

# Annual **Impact** Report 2024

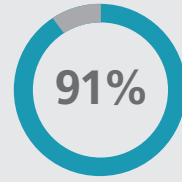


**1600+**

INDIVIDUALS SUPPORTED  
AND SERVICED



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



OF PEOPLE WE HELPED CAME FROM A  
REFUGEE AND MIGRANT BACKGROUND



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

AT 6 MONTHS 91%

AT 12 MONTHS 89%

ANNUAL AVERAGE **RETENTION RATE**  
FOR REFUGEE HIRES WAS 91% AT  
6 MONTHS, 89% AT 12 MONTHS



WE **DOUBLED** INCOME EARNINGS  
FOR OUR PARTICIPANTS ON AVERAGE



**96% 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 360**

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



**OVER 40**

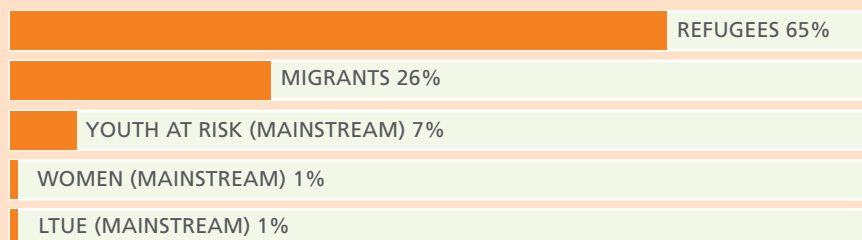
EMPLOYERS ENGAGED WITH COMMUNITY CORPORATE  
THROUGH HIRING, CORPORATE VOLUNTEERING, CORPORATE  
CULTURAL INCLUSION INITIATIVES AND COMMUNITY  
ENGAGEMENT INITIATIVES



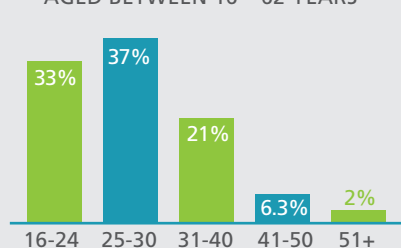
COMMUNITY CORPORATE ENGAGED WITH  
**OVER 100** NGOS, EMPLOYMENT SERVICE  
PROVIDERS AND COMMUNITY GROUPS

# Who we helped

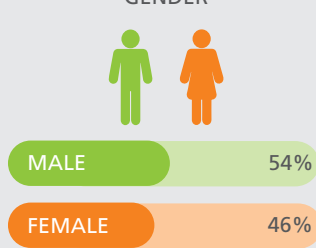
## DIVERSITY COHORTS



## AGED BETWEEN 16 – 62 YEARS

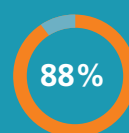


## GENDER

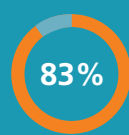


## UNEMPLOYMENT RATES

UNEMPLOYMENT RATES PRIOR TO COMMUNITY CORPORATE SUPPORT



PARTICIPANTS WERE UNEMPLOYED PRIOR TO ENGAGING WITH COMMUNITY CORPORATE

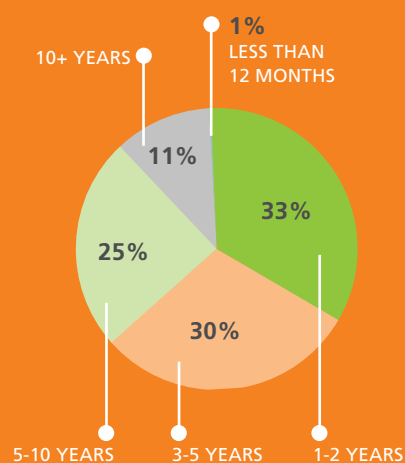


WERE RECEIVING INCOME SUPPORT PAYMENTS FROM CENTRELINK



OF PARTICIPANTS SECURED THEIR FIRST JOB THROUGH COMMUNITY CORPORATE

## REFUGEES WE SUPPORTED HAD ARRIVED IN AUSTRALIA BETWEEN 4 WEEKS AND 15 YEARS

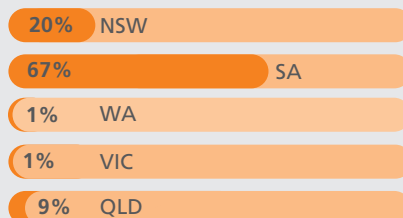


## WE SUPPORTED PEOPLE FROM OVER 49 DIFFERENT CULTURAL BACKGROUNDS

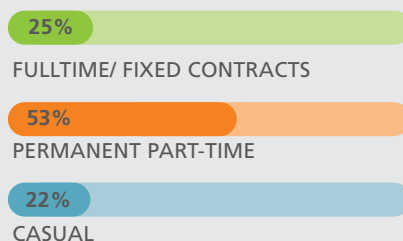
### TOP 10

AFGHAN
IRAQI
UKRAINIAN
CHINESE
SYRIAN
CONGOLESE
FILIPINO
INDIAN
IRANIAN
VIETNAMESE

## PROGRAM PARTICIPANTS BY STATE



## NATURE OF JOB OUTCOMES



## REFERRAL SOURCES



52%

WORD OF MOUTH



18%

EMPLOYMENT SERVICE PROVIDER



9%

NGOs AND SETTLEMENT ORGANISATIONS



13%

CC DIRECT PROMOTIONS (RADIO, WEBSITE, EXPOS, ETC)



3%

OTHER MISC

# DiversityWorks!

## CASE STUDY Biak OTR Group SA

Biak is a 25-year-old refugee from Myanmar who arrived in Australia in June 2022 on a humanitarian visa.

Prior to coming to Australia, Biak had fled Myanmar with his family and lived in Malaysia for 10 years before he was resettled as a refugee in Australia.

After arriving in Australia, he was enrolled as a full-time student at Thebarton Senior College. Adjusting to life in Australia was a challenge as Biak wanted to work but was unable to do so as he had to manage full time study commitments with finding a job that would work around his study schedule.

Biak was advised of the OTR New Beginnings Program through a previous program participant and he thought he'd give it a go. He was successful and after completing pre-employment training, he completed his work trial at OTR Salisbury Commercial Road and was given excellent feedback by the store manager who decided to offer Biak an on-going role as a team member.

After working for 8 months, Biak was given the OTR Star Award which acknowledged his commitment and hard work as a valued team member at OTR.

Biak has been working for OTR since January 2024.

This was Biak's first job in Australia. Speaking about his participation in the program, Biak said of OTR, *"I want to thank them [OTR] from the bottom of my heart for having such a training program and helping many refugees and new arrivals to settle in Australia by giving them an opportunity to have a working life and providing jobs to the community."*



## CASE STUDY Fatima IKEA QLD

Fatima is a 33-year-old refugee from Afghanistan. She arrived in Australia in June 2017 on a refugee visa with her husband and two children aged seven and twelve. Fatima was born in Afghanistan but lived there for only three days before having to move to Pakistan where she lived until coming to Australia.

After her arrival in Australia, Fatima focused on studying English and was the main carer for her two children which took up most of her time. Once her children were old enough, she decided she was ready to work and completed a work readiness course at Tafe to prepare herself to enter the workforce. Despite this, she struggled in finding suitable opportunities. Without local work experience and lacking confidence in her English proficiency she struggled to find any suitable employment opportunities.

She was accepted into the IKEA Refugee Workforce Inclusion Program and after completing pre-employment training and

interviewing with IKEA was offered a part time role at IKEA Logan. She has been working with IKEA since October 2023 and is very grateful for the opportunity to finally kick start her career in Australia.



# DiversityWorks!

## Refugee E3 Project (Engage, Educate and Employ)



In 2023, Community Corporate kicked off the Refugee E3 Project (Engage, Educate, Employ), funded by the Department of Home Affairs. 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 project, spanning two and a half years, aims to create a pathway towards greater sustainable employment.

### In FY 23-24, Community Corporate delivered:

- ✓ REFUGEE JOBS SKILLS SHOWCASES IN SA, NSW, QLD, VIC AND WA WITH **OVER 250** PARTICIPANTS
- ✓ **ENGLISH4WORK** COURSES NATIONALLY SUPPORTING OVER **140** PARTICIPANTS BUILD CONFIDENCE AND CONNECTIONS TOWARDS EMPLOYMENT
- ✓ INDIVIDUAL JOB SUPPORT COACHING FOR **OVER 150 REFUGEES**
- ✓ EMPLOYMENT OUTCOMES FOR **OVER 80 REFUGEES** WITH A MAINSTREAM EMPLOYER

## New initiative launched: Community Corporate National CALD Workforce Specialist

The Department of Employment and Workplace Relations (DEWR) has formally engaged Community Corporate in May 2024, under Workforce Australia as a Workforce Specialist, to deliver a three-year national project to support recruitment needs by facilitating supported access to culturally diverse talent.

The project's objective is to connect refugee and migrant job seekers with employers, enhancing access to meaningful employment and career pathways. By concentrating on the retail trade sector, the project will develop the necessary skills and capabilities for both culturally diverse job seekers and employers. This effort aims to tap into a hidden pool of talent to meet both current and future industry demands.

Through this project, Community Corporate will provide specialist support to refugee and migrant job seekers. This includes retail career information sessions, retail fact sheets in 10 different languages, pre-employment training and job

support coaching, paid work trials with our retail employer partners, post-placement support, and jobs and skills masterclasses and networking events.

Under this project, Community Corporate will also offer employer pilot projects focused on retail, cultural confidence workshops, and free online access to our 'Hiring Manager's Toolbox: Attracting and Retaining Refugee and Migrant Talent' - this new resource will support employers in their end-to-end recruitment processes and will be available through our employer portal.

Also can we add a 'to find out more visit:  
<https://communitycorporate.com.au/workforce-specialists/>



Australian Government  
Department of Employment  
and Workplace Relations

Workforce  
Australia  
Workforce Specialists



## CASE STUDY Fady NSW Government, Department of Customer Service

Fady is a 26-year-old Syrian man, who arrived in Australia with his parents in May 2019 as refugees. Prior to their relocation to Australia, Fady and his parents sought refuge in Iraq, fleeing the civil war in Syria. While in Iraq, they applied for a refugee visa to relocate to Australia.

Before departing his homeland, Fady was pursuing a Bachelor's degree in Accounting at Damascus University and studying a computer maintenance course at Alrada Centre for Training & Development. His passion for IT led him to gain practical experience as a Computer Repair Technician while completing his maintenance course. Unfortunately, due to the unsafe conditions in Syria caused by the ongoing war, he had to pause his studies and job. The family then relocated to Iraq.

Upon arriving in Australia, he immediately initiated a job search, concentrating on the IT sector but he struggled to get an opportunity. Undeterred, he took on a labouring job to support himself financially while simultaneously pursuing studies in IT. In 2022, he successfully completed Certificate IV in IT at TAFE NSW. Fady joined the Refugee Digital Cadetship completed his pre-employment training with Community Corporate, specifically designed to prepare him for potential employers interested in developing his tech talents. He completed his CISCO CCNA Certificate through Community Corporate's collaboration with the tech vendor CISCO and was actively engaged in job coaching.

He secured an interview with the Department of Customer Service, NSW government an employer partner on this cadetship with Community Corporate and successfully commenced in the role of Customer Support Officer.

Fady's manager said *"We were very impressed with him before he even joined the team. He is still doing well! The content that our team must go through is a lot. Fady is meeting the standards and fitting in quite well."*

Fady completed his 12-week cadetship with the Department of Customer Service in December 2023. After completing the cadetship, the department offered him an ongoing role in the same position. Aside from this great achievement, he also aced his CISCO certification exam.



Photo above: IKEA Refugee Week - celebrating the win of the Australian Retail Association's Inaugural Diversity and Inclusion Award 2024 for the partnership with Community Corporate.



Photo left: OTR Meet and Greet session



Photo above: Governor General visit with our employer partners.



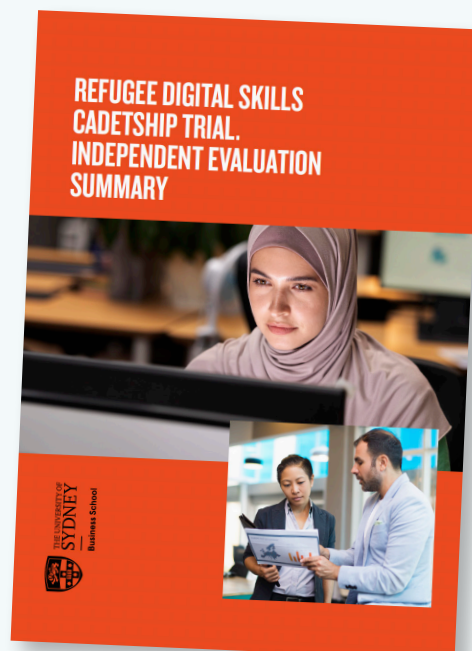
Photo above: Woolworths Meet and Greet session

## Refugee Digital Cadetship

Community Corporate was selected as one of only four national providers to deliver the Digital Skills Cadetship Trial for the Department of Employment and Workplace Relations. The project commenced in March 2022 and was completed in February 2024.

Community Corporate's motivation to participate in the Digital Skills Cadetship Trial stemmed from a desire to test and validate our assumptions regarding the transferability of overseas skills, qualifications, and experiences among refugees and humanitarian migrants. Noting that within two years of arrival, only 25% of refugees secure employment.

50 refugees completed a 12-week paid ICT cadetship, and 49 were offered extended contracts with a minimum duration of six months. The evaluation highlighted that with the right employer, a candidate's growth mindset and the specialist cultural support from Community Corporate, refugees successfully secured professional IT roles. **The employment outcomes of the project revealed that on average refugee cadets increased their income earnings post project by 250%.**



The University of Sydney, led by Dr Betina Szkudlarek, delivered an independent evaluation on the Refugee Digital Cadetship Trial and the results can be found here:

<https://communitycorporate.com.au/wp-content/uploads/2025/02/USYD-Refugee-Digital-Cadetship-Evaluation-Summary.pdf>



For more information see the DEWR commissioned independent evaluation here:

<https://www.dewr.gov.au/digital-skills-cadetship-trial/resources/digital-skills-cadetship-trial-final-evaluation-report>



**Special thanks to the major employers who participated in the pilot:**



# 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 91% 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**

## Chobani®



The level of care put into the process, from organisation and consultation, through to engaging with our team members, has contributed to a truly valuable piece of work and helped us take well-guided steps forward.

They ensured everyone felt comfortable and up-to-date every step of the way. The outcomes briefing and presentation to our leadership were professional, engaging and enlightening. I highly recommend partnering with the team and truly value our collaboration.

We partnered with Carmen and the team at Community Corporate to facilitate a listening journey centered on our commitment to inclusion and belonging. Working with them has been exceptional.



**Ashlee Thackeray**  
Organisational Development & Innovation Manager



# Impact in Community

## Refugee jobseekers: Offering skills and experience for a door to the future

Sue White  
September 1, 2023 - 8:15pm

When Iraqi-born Helen Gulliana arrived in Australia as a refugee five years ago, the resettlement process wasn't easy.

"We moved between a few cities in Australia to try and find the best place where me and my parents could feel a sense of belonging," Gulliana says. "Understanding a new culture and learning the language was really difficult, especially being responsible for my parents as the only one who could speak a bit of English."

Unsurprisingly, finding a job wasn't a smooth ride either.



Refugee Helen Gulliana says her permanent job at Ikea makes an incredible difference to her life in Australia. HANNOU CARRELO PEDRAL

"Experience is the first thing that every employer will tell that you need as soon as they know you are new in the country. Then comes the

## Refugee jobseekers: Offering skills and experience for a door to the future

Refugee job seekers offer significant skills and experience to the Australian workforce. Programs like IKEA's Refugee Workforce Inclusion have provided opportunities for refugees to rebuild their lives, contribute to the economy, and seamlessly integrate into employment.



## International Women's Day

Our CEO Carmen Garcia AM participated as a panellist for International Women's Day, discussing the theme 'Count her in: Invest in women. Accelerate Progress.' The event focused on creating equitable opportunities for women, particularly those from culturally and linguistically diverse backgrounds, and underscored the necessity of cultural inclusion training. Community Corporate's dedication to supporting women, with 53% of their beneficiaries being female, was highlighted.



## Careers in IT Program Launch

Looking for staff in IT roles?

Date: Tuesday 18 June  
Time: 5:00pm - 6:30pm  
Location: U-City, 43 Franklin Street, Adelaide



## Unleashing International graduate talent in IT

Community Corporate has partnered with StudyAdelaide to support SA employers tap into talent and harness the skills, experience, and passion of international graduates in the IT sector ready to kick-start their careers.



## Governor General visit

Community Corporate had the privilege of hosting His Excellency General the Honourable David John Hurley AC DSC (Retd), the Governor-General of the Commonwealth of Australia, and Her Excellency Mrs. Linda Hurley in Adelaide. They joined us for a special reception that brought together multicultural leaders and culturally inclusive employers in one room.



## A solution to Australia's skills shortage is within our grasp

Employers who are serious about ending their skills shortages should tap into migrant and refugee populations. Because these cohorts are better educated and higher skilled than most of us.



A Solution to Australia's skills shortage is within our grasp  
Tapping into migrant and refugee populations can help address Australia's skills shortage, as these groups are often highly educated and skilled.





# Impact in Community



## Reframing the narrative on ESG: forget 'Social', think 'Society'

Company leaders who ignore the "S" in ESG (Environmental, Social and Governance) are missing out on an opportunity to increase their bottom lines, argues **Carmen Garcia AM**.



Globally, ESG leaders had annual returns of 12.9 per cent versus 8.6 per cent for slackers.

**Reframing the narrative on ESG: forget 'Social', think 'Society'**  
We should rethink the approach to Environmental, Social, and Governance (ESG) criteria by focusing more on societal impact rather than just social factors.

**Hiring Outside the Box: Building a culturally diverse workforce**  
Last June 12, 2024, Community Corporate's work with Department of Customer Service on Refugee Digital Cadetship was highlighted as best example on building a culturally diverse Workforce.

**Georgia Browning**  
Manager, Talent Acquisition and Onboarding  
NSW Department of Customer Service (DCS)

*“DCS is committed to reflecting the diverse community they serve in their workforce.”*

[www.customer.service.nsw.gov.au](http://www.customer.service.nsw.gov.au)

**DCS Refugee Digital Cadetship**

DCS partnered with **Community Corporate** who developed and implemented the project.

- Community Corporate extensively sourced, screened, assessed and matched refugee candidates to job roles.
- Pathway included:
  - Sourcing, screening, assessing and matching refugees to the job roles
  - Tailored, CSIRO industry accredited training to support technical upskilling
  - Mentoring, coaching and employer support services (including cultural confidence training)
  - Customised tools and ongoing support
  - Three month paid Cadetship

DCS Refugee Digital Cadetship	
<b>4</b> COUNTRIES AFGHANISTAN SYRIA IRAC UKRAINE YEMEN	<b>75%</b> STILL EMPLOYED!
<b>100%</b> RECEIVED TRAINING OF 100 HOURS	

Customer Support Officer (CSO)  
Product Data Analyst  
Technical Support Assistant

**Community Corporate and IKEA partnership video**

to play in providing opportunities and opening doors

**World Refugee Day Event 2023 video**

**Hashim's Story in partnership with Community Corporate and OTR video**

I work closely with

**Community Corporate and Woolworths Partnership: Refugee Digital and Technology Cadetship Program video**

## Contact Information

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