

(08) 9274 8502

Your Direction to a Brighter Future

directionswa.com.au

CAPABILITY STATEMENT

More Than 35 Years

enquiries@directionswa.com.au



Workforce Solutions Tailored for Industry

Directions Workforce Solutions is a trusted Western Australian registered charity, delivering practical, flexible pathways into work and training, and a dedicated propensity for continuous improvement.

We provide industry-focused pre-employment training, and a range of tailored pathways that can lead to apprenticeships, traineeships, ongoing employment, contract or casual roles, further study, or other career supports. We welcome partnerships with employers and organisations committed to improving diversity and workplace inclusion, including programs for at-risk youth and other priority cohorts.

Our strength is working shoulder-to-shoulder with local employers, schools, community services, charities and government agencies to identify opportunities and design pathways that suit both participants and hosts.

We manage the end-to-end process—candidate matching, onboarding, compliance, mentoring and performance tracking—so hosts receive productive, job-ready staff while minimising administrative burden.

As one of Western Australia's longest-running, truly not-for-profit training schemes, we continually refine our KPIs and contracted services to improve outcomes.

Directions also brings deep experience navigating federal and state incentives and wage subsidies, helping hosts and participants identify eligible programs, prepare claims and meet compliance requirements to maximise subsidy outcomes.

We prioritise potential over short-term cost: by matching the right people to the right employers and providing practical support and mentoring, Directions delivers clear value-for-money and sustainable workforce solutions that strengthen both businesses and communities.

WHAT DO WE DO?

📌 **Financial Protection:**

We buffer your business from the rising costs of insurance premiums associated with junior staff and high-risk trades.

📌 **Stability and Experience:**

Over three decades of supporting Western Australian industry, apprentices and trades.

📌 **Flexibility:**

If your work slows down, the apprentice returns to us for redeployment, removing the burden of redundancy or long-term payroll commitments.

📌 **Community Focused:**

As a registered charity, our surpluses are reinvested into local projects, scholarships, and charitable initiatives.

📌 **Customised Approach:**

We don't focus on "numbers" we focus on relationships and outcomes, offering a truly flexible, long term and modularised service.

📌 **Pricing:**

We competitively price and actively reduce fees where possible via local, state and federal funding.



Core Capabilities

End-to-End Apprentice and Trainee Management:
Comprehensive recruitment, screening, aptitude testing, and onboarding.

Risk and Insurance Management:
We assume all legal employer responsibilities. By managing the insurance costs and risks for apprentices—a historically risky cohort—we provide significant insurance cost savings and liability protection to our host employers.

Safety, Compliance and Administration:
We supply PPE and inductions, handle government paperwork, and manage workers' comp, public liability and professional indemnity.

Mentoring and Pastoral Care:
Specialised support and field officer mentoring have consistently delivered high completion rates and safety awareness.

Workforce Planning and Consulting:
Custom workforce development strategies for small businesses through to large-scale industry partners.

Indigenous Employment Programs:
Unique decades of experience supporting Indigenous Australians through vocational pathways.



INNOVATION, IMPACT AND TALENT CREATION

SERVICE	IMPACT
Group Training (G.T.O)	We deliver end-to-end apprenticeship and traineeship solutions, including onboarding, mentoring, compliance and ongoing support.
Contingent Workers	We provide flexible, reliable temporary staff solutions: rapid sourcing, onboarding, rostering and on-site support for short-term needs.
Innovative/Inclusive Recruitment	We look where others don't. We use innovative sourcing to find raw potential in regional hubs and non-traditional backgrounds.
Workforce Development	Upskilling existing staff and identifying future skill gaps.
Youth and Disadvantaged Support	Supported Employment Programs tailored for youth, long-term unemployed, and "at-risk" community members.
Cultural Awareness Training	We offer In-House Cultural Training free of charge to new clients starting their Indigenous engagement journey.
Social Procurement/ESG Outcomes	We reinvest surplus into community program and provide verifiable SROI metrics and tailored social-procurement/ESG reporting.



Our Proven Track Record

Our many previous projects have included the following and more...

- Edith Cowan University.
- Curtin University.
- Joondalup Hospital.
- Fiona Stanley Hospital.
- Various Schools.
- MacDonalds.
- Bunnings.
- Metronet.
- Pluto Train 2.
- Elizabeth Quay.
- Residential Homes.
- Finbar Construction.
- Karrinyup Shopping Centre.
- Perth to Airport Tunnel.

Our Industry Experience

We operate across the following industries...

- Automotive.
- Clean Energy.
- Construction.
- Engineering.
- I.T and Communications.
- Manufacturing.
- Mining and Rare Earths
- Oil, Gas and Energy.
- Water.
- Hospitality.
- Government.
- Rail.
- Transport and Logistics.
- Defence and several more!

Our Team Operations

Our operations can be found throughout the following locations...

- The Perth Metropolitan Area.
- Karratha.
- Kalgoorlie.
- Northam.
- Narrogin.
- Bunbury.
- Cataby.
- Dandaragan.
- Moora.
- And many more!



People, Purpose and Progress

Directions Workforce Solutions is committed to creating genuine social impact through inclusive employment, community partnerships, and equitable workforce development. As a registered charity and Group Training Organisation, we work to remove barriers to employment by connecting individuals with training and meaningful work opportunities.

Funds generated through our operations are reinvested to support charitable programs and community-based initiatives that expand access to training and employment across Western Australia.





Shaping the Future

We have significantly lower drop-out rates in the first two years!
We have higher than State and National Completion Rates.

A little about us!

- We are focused on results and outcomes. Not profits!
- Our field staff are trade-qualified with many years of industry experience and training experience.
- Our focus is on building long term relationships with mutual benefits.
- We are part of the communities we serve, so we employ local, buy local, and collaborate local.
- We are a small but highly skilled and experienced management team, and a Volunteer Board keeps our overhead down.
- We have integrated risk management across the organisation aligned to ISO AS/NZS 31000:2018.
- We have been Workplace Gender Equality Agency Compliant continuously since 2013.
- Our profits are reinvested back into the community!

What about Indigenous Employment?

Our credentials in the area of Indigenous Employment and training are well established. We have long committed to employing Indigenous local people and developing them within our team to ensure our services to our local Indigenous clients and communities are meaningful, culturally appropriate, relevant and effective.

And it works.

We've worked with employers of every size from multinationals and major national employers through to small and microbusinesses, including assisting Indigenous West Australians to establish their own enterprise. We've assisted hundreds of all ages!



10%

of our Apprentices and Trainees at Directions identify as Indigenous Australian.

400+

Indigenous Australians have been placed in employment and training across Western Australia.



A Culture of Care

Safety is our first priority.

Apprentices, Trainees and Staff can be vulnerable in the workplace, so we focus on building strong safety habits and culture from recruitment through to completion. Our goal is simple: everyone goes home safe and well each day.

Our **Health, Safety and Environment (HSE) System** underpins everything we do. It is adaptable to client requirements, built on continuous improvement, and supported by clear policies, training, toolbox meetings, PPE monitoring, task observations, and risk assessments. Our team leads by example and works closely with host companies to ensure a consistent approach.

Safety at Directions extends beyond the physical. We actively support mental health and wellbeing, including suicide prevention, mentoring, and access to an Employee Assistance Program (EAP). With a strong network of regional and metropolitan providers, we connect apprentices and trainees to additional support whenever needed.

Pastoral Care is central to what we do. We provide tailored support for apprentice health, wellbeing, and training through mentoring, regular site visits, and ongoing monitoring. Extra attention is given in the early stages when apprentices are most at risk of dropping out, ensuring a smooth transition into their new role.

For apprentices, visits - typically every 4–6 weeks in the first two years- offer apprentices a chance to raise issues and allow host employers to provide feedback. Safety and performance matters are addressed promptly, whether on-site or by other means.

Our Apprentice Training and Business Advisors are skilled in performance management, mental health support, training and assessment, and hazard identification, and are backed by experienced Safety, HR, and Admin teams. Apprentices, trainees, other staff and host companies also have 24/7 phone and email access for immediate support.



Recognised Excellence

Directions Workforce Solutions is affiliated with the following organisations...

- The National Apprentice Employment Network.
- The Henderson Alliance.
- National Association of Women in Construction Australia.
- Industry Capability Network Western Australia.
- Civil Contractors Federation Western Australia.



An Eye for Potential

Our award-winning apprentices have won 14+ regional, state and industry and national apprentice awards since 2017, including...

- BAE Systems Aerospace and Integrated Systems Apprentice of the Year (National).
- W.A Training Awards Apprentice of the Year.
- Apprentice Employment Network W.A Apprentice of the Year.
- Apprentice Employment Network W.A Host Company of the Year.
- BAE Systems Trades Apprentice of the Year (National).
- Master Builders Association (W.A) Apprentice Safety Award.
- Swan Business Excellence Awards Apprentice of the Year.
- WorldSkills VETiS (Carpentry) — National Silver Medal.
- WorldSkills (Carpentry) — Regional Gold Medal.
- WorldSkills (Carpentry) — Regional Bronze Medal.
- Trainee of the Year (Northam SHS).
- WorldSkills (Tiling) — Regional Gold Medal.
- AENWA/Karrinyup Rotary Special Recognition Award.



Kayla Upton

Winner of the Apprentice Employment Network WA 2025 Award for Women in Building and Construction

35+ Years of Workforce Leadership



3500+

apprentices and trainees trained and mentored across metropolitan and regional Western Australia!

>95%

of our clients surveyed told us they were satisfied with our overall services and we're looking to improve!



Diversity



Creativity



Integrity



Commitment



Respect

Directions Workforce Solutions (originally known as Central Area Regional Training Scheme) was formed in 1988 as community-based organisation. Since then, Directions has worked continuously to provide solutions to businesses and individuals across the Western Australian Wheatbelt and other regional areas, including the Perth Metropolitan Area.

Over more than three and half decades, we have remained committed to environmentally sustainable economic and social development through training and skills development. Directions evolved into a registered charity in 2018, reflecting our long-standing commitment to the community we serve. We do not focus on profits or numbers, but outcomes and relationships.

Our services support individuals from all stages of life; providing skills, information, guidance, mentoring, and personal development when needed. We support communities to support themselves.



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The Key People Behind the Pathways



Leadership

Kristin Lim
Chief Executive Officer

Vicky Dhu
GTO Manager

Alex Jane
HR and Workforce Manager

Eva Peters
Safety, Quality and Risk Manager

Operations

John
Apprentice Advisor

Tony
Apprentice Advisor

Van
Apprentice Advisor

Jezyca
Apprentice Advisor |
Community Engagement Advisor



Testimonials

"I would recommend Directions. It's good to have them in your corner, especially when working with big businesses. It makes it a very smooth transition. We're surrounded by a lot of support. And it's very helpful."

“” **Kayla Upton**

"Directions bring an alternative path to fixing queries and concerns if you don't feel comfortable speaking to managers. I've also found, in terms of having my TAFE course organised, and some of the administration, it takes some of the stress out of apprenticeships. I've found it's been helpful."

“” **Adrian Stockton**

"I would definitely recommend Directions! With them you are supported along your journey by experienced mentors and I feel they match you to the right placements. They give you a fair chance in completing your apprenticeship. They show a lot of support and care for their apprentices and maintain consistent standards."

“” **Hayley Scheepens**



