Directions Workforce Solutions
Apprenticeships and Community

Directions Workforce Connect
Recruitment and Labour Services

quality group training

Connecting Australians
to Lasting Careers

People.
Purpose.
Potential.

directionswa.com.au

CAPABILITY STATEMENT

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Executive Summary



Established in 1988, Directions Workforce Solutions (alongside its wholly owned subsidiary, Directions Workforce Connect) is a Western Australian registered charity, Group Training Organisation (GTO), workforce development and labour services provider with over 38 years of operating experience.

Our core purpose as an organisation is to create sustainable pathways and opportunities through education, training, employment, and community programs that strengthen Western Australian communities. We are what we do.

By bridging the gap between host employers and job-seekers across more than 20 industries—from small businesses to Tier 1 enterprises—we deliver exceptional workforce retention and completion outcomes, remove administrative burdens, and passionately champion safety.

As a self-funded charity, we channel our operational surplus into the Western Australian community through targeted grants, scholarships, sponsorships, and impactful initiatives which provides subsidised employment pathways for underrepresented candidates. These efforts actively dismantle barriers to employment while helping host organisations achieve their training, and environmental, social, and governance (ESG) and social procurement goals.

Our values are anchored in trust, genuine care, and sustainable social and economic growth for both people and businesses. This is reflected in our robust dedication to diversity and inclusion, supported by decades of experience in Indigenous employment and specialised support programs. By fostering inclusive workplaces and supporting candidates across all backgrounds, we help build stronger and more resilient teams.

We operate across the following industries...

- Automotive.
- Civil Infrastructure.
- Clean Energy.
- Construction.
- Defence and Marine Services.
- Electrical Services.
- Engineering.
- Facilities Management.
- Fabrication and Metalwork.
- Government.
- Hospitality.
- I.T and Communications.
- Manufacturing.
- Mine and Rare Earths.
- Plumbing and Roofing.
- Transport and Logistics.
- Refrigeration.
- Water, and many more!

Our Methodology

Directions' service methodology is built around a practical, relationship-led, end-to-end approach. Rather than simply placing people into roles, the team works shoulder-to-shoulder with employers, schools, community services, charities and government agencies to identify needs, design the right pathway, and support the full journey from candidate matching and onboarding through to compliance, mentoring and performance tracking. That means clients receive job-ready workers and wrap-around support, while administrative burden is reduced. Service delivery stays focused on outcomes rather than numbers. This outcomes focused methodology is also highly flexible and support-driven with a long-term focus on genuine social value.

Our Point of Difference

Directions' points of difference set us apart because we make the service genuinely flexible, well supported and easier for employers to trust. Our trade qualified advisors and a low apprentice-advisor ratio strengthens this model even further, enabling more frequent site visits, faster issue resolution and more personalised mentoring. Our diversity and inclusion specialisation also helps clients meet social procurement targets through targeted cohorts such as Indigenous candidates, women in trades, people with disability and regional participants. This is reinforced by our Aboriginal Participation Plan, which embeds cultural orientation, pre-trial qualification, and supplier-diversity commitments that boost ESG.

People, Purpose and Progress



6500+	students, apprentices and trainees trained in W.A.
38+	years in operation, from government program to charity.
60%+	employees coming from diverse backgrounds.
20+	industries where our services are required across W.A.
15+	awards won by our staff, apprentices and trainees.
400+	Aboriginal Australians placed in employment throughout WA.

Directions' programs leverage its flexible services, and the team work with employers to provide on-the-job adjustments for workers. Staff are trained in cultural competence and awareness, so the workplace becomes ready and safe. Mentor networks connect new entrants with experienced peers to guide them. Directions provide wraparound supports, such as buddy systems, ensuring each person has what they need.

Our Commitment

Directions Workforce Solutions is committed to building a stronger, more inclusive workforce for Western Australians, and believes diversity drives innovation and resilience. By partnering with communities and employers, Directions create tailored pathways – from culturally safe training to supported employment – that empower the individual. Directions' approach is evidence-based and guided by respect. Aboriginal Australian are professionally led and culturally safe, inclusive training removes barriers, and accessible practices enable everyone to succeed. We measure success through specific outcomes, such as participation, and engagement, and continuously refine our strategies.

Our Philosophy

Directions believe that individuals from diverse backgrounds enrich our workforce, and the team champions equality and culture-first engagement. The team also recognises that by tailoring our methods for Aboriginal Australians, multi-cultural communities, women and people living with disability, this brings out the best in people. A truly inclusive workplace embraces and values diversity of thought, and mandatory cultural responsiveness training helps all staff thrive. The Directions team embed these values in everything we do – supporting wellbeing, respect, and belonging for every apprentice, trainee and job candidate, and the businesses that hire them. Real outcomes are our focus, over profit.

Directions Workforce Solutions partners with employers and communities to create meaningful training and employment pathways for all individuals, especially for those facing barriers to work. By measuring outcomes, gathering feedback, and continuously improving its approach, Directions helps build sustainable employment, strengthen workforce participation, and deliver positive outcomes for all.

Our **Services** and **Core Capabilities**



Group Training:

- End-to-end employment, training coordination, mentoring and workforce support for apprentices and trainees.

Labour Services:

- Recruitment of qualified professionals, technical specialists, and access to tradespeople to meet specific workforce requirements.
- Flexible workforce solutions for short-term, project-based and changing labour requirements.

Recruitment Services:

- Sourcing and attracting suitable candidates for permanent, temporary and workforce development opportunities.
- Structured screen-in assessments and verification to help identify candidates suited to the role and workplace.

Payroll Services:

- End-to-end payroll administration designed to provide accurate, timely and compliant workforce payments.
- Reliable processing of employee wages and associated payroll requirements each week.
- Administration of superannuation contributions, and associated compliance obligations.

Mentoring and Development:

- Targeted mentoring and coaching that builds capability, supports learning and strengthens long-term retention.
- Dedicated guidance, workplace observations and practical support to help apprentices, trainees and employees succeed.
- Structured appraisals and development processes that measure progress, identify potential and support continuous growth.

Safety and Compliance:

- Practical workforce safety support to help employers and workers manage workplace health and safety responsibilities.

HR Advisory and Guidance:

- Operational HR advice to help leaders confidently manage their people and workforce challenges.
- Practical strategies to build inclusive workplace cultures that attract, support and retain diverse talent.

Workforce Consultancy:

- Strategic workforce advice to help organisations navigate complex recruitment, workforce and people challenges.
- Culturally respectful advice to strengthen First Nations participation alongside broader workforce planning and development.
- Workforce market insights and tailored training pathways aligned with operational and workforce needs.

Tender and Bidding Support:

- End-to-end bid support, including tender-specific DEI program design.
- Professional presentation materials designed to clearly communicate your proposal and value, including video.

Contact **Us**





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HR and Workforce Manager
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Workforce and Community Programs:

Directions delivers workforce and community programs that create pathways into employment, build workforce capability and generate positive social outcomes. Our initiatives support Aboriginal employment, prepare job seekers for work, develop skills and career pathways, strengthen community partnerships and help organisations achieve meaningful social procurement outcomes.



Work Health, Safety and Risk



At Directions Workforce Solutions, safety is our first priority. Our overarching goal is simple - everyone goes home safe and well each day.

Because workers across industrial trades and corporate environments can face distinct workplace hazards, we embed a proactive safety culture from recruitment through to final placement completion.

Systems and Standards:
Our comprehensive Health, Safety and Environment Systems (HSE) underpins everything we do. It is fully adaptable to client requirements, built on a foundation of continuous improvement, and supported by clear policies, regular training, toolbox meetings, PPE, hazard and workplace monitoring, task observations, and rigorous risk assessments.

We maintain robust governance and operational standards across our organization...

- **Integrated Risk Management:**
  Aligned with ISO AS/NZS 31000:2018 guidelines to systematically identify, assess, and mitigate operational and workplace risks.

- **Workplace Equity:**
  Proudly Workplace Gender Equality Agency (WGEA) Compliant continuously since 2013, reflecting our dedication to fair, inclusive, and safe workplaces.

- **Defence Industry Alignment:**
  Our operational frameworks and compliance protocols align with Defence DISP Standards, meeting stringent security, governance, and safety benchmarks.

Multi-Jurisdictional Compliance:
While anchored in Western Australia—complying fully with the Work Health and Safety Act 2020 (WA) and associated regulations—our safety and compliance team also advise on and navigate multi-jurisdictional obligations when deploying personnel across state lines or federal project sites.

By combining rigorous ISO-aligned risk management, early intervention case management, and compassionate pastoral care, Directions Workforce Solutions, and its subsidiary - Directions Workforce Connect - delivers safer workplaces, higher retention rates, and total peace of mind for employers and workers alike.

Pastoral Care, Wellbeing, and Advocacy:
Safety at Directions extends far beyond the physical environment. We recognise that mental health and personal factors deeply impact workplace safety and performance...

- **Mental Health and Wellbeing:**
  We actively support mental health through suicide prevention initiatives, proactive mentoring, and access to a confidential Employee Assistance Program (EAP).

- **Regular Field Visits:**
  Our Trade Advisors (backed by experienced safety, HR, and admin teams) conduct regular worksite visits—typically every 4–6 weeks (or as needed)—to provide hands-on support, address performance or safety concerns early, and gather feedback from host supervisors.

- **Advocacy and Support for Youth and Families:**
  For younger or inexperienced workers, we act as a dedicated advocate. We assist with TAFE/RTO communication, help manage consent processes for under-18 workers, and provide clear guidance on award entitlements, rights, and professional boundaries.

End-to-End WHS Support and Case Management:
As the legal employer of record, Directions assumes full statutory compliance and provides mandatory insurances—including workers' compensation, public liability, and professional indemnity—removing the administrative burden from host employers.
When a workplace injury or illness occurs, our safety team intervenes to manage the entire lifecycle...

- **Case Management and Return-To Work:**
  We oversee claims from initial incident documentation through medical care coordination to final case closure. We develop written RTW plans under our Injury Management System, arranging modified duties, ergonomic assessments, and ongoing progress monitoring for a safe, timely return to work.

- **Compliance, Reporting and Communication:**
  We handle all required documentation, statutory notifications, and insurer reporting, acting as the single point of contact between host employers, workers (and their families, if required)medical providers, and insurers. We align recovery plans with actual work requirements.

Community and **Value for Money**



Directions invests in the communities we serve through five practical pillars: *Directions Initiatives*, *Community Grants, Community Outreach, Partnerships and Sponsorships, and Scholarships*. These activities are part of our purpose-driven model. They strengthen local capacity, remove barriers to vocational participation, and create sustainable pathways into meaningful work. All charity initiatives are fully self funded by Directions Workforce Solutions.

All benevolent activities operate under clear governance standards - namely published criteria, application or nomination processes, selection panels (including community representation where appropriate), and reporting back on outcomes. We prioritise scalable interventions and monitor metrics, such as participant engagement and retention, conversion into employment, local economic benefit and impact, and qualitative beneficiary feedback. We strive to make a meaningful difference in what we do.

Charity Programs

Directions Initiatives	Community Grants	Community Outreach	Partnerships and Sponsorships	Scholarships
Driving programs that provide access for underrepresented groups to skilled trades and create real-world work placements for students finishing study.	Supporting initiatives that remove barriers to employment and create meaningful, lasting benefits for local communities and individuals.	Providing practical support through volunteering, donations, and community-led initiatives that address local needs and challenges.	Collaborating with organisations, schools, industry, and community groups to create opportunities and deliver positive social impact.	Assisting apprentices and trainees with essential costs, helping them overcome barriers and complete their training successfully.

Passing Savings Onto You

Directions' Value-for-Money Proposition is the net outcome of reduced employer effort, lower risk and improved workforce continuity and available subsidies. By bundling recruitment, payroll, compliance, WHS, mentoring and redeployment, we replace multiple internal cost centers and deliver savings you usually don't see until later, such as recruit-replace cycles, claims, and lost productivity.

Our fees reflect the normal on-cost of employment, but it also purchases specialist services, such as HR, mentors, claims specialists, redeployment capability and case management, lowering worker's comp premiums. Replicating in-house typically costs more. Wrap-around supports shorten time-to-competence and reduce churn, producing productivity gains and fewer replacement hires.

Recruitment, Selection, and Right-Fit Matching	**Wrap-Around Workplace Training and Support**	**De-Risked Employment and Reduced Administrative Burden**	**Strong Candidate Rentention and Employment Outcomes**	**Flexibility, Workforce Planning and Diversity Delivery**

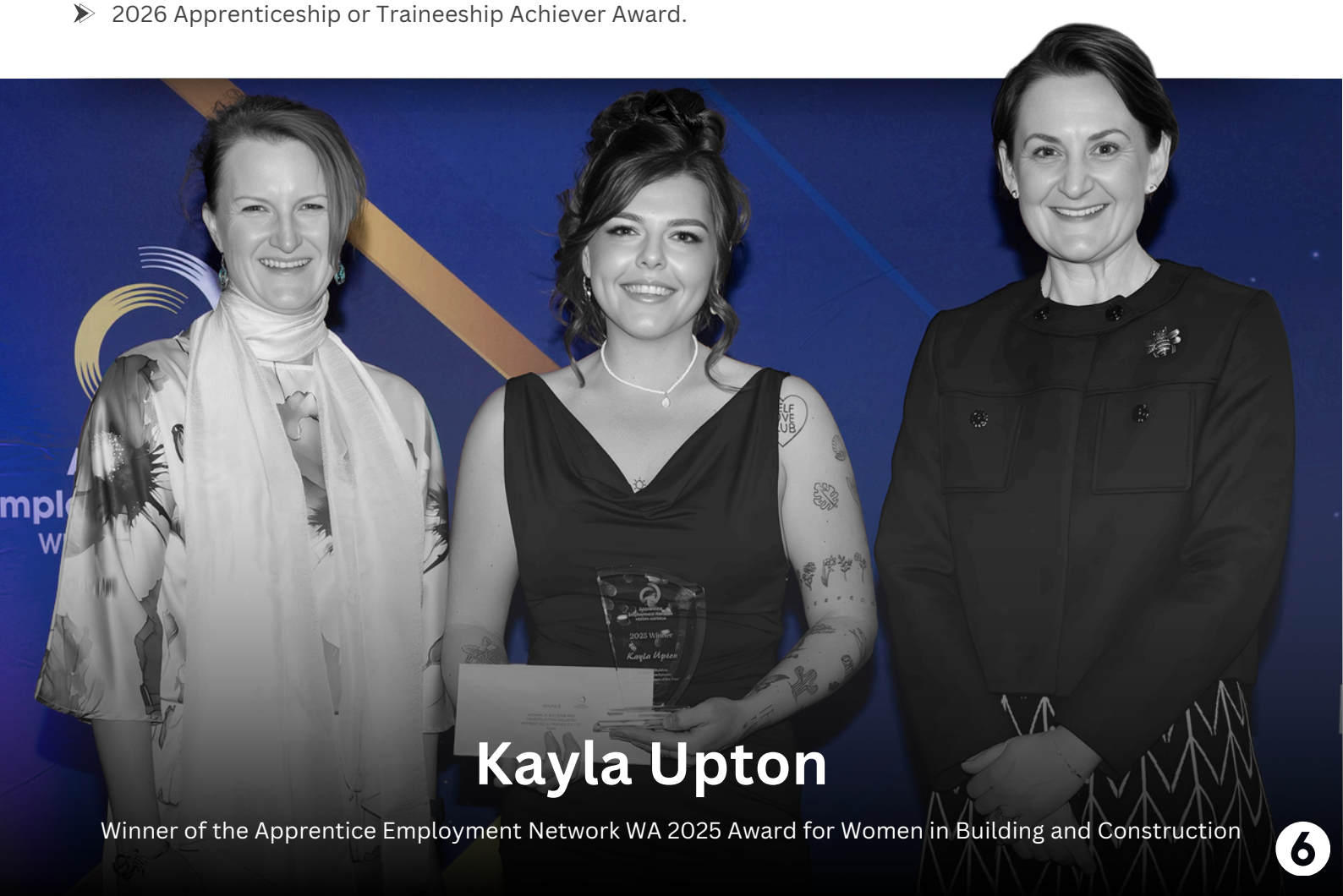
Our **Proven Track Record**

Previous Projects and Awards

- Edith Cowan University.
- Cutin University.
- Joondalup Hospital.
- Fiona Stanley Hospital.
- Metronet.
- Bunnings.
- Pluto Train 2.
- Perth to Airport Tunnel.
- Elizabeth Quay.
- Karrinyup Shopping Centre.
- McDonalds.
- Alkimos Desalination Plant.
- Australian Hockey Centre.
- Swan River Crossings.
- RAAF Base Pearce.
- Garden Island Naval Precinct.
- Garden Towers.
- And many more!

- 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.
- 2026 Apprenticeship or Traineeship Achiever Award.





Kayla Upton

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


BECHTEL
TRAIN 2