

Impact Statement 2021



Nationally Accredited
Disability Employment Partner
and NDIS provider

Communities where all people can achieve their potential

Caitlin achieves long-term career dream in childcare

Glenning Valley, NSW

Nothing makes us prouder than seeing our candidates achieve their career dreams, and our employer partners secure motivated, long-term team members. Caitlin Robins is a shining example!

With Job Centre Australia's support, and driven by her love of children and passion for education, Caitlin has earned a traineeship and long-term career with our employer partner, Glenning Valley Child Care Centre.

Caitlin – who lives with mental health – is gaining hands-on skills, knowledge and personal development as she studies her Cert III at the International Childcare College and works towards a career in Early Childhood Education.

Through our ongoing partnerships with RTO's and vocational institutions, Job Centre Australia provides career progression pathways and support for our candidates in achieving meaningful employment and careers.

“Candidates like Caitlin experiencing mental health, or living with disability, injury or other health conditions, should not feel they have to work toward their goals alone. No matter where they may be on their career journey, we can work with them on career progression pathways, and offer ongoing support to achieve a meaningful, long-term career.” Deborah Lambourne, JCAL CEO



Company Overview

Job Centre Australia is a nationally accredited specialist Disability Employment Partner and youth NDIS provider. Operating since 1990, we partner with businesses to recruit valuable team members into their workforce, recognising the significant value of individual and cultural diversity. By creating meaningful employment for people with disability, we elevate awareness, inclusion and the contribution of all people, to local communities and economies. We currently provide services to over 1800 people with a disability from 31 offices in NSW and QLD. JCAL in its various forms has been specialising in providing Disability Open Employment services for 29 years.

Vision Statement

Communities where all people can achieve their potential.

Purpose:

We create opportunities for development, empowerment & enhanced independence. We build people's capability & strengthen communities through:

- Fostering awareness of the benefits of diversity
- Employment & education
- Active engagement with local partners
- Customised support

Strategy

JCAL's 2018-2021 Strategic Plan has five key strategic pillars to maintain our service quality and our business viability into the future:

1. Customer Excellence
2. People & Culture
3. Growth & Sustainability
4. Profile & Influence
5. Governance & Business Systems

Corporate Responsibility

JCAL is committed to providing person-centered services to support the development and success of our clients. We encourage a positive culture for our employees that promotes job satisfaction and excellence.

We strive to maintain our reputation as a quality, ethical and responsible community organisation across all facets of our business. We actively encourage diversity, equality and opportunity in our workplace and contribute positively to the communities in which we operate.

Leading the way for people with disability at Australian Parliament House

Canberra, ACT

Daniel Crowley, who lives with Asperger's, continues to kick goals in both his career and personal life.

With Job Centre Australia's support, 22-year-old Daniel has spent more than two years in his now-permanent role, helping to keep none other than Australia's Parliament House running smoothly.

As Admin Support for the concierge team, Daniel is involved with keeping events, school visits and tourism functioning – right in the heart of Australia's Government in Canberra.

Daniel's achievements have been recognised at the highest levels, when late last year, Daniel met with Prime Minister Scott Morrison who congratulated Daniel on his two year milestone and permanent appointment, while thanking him for all his hard work.

The supports available to Daniel made possible through critical funding through the NDIS and Disability Employment Services (DES), brought together by Job Centre Australia. We're honoured to work each day towards successful outcomes like Daniel's, for the benefit of our candidates, their communities and the Australian economy.

"Daniel is the Administrative Support for our concierge team. He is a great worker, and he is a hard worker" Cris Kennedy, Parliament House



Chairman's Note 2020-2021

In 2021, the worldwide pandemic disrupted our operations, particularly in New South Wales. To their credit, our management team and our entire workforce were able to rise to the challenge and we maintained our levels of service and staff numbers in all of our locations. With the help of the government provided Job Keeper program, we were also able to finish the year with an increased surplus while maintaining our cash resources.

Despite the good financial result, the operating environment continues to present major challenges with the re-emergence of the pandemic, hampering our ability to respond as fully as we would like to the quickly changing needs of our Candidates, Participants and Employer partners.

We have refined our service offering to better concentrate on youth and on the training and skills they need to successfully transition from school to meaningful employment. We have, as an organisation, recommitted to our belief that meaningful employment can change lives and that employment diversity contributes positively to a workplace.

During the year we continued the development of the systems and infrastructure we need to support our services. We updated our underlying IT infrastructure and network, introduced a new accounting package and began work on a new HR and training platform.

We were able to successfully transition many of our services to on-line delivery to respond to the restrictions both imposed by the pandemic and by Participants wishing to interact online, rather than face to face. Our new training program once fully deployed will be available to our staff, our Participants, and importantly, to our employer partners.

Significant opportunities are developing for us to train businesses in ways to successfully diversify their workforce and to productively recruit our Candidates. We look to remove much of the uncertainty an organisation experiences when they hire applicants with a disability, or from a diverse background. A more accepting and informed workplace contributes greatly to the likelihood of success for our Candidate.

We improved our digital presence across all social media platforms, and in the next 12 months we will continue to build awareness of our services, both in the community and amongst the organisations who can offer an employment future to our Candidates.

Our CEO, Deborrah Lambourne has led our organisation with wisdom and empathy through the constantly changing and challenging circumstances. She has been well supported by her senior management team and on behalf of the board, I offer my thanks for the commitment and skill they have all brought to their work.

Similarly, our staff have also shown great commitment to their Candidates and Participants and their families. They adapted to an environment that sometimes made it difficult to connect face to face, while undertaking their roles with the understanding and patience required to work effectively in the disability sector.

Finally, my thanks to my fellow board members for their continuing support of, and work for JCAL. Through their efforts, we remain focused on our belief that inclusive employment is a powerful lever for social and community change, and the workplace of the future must reflect all aspects of the community in which we live.

John Stewart – Chairman

Year in review

The 2020/2021 year continued the challenges we experienced in 2019/2020, further putting pressure on all business across Australia to remain engaged with their employees and their customers. Our team continued to shine in servicing our client base and supporting each other as we entered tighter working-from-home restrictions imposed through the Health Orders, than those we experienced in 2020, with some of our colleagues being further isolated in the targeted lockdown Local Government Areas. Throughout this time, our staff showed resilience and a commitment to our candidate and participants, with a respected collegiality enabling the organisation to look to the future, and optimise the opportunities presented from an increase in employer's demand for staff.

We recognise this may be largely driven by the retail and hospitality sectors, as an alternative in meeting the shortfall arising from restricted travel to Australia by backpackers and international students, who will remain our competition for roles in these sectors as the Australian Borders are opened.

Whilst we may have faced challenges throughout the year, we were presented equally with positive opportunities, and reasons to celebrate success, as our focus on customer service excellence resulted in an NPS score of +56, up from +53 last year, reflecting the implementation of processes and engagement models throughout the year, in meeting the service delivery standards expected by a broader customer base.

We entered 2020/2021 in a positive light, as there was an apparent success in the battle against Covid-19 as the second half of the year delivered positive results and growth across our NDIS Youth programs in all centres, with a continued use of the hybrid engagement pattern of face-to-face and online training. Unfortunately, with the Covid-19 Health Orders having a greater impact on business operations, we were not able to offer a wide array of work experience to our Youth, however this was replaced with creative learning activities and continued online learning with some attaining Cert II and III qualifications.

During 2019/2020 year, we developed a Business Continuity Plan, including a Pandemic plan, which enabled us to continue delivering our services at the highest standard throughout the year, with efficient and appropriate responses to official advice from both the Commonwealth and State Government Health Authorities, to mitigate the impact of the COVID-Delta Variant in the community. The Board and Executive Management Team wish to extend their heartfelt appreciation to each member of the JCAL Team for their ongoing dedication, innovation, and commitment to customer service excellence.

We have continued to work alongside our Employer and Strategic partners who have had mixed experiences this year, as some metro and regional areas experienced severe lockdown restrictions, while others experienced a surge in demand to support changing community needs. Our partners with whom we continue to maintain strong relationships with include, Woolworths, McDonald's, Coles, Hungry Jacks and a range of local aged care and disability support services. Throughout this time, we have ensured continued support for our Candidate's needs in connecting them with our experienced JCAL team members, whilst providing meaningful employment that benefits both the Candidate and Employer.

JCAL has long prided itself on working with people with disability in achieving meaningful, long-term careers. This year, we again acknowledge the long-term employment achievements of our Candidates, of between five to fourteen years continuous employment across an array of business sectors, including: retail through Woolworths, Spotlight, Coles, Target; Restaurants acknowledging McDonald's; Leagues Clubs in Central Coast and Sydney, building industry provider Trend Windows, and hospitals such as Royal North Shore and Macquarie University, to name a few.

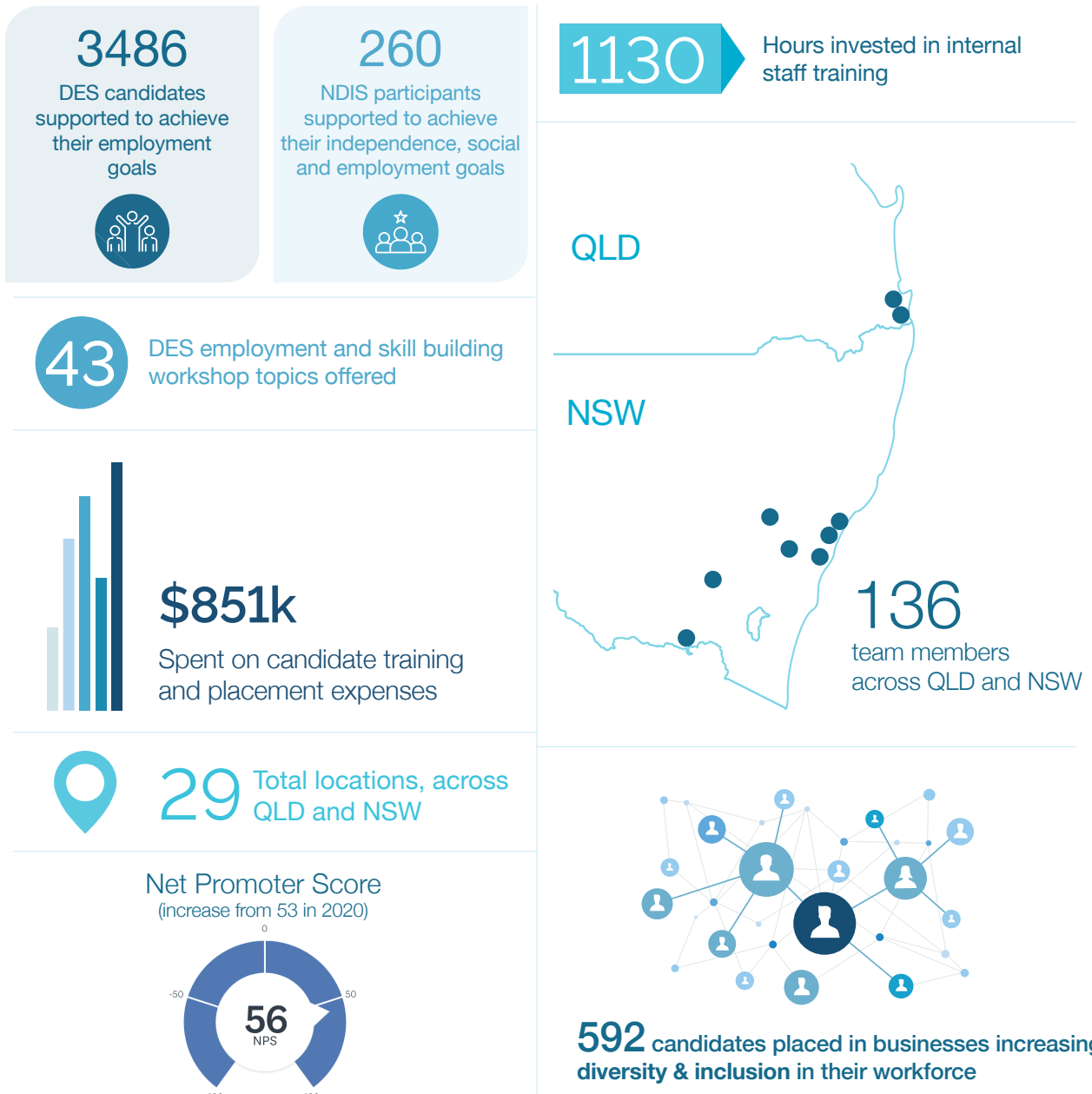
This achievement is possible through our Employer partners, the commitment of our staff and importantly, the aspirations of our Candidates.

2021 saw us complete our implementation of improvements in the IT space, enabling us to meet the Right Fit for Risk assessment required by the Government to meet improved IT access, data, and storage security to combat the increase in cybercrime across all platforms across the world. In addition, we implemented a best-in-class financial system, and this was complemented with a HR platform supporting employee engagement and payroll. These efficiencies will ensure our

customer service delivery is consistent in the process allowing an increased focus on the quality and standard of our face to face and online engagement with our customer base.

We continue to implement our Strategic Plan and leverage on the opportunities it is bringing in, growing our business streams, broadening our customer base, and strengthening our service offering, brand, people, and culture. As we emerge from the cloak of Covid and lockdowns, we will further enhance our customer and staff experience, as we meet the challenges of a new world, living with some restrictions, and optimising the customer and staff engagement and opportunities.

We look forward to facing the future confidently and in collaboration with our Employer Partners, our customer base, and staff as we continue to implement the strategic plan in growing our business, creating opportunities for all who we represent and support.





STRATEGY // 21

Our Vision:

Communities where all people can achieve their potential

Our Purpose:

We create opportunities for development, empowerment & enhanced independence. We build people's capability & strengthen communities through:

- » Fostering awareness of the benefits of diversity
- » Employment & education
- » Active engagement with local partners
- » Customised support

Our Approach:

We're committed to the way we work

- » Person-centred & strengths based
- » Community & solutions focussed
- » Long term outcomes oriented
- » Professional & collaborative
- » Responsive, adaptive & strategic



Customer Excellence

We delight our customers by achieving the best possible outcome

- » Improve customer experience & satisfaction
- » Increase range & quality of services
- » Reach more customers by expanding access to our services



People & Culture

We harness a skilled & engaged workforce aligned to our values

- » Develop & mentor leaders for the future
- » Create a workforce skilled to meet JCAL's future needs
- » Build a high performance culture
- » Develop a team focussed on customer service excellence

VALUES



Respect
& dignity for all



Fairness
& equity



Integrity
honesty & transparency



Excellence
& high standards in all we do



Commitment
to social justice



Growth & Sustainability

We have secure, diversified funding for a sustainable future

- » Deliver outstanding performance
- » Increase revenue sustainability through growth and diversity
- » Develop strategic partnerships that generate revenue



Profile & Influence

We are recognised for excellence

- » Increase JCAL brand awareness
- » Ensure JCAL is recognised as a preferred service provider
- » Demonstrate & publish social & community impact



Governance & Business Systems

We have strong & effective systems to support our business

- » Embed robust governance practices
- » Improve operational systems & facilities
- » Develop technologies that deliver business performance
- » Improve environmental sustainability practices

Celebrating International Women's Day with inclusive employer partner, Woolworths

Young, NSW

On International Women's Day 2021, Job Centre Australia celebrated women's achievements across the globe, including the wonderful women we work with each and every day. A day to acknowledge gender diversity and to #ChooseToChallenge inequality, bias and stereotypes – because from challenge, comes change.

Job Centre Australia is committed to enabling inclusion, and through our partnerships with inclusive employers, we're proud to support women every day in overcoming their challenges to contribute positively to their careers, their community and the economy.

To highlight how powerful this can be, we shared a wonderful story about our inclusive employer partner Woolworths – who are leaders in building a diversified workforce – and our remarkable candidate Erin from Young NSW.

Through Job Centre Australia's partnership with Woolworths Young, Erin, a single mother overcoming various personal challenges, living with schizophrenia and hearing impairment, has been supported in achieving a long-term, meaningful career – enabling her to be a strong, independent role model to her children, to women and to others overcoming mental health.

Erin's story is truly inspiring as she choose to challenge herself and set in motion her own change. A perfect example of just what can be achieved when we work together towards an inclusive world.

"It puts a lot of people off hiring because of the stigma around schizophrenia. A lot of people wouldn't give me a shot. Woolworths were the first people that ever hired me." Erin



Christmas Elf dreams come true for JD

North Sydney, NSW

Josh, otherwise known as JD, is supported by Job Centre Australia to achieve his social, independence and employment goals. Having a natural flair for performance arts and love of dance, our team identified JD's skills, interests and absolute LOVE of Christmas, and aligned that beautifully with an opportunity with our valued employer partner – Westfield Chatswood.

With our strong employer partner relationships, we were able to secure an opportunity for our participant Josh, making his Elf dreams come true this Christmas!

Josh loves to perform, dance and help people, and it was his dream to one day work alongside Santa handing out lollies and taking photos at Christmas time. "I love handing lollies to children to make them happy, being in photos with kids and Santa and being a part of the joy of Christmas!"

With a friendly, outgoing and helpful nature, Josh was the perfect fit for the role and has a new found sense of confidence and independence, paving a strong pathway to meaningful employment in the future.

"Being able to place candidates like JD in with our valuable employer partners, it not only brings value to the employers, but the candidates gain great skills, and it is also really valuable to the whole community."

Amanda Minors, Regional Manager - NDIS, Job Centre Australia



Meaningful employment success for Alex at Newcastle Cruising Yacht Club

Lower Hunter, NSW

Job Centre Australia candidate Alex, knows all too well how meaningful employment can change your life. Alex came to Job Centre Australia through our partnership with Hunter New England Mental Health Service's STEPS (Support Through Early Psychosis Service) – an early intervention program supporting youth living with mental health conditions – that aims to achieve meaningful employment through ongoing support and training. He now works at Newcastle Cruising Yacht Club cleaning and maintaining the boat marina, and couldn't be happier.

Area Operations Manager, Anthony Workman, says that "We've been privileged to work with Alex across the past two years to help him build on his physical and mental health, gain vital employability skills, secure meaningful employment – and even the confidence and supports to go back and study his passion, electronics. He's honestly the healthiest I've ever seen him, he's so different from where he was when he first started with us. We couldn't be prouder of him. We are extremely passionate about supporting the individual, and we take a holistic approach on how we do that. A huge part of our success is early intervention with our youth experiencing mental health issues, thanks to our strong partnerships with organisations like Hunter Mental Health Services, as well as the relationships we build with our inclusive employer partners like the Newcastle Cruising Yacht Club."

"Having employment and going to Tafe really helps me, knowing that I have a future and security in a job. When I started working, I wasn't in the right mental health space, until I got the right support from Job Centre Australia and Newcastle Cruising Yacht Club – and since then, things have been going great" Alex says.

"Never give up, and continue to seek support from your health professionals in conjunction with your Employment Consultant." Alex



Covid 19 - recognising our team

The success of our candidates and participants wouldn't be possible without the dedication and tireless efforts of our team, ensuring we build valuable employer relationships, source meaningful employment opportunities, and increasing the skills of our candidates and participants. We would like to make special mention of the significant efforts of our team throughout the Covid-19 pandemic, which has been further exacerbated during 2021 with restrictions and lockdowns, across NSW and Queensland. From our frontline staff to back of house and support teams, our achievements this year are a credit to your commitment to our customers and stakeholders success. Thank you, and well done.





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