive Program. The Directors strongly support management initiatives to secure, train and retain our valued staff.



I would like to take this opportunity to thank our retiring Director and my Deputy Chairman, Ross Tarran for his 10 years of service to CVGT Australia. Ross's wisdom, business acumen and wise counsel as well as his membership of the Audit Committee, have contributed to robust discussions and assisted the company along a path of growth and change.

To the other Board office bearers: Secretary, Ann Jones and Treasurer, Steve Stubberfield I am grateful for your assistance and support. I also thank all other Board members for their collective commitment, support and mentoring throughout the first year of my term of office. I particularly thank Len Dobbin for his milestone 15 years of service to the company in various capacities on the Board of Directors. To the members of the Audit Remuneration and Community Grant committees, thank you for your willingness to contribute to the success of the company and to our mission of delivering positive economic and social benefits to the community.

I would also pay tribute to CEO Paul Green and Deputy CEO John Lynch for their work with the Board to implement the strategic plans and to lead company staff to a very successful year. Your professionalism, insights and direction are acknowledged and appreciated.

I also commend the efforts of the executive management team and regional business managers. I have been enormously impressed with the calibre of Robert Trew, Mark Little, Arthur Bushell, Jo Murray, Rod Styles, Craig Canham and Helen Clark, all CVGT Australia managers and the frontline staff who constantly strive, often under formidable pressure, to place unemployed people into jobs. Thank you all for your efforts.

The Board supports our CEO in thanking the account and contract managers from the Department of Employment, the Department of Industry, the registrations and qualifications authorities in VIC, NSW, QLD and SA for their confidence in CVGT Australia and their implementation of the Government's reduction in red tape.

As we look to 2014/15 and the challenges of a new round of tenders, we also wish to thank the communities in which we work for their support in using the services of CVGT Australia.



CHIEF EXECUTIVE OFFICER'S REPORT



Paul Green
Chief Executive Officer

It is with great pleasure that I present the 30th company CEO annual report and my 20th annual report. In preparing for this report I went back over the previous 19 CEO annual reports to gauge a sense of the journey and the relativity of this year's performance and progression against that history.

The highs and lows stood out which confirms the complex nature of the employment and training industry. We can be impacted by economic, political and regulatory environments. This fact is particularly evident in the Australian Apprenticeship Support Services program where a sudden regulatory change had a 22 per cent impact on the projected annual earnings for the program. The implementation of a floating budget model has made dealing with significant change more reliable and reactive, whilst keeping the financial fundamentals of good budgeting in place. The financial results for the year were very strong and delivered a final result of \$2,119,213 which is approximately \$5.3 million turnaround on the comparative figures from 2013.

The strategic plan has continued to guide our business and coupled with the balanced scorecard has really seen a great focus and prioritisation of key performance indicators.

Our Vision 'To provide employers with work ready people' was delivered with the placement of people into jobs with a combined total of 3,620 and with AAC signups of 11,130.

Our Mission 'To deliver positive and economic benefits to the community' has been achieved through the sponsorships, scholarships, jobs, community grants and voluntary participation in community organisations that play a role in building successful and healthy communities.

The balanced scorecard has five important themes which in priority order are;

1. Our Customers and Purpose
2. Operation Excellence
3. Growth and Business Development
4. People and Culture
5. Our Financial Position.

The performance against each of these themes is measured through the programs and corporate business plans which identify strategies for the achievement of the key performance indicators.

Company performance against each of these themes was generally sound with a few elements requiring further development and most of the elements progressing to a stage of maturity.

The feedback from our customers during the year averaged 90 per cent with a high late in the year of 100 per cent and a low earlier in the year of 85 per cent. The survey system being used is across all programs (job seekers and employers), covers our service area, it is random in nature and focuses on our promise to customers where our commitment is 'Providing employers with work ready people'.

Operational excellence initiatives have seen the company move to a completely paperless system for the Job Search Australia (JSA) program and we are working towards achieving this objective for all programs. Our standard operating procedures and compliance framework has improved markedly and is underpinned by competency based training program. Cross program collaboration has been enhanced by the recognition of multiple cross program outcomes. The auditing framework has moved to the next stage and is delivering significant benefits in the early identification of potential non compliances.

I am pleased to report that our quality accreditation credentials have been enhanced during the year and we have maintained, ISO 9001:2008 Quality Management System, AS/NZS 4801:2001 OH&S Safety Management System, National Quality Standards for Group Training Organisations Accreditation. CVGT Australia is already Disability Service Standards certified and we have attained JSA Quality Standards Accreditation during the year.

Growth and business development has been an ever growing area for the company where by understanding our existing customers and potential new customers, we have successfully negotiated a number of employment opportunities for our job seekers. This has been coupled with the development and expansion of strategic alliances and partnerships which is an ever increasing opportunity to grow business. The expansion of our Disability Employment Services (DES) contract from one region to eight in the past 12 months has added to our customer value proposition.

Our people and our culture remain critically important to us as it defines who we are. The revised and enhanced staff induction program, coupled with a specially designed manager induction program has played a significantly important role in making people feel not only welcome, but empowered to do their jobs. The strengthening of the staff competency based training program which is linked to the probationary performance review period has also played a role in not only supporting staff, but emphasising the importance we place on skill development and cultural alignment. There is more work to be done on our Rewards and Recognition Program, however the Employee Incentive Program will deliver a financial benefit to all staff as a result of our successful performance during the year. Our attrition rate is still too high and although close to industry standards, is not where we want it to be, so a special focus coupled with a range of innovative strategies will have a positive impact on this key performance indicator.



I would like to make special mention of the company executive management team of John Lynch, Robert Trew and Mark Little as they are a dedicated, intelligent, hard working group who are as passionate about CVGT Australia as anyone. I would like to make a particular thankyou to the Deputy CEO John Lynch, in particular for the forthright debate, his incredible loyalty and his passion for success. The regional business managers are a dedicated and loyal group of staff who have a significant impact on the performance of the company and I thank them for their contribution. I want to also note the branch managers who are critical to our success and last but certainly not least the staff that actually make things happen, working with disadvantaged people in our community.

We are fortunate to have a diverse make up of staff that have a wonderful sense of humour; desire to succeed, and more than anything an insatiable desire to place unemployed people into a job.

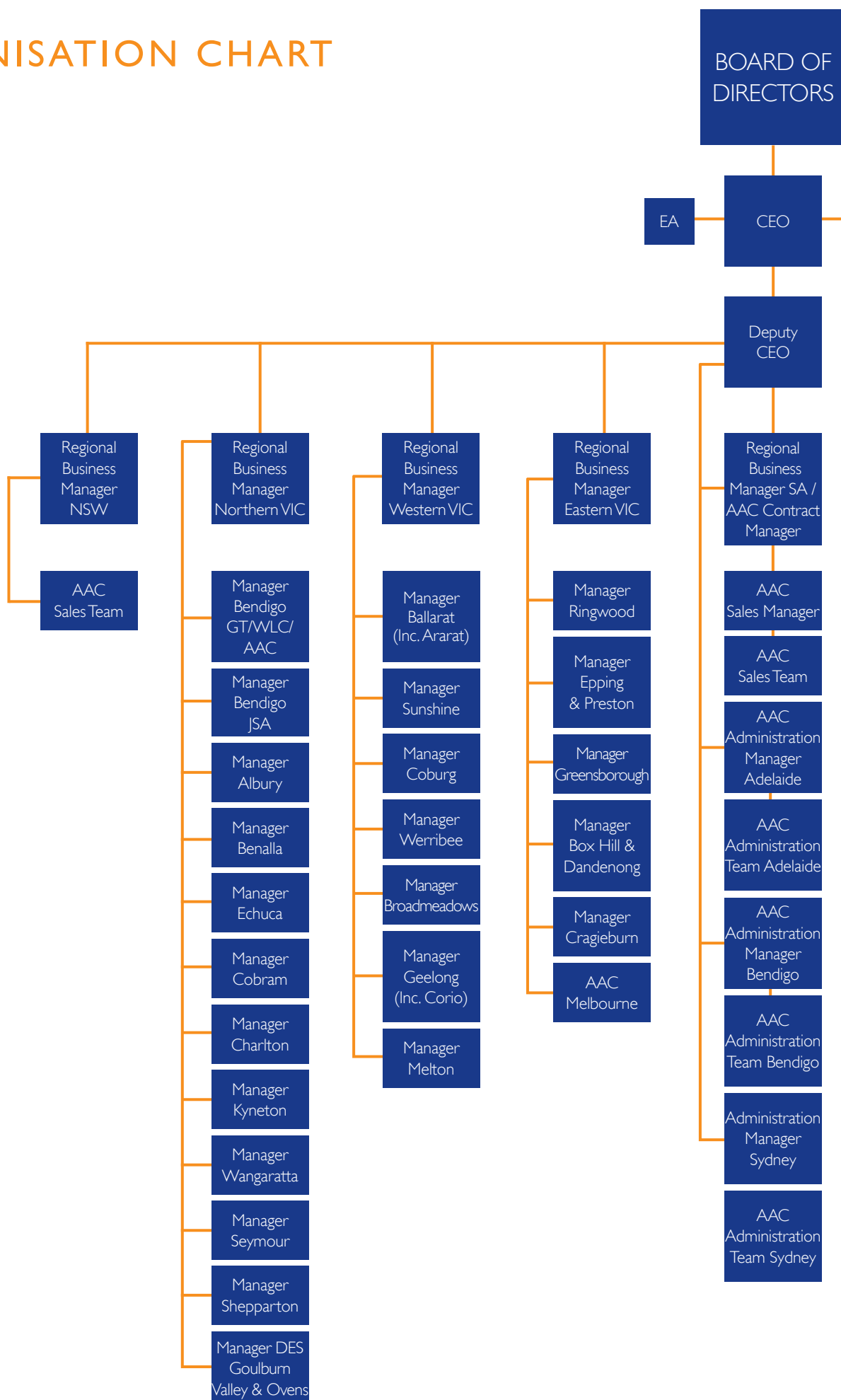
I would like to thank the Board of Directors for their support, guidance and continued belief. I would like to also thank Chairman Rosalie Lake for her support, passion for continuous improvement and her desire to make CVGT Australia one of the most successful companies in Australia.

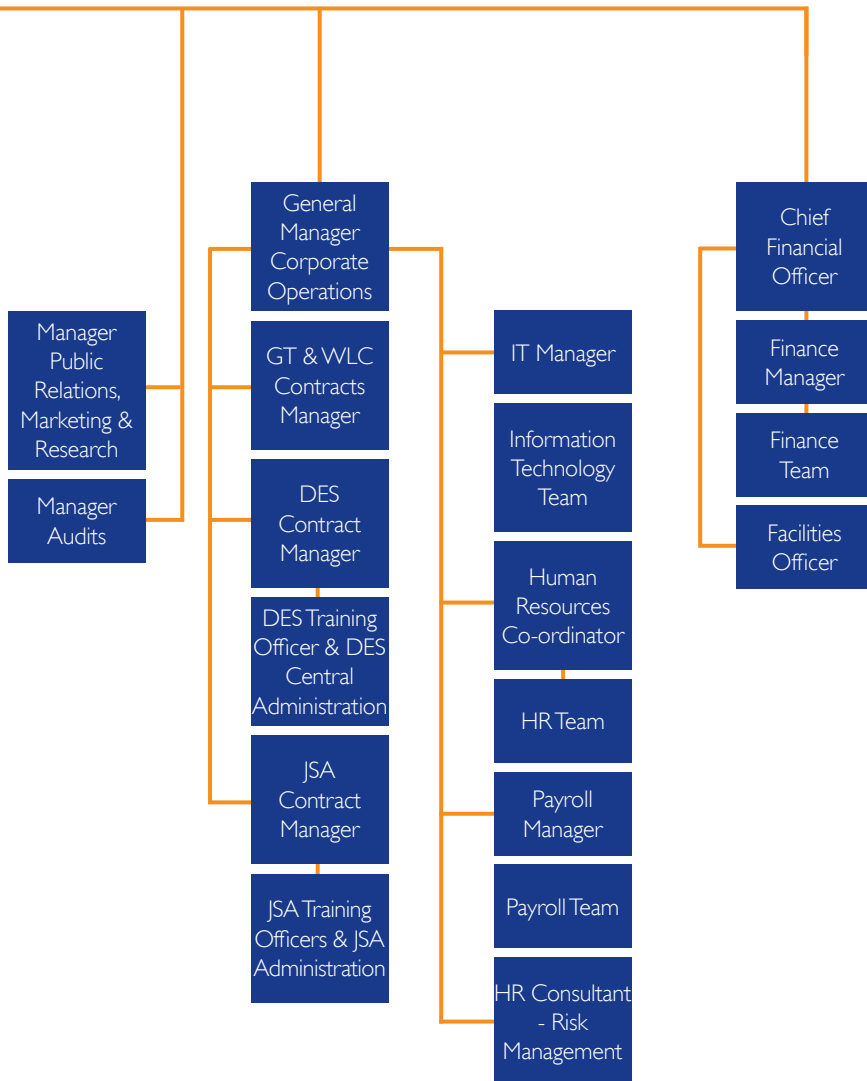
I would also like to thank our account and contract managers from the Department of Employment, the Department of Industry, the registrations and qualifications authorities in VIC, NSW, QLD and SA for their ongoing confidence in CVGT Australia.

I would like to thank the industry associations, Jobs Australia, NESA, GTA and GTA Vic and Disability Employment Services. It was with pleasure and pride that I was acknowledged during the year for 20 years of service with CVGT Australia and also acknowledged by GTA Vic for 20 years of service to group training.

Finally on behalf of all the staff at CVGT Australia, our collective thanks go to the hundreds of people and businesses who have used and continue to use the company services and support of CVGT Australia.

ORGANISATION CHART





DEPUTY CEO REPORT



John Lynch
Deputy CEO

The 2013/14 year has had all the usual challenges but at its conclusion the Company is in a significantly improved financial position, has strengthened its management and support structures and is well placed to take the next expansion steps. That's success in any language.

Job Services Australia

The Job Services Australia (JSA) program continues to play a lead role in providing employers with work ready people. Over the course of the year there has been a heightened emphasis on servicing the needs of our primary customer; the employer. This, coupled with the realisation that through strong business practice, one can simultaneously change the lives of individuals through the world of work and achieve solid financial results, have been the hallmarks of our JSA program.

From a rating perspective all Employment Service Areas (ESAs) achieved the required three star ranking at 31st December, 2013 to avoid any potential business reallocation and on the financial front the budget net projection was exceeded by 6.4 per cent.

Other key highlights over the period included:

- Placing 30 per cent of our eligible job seekers into employment
- Advancing the prospects of job seekers through the engagement of 15 per cent of our active caseload into education opportunities
- Growing our market share

- Improving the competency based training process
- Establishing a paperless office environment.

Australian Apprenticeship Support Services

The Australian Apprenticeship Support Services (AASS) program has recorded a strong year in an ever changing environment. The reduced capacity to service certain employment sectors, like existing workers, has necessitated an operational review and change. Today the AASS program operates as a more streamlined model in terms of its personnel and operating locations. Administration processing support for our three state operations is centralised with Adelaide and Bendigo being the major centres and a satellite location operating in Sydney.

In this ever changing world it is encouraging to note that the program exceeded its financial projection by a healthy margin which is an excellent result in such a tough climate.

The CVGT Australia administration arm of the program maintained its high compliance ratings with solid performance recognised in both milestone reviews (six monthly) undertaken by the Department of Industry.

The future of the AASS program will be very interesting; the contract extension for a further 12 months to 30th June, 2015 was welcome news as too, is the indication that there will be a further tender opportunity announced in September/October 2014. The service requirements of this new opportunity will be interesting, there has been significant discussion around a range of topics, inclusive of mentoring, placement matching and career advice - the future certainly looks exciting.

Group Training

Whilst this known method of employment still has a place with committed employers who see it as providing genuine opportunity for individuals moving into the workforce in an entry level capacity; it is a model that is constantly challenged by a range of alternative employment options.

The realities are our group training numbers continue to decline in traditional markets. This is despite its recognised benefits of providing administrative relief to host employers and representing best completion options.

So it has been necessary for us to revise and change our offerings.

One such change is the Learn 2 Work initiative that has been introduced into the Shepparton and surrounding areas. This school based traineeship program now represents 24 per cent of our physical numbers and is the forerunner to other similar products that will be offered to other areas over the coming years.

On the financial side group training has recorded a solid year posting a positive net margin above what was originally projected.

The future for group will be more specialised, more targeted and more aligned and dependant on other programs that will create niche opportunities.

Disability Employment Services- Employment Support Services

Our broader exposure to this critical employment program has not been without its challenges. There have been some outstanding results in new ESAs and there are other locations that clearly need improvement. This inconsistent performance has been frustrating but at the same time it has given an insight into what will ensure ultimate success. The lessons are not earth shattering or new, they are however important reminders of the fundamentals that include:

- High levels of program knowledge
- An urgency in actioning opportunity
- A stable workforce
- An enhanced support network for placed participants.

In terms of financial performance the program has not reached its projected net return for the review period, it has however contributed positively to the overall result and is poised to make a significant contribution in the coming 12 months.

Industry Skills Centre (Prison Program)

We have continued to deliver this program in conjunction with Group Training Association Victoria (GTA Vic) and for the past 12 months the project has included an additional component of delivering the services to Aboriginal and Torres Strait Islander pre-release prisoners.

Our services, which are focused on preparing soon to be released prisoners for the world of work and sourcing applicable employment vacancies, have been provided at Beechworth, Dhurringile, Loddon, Ararat, Dame Phyllis Frost and Tarrengower centres.

Our success is best evidenced by the fact that the program has been extended to December 2015 and CVGT Australia will again work in partnership with GTA Vic to deliver the service requirements

Harvest Labour

Placements for the 2013/14 harvest when compared to the previous year show a decline of 9.8 per cent and whilst on the surface this is disappointing, there have been a number of factors that have impacted. These include:

- The revision of grower quotas
- Exits from the industry particularly in the Cobram area
- The presence of additional contractors who offer an alternative employment option
- The initial uncertainty regarding the future of the Shepparton cannery.

There are still many challenges for the industry. There is a need for example to establish broader national and international markets, the ongoing campaign against fruit fly remains a constant and resolution to matters that could impact on expansion by SPC Ardmona is a priority.

These matters aside, the interaction with local growers and peak bodies by our CVGT Australia team remains strong and has produced solid results.

Youth Connections

The Youth Connections program continues to deliver on its contract targets both from a participation and outcome perspective. At the half way point of the 2014 program which is based on a calendar year as opposed to financial, 69 per cent of the minimum participation number or 57 per cent of the maximum has been achieved.

The program has continued to develop and foster strong partnerships with private/public sector agencies and youth related entries which have led to innovative engagement programs being established for the youth of the region.

Whilst it is understood that the program will conclude in December 2014, in the interim CVGT Australia will maintain its current excellent record of program success.

Workplace Learning Co-ordinator

The Workplace Learning Co-ordinator program recorded excellent results for the 2013 calendar year and the program is on track to again achieve the designated targets for 2014.

The program operates in the areas of Central Goldfields, Goulburn Murray and Central Ranges; its key objective is to assist schools with work experience, structured workplace learning and school based apprenticeships/traineeships.

Summary

In summary 2013/14 represents a strong performance year on the financial front and a solid year relative to program ratings and success. The challenges as always have been many, but through it all CVGT Australia has continued to focus on improving its standards of service to those we serve – employers and job seekers.

I wish to place on record my thanks to the Board of Directors for their support, to our CEO Paul Green for his insights and direction, to the Chief Financial Officer Robert Trew, General Manager Corporate Operations Mark Little and to the regional business managers Arthur Bushell, Jo Murray, Rod Styles, Craig Canham and Helen Clark for their continued dialogue and debate, to all support units and most importantly to all CVGT Australia managers and staff who have met the challenges of every day.

I would also like to acknowledge the partnership that exists with the Department of Employment, The Department of Industry, the Victorian registration and qualifications authorities and Group Training Australia particularly the Victorian association.



FINANCE & FACILITIES



Robert J. Trew FCPA
Chief Financial Officer

The 2013/14 financial year saw sustained growth within the company business operations, with a corresponding impact on the Finance and Facilities teams in terms of the level of support required to be provided to a broader CVGT Australia community.

During such a period of growth, new challenges arose for the teams for which they adapted and continued to support the operational teams in their day to day activities. Improvement of existing processes and the creation of new effective and efficient systems was a key factor in enabling the level of support provided to be maintained.

Customer service is a primary focus for the teams, and a strengthening of the relationships within the company business operations has been a contributing factor to the improvement of the culture within the organisation.

Finance

The 2013/14 financial year saw foundation projects nearing completion with further testing and evaluation being required before finalisation of a number of key initiatives.

Advancements in the use of technology in the area of scanning documents and information and storing of data and reports electronically, has improved accessibility to information while reducing the costs of things such as paper.

The online purchasing services program has been written and subject to some final testing and refinements will be going live in the new financial year. Once it has been implemented, it will make a significant difference to operational efficiency within CVGT Australia.

Some of the key initiatives completed by the team during the course of the 2013/14 financial year outside of traditional business services were:

- Assistance in the tender submissions for a number of key business opportunities
- Establishment of Auskey access for CVGT Australia to online services
- Working with the ACNC for the successful online submission of the 2013 annual information statement

- Financial assistance with the final acquittal of the Connect 4 program
- Financial assistance provided in the establishment of new operations for the Disability Employment Services contracts attained by the company and the Learn 2 Work program set up in the Shepparton region
- Financial monitoring and reporting for the Workplace Learning Co-ordinator and Industry Skills centre programs
- Co-ordination and preparation of financial budgets for the 2014/15 financial year.

The finance team will continue to play a key role in the support network for the business operations as a whole throughout CVGT Australia.



Facilities

The facilities team provide and co-ordinate the ongoing maintenance of company assets but also manage the aspects relating to service agreements and leases for premises where CVGT Australia conduct its operations.

As CVGT Australia continues to grow and evolve as a key player in the employment services sector; the opportunity to directly service and support the operations across the geographical area will continue to challenge the team, and therefore establishing service agreements and partnerships with industry in areas is a key strategy in maintaining all CVGT Australia branches.

Some of the key projects amongst many undertaken by the team in the financial year included:

- The testing and tagging of electrical equipment across all CVGT Australia offices
- The bar coding and administration of CVGT Australia physical assets across all CVGT Australia offices
- Renovations and maintenance works conducted at the Coburg office
- The relocation of the CVGT Australia office in Adelaide
- The relocation of the CVGT Australia office in the Wollongong area
- The relocation of the CVGT Australia office in Rowville.

Summary

The 2013/14 year has seen a positive turnaround in business and has demonstrated that the true strength of the company is with its people and the dedication and commitment they have shown over the last 12 months has seen them rise to meet any challenges they have been presented with.

I would especially like to thank Facilities Officer Greg Fawcett and Finance Manager Clare Barnes for their dedication and work ethic over the past year along with all the team members who make our roles easier to fulfil.



HUMAN RESOURCES



Mark Little
General Manager
Corporate Services

The 2013/14 year has been a great year for Human Resources (HR). The employment services industry in general is an industry with many challenges and with constant changes to programs and regular updates required with competing priorities consequently, it is a brilliant outcome to be reporting on such a positive year.

There was minimal change to staffing numbers throughout the year. The number of actual staff in July was 285 with a full-time equivalent (EFT) of 256.

Maintaining a necessary focus on expenditure across the organisation this year, learning and development activities and the further growth of HR systems in employee self-service and on-line processing have continued to be on hold.

The new staff induction program continues to be refined with the view to translating the program to an on-line version in the first half of 2014/15. Together with some additional exciting and new initiatives that, in the past have been put on hold, we will see the introduction of improved performance appraisal processes, the introduction of staff photos within the on-line mail system, improved HR processes also on-line and refined recruitment practices.

The company's policies and procedures have remained under continual review by HR with the view to maintain our internal practices in line with changes and amendments in industrial relations law. Our privacy policy has been refined and updated to align to the new Australian Privacy Principles and ongoing reviews of employment contracts and processes will ensure we increase productivity in the HR area. The HR team has continued to play an ongoing role in maintaining its vigilance and ensuring the company's exposure to litigation and industrial challenge is minimised. The few occasions where our processes and policies have been put to the test in conciliation and arbitration, have generally resulted favourably for CVGT Australia, attesting to robust procedural fairness processes in performance management of staff. CVGT Australia remains fully compliant with what is now known as the Gender Equity Act (formally Equal Opportunity for Women in the Workplace Act). This compliance is essential to retain the Government contracts in which we operate.

During the year a great deal of development has taken place within the internal staff payroll system including stream-lining of the timesheet system and the forthcoming implementation of on-line timesheet entries and approval through the staff and manager self-service system HR21. This portal will deliver further efficiencies during the coming year.

In October 2013, CVGT Australia renewed its status as an externally accredited Work Health and Safety company with full compliance to AS/NZS 4801:2001 Management systems. Solid relationships continue to be strengthened with external stakeholders such as WorkSafe, QBE, host employers and medical health providers regarding Work Health and Safety and injury management issues including return to work.

Injuries reported by apprentices and trainees have decreased in 2013/14 by 53 per cent whilst injuries reported by internal staff have decreased by 38 per cent on 2012/13 data. Workcover claims have decreased for apprentices and trainees by 29 per cent from 2012/13 and by 16 per cent for internal staff for the same period. All internal staff undergo compulsory Work Health and Safety training in manual handling, safety fundamentals, equal employment opportunity, harassment and bullying and driver safety which demonstrates a very proactive approach, which assists CVGT Australia achieve such excellent results in the reduced number of reported hazards and incident /near misses across the company from the 2012/13 period.



HR has ensured that all branches have now developed a working remotely or in isolation procedure and a Work Health and Safety risk hazard register to be reviewed regularly ensuring the minimisation of risk to our staff. We have also developed and implemented an alcohol and other drugs policy. A safe driver policy has been implemented to promote safe use of the company fleet.

CVGT Australia maintains a critical dates system which continues to be used effectively in identifying potential risks to the company through a date register process. In addition risk assessments are applied against all agreements, contracts, deeds, memorandum of understanding, leases, and any variations to any of these. A new on-line renewal/application for National Police Checks has been adopted, which has greatly streamlined the process and ensuring ongoing contractual compliance. CVGT Australia's on-line customer feed-back and request for information process located on our web site and intranet continues to provide a valuable tool in the timely follow up to a wide range of assistance requests, compliments and complaints. 2013/14 realised 979 individual online requests for assistance. This is an overall increase of more than 20 per cent. Pleasingly there was a 25 per cent increase in compliments received for the various elements and/or personnel within the organisation.

This facility has continued to provide CVGT Australia with a vast array of insights, business leads and opportunities to improve our service. Continuous improvement and quality assurance is ensured through regular quality control of all company documents/ manuals and via the company's on-line Brainwave system.

In realising a year of excitement and continued opportunities the CVGT Australia HR team look forward to taking on new challenges as agreed in the HR business plan and the company strategic plan. I would like to personally thank the team of individuals that make up the HR team for their ongoing support and dedication. I have appreciated their individual counsel and above all their preparedness to have a laugh and share the load.



ADVISORS TO THE BOARD

Federal Government

Department of Education, Employment
and Workplace Relations (DEEWR)

Changed to Department of Employment

Department of Human Services - Centrelink

Department of Industry, Innovation, Climate Change,
Science, Research and Tertiary Education (DIICCSRTE)

Changed to Department of Industry

Department of Families, Housing, Community
Services and Indigenous Affairs (FAHCSIA)

Changed to Department of Social Services

Department of Prime Minister & Cabinet

Department of Education

State Government

Department of Education and Early
Childhood Development (DEECD)

Auditor

MGR Accountants (Mulqueen Griffin and Rogers)

1 Somerville St, Flora Hill VIC 3550

Solicitors

Beck Legal

165 Hargreaves Street, Bendigo VIC 3550

Robertson Hyetts

386 Hargreaves St, Bendigo, VIC, 3550

Associations

Australian Institute of Management (AIM)

Australian Quality Council (AQC)

Disability Employment Australia

Goldfields Local Learning & Employment Network (GLEN)

Group Training Australia

Group Training Australia (Victoria)

Jobs Australia

National Employment Services Australia (NESA)

National Disability Recruitment Coordinator (NDRC)

Victorian Employer's Chamber of Commerce & Industry (VECCI)

Mental Illness Fellowship-Victoria



ISO 9002:1994 and ISO 9001:2000

Registration Number QAC R61/029

AS/NZS 4801:2001

Registration Number OHS/R61/0029

Disability Service Standards

Group Training National Standards

NOTICE OF AGM

Notice of AGM

CVGT Australia Ltd.

ACN 006 178 641

ABN 46 006 178 641

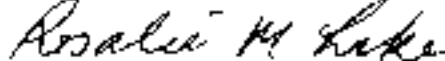
NOTICE OF ANNUAL GENERAL MEETING

Notice is hereby given that the Annual General Meeting of CVGT Australia Limited will be held at Jackson Street, Long Gully on Wednesday 24th September 2014 at 5.00pm

BUSINESS

1. To receive, consider and adopt the financial statements of the Company for the year ended 30th June 2014, together with the reports of the Directors and Auditors thereon.
2. General: To transact any business that may be lawfully brought forward

BY ORDER OF THE BOARD

Rosalie Lake 

CHAIRMAN

Date: 27/8/14

AGENDA FOR AGM

For the 31st Annual General Meeting of Directors of CVGT Australia Limited

(Trading as CVGT Australia).

To be held at CVGT Australia Head Office, Jackson Street, Long Gully on Wednesday 24th September, 2014 at 5.00pm.

Item 1: Present

Item 2: Apologies

Item 3: Confirmation of the Minutes of the Previous Annual General Meeting

Held on Wednesday 25th September, 2013

Item 4: Reports:

1. Chairman
2. Chief Executive Officer
3. Directors
4. Auditors
5. Department Reports

Item 5: Election of Directors:

Four Vacancies Exist

Item 6: Election of Office Bearers

- 6.1 Chairman
- 6.2 Vice Chairman
- 6.3 Secretary
- 6.4 Treasurer

Item 7: Special Business

- 7.1. Appointment of Auditor 2014/15
- 7.2. Other Business
 - 7.2.2 Remuneration review
- 7.3. Next Annual General Meeting

Item 8: Close of Meeting



MINUTES OF PREVIOUS AGM

For the 30th Annual General Meeting

of CVGT Australia Limited
(Trading as CVGT Australia).

Held at CVGT Australia Head Office, Jackson Street, Long Gully on Wednesday 25th September 2013 at 5.00pm.

Item 1: Present:

Len Dobbin, Rosalie Lake, Ann Jones, Elaine McNamara, Ross Tarran, Steven Stubberfield, Ian Grenfell, Jack Svanosio, Alex Malone, Gerard House, Patti Cotton OAM and Kerrie Carr - Radius Disabilities

In attendance: Paul Green, John Lynch and Roslyn Quigley (minutes)

Item 2: Apologies - N/A

Item 3: Confirmation of the Minutes of the Previous Annual General Meeting

Held on Wednesday 26th September 2012

Motion: That the minutes of the previous Annual General Meeting

Moved: Rosalie Lake

Seconded: Ann Jones

CARRIED

Item 4: Reports:

1. Chairman

Motion: That the Chairman report be received

Moved: Elaine McNamara

Seconded: Ian Grenfell

CARRIED

2. Chief Executive Officer

Motion: That the CEO Report be received

Moved: Ann Jones

Seconded: John (Jack) Svanosio

CARRIED

3. Directors

Motion: That the Directors Report be received

Moved: Steve Stubberfield

Seconded: Alex Malone

CARRIED

4. Auditors

Motion: That the Auditors Report be received

Moved: Rosalie Lake

Seconded: Anne Jones

CARRIED

5. Department Reports

Motion: That the Department Reports be received

Moved: Jack Svanosio

Seconded: Ian Grenfell

CARRIED

Item 5: Election of Directors:

3 Vacancies Exist

Elaine McNamara – was nominated by Steven Stubberfield and seconded by Rosalie Lake

John (Jack) Svanosio – was nominated by Alex Malone and seconded by Ross Tarran

Ross Tarran – was nominated by John (Jack) Svanosio and seconded by Alex Malone

Item 6: Election of Office Bearers

6.1 Chairman

Rosalie Lake was nominated by Elaine McNamara and seconded by Ian Grenfell

6.2 Vice Chairman

Ross Tarran was nominated by Ann Jones and seconded by Steven Stubberfield

6.3 Secretary

Ann Jones was nominated by Steven Stubberfield and seconded by Len Dobbin

6.4 Treasurer

Steven Stubberfield was nominated by Ann Jones and seconded by Rosalie Lake

Motion: That as the number of Directors did not exceed the number of vacant positions: the above members are duly elected.

Moved: Elaine McNamara

Seconded: Ann Jones

CARRIED

Item 7: Special Business

7.1. Appointment of Auditor 2013/2014

Motion: That the Auditors Mulqueen Griffin and Rogers (MGR) be appointed as Auditors for the 2013/2014 operating year

Moved: Jack Svanosio

Seconded: Ann Jones

CARRIED

7.2. Other Business

7.2.2 Remuneration review

Motion: That the increase in Board members remuneration will be in accordance with CPI All Groups Melbourne at 2.4%

Moved: Ross Tarran

Seconded: Ian Grenfell

CARRIED

7.3. Next Annual General Meeting

Motion: That the next Annual General Meeting be held on Wednesday 24 September 2014. CVGT Board Room Long Gully

Moved: Elaine McNamara

Seconded: Ross Tarran

CARRIED

Item 8: Close of Meeting 5.25pm

DIRECTOR'S REPORT

CVGT Australia Limited (Trading As - CVGT Australia)

ACN 006 178 641

ABN 46 006 178 64

The Directors of the CVGT Australia Ltd submit herewith the financial report for the year ended 30th June, 2014. In order to comply with the provisions of the Corporations Law, the Directors report as follows:

I. Directors

The name and particulars of the Directors in office during or since the end of the financial year are:

Rosalie Lake Chairman

Publicity Officer; Bendigo Senior Secondary College.

Member of the Board since 2003, Vice Chairman from 2010 to 2013, Chairman from 2013 to current.

Ross Tarran Vice Chairman

Business Proprietor.

Member of the Board since 2004. Vice Chairman from 2013 to current.

Steven Stubberfield Treasurer

Public Accountant.

Member of the Board since 2003. Treasurer from 2005 to current.

Ann Jones Secretary

Retired. Former Councilor of the City of Greater Bendigo.

Member of the Board since 1998. Vice Chairman 2000 to 2002. Chairman of the Board 2002 to 2003, 2008 to 2010. Secretary 2010 to current

Gerard House Director

Managing Director of Gerard K House Pty Ltd.

Member of the Board since 1986. Chairman from 1995 to 2002. Vice Chairman 2008 to 2009. Treasurer in 1995 and 1996.

Ian Grenfell Director

Retired. Former Shire President of the Shire of Strathfieldsaye.

One of the founding members of the CVGT Board in 1983. Chairman 1985 to 1986, Vice Chairman in 1991 and Treasurer; Member of Audit Committee meeting.

Alex Malone Director

Business Unit Manager, Bencon.

Member of the Board since 1993. Secretary from 1995 to 2006.

Elaine McNamara Director

CEO Kangaroo Flat Community Group, Former Mayor of the Shire of Marong.

One of the founding members of the CVGT Board in 1983. Treasurer from 1993 to 2004. Chairman 1990 to 1991, 1993 to 1996, 2005 to 2007. Vice Chairman 1997 to 2004. Member of the Audit Committee from 2000 to 2005.

John (Jack) Svanosio Director

Retired Accountant.

Member of the Board since 2004. Member of the Audit Committee from 2005 to 2009. Convenor of the Audit Committee from 2010 to current.

Leonard Dobbin Director

Retired.

Member of the Board since 1999. Vice Chairman from 2002 to 2007. Convenor of the Audit Committee from 2000 to 2009, Secretary from 2007 to 2010, Chairman from 2010 to 2013.

There were 11 Board Meetings held during the year ended 30th June, 2014, and 1 Annual General Meeting.

Total Attendance

Les Dobbins	12		Alex Malone	12	
Ian Grenfell	10	2 Apologies	Elaine McNamara	12	
Gerard House	10	2 Apologies	Steven Stubberfield	12	
Ann Jones	12		Jack Svanholm	12	
Rosalie Lake	12	1 Apology	Ross Tarran	10	2 Apologies

2. Operating Results

The net Surplus for the year was \$2,118,213

Review of Operations

The financial operations were reviewed during the year with the original budget being re-crafted in February. This was due to a significant change in regulatory conditions for the AASS contract and environmental changes for the DES contract. The AASS operations were restructured, resulting in a reduction of staffing. The DES program budget was restructured. Program delivery models were adjusted to align with the change in Government policy, and to manage the shift in environmental conditions.

Changes in State of Affairs

There were two material changes to the operation during the course of the year. The first relates to the Disability Employment Service where the performance of the program triggered a rewrite of the budget and projections were revised downwards by \$1,068,377. The cause was a shortfall in client referrals against predictions. The second relates to the AASS program where regulatory changes relating to existing worker apprentices meant a downturn in business therefore an operational restructure was implemented. There was no alteration to the AASS budget.

Future Developments

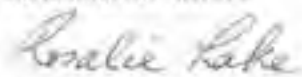
The next twelve months presents many risks and opportunities for the company. The Job Services Contract and the Australian Apprenticeship Support Services contract will conclude in June 2015. CVGT will be tendering to extend these contracts which are being tendered in September/October 2014. In addition the Government has announced a revised Work for the Dole program and CVGT will be tendering for business. The Strategic Goal of the company is to achieve a Members Net value by the year 2020 of 20 Million Dollars and accomplish this by growing the employment services business in existing and new states. Disclosure of any other information regarding likely developments in the operations of the Company in future financial years and the expected results of those operations is likely to result in unreasonable prejudice to the Company.

Indemnification of Officers and Auditors

During the financial year, the Company paid a premium in respect of a contract insuring the Directors of the Company (as named above), the Company Secretary, Ms. Ann Jones and all executive officers of the Company and of any related body Corporate against a liability incurred as such a Director, Secretary or executive officer to the extent permitted by the Corporations Law. The contract of insurance prohibits disclosure of the nature of the liability and the amount of the premium.

Signed in Accordance with a resolution of the Directors made pursuant to s.298 (2) of the Corporations Law

On behalf of the Directors



Rosalie Lake
CHAIRMAN

DATE: 28 August 2014



Ross Tarran
VICE CHAIRMAN

DATE: 28 August 2014

DIRECTORS DECLARATION

DIRECTORS DECLARATION

CVGT Australia Limited
(Trading as CVGT Australia)

ACN 005 178 641 ABN 46 006 178 641

Directors Declaration

The directors have determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

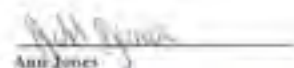
The directors of the company declare that:


1. The attached financial statements and notes are in accordance with the Corporations Act 2001 and:
 - (a) comply with Accounting Standards as described in Note 1 to the financial statements and the Corporations Regulations 2001, and
 - (b) give a true and fair view of the company's financial position as at 30 June 2014 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. In the Director's opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors

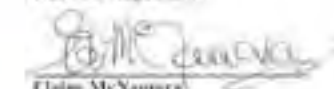

Rosalie Lake
CHAIRMAN
Date: 28 August 2014

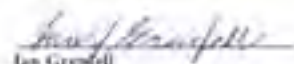

Ross Tarran
VICE CHAIRMAN
Date: 28 August 2014


Ann Jones
SECRETARY
Date: 28 August 2014

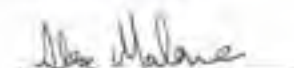

Steven Stahlherfeld
TREASURER
Date: 28 August 2014


Gerard House
DIRECTOR
Date: 28 August 2014


Elaine McNamara
DIRECTOR
Date: 28 August 2014


Ian Grenfell
DIRECTOR
Date: 28 August 2014


Leonard Dublin
DIRECTOR
Date: 28 August 2014


Alex Malone
DIRECTOR
Date: 28 August 2014


John (Jack) Scanlon
DIRECTOR
Date: 28 August 2014

AUDITOR'S INDEPENDENCE DECLARATION



Auditor's Independence Declaration

To the Directors of CVGT Australia Limited

As lead engagement auditor for the audit of CVGT Australia Limited for the year ended 30 June 2014, I declare that to the best of my knowledge and belief, that there have been:

- i. no contraventions of the *independence* requirements of the Corporations Act in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit of CVGT Australia Limited.

Wasson Park

Warren Pollock
MGR ACCOUNTANTS
mgr@mgr.com.au

28 August 2014



MGR
ACCOUNTANTS
BUSINESS ADVISERS & MORE

TO THE MEMBERS OF CVGT AUSTRALIA LIMITED

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

AUDITORS REPORT

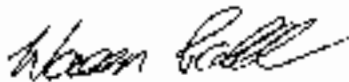
Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of the company would be in the same terms, if given to the directors **as** at the time of this auditor's report.

Auditor's Opinion

In our opinion, the financial report of CVGT Australia Limited is in accordance with the Corporations Act 2001 including:

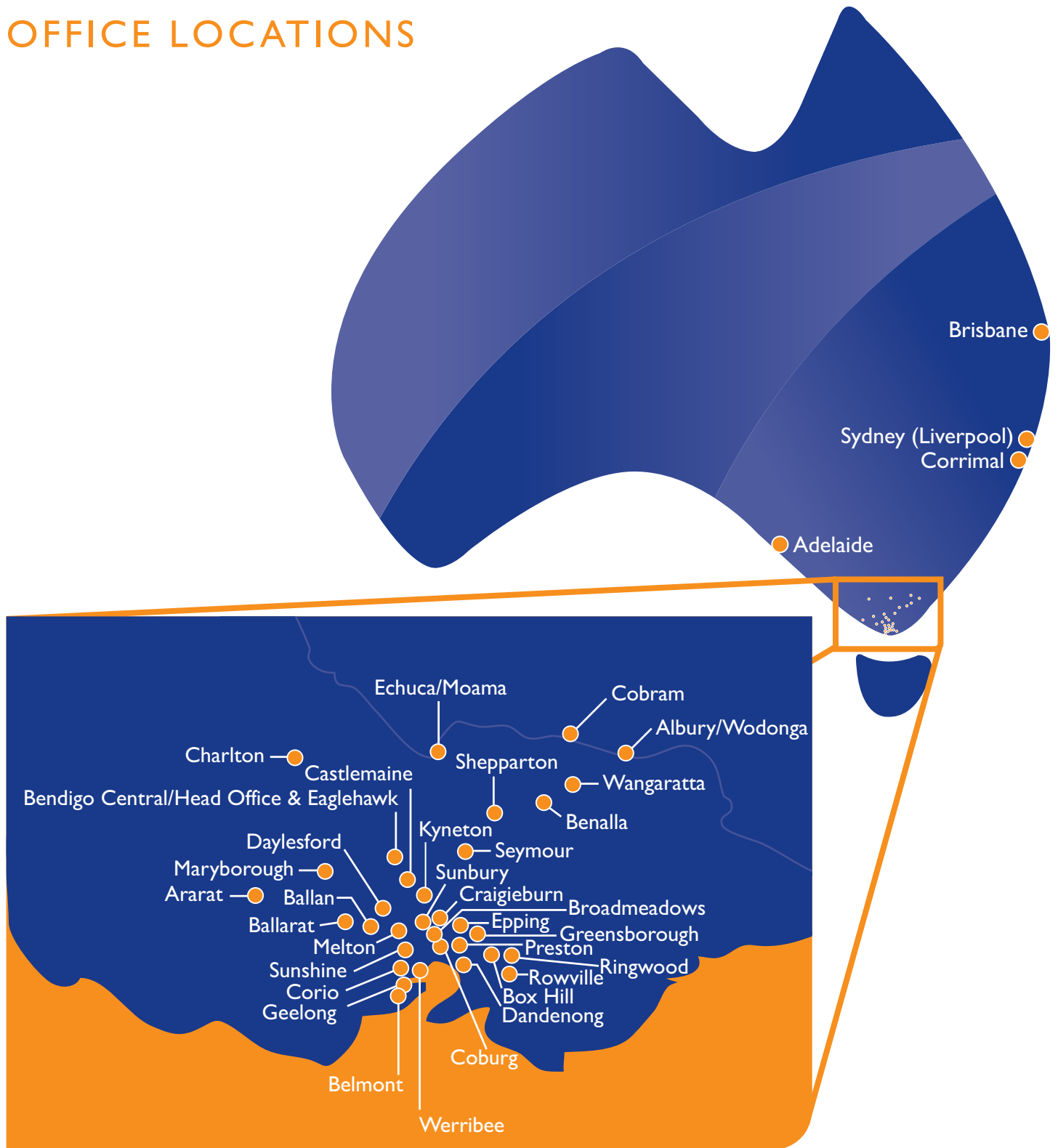
- a. giving a true and fair view of the company's financial position **as** at 30 June 2014 and of its performance for the year ended on that date, and
- b. complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Regulations 2001.



Warren Pollock
MGR ACCOUNTANTS
mgr@migr.com.au

28 August 2014

OFFICE LOCATIONS





HEAD OFFICE Jackson Street Bendigo, Victoria, 3550. Telephone (03) 5449 2000. Facsimile (03) 5441 1212.