

2009—A MESSAGE FROM THE CEO

After what has been a momentous year for NORTEC it is time to briefly stop, breathe out and wish all of our clients and customers a very happy and safe festive season from everyone at NORTEC Employment and Training!

2009 has brought NORTEC tremendous success starting with our win in the Job Services Australia tender process which resulted in NORTEC now delivering employment and placement services from the Tweed to the Nambucca Valley through sixteen offices. This enormous growth, while extremely satisfying, has presented its raft of challenges as the Company strives to establish itself in new regions as well as deal with all the internal changes that comes with extraordinary growth. It is a testament to the team and culture here at NORTEC that we have overcome challenges as they arose and positively continued forward.

NORTEC comes to the close of 2009 with yet another success under its belt having been notified that it will be delivering the Government's new Youth Connections services as part of a series of partnerships across the Richmond – Tweed and Grafton – Coffs Harbour regions from January 2010. This second substantial win not only progresses NORTEC towards consolidating itself as one of the leading providers of employment, training and youth services on the mid and far north coasts, but is testament to the professionalism and commitment of its Staff and Management Teams for the exceptional services they provide.

The challenge for NORTEC into 2010 is to continue to maintain and build its connection and support for the new and existing communities in which it operates – a clear articulation of this intent was the inaugural NORTEC Community Grants initiative which were announced in August 2009. We were inundated with applications from community organisations across the regions and NORTEC was proud to provide direct support through these grants to community projects as diverse as the Coffs Harbour Women's Health Centre Domestic Violence educational DVD project, environment protection through Hastings Point Dune Care and Wollumbin Land Care, Byron Bay Youth Services and Adventure Based Youth Counselling in Uki, feeding the disadvantaged community members in Lismore through the Lismore Neighbourhood Centre food parcel project and helping the indigenous community at Pippi Beach Yamba with the North Coast Computer Project, amongst other many worthwhile projects the Grants initiative helped with funding.

From everyone here at NORTEC I sincerely hope that 2009 closes well for you and that 2010 proves to be a prosperous and happy year for all our clients and customers. We look forward to working with you in the New Year!

Paul Bennett,
Chief Executive Officer, NORTEC



COMMUNITY BENEFITS IN 2009

In 2009 this is how NORTEC has made a difference to community members in our region:

- From Nambucca Heads to Tweed Heads NORTEC has placed 1,008 people into work or education since 1 July. That's over 1,000 local families that now have a regular income and the hope of a happier Christmas!
- 130 regional Not for Profit Organisations were assisted with volunteer placement assistance by NORTEC's volunteer referral service
- 27 small businesses supported throughout NORTEC Business Incubator sites—providing low rental business premises and business advice.
- 58 clients broke major skills barriers to employment by enrolling into NORTEC's Language Literacy and Numeracy Program
- Approx 600 disadvantaged young people were assisted through NORTEC's Youth Services programs

NORTEC's Charitable donations and sponsorships:

2009 NORTEC Community Grant Recipients:

- \$3,000 Coffs Harbour Women Health Centre
- \$2,000 Nambucca Valley Youth Services
- \$4,000 North Coast Computer Project, Pippi Beach Yamba
- \$1,000 Grafton Showgrounds Recreation and Reserve
- \$4,100 Lismore Neighbourhood Centre
- \$900 Windara Communities
- \$3,000 Byron Bay Youth Services
- \$1,000 St Andrews Ballina, Mural Project
- \$1,000 Mullumbimby Community Garden
- \$1,000 Tweed Palliative Support
- \$1500 Interaction Based Counselling (for traumatised young people)
- \$1,000 Things2Do Banora Point Community Youth Centre
- \$1,000 Friends of Wollumbin Land Care
- \$500 Hastings Point Dune Care

Other Donations and Sponsorships:

- \$500 Cudgen SLSC Nippers Event
- \$500 St Joseph's Youth Services (Tweed Valley Youth Times)
- \$1900 Rainbow Bay Surf Lifesaving Club Dolphins Rashies
- \$550 NETPAC Training Awards in Coffs Harbour
- \$250 North Coast Group Training Awards
- \$2,000 Ballina Business Excellence Awards
- \$2,000 Clarence Valley Business Excellence Awards
- \$500 Brunswick Heads 'Simple Pleasures Photography Award'
- \$500 Community Printmakers National Printmakers Award – New Talent

Fundraising activities that NORTEC staff have supported:

- Boardies Day (raising funds for local Surf Lifesaving Clubs)
- Kids in Need Dragon Boat Regatta
- Movember (raising awareness of men's prostate health & depression)
- Lismore Homeless Shelter Appeal

For more information visit www.nortec Ltd.com.au



“The miracle is this —
the more we share, the more we have”

Leonard Nimoy

EXCELLING IN EMPLOYMENT & TRAINING SOLUTIONS IN 2009

We love to hear back from our clients and pride ourselves on using customer service quality assurance tools to ensure our service is at a consistently high level.

Here are just a few of the comments we have received from our clients in 2009:

"NORTEC staff are very easy to deal with, they had resumes to us in less than 24 hrs of using their free vacancy lodgment service. We now have a new valued staff member who has proven to be an asset to the company. I would recommend NORTEC to any business looking for a valuable employee"

Leona Churchyard
Caldwell Chau

"I found the Staff at NORTEC extremely helpful. They listened to my requests and delivered good quality resumes the very next day! They found a new staff member who is great for our business. "

Michele
Vast Interior, Yamba

"The employment consultants are amazing and always friendly & helpful. They treated me as an individual and encouraged me to start my own business, putting me in touch with small business support programs available."

Jane*
Job Seeker

"In the last four months we have had four of our new staff members from NORTEC. I have found the staff at NORTEC to be very helpful .Their track record is 4 out of 4 happy new employees. We are very happy with the service we get from them and would recommend NORTEC to anyone needing staff of any kind."

Ensign Spotless
Coffs Harbour

"NORTEC have been looking after Sunnybrand Chicken's staffing needs for the last 12 months and have provided our organisation with excellent support in the area of labour hire.

NORTEC are professional and efficient in the recruitment services they deliver and we would recommend their services to other employers".

Tony Coleman, Human Resources Manager
Sunnybrand Chickens

NORTEC's supply of staff to this organisation has been nothing but exceptional. Large conference dinners, bar duties, or even someone just to help keep the place clean, you can always trust that these positions will be filled with no fuss.

I would recommend NORTEC to any organisation that requires quality staff and top quality service.

Troy Philip, Food Services Manager
Twin Towns Clubs and Resorts, Tweed Heads

"I felt completely comfortable the minute I walked into NORTEC, because the staff were so friendly, straight up front. After explaining my employment goals to my consultant she helped set up my resume and gave me the encouragement to keep doing work experience and I new then, that I was on the right track to finding the job I was looking for. Between NORTEC and a bit of support on the home front - I am now in an apprenticeship . So thanks to all of you! I am truly loving the work force and feeling the security of having a big future as an Auto Electrician."

Brendan *
Job Seeker

* For privacy reasons, jobseeker names have been changed.

NORTEC can also assist you in finding the right staff member for your team!

Get online or call 1800 667 832 to lodge a job vacancy (it's free!)

NORTEC's Top Five Tips for a Stress Free Holiday Season!

This time of year is meant to be about relaxing, celebrating and catching up with family. However for many it often ends up being a stressful time. Here are a few tips from the NORTEC team on how to stay stress free & enjoy the festive season.

1. We live in Australia — on Christmas Day prepare food that is better suited to a potentially 40 degree day! Cold meats, salads, seafood and ice cream cake is just as good, if not better, than turkey and Christmas pudding.
2. Don't dig up the past — reflect on the good, but don't bring up old grudges—that isn't the spirit of the season!
3. If you are away from family and friends on Christmas Day, take yourself to the beach, to a local club's xmas lunch or invite someone in a similar situation over to your place - much better than being alone and feeling sorry for yourself.
4. Limit your alcohol, especially at family occasions — and always drink lots of water to rehydrate yourself if you are drinking.
5. Don't get caught up in materialism and a potential debt start to 2010 — spend only what you can afford — you can still express thought and meaning with a lower cost gift.

To all our clients & customers — we wish you a safe & happy holiday season & look forward to working with you in 2010!

NORTEC Offices can be found at:

Mid North Coast: Nambucca, Bellingen, Coffs Harbour, Woolgoolga, Dorrigo

Clarence: Yamba and Grafton

Richmond: Lismore, Casino, Kyogle

North Coast: Ballina, Byron, Brunswick

Tweed: Pottsville, Murwillumbah, South Tweed Heads (H.O)

CHRISTMAS OFFICE HOURS:

NORTEC offices will close on **Thursday 24 December at 2pm** and reopen on **Monday 4 January 2010**

FREECALL 1800 667 832

www.nortec ltd.com.au