



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



# **Annual Report**

## **2020-21**



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

**Incorporation and charitable status**

CVGT Australia 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](mailto: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](http://cvgt.com.au/contact-us/compliments-complaints).

**About this report**

This annual report covers CVGT Australia's activities and performance from 1 July 2020 to 30 June 2021.

**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 emerging.



**Cover photo**

Hayden loves to work and is passionate about educating communities on the benefits of employing people with disability. Read his story on page 13.

# Contents

- 4 Living our purpose and values
- 6 Messages from the Chair and Managing Director
- 8 Our strategy
- 10 Our services
- 12 A few good news stories
  - 12 From job seeker to joining our team
  - 13 Hayden's breaking down disability stigma
  - 13 Wagga Wagga mob Zoom in on Woolworths
  - 14 Harry raises the roof
  - 14 Jemma excelling to achieve her goals
  - 15 Wendy gains confidence
  - 15 Cameron's making his mark
  - 16 Chris transitions to new career
  - 17 Tiffany finds confidence to balance motherhood and work
  - 18 Eida and Nathaniel are bridging the cultural divide
  - 19 Ramie takes the cake in job search
  - 20 School leaver gains confidence
  - 21 Katie lands her first job
- 22 Where we work
- 24 Our community
- 30 Our people
- 36 Financial Report 2020-21

# Living our purpose and values



## Who we are

**CVGT Australia has a proud history of providing inclusive employment solutions to individuals and businesses. We are a not-for-profit and Australian-owned.**

We were formed in 1983, when councils surrounding Bendigo responded to a survey on youth unemployment skill shortages in the area.

There was a need to have young people actively employed while learning the skills needed to become tradespeople in their chosen fields. Employment services provider Central Victoria Group Apprenticeship Scheme was formed. We have grown to be known as CVGT Australia.

We had humble beginnings, employing one person, who rode a bicycle around Bendigo to monitor the progress of his 12 apprentices. Since then, the business has grown from strength to strength.

Today, the commitment of our people continues to be the foundation and future of our work. We employ more than 380 people in a diverse range of employment programs and specialties across New South Wales, Tasmania and Victoria.

Our team has extensive employment services experience, ensuring people looking for work are job ready and matched to employers who are committed to supporting them achieve their employment goals.

## What we do

**Our purpose – to connect more people to meaningful work – is at the heart of everything we do. It's why our people come to work each day.**

We have a values-led culture and our culture code clearly defines what we expect of our people – it guides our actions and underlines how we operate. We are clear on the outcomes we want to achieve and on the expectations of our people to deliver on them.

As an employment services provider we work closely with thousands of people looking for work, including youth who need support to choose either a pathway to a career or ongoing education, and employers seeking staff.

In 2020-21 we offered seven programs to meet community needs and expectations for securing employment and staff. In the next financial year, we will deliver an additional program to further meet these combined needs.

## What makes us different

### Our purpose

**To connect more people to meaningful work**

### Our values



#### Do the right thing

We look for ways to do the right thing, beyond just what we're required to do.



#### Find a way

We never give up on making a difference. We see constraints as opportunities and believe in a world of possibilities.



#### Genuine care

Caring requires connection and a deep sense of empathy. We take the time to understand people, as their priorities may differ from ours.



#### Better together

We work together and support each other to achieve our purpose. Working together, we have greater capacity to grow strong relationships with all of our stakeholders.



#### Community matters

We take our responsibility seriously; to be an enabler of positive change, economic prosperity and improved wellbeing for all. We never lose sight of the ripple effect we have on each other.

### Our achievements

**385**  
employees

**We supported a person into work every 13.4 minutes, on average across working days**

**8508**  
people supported into employment

**Delivering opportunity in 3 states**

**7 programs**

**128**  
locations

# Message from the Chair



**With its strong financial base, CVGT Australia will continue to unlock strategic opportunities to transform the lives of people for the better.**

6  
Annual Report  
2020-21

The past financial year has been all about learning how to navigate and make the best out of a crisis in COVID-19, which continues to create a challenging strategic and operational environment for employment services organisations such as ours.

Like many businesses, CVGT Australia took the opportunity to critically review how it does business – eliminating inefficiencies by realigning critical business support functions with executive portfolios, while bolstering the capacity of the Executive Team through further appointments. However, we would be remiss in not acknowledging the enormous resilience of our staff in working through the ebbs and flows of lockdowns and the impacts such pandemic response measures have on pursuing our mission to connect more people to meaningful work.

The business has spent the past five years preparing for substantive change, and these efforts all translate into our readiness to embark on the New Employment Services Model journey that will commence in July 2022.

But while we've prepared for the future, we haven't lost sight of what's important: elevating governance touchpoints such as culture and workplace health and safety to the front of our minds; striving to maintain an environment of critical feedback, evolution and learning in respect of these themes – both organically and with the assistance of external advisors, to whom we are grateful for their expertise and counsel.

Naturally, these initiatives run in parallel to the execution of our 2020-2025 Strategic Plan. Each of CVGT Australia's Board Directors has been assigned to champion a theme arising from our Strategic Plan and individually maintain responsibility to both drive and report on progress and against its goals.

I am pleased to report that CVGT Australia has achieved overall progress against these goals of 35 per cent. This is an outstanding achievement during an economically challenging global pandemic. We will continue to invest in better technology to track progress against our goals on an ongoing basis, while also continuing to streamline and improve the ways core business gets done – leaving our teams with the capacity to focus on what they do well.

One thing that we are extremely proud to do well as an organisation is managing and growing our financial resources to progressively unlock greater strategic opportunities and better transform the lives of Australian job seekers.

A material financial surplus was achieved for the 2020-2021 financial year, which is a testament to the prudence, skill and commitment of our people to drive exceptional performance during uncertain times.

As we move from strength to strength, we will, in turn, investigate more and better ways to build upon these outcomes. In the next 12 months, CVGT Australia will embark on its most ambitious financial investment strategy ever, committing to further grow and diversify our financial base, as well as explore ways in which we can leverage social enterprise to collaborate and walk with like-minded organisations to support more people in more ways than ever.

Importantly, we're delighted to definitively "walk the walk" on reconciliation. A Reflect Reconciliation Action Plan, a key deliverable under our 2020-2025 Strategic Plan, was endorsed by Reconciliation Australia in July 2021. It is central to our efforts to ensure understanding, empathy, and participation inform and shape our Indigenous relationships going forward.

**David Richardson**  
Chair, Board of Directors

“ Our Reflect Reconciliation Action Plan ... central to our efforts to ensure understanding, empathy, and participation inform and shape our Indigenous relationships going forward.

David Richardson, Chair

# Message from the Managing Director



**We are living in a time of significant change and transformation for the employment services sector.**

The past financial year could only be described as one that portrayed multiple personalities. Throughout the year we were faced with the constant and ongoing challenges of managing the impacts of COVID-19 on the organisation.

Lockdown after lockdown, our staff demonstrated their resilience, adaptability and competitive nature to ensure that despite every curveball that was thrown at them, they were able to deal with and move forward.

Many of our staff had to endure considerable isolation over the year while being required to work from home. However, the adoption of Microsoft Teams and the support from our IT team ensured staff remained connected, to the point that it is an integral part of the way we interact now.

COVID-19 has created many challenges and had a lot of negative impacts on our communities, but it has also provided a lot of opportunities for those willing to seize them. This has been the story of CVGT Australia during the 2020-21 financial year.

Despite the tough operating environment, we were able to "pivot" when required, and work as a team to make quick and informed decisions to capitalise on the prevailing conditions. This was highlighted in early 2021 when market conditions began to improve, we had many of our branches breaking placement records.

An area of important focus for the Executive team during the year was the requirement to attain ISO 27001 and "Right fit for Risk (RFFR)" for our IT systems. This was a huge amount of work for the IT team and the newly appointed CIO.

As this is a key requirement of the department to ensure compliance with our funding contracts and future tenders, it was imperative that all required resources were allocated to the project. At the end of June, we were on track to achieve the ISO certification and with more work to do on RFFR. In addition, CVGT Australia attained certification for ISO 9001, 31000 and 45001, which is a great achievement by all involved.

We received some fantastic news in June 2021 with the announcement that we were successful in gaining a significant contract with Jobs Victoria to deliver employment support services to youth in the Bendigo and five Metro Melbourne regions, under the newly created YConnect banner. Our Youth Crime Prevention program, Second Chance, was also extended for a year by the Department of Justice, which was a great outcome.

“ COVID-19 has created many challenges and had a lot of negative impacts on our communities, but it has also provided a lot of opportunities for those willing to seize them.

Jason Russell, Managing Director

Having to make a number of tough decisions in the earlier part of the year, to ensure we kept costs under control to maintain our financial viability, the organisation was able to finish the year in a strong financial position. It's a real credit to the Board, Executive team and our staff that we were able to delicately manage costs, income and budgets during this ever-changing pandemic environment. It's taken a real "team" effort.

Notwithstanding the difficult operating conditions, we were able to allocate resources to enable a sizeable amount of strategic work to be undertaken on the first year of our five-year Strategic Plan. The team did an exceptional job to be ahead of the planned targets and provide a solid foundation for the coming years.

I would like to take this opportunity to thank the Board, and Dave as Chair, for their support and guidance throughout the year and also the exec team, who really stood up and managed every issue that was thrown at them, in a very professional manner.

**Jason Russell**  
Managing Director

7  
Annual Report  
2020-21

# Our strategy

**Employment builds capacity for social and economic inclusion. It can be transformational for individuals, business and their communities.**

2020 was the starting point for our Strategic Plan 2020-25. It was developed in response to our changing operating environment.

At the time when communities were facing mounting unemployment, with economic and climatic uncertainty, a combination of a prolonged drought and catastrophic bushfires, followed by COVID-19, created challenging circumstances for all levels of government, industry sectors, employers and job seekers. In 2021, the uncertainty continued. The ongoing pandemic forced some businesses to close and unemployment to rise, which further impacted our communities.

Our strategic plan is giving us clear goals and priorities to ensure we adapt to deliver the best possible employment services to people. After its first year, the overall progression towards the achievement of our five-year strategic plan is 35 per cent.

We will continue to stay true on delivering our purpose, enabled by this strategy and priorities.



## 2025 goals

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

## Pathway towards carbon neutrality

Climate change is impacting communities, industry and employment. Communities expect organisations to be environmentally responsible and work towards reducing carbon emissions.

CVGT Australia is taking a leadership approach to reducing carbon emissions in how we and our stakeholders do business. Our goal is net zero emissions impact by 2030. We have drafted a sustainability plan and formed a green team, with sustainability champions appointed at sites.

Our plan is designed to initiate behavioural change, and increase sustainability awareness, as well as setting the foundations for future project work to achieve our goal. Our key focus areas are to reduce energy consumption, the consumption of consumables and waste.

## Priority 1 Partnerships for employment solutions.

### Program and service delivery design

On track to achieving digital transformation across the organisation.  
On track to achieving service delivery transformation.

Providing support and mentoring for Aboriginal and Torres Strait Islander clients and employees.

### A partnership approach

Able to clearly define factors to assess the quality and mutual benefits of our partnerships.

Responsive to the needs of our growing employer base.

Supportive and engaged with our peak bodies.

Progressing the development of quality partnerships that value-add to our service offering.

On track to achieving a strategy for growth.

## Priority 2 Equipped and prepared people to deliver service excellence.

Investing in training, technology and wellbeing initiatives to ensure our people are safe, and delivering quality service.

Embracing the Culture Code, its values and behaviours.

Embedding systems and processes to support proactive reporting and communication across the organisation.

Supporting innovative idea generation and collaboration throughout the organisation.

## Priority 3 Planned growth with strong performance.

### Governance and leadership

Operating with continually evolving governance and leadership frameworks.

Embedding a positive risk management culture throughout the organisation.

Encouraging greater engagement with Aboriginal and Torres Strait Islander and disability groups, and individuals, to strengthen our decision making.

### Resources

On track to achieving a digital transformation that supports transparency, collaboration, workplace efficiency and greater servicing options.

Ensuring our assets and investments are achieving maximum long-term benefits for the organisation.

Achieving growing brand recognition within the industry.

On the journey to becoming carbon neutral.

## Priority 4 Connected and resilient communities.

On track to achieving a strategic and targeted approach to philanthropic community support.

Well advanced to deliver on our commitment to grow our understanding and support for Aboriginal and Torres Strait Islander communities within our service areas.

Actively seeking opportunities to create or support a range of innovative and mutually beneficial, social enterprises and or business incubators.

Continuing to grow our reach and support for local community groups and organisations, that assist the disadvantaged or at-risk groups, within our communities.

## Our services

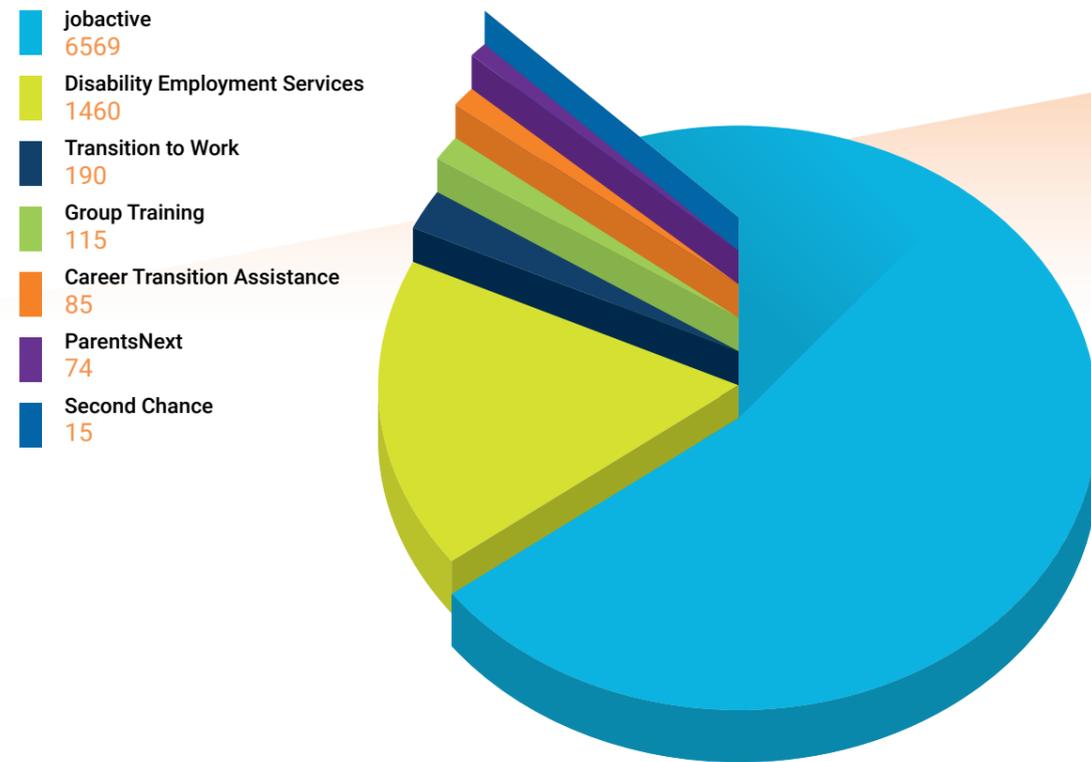
**Employment is at the heart of CVGT Australia. Employment builds capacity for social and economic inclusion. It can be transformational for individuals, business and their communities.**

Our teams in New South Wales, Tasmania and Victoria delivered services to thousands of individuals and businesses. We partnered to deliver personalised programs and outcomes that supported their needs. We put programs into actions. Our goal is to find employment solutions that work for each person and meet their needs, skills, experience and interests.

“The 2020-21 financial year saw restrictions enforced across our areas of operation. This had a major impact on the way we were able to support people on their pathway to employment during that time,” Peter Barnes, CVGT Australia’s Chief Operating Officer, says.

“The resilience shown by our staff, participants, employers and communities has been nothing short of extraordinary. The challenges will continue, COVID-19 remains to evolve, as do we, so that we are able to maintain a quality service in providing opportunities that will have positive impact in peoples’ lives along their way to meaningful employment.”

**8508 people supported to achieve employment or study goals**



### Disability Employment Services

**Creating inclusive employment for every person and business.**

Disability can be visible and invisible. Across three states we supported 4489 individuals who have physical or mental health, injury or disability, in their search for work – 1460 secured employment. We also provided our employers with expert advice to strengthen their hiring outcomes.

### jobactive

**Collaborating to resource the future.**

Getting a job can be life changing; it can also be challenging. It’s easier when you have a support team to help you gain skills and open doors to local employers. At any one time, we supported 13,733 people across three states with employment tips, plus access to businesses that needed staff; 6569 people secured jobs.

### Group Training

**Collective wisdom to learn on the job.**

We’re helping people of all ages discover a career they wouldn’t trade. As a Group Training Organisation, we placed apprentices and trainees with host employers to earn a wage while they learn a trade. This year, we celebrated 115 completions, with 264 people continuing in various stages of learning and training. We partnered with 118 industry hosts.

### Transition to Work

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

This service supports young people aged 15-24 in the Goulburn Murray region of Victoria on their journey to employment or to complete education – 190 young people achieved their ideal outcome, with 351 referred to us for support. The program has a strong focus on practical support and work experience to build skills, confidence and readiness for work.

### ParentsNext

**Exploring possibilities for better family futures.**

After taking time off to raise children, getting back into study or work can be a daunting step. The service helps parents with children under six plan and prepare for future study or employment. We offer the program at 27 sites in Victoria. We helped 74 people achieve their goals this year.

### Career Transition Assistance

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

The support service is for people over the age of 45, empowering them to say, “I can do this”. At five locations across Victoria, we helped 362 people build their confidence and labour market competitiveness through delivery of the program online and in person.

### Second Chance Bendigo

**Someone believes in you and shows you there’s another way.**

Offered in Greater Bendigo, the diversionary health, education and employment support program is designed to reduce custodial sentencing and repeat offending of youth aged 17-24. We fund the program with the support of Department of Justice and Community Safety’s Crime Prevention Unit. Fifteen youth returned to study or secured employment this year.

## A few good news stories

Our purpose is to connect more people to meaningful work. We do this through listening, talking and understanding people's needs. We believe in delivering inclusive employment solutions. Every person deserves the opportunity to thrive. Here are just a few people we have supported on their employment journey.

12

Annual Report  
2020-21



### From job seeker to joining our team

Once a job seeker under the jobactive program, Caitlin is now the first point of contact in reception at our Seymour branch.

Caitlin has progressed in a short time to be a trainee administration assistant, and consistently receives positive feedback from staff and participants.

The Seymour team first met Caitlin as a new job seeker in 2019 and staff immediately warmed to her enthusiastic, cheery and genuine nature.

Caitlin was offered the opportunity to be the new administration assistant for the branch and she jumped at the chance to be part of the team. She studied for a Certificate III in Business Administration, followed by a Certificate IV in Business Administration. Caitlin completed her qualifications in June and commenced a full-time administration role within the branch soon after.

"I love my job so much!" she says. "I love helping people and making sure they have the best experience. The challenge of connecting participants to the right work is really rewarding for me. I love being part of the search and I always make sure I remember everyone's name who comes in."

Caitlin's customer service skills reflect our core values, with job seekers frequently noting her attention to detail, caring attitude and her ability to go the extra mile for those in need.

"Caitlin is a part of the CVGT Seymour family and valued for her contributions and positive attitude," says Andrew, manager for Ovens and Seymour. "She has become an asset to the team and her ability to bring calm to any situation is widely recognised."



### Hayden's breaking down disability stigma

Hayden has cerebral palsy but it hasn't prevented him from contributing in the workplace and giving back to his community.

He is part of the Kyneton community – he has worked at the local Woolworths and is senior time-keeper at Kyneton Football Netball Club. He also helps out at training, and even had a seat on the committee in 2018 and 2019.

He wants to work to further support his young family and has a desire to become a homeowner.

"I like to go out and earn a day's work, feel valued in the community and pay my taxes like everyone else," Hayden says. "I want to be a role model for people with cerebral palsy and other people with disabilities and show them that anything is possible."

Bendigo branch manager Jennifer has been assisting Hayden in the workforce for the past three years and is helping him educate employers on the benefits of employing people with disability. However, there are still some barriers.

"If it's a physical disability, employers often think it's too hard to modify workplaces to suit their needs, which is far from the truth," Jennifer says. "There are programs like Job Access that will come out and make modifications that are paid for by the government, so it's not actually a financial burden for the business. There are also wage subsidies available."

Jennifer says she is proud to work with CVGT Australia and provide ongoing support to Hayden. "Hayden is inspiring – he has energy and drive, and compassion for people. I enjoy working with him to achieve his goals. I get to continue the relationship and provide support even when he is working, including additional training.

"We help people with transport, equipment, and arrange workplace assessments to remove physical barriers, all while making sure they feel comfortable at work."

### Wagga Wagga mob Zoom in on Woolworths

We celebrated another successful round of the Diversity Dimensions program, which aims at attracting and placing Indigenous job seekers within the Woolworths workforce.

CVGT Australia jobactive participants successfully completed the program at three stores.

COVID-19 social distancing guidelines resulted in the 2020 program being delivered via Zoom, but that didn't dim the enthusiasm from all involved.

We've been working with Diversity Dimensions for three years to help Indigenous job seekers into employment throughout its Woolworths stores in Wagga Wagga.

The program was initiated to address the unique challenges that prevent some Indigenous people from having a stable, beneficial career. The program has been a proven success with most participants gaining employment.

After successfully completing the program, this group of job seekers started employment with Woolworths in September 2020.



13

Annual Report  
2020-21

## Harry raises the roof

**When Harry finished Year 12 he didn't know what he wanted to do next but after joining our Group Training program, he found his niche as a roofing plumber apprentice.**

Harry is one of 17 CVGT Australia apprentices at Clark Metal Roofing. As a second-year plumbing apprentice, he is out there doing real things and learning on the job every day. All while getting paid for it.

He spends three weeks on the job, then a week at trade school. That means he gains a broad range of plumbing skills while completing the Certificate III qualification. Work on-site involves general roofing, laying sheets and doing ground work.

"I enjoy coming to work and am so happy where I am at the moment," Harry says. "There's a great work environment. We work hard, but have fun and I've formed real friendships."

Harry is rapt with his career choice. He hopes to continue working for "Clarky" but can also see the potential to start his own business down the track.

In the meantime, Harry is earning while he's learning. The university pathway doesn't suit everyone, but the trainee or apprentice model can be a great option for someone who wants their start in the world of work.



His advice to people considering a traineeship or apprenticeship is to "have a crack, even if it feels like you don't know what you're doing when you first start out".

"Don't be afraid to ask questions," he says. "It doesn't matter if you don't know something as long as you listen and show respect to the people who've been doing this for a while."

"They're here to teach you. So, listen and be reliable. Just turn up every day to give it your best shot and do everything that's asked of you."

CVGT Australia's Murray recruits trainees and apprentices for host employers across a range of industries. He agrees that attitude and initiative are the keys to success. They are traits that host employer Gary Clark has recognised in Harry.

"Harry has a great work ethic," Murray says. "It takes some time to develop a core of team players in your business, but people like Harry motivate others to get the job done."

For Harry, being an apprentice is different to being at school.

**“It's just really enjoyable. If you're thinking about it go out and do it.”**

## Jemma excelling to achieve her goals

**Jemma came on board with CVGT Australia towards the end of 2018 at the age of 18 as an eligible school leaver.**

With the need to become an independent young woman, Jemma was keen to find employment so she could buy a car and support herself financially. She was determined to not let Asperger's hold her back from giving it her best and achieving her goals.

With our support and guidance, Jemma has flourished. She gained confidence in herself and learned new skills. Through networking with Handy Girl, our team was able to introduce Jemma to Kim and Rachel, the owners of the business.

Welcoming Jemma with open arms, Kim and Rachel have been able to embrace Jemma's need for structure and routine. Having someone who is a perfectionist was very appealing to them.

Needless to say, Jemma has secured permanent employment, and is proud of her achievement.



## Wendy gains confidence

**From detailing cars to winning awards, Wendy has found a career in the disability sector.**

Wendy first registered with CVGT Australia in 2019, when she was working casual hours at a car rental business, detailing vehicles that had been returned. This was not a future that Wendy envisaged and, with the encouragement of the Launceston team, she sent through an expression of interest to undertake a Certificate III Disability Support Course through Avidity.

Wendy was accepted into the course and commenced study both in the classroom and online. The juggle of study and work was a struggle; however, Wendy's determination earned her an award of recognition.

"I have never received anything like this in my life," she says.

Last year, Wendy was invited to attend the Launceston Speed Interviewing Event hosted by CVGT Australia's Launceston team, which plays matchmaker to connect local business people and job seekers. The mini interviews give candidates three minutes to land a job.

At the event, Wendy was given the opportunity to promote herself and practice interview techniques. She impressed a local business person with her professionalism and skill set, as well as the life experience she would be able to offer to potential clients. She was offered employment on that very day.

"I can't believe this has happened to me," Wendy says. "Never in my life did I think I would be able to complete a course that was out of my comfort zone, but also find the confidence to attend the speed interviewing event... and somebody wanted to employ me."

"I was washing cars and now look where I am! Dreams can come true."

**“I was washing cars and now look where I am! Dreams can come true.”**



## Cameron's making his mark

**Cameron, who lives with an intellectual disability, is making the most of a new job opportunity.**

Like many hospitality workers, the 30-year-old was out of a job in March. Even after months of hard work, including gaining new qualifications, Cameron was left feeling lost and without a purpose. Fortunately, a new opportunity presented itself when we helped connect him with Industrial Fire and Electrical – a Launceston business looking for some additional help.

Owner Peter says hiring an employee with a disability had been suggested to him, and it turned out to be one of the best decisions he'd ever made.

"The business has expanded a fair bit," he says. "Through COVID, we have actually gone okay. We also bought another business, so we have expanded from 25 to 30 employees, to 46."

**“As part of the expansion, I was talking to some people and they suggested it would be a good thing to have someone with a disability. We approached CVGT and it's gone from there. It's just been a fantastic outcome.”**

Cameron's daily duties vary from vehicle washing and maintaining the warehouse and workshop area to assisting with administration tasks. After a challenging few months, he enjoys being employed again.

"Being able to do something feels good," he says. "I had a job before this at a function centre and because of COVID, I lost it. But I like helping around the warehouse."

## Chris transitions to new career

**Chris is a Shepparton-born, proud Yorta Yorta man. He graduated from high school in 2015 and studied a Diploma of Business at La Trobe University in Shepparton. From there, he completed a Bachelor of Business in Sports Management.**

"I have always enjoyed being part of the local community and being involved in creating programs and activities based around health," he says, "so I did a one-year traineeship through Shepparton Council as a Healthy Communities Officer. After that, I was working casually, but because of COVID-19 it really dried up and I just wasn't getting enough shifts."

It was early 2019. So, wanting steady employment he approached our Shepparton branch for some support and direction.

"I came across the Transition to Work program and signed up through CVGT. Not long after joining the program I applied for a job with DES (Disability Employment Services) but I wasn't successful. Not long after that though, I was contacted (by Luke and Tara) about an opening that came up for an Indigenous Careers Coach."

Chris now helps other members of the Indigenous community find the right type of work and supports them through their own employment journey.

"I take care of the Indigenous caseload in the jobactive program at the Shepparton branch. I try to find more positions that are Indigenous-specific, and also link up with other local Indigenous organisations and businesses to create opportunities for the Indigenous community.

"When I went in to meet Luke and Tara about the position, they went through the role and all the types of things I would do. I knew right away that I wanted the job. I could tell that they had a lot of passion about the industry and really wanted to make a change as well. I have always tried to be part of the community and get involved where I can. The way they described the position flicked a switch in me and I knew that's what I wanted to do."

His advice for others trying to find work is simple: "Take on all the opportunities you can get. There are people and programs to help, even if it's something you think you don't want to do, it could be a stepping stone to something else.

"Even if you take on some training or build your knowledge and skills in something, you are moving forward. If you get a job interview, just have a crack! It can build your confidence and you get better with practice. I have had knockbacks, but you just have to try and get up and have another go. One small opportunity could lead to an even bigger one."



## Tiffany finds confidence to balance motherhood and work

**We first met Tiffany when she joined the ParentsNext program at our Ringwood office.**

Tiffany had been busy with all that motherhood entails and had been out of the workforce for some time. She had a strong desire to secure employment in order to provide a brighter future for her young children, but was lacking in confidence.

After completing the ParentsNext program, Tiffany needed further support to gain confidence and was referred to our Disability Employment Services in Rowville.

It was through this service that Tiffany met her employment consultant Millie, who helped build up Tiffany's self-belief in order to secure her a job.

"I could see that Tiffany was a people person with great potential and was eager to work again," Millie says. "Her biggest hurdle in gaining employment was her lack of confidence. I knew we could help her through this."

Not long after meeting Tiffany, a job opportunity opened up as a retail assistant with Get Posh, a homewares wholesaler specialising in unique designs.

Millie contacted Tiffany to discuss the opportunity and an interview was arranged with business owner, Gary.

With help from Millie and the team at CVGT Australia, Tiffany was well prepared for her interview and was offered the position on the spot.

"I am so grateful for the continued support from CVGT Australia," Tiffany says. "If it wasn't for the ParentsNext and Disability Employment Services programs I wouldn't be where I am today."

Get Posh owner Gary is delighted with Tiffany. "Tiffany is enthusiastic and has a bubbly personality. It is great to have her working in the shop," he says.

"Whenever I have a vacancy, I call CVGT Australia. The service is free and I feel that I'm supporting my local community by employing their job-ready candidates," says Gary.

CVGT Australia has enjoyed watching Tiffany transform into a strong and confident working mother.



**This employment opportunity was the perfect fit for Tiffany. She hit it off with Gary right away and it makes me so happy knowing that Tiffany is enjoying her role and the sense of purpose it provides.**

Millie, employment consultant

## Eida and Nathaniel bridge cultural divide

**From refugee to reception, Eida is making a huge impression in the Wagga Wagga community.**

Eida is an administration trainee and the first trilingual voice behind the front desk of our Wagga Wagga office.

Our team referred Eida, who speaks Arabic, Kurdish Kurmanji and English, to the vacancy after working with her as a jobactive participant.

Having fled Syria as a Yazidi refugee, Eida spent four years in Iraq before arriving in Toowoomba, Queensland, in September 2017. She was 17. For the next three years Eida practiced her English,

going to the library at weekends and volunteering. She completed AMEP at TAFE – a program many multicultural job seekers are familiar with – studied for a Certificate III in Education Support, and worked as a teacher's aide and interpreter for a local school.

When Eida met her husband and relocated to Wagga Wagga to be with his family in 2021, she needed to look for work again.

"I chose CVGT because I heard you help a lot of people get jobs." She says CVGT Australia has a growing reputation in the Kurdish and Arabic-speaking communities of the city, thanks in large part to the initiative of her now-colleague, Nathaniel.



When Nathaniel started work with us in October 2019, he noticed a disconnect between Wagga's Yazidi community and employment services. The employment skills mentor wanted to engage this community.

One month into his new role, Nathaniel met Ismail – a participant in our World of Work program, who was fluent in English. After engaging in the week-long activity, Nathaniel built enough rapport with Ismail to feel comfortable in asking about the Yazidi community, particularly why people were reluctant to ask questions or request help.

**“He shared with me some of their history, cultural beliefs, how their community's social structure works and more,” Nathaniel says.**

He soon began meeting Ismail to learn some basic Kurdish Kurmanji greetings and questions relevant to appointments, and took them home to study. The benefit of taking the time to learn simple phrases is making a difference in his community, he says.

"One month stands out to me, where I placed six Yazidi clients at a local food processing factory," Nathaniel says. "After that, I had dozens of young guys from the community coming to our office asking for help to apply for the business and requesting transfers from other providers."

Since joining CVGT Australia, Eida says she has received support from her community and colleagues. "All the people who work for CVGT are great people because they accept me and do not ask me about my religion and support me all the time."

## Ramie takes the cake in job search

**When Ramie turned 25, his employer Gary pulled an all-nighter to bake him a cake.**

Cakes aren't Gary's forte. His expertise is importing and exporting, which he showcases in his Bayswater business, Get Posh. But he's developed such a rapport with this CVGT Australia client the kitchen shenanigans, he says, were worth it.

Ramie first came to see CVGT Australia's consultant Paul at the Boronia office in July 2019, when he transferred across from another Disability Employment Services provider.

Ramie experienced mental health challenges and lacked self-confidence, but Paul recognised straight up that he had a lot to offer. He knew Ramie just needed someone to believe in him, so he could learn to believe in himself.

**“We let Ramie lead the conversation on the type of work he wanted,” Paul says. “That meant CVGT Australia could match him to the right roles, and find an employer who was willing to give him a go.”**

The pandemic forced a potential job to be paused. Not wanting to lose momentum, Ramie enrolled in a business degree with Swinburne University. He was also still keen to work. So, Paul approached Gary to let him know what Ramie had to offer. Gary was intrigued by Ramie's skills and invited him for an interview and work trial.

Ramie proved his worth instantly by making improvements to the invoicing system. Today, he administers invoices, works with customers and has represented the company at trade shows. He's become an integral member of the Get Posh family.



"Ramie is simply the best person who could have been sent for my business," Gary says. "I am very grateful CVGT referred Ramie, he is doing an excellent job and we think of him as a long-term employee."

Ramie is equally thrilled with the partnership. "I am very happy with the job, it's a perfect fit with my business studies course. I am really enjoying the work and I am thankful CVGT put me forward to Gary and Get Posh."

For Paul, seeing supportive employers matched with a job-ready candidate is rewarding. "Having supportive employers, such as Gary, job seekers have the chance to thrive in employment."

"Ramie thrives thanks to an open-minded employer and work that complements his study. He's supported and encouraged by a boss who appreciates seeing people grow and contributing to the business."

## School leaver gains confidence

**While in her final year of schooling at Loreto College, Teele was introduced to the Ballarat team through our eligible school leaver program.**

The program supports students stepping into employment for the first time.

Meeting with Teele on a regular basis, Kylie, a member of our Disability Employment Services team, gained her trust and individualised an approach to employment.

"This involved giving Teele confidence and advice along the way, making the transition from school to work a smooth one," Kylie says. "The team wanted to help build Teele's confidence to be able to further continue her learning. She had completed her Certificate III at school and didn't think she could complete her diploma... we encouraged her to complete this and supported her in the process."

As part of VCAL and Certificate III in Early Childhood Education and Care, Teele was completing placement at the City of Ballarat's Wendouree Children's Centre.

Kylie regularly met with the centre coordinator Mel, to ensure Teele was managing well during placement and to identify any barriers that needed to be addressed.

Together they established Teele was a great fit for the centre's team and encouraged her to apply for a position when one arose.

After a brief wait, Teele successfully secured a casual educator role that enabled her to work across numerous child care centres.

Kylie assisted Teele through the process, with mock interviews, advice on what to wear and even walking her to the interview. "This helped to make Teele feel much more comfortable with the process," Kylie says. "Teele is loving her work environment, working with children and especially the career path that she has chosen. Her smile says it all!"

Teele has been working with the City of Ballarat since May and is excited to be working in a job that she loves. "Thank you, thank you, thank you to the staff at CVGT, whom were friendly and helpful with their constant contact and support, I am now doing my dream job."

Her employer Mel is also grateful. "CVGT has been amazing to work with, very supportive through every step of the process. From the beginning, when Teele was looking to complete her studies, all the way through to her employment at our centre."

Employment consultant Megan says Teele's job success highlights the importance of CVGT Australia's eligible school leaver program, helping youth navigate transition from school.

**"Stepping into the world of employment for the first time can be a daunting process for many but with support from CVGT, Teele has been provided with the confidence to further her studies in Early Childhood Education and find employment that supports this study. The team is very proud of Teele and her new-found confidence."**



## Katie lands her first job

**Everyone benefits when local businesses hire people with disabilities for meaningful work.**

After a two-year search, Katie, who lives with Down syndrome, finally secured employment at the local cafe.

Like many parents, mum Alison was concerned about Katie's career path and has made sacrifices to ensure she had the best opportunities.

"We relocated from Donald to Swan Hill to give Katie more opportunities," Alison says. "My husband kept his job but I lost mine in order to give her the best possible start we could give her."

"It took a long time to find (a job). We've been looking for work for Katie for two years but no one would give her a chance. She just wanted to do what other people do. But it was finding someone who would employ her and pay her, rather than just unpaid work experience."

Alison and Katie met with our Swan Hill consultant Lycette early in 2020 having been unsuccessful with several other job agencies.

"Lycette sat down with Katie and built a rapport with her, and really listened to what Katie wanted," Alison says. "Lycette kept going and going until she found someone. We have the most amazing relationship with her."

Determined to find Katie a suitable employer, Lycette sent an email out to every contact in her database. She received just two replies - one being from Tan's Tuckerbox.

Katie works three days a week at Tan's Tuckerbox helping to clear tables, sweep the floor, fill the salt and pepper shakers and greet customers.

"Katie has wanted a job since she left school," Alison says. "This is the best possible outcome. Katie now

feels like she has a place in life, in the world. She wants to live in her own house some day and all of those things. She just wants what everyone else has and there is no reason why she can't."

Tan and Steve Hovenden, the owners of Tan's Tuckerbox, have a track record of doing good in the community, and have welcomed Katie into their business.

"She is doing amazing and in the first three weeks I could see a difference in her self-esteem... she fits in like anyone else," Tan says. "We hope other businesses will follow our lead. Everybody deserves a chance."

The hire of Katie is also quite special for Tan and Steve who've discovered Katie lives next door to where Steve grew up with his brother Gary, who also lived with Down syndrome.

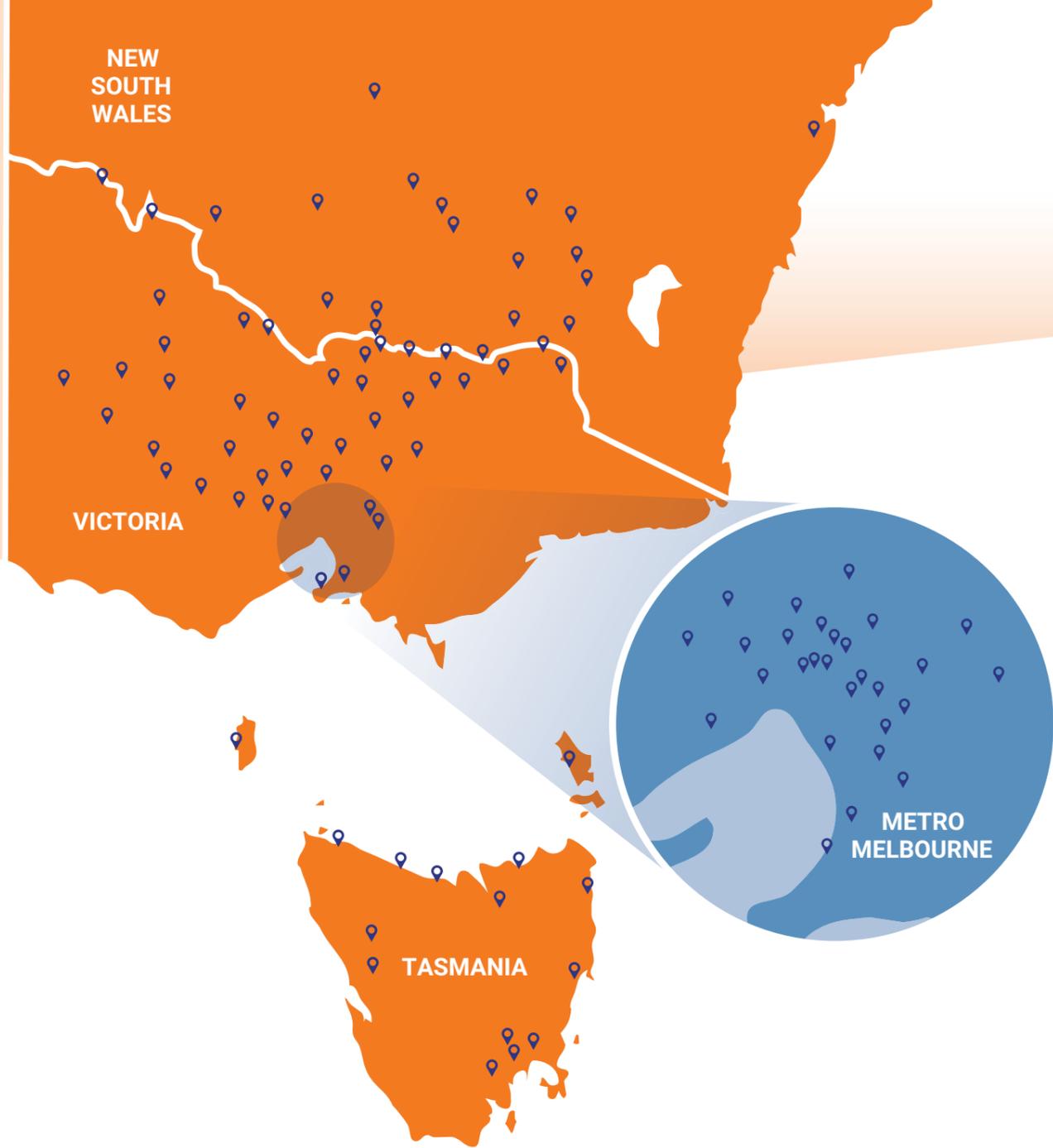


**"It was like Gary had done all this," Tan says. "It's just a blessing. It does bring a tear to Steve's eye here and there when he looks at Katie and sees a lot of his brother. It was meant to be."**

Lycette is excited about the possibilities for Katie.

"We deeply care for our clients," she says. "We want them in long-term, sustainable and meaningful employment. I think it's really good that people with disabilities are given a chance."

For Katie, this experience could open the door to other job opportunities and career paths that likely wouldn't have been possible if not for Tan's Tuckerbox.



## Where we work

**We are at more than 120 locations across New South Wales, Tasmania and Victoria. Our people are proud to be part of the communities where we operate.**

We continued to connect with people looking for work, support organisations, employers, and community and partner groups.

Thousands of individuals visited us in person, we spoke online and on the phone. Despite the continuation of challenges from the COVID-19 pandemic, we adapted to ensure we could remain engaged and connected with people seeking our support.

We remained accessible online, via email, on the phone and, when enabled under state and Australian government guidelines, our branch sites were open to visitors. Restrictions in some states, however, did result in decreased engagement levels compared with the previous year. Even so, with each interaction we remained committed to providing opportunity through the delivery of high-quality employment services.

Our face-to-face interactions, from set meetings to drop-ins to our sites, were countless. To improve customer experience, in August we introduced a chat function, called Live Chat, to our website. This additional contact option is proving popular with 661 chats undertaken. Interest in our resume services increased 4 per cent with 2167 resumes developed for people seeking work.

Each month we continued to ask employers and participants for feedback on how we could improve our services. We made 6213 outbound survey calls and, as a result of discussion, identified areas for improvement.

Our digital presence continued to grow through a focus on improving search engine optimisation (SEO) content and sharing our success stories more on social media. Engagement with our website was primarily through desktop and mobile, with organic search and direct traffic the main drivers of visits. The ongoing suspension of mutual obligation requirements for job seekers did result in a 2 per cent drop in website page views from the previous financial year. Facebook drives 84 per cent of website visitors from social channels.

Popular pages were our home page, contact us, locations and looking for work (job seekers) and current vacancies. We'll continue to focus on growing our social media presence, SEO and developing content that will support people in their job search and employers' recruitment of staff.

### Social media followers, as of 30 June 2021

Facebook  
7670

Instagram  
617

LinkedIn  
1797

### Making connections

Total calls  
64,317

Job seeker calls  
60,655

Employer calls  
3662

Resumes  
2167





## Our community

**Community is at the heart of what we do. Inclusion and diversity are integral to our culture and how we live our values. Reflecting the diversity of the people we support and our communities enables us to better understand and serve their needs.**

We listen to our people and the experiences of those we support. We also partner with community organisations, businesses and academics to deliver positive economic and social benefits to the regions where we operate. We do this through investing in partnerships, projects and local sponsorships.

## Partnerships

We work closely with businesses and industry to build inclusive practices, improve equality and ensure every person has access to employment. Our collaborations are many, and they are formal and informal – from meeting in a boardroom to having a chat at a sports event. Yet, there is a shared vision for developing pathways to employment for people of all ages and abilities, from seeking positive outcomes for Aboriginal and Torres Strait Islander peoples in all communities, to ensuring young people have the support they need to make life-changing decisions.

### Impact21

Partnering with not-for-profit Inclusion Foundation, we assist in delivering a world-first education and employment program for young adults with Down syndrome. Our latest participant group started their education component based at Torrens University, and by mid-2022 will have paid employment in a customised role with one of this year's employer partners: JB Hi-Fi, Sodexo Australia, ACMI, Tennis Australia, MSAC, Torrens University and CVGT Australia.

### Onemda

We continue our close working relationship with Onemda by formalising our collaboration on their SILOS project that introduces young people with intellectual disabilities to the world of work and to secure employment while in their last three years of school. The program, funded by an NDIS ILC grant, will deliver activities in the Melbourne North, Melbourne East, Melbourne West, Bendigo and Ballarat regions. Running as a partnership between Onemda and CVGT Australia, the "model of interagency collaboration" will be formally evaluated by Australian Catholic University.

### Holmesglen Institute

We are working with the Certificate II in Work Education students at Holmesglen's Chadstone campus to find and maintain suitable employment. All students must complete a work placement to meet their course requirements but these are usually unpaid and short-term. With CVGT Australia's assistance, the students not only get paid, but continue to have work after completing the course. The success of the program to date has led to exciting expansion discussions and plans for a more formalised partnership.

### Belgravia Leisure

With more than 5000 staff and 180 venues nationwide, Belgravia is one of the largest leisure management organisations in the country. They consider CVGT Australia to be their "lead employment service provider" and, as such, our referred participants are given priority to their vacancies. This year alone, we have been given access to close to 800 vacancies in the three states where we operate, and multiple participants have been successful in securing employment across both metropolitan and regional areas.

## Employers

**We work as a trusted partner to help our employers with the level of support and service they need. Their success is our success.**

We readily invest in their business through the recruitment process, including interviewing potential candidates, and providing onboarding and post-placement support to ensure everyone is happy and comfortable.

Our employers ranged from large national organisations to local government and small family run enterprises. Employment included apprenticeships and traineeships for all ages, carving out roles for people with disability, as well as people transitioning or returning to the workforce.



### Employers find right people for jobs

Debbie, owner of Peards Albury, has employed a number of people from our Albury branch.

She is just one of our employers who is supporting people with disability into work.

“The staff we’ve employed through CVGT have all fit in well and are productive, reliable workers ... (and) help our business grow,” she says.

For Kenneth, full-time employment is giving him the ability to build confidence, make new friends and achieve independence.

“Having a job has given me great company and teamwork ... I enjoy the work, and it’s given me stability to move out of home and a purpose to earn a dollar.”

For our employment consultant, Paul, this success story is a familiar tale.

“Helping people have a purpose and feel they’re contributing is extremely satisfying,” he says. “The ripple effects that gaining meaningful employment has on the wider community is significant.”

Michael from Jim’s Mowing in Wodonga has also employed three people through our Disability Employment Services program. “I don’t see them as disabled. They are just guys I believe in and trust, and are now a part of the business. As valued team members, they are allowing me to drive my business forward.”

Michael’s team includes Ethan and Craig, who worked with our business development consultant Dimitti.

“Having a job is more than just getting a pay cheque,” Dimitti says. “It gives people a reason to get up each day. They are contributing to society, which helps build confidence and self-worth.”

**“ I take my hat off to employers such as Michael and Debbie, who look past the barriers that some of the people we help have, and look at the person – to see the ability in disability.**

Ethan says he feels more mature and independent. “I don’t have to ask my parents for money. I’m saving to buy a car all on my own.”

For Craig, a job in lawn care has been a great catalyst. “Working means that I now have the motivation to do things. Even on my days off, I get to be active. My fibromyalgia is always there; however, it is less painful the more active I keep.”

### Jane serves up aces in new job

Watching Jane interact with customers at the Healthy Serve Cafe at the Bendigo Tennis Centre, it’s easy to see she loves her job and being busy.

Her employer James is equally happy to have her on board, and considers her a key asset.

“We couldn’t do without Jane – she is the mum of the centre,” James says.

Life for Jane today is a far cry from seven years ago when she was seriously ill, needing a liver transplant.

“I know I’m one of the lucky ones,” she says. “Each day since, I feel lucky to be alive. I love my life.”

While treatment plans are part of her every day, as is the debilitating condition fibromyalgia, rather than staying home, Jane has chosen to work. She says having a job is important for her self-worth.

“It gives me an interest and focus – and I am lucky I have an employer who is supportive of me and understands my condition.”

While physically and mentally recovering from her transplant, Jane connected with Jennifer at our Bendigo branch.

“Jenn helped build my confidence and ensured I was ready to return to employment. Even though I have a job, it’s good to know that I still have her there for support.”

Adds Jennifer: “Jane found this job herself, but some people with disability face challenges seeking and engaging in employment. We help remove barriers to ensure everyone has equal access to better health and employment outcomes – it’s a core goal for everyone we work with.”

James encourages other employers to always consider a person’s ability when hiring. “To other employers, I would say don’t be afraid of a disability, just consider the person and think about the opportunity and positive dynamic they can bring to your workplace.”



### Indigenous students graduate from trainee program

A community partnership is helping our trainees and apprentices thrive.

At the end of 2020, our first group of Indigenous students undertaking a School Based Apprenticeship/ Traineeship (SBAT) graduated from their workplace training program.

Students Ruby, Annalise and Chase (from Bendigo Senior Secondary College and Castlemaine Secondary College), worked with North Central Catchment Management Authority and Parks Victoria to gain a Certificate II in Horticulture.

“A lot of people and effort have helped make the first year of our Indigenous SBAT program a success,” our Indigenous Communities Liaison Officer Rhonda says. “Thanks to all our schools, employers, students and staff for being involved.”

As part of their learning program the students made a video about their experiences and collaborated to design a polo shirt - Annalise’s design is a snake and Ruby’s work is an emu. CVGT Australia staff proudly wore the polo for NAIDOC Week 2020.

They have gone on to further study and employment. Their journey was featured in a news story with WIN News Bendigo and the Bendigo Advertiser.

Our second Indigenous SBAT cohort started their program in 2021. Host organisations include Wadawurrung Traditional Owners Aboriginal Corporation, Department of Environment, Land, Water and Planning, North Central Catchment Management Authority, Parks Victoria, Coliban Water and CVGT Australia.



## Sponsorships

Through our branch network we have been able to assist communities with corporate and many local sponsorships. These sponsorships help us establish long-term relationships with all parties having a commitment to community.

These include sponsoring business groups (including Committee for Greater Shepparton, Be.Bendigo), award categories for local schools and TAFEs, sporting teams (including North Sunshine Football Netball Club, Echuca Football Netball Club, Bendigo FIDA Suns), festivals (such as Bendigo Pride Festival), and donations to support pathways to employment (establishing a retail space at Northcott Campbelltown).



In early 2020 we signed a three-year sponsorship deal with the Bendigo Junior Braves. We're also providing some financial assistance to support families that are facing difficulties in providing a uniform or paying fees for their child. This additional support aligns to our constitution and purpose of assisting our communities.

The Bendigo Junior Braves is the representative program of the Bendigo Basketball Association and the City of Greater Bendigo. It has 20 teams competing in country Victoria across four different age groups in both boys' and girls' competitions. It provides a pathway to national representation.

We sponsored the Bendigo FIDA Suns for the 2021 Victorian FIDA Football League campaign. FIDA stands for Football Integration Development Association, and provides Victorians with an intellectual disability the opportunity to participate in Australian Rules Football at a competitive level. It's access for all abilities, males and females, aged 14 and above. Support wasn't just financial, with our team members assisting on game days and at a club event.



## Projects Reconciliation Action Plan

**We believe reconciliation with Aboriginal and Torres Strait Islander peoples is core to Australia's national identity. We are proud of the contribution we have made to reconciliation, but we know there is still much more to do.**

Our Reflect Reconciliation Action Plan June 2021 - June 2022 details our commitment to developing long-term, beneficial and reciprocal partnerships with Aboriginal and Torres Strait Islander peoples and communities.

It is our first Reconciliation Action Plan (RAP) and is an all-inclusive document that will support and guide Indigenous engagement at CVGT Australia in the future. It focuses on four core elements that underpin our approach to reconciliation – Relationships, Respect, Opportunities and Governance.

We have an unambiguous aim to help reduce the employment disparity between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples.

Our services are designed to achieve this, and this plan has been created with the sole purpose of affirming our efforts are undertaken with equity and equality.

In 2020, we adopted our Reconciliation Action Plan Statement of Intent. With this commitment, our RAP journey is being embedded in our company-wide purpose "to connect more people to meaningful work". We are explicit about our intention to make an exceptional and long-lasting difference.

Further to our commitment to reconciliation we installed Acknowledgement of Country plaques at our sites. Some will continue to be unveiled into the new financial year as COVID-19 restrictions ease. The plaques have been designed by Kinya Lerrk, an Aboriginal-owned and operated business, and a member of Supply Nation, a database of Indigenous businesses.

The plaques feature a gum leaf design by Kinya Lerrk co-founder and designer Megan Van Den Berg.

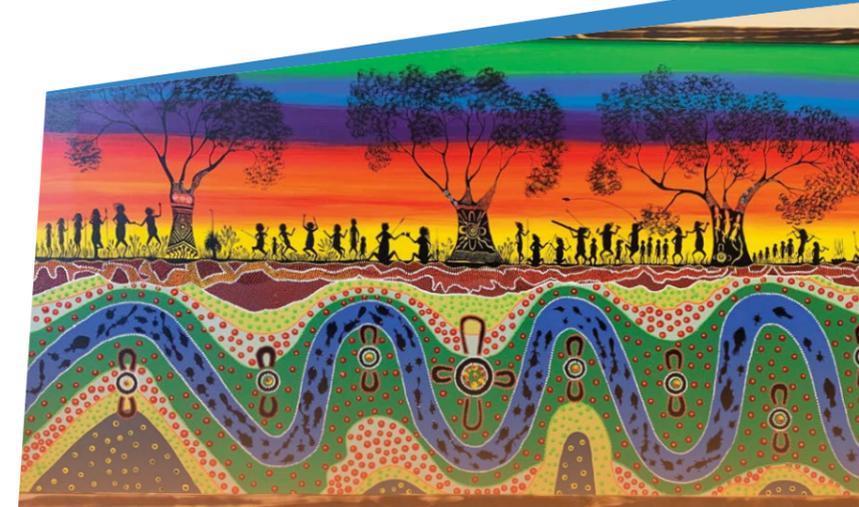
## Artwork reflects community

An artwork at our Albury branch reflects our relationship with community. Award-winning Aboriginal artist David Dunn says it signifies collaboration and a bringing together of people.

"The colours of sky embodies equality and the bringing together of everyone in the community. The three trees represent knowledge, wisdom and fertility – the support and advice CVGT offers clients, the rich earth that provides bountiful produce," the Wiradjuri artist explains.

**The Murray River is filled with platypus, turtles and Murray Cod, which are all native to the Albury area. The white circle with U shapes indicates career coaches with job seekers and the central table symbolises CVGT bringing together job seekers and employers.**

Rhonda, our Indigenous Communities Liaison Officer, says strengthening the relationship between the broader Australian community and Aboriginal and Torres Strait Islander peoples is important to the communities where our people live and work.



# Our people

This year we had 385 people living and working in communities where we operate. We have a diverse workforce of people who believe in our purpose of connecting more people to meaningful work.

We are proud that our team brings the skills, passion and compassion to support the work we do. Through their actions, they are committing to ensuring CVGT Australia maintains a social and collaborative culture.

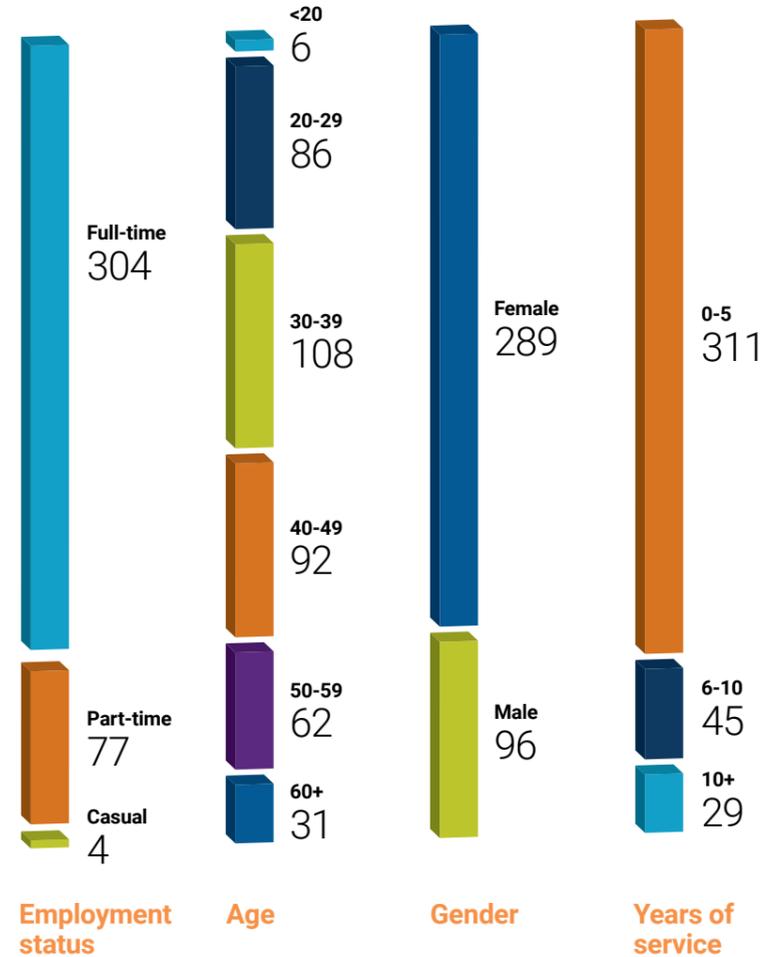
Each person lives the CVGT Australia values each day, ensuring we make a positive impact on the people, and their families, we support each day.

Employee work-life balance is important, with staff surveyed on whether they have sufficient flexibility and the opportunity is promoted throughout the organisation. Options include compressed working weeks, part-time work and job sharing, and we offer coaching for employees on returning to work from parental leave. Our leaders are visible role models of flexible working.

All employees have access to an external Employee Assistance Program.



Total employees



## Developing excellence

We are committed to a culture of continuous improvement. We continued to support the professional development and career progression of our people. We want our staff to enjoy coming to work each day, and to bring their authentic self. We want them to stay with us.

We invested in a number of initiatives to ensure each employee had the opportunities, tools and information needed to do meaningful work, as well as access to career advancement.

This year, learning opportunities included access to:

- e-learning modules
- on-the-job coaching
- face-to-face training, and
- attendance at conferences.

We appointed a part-time Learning and Development Officer to assist in supporting a more comprehensive L&D program. This supports us meeting the strategic objective of “equipped and prepared people to deliver service excellence”. Employees also had access to industry-specific training through our online learning management system (Kineo), as well as health, safety and wellbeing resources through our new intranet, The Hub.

## Work health and safety

Our business is ISO 45001 certified, and the Kineo system enabled us to manage compliance with the Occupational Health and Safety Act 2004.

Keeping COVID-safe continued to be a key focus this year, as not only our employees, their families and loved ones lived through the COVID-19 pandemic, but so did the employers, job seekers and participants that we support each day.

As the pandemic progressed, a detailed COVID-Safe plan was established that included adhering to government guidelines with check-ins for all visitors to branch sites, support for working at home, and advice on how to safeguard mental and physical wellbeing.



## Attraction and retention

**We continue to achieve our goals of making a positive impact for individuals, employers and community. This also includes our people; together we are making CVGT Australia a workplace of choice.**

We continued to recruit for people with the appropriate skills and experience, and exhibit behaviours consistent with our values. We take a human-centred approach to our business.

This approach is supported by our Culture Code. It defines key values and behaviours that guide our collaborative spirit to ensure we maintain a positive workplace culture where each person feels valued, safe and engaged.

We're proud to say our people developed our Culture Code; and while the pandemic sometimes stopped us from meeting in person to discuss and understand how to embed it in our every day, it didn't stop our passion and commitment. So, in the latter part of 2020 we met online to continue our Culture Code workshops.

We also reviewed our recruitment practices to ensure we had the appropriate processes in place to attract the right talent in a competitive environment. We want to ensure that successful candidates have a positive onboarding experience so, in February, we started our monthly inductions of new staff. These have been well received by new recruits as they receive:

- company and program overviews
- presentations from the Executive Management Team
- introduction to our culture code, and
- information about salary sacrifice and superannuation.

Our onboarding process will be further enhanced when we launch our new payroll and human resources information system in the new financial year.

Despite the challenges of COVID-19, we continued to appoint new people via remote onboarding and virtual induction. We also continued to adapt how we engaged with the people we were supporting in their search for work and employers wanting to recruit the right staff for their business.

Ongoing restrictions throughout the year meant we again had to regularly pivot to delivering services online. Our team adapted to the challenges, with programs such as Career Transition Assistance being delivered online. This ensured people remained connected with us and on track to achieve their work goals.



## Leadership and governance

### Senior management

Led by Managing Director Jason Russell, CVGT Australia's Executive Management Team is responsible for the daily operations of our business. Our leadership team has extensive industry experience and strong skillsets to enable the wider team to deliver results, and further cement CVGT Australia as a leader in delivering employment services to a wide range of people.



**Jason Russell**  
Managing Director



**Peter Barnes**  
Chief Operating Officer



**Matthew Frecker**  
Chief Financial Officer



**Amanda Finnis**  
Chief Information Officer  
Commenced October 2020



**Mark Little**  
General Manager Strategy and Communications



**Jodie Morgan**  
General Manager Corporate Governance



**Kate Hitchins**  
Executive Manager People and Culture  
Exit April



**Ben Stanyer**  
Executive Manager Finance and Assets  
Exit June



**Vaughan Adams**  
Operations Manager Central and Western Victoria



**Craig Canham**  
Operations Manager Southern New South Wales



**Luke Eldridge**  
Operations Manager Goulburn Murray



**Richard Martin**  
Operations Manager Tasmania



**Thy Nguyen**  
Operations Manager Melbourne Region

## Board of Directors

The Board of eight members is responsible for the governance and strategic oversight of the organisation. It is a professional and diverse team with a broad and complementary mix of skills and experience.

The Board met eight times in 2020-21, and the annual general meeting was held in October 2020.



**Chair**  
**David Richardson**  
Director since 2016



**Fleur Jackson**  
Director since 2017



**Deputy Chair**  
**Elizabeth Corbett**  
Director since 2016



**Paul Macartney**  
Director since 2017



**Lee Bombardieri**  
Director since 2017



**Helen Symes**  
Director since 2019



**Jan Boynton**  
Director since 2016



**Company Secretary**  
**Will Rosewarne**  
Appointed 2017



**Judith Holt**  
Director since 2019





# Financial report

## 2020-21

## Directors' report

Your directors present their report on CVGT Australia Ltd and its Controlled Entity for the financial year ended 30 June 2021.

In order to comply with the provisions of the Australian Charities and Not-for-Profits Commission Act 2012, the directors report is 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
- Ms. Janet Boynton
- Mr. Paul Macartney
- Ms. Fleur Jackson
- Mr. Lee Bombardieri
- Ms. Helen Symes
- Ms. Judith Holt

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 2021 after provision for income tax was:

Year ended 30 June 2021	Year ended 30 June 2020
\$	\$
12,459,745	4,275,482

For the year ended 30 June 2021, the Group's results reflect a remarkable year. The positive year end result is due to the strong placement and caseload numbers, stronger than anticipated economy, and tight management of expenses, most notably employee expenses during the COVID-19 pandemic. The company also received financial assistance afforded by the JobKeeper economic stimulus package. The surplus recorded is a testament to the work and innovations of all involved within the company during this unique time.



# 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 and 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 NESM, 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 and 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 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.

# Information on Directors

## Mr David Richardson

*BA, MBA, FAICD*

Director, Chair

### Occupation

Regional Partnerships Manager

### Experience and Expertise

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 Mary Ann Thomas. He was previously an Independent Director of Coliban Water Authority (2014 - 2019) and the Victorian Chamber of Commerce & Industry (2016 - 2019).

Mr Richardson holds a Bachelor of Arts, a Masters of Business Administration and is a Fellow of the Australian Institute of Company Directors.

### Special Responsibilities

Chairperson, People & Culture Sub Committee

## Ms Elizabeth Corbett

*BSW, GDM, MHA, FAICD*

Director, Deputy Chair

### Occupation

Management Consultant

### Experience and Expertise

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 Fellow of the Australian Institute of Company Directors and has 26 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 board of Daylesford Macedon Tourism Ltd.

### Special Responsibilities

Deputy Chairperson, Member, Finance Sub Committee; Member, Audit & Risk Sub Committee

## Ms Janet Boynton

*BTRP, FAICD*

Director

### Occupation

Management Consultant

### Experience and Expertise

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 27 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), Goulburn Broken Catchment Management Authority, the Bendigo Jockey Club (serving as Deputy Chair), and is the Chairperson of Lifeline Central Victoria and Mallee.

### Special Responsibilities

Member, People & Culture Sub Committee; Member, Finance Sub Committee

## Information on Directors (continued)

### Mr Paul Macartney

MAICD

Director

#### Occupation

Executive Management

#### Experience and Expertise

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 21 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.

In addition to his Director position at CVGT Australia, Mr Macartney also sits on the Board of bHive Bendigo.

#### Special Responsibilities

Member, Audit & Risk Sub Committee (Chairperson to 4 November 2020); Member, People and Culture Sub Committee

### Ms Fleur Jackson

BA/LLB, MAICD

Director

#### Occupation

Lawyer

#### Experience and Expertise

Member of the Board since September 2017. Ms Jackson is an accredited specialist in personal injury law and a Principal Lawyer at Slater & Gordon Lawyers. 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 Girton 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). She is also a Member of the Law Institute of Victoria Workers Compensation Committee.

#### Special Responsibilities

Member, People & Culture Sub Committee; Member, Audit & Risk Sub Committee

### Mr Lee Bombardieri

BBus (Acc), GAICD

Director

#### Occupation

Project Manager

#### Experience and Expertise

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, Member, People & Culture Sub Committee

### Ms Judith Holt

BBus (Acc), FGIA, FCG, GAICD

Director

#### Occupation

Local Government Executive

#### Experience and Expertise

Ms. Holt was appointed as an independent member of the CVGT Australia Board Audit & Risk Sub Committee in January 2019 and was appointed to the Board in September 2019. Ms Holt has recently held the positions of Executive Manager Organisational Capability at the Mount Alexander Shire Council, and Acting Chief Executive Officer of Loddon Shire Council. She also serves as a Director of the Inglewood & Districts Health Service and as Chair, Bendigo Loddon Primary Care Partnership Finance Committee. Non-Executive director of Western Water to 30 June 2021. From 1 July 2021, Western Water is now part of Greater Western Water.

#### Special Responsibilities

Chairperson, Audit & Risk Sub Committee from 4 November 2020; Member, Finance Sub Committee

### Ms Helen Symes

BBus (Acc), Dip. Fin. Planning, Cert IV Agriculture, CPA, GAICD

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.

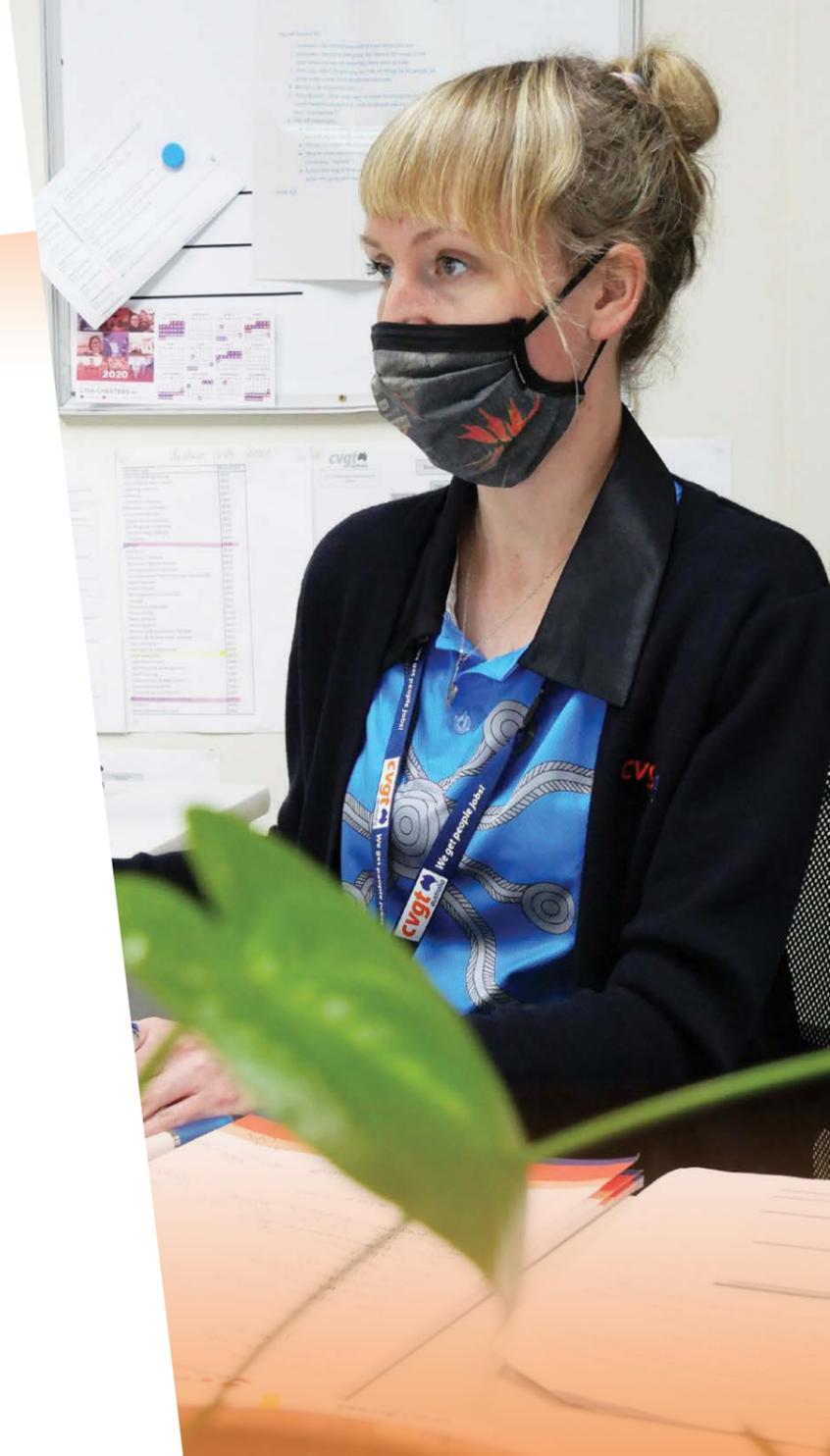
#### Special Responsibilities

Chairperson, Finance Sub Committee; Member, Audit & Risk Sub Committee

### 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.

Mr Rosewarne attended all Board and Sub Committee meetings in 2020-2021, save for one where he submitted an apology.



# Meetings of Directors

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

	Directors' meetings	
	Number eligible to attend	Number attended
Mr. David Richardson	11	11
Ms. Elizabeth Corbett	11	11
Ms. Jan Boynton	11	11
Mr. Paul Macartney	11	11
Ms. Fleur Jackson	11	10
Mr. Lee Bombardieri	11	11
Ms. Helen Symes	11	11
Ms. Judith Holt	11	11

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

There were no significant changes in the company's state of affairs during the 2020-2021 financial year.

## 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 2021 has been received and can be found on page 7 of the financial report.

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

Chairman **Mr. David Richardson**

Deputy Chair **Ms. Elizabeth Corbett**

Dated this 29th day of September 2021.



**Auditor Independence Declaration Under S60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Directors of CVGT Australia Limited and Controlled Entity**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there have been no contraventions of:

- 1) The auditor independence requirements as set out in Section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- 2) Any applicable code of professional conduct in relation to the audit.

**CROWE MELBOURNE**

**MARTIN THOMPSON**  
Senior Partner

October 1st 2021  
Geelong Victoria

The title "Partner" conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd. Liability limited by a scheme approved under Professional Standards Legislation. Liability limited other than for acts or omissions of financial services licensees.

© 2019 Findex (Aust) Pty Ltd

**CVGT Australia Limited and its controlled entity Consolidated Statement of Profit or Loss and Other Comprehensive Income**

For the Year Ended 30 June 2021

	Note	2021 \$	2020 \$
Income	2	51,243,286	47,966,840
Other income	2	4,247,843	3,583,644
Advertising and associated costs		(277,425)	(558,274)
Audit and consultancy costs		(688,233)	(377,306)
Depreciation expense	3	(3,574,111)	(1,649,435)
Employee benefit expense		(33,661,653)	(36,141,196)
Occupancy and associated costs		(1,178,273)	(3,153,275)
Program costs		(837,278)	(901,704)
Repairs and maintenance costs		(453,782)	(354,832)
Subscriptions and membership costs		(527,427)	(466,250)
Telecommunication costs		(319,760)	(1,697,937)
Travel and motor vehicles costs		(353,401)	(1,100,985)
Other expenses		(1,160,041)	(873,808)
<b>Current year surplus before income tax expense</b>		<b>12,459,745</b>	<b>4,275,482</b>
Income tax expense		-	-
<b>Net current year surplus</b>		<b>12,459,745</b>	<b>4,275,482</b>
<b>Total other comprehensive income for the year</b>		<b>-</b>	<b>-</b>
<b>Total comprehensive income attributable to members of the entity</b>		<b>12,459,745</b>	<b>4,275,482</b>

The accompanying notes form part of these financial statements

**CVGT Australia Limited and its controlled entity Consolidated Statement of Financial Position**

As at 30 June 2021

	Note	2021 \$	2020 \$
<b>Current assets</b>			
Cash and cash equivalents	4	27,691,460	10,613,794
Trade and other receivables	5	1,859,767	3,683,696
Investments	6	159,016	156,717
Other current assets	7	755,031	660,808
<b>Total current assets</b>		<b>30,465,274</b>	<b>15,115,015</b>
<b>Non-current assets</b>			
Property, plant and equipment	8	12,040,055	12,626,095
Right of use assets	9	6,957,875	-
<b>Total non-current assets</b>		<b>18,997,930</b>	<b>12,626,095</b>
<b>Total assets</b>		<b>49,463,204</b>	<b>27,741,110</b>
<b>Current liabilities</b>			
Trade and other payables	10	2,227,128	2,846,548
Other financial liabilities	11	6,199,682	3,682,121
Provisions	12	2,690,797	2,645,371
Lease liabilities	13	2,814,350	-
<b>Total current liabilities</b>		<b>13,931,957</b>	<b>9,174,040</b>
<b>Non-current liabilities</b>			
Provisions	12	313,279	370,537
Lease liabilities	13	4,561,690	-
<b>Total non-current liabilities</b>		<b>4,874,969</b>	<b>370,537</b>
<b>Total liabilities</b>		<b>18,806,926</b>	<b>9,544,577</b>
<b>Net assets</b>		<b>30,656,278</b>	<b>18,196,533</b>
<b>Equity</b>			
Retained surplus		30,656,278	18,126,272
General reserve		-	70,261
<b>Total equity</b>		<b>30,656,278</b>	<b>18,196,533</b>

The accompanying notes form part of these financial statements

**CVGT Australia Limited and its controlled entity Consolidated Statement of Changes in Equity**

For the Year Ended 30 June 2021

	General Reserves \$	Retained Surplus \$	Total Equity \$
<b>Balance at 1 July 2019</b>	70,261	13,850,790	13,921,051
Surplus for the year	-	4,275,482	4,275,482
Other comprehensive income for the year	-	-	-
<b>Total comprehensive income for the year attributable to members of the entity</b>	<b>-</b>	<b>4,275,482</b>	<b>4,275,482</b>
<b>Balance at 30 June 2020</b>	<b>70,261</b>	<b>18,126,272</b>	<b>18,196,533</b>
Surplus for the year	-	12,459,745	12,459,745
Other comprehensive income for the year	-	-	-
Transfer to reserve	(70,261)	70,261	-
<b>Total comprehensive income for the year attributable to members of the entity</b>	<b>(70,261)</b>	<b>12,530,006</b>	<b>12,459,745</b>
<b>Balance at 30 June 2021</b>	<b>-</b>	<b>30,656,278</b>	<b>30,656,278</b>

The accompanying notes form part of these financial statements

## CVGT Australia Limited and its controlled entity Consolidated Statement of Cash Flows

For the Year Ended 30 June 2021

	Note	2021 \$	2020 \$
<b>Cash flows from operating activities</b>			
Receipts from customers		62,661,562	56,935,985
Payments to suppliers and employees		(45,094,296)	(50,944,062)
Interest received		118,624	90,809
<b>Net cash provided by operating activities</b>	15	<b>17,685,890</b>	<b>6,082,732</b>
<b>Cash flows from investing activities</b>			
Purchase of property, plant and equipment		(809,097)	(616,173)
Proceeds from sale of property, plant and equipment		203,172	63,722
<b>Net cash used in investing activities</b>		<b>(605,925)</b>	<b>(552,451)</b>
<b>Cash flows from financing activities</b>			
Repayments of borrowings		-	(2,687)
<b>Net cash provided by / (used in) financing activities</b>		<b>-</b>	<b>(2,687)</b>
<b>Net increase in cash held</b>		<b>17,079,965</b>	<b>5,527,594</b>
Cash and cash equivalents at the beginning of the financial year		10,770,511	5,242,917
<b>Cash and cash equivalents at the end of the financial year</b>	4(a)	<b>27,850,476</b>	<b>10,770,511</b>

The accompanying notes form part of these financial statements

## CVGT Australia Limited and its controlled entity Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

### 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 29 September 2021 by the directors of the Group.

#### Basis of preparation

The general purpose financial statements have been prepared in accordance with Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) and the *Australian Charities and Not-for-Profits Commission Act 2012*. The Group is a not-for-profit entity for the purposes of preparing the financial statements.

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). Eworks was dissolved on 16 June 2021 and there were no transactions by this entity.

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 to 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 intangibles are recorded; and
- any expenses of the merger are expenses.

#### New and revised accounting standards

All new, revised, amending standards and interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect on the Group's financial statements.

No accounting standards have been adopted earlier than the application date as stated in the standard.

## CVGT Australia Limited and its controlled entity Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

### 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 and its controlled entity Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

### 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.

#### Lease Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received.

On initial adoption of AASB 16 Leases, the Group has adjusted the ROU assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of use lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition.

Impact of adoption:

Class of fixed asset	Balance at 30 June 2020	Impact of New Accounting Standard	Balance at 1 July 2020
<b>Assets</b>			
Right-of-use assets	-	9,214,872	9,214,872
	-	<b>9,214,872</b>	<b>9,214,872</b>
<b>Liabilities</b>			
Lease liabilities	-	9,214,872	9,214,872
	-	<b>9,214,872</b>	<b>9,214,872</b>
<b>Equity</b>			
Retained earnings	18,126,272	-	18,126,272
	<b>18,126,272</b>	-	<b>18,126,272</b>
		<b>2021</b>	
		\$	
		Increase in amortisation expense	2,256,996
		Decrease in rental expense	(1,838,831)
		Increase in finance costs	191,906
		<b>Net reduction in loss of the year</b>	<b>610,071</b>

Impact on state of profit or loss (increase/(decrease)):

## CVGT Australia Limited and its controlled entity Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

### Note 1. Summary of Significant Accounting Policies (continued)

#### (f) Property, plant and equipment (continued)

##### 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 depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

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*.

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.

## CVGT Australia Limited and its controlled entity Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

### Note 1. Summary of Significant Accounting Policies (continued)

#### (g) Financial Instruments (continued)

##### (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.

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.

## CVGT Australia Limited and its controlled entity Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

### Note 1. Summary of Significant Accounting Policies (continued)

#### (g) Financial Instruments (continued)

##### 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 and its controlled entity Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

### 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 the 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

The Group assesses at contract inception whether a contract is, or contains, a lease. That is, if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

The Group applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Group recognises lease liabilities to make lease payments and right-of-use assets representing the right to use the underlying assets.

###### (i) Lease liabilities

At the commencement date of the lease, the Group recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments (including in substance fixed payments) less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees. The lease payments also include the exercise price of a purchase option reasonably certain to be exercised by the Group and payments of penalties for terminating the lease, if the lease term reflects the Group exercising the option to terminate. Variable lease payments that do not depend on an index or a rate are recognised as expenses (unless they are incurred to produce inventories) in the period in which the event or condition that triggers the payment occurs.

In calculating the present value of lease payments, the Group uses its incremental borrowing rate at the lease commencement date because the interest rate implicit in the lease is not readily determinable. After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. In addition, the carrying amount of lease liabilities is remeasured if there is a modification, a change in the lease term, a change in the lease payments (e.g., changes to future payments resulting from a change in an index or rate used to determine such lease payments) or a change in the assessment of an option to purchase the underlying asset.

###### (ii) Short-term leases and leases of low-value assets

The Group applies the short-term lease recognition exemption to its short-term leases of machinery and equipment (i.e., those leases that have a lease term of 12 months or less from the commencement date and do not contain a purchase option). It also applies the lease of low-value assets recognition exemption to leases of office equipment that are considered to be low value. Lease payments on short-term leases and leases of low-value assets are recognised as an expense on a straight-line basis over the lease term.

CVGT Australia Limited and its controlled entity  
Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

**Note 1. Summary of Significant Accounting Policies (continued)**

**(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 directors 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.

**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 expected credit losses*

Current trade receivables are generally on 30 to 60 day terms. These receivables are assessed for recoverability and a provision for expected credit losses is recognised when there is objective evidence that an individual trade receivable is impaired. As at 30 June 2021 a provision for expected credit losses of \$10,417 (2020: \$12,292) 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.

<b>Note 2. Revenue</b>	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
Operating activities:		
- Group Training and Labour Hire income	7,285,688	7,849,519
- Jobactive income	18,666,172	16,256,014
- DES income	18,235,714	17,914,093
- TTW income	1,972,680	1,336,965
- ParentsNext income	3,661,697	3,452,111
- Other program income	699,954	423,115
- Other income	721,382	735,024
Total revenue from operation activities	51,243,287	47,966,840

CVGT Australia Limited and its controlled entity  
Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

**Note 2. Revenue (continued)**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
Non-operating activities:		
- Sundry income	3,954,365	3,444,763
- Interest received	118,624	93,057
- Gains on disposal of assets	174,854	45,824
Total revenue from non-operating activities	4,247,843	3,583,644
Total revenue	55,491,130	51,550,484

**Note 3. Surplus for the Year**

Depreciation and amortisation		
- Land and buildings	310,311	308,620
- Plant and equipment	786,961	950,062
- Motor vehicles	219,842	390,753
- Right of use assets vehicles	312,027	-
- Right of use assets properties	1,944,970	-
	3,574,111	1,649,435

Auditors' Remuneration

- Audit or review of the financial report of the Group	22,000	23,000
- Other non-audit services rendered during period	2,200	3,000
	24,200	26,000

**Note 4. Cash and Cash Equivalents**

<i>CURRENT</i>		
Cash on hand	12,322	13,200
Cash at bank	4,966,923	3,563,412
Short-term investments - term deposits	22,712,215	7,037,182
	27,691,460	10,613,794

**(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	27,691,460	10,613,794
Investments - term deposits	159,016	156,717
	27,850,476	10,770,511

CVGT Australia Limited and its controlled entity  
Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

**Note 5. Trade and Other Receivables**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<i>CURRENT</i>		
Trade receivables	582,717	399,925
Provision for bad debts	(10,417)	(12,292)
	572,300	387,633
Other receivables - Government income and grants	1,287,467	1,772,213
Other receivables - Accrued income	-	1,523,850
	1,859,767	3,683,696

**Note 6. Investments**

<i>CURRENT</i>		
Investments - term deposits	159,016	156,717

**Note 7. Other Assets**

<i>CURRENT</i>		
Prepayments	351,294	235,335
Security deposits	365,714	408,409
Accrued interest	38,023	17,064
	755,031	660,808

**Note 8. Property, Plant and Equipment**

<i>NON-CURRENT</i>		
Land and buildings		
At cost	14,321,609	14,327,403
Accumulated depreciation	(4,358,373)	(4,050,654)
	9,963,236	10,276,749
Plant and equipment		
At cost	5,179,232	5,060,727
Accumulated depreciation	(3,952,384)	(3,341,567)
	1,226,848	1,719,160
Motor vehicles		
At cost	1,707,777	1,967,119
Accumulated depreciation	(1,000,343)	(1,339,128)
	707,434	627,991
Work in progress	142,537	2,195
Total property, plant and equipment	12,040,055	12,626,095

CVGT Australia Limited and its controlled entity  
Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

**Note 8. Property, Plant and Equipment (continued)**

*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.

	<b>Land and buildings</b>	<b>Plant and equipment</b>	<b>Motor vehicles</b>	<b>Work in progress</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
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)
Balance at 30 June 2020	10,276,749	1,719,160	627,991	2,195	12,626,095
Additions	6,351	336,680	325,695	140,342	809,068
Disposals	(9,553)	(42,031)	(26,410)	-	(77,994)
Reallocation	-	-	-	-	-
Depreciation expense	(310,311)	(786,961)	(219,842)	-	(1,317,114)
Carrying amount at year end	9,963,236	1,226,848	707,434	142,537	12,040,055

**Note 9. Right of Use Assets**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<i>NON-CURRENT</i>		
Vehicles	300,598	-
Properties	6,657,277	-
Total right of use assets	6,957,875	-

*Movements in Carrying Amounts*

Movements in carrying amounts for each class of right of use asset between the beginning and the end of the current financial year.

	<b>Vehicles</b>	<b>Properties</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Balance at 30 June 2020	-	-	-
Additions	612,626	8,602,247	9,214,873
Depreciation expense	(312,027)	(1,944,970)	(2,256,997)
Carrying amount at year end	300,598	6,657,277	6,957,875

**Note 10. Trade and Other Payables**

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<i>CURRENT</i>		
Trade payables	463,590	615,037
Sundry payables	630,978	348,882
Accrued expenses	508,175	1,514,696
Other payables (net amount of GST payable)	624,385	367,933
	2,227,128	2,846,548

## CVGT Australia Limited and its controlled entity Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

	2021	2020
	\$	\$
<b>Note 11. Other Liabilities</b>		
<i>CURRENT</i>		
Income in advance	6,199,682	3,682,121
<b>Note 12. Provisions</b>		
<i>CURRENT</i>		
Employee benefits - annual leave	1,989,671	1,829,636
Employee benefits - long service leave	683,560	605,589
Employee benefits - RDO/TIL	17,566	16,118
Employee benefits - employee incentive plan	-	194,028
	2,690,797	2,645,371
<i>NON-CURRENT</i>		
Employee benefits - long service leave	313,279	370,537
Employee benefits - employee incentive plan	-	-
	313,279	370,537
<b>Total provisions</b>	<b>3,004,076</b>	<b>3,015,908</b>

*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).

*Provision for Employee Benefits - employee incentive plan*

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 employee incentive plan provision was paid in full during the financial year ending 30 June 2021 and the employee incentive plan has now ceased.

## CVGT Australia Limited and its controlled entity Notes to the Consolidated Financial Statements

For the Year Ended 30 June 2021

	2021	2020
	\$	\$
<b>Note 13. Lease Liabilities</b>		
<i>CURRENT</i>		
Vehicles	289,579	-
Properties	2,524,771	-
	2,814,350	-
<i>NON-CURRENT</i>		
Vehicles	14,345	-
Properties	4,547,345	-
	4,561,690	-
<b>Total lease liabilities</b>	<b>7,376,040</b>	<b>-</b>

**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 2021 the number of members was 16 (2020: 16).

	2021	2020
	\$	\$
<b>Note 15. Cash Flow Information</b>		
Reconciliation of cash flow from operations with profit after income tax		
Surplus after income tax expense	12,459,745	4,275,482
Non-cash flows in profit:		
- Depreciation	3,574,111	1,649,435
- Gain on disposal of property, plant and equipment	(125,147)	(17,391)
Changes in assets and liabilities:		
- (Increase)/decrease in trade and other receivables	1,823,928	(1,153,162)
- (Increase)/decrease in other assets	(94,224)	85,611
- (Increase)/decrease in right of use assets	(9,214,873)	-
- Increase/(decrease) in trade and other payables	(619,421)	(193,733)
- Increase/(decrease) in other liabilities	2,517,561	1,175,405
- Increase/(decrease) in provisions	(11,832)	261,085
- Increase/(decrease) in lease liabilities	7,376,041	-
<b>Cash flows from operations</b>	<b>17,685,890</b>	<b>6,082,732</b>

**Note 16. Contingent Liabilities and Assets**

There were no contingent assets or liabilities as at 30 June 2021.

**Note 17. Events after the Reporting Period**

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

## CVGT Australia Limited and its controlled entity Directors' Declaration

In accordance with a resolution of the directors of CVGT Australia Limited and its controlled entity, the directors declare

- 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:
  - comply with the Australian Accounting Standards; and
  - give a true and fair view of the Group's financial position as at 30 June 2021 and of its performance for the year ended on that date.
- 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 29th day of September 2021.



## Independent Auditor's Report To the Members of CVGT Australia Limited and Controlled Entity

### Opinion

We have audited the financial report of CVGT Australia Limited (the Company) and its subsidiary (the Group), which comprises the consolidated statement of financial position as at 30 June 2021, the consolidated statement of profit or loss and other comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, and notes to and forming part of the financial statements, including a summary of significant accounting policies, and the declaration by the directors.

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

- giving a true and fair view of the Group's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards and Division 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 Group 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 opinion.

### Other Information

The directors are responsible for the other information. The other information comprises the information contained in the Group's Annual Report for the year ended 30 June 2021, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd. Liability limited by a scheme approved under Professional Standards Legislation. Liability limited other than for acts or omissions of financial services licensees.

© 2019 Findex (Aust) Pty Ltd



If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**Responsibilities of Management and the Directors for the Financial Report**

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting and for such internal control as management determines 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, management is responsible for assessing the Group'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 management either intend to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the Group's financial reporting process.

**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 the 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 this 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 Group'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 directors' 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 Group'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 Group to cease to continue as a going concern.

The relationship you can count on



- 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 the audit.

**CROWE MELBOURNE**

**MARTIN THOMPSON**  
Senior Partner

**October 1<sup>st</sup> 2021**

**Geelong Victoria**

The relationship you can count on



# Connecting more people to meaningful work.





Corporate Office  
17 Jackson Street  
Long Gully VIC 3550

132 848  
[cvgt.com.au](http://cvgt.com.au)



@cvgtaustralia