



**Picture  
employment that  
changes society**

**Matthew Cowdrey OAM**  
Australia's most successful  
ever Paralympian and CoAct's  
Community Ambassador

Partner with Australia's leading community services network for your workforce development



# A world of win-wins

**There's a perfect storm brewing in Australia, caused by the growing number of unemployed people on welfare at the same time as our ageing workforce approaches retirement. We believe employment of those not currently in the job market is vital for everyone. It's not just good for Australia and the job seeker, it's good for employers.**

## The problem we solve

When workers tell you they're leaving, new research reveals that you'll face a staggering cost in finding, recruiting and training new staff.

This effect is known as 'Job Lag' and costs the Australian economy an estimated \$6 billion a year, averaging at about 51 per cent of an employee's annual wage, not to mention lost productivity.

Job Lag can be caused by poor recruitment, induction, training, culture and workforce development practices.

With many sectors facing real pressures on operating costs, no organisation can afford to ignore Job Lag.

## The opportunity for employers

Australian employers need the right people for the right jobs that are productive from day one. This will require building a strong workforce pipeline that anticipates your need for new staff. It should provide relevantly skilled, committed, capable employees who will value the opportunity to move ahead.

### Future focussed planning

With CoAct, you have the chance to plan employment and training needs *ahead of time*. By helping employers tap into government funding, CoAct offers low recruiting costs and high support for new employees to ensure they stay. This includes the ability to call on professional HR support before and after employment has begun. You therefore need less internal HR resources and less external advocates solving labour market needs.



*"Some people have said seeing Jason work hard at the cafe has changed their views of Down syndrome, which is exactly what we hoped would happen."*

Lou White, Owner, Miss Maggy's Cafe, Chelsea Heights, VIC



## The benefit to communities

Of the 780,000 Australians that are currently unemployed, 89 per cent of them are actively looking for work but face a lack of skills and experience. CoAct turns the unemployed into valuable business resources and catalysts for community activation. The knock-on effects from employing people further from the job market are enormous for families and, in turn, local businesses. Since 1997, CoAct has helped half a million people move from dependency on taxpayer funds towards financial independence and even employing others. Traditionally, employment has been seen as a *destination*, something you do when you have your life under control. We believe that employment is the *journey*, the activity that brings life under control, with the right support from caring partners.



Read about the people on this page at [coact.org.au/clients/realstories](http://coact.org.au/clients/realstories)

# How it works

Each year, CoAct members work with over 4,000 employers, including some of the biggest employers in Australia such as Woolworths, Spotless and Rio Tinto. We also work with smaller employers in industries such as hospitality, aged care, tourism, agriculture and manufacturing.

<b>68,818</b> job seekers assisted in 2014 with 25,000 people supported at any one time	<b>\$7.7m</b> in subsidised wages and training courses	<b>250+</b> training courses available for employers to choose from	<b>500k+</b> people assisted since 1997 to move toward employment
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## What are employment services?

Employment services are government-funded services designed to help you build a strong workforce. As specialist employment service providers, our members help in the finding, recruiting, training, mentoring and support of unemployed Australians.

We deliver a diverse variety of support services that go far beyond the services of a commercial recruitment company, including mental health counselling, rehabilitation and treatment.

## The low risk alternative

CoAct's range of employer services has been built around one core principle - that every business is totally unique. Therefore, to achieve the lowest risk HR strategy, employers require a workforce pipeline that has been designed in part by them and for them. For this reason, our services offer the ability to choose from candidates trained in your organisation, to your specifications. And if you elect to hire candidates, it will be because they have already demonstrated their productivity in your team, taking much of the risk and cost out of hiring.

## Why CoAct?

Our collaborative model means you select from a pool of 30,000 job seekers across our network at any one time. This gives us clear competitive advantages in a highly competitive industry, namely that we:

**Guarantee the supply** of proven candidates that you've seen working productively in your business

**Operate nationally** being able to mobilise and apply resources and funding to any location

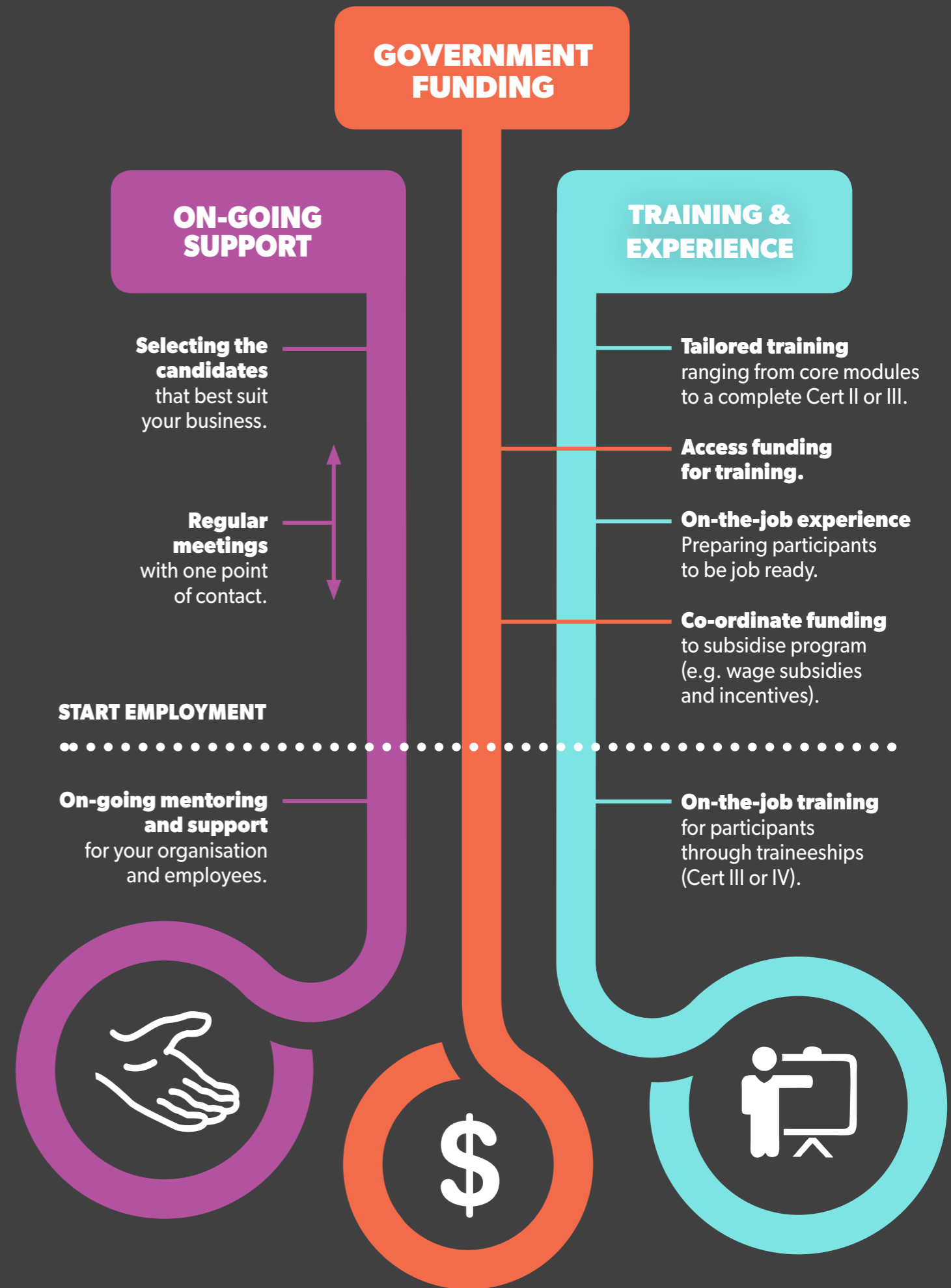
**Provide a single point of contact** for the delivery of seamless integrated services across Australia

**Offer local knowledge** of opportunities through our grassroots members embedded in communities and connected to their own network of local partners.

## The business benefits

From increased workforce productivity to reduced recruitment costs and lower staff turnover, there are many financial reasons to opt for our model.

But there is one benefit that stands out above all the rest: *enjoyment*. We make workplaces more enjoyable to be a part of because employees feel supported, they appreciate the opportunity, they have an abundant sense of purpose in their life and they display the behaviours that fit with your culture.



To learn more about how you can access these opportunities please visit our website or talk to our local member.

# A story of collaboration

**CoAct is a radically different model based on innovative social entrepreneurship. We are a national network of community benefit, locally-embedded service providers. We deliver street-smart social solutions that solve business challenges, keep costs down and activate communities.**

## A leader in employment services

We were founded in 1997 as Job Futures, but as the world becomes increasingly interconnected, employment is now inextricably linked with many other community services. So the time has come to reflect that change in our name. As CoAct we can deliver complete collaboration, not a partial solution.

## Our structure

CoAct members belong to an organisation created by members, owned by members and for the support of members as they work to set off positive chain reactions in the community. Under this 'social franchise' model, members retain independence of identity and governance but the national body provides leadership for the delivery of services at the front line.

If needed, members can deliver many services simultaneously through a tried-and-tested interworking of specialist organisations extending beyond the membership deep into local communities.

## For community benefit

As a community benefit organisation, CoAct invests over 90 per cent of all revenues earned back into the same community where the services are delivered. We deliver many vital but unfunded community services, often in regional and remote areas, as a response to the need of some of the most disadvantaged people and communities in Australia.

## The power of many

We believe that life change is a team effort. Through CoAct, job seekers and employers connect with a large pool of collective wisdom and expertise that can solve their challenges in new and innovative ways.

Stepping into the centre of this world is the experience of being connected to a community. As founding father Steve Lawrence said in 1997:

*"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."*

## A track record of excellence

We remain one of the country's top-performing providers with a reputation for working with some of the most disadvantaged people and communities in Australia. Since 1997, we have helped over half a million Australians to change their lives.

The CoAct Network has a consistently high performance profile in delivering services that include a wide range of community services:

Employment	Disability	Family
Homeless	Training	Housing
Youth	Environmental	Indigenous
Ex-offender	Refugees	Drug abuse

*"Your workforce development program is certainly very much in keeping with the new model where we are using the initiative of employment service providers to come up with innovative ways to get people into work."*

The Hon Luke Hartsuyker MP,  
Assistant Minister for Employment

*"Leiana started taking calls on her first day! She has a mature attitude, is a great people person, and a definite team player. She has great potential because she loves the role and is working really hard."*

Employer Host (see Leiana below)





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*“CoAct has allowed us to invest in a new way to bring people into our organisation and be able to do some planning, so when someone leaves we have a pipeline to fall back on of fully integrated talent.”*

**Paul Brant, Recruitment Manager, Australian Hearing**

