



be a
part
of it.

Annual Report 2020/21



We acknowledge and respect the Wiradjuri and Waveroo people, the Traditional Custodians of the land we call home; the Yuin, Dharawal, Gundungurra, Ngunnawal, Ngurrailam, Ngarigo, Baraba Baraba, Yorta Yorta, Djadjawurung, Taungurong, Jaitmatang, Wurundjeri and Woiwurrung people on whose traditional land we work. We recognise and celebrate the diversity of First Nations peoples and their ongoing cultures and connections to the lands and waters and community.



About the Artist:

Our talented client Steve or *Pengarte* of the Central Arrernte People, pictured with one of his exquisite indigenous artworks that was commissioned by The Personnel Group.

Steve also created the indigenous artwork featured above.

MEET MARLEY

FEATURED ON FRONT COVER

The Personnel Group is here to play a part in helping vulnerable jobseekers find work. But it's much more than that, it's about helping our jobseekers be part of something bigger - part of those special moments, part of a team and having a sense of purpose, achievement and pride in what you do.

Marley is a part of it!

After joining The Personnel Group for just a few months, Marley landed a job at Club Jervis Bay.

"I've settled in to the work now and it's always busy, it's a good feeling," Marley says, "... yeah, it's very busy over the holiday season.

"I'm on the floor, working the tables, serving and collecting plates, the front line, customer sort of work."

The Personnel Group employer relationship coordinator Estee Davis says the feedback from Club Jervis Bay has been all positive.

"The feedback has been incredible, they say Marley is fantastic. He doesn't stop, they really like him," Estee says.

Now settled into his job Marley sees a positive future and is glad The Personnel Group is there to support him.

“The Personnel Group helped get things going for me, I'd definitely recommend them for sure.”

– Marley, Club Jervis Bay
The Personnel Group participant

be a
part
of it.

BHAG

The right job
for everyone
within 12
months

OUR VALUES

We are **PASSIONATE**
We are **FAIR**
We **CHALLENGE**
the status quo

OUR PURPOSE

Creating **EQUALITY**
through employment

OUR BRAND PROMISE

Right **FIT**

THE CHAIR'S AND CEO'S ANNUAL REPORT

In periods of economic downturn the most vulnerable members of our communities, young people and people with a disability or mental health condition, are the first to exit from the labour market. TPG responded well to this impact by offering skills building and resilience building workshops online, identified areas that were employing and coached jobseekers for success into these roles.

Like every other business, 2020/21 was an extraordinary time for The Personnel Group. Disruption was the new norm, and as an organisation we had to constantly adapt and change. Although at times the challenge seemed insurmountable, strong leadership focus from the Board of Directors and the Senior Management Team enabled the organisation to take up opportunities and drive success in another challenging year.

The Personnel Group continued to meet its Purpose – **Creating Equality through Employment** across all programs within the business. The economic downturn with COVID-19, coupled with lockdowns and working from home, necessitated that The Personnel Group look at new ways of engaging our stakeholders and supporting jobseekers in search of employment.

Constant disruption to Mutual Obligation rules saw many of our clients not having any responsibility to engage with their employment service provider. Despite this, The Personnel Group took the decision to keep engagement and contact on a scheduled basis – offering jobseekers an option on continuing their pathway to employment. This led to success for our clients and therefore the organisation with:

1. A 30% increase in the number of people with a disability or mental health condition placed into employment over the 2020/21 year.
2. A 46% increase of young people in the Transition to Work program commence

employment or training over the 2020/21 year

3. ParentsNext participants, who all became voluntary participants by years end, continued to engage with TPG, and many lives were changed through support, referral, training and employment.

Collectively, this translated to TPG assisting more than 6000 vulnerable jobseekers over the 2020/21 year.

To meet growing demand, TPG expanded its staffing base to 250 over the year and opened new offices in locations and moved many others into larger premises. It is fact, and although saddening, in periods of economic downturn the most vulnerable members of our communities, young people and people with a disability or mental health condition, are the first to exit from the labour market. TPG responded well to this impact by offering skills and resilience building workshops online, identified businesses with available roles and coached jobseekers for success into positions.

All programs grew in participant numbers over the year, with a 14% increase in DES, 34% increase into TtW and ParentsNext grew for most of the year prior to Government changes exiting most clients in June. The challenge for 2021/22 will be to bring ParentsNext clients back into our service.

TPG's success in engaging stakeholders and jobseekers resulted in an ongoing average Net Promoter Score (NPS) result of +60 and +80 respectively.

Whilst supporting our participants over this trying time, TPG also stepped up care for its team members. With many team members having remote learning demands, TPG provided many additional supports and online social activities to both keep team members engaged and enable them to achieve in difficult circumstances.

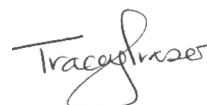
TPG's success in placing people into employment has a direct and positive correlation to the organisations financial position. Through these challenging times, TPG again delivered a positive surplus. This solid result "future proofs" the organisation and affords TPG the opportunity to expand into new programs and regions over the coming two years, bringing our long-term business goals to fruition.

We would like to thank the Board of Directors, the Senior Executive and all team members for their unwavering commitment and passion in delivering a great result for the organisation, which is ultimately supporting the most vulnerable members of our communities, who by having employment, have a different set of choices in their lives.

We continue to live our Purpose and Values.

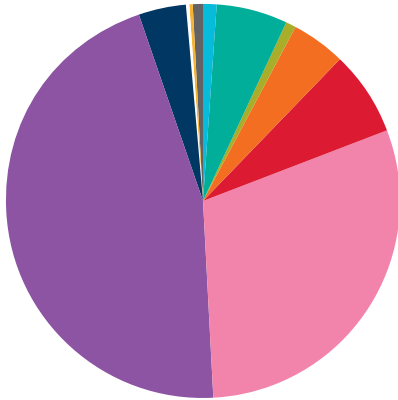


Edward Pitargue
Chairperson



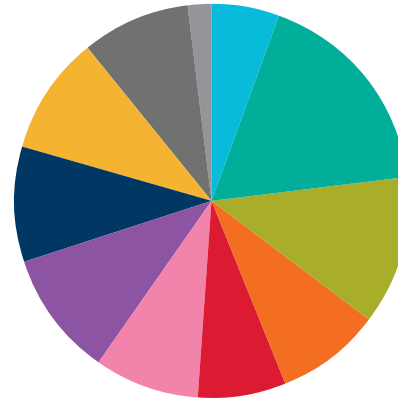
Tracey Fraser
Chief Executive Officer

Primary Disability



Acquired brain injury	1.16%
Autism	5.82%
Deafblind (Dual Sensory)	0.09%
Hearing	0.97%
Intellectual	4.35%
Neurological	6.94%
Physical	29.87%
Psychiatric	45.76%
Specific Learning/ADD	3.82%
Speech	0.16%
Unknown/Not Stated	0.44%
Vision	0.63%
TOTAL	100%

Participant Age Groups



15-19	5.76%
20-24	17.36%
25-29	12.20%
30-34	8.82%
35-39	7.23%
40-44	8.51%
45-49	10.13%
50-54	9.63%
55-59	9.70%
60-64	8.82%
65+	1.85%
TOTAL	100%

OUR EXECUTIVE TEAM



Tracey Fraser
Chief Executive Officer



John Gibbons
Deputy CEO



Wayne Williams
Chief Financial Officer

Regions serviced in 2020/21

NSW

Albury • Lavington • Corowa • Mulwala
Queanbeyan • Griffith • Hay • Hillston
Leeton • Wagga Wagga • Cootamundra
Gundagai • Narrandera • Tumut • Bowral
Moss Vale • Goulburn • Tahmoor • Yass
Deniliquin • Finley • Berrigan • Barham
Mathoura • Young • Harden • Crookwell
Cooma • Braidwood • Boorowa
Ashmont • Tolland • Koorringal • Junee
Batemans Bay • Moruya • Narooma
Kiama • Nowra • Ulladulla • Vincentia
Corrimal • Dapto • Shellharbour • Warilla
Wollongong • Sanctuary Point

ACT

Canberra • Belconnen • Phillip
Tuggeranong

Victoria

Echuca • Kyabram • Shepparton
Mooroopna • Eskdale • Tallangatta
Walwa • Corryong • Benalla • Bright
Kilmore • Mansfield • Myrtleford • Seymour
Wallan • Wangaratta • Wodonga
Beechworth • Rutherglen • Yarrowonga
Cobram • Bendigo • Castlemaine
Gisborne • Heathcote • Kyneton
Eaglehawk • Maryborough • Wedderburn



43% of TPG staff
are male.



57% of TPG staff
are female.

OUR BOARD OF DIRECTORS



Edward Pitargue
Chairperson
Business Analyst, Viridis Ag



Carolyn Davis
Dep. Chairperson
Director HR, Wodonga TAFE



Sally Squire
Board Member
*Director Nursing & Midwifery
Albury/Wodonga Health*



Paul Letson
Board Member
*ICT Operations Manager,
MCCC GP Training*



Kellie Howard
Board Member
CEO, Squad



Karen Habermann
Board Member
*Owner, Albury Precision
Engineering*



Lara Block
Board Member
*Director, Harris Lieberman
Solicitors
(joined November 2020)*

John Howe
Board Member
*Senior Consultant, Advent Invent
(resigned October 2020)*



DISABILITY EMPLOYMENT SERVICES (DES)

The DES program yielded positive results in a period of relative uncertainty because of the COVID-19 pandemic. Our dedicated and motivated team of consultants adapted to restricted working conditions but continued to work closely with each participant to map a pathway to employment.

Our consultants continued to actively seek employment opportunities in local labour markets by building and fostering strong relationships with employers via phone or electronic means because of the restrictions in a number of areas in our footprint. Our adaptable approach to engage our participants and employers saw a positive result as caseload growth, employment anchors and retention goals exceeded expectation.





I initially contacted The Personnel Group via the website and client attraction officer Emma in Bendigo contacted me and provided me with an overview of The Personnel Group.

Emma showed compassion and understanding and provided me with information about services that may be able to assist.

Emma kept me informed of my progression and introduced me to my new employment consultant Alana.

Alana was compassionate, patient and understanding of my situation. We discussed my previous work history, employment goals and what I was hoping to achieve to sustain long term employment.

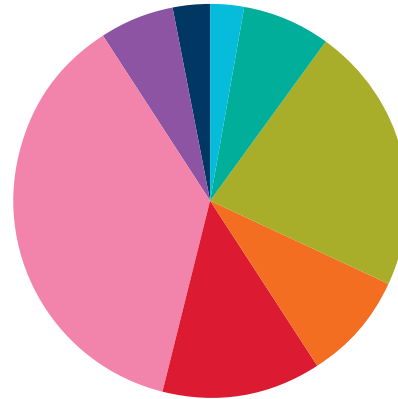
Alana helped me gain a roll with Moira Mac's and I have been able to gain my life back.

Having this job has seen my health improve. It has given me a purpose to get out of bed, I have gained my independence and self-worth and I am a lot happier within myself."

– *Merrilyn*

Disability Employment Service (DES) participant

Industries for DES



Administration	3%
Agriculture	7%
Hospitality	22%
Manufacturing	9%
Retail	13%
Services	37%
Trades/Assistants	6%
Transport	3%
TOTAL	100%

TRANSITION TO WORK (TtW)

The Personnel Group has delivered the TtW Program in partnership with CoAct for 4.5 years and each year has continued to achieve strong results.

Increased referrals from Centrelink (because of COVID-19), key relationships with youth service providers and job active providers led to a significant rise in participants.

The program focuses on engagement of young people between 15-24 who are not employed and we operate this program in the Employment Regions of Murray Riverina and Goulburn Murray.

The 2020/21 year also saw a change in our Service Delivery Model known as "My Career Launchpad" (MCL).

We split the traditional Employment Consultants duties into two roles; one focusing on developing and engaging clients into education and/or employment, and once placed into employment, the 2nd role focuses on supporting young people in their employment and ensuring they reach long-term sustainable employment.

The MCL Improvement Committee has continued to meet fortnightly to review and improve methods and processes.

1048 TtW
PLACEMENTS
WERE ACHIEVED,
WITH A TARGET
OF 648!



Highlights for 2020/21:

- Provided support to 739 participants, an increase of 22% from the previous year.
- Supported 317 young people to 12-week outcomes and 183 into long-term sustainable employment.
- 64% increase in TtW employment and education placements.
- 1048 TtW placements were achieved, with a target of 648.
- Continued monthly engagement activities over and above regular servicing of client.



Like so many people, I found myself out of work because of COVID-19. I knew I had the right skills and attitude to be a valued member of any organisation but, with so many jobseekers, it was very tough to get an interview. The Transition to Work program helped me stand out, and I must have impressed The Personnel Group because they offered me a traineeship even though I had never worked in this industry before. I moved from trainee consultant to TtW employment consultant in a matter of months and haven't looked back. Thanks to The Personnel Group and the TtW program now I'm helping other people improve their employment prospects."

– Eliza
Transition to work participant

CAREER TRANSITION ASSISTANCE (CTA)

2020/21 was TPG's second year delivering the Career Transition Assistance (CTA) program. The redesigned online version of the CTA program remained in place for the majority of 2020/21 with a small number of face-to-face cohorts occurring in the second half of the year.

The CTA program is a group based pre-employment training program designed to assist mature age (45 years plus) participants to develop and re-define their skills to gain employment. With a strong focus on digital literacy, participants in the CTA program gain a greater understanding of the local labour market, transferable skills, how to best use online job application programs as well as gaining a practical accreditation with a First Aid certificate.

The Personnel Group delivers the CTA program across its entire footprint.

Referrals to the CTA program have been strong throughout 2020/21 with participants taking advantage of online servicing and the subsequent incidental increase to their digital literacy through accessing the

program online. Engagement with jobactive providers to source referrals remains strong with solid relationships developed across the entire footprint.

CTA continues to achieve strong outcomes for participants with many participants securing employment during the course of, or soon after, completing the CTA program. Participant experience and satisfaction in the CTA program remains high with an average score of 8.75/10 from participant surveys.

2021/22 is the final year of the current CTA contract with a tender process to occur as part of the NESM procurement.



PARENTS NEXT

TPG completed its third year delivering the ParentsNext Program in 2020/21 with continued strong results.

The ParentsNext program is a pre-employment program that supports parents of young children gain the necessary skills to re-connect with the workforce once their youngest child reaches school age. The purpose of the program is to assist these participants to develop the skills needed to ensure they do not become long-term unemployed in the future. TPG delivers this program in the Capital Employment Region which covers ACT, the Southern Tablelands and surrounds with 3 full time, 3 part time and 5 outreach locations.

With an objective of addressing employment barriers and increase employability skills, participants in ParentsNext undertake a mixture of vocational and non-vocational activities as part of the program. Common activities include education and training, volunteering, participation in community groups such as playgroups, language, literacy and numeracy courses and conversation clubs and for those who are wanting to – employment. Of those who participated in the program during 2020/21:

- 96% were linked with an appropriate activity
- 85% noted an increase in their employability skills or a lessening of non-vocational barriers

During the 2020/21 year, the ParentsNext Program supported over 850 participants, a slight decrease for 2019/20 due to changes in eligibility in the April to June quarter. TPG's ParentsNext contract out-performed National and Regional Averages in key metrics for the 2020/21 year.

During 2020/21 a three-year contract extension of the ParentsNext program was announced, extending the current contract to 30 June 2024 and further changes to the program were announced in the October 2020 budget creating more opportunities for our ParentsNext participants from 1 July 2021.



ANCILLARY ACTIVITY

Australia Post

The Personnel Group retains five Australia Post contracts across North East Victoria. These contracts operate as a social enterprise providing employment opportunities for people with a disability or mental health condition. The 2020/21 year saw a significant increase in mail and parcel deliveries as the country adopted online shopping. This extra work saw both team member numbers increase and their hours of work increase. TPG has held most of these contracts for over 10 years, and the tenure of our team members working in these Contracts is extraordinary, many people enjoy being a 'Postie' and the outdoors, semi physical work that keeps them mentally and physically healthy.

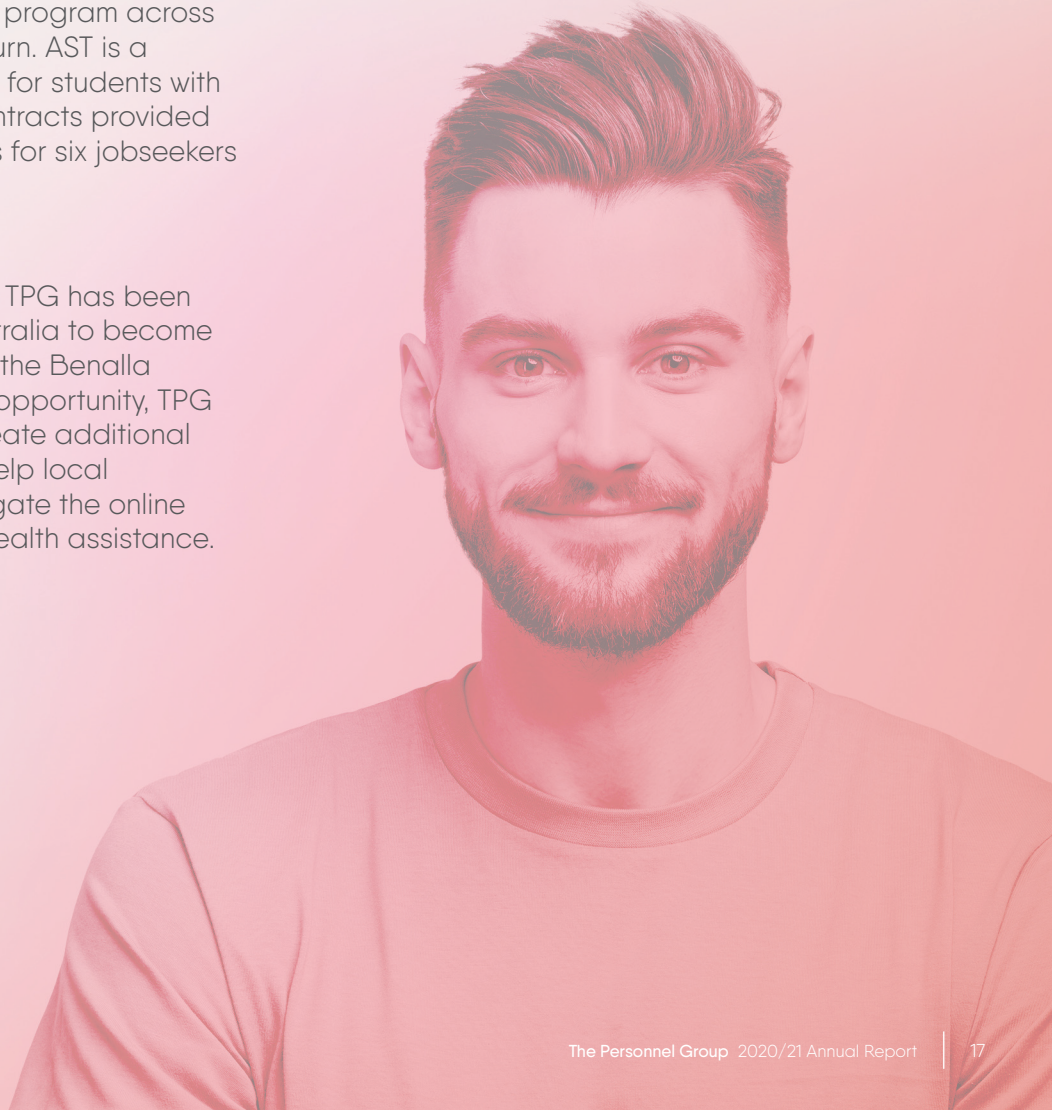
- Employs 15 people and a TPG Supervisor
- Staff are supported by a DES Workplace Support Consultant
- Work entails sorting and delivery of mail and parcels in the five contract areas
- Provides opportunities for participants to develop good workplace practices, workplace health and safety knowledge and portable employment skills

Assisted School Travel (AST)

The Personnel Group delivers this NSW Department of Education program across Albury, Griffith and Goulburn. AST is a school transport program for students with a disability, and these contracts provided employment opportunities for six jobseekers across the year.

Centrelink Agency

Over the past few months TPG has been working with Services Australia to become the Centrelink Agency for the Benalla region. This is an exciting opportunity, TPG has the opportunity to create additional roles for our clients and help local unemployed people navigate the online systems for welfare and health assistance.



MESSAGE FROM THE GENERAL MANAGERS

TPG pride ourselves on being the most active face-to-face provider in our footprint and COVID-19 has certainly thrown up many challenges in this space with offices and businesses closing their doors and working from home a regular occurrence.



Ross Hill
General Manager
- Operations

Operations

Over the course of the 2020/21 financial year the ongoing impact of the COVID-19 pandemic changed the way we operated and how we undertook the inherent requirements of our roles.

Working from home for a number of our team members and using technology became more and more familiar across our footprint but that did not stop us from providing the best possible service to our participants and employers.

Our DES, T+W, PN and CTA results exceeded expectation in all core areas which is a credit to our teams.

Their dedication and focus on achieving the best result for their participants in this time of uncertainty has changed the lives of so many people that have accessed our services and this result is applauded.



Steve Shiel
General Manager
- Customer Engagement

Customer Engagement

The organisation has been able to perform exceptionally well throughout the year with teams' ability to adapt to an ever-changing customer landscape a major factor.

TPG pride ourselves on being the most active face-to-face provider in our footprint and COVID-19 has certainly thrown up many challenges in this space with offices and businesses closing their doors and working from home a regular occurrence.

Our staff ensured we remained engaged with our participants, service providers and employers which allowed TPG to manage healthy pipelines of referrals into the business and, most importantly, jobs.

Community Champions

Our Community Champions network continues to grow with an 800+ strong membership.

Each quarter the network receives an E-Newsletter containing DES and TtW industry information, key changes and updates. A Community Champions business is profiled as a good news story highlighting their commitment to employing disadvantaged participants and the difference they make to that person's life and local community.

Support Your Local

This engagement campaign was created to connect and support our local employers who had been heavily impacted by the first COVID-19 lockdowns in 2020.

With many businesses opening their doors again, TPG displayed our community spirit and commitment to our employers by checking in face-to-face, offering our support and providing coffee vouchers to let them know we are here.

TPG visited more than 1000 businesses as part of this campaign that resulted in 50 new jobs created for our participants.

Surveys/NPS (Net Promoter Score):

Our recent Provider and Employer surveys reflect our level of engagement and customer satisfaction with pleasing results from key stakeholders.





Emma McKenna
General Manager
- Human Resources

Human Resources

Looking back over the past 12 months it's heartening to see that during a period of such turmoil TPG was able to provide our teams with a sense of stability.

The challenges of COVID-19 and work from home requirements meant the HR team shifted focus to the health and wellbeing of our teams while adapting our own face-to-face practices to accommodate lockdowns and border closures.

Inductions moved to an online platform, check-in calls and resilience refreshers were added to our weekly activities and our teams continued to come up with exciting and creative ways to keep connected.

Recruitment continued largely uninterrupted and at times it felt strange our workforce continued to grow while we watched reports of industry standdowns and closures.

The fortune of TPG was not forgotten and in late 2020 we felt we needed to contribute to the rebuild of local labour markets.

In November we created and started 12 employment services and business traineeship positions, creating opportunities in many of our smaller communities.

During April 2021 we completed our Peakon survey to measure the overall engagement and satisfaction of our teams. Pleasingly our overall engagement score was returned at 8.3, this score is above benchmark in not for profit organisations. This survey showed areas where we excelled with equality, peer relationships and career path ranking as our top three. This provided insight into areas where we can improve and will allow our plans for 2022 to incorporate this feedback.



A SIGNIFICANT MILESTONE

May 25, 2021, marked a significant milestone for The Personnel Group CEO Tracey Fraser, 25 years service.

Tracey's first involvement with The Personnel Group was as an employer of our clients – she was so impressed she joined our company.

Tracey started with the organisation in 1996, and was elevated to CEO in 2016.

Under her leadership The Personnel Group has grown to now employing 250 people at 50 full- or part-time offices across Southern NSW, North East Victoria and the ACT.

And in her time The Personnel Group has helped an estimated 10,000 people into jobs.



STAFF TENURE - 10 YEARS AND OVER

Employee	Years of Service
Tracey Fraser	25
Gerard Fox	21
Gregory Newman	13
Liam Jones	13
Jonathan Bartlett	13
Wayne Williams	12
John Gibbons	12
Ronald Manderson	12
Janelle Brown	11
Daniel Griffin	11
Carl Groszmann	11

Employee	Years of Service
David Norman	11
John Granger	11
Sonya Mitlehner	11
Rachel Forner	10
Kylie Zandona	10
Emma McKenna	10
Clinton Owen	10
Naomi McDonnell	10
Paul Power	10
Craig White	10

TANEKA'S STORY

A series of traumatic events kept Taneka out of the workforce for some time.

"I was like 'no, I need to do something. I want to get back into your childcare'," Taneka says.

"The Personnel Group's helped me a lot, they helped me with all the paperwork, you know helped get it done with me, and helped prepare for my interview so I knew what I wanted to say.

"Then I was just waiting for the phone call to know if I got the job or not. I'm so happy she rang me back. I was like, YAAY!

The Personnel Group workplace support consultant Sarah Blackman says it is very rewarding to see Taneka find her dream job.

Taneka quickly settled in as a valuable member of Coombs Early Learning in Canberra.

"I feel great. The kids are so fun ... it makes me feel special.

"If you're someone looking for an agency, come on board. The Personnel Group's very supportive, they want to help."



JOANNE IS A PART OF IT

Joanne's health and wellbeing were on a downward spiral before she came to The Personnel Group.

"It was like a breath of fresh air because they actually listened, they actually understood. The Personnel Group connected straight away and helped me straight away," she says.

After working with consultant Nicole Silling and The Personnel Group, Joanne secured work at Frostman Antiquities in Goulburn.

"It's the first job I've had in a very long time that I want to get out of bed and come to work, for me that's a big thing," Joanne says.

"It's a second-hand antique shop. No two days are the same. It's so community-based. We're getting a lot of tourists, but a lot of the locals love it ... and Nicki connected me to that job.

"Everyone at The Personnel Group, and I mean everyone, has been welcoming, kind, gentle, patient. Just nice people."

be a
part
of it.





ENGAGING AND DELIVERING IN COVID

The COVID-19 pandemic has thrown us significant challenges yet through it all The Personnel Group staff continue to put their clients first.

Having offices at 50 locations across regional NSW, regional Victoria and the ACT, means the company must be across multiple state and territory-based health orders.

With Wollongong and Shellharbour areas under Greater Sydney's tight lockdown, staff in those areas have stepped up.

Perseverance

Employer relationships coordinator John Bowker, who is based in our Dapto office, has experienced firsthand the impact of the pandemic and the associated restrictions.

"These most recent lockdown measures within the Illawarra have been the most trying and challenging for the team," he says.

"For a large portion of our clients who are already affected by ongoing mental health issues this has had a significant impact.

"It has been a blow and I've witnessed incredible resilience and perseverance

as we have continued to provide a very high level of support for our clients and employers by continually adjusting and reevaluating our practices to reflect the circumstances.”

Positive

John’s colleague, client attraction officer Tennille Stephens, says staff have remained positive amid the uncertainty.

“The past 12–18 months have been a trying time but we are staying connected regularly with morning and afternoon Zooms, and our phones are always on for each other if we need to have a chat,” she says.

“The participants I’m helping have remained positive and understanding as things continuously change.”

“We are doing everything we did before but remotely; Zooms, phone calls and emails instead of face-to-face meetings.”

Engaged

Shellharbour employment consultant Matt Fuller says it has been a challenge to ensure participants remained engaged.

“We have needed to become very adaptable and willing to find other ways of working and creating opportunities for our clients,” Matt says.

“We have completed so much more phone servicing than before but we have made the most of it and have worked to keep our clients as engaged as possible.”

And the commitment is paying off.

“Our participants are fatigued from the

constant rule changes, we are too, but they’re engaged and we can see that with the number of our clients we have moved into employment,” says Wollongong employment consultant Kelly Long.

“We are still finding the vacancies, I’m still moving clients towards employment and preparing them for employment, but I am also checking on participants’ welfare a bit more and lending an ear and referring to relevant services.”

Community

James Woodman, who was employed as The Personnel Group’s people support officer 2019/20, believed The Personnel Group leadership and staff appreciated they were in the fortunate position of being able to work through the pandemic and, importantly, understand the role they played in their communities during difficult times.

“When you really get down to it, we’re trying to help the people in our community, it’s as simple as that,” James said in June.

“We’re lucky we all have employment where we can work from home with our laptops, it’s not ideal but at the end of the day we’ve got to put our clients first.

“It’s pretty remarkable that people will put aside their personal challenges to make sure our clients have a better opportunity moving forward. They’re thinking about our clients’ future rather than their own. I think that’s a beautiful thing.”

He said all staff have handled the work upheaval with incredible positivity, with results in Wollongong and the Shellharbour

region comparable to what has been seen across Victoria, which has had multiple lockdowns.

“It’s interesting, Bendigo for example is still placing people, still making sure people are getting into work which is pretty remarkable considering Bendigo, Shepparton, regional Victoria have been our most affected teams during 2020/21,” he said.

Connections

For Wendy Spooner, an employment consultant based at Kyabram and Shepparton in Victoria’s Goulburn Valley, not having face-to-face connections with participants has taken some adjustment.

“I found the initial appointment particularly different, assisting the participant into employment without having actually met with them face-to-face,” Wendy says.

“When lockdown was lifted I was quite keen to meet with them, to put a face to the name.”

Wendy agrees with James’ approach to service delivery.

“It’s important to keep on top of all the government and health guidelines but also to be flexible with any changes in the workplace and delivery of services as the community needs disability employment services, regardless of the COVID-19 situation,” she says.

And, working from home has had some unexpected benefits for Wendy: “My IT skills and problem solving have certainly improved ... I look at this as a real positive.”

BETTER PLACE PROJECT

– a joint workforce wellbeing initiative

The Personnel Group is proud to back the Better Place Project, an important business mental health initiative, in partnership with Albury Business Connect.

We launched a new Better Place Project workforce mental health website, an important online “Go To” resource for employers and employees looking for support or guidance about workplace mental health.

It was created in response to our initial Better Place Project wellbeing survey, which highlighted significant mental health and wellbeing impacts across businesses and workers.

Other wellbeing survey findings include:

- 81% of respondents said COVID-19 had impacted their business/job,
- 85% said border closures had impacted their business/job,
- 47% said they did not feel in control of their mental health,
- More 50% found their workplace settings upsetting.

The website offers access to a wide range of supports and is part of a suite of Better Place Project measures to promote mental health awareness and wellbeing resources available to business owners and employees in Albury.

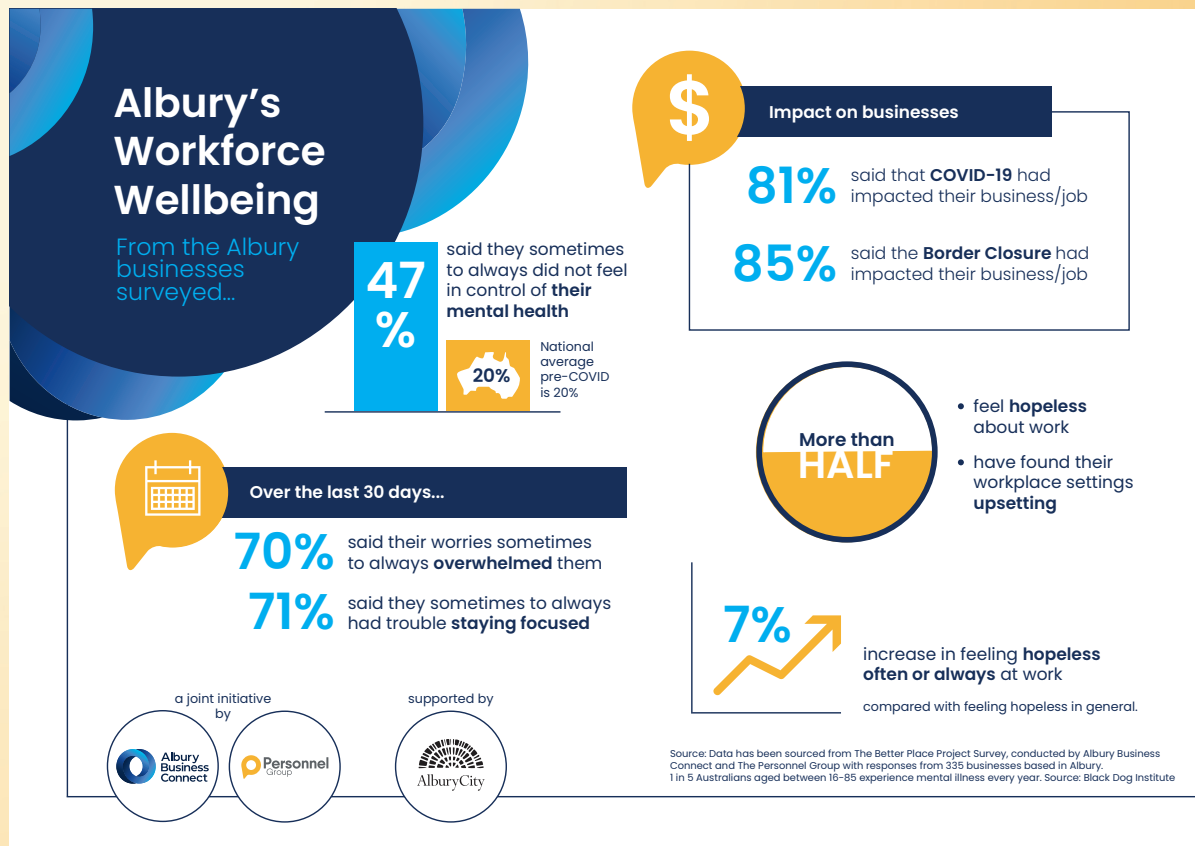
Other initiatives include:

- A concierge position to support businesses by providing face-to-face information about accessing assistance,
- A new Supporting Mental Health in the Workplace category in the Albury-

Wodonga Business Awards to promote and encourage good mental wellbeing at work.

The Better Place Project receives financial support from the NSW Government through the office of NSW Minister for Mental Health, Regional Youth and Women Bronnie Taylor.

The Better Place Project website address is: betterplaceproject.com.au.





1300 874 000

personnelgroup.com.au