

## 2024/2025 CHAIRPERSON'S REPORT

On behalf of the Board, I am pleased to present the Chairperson's Report for Electrotechnology Training Institute Limited for the period 1 July 2024 to 30 June 2025.

### About the Electrotechnology Training Institute

ETI provides a variety of educational and employment services, tailored to the unique needs of anyone currently working, or seeking to work, in the electrotechnology industry. Through the charity, members also have access to professional advice, training, advocacy and representation, and industry-relevant information on a range of technical, legal, safety and business issues.

ETI delivers services in the following areas, each with an important role to play in the development of the electrotechnology industry:

- Member Services, which as at 30 June provided key services for 1055 fee-paying full members and 735 associate members.
- A registered Group Training Organisation (GTO) trading as Electrical Group Training (EGT), which at 30 June employed 528 apprentices. Throughout the year, EGT hired its apprentices out to approximately 240 host contracting businesses located across WA.
- A Registered Training Organisation (RTO) with two business units trading as:
  - o the College of Electrical Training (CET), which at 30 June provided vocational training to 2,155 apprentices, 216 pre-apprentices and post-trade training for almost 2,300 licensed electricians and contractors; and
  - o EquipSafe (EQS), which offers 45 fee-free Construction Industry Preparation Skill Set places every month, meeting industry's continued demand for scissor lift, working at heights and elevated work platform courses.
- ECA WA Legal, a separate company owned by ETI that provides members with advice on a range of contract, industrial relations and employment issues.

### Vision and Purpose

ETI's **vision** is to educate and service the electrical and communications industries in Western Australia.

Its **purpose** is to strengthen a diversified industry through education, training and advocacy by providing leadership, integrity, networking, employment opportunities and knowledge.

Through its services, the charity supports the following community groups:

- Aboriginal and Torres Strait Islander people;
- adults - aged 25 to under 65;
- adults - aged 65 and over;
- families;
- general community in Australia;
- people in rural/regional/remote communities;
- people who are unemployed;
- veterans and/or their families; and
- youth - 15 to under 25.

## Key Programs

The programs ETI delivered in the 2024/25 financial year included:

### 1. *Education:*

- Apprentice employment and training.
- Mature age female and indigenous programs.
- Self-funded mature age male program.
- Vocational Education and Training in Schools (VETiS) programs.
- Post trade training.
- General Training.
- Assessment services.

### 2. *Member support:*

- Advocacy and representation.
- Technical Knowledge Base Library.
- Technical hotline.
- Safety education.
- Business and industry educational evenings.
- Legal advice and debt collection
- Information and educational events

### 3. *Home safety advice for the community.*

ETI is required to report to the Australian Not-for-profits and Charities Commission (ACNC) on one charitable objective per year; however, each year it reports on ten objectives, which is a significant achievement and testament to its valuable contribution to industry.

## The Electrotechnology Industry

WA's strong demand for electrical services has been shaped by several factors including:

- continued population growth;
- high uptake of emerging and advancing technologies;
- increasing ownership of electric vehicles;
- a growing focus on green energy solutions;
- investment in back-up power solutions; and
- increased infrastructure development across the state.

It is expected these trends will continue as the market moves towards more sustainable, tech-driven solutions.

ETI is well positioned to support contractors, industry and the broader WA community to maintain a strong workforce and economy. In achieving its charitable objectives, ETI supports members to be proactive and invest in continuous education so they can stay at the forefront of the industry, ready to meet both current and future demands. Providing skilled, qualified tradespeople and helping contractors maintain resilient, adaptable businesses is at the core of everything ETI does.

## Apprentice Employment

Through its group training services, ETI provides employment and training opportunities, producing highly skilled and motivated tradespeople and ensuring a continuous flow of qualified electricians into industry.

This year EGT successfully completed its Department of Training and Workforce Development (DTWD) external registration audit, which is conducted every three years. The audit reviewed compliance with the Group Training National Standards and confirmed that EGT is fully compliant, which was an excellent outcome and testament to EGT's dedication to providing quality training.

### Promoting Industry Careers

Promoting the electrical industry as a positive career option continued to be a key focus this year, with staff from all business units contributing to a wide range of events and major careers expos including the School Training Provider Expo, Skills West Expo and the Recruit WA Job Ready event. EGT also promoted apprentice employment pathways while attending approximately 45 careers expos held at public and private high schools across Perth's metropolitan area and in meetings with several regional high schools.

In addition to school careers nights and expos, EGT has actively marketed its services across the WA community, drawing on a range of partnerships to promote electrical apprenticeships:

- Perth Motorplex: EGT has been a partner/sponsor since 2022 and is contracted to the end of the 2026/27 season.
- The WA Sporting Car Club: EGT has been a partner/sponsor since 2022 and is contracted to the end of the 2025 season.
- D1WA Drift Club (Perth's premier drifting club): EGT has been a partner/sponsor since 2022 and is contracted to December 2027.
- Perth Football League (PFL) is the amateur AFL competitions below the WAFL with EGT being the naming rights sponsor for the six colts leagues for the 2024, 2025 and 2026 seasons.
- The West Australian Football League (WAFL) is an Australian football league based in Perth. EGT began its relationship with the WAFL in 2022 and is the naming rights sponsor for the colts league for the 2024, 2025 and 2026 seasons.
- The West Australian Football Commission: EGT has been a partner/sponsor since 2022.
- HQ Holden Racing: this was a new sponsorship arrangement that EGT entered into this year. It's promotion through these organisations and their events has included a mix of event naming rights, signage, trade stands, branding and event advertising.

In addition, staff have been actively involved in the following initiatives:

- contributing to the Perth North and South local jobs taskforce, working on ways to build and create better visibility of the electrotechnology industry with a focus on the renewable energies;
- attending the Perth North Local Jobs and Skills Taskforce Weave your Way Youth Week 2025;
- ongoing project work with Workskil, Wise Employment, Status Employment and Impact Services to build a pipeline into EGT and EQS;
- working with the Y-School vocational school to build pathways and awareness into apprenticeships;
- attending the Bankwest Curtin University Economics Centre, Youth in Focus Report launch;
- working with schools and VET Coordinators to upskill year 9 students in preparation for future pathways to industry and year 10 and 11 students in the skills needed to gain an apprenticeship with EGT via the readiness assessment;

- working with Drug and Youth services (DAYS) providing pathway opportunities for young people;
- working with the City of Stirling to create awareness of pathways into apprenticeships, to include CALD groups;
- working with the Department of Corrections including attending an expo at Wooroloo Prison Farm and a visit with Banksia Hill Detention Centre;
- ongoing work to support women entering the electrical industry with 43 female apprentices employed through a mix of Construction Training Fund (CTF) funding, DTWD scholarships targeted at school leavers, and self-funded by ETI using funds donated by the former ECA WA (Union of Employers);
- the Women in Non-Traditional Trades (WINTT) scholarship, which provides funding for an additional 15 female apprentices to be employed EGT and trained at CET;
- ongoing work to build relationships with indigenous organisations and promote opportunities, which has seen a total of 16 apprentices employed at 30 June;
- attending the Future Energy Skills Forum: Exploring Collaboration Opportunities for Workforce Development in the Energy; and
- contributing to the Education Department Participation Team, which provides pathway information to students not attending school.

These worthwhile promotional initiatives have seen increases in website and social media traffic, and a steady stream of applicants applying throughout the year, supporting EGT's growth in apprentice numbers.

WA's electrical industry has enjoyed a steady, high demand for electricians enabling EGT to proactively recruit apprentices in a three-week recruiting pattern. While it has been important to meet recruitment targets, EGT has maintained its focus on quality, with the ultimate goal being to enable all apprentices to successfully complete their four-year apprenticeship and achieve their electrical licence. EGT is committed to providing apprentices with the best possible employment experience and this is reflected in their high average retention rate of 90.6%, which continues to remain well above industry averages.

### **Creating New Opportunities**

By raising community awareness, ETI generates significant community interest in industry careers. It receives regular applications from mature-aged apprentices; however, there is lower industry demand for these apprentices due to their higher wage costs. This is a particular issue for female applicants, with many entering the industry via a change in career rather than applying straight from school. ETI has long lobbied for gap-funding so it can provide more job opportunities for mature-age applicants.

In 2024/25 ETI continued to make significant inroads into this issue with approximately 70 male and female mature-age apprentices employed. These apprentices are supported by funding from:

- CTF;
- funds gifted from the former ECA WA (Union of Employers);
- ETI funds specifically allocated to achieving ETI's charitable objectives; and
- the Department of Training and Workforce Development.

## Partnering with Host Employers

EGT's host employers play an integral role in providing a broad variety of training and employment opportunities for the next generation of apprentices. Their continued commitment has been greatly appreciated and this year, EGT held its fourth annual Host Sundowner event, which provided an opportunity to thank contractors for their loyalty and support during the previous twelve months.

This year, ETI also continued to support host employers working on government construction projects. EGT was pleased with the announcement of a further 225 funded apprenticeships from 1 July 2025 through the State Government's Group Training Wage Subsidy program, which has delivered an excellent outcome for industry. EGT has 67 apprentices currently funded under this program which funds up to 100% of the junior wage component for apprentices who commenced in the funding year and are working on State Government programs. Valued at up to \$134,500 per apprentice, this funding is passed entirely on to host employers.

## Quality, Well-trained Apprentices

ETI is proud of the quality of employment and training opportunities it provides, and every year it encourages apprentices to nominate for industry awards. The submission process provides an important opportunity for apprentices to reflect on their training, the personal and technical skills they've gained and their future career plans. This year many EGT apprentices were acknowledged as finalists or winners of several industry awards.

In the 2025 year's Master Builders WA Apprentice Awards, Nicole Lamont-Rodgers, an EGT third-year apprentice, won the "Most Outstanding Female Apprentice".

Four EGT apprentices entered the National Association of Women in Construction (NAWIC) WA awards with Corinne Bass winning the Apprentice of the Year Award and Nicole Lamont-Rogers as runner up.

Additionally, EGT apprentices continued to perform well in the National Electrical and Communications Association (WA) (NECA WA) awards taking out the First, Second and Fourth Year ELV/Comms Award Categories, with the winners being Klaire Raik, Bianca Vaz De Oliveira and Crystal Romeo respectively. James McKenna received a commendation in the Third Year category.

## Apprentice Training

CET has been delivering an outstanding level of service for almost thirty years. It is Western Australia's leading electrical training provider and is known for a progressive approach that ensures the electrical industry has a constantly growing pool of trained and qualified tradespeople. ETI has greatly appreciated industry's continued support for CET as evidenced by a 40% market share of the total WA apprentice market for 2024/25. CET's market share fell this financial year as a result of both campuses being at full capacity and an excess of apprentices requiring training. CET is continuing to lobby the State and Federal Government's for assistance to expand its capacity through an additional, urgently needed campus.

This year, CET successfully completed its Registered Training Organisation re-registration through the Australian Skills Quality Authority (ASQA). In recognition of its full compliance with the National Standards for Registered Training Organisations. CET was granted the maximum time frame of seven

years until the next audit which is an excellent outcome and evidence of the quality of CET's training and assessment services.

In the past few years CET has experienced its highest annual apprentice intakes in its history, with both campuses operating at well above normal capacity. CET pioneered the rolling intake, and with this effective process in place, it was able to accommodate all new apprentices as quickly as possible. Throughout that time, CET juggled the challenges of continued high demand for training combined with instructor shortages, and it would like to take this opportunity to thank employers for their patience while it addressed these matters. Favourable recruitment has seen both campuses having a full complement of instructors this year. This combined with revisions to CET systems has seen wait times reduce to an average of three months, which has been CET's historic norm.

To support apprentice completion, CET has also been running Capstone Preparation Classes every month at both campuses. Classes were made available to all apprentices, with Capstone Assessments now being full until the end of 2025.

With a view to continued improvement, CET has moved to new class scheduling software which was implemented in early 2025. This has enabled staff to more efficiently schedule and revise class arrangements, simulate enrolment scenarios, communicate with students who are affected by scheduling changes and rollover schedules from one year to the next.

To continue to improve access to industry training, CET is investigating potential new online training platforms aimed at enhancing service delivery and communication with students. With capabilities for online delivery of theory units, automated assessment marking and profiling automation features, it is expected CET will start trialling the platforms in late 2025, with intentions of transitioning to the new arrangements in 2026.

### **Building Training Capacity**

With contractors operating in a rapidly changing electrical landscape, ETI is staying at the forefront of innovation. Last year ETI was awarded \$3.2 million in funding through the CTF Private RTO Infrastructure Grant, which will be used for infrastructure upgrades at the Joondalup and Jandakot campuses and to build a new training facility on land situated across from CET's Joondalup campus.

This year planning continued for the works including commencing the designs and appointing a builder. The grant will be used to provide construction-ready electricians for the clean energy and renewables sector to meet the State Government's clean energy transition commitments. The build at Jandakot is expected to be complete by December 2025, with construction at Joondalup programmed for completion in early 2027.

### **Independent Moderation and Validation**

An important service offered by ETI for all of industry, is the moderation and validation of the Capstone assessment process. CET provides industry with a database that delivers a visual, real-time presentation of current Capstone data to ensure consistency in delivery and assessment. ETI has a Memorandum of Understanding with the Electrical Licensing Board, which ensures it can continue to deliver this valuable industry service.

## Vocational Education and Training (VET) in Schools

CET has a long-established Pre-Apprenticeships in Schools (PAiS) program, collaborating with thirty-one schools across the metropolitan area and fifteen schools in the Bunbury region.

PAiS offer students a unique opportunity to gain practical skills, industry experience and qualifications while at school. In recognition of the program's importance, CET lobbied for almost two years to have the former funding program extended, and was successful in being awarded 240 funded places which will commence in July 2025.

## Post-Trade, General Training and Assessments

Through its two RTOs, CET and EQS, ETI offers a broad range of post trade, general training and assessment services to support tradespeople to build on their skills. The variety of post-trade courses on its scope includes:

- Orange Card;
- Contractors' Registration;
- ACMA Open Cabling;
- Instrumentation and PLC;
- Checking and Testing;
- High Voltage Switching Training;
- Structured Cabling;
- WP Meter Exchanges;
- Restricted Electrical Licences;
- Photovoltaic (PV) Grid Battery Endorsement;
- PV Grid Course;
- Standalone Power Systems;
- Solar inspection and maintenance;
- Electrical Trade Licensing;
- Electrical Trade Licensing Gap;
- Safe Electrical Isolation;
- Western Power Meter Exchange and Western Power Replacement and Disconnect refresher courses;
- Fibre Optics;
- First Aid;
- Low Voltage Switchboard Rescue; and
- Safety Awareness Training.

EQS experienced strong registration numbers for the fee-free Construction Skill Set training with 45 fee-free places available per month. EQS is hoping to increase funded numbers for the 2025/26 year.

CET's training supports people who obtained qualifications overseas and are seeking to have them recognised in Australia. Through its trade recognition services, CET provided onshore skills recognition services for electricians currently living in Australia. This year, CET participated in Trade Recognition Australia's RTO Advisory Group, and was invited to provide 51 fast-tracked Skills Recognition Assessments.

CET also provided free assessment services for 21 military veterans wanting to transition into civilian life with worthwhile qualifications. While the public training system charges for this service, CET delivered it at no cost as a thank you to service personnel. CET believes that delivering equivalency of

trade certification as an important service, and helps veterans with their transition and ability to find meaningful work in a civilian setting.

## Advocacy and Representation

ETI has defined three key policy positions. To:

1. maintain the current apprenticeship system and make it easier for employers to employ apprentices either directly or via Group Training Organisations like EGT;
2. protect electrical worker and contractor licences by maintaining WA's current electrical licensing system and the associated training requirements; and
3. educate the electrical industry to ensure they are kept up to date regarding environmental, social, and governance practices, technology, apprentice supervision, regulations, standards, licensing, work health and safety, legal issues and training.

These policies have featured in many of ETI's discussions with industry stakeholders.

### Advocacy

As the largest employer and trainer of electrical apprentices ETI has a strong advocacy role. ETI is considered a 'go to' organisation for government departments seeking industry feedback across a range of issues, enabling it to effectively represent industry's education and training interests to government, Building and Energy, Western Power, the Electrical Licensing Board and other industry bodies.

ETI also continues to build relationships with state and federal politicians and shadow ministers. This year ETI has connected with:

- WA Premier Roger Cook;
- Ministers Ms Simone McGurk, Mr Reece Whitby, Mr Stuart Aubrey, Ms Amber-Jade Sanderson and Dr Tony Buti;
- Former Minister Ms Sue Ellery; and
- Shadow Ministers Mr Jonathan Huston and Mr Tjorn Sibma.

### Comprehensive Industry Representation

ETI provides important representation through forums such as:

- Liaising with state and federal governments regarding apprenticeship funding, workplace health and safety legislation, and industrial relations legislation.
- Meetings to discuss the significant underfunding across the RTO industry and the disparity between TAFE and private RTO funding.
- Advocating for increased female industry representation through various events and forums, for example, the ETI Women's Industry Forum and Women's Advisory Group Meetings.
- Collaborating with the Master Electricians Association attending their conference and industry awards night.
- Working closely with Powering Skills Organisation (PSO), including participating in PSO's Technical Committee.

ETI Board Members continue to support industry:

- Chairman Greg Warren has been appointed to the Clean Energy Skills National Centre of Excellence Advisory Board.



- Board Member Saf Flatters was this year appointed to the Electrical Licensing Board.

ETI's Chief Executive Officer participates in the:

- Electrical, Manufacturing, or Utilities Industry Training Council (EMUITC) (formerly the Utilities, Engineering, Electrical, and Automotive (UEEA) Training Council);
- Industry Advisory Group – UEEA Training Council (as the Chair);
- Australian New Zealand Electrical Training Alliance (ANZETA);
- Ministerial Future Battery and Critical Minerals Industries Developing our local capability Working Group;
- Premier's LNG Skills Taskforce Working Group;
- Ministerial LNG Jobs Taskforce - Education and Operations Working Group;
- Ministerial Future Battery and Critical Minerals Industries – Supporting Energy Storage Applications Working Group;
- Chamber of Minerals and Energy Battery Electric Vehicle advisory group;
- Big Sister project Advisory Board of Management;
- Standards Australia EL001 Committee;
- CTF Construction Industry Strategic Group;
- PSO Strategic Industry Advisory Board;
- Electric Vehicle Advisory Group; and
- Hydrogen Industry Advisory Group.

Through EGT, industry had representation that aimed to progress apprentice employment initiatives including:

- Participation on the ANZETA Management Committee. EGT's General Manager is a Director of this organisation.
- Participation on the National Apprentice Employment Network (NAEN) and the Apprentice Employment Network WA (AEN WA) Committee. EGT's General Manager has been on WA Committee since 2007 and served as chair since 2011. He has served as the state-appointed Director on the National Board since 2011. In recognition of his valuable contribution across almost twenty years of service at the WA and National levels, this year EGT's General Manager was appointed as a life member of NAEN.
- Regular meetings (via AEN WA) with the WA Department of Training and Workforce Development to discuss group training issues, wage subsidies and funding.
- Meetings with the Federal Department of Employment and Workplace Relations (DEWR) and NAEN to review the Australian Apprenticeship Incentive System.
- Participation in CTF Stakeholder Forum.
- Participation in the DTWD Clean Energy Skills National Centre of Excellence Workshop and Roadmap Consultation Workshop.
- Participation in the Perth North Local Jobs and Skills. EGT's General Manager has been on this taskforce since May 2023 and is highly valued for bringing his industry perspective.
- Participation in group training stakeholder forums, risk management meetings and round table discussions with the Department of Training and Workforce Development.
- Participation in the LNG Jobs Taskforce - Micro-Credentialing Round Table.

CET's advocacy focused on progressing industry training initiatives. It continued to explore opportunities to collaborate with a range of forums and government departments including the:

- Department of Jobs, Tourism, Science and Innovation;
- City of Joondalup Business Forum;
- Joondalup Economic Development Initiative;
- Joondalup Education Network; and
- New City of Cockburn Economic Development Lead.

## A Holistic Industry Focus

ETI has also represented industry and advocated on a range of other issues relevant to all industry contractors including:

- security of payments legislation;
- workplace health and safety legislation;
- training for electric vehicles and related infrastructure;
- mandated apprentice numbers on key government-funded projects;
- restricted electrical licensing and gas-fitting training;
- apprentice supervision requirements;
- changes to Electricians Training Licence requirements;
- funding to make mature age apprentice employment more affordable for small business;
- funding to increase female and indigenous participation in industry;
- the proposed Federal automatic mutual recognition (AMR) program;
- continuing professional development for the electrical industry; and
- reforms to the clean energy sector.

## Community Support and Engagement

ETI actively works for the betterment of the electrotechnology community and the broader WA community. It's approach is one of the main reasons the charity is so successful in consistently achieving positive outcomes.

Members are actively engaged, with feedback showing that ETI's high level of services has contributed to this year's continued growth. This year ETI ended its service level agreement with NECA WA. Under the previous arrangements NECA WA members were automatically members of ETI; however, this year ETI started actively recruiting paying members in its own right. In this context, new member recruitment showed positive results with the number of paying members growing significantly across the financial year. Of those fee-paying members, 20.5% are regionally based, demonstrating ETI's services are valued state-wide. ETI's growth has been supported by very low attrition rates.

This year in addition to holding its own member events, ETI collaborated with Building and Energy, attending their roadshows. This enabled staff to connect with both members and non-members across the state.

This year ETI was also pleased to hold its inaugural Business Retreat for members. The events team received significant positive feedback on the retreat, valuing the opportunity to network and get the latest information relevant to WA-based businesses. Following the event's success, planning for future retreats is underway.

In addition to providing relevant industry and business information, member functions are important avenues for building local contractors' collective strength and a sense of community. This is particularly important given that almost 90% of members are small businesses up to and including five employees. For small businesses with limited in-house resources, having access to quality, external business support is highly regarded.

ETI also builds communities through sponsorship and this year supported the following organisations/events:

- Tradie HQ is a world-first co-working space specifically for tradespeople. This 'business incubator' initiative acts as a stepping stone for small businesses transitioning from a home-based set up to their own workshop/office.
- The Big Sister Project, which is an advanced mentoring project driving change in the construction and clean energy sectors. The project delivers a pre-vocational training program, mentoring, industry awareness events, and employer engagement to improve gender equity in traditionally male-dominated trades.
- EGT is a long standing sponsor of jumpers for the Baldivis Junior Football Club and coaches bags for the Wanneroo Junior Football Club.
- The Swan Athletic Sporting Club has a progressive approach that has enabled them to successfully integrate their women's team into a club that has been fielding men's teams since 1930. This is the fifth year in a row EGT has supported the women's football team.

Maintaining a strong focus on building better communities and promoting mental health and - wellbeing, ETI was involved in the following initiatives:

- ETI is a strong supporter of Mates in Construction, attending events and promoting their work to both staff and apprentices.
- ETI is committed to supporting its staff with their personal initiatives to build better communities. For the fifth year in a row, ETI staff member Jo Odgen managed a project to help Street Doctor, a mobile GP clinic that helps the transient and disadvantaged in Perth's community. ETI and a number of staff, donated goods and financial support to help prepare backpacks with sleeping bags, beanies, socks and other personal items that could be provided to Street Doctor's clients.

## Member Support – Safety

As an industry leader, ETI maintains an ongoing commitment to the safety of its staff and apprentices, as well as leading the way to create a safety culture across industry.

### Building Industry's Safety Culture

High standards are key to driving cultural change within industry and supporting improved safety outcomes for host employer members. This is reflected in the following outcomes this year:

- ETI's annual cultural perception survey again showed an improvement in all cultural elements and demonstrated that safety culture is trending positively.
- There is a strong reporting culture across the organisation.
- ETI encourages industry to wear PPE such as long shirt and long pants and use gloves. PPE is provided to all apprentices, and apprentices are required to wear and use it. Supervisors are also expected to set a good example.
- This year ETI achieved its lowest rolling 12 month Total Recorded Incident Frequency Rate on record, with the rate dropping consistently each month across the 24/25 year. This is particularly notable given the number of apprentices employed and the challenges associated with managing safety when apprentices are not under EGT's direct supervision. ETI's TRIFR sat at 12.11 as at 30 June 2025.
- ETI was pleased to successfully lodge the trademark for its No Harm logo, which provides a visual representation and demonstration of ETI's safety commitment.



## Leading with way for apprentice safety in a group training environment

EGT continues to perform well with regards to safety in comparison to its peers in the ANZETA network. ANZETA is an association of electrical GTOs from each state in Australia and from New Zealand that meets in person twice a year primarily to collaborate and share learnings and resources. Additionally, the WHS Forum meets monthly via Teams and works in a proactive collaborative role with other member organisations for the betterment of industry. It collects and collates incident and injury data from all member organisations and uses the data for benchmarking and for identifying common trends, which inform strategies and campaigns to reduce the incidence of these events. Data trending shows that ETI is continuing to lead the way in the industry.

## Accessible Services

With the significant overhaul of WA's safety legislation now fully embedded, employers carry a higher level of responsibility and accountability for their employees' safety. As such, safety remains an important service for members.

242 members are now using ETI's Safety Systems. . This year ETI saw a small amount of attrition within its lower level packages; however, this was balanced by an increase in take up of the higher level packages on offer such as the Level 3 HSEQ Management System. Custom designed for the electrical industry, the safety systems are accessible and easy to use, allowing users to complete pre-starts/toolboxes, vehicle inspections, risk assessments (RAC and SWMS), electrical installation tests and incident and hazard reports digitally via phone or tablet.

As another benefit for members, this year all ETI members were given access to ChemAlert at no additional cost. This has given members a competitive edge for hazardous substance management for all contracts and internal compliance required for the construction, residential and mining industries. This engagement is one of the many ways that ETI leads the industry with its No Harm philosophy.

## Member Support - Legal

Having a professional legal service is continually rated as important and valuable by members. Through ECA legal, members have exclusive access to free generalist legal advice via telephone, or a 30-minute consultation. The fee-for service rates are also substantially lower than non-member rates and the fees charged by private practices.

This year ECA Legal provided 881 hours of free legal advice to members. If conservatively valued at the private practice cost of \$500 an hour, that equates to almost \$450,000 worth of legal advice provided at no charge to members.

## Industry-specific Support

The legal team provided information and advice on a range of issues including commercial contracts, terms and conditions, payment disputes under the *Security of Payment Act*, Australian Consumer Law, apprenticeships, enterprise agreements, electricity licensing regulations, business structures, award

interpretation/coverage, employment contracts, employee conduct, redundancies, unfair dismissals, adverse action and discrimination claims, leave entitlements, unions, and wage rates and allowances.

The legal team also supported members with debt recovery sending out high numbers of Letters of Demand at no cost to members. This support helps members recover thousands of dollars of outstanding debts, in many cases preventing the need for costly legal action.

To keep contractors informed of developments in workplace relations and other relevant areas of law, the legal team wrote a series of articles, which were sent out to members fortnightly via ETI's "eNews" newsletter. These covered topics such as the Voluntary Small Business Wage Compliance Code, employer responsibilities relating to end-of-year functions, personal leave, intentional underpayment of wages, the new definition of casual employees, the new pathway to permanent employment for casuels, the High Court decision on compensation for psychiatric injury during an employee's dismissal, Federal and State Wage reviews, debt collection, right to disconnect provisions, increases in wage rates for labourers and mature apprentices, responsibilities for providing a safe working environments when employees work from home, new Workers Compensation legislation, flexible working arrangements and family and domestic violence leave provisions.

Australia continues to see significant industrial relations reform, and ECA Legal has ensured that members are informed of the many changes that they need to be aware of.

### **Farewell to Johnny Brits**

After 12 years of dedicated service, Legal Practice Director, Johnny Brits retired this year. Johnny was a trusted advisor, helping countless members navigate their business and legal challenges with confidence. ETI was pleased to welcome Justin Lilleyman into the role. Justin brought extensive experience and knowledge in Employment and Industrial Relations Law, ensuring members continued to receive the high-quality support ECA Legal is known for.

### **Member Support – Technical Hotline**

Surveys and member feedback continued to rate the Technical Hotline as ETI's most in-demand member service, with feedback being consistently positive.

This is a unique service delivered by WA-based staff catering specifically for WA businesses and issues. It draws on the technical team's diverse experience and knowledge, supporting contractors with compliance, technical knowledge, installation requirements and understanding Western Power, Horizon Power and Building and Energy's rules.

The service provides members with direct technical assistance from 7.30am – 5.00pm Monday to Friday (excluding public holidays). In 2024/25, the technical team received 9,900 enquiries from members, including phone calls, email enquiries and face-to-face appointments. ETI has been pleased to offer this outstanding support provided free of charge for all members.

The hotline's value to industry has been demonstrated by the number of non-members who either join or reactivate a previous membership so they can access the service. This has created a major source of new member leads each month.

## Member Support – Technical Knowledge Base

ETI's Technical Knowledge Base (TKB) has continued to be a significant strength, receiving the second highest number of compliments from members (after the technical hotline service). ETI receives regular member feedback about the speed and helpfulness of the responses provided.

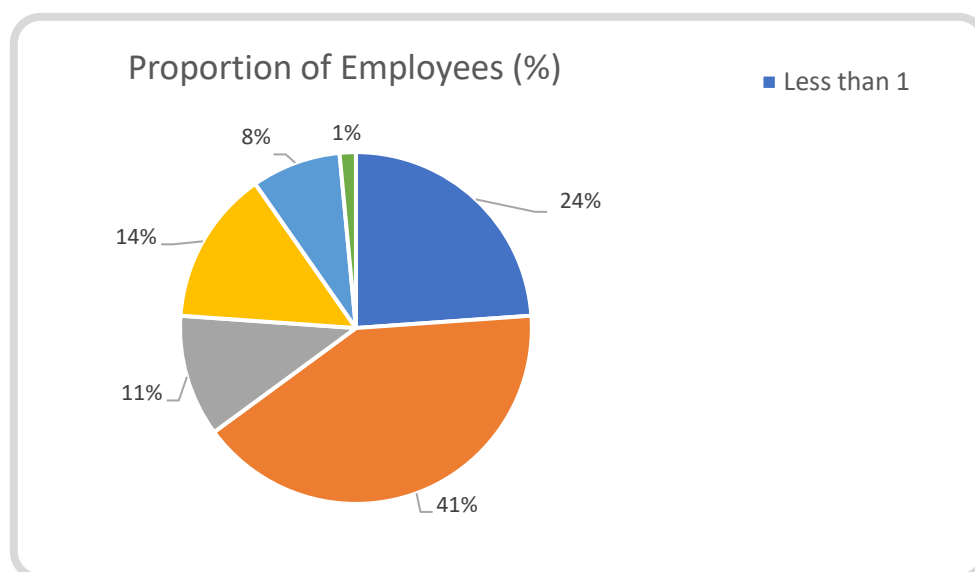
Drawing on ETI's licence arrangements with Standards Australia, TKB is an online service that allows members to view and search Australian Standards, industry alerts, Energy Bulletins, FAQs and more. It also provides the ability to ask the technical team specific complex questions. This initiative has meant members can access an extensive range of technical information at any time of the day or night. The in-built 'submit a question' service is very popular as it enables members to attach photos to their questions whilst on the job, and allows the technical team to provide written responses for those members who prefer that format.

TKB is regularly updated with new information, making this an extremely valuable resource. This is reflected in TKB's high usage rates, with more than 90% of members using the system via almost 3,606 unique logins. In 2024/25, members conducted 8,601 searches and viewed 32,800 articles. ETI invests a considerable amount of its own funding into maintaining and delivering the service, which is provided free of charge for members and EGT apprentices.

## Maintaining a Dedicated Team

ETI's management team emphasises building a positive, engaging staff culture and this commitment ensures the organisation's capacity and capability to achieve its charitable objectives.

ETI enjoys high loyalty and staff retention. The 2024/25 year saw a strong reduction in turnover which is an excellent result given that employee turnover rates for the 2024 calendar year significantly increased in both the public and private sectors<sup>1</sup>. ETI's average tenure was five years and three months at 3 May 2025, as outlined in the following graph, which shows the proportion of staff and their length of service.



<sup>1</sup> Statistics released by the Australian Human Resource Institute (AHRI) March 2025 quarterly report, show the average employee turnover for the 12 months to the end of December 2024 was reported at 16% up 2% from the previous 12 months.

This year ETI celebrated a number of staff milestones including:

Years of Service	Number of Staff
25	1
15	7
10	6

ETI reviewed its staff loyalty program so that at the two year mark, staff receive a \$200 gift voucher. In addition to maintaining its effective retention strategies, the management team also explored a range of recruitment options including holding recruitment nights at CET's Joondalup and Jandakot campuses and working in close partnership with several high schools and job agencies.

## Gender Equality

The 2025 Gender Equality Report provided a snapshot of ETI's gender composition and showed that ETI is tracking positively with an increase in the number of women in managerial roles. Additionally, 8.1% of EGT's apprentices are female. This is well above industry's average, which shows that 4%<sup>2</sup> of Australia's electricians are female.

ETI's Diversity and Inclusion Working Group started meeting every six weeks in 2025, implementing a range of initiatives. In addition to reviewing ETI's diversity policies which will be rolled out in July 2025, an ALLY<sup>3</sup> network has been embedded across the organisation, there is an online presence on the staff intranet, and a calendar of events has been rolled out. The group is also working with HR to draft new diversity policies.

## Skill Building

This year ETI rolled out a six month leadership training program for its mid-level managers. The intention was to build leadership capability, provide a toolbox to support people management, and provide team building elements to strengthen relationships between the management team. The program included training sessions and individual mentoring, and has received positive feedback from attendees

Resilience Training was also made available for all staff. There was an overwhelming positive response to the training across varying roles for both professional and personal use.

## Supporting Staff Wellbeing

ETI has implemented a number of HR projects this year, which have been designed to continue to maintain staff wellbeing. These projects have included:

- Conducting a staff engagement survey and rolling out the results to all managers and employees.
- A new Employee Benefits Booklet was rolled out including new discount offers.
- A range of new leave policies including purchased leave and parental leave were rolled out.

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<sup>2</sup> Based on June 2025 data from ANZSCO: <https://www.jobsandskills.gov.au/data/labour-market-insights/occupations/3411-electricians>

<sup>3</sup> A person who supports the rights of a minority or marginalised group without being a member of it

- New flexible working arrangements including working from home, right to disconnect and 4-day work week policies were rolled out.
- Respect at Work policies were reinforced.
- Rolling out a new Right to Disconnect policy.

In addition, ETI has continued to offer its employee assistance program, which is actively promoted and made available to both staff and apprentices.

## Prudent Financial Management

ETI has established an effective business model, placing it in the top 4.5% of charities in Australia. Its prudent financial management has made it possible for it to fund many of its programs and initiatives.

As at 30 June 2025, ETI achieved a total turnover of \$57,409,349 achieving a surplus of \$1,232,654 across ECA Legal Pty Ltd, CET, EGT, EQS and Member Services. ETI's total assets were \$53,661,145.

The key factors contributing to these results included:

1. As mentioned earlier, 2024/25 was the first full financial year where ETI did not provide services for NECA WA under a service level agreement. Previously NECA WA members were given complimentary membership of ETI. This year, Member Services' income was derived directly from fee-paying members, starting out with 615 fee-paying members and seeing steady growth throughout the year to finish with 1,055 members. ETI is expected to reach its target of 1,334 fee-paying members in the first quarter of 2025/26.
2. Sponsorship arrangements have been put in place with MMEM, LeGrand, Brighter Super, MEGT, Uniquip, Zedflo, CNW and Schneider.
3. Continued industry demand has seen a steady recruitment drive and minimal downtime for EGT's apprentices.
4. In FY2023 and FY2024, high apprentice enrolment levels and trainer shortages put pressure on CET's capacity. As a result, there was a delay in commencements for first-year EGT apprentices' off-the-job training.
5. Both CET campuses delivered surpluses throughout the year.
6. Throughout the year, fee for service enrolments at CET and EQS were consistently positive, reflecting the quality of training provided and the value industry receives from the training offered.
7. There has been a general increase in apprenticeship employment across industry, resulting in high demand for apprentice training at CET. With reduced commencement wait times and well-attended Capstone preparation classes, there is now steady access to commencement and completion funding.
8. EQS has continued to demonstrate that its training is valued by industry. A mix of quality enhancement initiatives, instructor recruitment strategies and the introduction of new, funded courses such as Orange Card and Construction Skill Set training were employed to lift EQS's financial performance.
9. ECA Legal is now operating at a profit. While it predominantly supports members, it also offers services to non-members and continues promote its offering online and via industry publications.
10. ETI's agreements have continued to provide a reliable source of income for the charity.
11. As part of its governance arrangements, ETI maintained three investment properties and two investment portfolios through ANZ and the Commonwealth Bank. The funds are invested in accordance with ETI's risk profile and support the organisation's positive financial position.



While all of ETI's activities are charitable; the Board has identified that there are specific opportunities that benefit from additional funds to enhance outcomes. ETI has allocated a percentage of its annual surplus towards projects that achieve its charitable objectives. This year, those funds were directed into supporting:

1. mature age apprenticeships;
2. female apprenticeships;
3. indigenous apprenticeships; and
4. Apprentice safety training.

ETI has developed a positive budget for 2025/2026 that aims to consolidate the charity's position. It will continue to use its surplus to self-fund existing and new industry programs, and further its charitable objectives.

## Thank You

ETI's continued success is made possible through the collective efforts of many people.

Firstly, I would like to thank host employers, customers and members for their ongoing support for ETI's services. Their loyalty enables ETI to continue to develop and maintain a high level of service and contribute to a stronger industry.

Our Board Members volunteer on the Board and its subcommittees, taking considerable time out of their businesses to support ETI's effective governance and ensure its services continue to remain relevant and up to date with industry's needs. I would like to thank all Board Members for their time and commitment. This year Paul Wyers stepped down from the Board having made a positive contribution over many years of service.

ETI's achievements would not be possible without the efforts and expertise of its staff. Thank you to CEO Carl Copeland, CFO Heloise Steyn, General Manager EGT Stuart Diepeveen and General Manager Member Services and Training Aidan O'Grady for their outstanding leadership. Thanks also to all the staff whose dedication and hard work continue to make ETI a success. I would also like to acknowledge all the apprentices who've chosen to work with EGT and add value to their host employers' businesses.

With ETI's new structure and branding now firmly embedded, the organisation is well positioned to deliver on current and future industry needs in WA and beyond. I look forward to working with you all as we move into 2025/2026 and benefit from the many opportunities available to our constantly evolving industry.

**Greg Warren**  
Chairperson  
The Electrotechnology Training Institute Inc