

# Annual !mpact Report

2023







## Message from the CEO

*As we have arguably moved passed the COVID crisis, we are now faced with the cost-of-living crisis. Once again, it's the vulnerable who are most at risk. The importance of a job and financial security has become even more critical.*

.....

In this financial year, our social enterprise, Community Corporate, has continued to support over 800 refugees, migrants, women, youth and long-term unemployed individuals. Our priority and passion has primarily focussed on the refugee cohort, representing some 75% of the people we help. We remain determined to channel our resources and energy towards unleashing the potential of refugees across Australia.

Refugees continue to be an under-represented cohort of jobseekers. Through our unique employer-led model, we provide intensive and customised support for refugees, helping them secure both skilled and entry-level meaningful employment opportunities with host employers committed to cultural inclusion to facilitate job security, financial independence and career pathways.

According to the Australian Institute of Family Studies, only 6% of refugees secure employment in the first 6 months of arrival in Australia, and after 2 years only 23% are employed.<sup>1</sup> A sense of purpose and work is critical to human dignity and enabling refugees to restart their lives after they are thrown into crisis at no fault of their own – is a matter of human rights.

COVID-19 provided a unique opportunity for us to shine a spotlight on refugees and migrants with the growing workforce demands in retail and hospitality to engineering and technology, where they have traditionally been overlooked in recruitment processes. This is largely due to well-known barriers to employment such as English language levels, as well as lack of local work experience and references. This emerging appetite for new talent and exploring alternative recruitment pathways has opened many exciting doors for refugees and migrants to demonstrate the skills, qualifications and experience they have brought from overseas coupled with their resilience and positive attitude towards work.

As reported by CEDA (2021) nearly one in four skilled migrants in Australia is working in a job beneath their skill level.<sup>2</sup> What sets Australia apart from most OECD countries is that, while migrants in other countries tend to be less qualified than the native population, the opposite is true in Australia. We are pleased to see growing support for diversity and inclusion across the public, private and community sectors and a move to innovate in the 'Social' space of ESG reporting, which resulted in our corporate engagements significantly increasing this financial year and expanding into key industries such as technology and digital, engineering and business services.

My team has focused on challenging conventional thinking in the past financial year, in a way we haven't needed to before. It has tested us, but has confirmed our collaborative capabilities at Community Corporate. Our impact, as reported here, is attributed to the collective efforts of many partners, supporters, stakeholders and the community members who have collaborated with us over the last 12 months to transform lives through work. Partners who share our belief, recognising that refugees and migrants possess an abundance of talent, skills, and resilience, and are motivated to rebuild their lives in Australia; they just need an opportunity to reignite their hope and aspirations for a brighter future for themselves and their families.

I would like to take this opportunity to thank my wonderful team at Community Corporate for their passion, ideas, and unwavering work ethic. I am so grateful to each and every person in our ecosystem for helping us promote the impact of strong corporate inclusive leadership, and that together, we can prove that doing good is just part of good business in Australia!



**Carmen Garcia**  
CEO and Founder

“  
Our ability to drive change during this precarious time has sparked bright ideas, led to innovative programs, and allowed us to expand our reach in both the community and corporate sectors.”

<sup>1</sup>Australian Institute of Family Studies, 2017, *Recently arrived humanitarian migrants*, available at: <https://aifs.gov.au/research/research-reports/recently-arrived-humanitarian-migrants#employment>

<sup>2</sup>Committee for Economic Development of Australia (CEDA), 2021, *A good match: Optimising Australia's permanent skilled migration*, available at: <https://www.ceda.com.au/Admin/getmedia/150315bf-cceb-4536-862d-1a3054197cd7/CEDA-Migration-report-26-March-2021-final.pdf>

# our Impact at a Glance

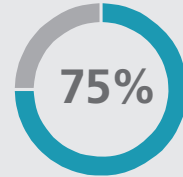


**800+**

INDIVIDUALS SUPPORTED  
AND SERVICED



WE HAD REACH IN:  
WA, NSW, QLD, SA, VIC, ACT



75%  
OF PEOPLE WE HELPED CAME FROM  
A REFUGEE BACKGROUND



**91%**

OF PEOPLE WHO COMPLETED OUR  
PRE-EMPLOYMENT AND COACHING  
SUPPORT PROGRAMS SECURED  
PAID WORK

AT 6 MONTHS 93%

AT 12 MONTHS 89%

ANNUAL AVERAGE RETENTION  
RATE FOR REFUGEE HIRES WAS  
93% AT 6 MONTHS, 89% AT 12 MONTHS

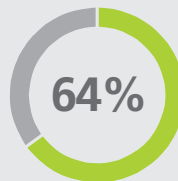


**51.44%**

WE DOUBLED INCOME EARNINGS  
FOR OUR PARTICIPANTS ON AVERAGE



THE HIGHEST CANDIDATE PLACEMENT  
EARNED A SALARY AT \$120,000 PER  
ANNUM INTO A SKILLED BUSINESS ROLE



OF REFUGEES WE SUPPORTED INTO  
WORK WERE IN AUSTRALIA  
**5 YEARS OR LESS**



**97% OF EMPLOYERS** REPORTED  
THEY WERE VERY SATISFIED OR  
SATISFIED WITH OUR PARTNER  
SERVICE OFFERINGS



OUR RETURN ON INVESTMENT WAS ASSESSED AT A  
RATE OF **\$4.20 FOR EVERY \$1** INVESTMENT



**OVER 300**

EXECUTIVES, LINE MANAGERS AND ON-THE-JOB BUDDIES,  
PARTICIPATED IN CULTURAL CONFIDENCE TRAINING  
DELIVERED BY COMMUNITY CORPORATE



**OVER 36**

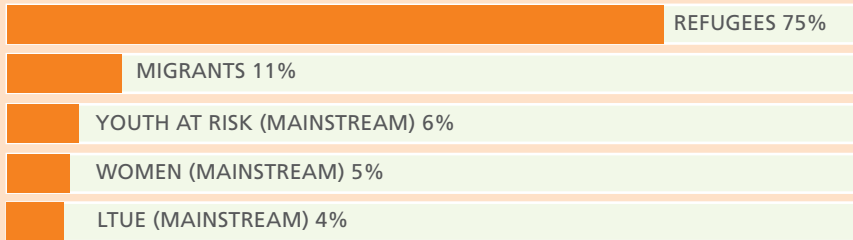
EMPLOYERS ENGAGED WITH COMMUNITY CORPORATE  
THROUGH HIRING, CORPORATE VOLUNTEERING AND  
COMMUNITY ENGAGEMENT INITIATIVES.



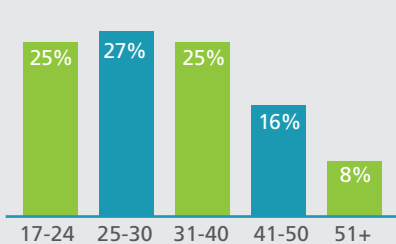
COMMUNITY CORPORATE ENGAGED WITH OVER  
90 NGOS, EMPLOYMENT SERVICE PROVIDERS AND  
COMMUNITY GROUPS

# Who we helped

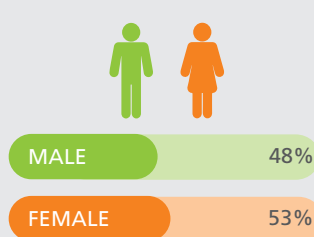
## DIVERSITY COHORTS



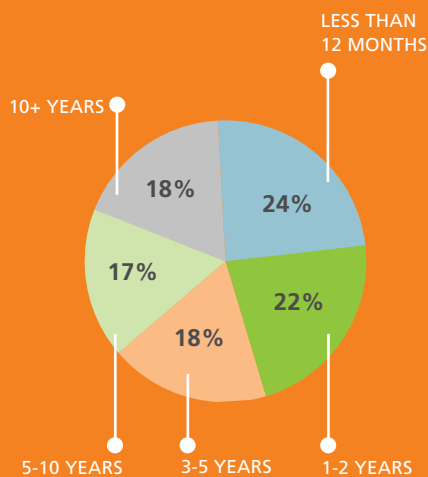
## AGED BETWEEN 17 – 61 YEARS



## GENDER



## REFUGEES WE SUPPORTED HAD ARRIVED IN AUSTRALIA BETWEEN 1 MONTH AND 23 YEARS

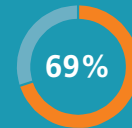


## WE SUPPORTED PEOPLE FROM OVER 47 DIFFERENT CULTURAL BACKGROUNDS

### TOP 10

AFGHAN
UKRAINIAN
IRAQI
SYRIAN
CONGOLESE
SUDANESE
IRANIAN
ERITREAN
SOMALI
BURUNDIAN

## UNEMPLOYMENT RATES



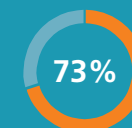
PARTICIPANTS WERE UNEMPLOYED PRIOR TO ENGAGING WITH COMMUNITY CORPORATE



WERE RECEIVING INCOME SUPPORT PAYMENTS FROM CENTRELINK

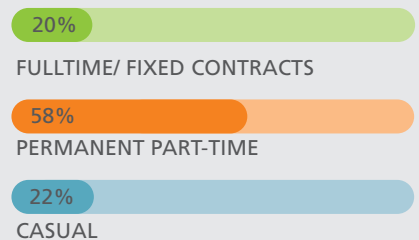


WERE UNDER-EMPLOYED OR WORKING CASUALLY



PARTICIPANTS SECURED THEIR FIRST JOB THROUGH COMMUNITY CORPORATE

## NATURE OF JOB OUTCOMES



## REFERRAL SOURCES



69%

WORD OF MOUTH /ALUMNI



20%

EMPLOYMENT SERVICE PROVIDERS



9%

NGOs AND SETTLEMENT ORGANISATIONS



2%

OTHER MISC

## CASE STUDY Bassam Woolworths QLD

Bassam is a 60-year-old Syrian male who came with his wife and two daughters to Australia in September 2016 as refugees. Due to the escalating conflict and violence in Syria, Bassam and his wife had to make the difficult decision to flee Syria. The conflict and uncertainty of war made everyday life difficult for his family so they sought safety and refuge through the humanitarian program in Australia.

In Syria, Bassam completed a Certificate of Accounting at the University of Damascus. After graduating, he obtained a role as a Cashier Supervisor at the Sheraton Damascus Hotel where he worked for over 30 years. Working in finance at the Sheraton Damascus Hotel was his passion and something that he

continues to miss in Australia.

After arriving in Australia he immediately studied English at TAFE to improve his English language skills to kick start his new life in Australia. Bassam struggled to secure work, only having casual odd jobs for the first few years in Australia to support his family. Bassam was connected to Community Corporate and the Woolworths Refugee Employment Program for personal shopper roles at the newly opened Customer Fulfillment Centre in Rochedale, Qld. After participating in the Program, and completing his paid work placement at Woolworths, Bassam was offered a permanent part-time contract of 20 hours per week.

Bassam said, *"I am enjoying my job at the CFC. My manager has been giving me more hours and because of that I know that they trust me to do the job well. It is a good feeling to know that I am being rewarded for my hard work. Woolworths CFC has a good working environment."*

*"Big thanks to Woolworths and Community Corporate for giving me the opportunity to participate in this program. I will use my lifelong knowledge and skills in doing this job."*

Bassam has retained this employment for over 6 months at 30 June 2023.

*"This is a great program for refugees, without this program maybe now I am not working still"*

*"I am a lot happier now I'm working, I am improving my English, meet people and still working with other people from the program, it's really good for me. Thank you!"*



## CASE STUDY Sana IKEA NSW

Sana, a 20-year-old young woman from Yemen. She moved to Australia with her family in June 2022 under a refugee visa. Having spent the first 11 years of her life in Yemen, Sana and her family were compelled to escape the looming threats to their safety, primarily due to the conflict engulfing the region. Their journey for safety led them to Turkey, where they lived as refugees. It was during this challenging phase in Turkey that Sana showcased her resilience by completing her Year 12 studies virtually, through the International Virtual Learning Academy based in California, USA.

Upon setting foot in Australia, Sana's high school diploma was recognised, paving the way for her to enroll directly at Torrens

University. Her choice of study, a Diploma in Interior Design and Decoration, reflects her profound passion for the craft. She envisions utilising her skills in interior design to assist and serve communities in the future.

SSI referred Sana to Community Corporate who is IKEA's national partner in delivering the IKEA Refugee Workforce Inclusion Program. This led to her enrolment in a 3-day pre-employment program facilitated by Community Corporate to prepare her for an interview with IKEA. Sana left a positive mark on IKEA due to her captivating personality and her evident alignment with design and the IKEA brand ethos.

*"This job opportunity holds immense significance for me, as it promises not only professional growth but also a chance to hone my social interactions, communication, and teamwork abilities."* Said Sana.

After completing her 8-week paid placement at IKEA in December 2022, Sana received an offer for a permanent position within the sales department.

*"Thank you always for supporting and giving us the opportunity. I am enjoying the IKEA's coworkers and the work itself, as well I want to thank you all at Community Corporate and everyone for all your encouragement and support. It has been such a great opportunity for me to work in this field and meet all these kind people."*





# our Ambition for our Community



Community Corporate is a national award-winning inclusive recruitment specialist. We leverage our expertise working with our communities of refugees, migrants, women returning to work and youth at risk, Corporate Australia and government to drive a vision **to lead change and promote diversity and inclusion, advancing the social, economic and cultural prosperity of the nation.**

We are a certified social enterprise operating nationally. **Our mission is to activate creative inclusion strategies for all by providing high-quality workforce and engagement solutions that connect communities and corporates who share aspirations to make a profound social and economic impact in Australia.**

Through our employer-led models of recruitment and strategic inclusive employment support services, cultural capability building, training, and engagement activities, we have helped corporate Australia amplify their cultural inclusion commitments to demonstrate the effectiveness of customised offerings aligned to culturally tailored strategies that prepare both 'communities' and 'corporates' for successful workplace engagement and inclusion, to achieve sustainable and meaningful results for all.

## Our values drive our approach

Despite the turbulent times and an ever-changing operating environment, our approach continues to deliver real results, underpinned by a strong discipline in activating our values in every aspect of our work. From workforce planning and co-design, targeted employer-specific pre-employment training, cultural assessments and skills audits, competency-based assessments, coaching, and strengths-based case management framework, and corporate volunteering – we do not waver on who we are and what we stand for.

We love delivering cultural inclusion and confidence training, designing, and developing onboarding and transition plans, and leading projects to harness the productivity dividend of cultural inclusion among employers, government and NGOs as one of the nation's leading inclusive employment specialists. A reputation earned through blood, sweat and tears and sheer determination to change the game for all of us when it comes to meaningful economic and social participation.



**Hawa, Burundi (WA)**

I enjoy working in Accor. Meeting a lot of people from different background and clients who stay in the Qantas lounge from all over the world. I even referred my sister Chantal to Community Corporate. I am no longer relying on Centrelink as I get more than enough hours now. Thank you all for helping refugees into work!

# CORE VALUES

-PEOPLE ARE OUR-  
{PASSION}

PARTNERSHIPS ARE OUR  
★ PRIORITY ★

DELIVERING  
A DIFFERENCE

CHALLENGING CONVENTIONAL  
THINKING

QUALITY NOT QUOTAS

— DRIVING —  
SOCIAL INNOVATION

## People are our passion

We believe people are our most precious resource. We invest in developing our people and our community. Every member of our team is passionate about our 'why' and are continuously driven to advance diversity and inclusion at all levels of decision making. We drive change to improve the well-being of vulnerable individuals and their communities. We believe work is at the core of human dignity.

## Partnerships are our Priority

Our focus on partnerships and commitment to our host employer partners is driven to meet their genuine skills needs to fill current vacancies in a customised, flexible and timely manner through their direct involvement. Piloting projects with Community Corporate seeks to not only deliver sustainable and meaningful outcomes but will generate insights into innovative and scalable approaches to developing alternative pathways to meet skill shortages, especially in digital and tech roles.

## Delivering a difference

We are change agents. We are motivated to influence the conversation and drive collective impact for all. We persist and persevere when we face obstacles, and push through until we find solutions. We don't sweat the small stuff and ensure we conduct ourselves with integrity.

## Challenging Conventional Thinking

Our track record in providing solutions for success is underpinned by our ability to provide intensive support to refugees to build currency in their existing skills and qualifications and confidence in navigating Australian workplaces, culture and expectations.

## Quality not quotas

We are master executors and push ourselves outside our comfort zone to lead from the front. We are agile in our forward thinking and responsive to change and continual improvement. We do not compromise on quality and service, priding ourselves on these areas as our point of difference. Our reputation is founded on delivering real results based on expertise, evidence, quality and meeting the business needs for our partners.

## Driving social innovation

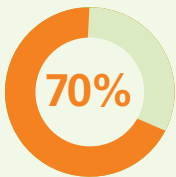
We believe in what we do. We are ambassadors for diversity and inclusion and believe success should be measured by social impact for all. We love a challenge, and back ourselves to prove our value and point of difference as the provider of choice for our corporate partners.



# our people are our greatest asset



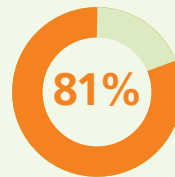
Our small but mighty team brings skills, experience, qualifications and lived experience in training, HR, recruitment, social work, community development, project management and business transformation.



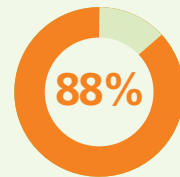
Hold tertiary qualifications



Collectively we speak  
**13** different languages



Are from refugee and migrant  
backgrounds, representing  
**12** diverse cultures



Are women



“

Every job outcome counts to us and you never get tired of hearing words like *“thank you I finally have someone on my side to support me and my dreams”*.

”

“

It's really rewarding to be recognised that our employment programs serve as a vital support for many. Without our program, majority of these individuals would grapple with online applications, falling short of the credentials of native Australians due to gaps in grammar, digital skills, experience, and references. Our initiative bridges this gap, ensuring they have an equitable opportunity.

”

“

What I am most proud of in our current work is the tangible difference we make in people's lives. We've assisted individuals who have expressly communicated that without our intervention, they wouldn't have secured a job.

”

“

The heartfelt gratitude we receive at the program's conclusion, with remarks like *“thank you, you really helped,”* truly encapsulates the essence of our mission and stands out as the most rewarding aspect to me.

”

“

I deeply value my role, especially as it reflects my own personal journey and the challenges I've faced. While I can provide them with resources I once lacked, I often wish I had an agency or someone to guide and support me, equipping me with essential skills and knowledge when I was job hunting.

”

NB: Not all Team Members are in this photo.

## Key Highlights 2022-2023

### Independent Verifiable Data Proves Community Corporate's Model Works!

The Try, Test and Learn Pilot initiative under the Department of Social Services' goal was to trial effective strategies to decrease prolonged reliance on welfare. Under this initiative, Community Corporate had a specialist project focus on refugees and migrants aged 17-60 years. By implementing its employer-led training, coaching and placement model, the project focussed on creating sustainable employment opportunities that meet the needs and circumstances of participants, and increase their financial independence whilst creating an attractive offering to inclusive employers.

Community Corporate supported 253 individuals from a performance target of 150 in this project, with outcome data linking to Centrelink which verified KPIs were exceeded in the number of individuals who had been evidenced as:

- exiting income support
- increasing employment income, and
- longer-term reduction on welfare reliance.

Community Corporate has successfully met and surpassed all of its targets at the completion of the project on 30 June 2023. In fact, in one data verification observational period alone, results showed our 26 week outcomes achieved a 33% result compared to a formal like-for-like comparison group determined by DSS with results of only 6% at 26 weeks.

**This result is 5 times higher than the national average based on this data alone.**

### Funding Boost to Support Refugees through Community Corporate's 'Refugee E3 Project'

(Engage, Educate and Employ)

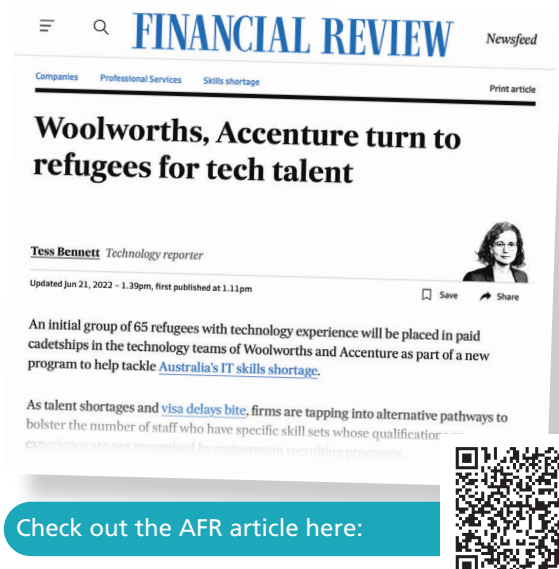
In 2023, Community Corporate was awarded \$1.5 million in federal funding to help refugees find meaningful employment in Australia through the Refugee E3 Project (Engage, Educate, Employ). This initiative targets refugees with lower skill levels and limited English proficiency to increase economic participation pathways integrated into Community Corporate's social enterprise employment model. The strategy extends a successful employer-led model, developed in collaboration with major companies like Woolworths, IKEA, and Accor, offering pre-employment training, work placements, cultural coaching, and individual social support. The project, spanning two and a half years, aims to create a pathway towards greater sustainable employment. During the FY2023 Community Corporate kicked off the project with 2 Refugee Jobs Skills Showcases in Adelaide and Perth with over 140 participants engaging in skills stations in digital, communications, teamwork and skills mapping. This project is being delivered in SA, NSW, Qld, Vic and WA.



### Refugee Talent Unleashed in Digital Cadetship Trial

Community Corporate was awarded as one of only four national providers to deliver the Digital Skills Cadetship Trial for the Department of Employment and Workplace Relations in March 2022. The primary objective of our project is to develop a culturally customised digital skilling and on-the-job cadetship placement program for refugees to increase access to in demand jobs in digital and leverage their overseas qualifications, skills and experience to support current skill shortages in the industry with our employer partners. During this financial year we also partnered with globally recognised certification vendors such as ServiceNow, Google Certification, AWS, and CISCO. To date, 35 refugees and humanitarian migrants with overseas IT qualifications who were either unemployed or underemployed participated in the program. Cadetships were hosted by Woolworths Group, Accenture, OTR and CPB Contractors in roles ranging from Data Engineers, IT specialists, Data analysts, Business Analysts and others.

### Woolworths, Accenture turn to refugees for tech talent (June 2022)



Check out the AFR article here:



## IKEA Announces Refugee Inclusion as a Permanent Pillar of Recruitment

To mark World Refugee Day in June 2023, IKEA Australia announced the evolution of its pilot Refugee Workforce Inclusion program to a permanent pillar of recruitment. Community Corporate is the national lead partner of the program, proudly codesigning and delivering the initiative which began in 2021. Due to its success, the partnership model will now transition from 8-weeks of paid work placement, to providing refugees and asylum seekers from all backgrounds with secure, ongoing employment opportunities. The pilot program exceeded its goal of supporting over 180 people by the end of FY23 from over 23 different cultural backgrounds and speaking some 40 different languages.



**Harriet Pope, National Lead, Refugee Workforce Inclusion, IKEA** *"We absolutely encourage all corporates to get behind this incredible cause. At IKEA, this has been a business changing investment and we are so thrilled to be moving from paid work placements to a permanent pillar of recruitment."*

## Feast for a Future

Corporate Australia came out to help us in celebrating Refugee Week at our Feast for a Future Gala Dinner. Through the generosity of many we raised \$28,200 on the night to help refugees and people seeking asylum access digital devices and specialised support services to get into work!

We were overwhelmed with the support from our major sponsors Woolworths Group, IKEA, Accor, OTR, and Serafino Wines! Our donors and supporters VAILO, ANZ, Duxton Capital Australia, Harrison McMillan, Fragile To Agile, Watkins Family Wines, Nuago, Discount Party Supplies (Australia), Robinsons Accountants, Fine Lines Nail & Beauty Salon, Baby Morris, Conroys Fine Meat & Poultry, Workskil Australia, Tim Bos, Parwana Afghan Kitchen, 36 Short, Amazon Web Services (AWS), Quality College of Australia, KS Design Studio, SkyCity Adelaide, She Digital Advertising and all our guests who joined us to party for a cause and for making it such a memorable night!



## Jobs Skills Summit at Parliament House in Canberra puts Issues on the Agenda!

Community Corporate was a proud partner in taking a monumental step forward for our cause in recognition of the International Day for the Elimination of Racial Discrimination with Hon Andrew Giles, Minister for Immigration, Citizenship and Multicultural Affairs welcoming us to Parliament House, Canberra for the Refugee and Migrant Jobs Skills Summit. An initiative hosted by Settlement Services International, in partnership with Federation of Ethnic Communities' Councils of Australia (FECCA) and Settlement Council of Australia and our team at Community Corporate.

As a result of the summit involving more than 50 experts who attended the Refugee and Migrant Skills and Jobs Summit held at Parliament House in March 2023, five barrier-breaking solutions were identified in **The Billion Dollar Benefit Report** launched also in Canberra on World Refugee Day.

## CASE STUDY Yuliia Woolworths Digital and Tech Cadet

Yuliia, a 33-year-old woman from Ukraine, who sought refuge in Australia in May 2022, along with her husband and their two school-aged children. Given the devastating realities of the ongoing conflict between Ukraine and Russia, Yuliia and her family made the difficult decision to leave their homeland, seeking safety and a more stable future.

In Ukraine, Yuliia earned her Master's degree in Economic Cybernetics in 2011. Following this achievement, she embarked on her professional career at Raiffeisen Bank, working as a Junior Specialist from 2010 to 2012. She was promoted to the position of Chief Specialist in 2012 which she held until 2019, Yuliia not only upheld her exceptional reputation for customer service but also played a crucial part in the successful achievement of the bank's set targets.

Motivated by a desire for change, Yuliia chose to redirect her career towards her passion for IT. From 2021 to 2022, she enrolled in a Full Stack Developer Bootcamp. She assumed developer roles in various projects, which included the creation of a website, development of a movie search and personal library application, design of an image search platform, and the development of a phonebook application. However, the escalating situation in Ukraine presented pressing concerns for her family's safety resulting in the family seeking refuge in Australia.

Upon her arrival in Australia, Yuliia wasted no time pursuing her career and enrolled in an English course at TAFE. Alongside this, she undertook a Full Stack Developer Course, both to refresh her IT expertise and to gear up for potential IT opportunities in her

new home. Yet, according to Yuliia, breaking into the Australian IT industry posed its own set of challenges, primarily due to her lack of local work experience.

Yuliia was referred to the Refugee Digital Cadetship by the Ukrainian Council of NSW. Through this program, Yuliia underwent pre-employment training with Community Corporate, which aimed to equip her for potential employers interested in honing her tech talents and enhancing her skills through a cadetship.

Yuliia expressed her enthusiasm about securing a place in the cadetship program, stating, "This cadetship is an incredible opportunity for me. It offers a fresh start in a new country, allowing me to grow personally and professionally. I'm wholly dedicated and eager to work with a team that prioritises both personal growth and positive impact. I'm keen to leverage my expertise and play a role in the company's success."

Yuliia completed her on the job cadetship with the Woolworths' WIQ team. During her 6-month cadetship with Woolworths, Yuliia made notable strides in her professional development. She enhanced her coding abilities by undertaking complex projects and learning from experienced developers. Additionally, she played a pivotal role in product delivery and significantly contributed to her team's successes.

This local experience allowed her to immerse herself in various areas, from project management to software development, and improved her teamwork skills. Moreover, her communication skills were refined, enhancing her interactions with colleagues.

Yuliia said *"I deeply value the unwavering support from my team throughout these six months. The journey has been an invaluable learning curve, significantly enriching my skills."*

Yuliia added, *"I'm excited about the journey ahead and look forward to the next chapter in my career with great enthusiasm!"*

Yuliia was offered an ongoing permanent full-time role with the Woolworths' WIQ team, as an Associate Engineer. Yuliia said *"I am profoundly grateful to Community Corporate for setting the foundation of my IT career and unveiling new opportunities."*





# Social Impact:

## Our contribution to the United Nations Sustainable Development Goals

Community Corporate is engaging with seven of the 15 United Nations' SDGs, demonstrating our commitment to sustainability, and taking accountability to play our part in local and global change.



### No Poverty (Goal 1)

Our goal is to transform lives and bridge the gap between vulnerable demographics and the corporate world by establishing genuine employment pathways and providing essential job-seeking resources and support. We understand the vital role stable employment plays in fostering confidence, ensuring financial security, and promoting independence.

Community Corporate's employer-led pre-employment training focuses on imparting knowledge and skills that are not only relevant to employment but also encompass skill development, character development, and financial literacy. These learnings are transferable to various jobs and personal circumstances.

**73% of participants secured their first job through Community Corporate.** For many of our candidates from regions like Asia and Africa, they often have family obligations that extend beyond their immediate nuclear family. By securing formal employment through our services, they are in a position to support an extended network of relatives as well as set up foundations for their new lives in Australia.

**78% of our job outcomes are full time or permanent part time.** This formal employment assures candidates of a steady income, alleviating the uncertainties and anxieties associated with inconsistent earnings from informal and casual roles.



### Good Health and Well-being (Goal 3)

We operate under a human-centric approach that prioritises the entire individual, encompassing their experiences and environment. We firmly believe in the psychological advantages that arise from securing employment. It's more than just an income source—it also facilitates self-determination and fosters a sense of belonging.

**92% of people we helped secure employment reported they felt happier having a job.** Through formal employment, candidates often reported work increased their physical and mental health and overall wellbeing.

**99% of people we trained said they have more confidence in finding and securing a job.** The success stories of these candidates serve as tales of inspiration within their communities. Their employment fosters a sense of accomplishment and pride, not just for the candidates but for their families as well. With hope comes wellbeing.



### Quality Education (Goal 4)

We are deeply committed to continuous learning and skill development, and we actively promote this through our training programs designed for individuals of all ages, genders, and ethnicities. Our unique approach focusses on building foundational life skills and job readiness training to boost confidence and knowledge of working life in Australia. Additionally, we design and deliver customised cultural confidence training, tools, and interactive experience for our corporate partners.

**95% of refugees who completed our training said they learnt new skills.** This is due to our commitment of creating relevance and application in the way we provide quality training services including our commitment to individual job coaching to address both vocational and non-vocational barriers.

**98% of people who completed our programs said they were more job ready.** Formal employment frequently presents challenges that require individuals to push their boundaries, encouraging a growth mindset and personal development. The employment environment serves as an arena for candidates to develop and hone skills like resilience, adaptability, and problem-solving. This not only boosts their confidence but also empowers them to face life's challenges with a more positive perspective.

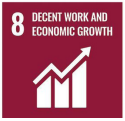


### Gender Equality (Goal 5)

We place significant emphasis on women as a key diversity cohort. Our goal is to eradicate gender inequality by equipping women with access to vital economic resources, enhancing their financial and technological literacy, and fostering a sense of independence and purpose through meaningful work.

**We have seen an increase in women securing work in non-traditional roles such as warehousing (45%) and IT (26%), however, we want to do more here as we saw our gender ratio decrease in FY22-23 with 53% of the people we helped were women.** We will strive to achieve more for gender equality.

That being said Community Corporate is very proud that **88% of its staff are women** led by an **all-female Senior Management Team.**



### Decent Work and Economic Growth (Goal 8)

Community Corporate is built on the belief, “at the core of human dignity is work”. We advocate for Corporate Social Responsibility (CSR) and vigorously champion the significant economic and social benefits of diverse and inclusive recruitment. We ensure employment pathways are not only equitable but also productive, offering a genuine potential for growth and advancement for all individuals, regardless of their background or circumstances.

We have expanded our impact into skilled roles which has seen on average an increase in income earnings for our participants by **51.44%**. Refugees often carry with them a profound gratitude for the nations that have offered them safety. Employment provides them with a tangible avenue to contribute back, reinforcing their bond with their adopted homeland.

We have moved **65%** of our participants off income support payments from Centrelink. Candidates moving from informal roles to formal positions gain the security of legal protections, shielding them from potential exploitative practices.



### Reduced inequalities (Goal 10)

Individuals with disabilities, women, refugees and migrants are among the most vulnerable demographics and impacted by socio-economic factors, systemic biases and situational circumstances. We prioritise these vulnerable groups to ensure they are given equal opportunities in pursuing meaningful employment.

**100%** of the people we serve are from vulnerable backgrounds and of these **75%** were refugees. Securing employment is more than just a financial foothold; it anchors refugees in their new surroundings, giving them a sense of purpose and a role within the community to increase economic, social and cultural participation equitably.

Over **300** executives, line managers and on the job buddies, participated in cultural confidence training delivered by Community Corporate to break down barriers and facilitate stronger inclusion in embedding access and equity principles with the ways they do business.



### Partnerships for the Goals (Goal 17)

Partnerships are our priority, as illustrated in our national employer relationships. We firmly believe in the power of collective impact, and better outcomes can be achieved when we work in synergy with partners who share our values and objectives for sustainable development and social cohesion.

Over **36** employers engaged with Community Corporate through hiring, corporate volunteering and community engagement initiatives this financial year.

Community Corporate engaged and were supported from over **90** NGOs, Employment Service Providers and Community Groups to continue to build a strong ecosystem of support for the individuals we serve.

## Overcoming barriers and disadvantage

A substantial majority of our participants, at 88%, were recipients of Centrelink benefits. This reveals that our program primarily caters to individuals who are likely facing financial challenges and are in need of social assistance.

While it is heartening that we are reaching individuals who can significantly benefit from our support, it also indicates a pressing need to ensure these participants are equipped with skills, opportunities, and resources to attain financial stability and independence over time.

Moreover, this statistic underscores the critical role our program plays in bridging gaps in socio-economic support and offering pathways to individuals who are potentially facing economic disadvantages. Ensuring the effectiveness and success of our programs among this demographic remains a key priority.

Key barriers to employment assessed over the period include:

- **English Proficiency and Confidence in Conversing in English** - A strong command of the English language is often essential for many jobs, particularly when they involve interacting with colleagues or customers. However, even if someone knows English, a lack of confidence in using the language can be a significant barrier.
- **Lack of Local Work Experience** - Employers often prioritise candidates who have experience within the local job market. Such experience indicates a familiarity with local work culture,

standards, and practices. Without local experience, candidates might be overlooked, with employers fearing they might not adapt quickly to the workplace environment or understand the nuances of the job.

- **Lack of Connections** - Networking plays a crucial role in job searching. Many job opportunities aren't publicly advertised and are instead filled through referrals or word-of-mouth. Candidates without a local network might miss out on these “hidden” opportunities and may struggle to get interviews or even hear about job openings.
- **Unfamiliarity with Australian Employment** - Every country has its unique work culture, norms, and practices. Unfamiliarity with Australian employment standards, practices, and norms can put candidates at a disadvantage. This can range from understanding workplace rights and responsibilities to knowing how to write a CV in the Australian format.
- **Lack of a Local Reference** - Employers often rely on references to gauge a candidate's reliability, work ethic, and suitability for a role. Without a local reference, candidates might be at a disadvantage as potential employers might not be able to easily verify their skills, character, or work history.
- **Transport** - Lack of a driver's license and access to own transportation can limit job choices which leads to individuals accepting lower paying or unstable jobs. This impacts their ability to save, invest, and manage their expenses, hindering their ability to be financially independent.

## CASE STUDY Natalia OTR SA

Natalia is a 35-year-old Brazilian woman who came to Australia with her husband in March 2023 on a Secondary Student Visa.

In Brazil, Natalia completed her Post Graduate Degree in Portuguese Language at the Pontifical Catholic University of Sao Paulo in 2011. Natalia has over 5 years teaching experience in Brazil and was a Portuguese and English Teacher at Dom Macario Schmitt Education of Excellence. Working as an English teacher was her passion, and she would like to pursue her career as an English Teacher in Australia.

Natalia was unable to secure employment in Australia since arrival and then she was connected to Community Corporate for job support. She participated in the OTR New Beginnings program, as a stepping stone towards pursuing her interest

and expertise in teaching and training, with a large national company that can offer career pathways.

After completing in the OTR New Beginnings Program, Natalia stated, *"I love working at the OTR Drive-thru store. I am learning lots, meeting new people and getting experience. The team here are very helpful and the manager has been teaching me lots. I am having fun. I get to work the hours I can and OTR don't mind about my Visa restrictions."*

After completing the paid work trial placement at OTR South Plympton Drive-thru, Natalia was offered ongoing employment and is working an average of 20 hours per week. She actively encourages other new arrivals to Australia she meets to contact Community Corporate if they are looking for work.

Natalia is very happy and grateful to be able to have gained a stable role with OTR, and at the same time is able to start planning and saving for her future in Australia. During a visit to Natalia at her store, she talked of her gratitude and pride she takes in her work, *"Thank you so much for all your help and support, you have always made me feel like I can do it. I am very grateful to be part of the program and work at OTR."*

Natalia says *"the program [New Beginnings] is really nice because it opened the doors for my work in Australia"*.



**Julian Doyle,  
Chief Information Officer, OTR**

We've uncovered some incredible talent and I will encourage every employer to work with them to give refugees a start. Our experience at OTR working with Community Corporate has been exceptional



# Economic Impact:

## Return on Investment for our Partners

### Benefits for our Employer Partners

As a majority migrant nation, our employer partners have committed to building the workforce of the future that reflects the diverse communities they serve. By embracing a focus on refugees and migrants, they have unleashed human potential and created opportunities for all Australians, from all walks of

life. Our retention rates reflect this with the annual average for refugee hires retaining work at 93% for 6 months, and after 12 months in employment some 89% remained employed.

**Community Corporate's approach to inclusive hiring continues to demonstrate:**



Low absenteeism rates among refugees and migrants sourced through our programs.



Increased access to a hidden pool of talent through a targeted location-based attraction strategy to fill genuine workforce needs.



Highly engaged and value-aligned workforce with strong retention results through ongoing off-the-job coaching and customised pre-employment training support.



Greater employer value proposition by activating a strong commitment to corporate social responsibility contributing to ESG credentials.



High conversion of hires into promotions and career advancement in the company's they are originally placed in.



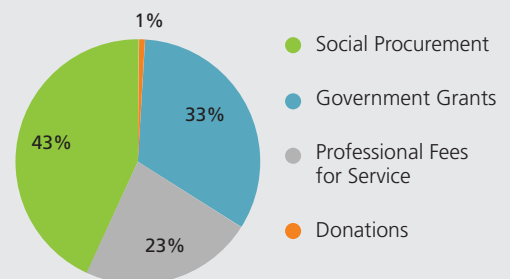
97% of employers reported they were very satisfied or satisfied with our service offerings



Our Return on Investment was assessed at a rate of \$4.20 for every \$1 investment

### Revenue sources

In FY2023 Community Corporate reported over 66% of income from commercial sales, evidencing a strong financially viable business model not reliant on government grants or philanthropy.



**Catherine Hunter**  
General Manager Inclusion  
Woolworths Group

“Our experience at Woolworths Group has just been phenomenal. I think all of the refugees who are part of our team bring something extra. Many of them are highly qualified. They have incredible advocacy.”

“They have this incredible desire to want to add value from the minute they step through the door. They have longer tenure with us and they're just an absolute delight. For anyone who hasn't taken the leap I would say don't hesitate for a moment, just jump straight in.... particularly if you've got a partner like Community Corporate then you can't go wrong.”

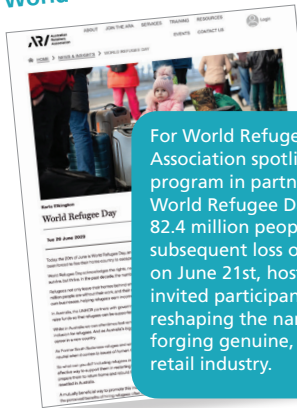


# Influencing the conversation

Media Impact (July 2022 – 30 June 2023)

At Community Corporate it's not about working for a company but advocating for a cause, and playing our part to shine a spotlight on the benefits of hiring refugees and migrants.

## World Refugee Day (20 June 2023)



For World Refugee Day, the Australian Retailers Association spotlighted IKEA's 'Skills for Employment' program in partnership with Community Corporate. World Refugee Day recognises the resilience of the 82.4 million people displaced worldwide and their subsequent loss of careers and businesses. The panel on June 21st, hosted by Community Corporate, invited participants to join IKEA and Woolworths in reshaping the narrative on refugee employment and forging genuine, meaningful career pathways in the retail industry.

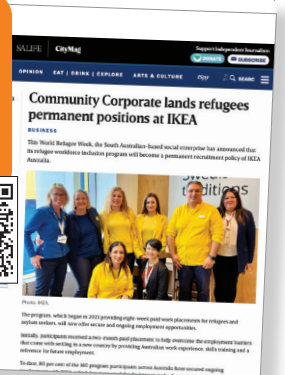
## New money to help refugees into work (27 June 2023)



Community Corporate has received a \$1.5 million federal funding boost to further assist refugees in obtaining meaningful employment in Australia.



## Community Corporate lands refugees permanent positions at IKEA (June 2023)



During World Refugee Week, South Australian social enterprise, Community Corporate, revealed that its refugee employment initiative will now be a continuous recruitment policy for IKEA Australia.



## Woolworths Group welcomes 42 refugees to Brisbane team (19 October 2022)

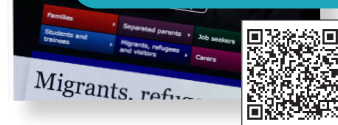


Woolworths Group has onboarded 42 refugees at its new Rochdale online Customer Fulfillment Centre (CFC) to serve the Brisbane community. Hailing from nations like Afghanistan, Syria, and Ukraine, these refugees have been employed primarily as 'personal shoppers' through the Refugee Employment Program, a partnership with Community Corporate. The Woolworths Group's refugee employment initiative, one of Australia's largest single employer-led refugee-specific sustainable employment programs, has welcomed over 250 refugees since 2018.

## Migrant groups urge reform of Australia's 'broken' skills recognition process (19 June 2023)

Migrant groups urge reform of Australia's 'broken' skills recognition process

A report by a group of migrant advocates, including Community Corporate, recommends reforms to aid migrants in finding jobs, addressing shortages in 286 professions.



## Employment Pathway for Refugees (Refugee week 2023)



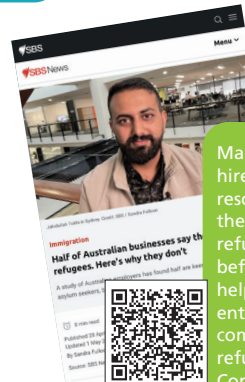
The article offers resources for businesses to start their refugee employment initiatives, inspired by the success of IKEA's Refugee Workforce Inclusion program in collaboration with Community Corporate.

## Barriers to employment (20 June 2023)



IKEA's three-year pilot program, in partnership with Community Corporate, provided placements to 160 refugees and asylum seekers, with 80% securing permanent roles. This success underscores benefits like inclusivity and cultural exchange, prompting IKEA to embed Refugee Workforce Inclusion into its permanent pillar of recruitment.

## Half of Australian businesses say they want to hire refugees. Here's why they don't. (28 April 2023)



Many Australian employers are hesitant to hire refugees due to perceived costs and resource concerns. The article highlights the story of Jahidullah Tokhi, an Afghan refugee, who faced over 50 job rejections before securing employment with the help of Community Corporate, a social enterprise that collaborates with large companies like Woolworths Group to help refugees find jobs. To date, Community Corporate has successfully placed nearly 1,200 refugees in positions.

## Celebrating 2 years of our Skills for Employment program (9 Nov 2022)

Celebrating 2 years of our Skills for Employment program



In October 2022, IKEA Australia marked the two-year milestone of the Skills for Employment program, conducted in collaboration with the award-winning refugee employment specialists, Community Corporate.

More than 140 participants have now gone through the two-month paid work placement at IKEA Australia for people from refugee and asylum seeker backgrounds, gaining Australian work experience, skills training and a reference for future employment.



“ Behzad, Iranian (SA)

My connection through Community Corporate is I came here as a refugee and I couldn't get into an IT career when I was in Australia and applying for any jobs..... Through Community Corporate I got connections, I got trained up and this is how I ended up getting a full time job through one of the biggest consulting firms on the planet Accenture.”



“ Ali, Afghan (SA)

I was looking for a job in my field in IT and Community Corporate they offered me this cadetship. Well it changed my life. And I think Community Corporate for us, is more than a university degree, its more than a friend, its just a family to us. We cannot express how deeply we appreciate this.”



Community Corporate is a certified social enterprise accredited by Social Traders.



Business for good

## What is a social enterprise?

Social enterprises are an innovative breed of businesses that exist to create a fairer and more sustainable world.

There are estimated to be 12,000 social enterprises in Australia = \$21.3 billion to the economy, employ 206,000 people.<sup>3</sup>

Social Enterprises invest 29%<sup>4</sup> revenue to delivering impact and will collectively support 44,000 jobs for Australia's most marginalised job seekers by 2030.<sup>5</sup>

Social enterprises must do three things to meet the definition and certification requirements:

1. Have a defined primary social, cultural or environmental purpose consistent with a public or community benefit, and
2. Derive a substantial portion of their income from trade, and
3. Invest efforts and resources into their purpose such that public/community benefit outweighs private benefit.

<sup>3</sup>Social Traders, 2023, Review of A better future through social enterprise: 2023-24 Pre-budget submission, available at: <https://assets.socialtraders.com.au/downloads/Pre-Budget-Submission-Social-Traders-January-2023.pdf>

<sup>4</sup>Social Traders, 2022, Pace22: the profile of Australia's certified social enterprises, available at: <https://www.socialtraders.com.au/news/pace2022>

<sup>5</sup>Social Traders, Vision 2030, available at: <https://www.socialtraders.com.au/about-us>



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