

*Connecting more people to
meaningful work. Since 1983.*

Our 2019–20 **Annual Report**



CVGT Australia Ltd
ABN 46006178641
17 Jackson Street, Long Gully Victoria 3550

Incorporation and Charitable Status

CVGT was incorporated in Victoria on 13 July 1983.

Today, it is dually registered under the *Corporations Act 2001* (Cth) as a public company limited by guarantee and as a charity under the Australian charities and not-for-profits regime.

Compliments and Complaints

It helps us to hear what you think. You're welcome to provide feedback on this report, our operations or your experience with us.

Send an email to contact@cvgt.com.au or post a letter to:

Company Secretary
CVGT Australia
PO Box 473
Bendigo VIC 3552

We will acknowledge your feedback and give you a response.

We'll also let you know which government department and/or Ombudsman's Office you can contact if we cannot satisfactorily resolve your complaint. More details are online at cvgt.com.au/contact-us/compliments-complaints.

About this Report

This Annual Report covers CVGT's activities and performance from 1 July 2019 to 30 June 2020.

Acknowledgement of Country

CVGT Australia acknowledges the traditional Aboriginal and Torres Strait Islander peoples of this nation. We pay our respects to them, their living culture and Elders past, present and future.



Cover Photo

Find out how Maddison triumphed through a traineeship with the City of Greater Bendigo. Her success story is on page 14.

Image credit: Bill Conroy.

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Making a Difference

The CVGT team was busy supporting communities this year. Here's a snapshot of how we've been connecting more people to meaningful work:

3 states

7 programs

128 locations

378 staff members

2086 resume services

6446 people into jobs

7570 email responses

108,873 call centre conversations

Our Story

Meaningful work makes such a difference to people's lives. It benefits individuals, everyone in their family and the places where they live and work. Engaged workers help businesses to do things better. And better business makes for stronger community.

We know this because CVGT has been connecting people to meaningful work since 1983. As one of Australia's leading employment services providers, we've seen what amazing things can happen when we connect employers and job seekers.

We started our work after councils in the Bendigo area responded to a survey on youth unemployment and local skill shortages. We knew we could do something to get young people actively employed and equipped with the skills to become tradespeople in their chosen fields.

And so, the employment services provider Central Victoria Group Apprenticeship Scheme was formed. We kicked off with one employee riding a pushbike to visit workplaces and check how his 12 apprentices were going on the tools. Since then we've expanded to become CVGT Australia (or CVGT for short).

Today, our team of 378 people delivers seven employment programs featuring labour market expertise and one-on-one support for employers and job seekers.

These programs include jobactive, Career Transition Assistance, Group Training, Disability Employment Services, ParentsNext, Second Chance Bendigo and Transition to Work. People access our professional support at 128 CVGT locations throughout Victoria, New South Wales and Tasmania.





Your Story

From the moment you first connect with us we'll listen to understand where you're at and what you need to take the next steps. We then work hard to support you and meet your expectations.

Real conversations and proper processes help us to ensure that job seekers are job ready and matched with employers who are committed to supporting them to achieve their employment goals.

We help employers to find the best people for their business and to find ways to navigate the employment system and make it all happen. Our experienced and engaged team knows the labour market. That means we can advise on the relevant government incentives and wage subsidies across a diverse range of employment programs.

We care about people, solutions and outcomes. We follow-up and provide post-employment support and services.

CVGT Australia started as a local organisation and that place-based focus is part of our business DNA. Economic and social benefits for local communities are at the heart of everything that we do, and we're genuinely committed to supporting the towns and cities where we operate. That's one reason why we offer community grants, sponsorships and scholarships.

We're proud of the new life chapters and work stories we've helped people to write over the past year. It's all been possible because of strategic partnerships and our collaborative work with all levels of government, employers across multiple industries, peak body organisations, job seekers and community groups.



Who we are

CVGT Australia is a leading employment services provider dedicated to connecting more people to meaningful work. We work closely with employers and job seekers to deliver seven programs. Local community is at the heart of what we do, and our work brings positive economic and social benefits to the cities and towns where we operate.

A Few Words from Our Chair and Managing Director

The past financial year was extremely busy and challenging for CVGT Australia. Yet we know it's been even tougher for many of the people and communities we support.

Despite the operating environment of 2019–20 (drought, bushfires and COVID-19 pandemic), the organisation continued to develop, grow and deliver vital services. We established new partnerships, improved governance, processes and systems, and maintained a strong financial position.

Our hard-working team has shown that it can adapt and embrace change. Having the right people with the right attributes sets us up to deal with future challenges. CVGT is in a good position to respond to changes in government policy, greater competition for employment services, the impacts of climate change and the evolving needs of our customers.

People

We're proud of the way staff adapted to deliver quality services with greater flexibility. At one point, due to pandemic restrictions, nearly half of the organisation was working remotely from home. Yet the team maintained personalised service to meet the needs of jobseekers and employers, and to respond to the situational easing of mutual obligations and diminishing employment opportunities.

Our staff remained steadfast and went beyond business as usual to explore innovative ways to connect more people to meaningful work. Some of this year's initiatives include hOurs 2 change, The Y Effect and collaboration with local businesses.

How we work together and do our business matters. So, the emergence of our Culture Code was a highlight. Our staff owned the co-creation process. More than 200 employees got actively involved in the development. This genuine engagement gives real meaning to our purpose and values, and positions CVGT to be a workplace of choice, a place where our own people feel connected to meaningful work.

On that note, we were pleased to get feedback via the Best Practice Australia "Issues That Matter" annual employee survey. CVGT's employee engagement, trust and shared sense of strategic direction all increased. CVGT is recognised as a top performer within its organisational category. We're setting the benchmark.

Farewells and Welcomes

At the start of the financial year, we transitioned to a new corporate structure.

Jason Russell was appointed Managing Director; and Peter Barnes, former General Manager – Southern, was elevated to lead the operations side of the business.

In October, John Lynch retired as Deputy CEO. John was a highly respected and integral member of the organisation for more than 20 years. His commitment and dedication helped make CVGT the success it is today. Thank you, John.

At our annual general meeting in September 2019, the Board appointed Judith Holt as a director. Judith's audit and risk expertise has significantly strengthened the board's capabilities and sub-committee work.

Governance

To take CVGT to the next level we've prioritised governance and strategic planning. The Board attended the annual Australian Institute of Company Directors – Australian Governance Summit in Sydney in March.

This supported us to develop the CVGT Strategic Plan 2020-25 (via online Zoom meetings). Our renewed purpose is 'Connecting more people to meaningful work'. To achieve it we've developed four strategic priorities to drive Board, Executive and staff actions for the next five years.

We continue to develop strong governance and risk management frameworks and systems.

“Our hard-working team has shown that it can adapt and embrace change.”

This is ongoing but we're now equipped with stronger oversight of operations plus timely and transparent processes. The anticipated Enterprise Risk Management System will streamline risk management even further, and our robust approach has been positively validated by external audits.

Performance

Together, the Board and senior management team are refocusing CVGT for the future.

Our end-of-year financial surplus of \$4,275,482 is a testament to everyone at CVGT. It means we're in a good position to navigate challenges thrown at us by COVID-19, and the subsequent economic uncertainty.

We do need to acknowledge that difficult decisions helped to get us here. The financial impact of the pandemic meant we had to reduce costs to align with the drop in income. This meant reducing employee numbers, closer scrutiny of operating costs, ceasing the labour hire business and suspending the community grants program for 2020.

Possibility

Change is challenging. But regular cycles of review and renewal will ensure that CVGT has the right balance of experience, expertise and fresh thinking to make good on our purpose in the years ahead. We'll be able to respond and make the most of growth opportunities in the ever-changing context.

Thank you to our fellow Directors and the entire CVGT team for your dedication and commitment over this year. Thanks also to our key stakeholders; our partners, government program agencies, communities and employers that assist us to find meaningful work for our jobseekers. And thank you to those people who trust in CVGT to support them as they take their life-changing steps into the world of work.



Dave Richardson
Dave Richardson
Chair, Board of Directors



Jason Russell
Jason Russell
Managing Director



Strategic Plan 2020–25

Our 2025 Goals

1. *To be a partner of choice*
2. *To provide place-based, complete employment solutions*
3. *To expand our reach and impact within the community*
4. *To achieve increased employment numbers*
5. *To have a diverse and engaged workforce*
6. *To be digitally enabled*
7. *To have a pathway towards carbon neutrality*



Strategic Priority 1

Partnerships for employment solutions

Program and service delivery design

We will:

1. Design and deliver holistic, solutions-based program and service delivery models
2. Digitally transform program and service delivery models
3. Use evidence and the voices of our stakeholders to inform program and service delivery design
4. Ensure our employment solutions are culturally inclusive and respond to the diverse needs of our stakeholders.

A partnership approach

We will:

1. Be a partner who is trusted to provide the right solution
2. Expand our employer network through a collaborative approach
3. Partner with complementary organisations
4. Engage all levels of government
5. Explore opportunities with non-government funders that share our values and objectives
6. Collaborate with industry and peak bodies.



Strategic Priority 2

Equipped and prepared people to deliver service excellence

We will:

1. Build a dynamic and inclusive workforce
2. Invest in the professional and personal development of our workforce
3. Value our people by listening to what they have to say and empowering their leadership and innovation
4. Provide a safe, culturally aware and healthy workplace
5. Invest in the digital capability of our workforce
6. Inform and drive our actions to exceed industry benchmarks in the areas of staff retention, quality performance and wellbeing.



Strategic Priority 3

Planned growth with strong performance

Governance and leadership

We will:

1. Continually strengthen our governance, leadership and management frameworks
2. Have an Aboriginal and Torres Strait Islander voice represented at senior management and Board levels
3. Be agile, responsive and evidence-based in our decision making
4. Embrace a strategic and collaborative approach to risk management.

Resources

We will:

1. Invest in transformational, digital technology that builds capability, performance and service excellence
2. Skilfully manage our assets and investments
3. Develop a strong and effective brand
4. Be environmentally sustainable, with a clear plan to become carbon neutral.



Strategic Priority 4

Connected and resilient communities

We will:

1. Investigate how best to build positive community impact and wellbeing through our continued philanthropic contribution
2. Engage with community members and organisations
3. Build strong and respected partnerships with the Aboriginal and Torres Strait Islander communities and their elders in each of our locations
4. Explore opportunities for creating engaging initiatives, such as social enterprise or business incubation programs.

CVGT's Programs

6446

people got a job!

That's a direct result of our caring team putting programs into action.

CVGT is here to make things happen for employers and job seekers. Our skilled professionals work together with stakeholders every day so that businesses, individuals and communities get good outcomes.

In the past year, we've made a real difference to the wellbeing of families, and to the social and economic resilience of the places where people live and work.

We've been doing the right things since 1983. We continue to connect people to meaningful work because we do our work with heart and integrity.

"This was a program to help me move forward in life. I felt encouraged, supported, and most of all listened to with regards to my unique circumstances."

Career Transition Assistance

Age is just a number when you believe in your skills and abilities.



The Career Transition Assistance program supports people over the age of 45 to say, "I can do this." This year CVGT helped 274 people to build their confidence and labour market competitiveness by recognising their transferrable skills and building new ones, like digital capabilities. COVID-19 prompted us to grow our own digital capabilities too, as we shifted this program from the traditional classroom delivery to online learning and engagement.

Disability Employment Services

Creating inclusive employment for every person and business.



The road to work might feel a bit bumpy if you have a disability, injury or health condition. But this year the CVGT team made the journey easier for 3729 people. We helped each person to gain skills and the confidence to find and keep a job. We provided ongoing support and training as people settled into their workplace. Our employer clients were happy too, because they found great new team members. Meaningful work changed things for everyone.

Group Training

Collective wisdom to learn on the job.



As a Group Training Organisation we are the legal employer of apprentices and trainees. People might be based at one or more host employer workplaces along the way. But for the duration of the training, CVGT offers the care and support that boosts the chance of completion. This year, we had 263 people on our books, and 36 successfully completed their apprenticeship/traineeship. These final year students were welcomed by 88 industry hosts who showed them the ropes on site.

jobactive

Collaborating together to resource the future.



Getting a job can be life changing. And having the right people on your team can change how you do business. This government-funded program makes it all happen by supporting people to gain skills and confidence, and by opening up doors at local workplaces. We assisted 15,603 people this year through employment services across three states. Our job seekers received employment tips plus access to keen employers who had vacancies to fill and meaningful work to be done.

Second Chance Bendigo

Someone believes in you and shows you there's another way.



Since 2017, 110 young people have been provided support through Second Chance Bendigo. This health, education and employment support program reduces custodial sentencing, and the offending or reoffending behaviour of young people aged 17-24. We are really proud of our achievements in this space. This year we supported 61 young people into employment or education placements, and 70% of them transitioned into subsequent employment or education.

ParentsNext

Exploring possibilities for better family futures.



By the time their youngest child heads off to school, a parent might have been out of the paid workforce for a long time. It can be daunting to think about your next steps, but our program gives mums and dads their own turn to pursue education or employment options that work for them. In 2019–20 we supported 3273 parents to plan and prepare for work. Since July 2018, this CVGT program has empowered 6064 parents and their families to take big steps forward.

Transition to Work

A local crew with a program to guide you on the job journey.



Our team in the Goulburn Murray region offers personalised pre-employment support to help local 15-24 year olds prepare for work or an education option that suits their interests (including apprenticeships and traineeships). Our program participant numbers jumped by 67% this financial year. We partnered with 354 young people, and the great news is that 257 either became employed or are studying close to home around Shepparton, Seymour, Cobram, Echuca or Kyabram.

“Given this year’s big challenges with bushfires and COVID-19, the CVGT team is extra proud of the life-changing outcomes achieved by our programs. Individual tailored solutions have guided people along their own pathway to meaningful employment. ”

— Peter Barnes, CVGT Chief Operating Officer

Good News Stories

Kyle Serves Up Hospitality

The Belmont Hotel is a cosy English-style sort of pub. One of those places where everybody knows your name.

When CVGT consultant Lorinne called Jaime to introduce Kyle as a potential employee, Jaime was a little unsure. But she decided to meet Kyle, who has Down syndrome, and that interview went pretty well.

"So, we did the paperwork and got him started. And we haven't looked back since."

Kyle was pretty chuffed when the call came to say the job was his.

"My Mum and Stepdad were so excited. They actually took me out for dinner to celebrate, so I put the photos on Facebook. And everyone was like, 'Well done, fantastic, good stuff!'"

When Kyle first started he was a little shy, which is pretty natural for anyone who starts a new job.

"But it really took Kyle no time to learn everything he needed to do, and he pours a pretty mean beer, too!" says Jaime.

"CVGT had fully prepared Kyle. They also assisted him to get his barista certificate, which has made it easier for us."

"I've been pleasantly surprised by how easy the process has been, how supportive CVGT have actually been. They're in constant contact with us checking in, making sure that we're happy, and that he's happy. We've never felt alone."

Kyle's shift starts on a Wednesday before the pub opens. He gets to work cleaning, stocking fridges, and setting the tables – all the things that need to happen before the patrons arrive. Then he's in the bar, serving up drinks and friendly hospitality.

"I've been making coffees, hot chocolates, that all went well. I posted pictures again. Everyone is so proud of me and who I'm becoming right now."

Jaime says Kyle is always friendly, happy and willing to undertake whatever tasks are asked of him.

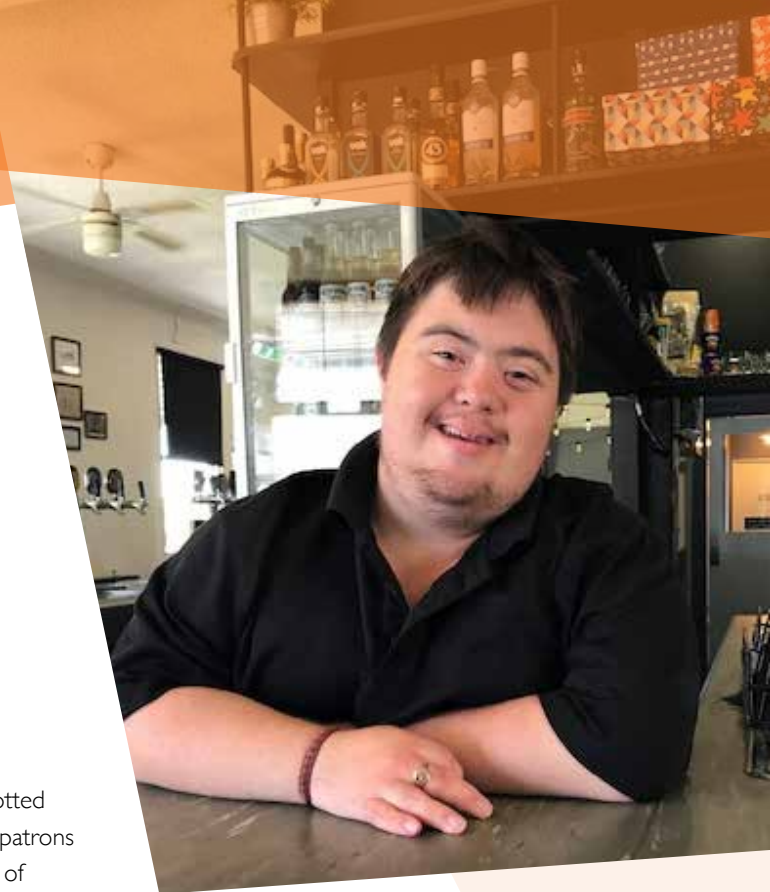
"He's fantastic, really. And he's slotted in so well to the team. The local patrons love him. And yeah, he's just one of the Belmont kids," says Jaime.

"Kyle has taken on this role as his own. He tells everyone that it's his pub! This whole journey has been really positive, and I definitely would look at employing through this CVGT program again."

Kyle reckons he's landed a fantastic job.

"My caseworker helped me to get a job, and I love it so much. I am proud of myself doing this job. I enjoy the people here, I have a laugh. It's a good place to work."

"It really took Kyle no time to learn everything he needed to do, and he pours a pretty mean beer, too!"



Jayne Finds a Spring in her Step

After two years of not getting a reply to her job applications, Jayne suddenly had three replies in one day. It was CVGT's Career Transition Assistance (CTA) program in Shepparton that made the difference.

Jayne had been desperately seeking work for two years. She'd previously run her own business and hadn't been an employee for 15 years. Applying for work seemed more involved than it had back then. Jayne's confidence had taken a hit.

"Before this program my resume was three sheets of useless information. The program gave me the confidence and tools to re-do it. The facilitator Pete also showed me how to chop and change it for different jobs, which I had never thought of doing.

"I was so happy with the result that I was handing it out to anyone and everyone!"

Jayne found the program content to be highly relevant and engaging for the people over 45 it supports. She enjoyed meeting others, and found the facilitator to be knowledgeable, engaging and relatable.

Her participation in CTA landed Jayne a process worker position, a direct result of an application she submitted during the program.

"Getting a job was great. But this all helped me personally, as well as professionally. It's put a spring in my step."

Kate Gets on the Blower

Kate left school early and didn't have an employment history. She lacked motivation and had no real desire to work. But she did have an inkling that she could do something about it. So, she contacted CVGT Echuca for advice and support.

When you've been disconnected from the world of work, it's hard to know where to start. But CVGT's Transition to Work (TtW) consultant Dylan guided Kate to think about her career direction.

By completing tasks, such as writing a resume and cover letter, Kate gradually developed confidence, and courageously cold-called employers to talk about employment opportunities.

"Kate's phone skills were just excellent. She began to see her true potential. Her confidence grew and she decided to pursue reception work," explains Dylan.

When O'Brien Plumbing contacted CVGT about offering a business administration traineeship, Kate's resume was in the folder of 'suitable, trustworthy and job-ready candidates'.

Kate practised mock interviews, and work clothes were provided for her to wear when she met the O'Brien team. Kate gained a trial, and her performance on the job secured the trainee position.

Now she's on the front line for the company, and completing her Certificate III in Business Administration. The CVGT team continues to mentor Kate and check in regularly with her employer. The feedback is incredibly positive. They love having Kate as part of the team.

"Kate's phone skills were just excellent. She began to see her true potential. Her confidence grew and she decided to pursue reception work."

— Dylan, TtW consultant



Maddison Creates a Winning Career

On the road to becoming 2020's Trainee of the Year, Maddison made a conscious choice to kickstart her career. The former CVGT trainee was working in a bakery before embarking on her award-winning traineeship with the City of Greater Bendigo.

"I decided I wanted to do more with my life, starting with a Certificate III in Business Administration, to change my career. Well, to start my career, I should say. I knew that I wanted to get straight into the workforce with a start in admin."

That's when 22 year-old Maddison met Simone from CVGT's Group Training program.

"Simone helped me through absolutely everything. She was a great mentor who pretty much helped me through my whole traineeship."

Maddison completed her traineeship in August 2019 and was then offered a permanent customer support role at the City. In March 2020, she got the news that she was the official Trainee of the Year (Non-Trade) in the Industry Excellence Awards.

It was icing on the cake for Maddison, who was still pinching herself at the career progress she'd made.

"It's been challenging, but it's gotten me to where I am, which I'm very thankful for. I'm getting to work by myself sometimes, which is amazing. I'm now the one training the trainees. That's crazy!"

Maddison continues to learn on the job and is loving every moment. She's got great support in the workplace and is aware that the future dangles a big bunch of opportunities.

"I'm excited for what the future holds and for how many opportunities there are for me now."

"Whichever path I want to take, I know that's now an opportunity, whereas before, I felt that I didn't have that. I didn't have the confidence and now I feel like I do. I've now got a qualification, and Trainee of the Year, which is even better. It means the absolute world to me."

Simone knows how hard Maddison has worked, and says she's a very deserving winner.

"I'm super proud of Maddie and her achievements. I think there's a lot of opportunities now that she has this award, and I think it will serve her well.

"It's really the start of her career now. Maddie will do great things with the City of Greater Bendigo who hosted her traineeship and continue to employ her.

"CVGT is delighted we could give Maddie the support she needed to get her career underway. It's fantastic to see what can happen when a young person makes a decision to create change, and puts their hand up for the help to make it happen."

***"Whichever path I want to take,
I know that's now an opportunity..."***



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Parents Make the Move

CVGT's ParentsNext program opens doors for mums and dads to get back to work or study.

After a break to raise families, Stephanie, Melissa, Ebony and Rebecca enrolled at the Australian College of Higher Education in Wodonga.

The group graduated with Adult Education certificates, and each person is now moving on to a higher qualification.

These mums gained confidence and resilience to overcome personal barriers. Now that the kids are at school, they're discovering a whole world of possibilities for themselves and their families.



Connor Pitches Passion

As a talented cricketer, Connor represented Tasmania at cricket inclusion carnivals, and he was a national player at the INAS Global Games. While he was achieving in sport, he was less sure about how to get career runs on the board.

To obtain advice and gain clarity after Year 12, Connor signed up with CVGT Launceston's Disability Employment Services.

On meeting Connor, our employment consultant Courtney was impressed with his skills and qualities. But what stood out most of all was his passion for cricket.

CVGT's underlying approach is to match job seekers' interests with a career. So, Courtney proactively approached the Northern Tasmania Cricket Association about employment prospects for Connor.

She had a few conversations with Community Cricket Administrator, David. The result was an offer for Connor to become a groundskeeper.

Connor says being able to work with the "best" team has changed his life.

"In the old days I would just stay at my home but life is different now. I have a job and I work well," he says.

"My favourite job is rolling the pitches ready for the cricket matches as it keeps me outdoors, and I really like that."

Connor is not the only one benefiting from this partnership. David is impressed with Connor's enthusiasm and willingness to do whatever is asked of him.

"It's been a fantastic experience, Connor's been great and he has fitted in really well. He enjoys the work and gets along with everybody. It's been nothing but positive for us."



Jack is Connor's direct supervisor, and he's been instrumental in Connor's progression.

Jack speaks highly of Connor, and also talks positively about the entire experience with CVGT. He's impressed with how employment opportunities can be matched with a participant's interests.

"Connor is going great guns. He's even telling us what to do some days, and that really is a bonus."

Courtney says supportive employers can make a big impact on people's lives. She's really enjoyed working with the cricket association to create a tailored opportunity for Connor.

"In the old days I would just stay at my home, but life is different now. I have a job and I work well."



Chris Makes a Splash

Chris started swimming when he was about 10. He's represented Australia. But these days, thanks to CVGT, he's on the Eltham Leisure Centre squad, as an aquatic attendant.

"When I first met Chris and got a bit of his background, I decided that we'd do our best to get him into a local swimming pool," says Kelly from CVGT Greensborough. "Then I met Eltham Leisure Centre, and they were keen as soon as I spoke about him."

Lisa, head of aquatics, adds: "We fell in love with Chris at the first meeting. We knew he would be a really good match."

"We were able to tailor his tasks to the things that he was capable and happy to do. Kelly made this so much easier for us from his inductions. She helped Chris with first aid, CPR, and the working with children's check."

Chris makes sure the pool area looks the goods and that the first aid kits are stocked. Kelly initially used photos and checklists to ensure Chris understood the work tasks. But it wasn't long before she took a step back. Chris had it covered.

"He's independent now, he does it all on his own. Kelly basically gave us the employee ready to go. She was really helpful," says Lisa.

Chris has formed friendships with colleagues and patrons. His confidence has skyrocketed, and he's gained a sense of purpose from the meaningful work.

"I just love coming here and I love working here with all my friends," he says.

Workmate Tyler loves having Chris on the team, and says he is very thorough. He gets through his checklist, ticks everything off, and ensures it's all done properly.

Chris's colleague Kathryn says that he also brings a sense of inclusion to the centre.

"Our patrons see him working here and can see that anything is possible," she says.

"Chris has really come out of his shell. When he first started he was meek and shy, and you'd have to say, 'Hey Chris, how are you going?' Now he's the one coming up to us to say g'day, tell you he's done his tasks, and ask how else he can help."

By starting work, Chris has found a community.

Bec Sticks at It

Bec had administration and telesales experience, but neither option cut the mustard as a future prospect. She felt that that sort of work took its toll on her mental health.

The young Indigenous woman was referred to CVGT Boronia. The Cire Community School had suggested she might benefit from support to find and maintain meaningful work.

Chris from our Maroondah office met with Bec and soon learned that her family had a history in civil construction.

"She used to love doing ride-alongs with her dad," says Chris.

With the help of fellow CVGT team member Paul, Chris got in touch with Lantrak, a business that operates an environmental recycling plant in Scoresby.

Lantrak's Project Manager Tom agreed to give Bec a trial in the non-traditional role of stick-picker.

Up at the crack of dawn for a 7.30am start, Bec spent a day working side-by-side with Paul. She sorted through landfill, removing sticks to ready the soil for flattening by the bulldozers. It was demanding work. But Bec made an impression.

"She has worked hard, and earned the respect of her co-workers and employer. And Lantrak have rewarded Bec with a lifelong career path."

— Chris, employment consultant.

"Bec was amazing. Her strong work ethic, spatial awareness and ability to just get the job done really impressed Tom," explains Chris.

At the end of the day, Tom offered Bec a casual position. During a post-placement support visit, Tom indicated how well Bec was going. She was even out-shining some of the long-term employees. He suggested that further training might be suitable.

COVID-19 disrupted the training schedule but Bec was still offered a permanent position. With CVGT's support she will extend her skills. The training will include roller and gatehouse operations, and bulldozer driving.

Tom and Bec are grateful for the ongoing support and commitment that Paul, Chris and the extended CVGT team has provided.

"She has worked hard, and earned the respect of her co-workers and employer. And Lantrak have rewarded Bec with a lifelong career path," says Chris.





Bailey Climbs Up

Bailey is a trainee arborist in the Parks and Open Space unit at the City of Greater Bendigo.

He was supported by CVGT to get his foot in the door. Now he's on track to complete a Certificate III in Arboriculture, specialising in climbing.

"Working at the City is a great environment. From the start I was warmly welcomed by all staff and have easily built good relationships with my co-workers."

After the traineeship Bailey hopes to nab a full time position and move onto a Diploma in Arboriculture.

Sonia's Super Start

The local Woolworths deli is where Sonia found her fresh start.

It was an exciting opportunity that came her way after she completed the Career Transition Assistance program at CVGT Preston.

The program gave Sonia the confidence to present at interviews, which she landed after gaining the skills to use a laptop and develop her resume. Sonia reckons the overall guidance and assistance from CVGT made all the difference to her job prospects.



Recovering Another Chance

Tasmania Oil believes wholeheartedly in the benefits of flexible employment and family oriented workplaces. This year, the waste oil recovery business hired six people through a connection with Jannah from the CVGT Devonport office.

"Through the jobactive program I've made some fantastic, long term business relationships with employers. Hugh from Tasmania Oil manages a very family oriented workplace. He's even provided 'school hours' to single dads who are raising their children without a support network."

Until Tasmania Oil offered them work, single fathers Darren and Ray struggled to find an employer who could accommodate flexible hours in a role that fitted their skillsets.

Chris and Jayden have also been given a break here. Each had struggled in the past with casual and seasonal jobs, as well as long periods of unemployment.

"Tasmania Oil was willing to overlook gaps in their resumes. The business actively chose to give these men a chance to prove their abilities," says Jannah.

"I heard one of them say, 'This will be the best Christmas my kids have had in years.' Some days in employment services can be tough but stories like this give our work meaning."

"People are at different stages in their life and some need a lot of support and encouragement to get them to a point where they are ready to commit to work. It's great to work with an employer who truly sees the value of the people seeking jobs."



Cultivating Community

CVGT has a real commitment to connecting and contributing to communities. We also collaborate with and celebrate the people in them.

We know that prosperous places are vital to the success of individuals and businesses. Delivering positive economic and social benefits is important to us. That's why partnerships, projects and local sponsorships play a big part in how CVGT supports the towns, cities and regions where we operate.

Partnerships

Partnerships offer so much potential for people and places. We're inspired by organisations that think outside the box to see and shape what's possible. Our exceptional partnerships enable us to make big things happen. And we want to do even more in the years ahead.

We've developed shared visions with wonderful organisations, and together we're working to overcome disadvantage, and to promote inclusiveness and resilience within our communities. Here's an insight into some of CVGT's formal and informal collaborations.

City of Greater Bendigo

The Champions for Change project creates inclusive traineeship opportunities across the Greater Bendigo, Mount Alexander and Loddon shires. The federally funded program will enable six people with disability to transition to employment.

"People are at different stages in their life and some need a lot of support and encouragement to get them to a point where they are ready to commit to work."

Impact21

With the not-for-profit e.motion21 and Torrens University we deliver an employment and education preparation program for people living with Down syndrome. Across 12 months, students complete subjects that prepare them to work in a large organisation.

Liberty Disability Services

This year CVGT signed a memorandum of understanding to work collaboratively and deliver services on behalf of this NDIS provider. That will include projects such as job plan management to help individuals develop their strengths and abilities in the workplace.

La Trobe University

CVGT is a partner with the School of Psychology and Public Health plus the Olga Tennison Autism Research Centre to develop an innovative training program that will upskill consultants to support people living with autism. Research results soon.

Onemda

Lots of aspirations. We're building on our close working relationship with this centre for learning and therapeutic development, and looking forward to formalising our commitment. Our shared goal is to develop pathways to employment for school leavers with disability.

Employers

So many partners. Large and small. Committed to ongoing support for local trainees, we've placed people with Bendigo Bank, City of Greater Bendigo, Inglewood & District Health Service, Long's Electrical in Echuca, Mitchell Shire, Poyser Motor Group, McCaigs Airconditioning and more.

Xceptional

Xceptional helps businesses to solve their staffing needs by harnessing the unique strengths of autistic candidates. Together, CVGT and Xceptional are supporting people on the autism spectrum to focus on employment opportunities that bring solutions to their life and the workplace.

Projects

CVGT works with community groups on local grassroots projects. The range of projects is vast, but the common goal is to improve connectivity, inclusiveness and employment opportunities in the communities where we operate.

We're working with Rural Councils Victoria to develop alternate pathways to employment in regional councils. It's about local jobs in local government. The collaboration will offer solutions that inform decision makers on how to meet demand for skilled positions.

We're chuffed to be supporting young people in Tasmania through The Y Effect. The pilot program involved 24 people being mentored into meaningful employment. The fantastic results from our Launceston office in early 2020 point to the potential to apply this elsewhere.

And while we're talking about building on good foundations, next financial year we're going to put in place even stronger arrangements to ensure our diversity and inclusion policies and procedures are meaningful and actionable. Not just tick a box. We have a business case on the horizon so that CVGT will be accredited as an equitable and LGBTQI-inclusive workplace.

We've also been considering the past, present and future in other ways. Our Reconciliation Action Plan (RAP) is just one important step on our journey to reconciliation with Aboriginal and Torres Strait Islander people. The RAP will support the national reconciliation movement plus CVGT's own business plan. It will include practical actions to contribute internally and in local communities.

"It's great to work with an employer who truly sees the value of the people seeking jobs."



Plating Up Possibilities

Acre Farm and Eatery at Burwood Brickworks is one of the largest urban agricultural projects in Australia.

Sustainable cooking and farming practices are front and centre here, and the team wanted positive values to be reflected in their people practices too.

Acre's general manager Nick is passionate about creating enriching and ongoing employment opportunities for people with disability.

The organisation has sourced five employees through their relationship with Candice at CVGT Greensborough.

"The people's names are printed on their menu, which clearly shows that this business is proud of the workers they employ," says Candice.

She helped Justin to join Acre's café team. He has cerebral palsy and an intellectual disability. Justin loves working at Acre.

He's well supported there by manager, Stevie-Lee, and second-in-charge Lisa, who each have family members living with a disability.

Employees with disabilities usually start out as Acre's kitchen hands and food runners. But after gaining experience, they get the chance to work in other areas such as garden maintenance, hydroponics or tending to chickens.

At the moment Acre has 75 staff. The business is updating its employment manual with an inclusive intention for five per cent of future staff to come through disability employment providers. That's the kind of commitment we love to see.

Doing Our Bit

We reckon it's important to walk the talk. CVGT connects to communities and listens to what's needed. Then we find real ways to help make a difference.

In the past year our team has fundraised and donated to local causes. We've put our hands up to participate in community activities, and created opportunities for community connection. Here's a few of the activities we've been involved with.

"Here at ParentsNext we ignite the thinking process and start the conversation around what would you like to achieve as an individual, not just as 'mum' or 'dad'."

— Brooke, Transition Support Coach

Fundraising Champs

Our staff are proud to support community fundraising activities. We were a little bit excited to receive the 2019 Fight Cancer Foundation's Footy Colours Day Leadership Award when we raised \$3141.

Cancer affects individuals, families and communities. This was our third year raising funds for kids with cancer and it's already on the agenda for next year too.

At Full Speed

In Launceston we brought together 40 employers and 46 job seekers for a speed interview session. The group undertook an impressive 1356 mini-interviews in 110 minutes.

Outcomes included three job offers, three same-day follow up interviews, eight labour hire opportunities, two work trials and a job seeker with four leads.





Kicking Goals

We were on the ball with the Ballarat & District Soccer Association and Ballarat Council to host Aim for the Top's annual school soccer tournament.

This event breaks down inclusion barriers by giving kids and adults with disability a chance to play sport. Some of our participants joined our Ballarat staff to serve a BBQ and hand out 150+ show bags.

Connecting Dads

We listened when some dads asked for a men's group. The first Ringwood ParentsNext Men's Group met just before the bushfires and COVID-19 restrictions hit.

Program manager Karen hosted the session, and Chris from our Maroondah branch dropped by to chat about CVGT's disability employment services program. We'll meet again down the track.



CVGT Annual Report 2019–20

Regional Recovery

The Black Summer bushfires devastated many regional towns and communities.

CVGT staff members were on the ground at many sites. They rallied to collect essential items and distribute them to people in affected regions.

We're proud that so many of our employees volunteered and also fundraised to support recovery.



Green Thumbs Up

Community gardens are important spaces where people can develop skills, harvest food and create connections.

This year CVGT helped for-purpose groups Kangaroo Flat Men's Shed and Peppergreen Farm to start and maintain community gardens. We donated tools so that green thumbs could get planting.



A Round of Applause

At CVGT we love to shout out about contributions and successes.

We reckon it's important to strive for excellence, to acknowledge achievement, and to celebrate the best and brightest in communities. That's why we host and sponsor annual awards. And this year we added even more opportunities for recognition.

Fond Farewells



John Lynch

John Lynch joined CVGT in 1997. In October 2019, John transitioned to retirement and resigned as Deputy CEO. His decades of leadership took CVGT beyond our original Bendigo footprint. Thanks John for the relationships you built with communities, employers, clients and colleagues.



Graham Fountain

In September 2019, Graham Fountain's three year rotation as Director concluded. In April 2019, he was appointed Chair, taking a leave of absence to serve as CVGT's Executive Lead Organisational Transformation. Thanks Graham for your efforts and support.

Apprentice Awards

These memorial awards recognise the excellence of our Group Training apprentices.



The Matthew Baldock Memorial Award

Matthew Baldock was a CVGT plumbing and gas fitting apprentice who died from illness in 2000.

Since 2001 this award has showcased an apprentice in training who displays a high level of skill, initiative and commitment to their trade.

Ben Moyle received this year's accolade. He's a second-year diesel mechanic hosted by Cruz On. John and Jan Baldock were with us to present the award to Ben.



The John Balsillie Memorial Award

John Balsillie MBE was a former CVGT Director and esteemed community leader, who passed away in 2017.

Since 2008 this award has given special recognition to an engineering apprentice who has demonstrated high skill levels and completes tasks with high quality.

The 2019–20 recipient is Jotham Higgs. He completed his carpentry apprenticeship with host employer, Parsons Building. Greta Balsillie was on deck to present.



Inaugural Awards

In 2019, CVGT introduced three new awards to expand our recognition of excellence and achievement.



CVGT Indigenous Employee Award

Congratulations to Isaac Hardy, the inaugural winner of the CVGT Indigenous Employee Award. Isaac was actively seeking or participating in work, showed excellence in the workplace and was a role model for his community.

Former CVGT Board Director Rosalie Lake presented the award, which publicly acknowledges and celebrates an individual's exceptional contribution to the ongoing success of their own employment and their employer's goals.



CVGT Trainee of the Year

Morgan Dunn is a business trainee at host employer Bendigo Bank.

She's also the first-ever CVGT Australia Trainee of the Year!

This new award recognises a trainee, like Morgan, who displays a high level of skill, initiative and commitment to their field.

Morgan received her award from former CVGT Board Director Len Dobbin.



CVGT Chair Award

The CVGT Chair Award acknowledges and celebrates a staff member, who has shown exceptional contribution to the ongoing success of CVGT Australia.

There had been so much exceptional work that we had to award two. Candice Latter, Business Coordinator at Disability Employment Services Plenty; and Thy Nguyen, Disability Employment Services Westgate Manager; were congratulated by former CVGT Chair Graham Fountain.

Employer Awards

Employers are integral to strong local communities. These awards acknowledge some of their collaboration, engagement and support for programs and people.

jobactive

Wimmera Mallee region
Murray Haven Homes Inc,
Gary and Carol Cairns

North and North West Tasmania region
JBS Australia Pty Ltd

Murray Riverina region
Regional Workforce Management Pty Ltd

Goulburn Murray region
Recruitment Select Pty Ltd

Disability Employment Services

New South Wales
Darryn Savage Trust

Victoria
Serco Citizens Services

Tasmania
Salvation Army Housing Ltd

Our People

You can't really deliver on a purpose of connecting people to meaningful work unless you believe that you're doing meaningful work yourself. The CVGT team does. And that's reflected in our people, workplace culture and organisational outcomes.

CVGT's people genuinely care about making a difference and doing the right thing. We're proud to be employment services leaders that put heart and soul into practice.

Our Board is responsible for corporate governance. The Executive Management Team oversees the operations.

Developing Excellence

We want employees to stay with us and to feel like they have opportunities to do meaningful work. We need to know that they're prepared and equipped with the right skills, tools and information. So it's important for us to support the professional development of our people.

Our organisation is part of a busy and changing sector and, like everyone else, we've been responding to a pandemic. A lot of our previous work and training had been face-to-face. Restrictions during COVID-19 meant our workforce had to adapt how we interact with clients, delivering our employment services online.

In the latter half of the year we made changes to our online learning management system (Kineo). This meant our employees could improve existing skills and develop new competencies. Staff had access to industry-specific training, as well as health, safety and wellbeing resources. The system also enabled us to manage compliance with the *Occupational Health and Safety Act 2004*.

Board Members

CVGT Australia's Board has eight members, who are responsible for the governance and strategic oversight of the organisation.

The Board met eight times in 2019–20. An annual general meeting was held in September 2019.



Chair
Dave Richardson
Director since 2016



Deputy Chair
Elizabeth Corbett
Director since 2016

Members



Lee Bombardieri
Director since 2017



Jan Boynton
Director since 2016



Graham Fountain
Resigned 2019



Judith Holt
Director since 2019



Fleur Jackson
Director since 2017



Paul Macartney
Director since 2017



Helen Symes
Director since 2019



Company Secretary
Will Rosewarne
Appointed 2017

***We lead by example with integrity and clarity,
to deliver results and develop relationships with
government, employers and job seekers.***

Senior Management

Our Managing Director and Executive Management Team oversee the day-to-day running of CVGT Australia.

We're fortunate that our senior team has a strong skillset. Our execs bring a high level of industry experience and leadership qualities to the table. They lead by example with integrity and clarity, to deliver results and develop relationships with government, employers and jobseekers.



Jason Russell
Managing Director



John Lynch
Deputy CEO
(retired 2019)



Peter Barnes
Chief Operating Officer



Matthew Frecker
Chief Financial Officer



Mark Little
General Manager
Strategy & Communications



Jodie Morgan
General Manager
Corporate Governance



Kate Hitchens
Executive Manager
People & Culture



Ben Stanyer
Executive Manager
Finance & Assets



Vaughan Adams
Operations Manager
Central & Western Victoria



Luke Eldridge
Operations Manager
Goulburn Murray



Craig Canham
Operations Manager
Southern
New South Wales



Richard Martin
Operations Manager
Tasmania



Thy Nguyen
Acting Operations
Manager
Melbourne Region



Kate Peart
Operations Manager
Melbourne Region
Exit June



Ashley Benstead
Executive Manager
Marketing & Communications
Exit May

The CVGT Team

As at 30 June 2019, we employed 378 people, who bring the passion and compassion to the work that we do.

CVGT is a workplace with a social and collaborative culture. We've got a diverse range of people committed to doing good things and supporting one another to get the work done.

Full-time equivalent	345
Total staff	378
Male staff	102 (26.98%)
Female staff	276 (73.02%)
Full-time staff	301
Part-time staff	73
Casual staff	4

WORKFORCE AGE	
<20	5
20-29	84
30-39	103
40-49	93
50-59	57
60+	36

Where We Work

CVGT is online and on location.

This year we had offices at 128 locations in three states where we connected job seekers to meaningful work, and employers with job-ready staff. We wrote 2086 resumes to help people make those connections.

We already had plans to 'do more digital' but COVID-19 made that a priority for our team. Many people connected with us online and by phone. Our call centre team answered 108,873 phone calls, and responded to 7570 emails.

At CVGT we're always on the lookout to find better ways to do things. A new tech system called PureCloud enabled us to improve customer experiences when people called or sent an email. Next year we're going to introduce a chat function to our website so it's even easier to access the support you need.

To further increase engagement with communities, job seekers and employers we're putting even more effort into digital resources. We're also doing more to let people know about how we can help.

That's why we boosted our social media presence. That extra visibility brought 293,000 visits to the CVGT website, which is a 10 per cent increase on the previous year. The most popular pages were our home page, current vacancies, contact us, locations and looking for work – job seekers.

128 office locations

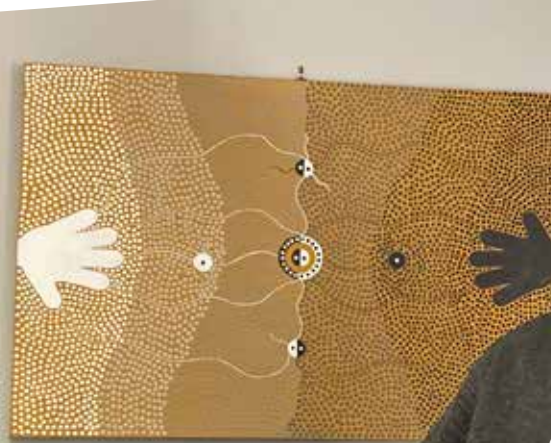
293,000 visits to CVGT website

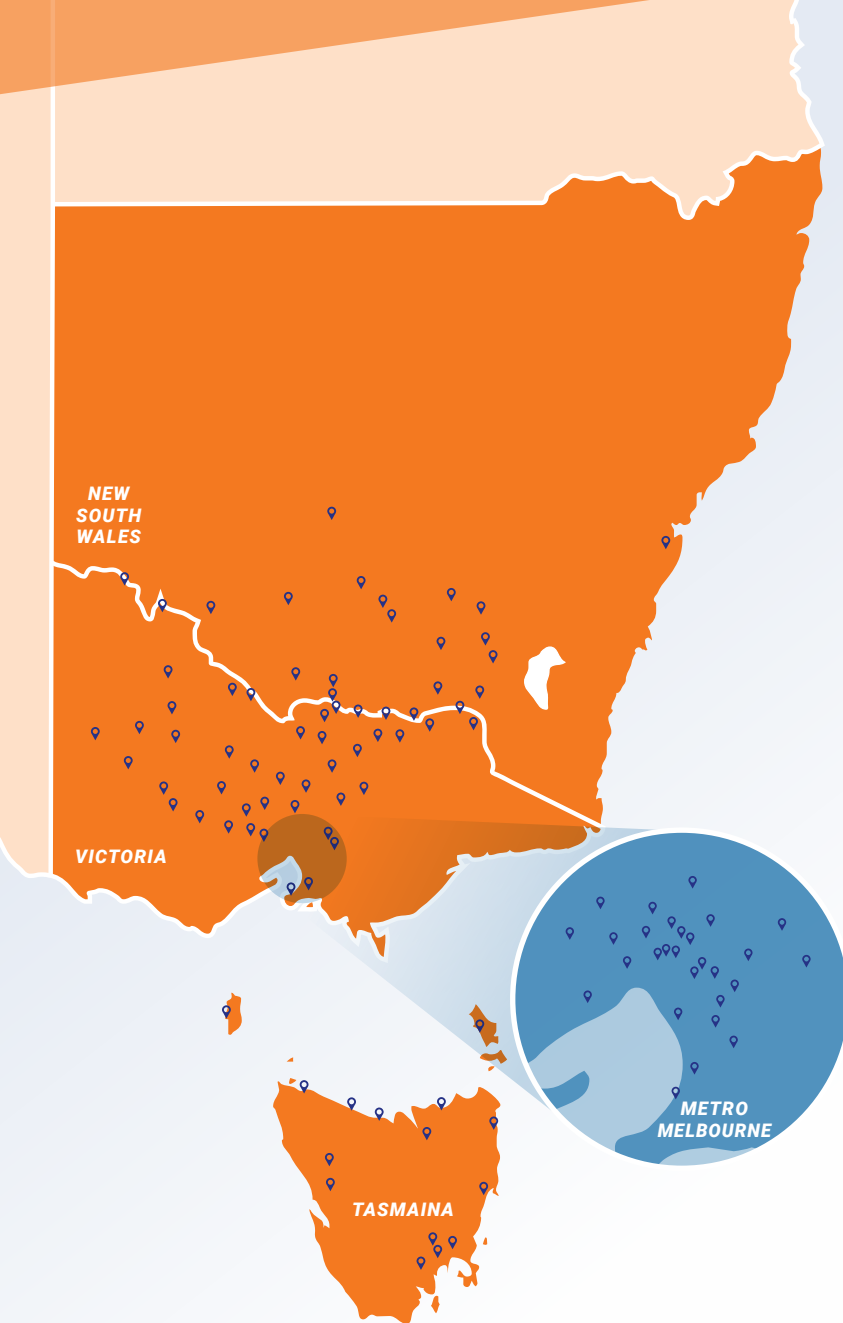
Pride of Place

When you step into our Long Gully headquarters, you're greeted by a gift and invitation from Indigenous artist, Ronald Kerr. His painting, 'Closing the Gap', symbolises Indigenous and non-Indigenous people working together. It holds a hope that one day, we'll count ourselves as one.

Ronald is part of the traditional owner group of Dja Dja Wurrung Country in Central Victoria. He works out on country locating, preserving, and protecting cultural heritage for Dja Dja Wurrung people. Ronald has a strong passion for art, and because each piece is deeply personal to him, he doesn't sell his paintings.

Workplaces like ours have an important role to play in building a better future between Indigenous and non-Indigenous Australians. Strengthening the relationship between the broader Australian community and Aboriginal and Torres Strait Islander peoples is important to the communities within which we live and work. We're honoured that Ronald reminds us of this through his artwork.





Locations with CVGT presence

Albury	Cobram	Hay	Miller	Sunbury
Alexandra	Coburg	Healesville	Moonah (Derwent Park)	Sunshine
Ararat	Cohuna	Heathcote	Mornington	Swan Hill
Bacchus Marsh	Cootamundra	Heidelberg West	Myrtleford	Swansea
Ballan	Corowa	Hillston	Narrandera	Tallangatta
Ballarat	Corryong	Hobart	Narre Warren South	Taylor's Lakes
Balranald	Craigieburn	Holbrook	Nhill	Temora
Beaufort	Currie (King Island)	Horsham	Numurkah	Tocumwal
Beechworth	Dandenong	Huonville (Grove)	Preston	Tumbarumba
Benalla	Daylesford	Hurstbridge	Queenstown	Tumut
Bendigo	Deniliquin	Inglewood	Ringwood	Wagga Wagga
Birchip	Devonport	Kerang	Robinvale	Walwa
Boronia	Donald	Kilmore	Rosebery	Wangaratta
Box Hill	Doncaster East	Kyabram	Rosebud	Warracknabeal
Bridgewater	Echuca	Kyneton	Rowville	Werribee
Bridport	Epping	Launceston	Rutherglen	Whitemark (Flinders Island)
Broadmeadows	Euroa	Leeton	Sea Lake	Whittlesea
Bundoora	Finley	Lilydale	Seymour	Wodonga
Burnie	Frankston	Liverpool	Shepparton	Wycheproof
Capel Sound (Rosebud West)	Greensborough	Mansfield	Smithton	Yarra Junction
Carnes Hill	Griffith	Maryborough	Sorell	Yarrawonga
Charlton	Gundagai	Melton	St Helens	
Cheltenham	Hastings	Mildura	Stawell	

* Some locations have multiple sites to meet demand.

Our Culture Code

Our purpose is to connect more people to meaningful work. As an organisation we believe in that with heart and soul. But we need our own people to feel connected to their work and workplaces to make this happen every day.

We aim to make a positive impact for individuals, employers and community, and our people are part of the community. So, it matters that CVGT is a workplace of choice.

In our annual survey, 71% of our people rated CVGT as a 'truly great place to work'. As we work together to build a sustainable organisation with national reach, we want that number to grow.

That's one reason why staff collaborated this year to co-create the CVGT Culture Code. More than 170 people came together at workshops to share ideas and emerging questions on our future direction. That translated into 2380 sticky notes, 34 hours of vision brainstorming, and 37 interviews with the leadership team.

The code that emerged from this collaborative process defines key values and behaviours to create a positive workplace culture where each person feels valued, safe and engaged.

Along the way we re-discovered how passionate, invested and empowered our team is to make a real difference to people's lives. We take a human-centred approach to support each person we connect with – clients and colleagues.



Financial Report 2019–20



cvgt 
australia

CVGT Australia Limited

ABN: 46 006 178 641

Consolidated Financial Statements

For the Year Ended 30 June 2020

CVGT Australia Limited

30 June 2020

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CVGT Australia Limited Directors' Report

Your directors present their report on CVGT Australia Ltd and its Controlled Entity for the financial year ended 30 June 2020. In order to comply with the provisions of the *Australian Charities and Not-for-profits Commission Act 2012*, the directors report as follows:

Directors

The names of the directors in office at any time during or since the end of the year are:

Mr. David Richardson
Ms. Elizabeth Corbett
Mr. Jan Boynton
Mr. Paul Macartney
Ms. Fleur Jackson
Mr. Lee Bombardieri
Ms. Helen Symes
Ms. Judith Holt (appointed 25 September 2019)
Mr. Graham Fountain (resigned 25 September 2019)

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities

The principal activities of the company during the financial year were the provision of group training, employment assistance and like-services. No significant changes in the nature of the company's activity occurred during the financial year.

Review of Operations

The surplus of the company for the financial year ended 30 June 2020 after provision for income tax was:

Year ended	Year ended
30 June 2020	30 June 2019
\$	\$
4,275,482	(694,203)

The primary determinants of this year's financial result were the rationalisation of costs and building of cash reserves in response to the COVID-19 pandemic, realisation of value from the organisational redesign program which concluded in August 2019, and the financial assistance afforded by Phase 1 of the JobKeeper economic stimulus package. The end of financial year result (surplus) exceeds expectations and places the business in good stead ahead of the commencement of JobKeeper Phases 2 and 3 in Quarters 2-3, FY2020-2021.

Last year's Annual General Meeting on 25 September 2019 concluded with the retirement of Graham Fountain who had stepped down as Chairperson to serve as Executive Lead - Organisational Transformation from April 2019 up to the meeting date; while Judith Holt was appointed as a Director, having previously served as an Independent Member of the Board Audit & Risk Sub Committee. Kym Paterson's appointment as an Independent Member of the Board Finance and Audit & Risk Sub Committees concluded in November 2019.

CVGT Australia Limited Directors' Report

Short-term and Long-Term Objectives

The group's short-term objectives are to:

- Further consolidate our financial position following the conclusion of the corporate restructure program and in light of the economic impacts of the COVID-19 pandemic;
- Monitor the success of the new Managing Director/Chief Operating Officer-led organisational design, while continually investigating and investing in people & culture improvements, expanding the Company's risk awareness, responsiveness and preparedness, while still remaining focused on our key purpose to transform lives;
- Pursue new opportunities for growth and diversification in service offerings (especially those arising from DES and NDIS developments), engagement methodologies, partnerships and financial/non-financial investments;
- Leverage technology to better understand and connect with clients, markets and key stakeholders (including State & Federal Governments); while continuously improving business practices and governance methods; and
- Transform staff, clients and other stakeholders into brand advocates to enhance the company's presence.

The company's long-term objectives are to:

- Become a digitally enabled, risk-mature and agile organisation that flexibly responds and adapts to changing economic conditions, innovation opportunities and employment markets;
- Grow our geographic, brand and advocacy footprint, becoming a trusted partner, services provider and source of employment services expertise, delivering on our mission to connect people with meaningful work and thereby transform lives; and
- Foster a culture of service and performance excellence, with structured learning, development, advancement and recognition/reward opportunities for staff.

Strategies

To achieve its stated objectives, the company has adopted various strategies, which are to:

- Invest in customer/organisation engagement and content creation resources to better reach target markets as part of a "digital-first" environment;
- Implement dynamic business intelligence and risk management systems to capture, store, interpret and leverage data to better understand business performance and seize upon opportunities for innovation and improvement;
- Develop new performance and reward systems to better attract, retain and re-invest in staff, bolstering long-term organisational capacity; and
- Continually investigate and (co-)develop service offerings to reflect changing employment services markets/macro-environmental trends, while delivering opportunities for growth and development in the communities in which we operate.

CVGT Australia Limited Directors' Report

Information on Directors

Mr. David Richardson <i>BA, MBA, GAICD</i> Occupation Experience and Expertise	-	Director, Deputy Chairperson to April 2019, Chairperson from April 2019 Regional Partnerships Manager Member of the Board since September 2016. Mr Richardson has extensive experience in strengthening engagement with industry, government and the community and has held a wide number of executive management roles. He is the Partnerships Manager for Deakin University and was Chief Executive Officer of Strategem Financial Group (2007 - 2016). Mr Richardson is Chair of the Victorian Government's Regional Partnership for Loddon Campaspe (2018 – present) and is a member of the Regional Development Advisory Committee (RDAC) to Minister Jaclyn Symes. He was previously an Independent Director of Coliban Water Authority (2014 - present) and the Victorian Chamber of Commerce & Industry (2016 - 2019). Mr Richardson holds a Bachelor of Arts, a Masters of Business Administration and is a Diploma graduate of the Australian Institute of Company Directors program.
Special Responsibilities	-	Chairperson, People & Culture Sub Committee (from April 2019); Member, Audit & Risk Sub Committee (to June 2019)
Ms. Elizabeth Corbett <i>BSW, GDM, MHA, FAICD</i> Occupation Experience and Expertise	-	Director, Deputy Chairperson (from April 2019) Management Consultant Member of the Board since 2016. Ms Corbett is an experienced non-executive director, small business owner, tertiary educator and management consultant having worked with organisations across Australia and internationally. She is a graduate and Fellow of the Australian Institute of Company Directors and has 25 years' governance experience on a range of boards within government, health, community services, disability and professional associations. Ms Corbett has held numerous office bearing positions, including as the chair of Yooralla Society Victoria, treasurer of General Practice Support Services Ltd. and president of the Victorian State Government's Disability Services Board. In addition to the position with CVGT Australia, Ms Corbett sits on the boards of Outcome Health and Daylesford Macedon Tourism Ltd.
Special Responsibilities	-	Treasurer (to 25 July 2018); Chairperson, Finance Sub Committee (to April 2019); Member, Finance Sub Committee (from April 2019); Member, People & Culture Sub Committee (from April 2019)
Ms. Jan Boynton <i>BTRP, FAICD</i> Occupation Experience and Expertise	-	Director Management Consultant Member of the Board since September 2016. Former Regional Director with Regional Development Victoria, CEO of Radius Disability Services and Director, City Strategy with the City of Greater Bendigo. Ms Boynton has more than 26 years' experience in executive positions and has an extensive background in working in rural and regional Victoria. Ms Boynton is a current Director of Haven: Home, Safe, the Bendigo Art Gallery (where she serves presently as Deputy Chair), and the Bendigo Jockey Club (serving as Treasurer).
Special Responsibilities	-	Member, Audit & Risk Sub Committee and People & Culture Sub Committees

CVGT Australia Limited Directors' Report

Information on Directors (continued)

Mr. Paul Macartney <i>MAICD</i> Occupation Experience and Expertise	-	Director Executive Management Member of the Board since September 2017. Mr Macartney is the CEO of Fixus Technologies, a software development business that specialises in creating software solutions for the health industry. He has held executive level roles with a digital flavour for more than 20 years. Mr Macartney has previously served Regional Chair for the Victorian Chamber of Commerce and Industry (2016–2020) as a Non-Executive Director of the Central Victorian Business Network (2007 – 2008), the Bendigo Business Council (2008 – 2009) and Community Foundation Central Vic (2013 – 2015) boards.
Special Responsibilities	-	Chairman, Audit & Risk Sub Committee; Member, Finance Sub Committee
Ms. Fleur Jackson <i>BA/LLB, MAICD</i> Occupation Experience and Expertise	-	Director Lawyer Member of the Board since September 2017. Ms Jackson is an accredited specialist in personal injury law and a Director/Principal Lawyer at Fortitude Legal. Admitted to legal practice in 2003, Ms Jackson has established herself as an expert in WorkCover and common law injury claims, with additional experience in public liability and motor accident litigation. Ms Jackson also serves as a Director and the Deputy Chairperson of Gorton Grammar School, while being a member of the Law Institute of Victoria, The Australian Lawyers Alliance, and the Bendigo Law Association. She previously served as the Honorary Secretary of Lifeline Central Victoria and Mallee (2017 – 2020).
Special Responsibilities	-	Member, People & Culture Sub Committee and Audit & Risk Sub Committees
Mr. Lee Bombardieri <i>BBus (Acc), GAICD</i> Occupation Experience and Expertise	-	Director Project Manager Member of the Board since September 2017. Mr Bombardieri is a former General Manager of a large manufacturing and construction materials supply company based throughout regional Victoria and Southern New South Wales, and is presently employed as a Project Manager on a significant Victorian infrastructure development. He has also served as Shareholder, Director and Dealer Principal of a multi franchise regionally based automotive dealership for a number of years. Mr Bombardieri has 26 years of extensive commercial experience in leadership and manufacturing with a particular strength in business acquisition and integration. Mr Bombardieri is currently a member of the Finance Committee, St Therese's Parish, Kennington and has previously served as Chairperson of a number of education sector governance Boards and Committees.
Special Responsibilities	-	Member, Finance Sub Committee

CVGT Australia Limited Directors' Report

Information on Directors (continued)

Ms Helen Symes <i>BBus (Acc), Dip. Fin. Planning, Cert IV Agriculture, CPA, GAICD</i>	-	Director
Occupation	-	Management Consultant & Finance Manager
Experience and Expertise	-	Member of the Board since January 2019. Ms Symes has over 26 years of accounting and financial management experience across agriculture, healthcare, emergency services, and media and public practice accounting through senior finance roles for both private and Government organisations. Ms Symes currently sits as a Non-Executive Director on the Board of Coliban Water.
Special Responsibilities	-	Chairperson, Finance Sub Committee; Member, Audit & Risk Sub Committee
Ms. Judith Holt <i>BBus (Acc), FGIA, FCG, GAICD</i>	-	Director (appointed 25 September 2019)
Occupation	-	Executive Manager Organisational Capability
Experience and Expertise	-	Member of the Board since September 2019. Appointed as an Independent Sub Committee member of the Audit & Risk Sub Committee in January 2019. Ms Holt is the Executive Manager Organisational Capability at the Mount Alexander Shire Council. She also serves as the Chair of the Inglewood & Districts Health Service, as an Independent Director of Western Water, and as Chair, Bendigo Loddon Primary Care Partnership Finance Committee.
Special Responsibilities	-	Member, Audit & Risk Sub Committee
Mr. Graham Fountain <i>Grad.Dip.Exec.L'ship, Ass.Dip.App.Science, GAICD, GFireE, MIAMA</i>	-	Director (resigned 25 September 2019)
Occupation	-	Lawyer; Management Consultant
Experience and Expertise	-	Resigned by rotation in September 2019. Mr Fountain is a commercial lawyer of Kalus Kenny Intalex. He previously served as the Executive Chairman of Red Helmet Technology, while having a number of years' experience in public sector management.
Special Responsibilities	-	Board Chair (to April 2019); Chairperson, People & Culture Sub Committee (to April 2019)

Company Secretary

The Company Secretary is Will Rosewarne (appointed 25 July 2017). Will Rosewarne is not a member of the company and does not serve in any other capacity. He attended all Board and Sub Committee meetings in 2019-2020.

CVGT Australia Limited Directors' Report

Meetings of Directors

The number of Directors meetings attended by each of the Directors of the company during the year were:

	Director's Meetings	
	Number eligible to attend	Number attended
Mr. David Richardson	8	8
Ms. Elizabeth Corbett	8	8
Ms. Jan Boynton	8	6
Mr. Paul Macartney	8	7
Ms Fleur Jackson	8	8
Mr. Lee Bombardieri	8	6
Ms. Helen Symes	8	8
Ms. Judith Holt	5	5
Mr. Graham Fountain	1	1

The company is limited by guarantee established under the *Corporations Act 2001 (Cth)*. If the company is wound up, the Constitution provides that each member is required to contribute a maximum of \$50 each towards any outstanding obligations of the company.

Significant Changes in the State of Affairs

Significant changes in the company's state of affairs during the 2019-2020 financial year included the finalisation of its corporate restructure program; culminating in the transition to a Managing Director/Chief Operating Officer-led model.

Events Subsequent to the End of the Reporting Period

There are no matters or circumstances that have arisen since the end of the financial year that have significantly affected or may significantly affect the operations of the company, the results of those operations or the state of affairs of the company, in future years.

Environmental Regulations

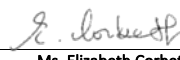
The operations of the company are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2020 has been received and can be found on page 7 of the financial reports.

Signed in accordance with a resolution of the Board of Directors:

Chairman  **Mr. David Richardson**

Deputy Chair  **Ms. Elizabeth Corbett**

Dated this 26th day of August 2020.

Auditor's Independence Declaration to the Directors of CVGT Australia Limited

I declare that to the best of my knowledge and belief, during the year ended 30 June 2020 there have been no contraventions of:

- i. any applicable code of professional conduct in relation to the audit.



Warren Pollock
MGR ACCOUNTANTS
mgr@mgr.com.au

24 September 2020

CVGT Australia Limited Consolidated Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2020

	Note	30 June 2020 \$	30 June 2019 \$
Income	2	47,966,840	41,688,171
Other income	2	3,583,644	339,518
Advertising and associated costs		(558,274)	(998,747)
Audit and consultancy costs		(377,306)	(950,418)
Depreciation expense	3	(1,649,435)	(1,556,613)
Employee benefit expense		(36,141,196)	(31,261,240)
Occupancy and associated costs		(3,153,275)	(3,036,983)
Program costs		(901,704)	(867,673)
Repairs and maintenance costs		(354,832)	(329,579)
Subscriptions and membership costs		(466,250)	(439,934)
Telecommunication costs		(1,697,937)	(1,149,728)
Travel and motor vehicles costs		(1,100,985)	(1,216,772)
Other expenses		(873,808)	(914,205)
Current year surplus/(deficit) before income tax expense		4,275,482	(694,203)
Income tax expense		-	-
Net current year surplus/(deficit)		4,275,482	(694,203)
Total other comprehensive income for the year		-	-
Total comprehensive income attributable to members of the entity		4,275,482	(694,203)

The accompanying notes form part of these financial statements

CVGT Australia Limited Consolidated Statement of Financial Position

As at 30 June 30 June 2020

	Note	2020 \$	2019 \$
Current assets			
Cash and cash equivalents	4	10,613,794	5,089,144
Trade and other receivables	5	3,683,696	2,530,534
Investments	6	156,717	153,773
Other current assets	7	660,808	746,419
Total current assets		15,115,015	8,519,870
Non-current assets			
Property, plant and equipment	8	12,626,095	13,705,688
Total non-current assets		12,626,095	13,705,688
Total assets		27,741,110	22,225,558
Current liabilities			
Trade and other payables	9	2,846,548	3,040,281
Other financial liabilities	10	3,682,121	2,506,716
Provisions	11	2,645,371	2,352,689
Total current liabilities		9,174,040	7,899,686
Non-current liabilities			
Provisions	11	370,537	402,134
Borrowings	12	-	2,687
Total non-current liabilities		370,537	404,821
Total liabilities		9,544,577	8,304,507
Net assets		18,196,533	13,921,051
Equity			
Retained surplus		18,126,272	13,850,790
General reserve		70,261	70,261
Total equity		18,196,533	13,921,051

The accompanying notes form part of these financial statements

CVGT Australia Limited Consolidated Statement of Changes in Equity

For the Year Ended 30 June 2020

	Note	General Reserves \$	Retained Surplus \$	Total Equity \$
Balance at 1 July 2018		70,261	15,581,534	15,651,795
Deficit for the year		-	(694,203)	(694,203)
Other comprehensive income for the year		-	-	-
Total comprehensive income for the year attributable to members of the entity		-	(694,203)	(694,203)
Merger	16	-	(1,036,541)	(1,036,541)
Balance at 30 June 2019		70,261	13,850,790	13,921,051
Surplus for the year		-	4,275,482	4,275,482
Other comprehensive income for the year		-	-	-
Total comprehensive income for the year attributable to members of the entity		-	4,275,482	4,275,482
Balance at 30 June 2020		70,261	18,126,272	18,196,533

The accompanying notes form part of these financial statements

CVGT Australia Limited Consolidated Statement of Cash Flows

For the Year Ended 30 June 2020

	Note	2020 \$	2019 \$
Cash flows from operating activities			
Receipts from customers		56,935,985	44,925,708
Payments to suppliers and employees		(50,944,062)	(45,026,089)
Interest received		90,809	141,560
Finance costs		-	(36,564)
Net cash provided by operating activities	15	6,082,732	4,615
Cash flows from investing activities			
Purchase of property, plant and equipment		(616,173)	(1,868,077)
Proceeds from sale of property, plant and equipment		63,722	506,044
Net cash used in investing activities		(552,451)	(1,362,033)
Cash flows from financing activities			
Proceeds from borrowings		-	1,064
Repayments of borrowings		(2,687)	-
Net cash provided by / (used in) financing activities		(2,687)	1,064
Net increase / (decrease) in cash held		5,527,594	(1,356,354)
Cash and cash equivalents at the beginning of the financial year		5,242,917	6,599,271
Cash and cash equivalents at the end of the financial year	4(a)	10,770,511	5,242,917

The accompanying notes form part of these financial statements

CVGT Australia Limited Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

Note 1. Summary of Significant Accounting Policies

The consolidated financial statements and notes represent those of CVGT Australia Ltd and Controlled Entity (the Group).

The consolidated financial statements were authorised for issue on the 26 August 2020 by the directors of the Group.

Basis of preparation

The directors have prepared the consolidated financial statement on the basis the Group is a non-reporting entity because there are no users who are dependent on its general purpose financial statements. These consolidated financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. The Group is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The consolidated financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Australian Charities and Not-for-profits Commission Act 2012* and the significant accounting policies disclosed below with the exception of AASB 16 Leases. The directors have determined these are appropriate to meet the needs of members. Such accounting policies are consistent with those of previous periods unless stated otherwise.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the consolidated financial statements are presented below and have been consistently applied unless otherwise stated.

The consolidated financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the consolidated financial statements have been rounded to the nearest dollar.

Basis of consolidation

The consolidated financial statements comprise the financial statements of merged entities CVGT Australia Limited (Parent) and Eworks Employment Solutions Incorporated (Eworks). The merger was as at 12 October 2018, with the book values of assets and liabilities of Eworks being transferred to the parent entity on this date.

All transactions between the Group are eliminated on consolidation. Amounts reported in the consolidated financial statements of the Parent have been adjusted where necessary to ensure consistency with the accounting policies adopted by the Group.

The merger of the parent and Eworks has been treated as a common control transaction. Business combination involving entities under common control are outside of the scope of *AASB 3 Business Combinations*. Accordingly, the Group has adopted a pooling of interests method in account for the merger, whereby:

- the assets and liabilities were transferred to the parent entity as at the merger date at their book value;
- no goodwill or other intangible are recorded; and
- any expenses of the merger are expenses.

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

Note 1. Summary of Significant Accounting Policies (continued)

Accounting Policies

(a) Revenue

Revenue is recognised and measured at the fair value of the consideration received or receivable to the extent that it is probable that the economic benefits will flow to the Group and the revenue can be reliably measured. The following specific recognition criteria must also be met before revenue is recognised:

- *Government income:* Government revenue is derived from services and programs performed on behalf of state, commonwealth and local governments. These are recognised in the period in which the services are provided, having regard to the stage of completion of activities and targets within each program as specified in the funding and service contracts. Any funding received for services which have not been performed is recorded as a liability in the statement of financial position.
- *Government grants:* When Government grants are received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor.
- *Interest:* Interest is recognised on a proportional basis taking into account the interest rates applicable to the financial asset.
- *Other:* Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

(b) Income tax

The Group is exempt from paying income tax under section 50-45 of the *Income Tax Assessment Act 1997* and subsequently has not been charged any income tax expense.

(c) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST component of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

(d) Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

(e) Trade and other receivables

Trade and other receivables include amounts from trade debtors, donors, and any outstanding grant receipts for services performed in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

Note 1. Summary of Significant Accounting Policies (continued)

(f) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

Property, Plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount and impairment losses are recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1 (h) for details of impairment).

Plant and equipment that have been contributed at no cost, or for nominal cost, are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Group commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of fixed asset	Depreciation rate
Land and buildings	0% - 2.5%
Plant and equipment	10% - 33%
Motor vehicles	15% - 20%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss in the period in which they arise.

(g) Financial instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the Group commits itself to either purchase or sell the asset (ie trade date accounting is adopted). Financial instruments are initially measured at fair value plus transactions costs, except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are recognised immediately as expenses in profit or loss.

Classification and subsequent measurement

Finance instruments are subsequently measured at either fair value, amortised cost using the effective interest rate method or cost. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the *effective interest method*.

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

Note 1. Summary of Significant Accounting Policies (continued)

(g) Financial instruments (continued)

The *effective interest method* is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

(i) Financial assets at fair value through profit or loss

Financial assets are classified at 'fair value through profit or loss' when they are held for trading for the purpose of short-term profit taking, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying amount being included in profit or loss.

(ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the association's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

(iv) Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

Impairment

At the end of each reporting period, the Group assesses whether there is objective evidence that a financial asset has been impaired. A financial asset (or a group of financial assets) is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events (a "loss event") having occurred, which has an impact on the estimated future cash flows of the financial asset(s).

In the case of financial assets carried at amortised cost, loss events may include: indications that the debtors (or a group of debtors) are experiencing significant financial difficulty, default or delinquency in interest or principal payments; indications that they will enter bankruptcy or other financial reorganisation; and changes in arrears or economic conditions that correlate with defaults.

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having taken all possible measures of recovery, if management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account, or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance account.

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

Note 1. Summary of Significant Accounting Policies (continued)

(g) Financial instruments (continued)

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the Group recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expire. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

(h) Impairment of assets

At the end of each reporting period, the entity assesses whether there is any indication that an asset may be impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss, unless the asset is carried at a revalued amount in accordance with another Standard (eg in accordance with the revaluation model in AASB 116). Any impairment loss of a revalued asset is treated as a revaluation decrease in accordance with that other Standard.

Where it is not possible to estimate the recoverable amount of a class of asset, the entity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

(i) Trade and other payables

Trade and other payables represent the liabilities for goods and services received by the Group during the reporting period that remain unpaid at the end of the reporting period. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(j) Provisions

Provisions are recognised when the Group has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured using the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(k) Employee benefits

Short-term employee benefits

Provision is made for the Group's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service, including wages and salaries. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The Group's obligations for short-term employee benefits such as wages and salaries are recognised as a part of current trade and other payables in the statement of financial position.

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

Note 1. Summary of Significant Accounting Policies (continued)

(k) Employee benefits (continued)

Other long-term employee benefits

The Group classifies employees' long service leave and annual leave entitlements as other long-term employee benefits as they are not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Provision is made for the Group's obligation for other long-term employee benefits, which are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds that have maturity dates that approximate the terms of the obligations. Upon the remeasurements of obligations for other long-term employee benefits, the net change in the obligation is recognised in profit or loss classified under employee benefits expense.

The Group's obligations for long-term employee benefits are presented as non-current provisions in its statement of financial position, except where the Group does not have an unconditional right to defer settlement for at least 12 months after the reporting date, in which case the obligations are presented as current provisions.

(l) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the entity, are classified as finance leases.

Finance leases are capitalised, recognising an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values.

Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the entity will obtain ownership of the asset. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

(m) Comparative figures

Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

(n) Critical accounting estimates and judgements

The director's evaluate estimates and judgements incorporated into the consolidated financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on the current trends and economic data, obtained both externally and within the Group.

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

Note 1. Summary of Significant Accounting Policies (continued)

(n) Critical accounting estimates and judgements (continued)

Key estimates

(i) Impairment

The Group assesses impairment at each reporting period by evaluating the conditions and events specific to the Group that may be indicative of impairment triggers. Where an impairment trigger exists, the recoverable amount of the asset is determined. Value-in-use calculations performed in assessing the recoverable amounts incorporate a number of key estimates.

Key judgments

(i) Provision for impairment of receivables

Current trade receivables are generally on 30 to 60 day terms. These receivables are assessed for recoverability and a provision for impairment is recognised when there is objective evidence that an individual trade receivable is impaired. As at 30 June 2020 trade receivables of \$25,001 (2019: \$45,549) were past due and a provision for impairment of \$12,292 (2019: \$23,931) was recognised based on an individual assessment.

(ii) Employee benefits

For the purpose of measurement, AASB 119: *Employee Benefits* (September 2011) defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related services. As the Group expects all of its employees would use all of their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, the Group believes that obligations for annual leave entitlements satisfy the definition of short-term employee benefits and, therefore, can be measured at the (undiscounted) amounts expected to be paid to employees when the obligation is settled.

	2020	2019
Note. Revenue	\$	\$
Operating activities:		
- Group Training and Labour Hire income	7,849,519	7,517,825
- Jobactive income	16,256,014	15,131,253
- DES income	17,914,093	12,834,181
- TTW income	1,336,965	1,275,483
- ParentsNext income	3,452,111	2,971,562
- Other program income	423,115	1,343,730
- Other income	735,024	614,137
Total revenue from operation activities	47,966,840	41,688,171
Non-operating activities:		
- JobKeeper income	3,444,763	-
- Interest received	93,057	106,304
- Gains on disposal of assets	45,824	233,214
Total revenue from non-operating activities	3,583,644	339,518
Total revenue	51,550,484	42,027,689

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

	2020	2019
	\$	\$
Note 3. Surplus for the Year		
Depreciation and amortisation		
- Land and buildings	308,620	359,068
- Plant and equipment	950,062	918,914
- Motor vehicles	390,753	278,631
	<u>1,649,435</u>	<u>1,556,613</u>
Bad debt expense	-	1,628
Finance costs	-	36,564
Auditors' Remuneration		
- Audit or review of the financial report of the Group	23,000	21,500
- Other non-audit services rendered during period	3,000	2,000
	<u>26,000</u>	<u>23,500</u>
Note 4. Cash and Cash Equivalents		
<i>CURRENT</i>		
Cash on hand	13,200	16,550
Cash at bank	3,563,412	1,694,470
Short-term investments - term deposits	7,037,182	3,378,124
	<u>10,613,794</u>	<u>5,089,144</u>
(a) Reconciliation of cash and cash equivalents		
Cash and cash equivalents at the end of the financial year as shown in the statement of cash flows are reconciled to items in the statement of financial position as follows:		
Cash and cash equivalents	10,613,794	5,089,144
Investments - term deposits	156,717	153,773
	<u>10,770,511</u>	<u>5,242,917</u>
Note 5. Trade and Other Receivables		
<i>CURRENT</i>		
Trade receivables	399,925	673,953
Provision for bad debts	(12,292)	(23,931)
	<u>387,633</u>	<u>650,022</u>
Other receivables - Government income and grants	1,772,213	1,880,512
Other receivables - Accrued income	1,523,850	-
	<u>3,683,696</u>	<u>2,530,534</u>
Note 6. Investments		
<i>CURRENT</i>		
Investments - term deposits	156,717	153,773

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

	2020	2019			
Note 7. Other Assets	\$	\$			
CURRENT					
Prepayments	235,335	195,505			
Security deposits	408,409	536,098			
Accrued interest	17,064	14,816			
	660,808	746,419			
Note 8. Property, Plant and Equipment					
NON-CURRENT					
Land and buildings					
At cost	14,327,403	14,283,868			
Accumulated depreciation	(4,050,654)	(3,742,034)			
	10,276,749	10,541,834			
Plant and equipment					
At cost	5,060,727	4,804,201			
Accumulated depreciation	(3,341,567)	(2,701,394)			
	1,719,160	2,102,807			
Motor vehicles					
At cost	1,967,119	2,117,325			
Accumulated depreciation	(1,339,128)	(1,200,877)			
	627,991	916,448			
Work in progress	2,195	144,599			
Total property, plant and equipment	12,626,095	13,705,688			
Movements in Carrying Amounts					
Movements in carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.					
	Land and buildings	Plant and equipment	Motor vehicles	Work in progress	Total
	\$	\$	\$	\$	\$
Balance at 1 July 2018	8,280,371	1,408,540	594,845	3,383,298	13,667,054
Additions	310,146	532,032	174,232	144,599	1,161,009
Disposals	(276,556)	(608)	(1,092)	-	(278,256)
Reallocation	2,586,941	796,357	-	(3,383,298)	-
Depreciation expense	(359,068)	(918,914)	(278,631)	-	(1,556,613)
Merger movements	-	285,400	427,094	-	712,494
Balance at 1 July 2019	10,541,834	2,102,807	916,448	144,599	13,705,688
Additions	40,685	454,224	128,837	2,195	625,941
Disposals	-	(20,904)	(26,541)	-	(47,445)
Reallocation	2,850	133,095	-	(144,599)	(8,654)
Depreciation expense	(308,620)	(950,062)	(390,753)	-	(1,649,435)
Carrying amount at year end	10,276,749	1,719,160	627,991	2,195	12,626,095

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

	2020	2019
	\$	\$
Note 9. Trade and Other Payables		
<i>CURRENT</i>		
Trade payables	615,037	598,124
Sundry payables	348,882	412,237
Accrued expenses	1,514,696	1,786,285
Other payables (net amount of GST payable)	367,933	243,635
	<u>2,846,548</u>	<u>3,040,281</u>
Note 10. Other Liabilities		
<i>CURRENT</i>		
Income in advance	3,682,121	2,506,716
	<u>3,682,121</u>	<u>2,506,716</u>
Note 11. Provisions		
<i>CURRENT</i>		
Employee benefits - annual leave	1,829,636	1,613,857
Employee benefits - long service leave	605,589	423,624
Employee benefits - RDO/TIL	16,118	15,083
Employee benefits - employee incentive plan	194,028	300,125
	<u>2,645,371</u>	<u>2,352,689</u>
<i>NON-CURRENT</i>		
Employee benefits - long service leave	370,537	243,294
Employee benefits - employee incentive plan	-	158,840
	<u>370,537</u>	<u>402,134</u>
Total provisions	<u>3,015,908</u>	<u>2,754,823</u>

Provision for Employee Benefits - annual leave and long service leave

Provision for employee benefits includes amounts accrued for annual leave and long service leave.

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience, the Group does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the Group does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based upon historical data. The measurement and recognition criteria for employee benefits have been discussed in Note 1 (n).

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

Note 11. Provisions (continued)		
<i>Provision for Employee Benefits - employee incentive plan</i>		
Provision for employee benefits includes amounts accrued for the employee incentive plan. The employee incentive accrual is calculated based on the financial performance and is payable over three years. The staff retention rate, which is based upon historical data, is used in determining the total provision. The entire provision is expected to be paid within the next 12 months.		
Note 12. Borrowings	2020	2019
	\$	\$
<i>NON-CURRENT</i>		
Loan - Bendigo Bank	-	2,687
The 15 year secured variable loan facility with Bendigo & Adelaide Bank was repaid and closed in November 2019. At 30 June 2019, a redraw facility of \$916k was available.		
Note 13. Capital and Leasing Commitments		
(a) Finance lease commitments		
No finance lease commitments contracted for.		
(b) Operating lease commitments		
Non-cancellable operating leases contracted for but not capitalised in the consolidated financial statements:		
- not later than 12 months	2,369,809	2,643,801
- between 12 months and 5 years	1,320,178	1,664,882
- greater than 5 years	-	-
	<u>3,689,987</u>	<u>4,308,683</u>
The property lease commitments are non-cancellable operating lease contracted for but not capitalised in the consolidated financial statements with terms of up to 5 years. Increases in lease commitments increase in line with the consumer price index (CPI) or at agreed rates.		
The motor vehicle lease commitments are non-cancellable operating leases contracted for but not capitalised in the consolidated financial statements with terms up to three years. The leases are fixed prices over the lease term.		
(c) Capital expenditure commitments		
No capital expenditure commitments contracted for.		
Note 14. Members' Guarantee		
The Group is limited by guarantee. If the Group is wound up, the Constitution states that each member is required to contribute a maximum of \$50 each towards any outstanding obligations of the Group. At 30 June 2020 the number of members was 16 (2019: 16).		

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

	2020	2019
Note 15. Cash Flow Information	\$	\$
Reconciliation of cash flow from operations with profit after income tax		
Surplus after income tax expense	4,275,482	(694,203)
Non-cash flows in profit:		
- Depreciation	1,649,435	1,556,613
- Gain on disposal of property, plant and equipment	(17,391)	(233,214)
Changes in assets and liabilities:		
- (Increase)/decrease in trade and other receivables	(1,153,162)	(856,618)
- (Increase)/decrease in other assets	85,611	(142,946)
- Increase/(decrease) in trade and other payables	(193,733)	216,046
- Increase/(decrease) in other liabilities	1,175,405	842,641
- Increase/(decrease) in provisions	261,085	352,837
- Net movement in assets and liabilities due to merger	-	(1,036,541)
Cash flows from operations	<u>6,082,732</u>	<u>4,615</u>

Note 16. Merger

During the 30 June 2019 financial year, CVGT Australia Limited (CVGT) and Eworks Employment Solutions (Eworks) merged their not-for-profit entities which achieves the members desires of continuing to expand its support and services models.

As part of the merger, the Directors of CVGT were appointed as Committee Members of Eworks and consequently obtained majority control, creating the Group. The novation of Eworks Government contracts to CVGT occurred on 15 October 2018 as a result of the merger. As disclosed in *Note 1 Basis of Consolidation*, the merger was treated as a common control transaction rather than a Business Combination and the Group adopted the pooling of interests method in accounting for the merger. The net impact on the Consolidated Statement of Financial as at the merger date, was a reduction of \$1,036,541.

During the course of the 30 June 2019 financial year, the Group had transferred all Eworks assets, liabilities, and transitioned staff across to the Parent entity with the intention of winding up Eworks. On 27 June 2019, the Board agreed to wind up Eworks once the ongoing legal matter, as detailed in *Note 18 Contingent Liabilities and Assets*, is resolved. The Statement of Financial Position of Eworks as at 30 June 2019 and 30 June 2020 is nil.

Note 17. Contingent Liabilities and Assets

A legal claim was brought against the Group during the financial year. A supplier has commenced legal action against the Group with respect to an alleged breach of contract. The quantum of the claim is \$29,678 plus interest and costs, should the action be successful. A trial date has not yet been set. Therefore, it is not practicable to state the timing of the payment, if any.

Management consider this claim to be unjustified and the probability that they require settlement at the Group's expense to be remote. This evaluation is consistent with external independent legal advice. Accordingly, no provision for any liability has been made in these consolidated financial statements.

The Group's directors are not aware of any other contingent liabilities or assets as at the date of signing this financial report.

CVGT Australia Limited

Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2020

Note 18. Director and Related Party Disclosures

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

In addition, during the year ended 30 June 2020, the Group entered into the following business transaction with the following Director:

	2020	2019
Related Party Transactions	\$	\$
- Graham Fountain, who was a Director of the Group during the financial year, is the principal of G'Steam Pty Ltd. Executive management services were provided by this company.	31,608	83,942

No other directors have entered into any material contract with the Group since the end of the previous financial year and there were no material contracts involving director interests subsisting at year end. There were no loans to directors.

Note 19. Events after the Reporting Period

There have been no events subsequent to the balance sheet date that have an impact that would require disclosure in the consolidated financial statements or notes there of.

CVGT Australia Limited Directors' Declaration

In accordance with a resolution of the directors of CVGT Australia Limited, the directors declare that:

1. The financial statements and notes, as set out on pages 1 to 24, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
 - a. comply with the Australian Accounting Standards; and
 - b. give a true and fair view of the Group's financial position as at 30 June 2020 and of its performance for the year ended on that date.
2. In the directors' 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 signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Chairman


Mr. David Richardson

Deputy Chair


Ms. Elizabeth Corbett

Dated this

26th

day of

August

2020.



INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CVGT AUSTRALIA LIMITED

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report of CVGT Australia Limited, which comprises the statement of financial position as at 30 June 2020, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of CVGT Australia Limited is in accordance with Div 60 of the *Australian Charities and Not-for-profits Commission Act 2012* including:

- a. giving a true and fair view of the company's financial position as at 30 June 2020 and of its performance for the year then ended; and
- b. complying with Australian Accounting Standards to the extent described in Note 1, and Div 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the registered entity's financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

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under Professional
Standards Legislation

Responsibilities of the Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the director's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Warren Pollock
MGR ACCOUNTANTS
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24 September 2020



*Connecting more people
to meaningful work.*

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