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23

Impact Report

Transforming the lives of those in need
through the power of employment

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Vision Inspired
Person

Year in review

Our 26th year of Community Activation

CoAct is a national partnership of not-for-profit community service providers. We collaborate to deliver exceptional employment services across Australia.

As not-for-profits, CoAct and our partners are deeply rooted in the fabric of the communities we serve. We're dedicated to helping our customers reach their full potential through sustained, meaningful employment.



FY22-23 - A year like no other

As Australia **emerged from two years of the COVID-19 rollercoaster**, the heaviness of lockdowns, isolation, health concerns, financial challenges and unemployment started to lift.

Despite the upheaval of past years, we avoided slipping into recession. Australia's **labour market rose strongly**, seeing the unemployment rate reach a 48-year low of 3.4%. But **high inflation and rising interest rates** hit hard. This affected our most vulnerable customers the hardest through increased cost of living.

The economic landscape made our work supporting those most in need into jobs even more vital.

It was out with jobactive and in with the new Workforce Australia and Transition to Work contracts. This brought us a more **complex customer caseload**, with many unemployed for over two years or facing significant barriers to work.

These new programs saw us introduce a **new service delivery model**, bringing our customers' unique, often complex needs to the forefront. We spent more time supporting customers holistically, keeping them engaged on their journey.

We opened the doors to CoAct's first model site, in Stones Corner, Brisbane. Our new home services services Workforce Australia and Disability Employment Services customers. It also enables us to pilot and test new initiatives to support optimal service delivery.

We developed and launched version 2.0 of our customer portal, Campus – a significant investment in time and people. Campus allows customers to communicate with us digitally and access our extensive job search tools and resources.

Our support for our customers in **Disability Employment Services** continued, along with our work delivering the **Australian Apprenticeship Support Network** contract through The Apprenticeship Community.

Advocacy and government relations remained a priority, too. **We spent 150 hours across 57 events making meaningful connections with voices in high places.** We spoke with peak bodies, government ministers and heads of government departments advocating for our customers and service partners, ensuring they were heard.

These highlights are just the start of the ripple effect CoAct and our partners have made for job seekers, their employers and their local communities all across Australia.

FY22-23 at a glance

Our impact



Every 10 minutes we are placing a customer in a job suited to them



260% increase in income for our customers we've helped into work



150% increase in outcomes for complex customers



25,000 Work Life Plans



37,000 hours getting to know customers in their first meeting with us



70% of customers seen every fortnight



71% of customers trust us to help them find a job



Every 10 minutes we're connecting with our customers already in work, to help them stay in work



78% of customers feel confident they'll stay in their job

"They take the time to get to know you. They're very supportive and help find work that suits your needs."

Tina, CoAct + Community Solutions customer



intensive job search support



community connections



strong labour market



allied health



mental health



housing



rehabilitation

holistic service delivery



**more people placed into
meaningful, sustained
employment**

● Our network

We work with 15 for-purpose service partners across Australia — that’s over 900 exceptional people working across 271 sites.

These organisations have local expertise and far-reaching community relationships, putting them in the best place to deliver lasting jobs for our customers. They also share our mission - to transform lives through employment.

Our national footprint of community-embedded, not-for-profit service partners



“We call it thinking global and acting local. We get to leverage the national footprint of wonderful service partners, share best practice, evaluations of the outcomes we deliver and be part of a broad conversation that smaller non-profits wouldn’t get to engage in because of their size.”

Ben Vasiliou, CEO, Youth Projects

As our founding father, the late Steve Lawrence AO once said,

“There is nothing more important than helping people who are socially excluded in our community move towards work and lifelong learning. I do think it has to be combined with community building and social engagement though.

So it’s not just about a job, it’s actually about people connecting with their community.”

This year’s impact report demonstrates the power of our network, our expertise and our community connections.

It shows how our unique model supports people to reach their potential and find meaningful, sustained employment.

It shows how we make one plus one have exponential possibilities.



● Our customers

Helping the most in need

We supported 64,890 Australians with personal development, training and job search support to help them find sustainable employment.

Our contracts



Caseload changes

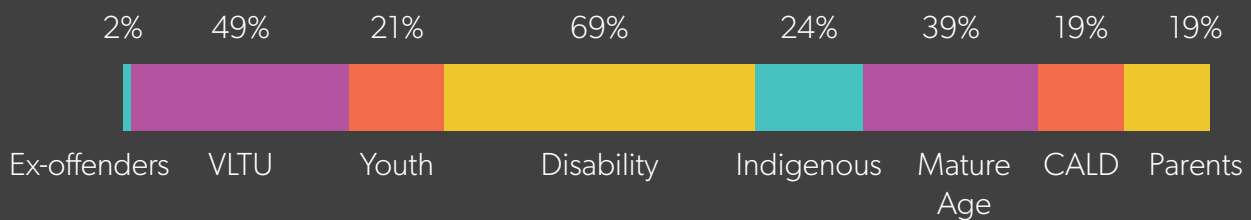
As we shifted from jobactive to the new Workforce Australia framework, so did our customer base. We moved away from assisting largely Stream A customers in jobactive to supporting individuals with more complex barriers to work.

Our caseload of Very Long-Term Unemployed individuals increased from 50.8% to 68.91%

“Never before have we supported so many people who are long-term unemployed or have significant barriers to work. Our customers came from many different backgrounds and stages in their life, grappling with more intricate and formidable barriers to employment.”

Simon Brown, CEO, CoAct

Customer profile



These figures exceed 100 percent as most customers identify with more than one barrier to employment.

“They don’t look down on you... they have a heart and are understanding that people have different lives and different struggles. They are knowledgeable, I have a way forward towards helping get me into employment.”

Jonathon, CoAct + Ability Options customer

● Our supports

Compassionate, customised support for complex circumstances

Welcoming a more complex customer base through the new Workforce Australia and Transition to Work contracts emphasised the need for more intensive, tailored customer support.

Our success in delivering Disability Employment Services positioned us well to confidently support those hardest to place in these new contracts.

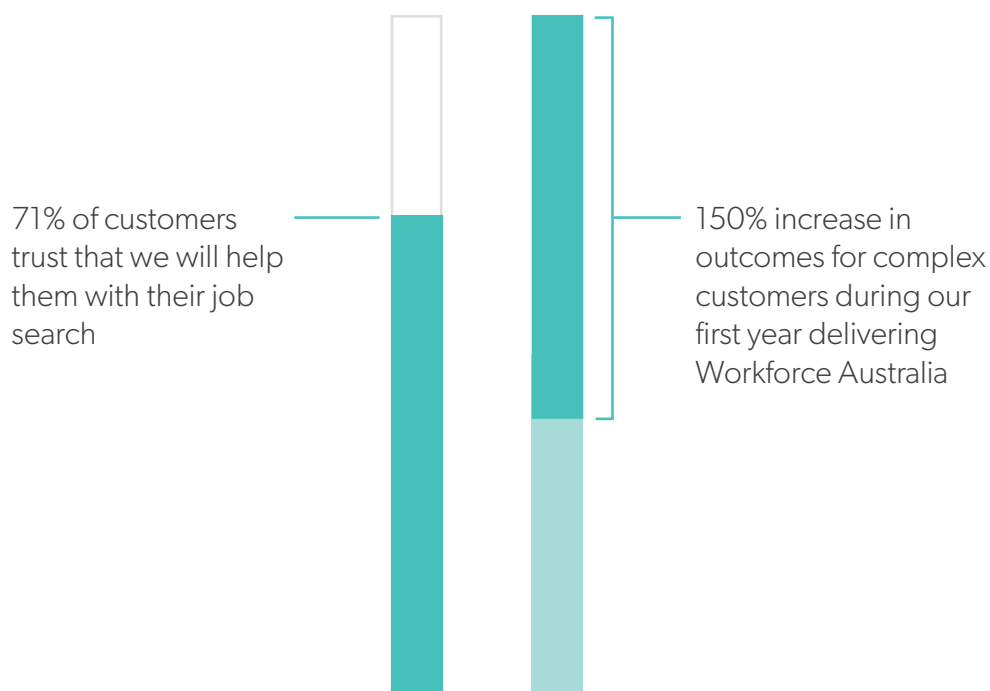
Our new Workforce Australia service delivery model rolled out with a strong, purposeful focus on:

- spending **more time with customers** right from the start, getting to know their unique needs
- **building trusting relationships** with them, enhancing their engagement and confidence in us
- developing **person-centred, tailored approaches** that make a real difference to their employment prospects.



More interactions + more detail = higher confidence and better results

- **Over 25,000 Work Life Plans completed** – just one part of a comprehensive 1.5 hour-long initial customer appointment
- **Over 37,000 hours of one-on-one personalised interactions** with our clients through initial appointments alone
- **70% of customers seen every two weeks** – these regular appointments build their confidence in themselves and our service
- Invested heavily in relaunching Campus, our online customer portal that supports our face-to-face servicing and allows us to spend more time with customers



“They were immediately warm, engaging and very respectful. She took time to understand my situation and we worked together on a plan for me. I left the meeting feeling confident and supported, and inspired to begin my new life here in Australia.”

Abdulrahman, CoAct + Youth Projects customer

● Community connections and holistic support

Our support continues to be about more than just jobs, it's about building individuals from the inside out so they can stay in work and live better lives.

We help them work on their self-esteem, find safe housing and source financial support. We also address any health, rehabilitation and mental health needs before starting a job search.

We connected with 2,500 complimentary community service organisations, ensuring customers had access to the unique wraparound services they need to thrive in their job search and beyond.



Allied health



Mental health support



Housing



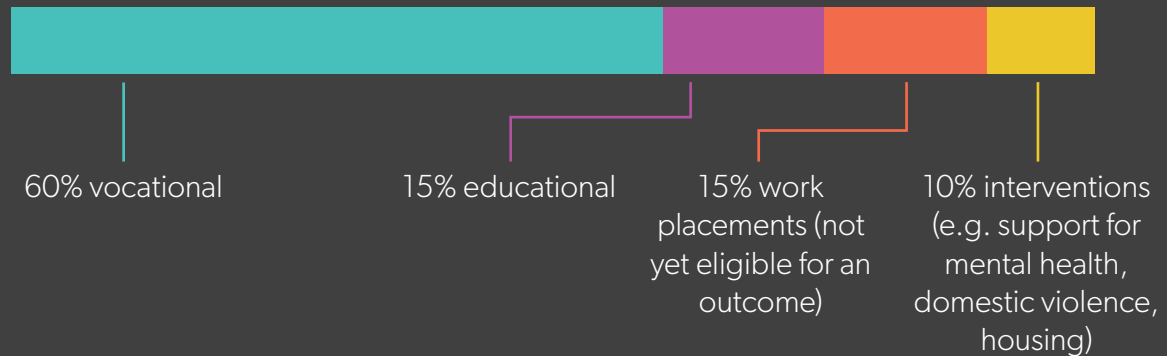
Rehabilitation



Care services

Activities that helped customers move closer to employment

This year, our Workforce Australia customers participated in the following activities:



92% of our Transition to Work customers were engaged in education or training, moving them closer to sustainable employment.

Investing in our customers

We spent \$14m supporting customers in their employment journey – that’s a \$2m increase on the year prior.

On average we provided **\$495 of financial assistance per customer** for work-related items such as:

- accredited training
- communication and technology
- relocation assistance
- transport
- work-related items, training and licensing and more.

● Supporting Manoli to support himself

Manoli was diagnosed with Multiple Sclerosis (MS) at 23. Since then, he's been the self-employed owner of a successful IT business, which enables him to have more workplace independence and time with his young family.

In 2018 Manoli reached out to the MS Queensland team for support through Disability Employment Services (DES). The workplaces he was contracting to offered little to no assistance for his MS symptoms, which include mobility impairments, muscular spasticity, sensory deficits, and Uthoff's phenomenon (heat sensitivity that negatively affects MS symptoms).

His MS Queensland recruitment partner Caleb describes him as a self-starter who, "puts others first over his own health and has always had the mentality to get on with the job".

The challenges

The nature of being a self-employed contractor meant Manoli was stuck in a boom-and-bust cycle balancing his workload and symptoms. Manoli's health suffered, work became challenging, and he began to lose confidence in his ability to do his job and provide for his family.

The solutions

MS Queensland's expertise and connections supported Manoli to better manage his symptoms and workload. Their help included:

- **Allied health connections and funding** for remedial massage, physiotherapy and osteopathy to help manage Manoli's muscular spasticity, helping him have the major breakthroughs that have since turned his life around.
- **Personalised exercise and symptom management plans**
- **Support helping him access the NDIS** (National Disability Insurance Scheme) to assist with funding for physiotherapy, occupational therapy and other therapy services.
- **Workplace assessments and continued education** through weekly debriefing phone calls.
- **Coordinating his Job Access funding application** for around \$9,000 worth of disability-specific equipment. Having the costs of much-needed technology and equipment that specifically supports his MS symptoms covered means Manoli can stay self-employed.

“The biggest personal growth I have seen from Manoli is his confidence in his own abilities... in himself and his communication with clients, specifically around putting himself first. It’s been great to see Manoli’s work flourish alongside his health.”

Caleb, Recruitment Partner, MS Queensland

The impact

Manoli now has a better understanding of his body and how to prioritise his wellbeing, knowing when to make the call that he needs to slow down.

MS Queensland states that MS-related fatigue is one of the main reasons people prematurely leave the workforce. Their support has boosted Manoli’s confidence and enabled him to increase his capacity for new and existing projects.

The focus has now shifted from surviving to thriving in the workplace. His MS Queensland team also have plans to get him the support he needs at home, so he can continue to stay healthy for himself and for his family.



● Sustainable employment

We found work for 11,500 people. 4,056 reached a sustainable 26-week outcome.

Every



we place a customer **into employment.**

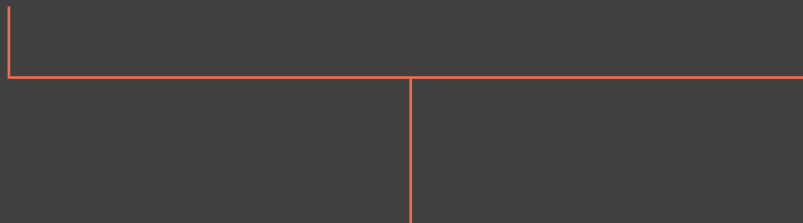
Every



we connect with a **customer who we've placed**, ensuring their successful integration and retention.



78% of our customers currently employed are **confident in maintaining their positions.**



Our customers received a total of \$136,281,600 in wages.

That's an income increase of up to 260% for our customers in a job, compared to receiving JobSeeker payments.*

**Based on market averages.*



“So much support and empathy from the team! Without their help I’d still be floundering. With funding provided for work clearances, fuel and food vouchers I’ve been able to return to employment. I’ve been living in absolute poverty, I couldn’t have moved forward without them.”

Rachel, CoAct + Interact customer

● Never giving up on finding the right fit

Andy* is a single mum experiencing numerous challenges while seeking employment. Before being referred to Youth Projects for the Transition to Work program, she was working a few hours a week in a casual cafe job. Andy's main obstacle was finding a hospitality job with the right flexibility.

The solutions

- **Andy's dedicated Youth Coach** served as her mentor and guide, investing time to understand her unique needs, challenges and aspirations. This ensured tailored solutions and continuous encouragement.
- **Inclusive environment:** Being able to bring her son to her appointments and activities at the Youth Projects hub made it easier for Andy to receive support.
- **Tailored career counselling:** Andy's Youth Coach highlighted some alternative career paths that would better align with her goals and availability. The team discovered a traineeship position as a teacher's aide at a special school. It was just five minutes away from her child's school, perfectly aligned with the flexibility she needed and would lead her to a fulfilling career in education.

Support throughout her traineeship

- **Practical support** helping Andy gain her learner's license, Working with Children check and associated costs.
- **Financial support for her son's school holiday care**, easing Andy's financial stress and allowing her to focus on her studies.
- **Financial support for transport** so Andy could travel to school for her classes, ensuring she stayed committed to her training.
- **Access to Youth Projects' food corner**, offering groceries to ease the challenges and financial burdens of her journey to employment.

**Customer name changed for privacy.*



The impact

- **Employment opportunity:** Securing an interview for a full-time position, Andy is on the cusp of gaining stable employment close to home and a five minutes' walk from her son's school.
- **Work-life balance:** Full-time work means Andy can achieve financial stability while maintaining the flexibility needed to care for her child.
- **Career progression:** Andy has almost completed her teacher's aide training – a significant step toward her long-term goals.

"Thank you so much, I would never have thought to apply at a school if it wasn't for your suggestion and I really do love it."

Andy, Youth Projects customer, Workforce Australia - Transition to Work



Happy customers, great results

Our Net Promoter Score (NPS) program exemplifies our commitment to understanding and addressing our customer needs. It allows us to consistently gauge customer feedback, identify those in need of extra support, and fine-tune our services accordingly. Our NPS insights enhance our service delivery and offer our service partners valuable data on the profound impact of quality servicing.

Our NPS scores

**Disability
Employment
Services:**

49.5

**Workforce
Australia:**

37.5

(up from 23.3 the
previous year
in jobactive)

**Transition to
Work:**

46.5

What's a good NPS score?

The creators of the NPS metric, Bain & Company, say that although an NPS score above 0 is good, above 20 is great and above 50 is amazing.

"My mentor has helped more than enough and goes above and beyond to help me. I'm very grateful that I have her as a mentor. I can talk freely and openly as well about the help I need as well."

CoAct + Five Bridges customer

Supporting employers

We build lasting relationships with employers so we can help them futureproof their business with the right candidates.



80,223 connections
with employers



\$32.5m saved in
recruitment costs



101,400 hours spent
recruiting, so employers
can focus on their
business



Proactively **contacting employers every 90 seconds** to inquire about job vacancies or promoting our job-ready customers



\$3.8m in wage subsidies sourced for employers, supporting them to support their new recruits

"We have a fantastic relationship with CoAct service partner BUSY At Work. I really appreciated that 12 managers came out for an initial site tour and took the time to understand that reliability is key for us. They care about my business, and about the candidates, and that's why when it comes to getting a great fit they are by far the best."

Adam Jackson, HR manager, Homestyle Bakeries

● Looking forward

As the world of employment services evolves, CoAct's commitment to driving impact in local communities is stronger than ever.

We continue to refine our services – driving performance and preparing for the changes to come.

Our network's grassroots foundations, specialist support expertise and community connections are our strengths leading into the next year and beyond.

We're excited about the future and look forward to continuing our work as the 'power of many'.

Simon Brown, CEO, CoAct

"They've helped me to improve my life. I have more direction and feel positive for the future."

Lisa, CoAct + Community Solutions customer



Our service partners





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