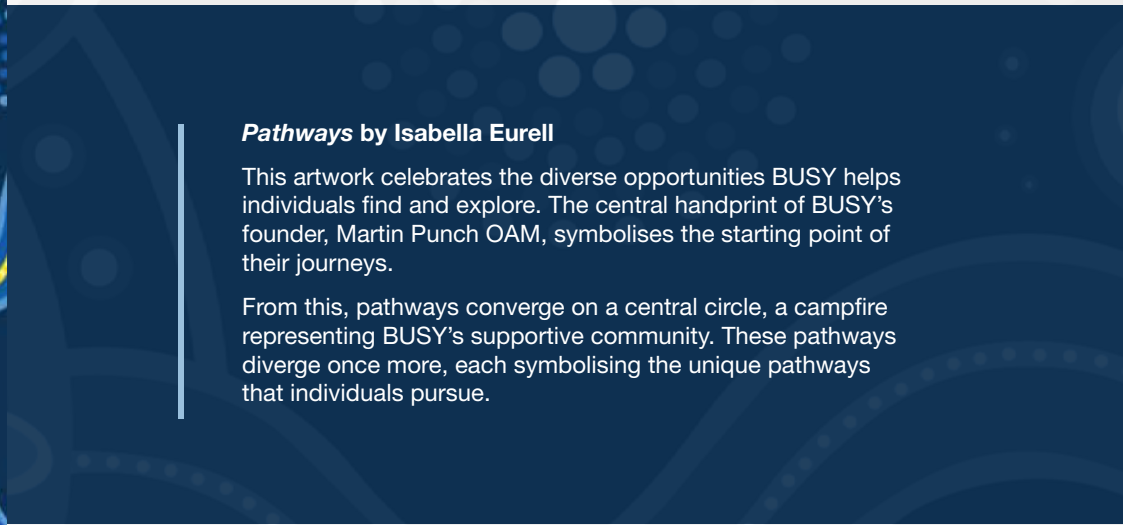




2023  
**Social Impact Report**  
Unbounded Possibilities





***Pathways by Isabella Eurell***

This artwork celebrates the diverse opportunities BUSY helps individuals find and explore. The central handprint of BUSY's founder, Martin Punch OAM, symbolises the starting point of their journeys.

From this, pathways converge on a central circle, a campfire representing BUSY's supportive community. These pathways diverge once more, each symbolising the unique pathways that individuals pursue.

# Acknowledgment of Country

The BUSY Group acknowledges the Traditional Custodians of the country throughout Australia and their connection to land, sea and community. We pay our respects to them and their cultures, and to their Elders past and present.

At BUSY, we're committed to reconciliation with First Nations peoples. Our fourth Reconciliation Action Plan (RAP) turns this commitment into action by building strong, respectful relationships and advancing reconciliation within our organisation and the wider community. We promote understanding and respect for Aboriginal and Torres Strait Islander cultures, histories, and rights to foster an environment where First Nations peoples feel valued and supported.

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# Welcome to a World of Possibilities

The BUSY Group's journey from a grassroots initiative nearly 50 years ago to a national leader in apprenticeships, employment solutions, education and skills development is a testament to our enduring passion and commitment to creating positive change. With operations across Australia, we are dedicated to finding and delivering meaningful services to individuals, businesses and communities.

## Our Purpose

**To make education, skills and employment accessible to every person, so they can create their own world of unbounded possibilities.**





# A Path to Potential

## BUSY's Programs and Services

The **BUSY Group (BUSY)** is committed to empowering individuals and strengthening communities. Our comprehensive range of programs, from education to employment support, offers pathways to opportunity for people of all ages and backgrounds.

### *Foundations of our service delivery*

#### **Ongoing support**

Our dedicated team of professionals provide ongoing support to help individuals overcome challenges and achieve their goals.

#### **You can't do it alone**

We work closely with employers to create meaningful job opportunities and provide tailored support to both employers and employees.

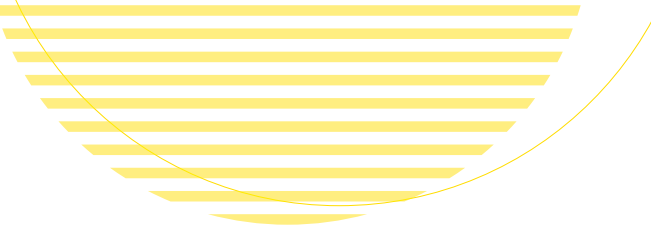
#### **Meaningful collaboration**

We work in partnership with government agencies and community organisations to deliver comprehensive and effective services.

#### **Industry engagement and mentoring**

Our strong partnerships with industry leaders provide valuable insights and opportunities for our clients.





## Community & Business

- Workforce development
- Self-employment assistance

## Transition

- Mature age and veteran workforce transition

## Skills

- Apprenticeships, internships, co-op positions
- Vocational training & accredited courses

## Employment

### Specialist Employment Services:

- People with disability
- Justice impacted
- Youth
- Indigenous and First Nations

### General Employment Services:

- Helping people find jobs and become active participants in the workforce

## Education & Scholarships

- Alternative education for Year 11 and 12 students
- Transition from school to employment
- Scholarships & grant management services



# Our Approach to Social Impact

As a purpose-driven organisation, BUSY's focus is on creating positive social impact. While we strive for financial sustainability, our bottom line is measured in the lives we change. We proudly embrace a people-centric philosophy where the needs and aspirations of individuals and communities are placed at the forefront of our services.

By providing personalised support and building strong relationships, BUSY empowers individuals and fosters a sense of belonging. We tailor our services to meet the unique needs of our clients and collaborate with community partners to create lasting positive change. Each step forward BUSY takes – from education to employment – builds confidence, strength and optimism for individuals and communities.



# Investing in People, Empowering Communities

## A Message from Our Leaders

We are thrilled to present The BUSY Group's Social Impact Report for 2023, a testament to our commitment to empowering individuals, strengthening communities, and fostering sustainable, positive change. This report highlights the achievements and progress made possible through our unwavering dedication to creating pathways for people to thrive in education, employment, and skill development, ultimately contributing to the well-being of the communities we serve.

BUSY was founded with a mission to make a lasting impact, and this past year has underscored the depth of that commitment. Our diverse range of programs has continued to provide essential support and opportunity for individuals from all backgrounds. Whether it's through guiding young people into fulfilling educational paths, equipping job seekers with critical skills, or helping individuals step confidently into the workforce, we are helping people realise their potential and contribute meaningfully to society.

At the heart of this work is our belief in unbounded possibilities for all; an ethos that drives us to imagine and create a world where everyone has the support needed to achieve their dreams and reach new heights.

We are deeply grateful for the dedication of our staff, the trust of our partners, and the support of our funders, who enable us to expand our impact year after year. We also acknowledge our close partnership with Griffith University, whose expertise and commitment have been instrumental in enhancing our ability to measure, report, analyse, and communicate our impact journey.

Looking forward, we are committed to building upon our successes, innovating in response to our communities' changing needs, and maintaining our focus on unbounded possibilities. We are excited about what the future holds and our ongoing journey to create a brighter, more inclusive future for all.



*Kerry Gibb*  
Chair of the Board



*Paul Miles*  
Global Managing Director

# 2023 Social Impact Highlights

## Education & Scholarships

**76,113** youth advancing their education and personal growth

In Australia, one in five students disengages from school. This has significant consequences, including lower earnings, poorer health and reduced life satisfaction.

In 2023, we've turned this trend around, helping over **875 students** build brighter futures at The BUSY School. Our alternative education model offers a fresh chance to students by providing a safe, supportive environment that caters to individual needs and inspires learning, leading to meaningful employment.

We also supported **74,803 students** nationwide to expand their knowledge of Australia through our scholarships and grants initiative.



## Employment

**52,016** people assisted into employment

In 2023, BUSY helped over 50,000 people find employment. Many of these individuals faced significant barriers to work and were unable to find jobs without support. Every person employed creates positive effects for their own life with benefits extending to families, communities and businesses.

At BUSY, we understand that finding employment takes time and support. That's why we held **190,000 appointments** last year, focused on building confidence, creating resumes, and preparing for interviews.

### *Disability Employment*

More than **20%** of Australians live with a disability, yet only half of those of working age are employed. This highlights the significant barriers faced by people with disability in securing work.

In 2023, BUSY helped **1,595 people with disability enter the workforce**. This isn't just about employment; it's about improving quality of life and building an inclusive society.



### Skills Checkpoint for Older Workers

# 7,862

older workers supported

Australia is facing a significant shortage of skilled workers, particularly among older Australians.

To address this, we've successfully supported **nearly 8,000 individuals** through our Skills Checkpoint for Older Workers (SCOW) program, enabling them to re-skill and re-enter the workforce.



## Skills Development

# 58,323

 people up-skilled

Australia is facing a significant skills shortage. According to the National Skills Commission, occupation shortages almost doubled in 2022 as the labour market tightened post Covid-19.

In 2023, BUSY supported **nearly 60,000 individuals** in developing essential skills aligned with priority skill areas to advance their careers.

## Community & Business

We worked with **50,000+** employers across the group to deliver quality skills outcomes, build workforces, and contribute to the growth of the Australian economy.

### Self-Employment Assistance (SEA) Program

The SEA mentoring program has helped **693** aspiring entrepreneurs start their own businesses, thereby contributing to economic growth and fostering community innovation.

**43,499** apprentices actively supported through our programs

**8,089** new apprentices and trainees placed with businesses.

Through direct consultation with industry, BUSY assists employers to build diverse workforces. We achieve this by creating tailored programs that attract, assess, and support all apprentices including minority cohorts across gender, cultural backgrounds, disability, and geographic location.



## Education & Scholarships

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**BUSY's** commitment to education is demonstrated through two key initiatives.

**The BUSY School** provides alternative education pathways for disengaged youth, offering a supportive environment and tailored curriculum.

In addition, our **scholarships and grants program** empowers students across Australia to enhance their knowledge of our country.

# Education & Scholarships | The BUSY School

The BUSY School is an alternative school for Year 11 and 12 students who have disengaged from traditional education. The school integrates academic learning with vocational training, an approach that helps students gain essential qualifications and skills for future success, leading to meaningful employment.



## Our Impact

### Academic and Vocational Success

74%

In 2023, 74% of our students, who had completely disengaged from school, and in many cases society, went on to complete their senior schooling, achieving their Queensland Certificate of Education (QCE), and 88% received vocational training qualifications leading to improved employment outcomes and career pathways.

### Post-School Pathways

85%

Over 85% of graduates progressed to further education, vocational training, or employment.

### Comprehensive Support Sessions

896

We provided extensive support, conducting hundreds of psychological counselling sessions on campus, as well as providing wellness programs, and basic necessities like meals, uniforms, and safe spaces.

**The BUSY School addresses the critical issue of youth disengagement. By providing alternative education pathways and tailored support, we help young people overcome barriers to success.**

**In Queensland, school attendance has been dropping over the last five years, with a school attendance rate of 70.4% in 2018 dropping to 49.1% in 2022.**

School disengagement often precedes the cycle of unemployment due to various interconnected factors, such as a lack of support, socioeconomic challenges and limited access to resources.



## Education & Scholarships | Impact in Action: Coolangatta Campus

At The BUSY School's Coolangatta Campus in Queensland, students have reached impressive milestones including completing their QCE and earning VET qualifications.

# 100%

QCE attainment

# 96%

received vocational training qualifications

# 62%

of students engaged in apprenticeships or traineeships



Beyond academic success, the achievements at Coolangatta's campus have transformed the lives of students who were once at risk.

Securing a QCE opens doors to further education, meaningful employment and active civic engagement, enabling students to envision and build promising futures for themselves.

A significant contributor to these exceptional outcomes is the strong, supportive relationships our students develop with school staff, especially teachers and career counsellors. Through these connections, our staff provides personalised guidance that help students succeed and find positive paths forward. Our students' achievements empower not just themselves but their families, friends, and society as a whole.

The Coolangatta Campus is proof that disengaged students can successfully re-engage with education and achieve their goals.



# Education & Scholarships | Scholarships & Grants



Through our scholarship and grants administration, we have supported

# 74,803

students, providing them with opportunities to enhance their knowledge of the country.

The PACER (Parliament and Civics Education Rebate) Program is an initiative that provides financial assistance to support students' learning about national democratic, historical, and cultural institutions in Canberra.

The Queensland Education Experience Program exposes young Australians to unique landscapes, cultural history and the impacts that climate change and tourism have on our natural environments.

These programs encourage critical thinking in young Australians and establish a sense of place and community in which to belong.



# Employment

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**BUSY helps people find jobs. Our employment services support the employment aspirations of everyone eager to work, ensuring that no one is left behind.**

By addressing barriers to employment such as educational gaps, skills mismatches, disability, and age discrimination, we facilitate access to training, career counselling and job placement services.

Our services are responsive to the shifting job market and the diverse needs of our customers, ensuring we keep them moving towards their goal of meaningful employment, and positive societal engagement.

# Employment | General Employment Services



General Employment Services

Impact in Action: Simon's Story

Specialist Employment Services

Disability Employment Services

Impact in Action: Australian Spatial Analytics

Assisted

**52,016**

Jobseekers to secure employment

Supported

**7,862**

Older workers to acquire new skills through Skills Checkpoint for Older Workers (SCOW)

BUSY is dedicated to helping people overcome employment barriers and achieve their career goals. Our Workforce Australia General program provides personalised support, including job search strategies, skills development and career guidance.

Australia faces a critical shortage of skilled workers, especially among those aged 40+. To address this, we've successfully assisted 7,862 individuals through our Skills Checkpoint for Older Workers (SCOW) program, equipping them with the necessary skills to re-enter the workforce and transition to new meaningful opportunities.

## Employment | Impact in Action: Simon's Story

Previously a handyman, Simon found himself unemployed and struggled for a long time to find work again due to his mature age. Not ready to hang up his hat, Simon came to BUSY At Work to get back into work through the Workforce Australia's Employment Services program.

Simon's employment consultant, Corey, identified a general groundskeeper position at a local over 50s village through Hometown Australia Communities.

Corey worked with Simon to develop his resume and hone his interview skills. Once Simon secured the job, BUSY supported him by providing necessary uniforms and equipment for a smooth transition into his new role.



## Employment | Specialist Employment Services

The Workforce Australia Specialist Employment program provides comprehensive support to individuals with a lived experience of the justice system, helping them overcome barriers to employment and achieve their career goals.

For those who have criminal convictions, their chances of finding and sustaining employment tend to be lower. Factors contributing to this include:

- **Stigma associated with incarceration** - a criminal record often carries negative stereotypes.
- **Employment gaps** - time spent in prison can result in substantial work history gaps.
- **Employer perceptions** - the nature of certain offenses can deter potential employers.

Employers often overlook ex-offenders during the hiring process, contributing to a cycle of unemployment and re-offending. A significant portion of re-incarcerated individuals are unemployed at the time of their offence, highlighting the need for increased support and opportunities for this group.

The impact of employment for justice-impacted individuals is:

- Stability, purpose and income, all of which reduce the chances of recidivism.
- A demonstration of the ability to change and value to society, supporting mental health.
- A positive future outlook and an opportunity to move away from incarceration and toward a life of positive inclusion.

Our approach to supporting our justice-impacted clients involves transitioning individuals from incarceration to sustainable employment and training, while encouraging community rehabilitation and growth.

We provide customised services that include bespoke training, mentoring, and support, creating pathways to diverse industry opportunities. Our successful track record in this area has seen us appointed as the sole provider of this service across Queensland.



We serve over

# 7,962

clients across 27 sites in  
4 employment regions.



We have helped

# 2,776

individuals with lived experience of  
the justice system find employment.

General  
Employment  
Services

Impact in  
Action:  
Simon's Story

Specialist  
Employment  
Services

Disability  
Employment  
Services

Impact in Action:  
Australian Spatial  
Analytics

## Employment | Disability Employment Services

People with disability often face significant hurdles in securing employment, with unemployment rates double that of the general population. They can encounter many additional barriers to employment. Addressing these multifaceted socio-economic disadvantages requires a holistic approach and often ongoing interventions from multiple support systems. Improving employment outcomes for people with disability provides significant benefits to workplaces, the economy, the community, and individuals themselves.

The impact of employment extends beyond financial gain. Increased income leads to higher living standards and financial independence, boosting self-worth and contributing to positive mental health outcomes. Employment can contribute to a sense of identity and self-worth and have positive health impacts for some people with disability. Improved employment outcomes for people with disability can also reduce demand on welfare systems.

Our Impact  
**1,595**

people with disability secured meaningful employment. Over 70% of these job placements represented customers who had some of the highest barriers to employment, such as significant disabilities or multiple barriers such as long-term unemployment.



### Measuring Performance

BUSY's commitment to creating opportunities and social impact is rooted in people-centric approach based on respect. To continually measure our performance, we conduct annual customer surveys. Our Net Promoter Score (NPS) reflects customer satisfaction. NPS scores are measured with a single-question survey and reported with a number ranging from -100 to +100, where a higher score is desirable. The benchmark we strive towards is 50 (excellent) with a score above that, outstanding.

### How we scored

- **NPS of +100** for 'We Respect You' underscoring our dedication to treating every individual with dignity.
- **NPS of +73.3** for 'We Start with You' reflecting our focus on tailoring services to meet individual needs.
- 'We're on Your Side' achieved an outstanding **NPS of +71.4**.

# Employment | Impact in Action

## Australian Spatial Analytics

*Providing big data careers for young neurodivergent adults*

**Neurodiversity is an emerging focus in workplace inclusion. By recruiting individuals with unique neurological differences, such as autism or ADHD, companies can gain innovative perspectives and enhance product and service delivery.**

**In Australia, autistic individuals face a 34% unemployment rate, ten times higher than the national average.**

More than a third of National Disability Insurance Scheme (NDIS) participants identify autism as their primary disability, and 90% of these individuals are under 25. Despite excelling in pattern recognition, accuracy and diverse problem-solving, misconceptions limit their employment opportunities. Leveraging neurodiversity is essential for the future of work and economic security.

Recognising this, BUSY partnered with Australian Spatial Analytics (ASA), a leading work-integrated social enterprise. This partnership provides sustainable, well-paid career opportunities for neurodivergent individuals and resources for other organisations seeking to recruit talent suited to complex problem-solving.

One such story is Stephen de Groot, who struggled to find work in IT before being recommended to ASA by BUSY. Now working on critical infrastructure projects, Stephen says, "The people at ASA actively move the world for you. I love the culture here. I have received so much help with both my personal and professional life. I have a stable income and can plan for the future."

To date, BUSY has supported 15 people into work with ASA, all retaining consistent employment beyond 26 weeks. Nine have earned promotions and secured permanent positions within ASA, while others have joined alternate employers who also value neurodivergent individuals.

Together, BUSY and ASA deliver significant social impact by shifting perspectives and supporting neurodivergent individuals. This collaboration has transformed lives and increased awareness of how diversity enhances innovation.



*Stephen de Groot*  
Data Analyst at Australian Spatial Analytics



People referred by BUSY have worked more than

**35K**

hours at ASA



and have earned

**\$1.1M**

in above-award wages

## Employment | Impact in Action

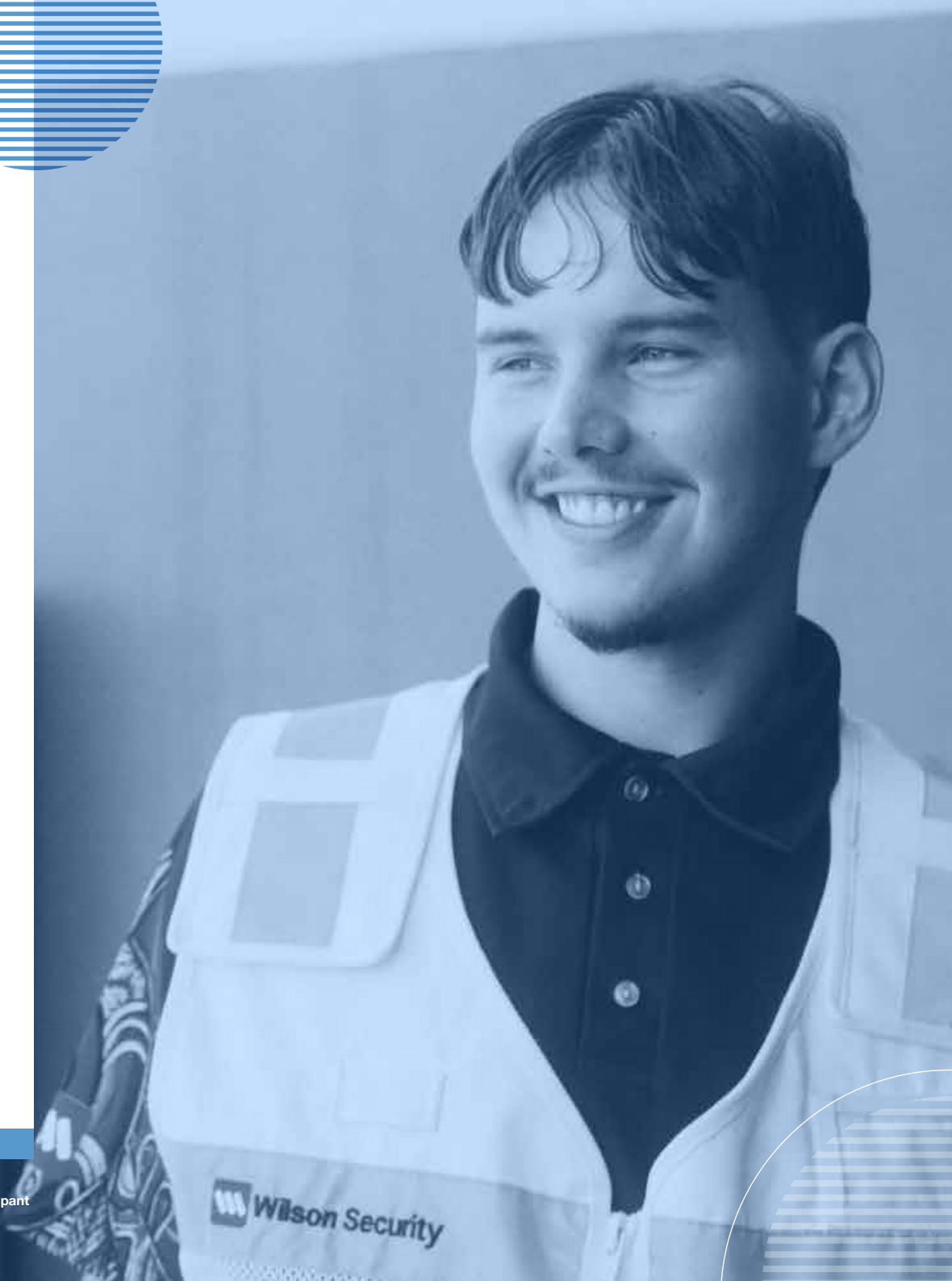
### Transition to Work Program

**BUSY At Work's Transition to Work (TtW) program is a comprehensive youth employment initiative designed to support young people aged 15-24 in their journey towards meaningful employment or further education.**

Services are tailored to individual needs and include:

- **Skills development and training:** Building practical skills for the workplace
- **Job search assistance:** Finding suitable job opportunities and providing guidance and upskilling on applications and interviews
- **Career counselling and guidance:** Helping young people identify their career goals and develop a plan to achieve them
- **Mentorship and support:** Providing one-on-one support from experienced mentors
- **Community connections:** Linking young people with local services and opportunities

Our goal is to empower young people to overcome barriers to employment and build successful careers.





## Transition to Work Program Lasting Social Impact

# 822

TtW employment related outcomes were achieved

Some people may achieve more than one outcome.

# 506

unique young people aged 16-24 achieved a TtW employment related outcome

Through the TtW program, BUSY offers long-lasting and tangible benefits for both individuals and the government. When job seekers find employment, the government sees a significant drop in social security payments, as fewer people rely on JobSeeker and Youth Allowance.

For individuals, developing skills at this crucial age has compounding effect, boosting job readiness, personal growth, and long-term earning potential. Other key benefits of this program are fewer interactions with the justice system, better mental health, and preventing young people from becoming NEET (Not in Education, Employment, or Training). We aim to explore these outcomes further to provide more detailed quantification in future impact reports.

# 83%

employment outcomes commenced

Proportion of local TtW achieved outcomes for the financial year 2022-23

# 88%

of employment outcomes achieved within 6 months

Proportion of BUSY's TtW participants who started and successfully achieved an employment outcome.

The BUSY Group's commitment to continuous improvement in data collection and analysis supports the program's expansion while addressing and codifying its challenges and barriers. By acknowledging and addressing these factors, individuals gain stability and opportunities, communities grow stronger, more resilient and more united, and the government saves money, creating a positive cycle of growth and well-being for society as a whole.

## Transition to Work Program

### Who We Help

The TtW program is designed to empower young Australians aged 15 to 24 who face significant employment barriers. By providing one-to-one support, BUSY recognises the unique challenges each participant faces and tailors its approach accordingly.

- **Indigenous Australians**, often confronted with systemic obstacles, find opportunities that foster individual and community empowerment.
- **Long-term unemployed youth**, at risk of societal disconnection and skill loss, are re-engaged, restoring their prospects and self-worth.
- **Culturally and linguistically diverse individuals**, as well as **refugees**, face complex integration challenges; securing employment through this program aids their economic stability, social inclusion, and adaptation to life in Australia.
- **Ex-offenders**, seeking societal reintegration, find employment to be a crucial step in reducing the likelihood of re-offending and enhancing community safety.

By removing barriers to education and employment, BUSY empowers individuals to take control of their futures, breaking generational cycles of hardship and contributing to a stronger society. We encourage profound changes, allowing individuals to rebuild confidence, secure financial independence and foster personal development. These transformations contribute to broader societal outcomes, such as enriched community diversity, overall economic strengthening, and civic engagement. This comprehensive impact underscores the vital role of targeted employment support in creating a more inclusive and prosperous society.

## Qualifying the impact for *Jobseekers*

1 in 3



of employment outcomes were achieved by **Indigenous Australians**.

1 in 3



of employment outcomes were achieved by people who'd **been unemployed** for 12+ months prior (in long term employment).

1 in 7



of employment outcomes were achieved by **culturally and linguistically diverse** people, and 1 in 11 were achieved by refugees.

1 in 14



of employment outcomes were achieved by **ex-offenders**.

## Transition to Work Program The Future

The BUSY Group's extensive experience in service model delivery supports the Australian Government's dynamic and inclusive vision for the future of the labour market by reducing barriers to education and work in an empathic and people-focused way. Through our TtW delivery, we have identified the potential for actions that will directly impact and improve service models, including:

- Focusing on **preemptive employer engagement** and demand in emerging and transitioning sectors to rebuild relevant capability and experience.
- Fostering **greater service model codesign** and **community engagement** to ensure regionally specific and culturally appropriate service offerings.
- Broadening **tailored support** to effectively assist disengaged and disadvantaged young people into **sustainable, skills-oriented work** that suits their needs and the requirements of employers.





# Skills Development

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Australia faces a significant skills shortage, particularly in trades and technical occupations, impacting economic growth and productivity.

The 2022 OECD Economic Outlook report found Australia's skills shortages were the second highest in the OECD. The demand for skilled workers is outpacing supply, leading to critical gaps in a range of industries.

In 2023, we supported **58,323** people in building their skills, providing a foundation for career progression, employment, and enhanced life opportunities.

## Skills Development | Australian Apprenticeship Support Network (AASN)

# 43,499

Apprentices actively supported  
through our programs

Placed apprentices and  
trainees with

# 8,089

businesses

Provided expert guidance on

# 500+

nationally recognised  
qualifications



Our comprehensive support includes one-on-one mentoring for all apprentices. In 2023 alone, we empowered 7,136 individuals to earn accredited qualifications, gain hands-on industry experience and achieve financial independence.

## Skills Development | BUSY Sisters

Recognising the immense potential of women in trades, we launched the BUSY Sisters program to provide targeted, evidence-based resources and personalised mentoring. Each participant works with experienced mentors to create a customised plan featuring weekly sessions, community connections, career assessments and crucial support during the first six months of their apprenticeship.



Our mentors, many of whom have backgrounds in psychology or counselling along with their trade expertise, are uniquely equipped to address the specific challenges faced by female apprentices.

### Empowered Participants

# >500

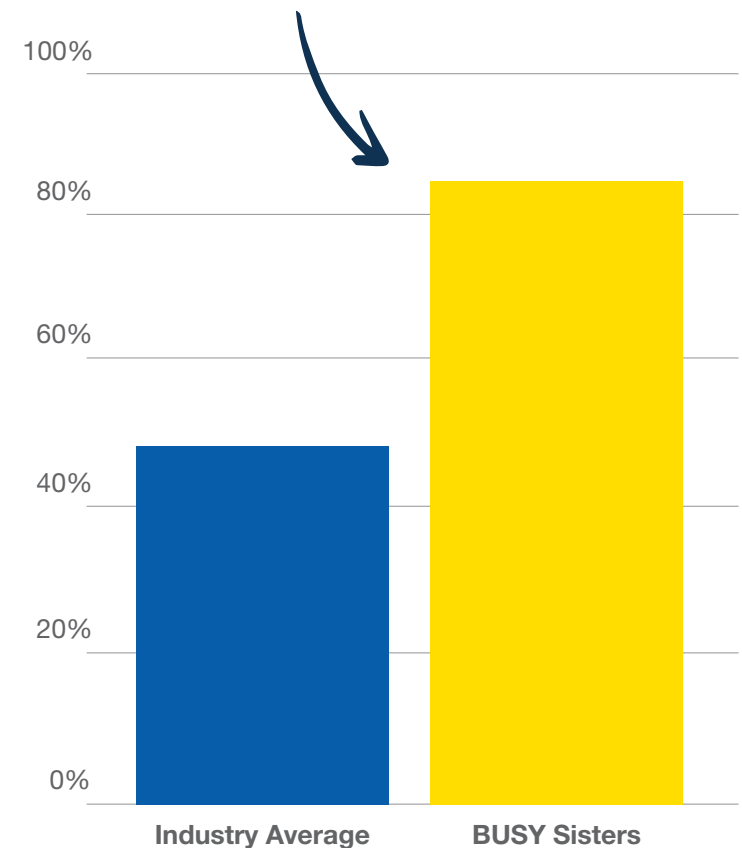
female apprentices supported through BUSY Sisters

### High Retention

# 85%

retention rate achieved with 81% of mentees remaining committed to their new professional paths

### BUSY Sisters Retention Rate



# Skills Development | Skills & Training



1,387

students developed skills through our initiatives

362

individuals assisted in obtaining licences and completing specialist industry courses across Australia and New Zealand

Priority Skills

44.16%

of students are enrolled in construction related courses

## Developing Skills for a Stronger Economy

BUSY plays a pivotal role in filling the skills gap, directly contributing to better outcomes for the Australian economy. By supporting apprentices and trainees in high-demand, high-priority occupations, we ensure that more individuals are equipped with the necessary skills to meet industry demands.

Additionally, our efforts to close the gender gap through programs like BUSY Sisters help to further bridge the skills gap by bringing more women into high-demand trades. This approach not only enhances employment prospects for individuals but also drives economic growth by addressing critical labour shortages. BUSY's commitment to mentoring, training, and diverse support mechanisms ensures a robust pipeline of skilled workers, essential for Australia's economic stability and growth.





## Community & Business

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**The BUSY Group develops strong partnerships with businesses and communities to create a positive impact.**

We meet the needs of industry leaders by collaborating with them to identify skills shortages and developing targeted training programs. Our partnerships with businesses also provide valuable work experience opportunities for individuals seeking employment.

Additionally, we work with community organisations to provide comprehensive support services, including mental health counselling, financial literacy training and housing assistance. These partnerships enable us to address the multifaceted challenges faced by individuals and create a more inclusive and supportive community.



## Community & Business | Impact in Action: Mareeba

Mareeba Shire in Far North Queensland is known for its significant First Nations population, natural landscapes and deep agricultural roots. Despite its strengths, the town faces higher-than-average unemployment. In addition, 41.2% of the workforce is lacking qualifications. Social issues such as youth crime, homelessness, and mental health problems, exacerbated by economic disparities, also impact the community.

To address these challenges, BUSY— with Skilling Queenslanders for Work (SQW) funding—engaged with the community through activities like neighbourhood barbecues, developing open consultation with First Nations Elders.

Community leaders proposed a project to paint a First Nations church. BUSY recruited and supervised local NEET young people for the project, creating employment opportunities through skills development and community engagement.

Sixteen First Nations students contributed their time and creativity to the mural, each choosing an animal to include, guided by Elders' wisdom. This project emphasised cultural identity and cross-cultural sensitivity, achieving remarkable

educational outcomes, with 100% of the students completing a Certificate I in Construction.

The project's impact has been significant, with 70% of the students now employed or pursuing further education. The local community has invited BUSY back for future projects, highlighting the importance of a community-centred approach.

This ongoing partnership is built on active listening, community stewardship and collective action, enriching communities and transforming lives.

*Thank you for your trust, Mareeba!*

# 100%

of students fully engaged and successfully completed a Certificate I in Construction

# 70%

of students now employed or pursuing further education

**Delivering services in remote First Nations communities has taught us the importance of trust, understanding the past, and respecting cultural differences.**

We've strengthened our cultural awareness and work closely with communities to create programs that truly meet their needs. By listening, learning and involving community members, including Elders, we've built strong partnerships and delivered effective initiatives. This approach has boosted participation and strengthened community connections.



# Community & Business | Working Together

## Partnering for Progress

BUSY offers comprehensive corporate solutions designed to meet the evolving needs of businesses. Our services encompass recruitment, workforce development, and strategic partnerships. By working closely with our clients, we provide tailored support to address their specific workforce challenges and achieve their business objectives.

Beyond our corporate partnerships, BUSY actively collaborates with a wide range of community and local organisations to create a more inclusive and supportive society. We work with schools, charities and government agencies to provide resources, training, and support to individuals and families in need. These partnerships enable us to address the multifaceted challenges faced by community members and create lasting positive change.



# 50K+

ongoing partnerships with  
employers



## The BUSY Group: People, Culture & Values

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The BUSY Group's guiding principles are the cornerstone of our organisation, shaping everything we do. Our principles allow us to see and listen, explore, collaborate, prioritise, and excel in the service of our purpose.

They also inspire us to create a positive and inclusive workplace culture that is committed to diversity, equity, and inclusion (DEI). We are dedicated to reconciliation and actively work towards building stronger relationships with Indigenous communities.

Aligned with the United Nations Sustainable Development Goals (UN SDGs), we are working towards a better and more sustainable future for everyone. By integrating these principles and SDGs into our daily work, we are making a positive impact on our communities and the world.

# People, Culture & Values | Diversity, Equity & Inclusion

For almost 50 years, BUSY has been a champion of diversity, equity and inclusion. We support people from all walks of life regardless of ethnicity, religion, gender, or sexual orientation. We strive to create a workplace where everyone feels valued and respected. Our commitment extends beyond representation to creating a culture where diverse perspectives are centered and we're constantly aiming to do better. This approach fuels innovation, better decision-making, and a more engaged workforce.

## Inclusive Culture

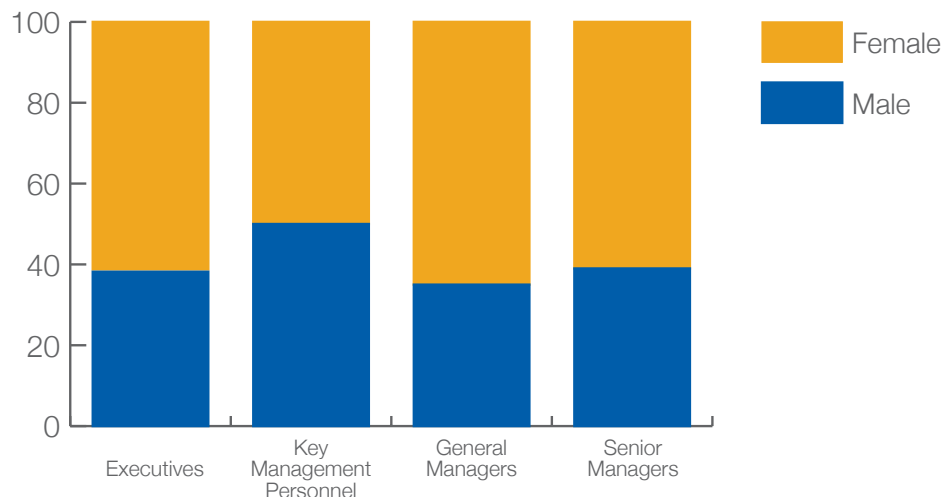
We have cultivated a culture of inclusion, professional development and innovation. Our policies promote flexible work, deter discrimination and harassment and provide robust support for those affected by family and domestic violence.

## Promoting Workplace Inclusivity

We employ a significant number of people with disability within our organisation, reflecting our commitment to diversity. This inclusive approach enriches our workforce and brings diverse perspectives and talents to our team at all levels of the business.

## Gender Parity

Achieved gender parity within our organisation, with 73% of our workforce being women and 61% holding senior roles, highlighting our commitment to promoting gender equality.



## People, Culture & Values | Commitment to Reconciliation

**BUSY is deeply committed to reconciliation with First Nations peoples. Our fourth Reconciliation Action Plan (RAP) translates this commitment into action, focusing on building strong relationships based on mutual respect and understanding.**

### Advancing Reconciliation

Our RAP outlines strategic actions to advance reconciliation within our organisation and the wider community. It includes initiatives to promote understanding and respect for Aboriginal and Torres Strait Islander cultures, histories, and rights. Through these actions, we aim to foster an environment where First Nations peoples feel valued and supported.



### Cultural Awareness and Inclusion

Promoting cultural awareness and inclusion is central to our reconciliation efforts. We provide cultural competency training for our staff to ensure they have the knowledge and skills to engage respectfully and effectively with First Nations peoples. This training includes understanding cultural protocols, recognising the impact of historical and ongoing injustices, and learning how to build genuine, respectful relationships.

Additionally, we celebrate significant cultural events and support awareness initiatives such as National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week, National Reconciliation Week and Indigenous Business Month. By fostering a deeper understanding and appreciation of Aboriginal and Torres Strait Islander cultures, we create a more inclusive and harmonious workplace and community.

- **Cultural Respect and Understanding:** Our RAP initiatives promote understanding and respect for Aboriginal and Torres Strait Islander cultures, fostering an environment where First Nations peoples feel valued and supported.
- **Cultural Competency:** Our cultural awareness training and celebration of significant cultural events increase staff understanding and appreciation of Aboriginal and Torres Strait Islander cultures, contributing to a more inclusive workplace.
- **Employment Success:** Surpassing our targets for employing First Nations people demonstrates our commitment to reconciliation and enriches our organisational culture, driving innovation and inclusivity.



# People, Culture & Values | Commitment to Reconciliation



“BUSY At Work helped me make sure I knew what my rights were during my traineeship. They also checked in throughout the course to see how I was doing and if I ever needed help, I could contact them no matter the situation.”

▲ Tina Newman, a 34-year old, proud First Nation's woman

## People, Culture & Values | UN SDGs

**BUSY is dedicated to aligning its operations and programs with the United Nations Sustainable Development Goals (SDGs). These goals provide a global blueprint for achieving a better and more sustainable future for all and by integrating these goals into our strategy, we ensure that our work contributes to addressing some of the world's most pressing challenges.**

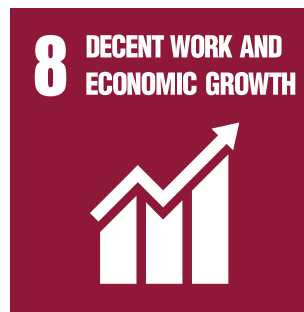
We've strategically selected four SDGs as key areas of focus for our organisation. These SDGs align with our core values and mission, and by prioritising them, we can make a more significant impact on the issues that matter most to our community and the world.



### SDG 4: Quality Education

**Unlocking Potential:** We believe that education is the key to unlocking human potential. By providing access to quality education, we empower individuals with the knowledge and skills necessary to succeed.

**Engaging Disengaged Learners:** We are dedicated to engaging disengaged learners and providing them with the support they need to re-enter the education system and achieve their goals.



### SDG 8: Decent Work and Economic Growth

**Fostering Economic Opportunities:** We are committed to creating opportunities for individuals to secure meaningful employment and improve their economic well-being.

**Building a Strong Workforce:** By providing comprehensive employment support services, we contribute to building a skilled and productive workforce.



# People, Culture & Values | UN SDGs



## SDG 10: Reduced Inequalities

**Empowering the Marginalised:** We are committed to empowering individuals, particularly those from marginalised and underrepresented groups, through a holistic approach of learning and employment support.

**Breaking Down Barriers:** By addressing entrenched inequalities of opportunity, we strive to create a more equitable society where everyone has the chance to reach their full potential.



## SDG 17: Partnerships for the Goals

**Collaborating for Impact:** We rely on partnerships to address these complex global challenges. By working with a diverse range of stakeholders, we can amplify our impact and create lasting change.

**Sharing Knowledge and Resources:** We are dedicated to sharing knowledge, skills and resources with others to foster innovation and collaboration.



Diversity, Equity &amp; Inclusion

Commitment to Reconciliation

UN SDGs

By tackling these core issues, we also can impact adjacent goals. For instance, we contribute to **reducing poverty (SDG 1)** by increasing wages for disadvantaged individuals and those on welfare. We also promote **gender equality (SDG 5)** by ensuring women receive strong support in male-dominant industries.

Our journey is one of relentless dedication and growth through continual improvement, enhancing our measurement capabilities to develop targeted solutions and services. Aligning our mission with the SDGs and adopting a data-driven approach ensures our efforts are effective and scalable, allowing us to refine our strategies and drive greater impact. As we seek to serve people in different regions, sectors, and demographics, we are dedicated to championing good practices, evidence-based approaches, and shared insights to support research, evaluation, continuous learning, and quality improvement. Together, we can build a future where everyone has unbounded possibilities to thrive, creating lasting, positive change in the lives of those we serve.



**Forward  
Impact**

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# Forward Impact

**As we look to the future, The BUSY Group is ready to embrace new opportunities and achieve a range of ambitious goals. We aim to expand, innovate and create meaningful change for those who need it most. Our purpose is clear: to drive impactful growth and foster positive transformation in the communities we serve, providing unbounded possibilities for everyone.**

BUSY envisions a future where borders become bridges. To achieve this, we aim to expand our impact, our initiatives and our services to more people and communities in need. Our focus is firmly set on scaling our successful initiatives in new regions, unlocking expertise, lived experience and untapped resources for social good, ensuring more individuals have access to quality education and employment opportunities. We will explore innovative solutions to address emerging challenges, leveraging technology and data analytics to enhance our service delivery and outcomes, maximising the social return on investment of public funds and private investments, and demonstrating our true return to the community.

Doing so, we can truly democratise education and employment support for those who currently experience limited access to skills development and resources. By enhancing our data collection and insights, we can more accurately refine and enhance our purpose with greater efficiency, incentivising participation, and delivering greater impact. This data-driven approach ensures a more accurate measure of effectiveness, allowing us to continuously improve and adapt our services to meet emerging needs while strengthening our alignment with the United Nations Sustainable Development Goals (SDGs).

Recognising the urgency of addressing climate change and protecting the planet for future generations, our efforts include providing training and apprenticeship opportunities in green sectors, renewable energy and environmental management, aiming to empower individuals with future-ready skills while contributing to the reduction of carbon footprints. However, we recognise the need to intensify our efforts toward environmental sustainability. Our goal is to integrate more environmental practices into our operations, ensuring we leave a healthier planet for future generations.

We understand that the landscape of employment and education is constantly evolving and increasingly focused on evidence-based social and environmental goals. We are committed to innovation, resilience and adaptability in navigating future opportunities and challenges. We are prepared to adapt our strategies to meet complex challenges, offering multi-sectoral insights and actions to our funders, partners, communities and the people we serve. We will continue to develop and implement people-centred solutions that address the needs of our clients and stakeholders, demonstrating our commitment to our long-term objectives, continuous improvement and transparency.

Our success is built on the dedication and hard work of our team. We recognise and celebrate the significant contributions of our staff, whose commitment to our mission drives our achievements. Empathy, collaboration and co-design are at the heart of everything we do and we understand that our collective efforts are essential to achieving our goals. By nurturing a culture of purposeful collaboration and measurable impact, we maximise

our global capabilities and ensure that we continue to deliver high-quality services both at home and around the world.

We are enthusiastic about the future and the potential for positive change. Our vision is not just about growth but about creating lasting, meaningful impact. We invite our stakeholders across government, civil society and business to join us on this journey towards collaboration and collective impact. Together, we can build and scale a future where opportunities are accessible, where individuals are empowered to reach their full potential, and where communities thrive. By maximising the number of lives we positively impact, The BUSY Group creates unbounded possibilities for everyone.



**The BUSY Group Board and CEO**

Back L to R: Graeme Johnston, Rod Booth, Paul Miles, Kerry Gibb, Brett Gleeson, Dr Kamal Dhaliwal  
Front L to R: Sue Loch, Martin Punch OAM, Leonie Carlile (Group CEO)



## Our 2023 Initiatives

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## Our 2023 Initiatives

### AUSTRALIAN APPRENTICESHIP SUPPORT NETWORK

<b>Location</b>	Queensland and Western Australia
<b>Client</b>	Department of Employment and Workplace Relations
<b>Purpose</b>	Empowering individuals through servicing apprenticeships and traineeships.
<b>Sector</b>	Education - apprenticeships

### BUSY SISTERS MENTORING (WOMEN'S LEADERSHIP AND DEVELOPMENT GRANT)

<b>Location</b>	Australia wide
<b>Client</b>	Department of the Prime Minister and Cabinet
<b>Purpose</b>	Empowering women to break into traditionally male-dominated trades, through the provision of mentoring, apprenticeship and career support.
<b>Sector</b>	Education - apprenticeships

### DESBT AUSTRALIAN APPRENTICESHIP SUPPORT NETWORK DELEGATIONS

<b>Location</b>	Queensland
<b>Client</b>	Department of Employment, Small Business and Training
<b>Purpose</b>	Manage apprenticeship contracts e.g. cancellations, suspensions, extensions and changes of employment.
<b>Sector</b>	Education - apprenticeships

### GROUP TRAINING ORGANISATION PRE-APPRENTICESHIP PROGRAM ROUND 3 (2022-2024)

<b>Location</b>	Queensland
<b>Client</b>	Department of Employment, Small Business and Training
<b>Purpose</b>	Pre-apprenticeship skills program designed to prepare individuals for apprenticeship employment.
<b>Sector</b>	Education - apprenticeships

### QLD GROUP TRAINING PROGRAM (QGTP) 2023-2024 (GTO) SMART APPRENTICESHIP SOLUTIONS

<b>Location</b>	Queensland
<b>Client</b>	Department of Youth Justice Employment Small Business & Training
<b>Purpose</b>	Manage apprentice and trainee employment, placement with host employers, training contracts, mentoring and ongoing support.
<b>Sector</b>	Education - apprenticeships

### PARLIAMENT AND CIVICS EDUCATION REBATE (PACER) PROGRAM 2022-2025

<b>Location</b>	Australia wide
<b>Client</b>	Department of Education
<b>Purpose</b>	Through the administration of a national rebate program, provide access for students from across Australia to experience immersive cultural and political learning experiences in the Nations Capital.
<b>Sector</b>	Education - grants and scholarships



### AUSTRALIA AWARDS IN-AUSTRALIA BUSINESS PROCESSING SUPPORT

<b>Location</b>	Asia Pacific Region
<b>Client</b>	Department of Foreign Affairs and Trade
<b>Purpose</b>	Cultivating global leaders through the promotion and administration of transformational tertiary and professional short course scholarships.
<b>Sector</b>	Education - grants and scholarships

### COMMONWEALTH REGIONAL SCHOLARSHIP PROGRAM (CRSP)

<b>Location</b>	Australia wide
<b>Client</b>	Department of Education
<b>Purpose</b>	Bridging educational gaps by providing scholarships to students from regional, rural and remote communities, ensuring access to quality boarding school education.
<b>Sector</b>	Education - grants and scholarships

### COMMONWEALTH SCHOLARSHIPS PROGRAM FOR YOUNG AUSTRALIANS

<b>Location</b>	Australia wide
<b>Client</b>	Department of Employment and Workplace Relations
<b>Purpose</b>	Championing youth and ex-Australian Defence Force personnel in their pursuit of vocational education and training (VET), the Commonwealth Scholarships Program for Young Australians bridges the gap between education and in-demand occupations.
<b>Sector</b>	Education - grants and scholarships



### EARLY CHILDHOOD SCHOLARSHIPS AND TEACHERS INCENTIVE PROGRAM

<b>Location</b>	Victoria
<b>Client</b>	Department of Education
<b>Purpose</b>	Administering an insightful program that guides aspiring Victorian teachers on their educational journey. By offering pivotal support such as course fees or living costs, we're planting seeds for a greener future in the field of education. The initiative culminates in a flourishing community, enriched by qualified kindergarten teachers.
<b>Sector</b>	Education - grants and scholarships

# Our 2023 Initiatives

## GRANTS HUB ADMINISTRATION SUPPORT SERVICES

<b>Location</b>	Australia wide
<b>Client</b>	Department of Industry, Science and Resources
<b>Purpose</b>	Processing and administration support services in the form of assessing nominations and expressions of interest, completing eligibility and merit assessments and recommendations for awards.
<b>Sector</b>	Education - grants and scholarships

## GREAT BARRIER REEF EDUCATION EXPERIENCE AND THE OUTBACK QUEENSLAND EDUCATION EXPERIENCE PROGRAMS

<b>Location</b>	Queensland
<b>Client</b>	Department of Tourism, Innovation and Sport (Tourism and Innovation)
<b>Purpose</b>	Through the administration of a national rebate program, encourage Queensland schools to immerse students in the unique biodiversity and rich history of Outback Queensland and the Great Barrier Reef.
<b>Sector</b>	Education - grants and scholarships

## THE BUSY SCHOOL (7 CAMPUSES)

<b>Location</b>	Queensland
<b>Client</b>	Department of Education
<b>Purpose</b>	Offering Year 11 and 12 students the opportunity to re-engage with education and complete school while getting a head-start into employment.
<b>Sector</b>	Education - school

## CSQ SHORT COURSES - TRADE READY

<b>Location</b>	Queensland
<b>Client</b>	Construction Skills Queensland
<b>Purpose</b>	Our program boosts the Queensland building and construction industry by providing targeted short-course training, job readiness and enhancing skills for workers and employers.
<b>Sector</b>	Education - training

## ONE STOP GROUP SKILLS ASSURE SUPPLIER (SAS) (QVET)

<b>Location</b>	Queensland
<b>Client</b>	Department of Employment, Small Business and Training
<b>Purpose</b>	The SAS system equips individuals and businesses with essential skills for diverse industries with a focus on workplace safety, training integration, and tool development in the supply chain and logistics sectors.
<b>Sector</b>	Education - training

## SKILL360 RTO SKILLS ASSURE SUPPLIER (SAS QVET)

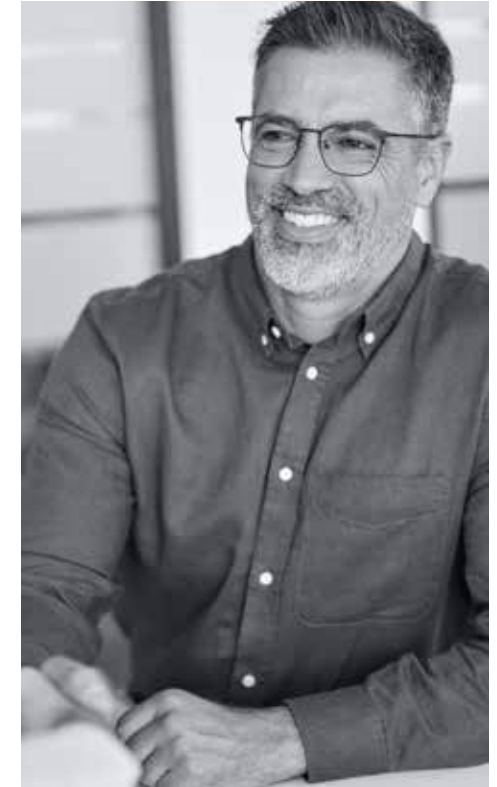
<b>Location</b>	Queensland
<b>Client</b>	Department of Employment, Small Business and Training
<b>Purpose</b>	Through the SAS system, BUSY delivers short courses and training towards certified qualifications in construction and business in our state-of-the-art training centre.
<b>Sector</b>	Education - training

## NATIONAL DISABILITY INSURANCE SCHEME (NDIS) (BUSY HEALTH)

<b>Location</b>	Queensland
<b>Client</b>	National Disability Insurance Scheme Commission
<b>Purpose</b>	Management of NDIS plans and budgets providing a variety of services under the Core and Capacity Building categories. The program includes access to therapeutic aids, development of life skills, involvement in the community and support for employment.
<b>Sector</b>	Education and employment guidance

## SKILLS CHECKPOINT FOR OLDER WORKERS PROGRAM AND SKILLS AND TRAINING INCENTIVE PROGRAM

<b>Location</b>	Australia wide
<b>Client</b>	Department of Employment and Workplace Relations
<b>Purpose</b>	Supporting Australians aged 40 or over with career transition and upskilling through the delivery of free career assessments, individual guidance and access to training incentives for skills upgrades.
<b>Sector</b>	Education - grants and scholarships



## SQW CQ10333 SKILLING QUEENSLANDERS FOR WORK (8 PROGRAMS)

<b>Location</b>	Queensland
<b>Client</b>	Department of Youth Justice Employment Small Business & Training
<b>Purpose</b>	This program equips disadvantaged Queensland job seekers with workforce skills and job readiness through short courses, accredited courses and on-site project work and work experience.
<b>Sector</b>	Education and employment guidance



# Our 2023 Initiatives

## WA JOBS AND SKILLS CENTRE CAREER SERVICES (JSC)

<b>Location</b>	Broome, Western Australia
<b>Client</b>	Department of Training and Workforce Development
<b>Purpose</b>	Offering comprehensive assistance and advice to diverse sectors of the community, our Jobs and Skills Centre harnesses the raw power of growth opportunities. We provide extensive resources including career advice, training information and specialist support services, enabling individuals and employers to flourish in an ever-evolving economy.
<b>Sector</b>	Education and employment guidance

## DISABILITY EMPLOYMENT SERVICES (DES)

<b>Location</b>	Queensland, New South Wales and Australian Capital Territory
<b>Client</b>	Department of Social Services
<b>Purpose</b>	Tailoring employment services for individuals living with disabilities, injuries or health conditions. Connecting job seekers with employers to drive positive and sustainable employment outcomes.
<b>Sector</b>	Employment services



## DISABILITY EMPLOYMENT TOURISM LOCAL NAVIGATORS PILOT (DETLNP)

<b>Location</b>	Morven Bay North, Queensland
<b>Client</b>	Department of Social Services
<b>Purpose</b>	Supporting small to medium tourism operators in the Moreton Bay North area to promote the attraction, recruitment and retention of jobseekers living with disability.
<b>Sector</b>	Employment services

## NATIONAL DISABILITY INSURANCE SCHEME (NDIS) (BUSY ABILITY)

<b>Location</b>	Queensland
<b>Client</b>	National Disability Insurance Scheme Commission
<b>Purpose</b>	Providing supports to people living with disability including assistance to access and maintain employment or higher education and specialised employment support.
<b>Sector</b>	Employment services

## WORKFORCE AUSTRALIA EX OFFENDERS SPECIALIST SERVICES

<b>Location</b>	Queensland
<b>Client</b>	Department of Employment and Workplace Relations
<b>Purpose</b>	Tailored employment services for individuals with past justice system involvement, providing education to employers and bespoke training, mentoring and support to job seekers.
<b>Sector</b>	Employment services



## WORKFORCE AUSTRALIA GENERALIST SERVICES

<b>Location</b>	Queensland and Victoria
<b>Client</b>	Department of Employment and Workplace Relations
<b>Purpose</b>	Delivery of tailored employment services to a diverse range of job seekers where individual motivations are matched with sustainable employment opportunities.
<b>Sector</b>	Employment services

## WORKFORCE AUSTRALIA SELF EMPLOYMENT ASSISTANCE SERVICES (SEA)

<b>Location</b>	North Queensland and Sunshine Coast, Queensland
<b>Client</b>	Department of Employment and Workplace Relations
<b>Purpose</b>	Designed to develop and grow small businesses this program guides aspiring and established business owners through ideation, business plan creation, and the dynamics of running a successful venture.
<b>Sector</b>	Employment services

## WORKFORCE AUSTRALIA TRANSITION TO WORK (TTW)

<b>Location</b>	Queensland and Victoria
<b>Client</b>	Department of Employment and Workplace Relations
<b>Purpose</b>	Targeting young people (aged 15-24), this program builds workforce readiness through the development of practical job skills, providing access to education/training and creating opportunity for work experience placements and local jobs.
<b>Sector</b>	Employment services





# Social Impact Report Methodology

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BUSY's social impact reporting is grounded in a rigorous and transparent methodology. While the Transition to Work (TtW) program specifically involved collaboration with Griffith University, our overall approach to measuring social impact is comprehensive and robust.

We employ a combination of quantitative and qualitative methods to assess our programs' effectiveness. These include:

- **Data collection and analysis:** Gathering and analysing data on program participants, outcomes and costs.
- **Key performance indicators (KPIs):** Establishing measurable targets to track progress and impact.
- **Case studies:** Documenting individual success stories to illustrate the effects of our programs on customers.
- **Stakeholder feedback:** Gathering input from participants, partners and communities to understand the impact of our work.



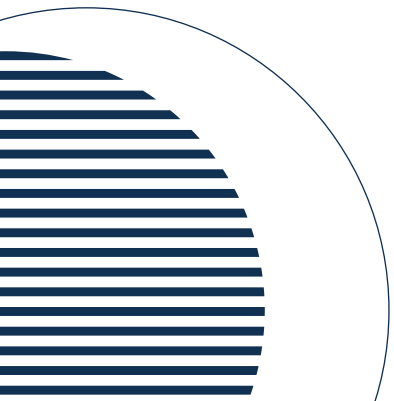


# The BUSY Journey Continues

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We are grateful for the opportunity to have served our community and made a difference in the lives of many.

Our social impact report highlights the significant progress we have made in achieving our goals. However, we recognise that there is still much work to be done. We are committed to building on our impact and continuing to innovate to meet the evolving needs of our community.







## / Contact Us



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