



ANNUAL REPORT

2021/22





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.

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Introduction

A Regional Success Story

Our 2021-22 Annual Report marks The Personnel Group's 35th year.

In August 1986, we placed our first client in a job at Hanrahan's Linen Service in Albury. It was the participant's 19th birthday.

Like many not-for-profit organisations, ours was a humble beginning. Our organisation started as Project Employment, a government-funded pilot scheme stemming from the Disability Services Act, with a staff of three and 20 clients. We were regional Australia's first new Disability Employment Service provider.

Initially a 15-month program, our goal was to help 12 people with a disability transfer from sheltered workshops to open employment.

We achieved this in only six months.

Thirty-five years on, The Personnel Group employs more than 200 people at 50 full or part-time offices across regional NSW, Victoria and the ACT. We may have grown and changed names during our 35 years, but our overall purpose - Creating Equality Through Employment - remains the same.

In 35 years, we have made an outstanding contribution, and positive impact on raising the bar for disability employment and helped thousands of people living with disability, injury or mental health condition find meaningful work.

1,392

**participants
gained
employment**



Our Board of Directors



Edward Pitargue
Chairperson
Business Analyst, Viridis Ag



Carolyn Davis
Dep. Chairperson
*Executive Director
People and Capability,
Wodonga TAFE*



Sally Squire
Board Member
*Executive Director of
Nursing and Midwifery
Albury Wodonga Health*



Paul Letson
Board Member
*ICT Security Lead at
Grampians Rural Health
Alliance/Ballarat Health
Services*



Kellie Howard
Board Member
CEO, Squad



Karen Habermann
Board Member
*Chief Operations
Officer, Albury Precision
Engineering*



Lara Block
Board Member
*Consultant Solicitor,
Harris Lieberman Solicitors*

Our Organisation

Our Purpose

Creating equality through employment

Our Vision

Everyone who wants a job, gets one, within 12 months

Our Brand Promise

Right Fit





Chair and CEO Report

Edward Pitargue

Chairperson

John Gibbons

Chief Executive Officer

Like the rest of the world - 2021/2022 was a year of change and adaption for The Personnel Group.

Australia experienced a complete U-turn in its economy and labour force throughout the year – beginning with widespread covid and vaccination related job losses and ending with unprecedented labour shortages as the economy rebounded. This resulted in an increased demand for The Personnel Group's services on several fronts, and the need for innovation in adapting to the changed environment.

Despite the challenges this presented, we continued to excel in achieving our purpose – Creating Equality Through Employment. Over 1300 clients supported by The Personnel Group commenced working and were able to participate more fully and equally in their community as a result.

The Personnel Group's comparative performance was a standout within the industry. Where many other providers of

TPG's comparative performance was a standout. Where many other providers of employment support struggled to achieve quality outcomes throughout this time, TPG continually improved its results.

disability employment support struggled to achieve quality outcomes throughout this time, we continually improved our results. The Personnel Group ultimately finished the year as one of the highest performing providers in the country, with many teams and locations recognised as being 5 Star – the maximum assessed rating available. This result was excellent acknowledgement for a team that consistently prioritises holistic supports to its clients, and exceptional customer service to stakeholders.

Our high quality of service is reflected in feedback received from the people who access our services. Service users, employers and service providers are regularly surveyed to obtain this feedback and The Personnel Group regularly receives a Net Promotor Score of +70 for all cohort groups – denoting very satisfied and loyal customers.

The Personnel Group took some significant steps into the delivery of NDIS programs during 21/22, with great success. After several years of trialling a variety of program formats, TPG began rolling out a new product, known as 'Pathway to Work', which received extremely positive feedback from program participants. The program is designed around students or recent school leavers, has a small group format, and a heavy focus on work experience and community interaction. Plans have been developed to roll the program out across the entire TPG footprint during the coming year.

TPG was successful in winning an Information Linkages and Capacity Building (ILC) grant and commenced a new program known as 'Shared Experience' into Central NSW. This program saw participants with lived experience of disability gain valuable work experience and capacity building that would lead to employment opportunities within the NDIS space. Extremely positive feedback was received by program participants with many gaining employment or going on to further study.

The Personnel Group's Parents Next program continued to grow across the Canberra region with over 700 clients now supported. A new feature to the program was introduced this year with providers now able to place participants into employment, and not just build capacity. This resulted in some terrific outcomes and good news stories from program participants.

Unfortunately, the introduction of the new Workforce Australia contract will see The Personnel Group cease delivery of Transition to Work (TTW) and Career Transition Assistance (CTA) programs. This was a disappointing result, as our performance in both programs was excellent and warranted ongoing business. The Personnel Group will instead commence



delivering the Employability Skills and Training (EST) program in new locations in the coming financial year.

Also, very significant amongst a year of change was the decision of Tracey Fraser to stand down after 7 years as TPG's CEO. Tracey has overseen a period of considerable growth and prosperity for TPG, leading the organisation to become one of the largest, highest performing providers in the country. Tracey will continue to work part time as part of TPG's executive team, as she gradually transitions towards retirement.

This announcement prompted TPG's board to conduct an extensive search for the organisation's next leader, and in February 2022 John Gibbons, TPG's Deputy CEO was appointed to lead the organisation. John's focus is to build on the historical performance and customer focus that has made TPG so successful, and to build increased scale and influence over its purpose.

TPG's Board and new Executive subsequently took part in an extensive process to chart it's future direction – captured in a new 5 year Strategic Plan. This plan outlines the key actions and goals that must be achieved in positioning TPG as the leading provider of employment supports to disadvantaged cohorts in Australia.

TPG's team are the backbone of their exceptional service, with 230 team members across more than 50 locations. It was a challenging year for the team with constantly changing work environments, long lockdowns and difficult labour market conditions, however they continued to live our values and strive to achieve our purpose.

We would like to thank TPG's dedicated, supportive board, its executive team and leadership group, plus team members at all levels for their ongoing hard work, passion and commitment to the organisation's purpose and values. Our organisation is great because we have great people contributing to our cause.



Edward Pitargue
Chairperson



John Gibbons
Chief Executive Officer



Executive Team



John Gibbons
Chief Executive Officer



Wayne Williams
Chief Financial Officer



Tracey Fraser
General Manager
Growth & Innovation



Ross Hill
General Manager
Operations



Emma McKenna
General Manager
Human Resources



Steve Shiel
General Manager
Customer Engagement





Wayne Williams
Chief Financial Officer

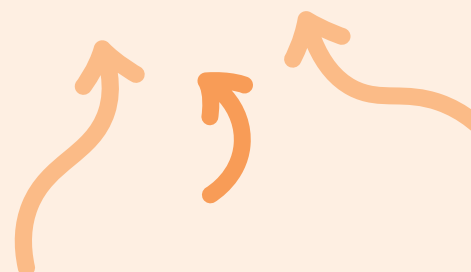
Our Resources

In a time when, worldwide, businesses were learning to do things differently, The Personnel Group adapted very quickly and strongly to its forced continually changing circumstances. This ability to think and react quickly saw the Company achieve an overall revenue increase of 4% driven through supporting our jobseekers into long term employment. Many of our clients have been employed in the open labour market for many years, due to the ongoing support they receive from our team members.

2021/22 was the year of exploring and introducing significant technology, systems and process changes to enable the organisation to respond to both changing internal business needs and government contract requirements. New systems were introduced across Finance, HR and ICT, and after a lengthy development and audit process, pleasingly, our IT team gained both ISO27001 and the coveted Right Fit for Risk accreditations

Along with the required infrastructure to deliver services, the organisation provides services from over 40 locations, and attempts to ensure our team members and our key stakeholders are welcomed into a positively presented workplace. To this end, during 2021/22 new offices were set up in Belconnen, Braddon, Albury and Nowra in response to growing demand for our services.

The organisation provides its team members with tools of trade to ensure they have the necessary equipment and vehicles to support our clients.





Ross Hill
General Manager
Operations

We supported
2,730 people
in our Disability
Employment
Service program

Our Programs

Disability Employment Services

Most commonly referred as DES, we have been delivering Disability Employment Services for 35 years. This program is designed to support jobseekers who may have a disability, injury or mental health condition, to prepare for, find and keep a job.

There were significant external challenges throughout the course of the year but regardless of this our DES team continued to shine and focussed on what we do best - *Assisting our participants to gain and maintain employment.*

Our teams dug deep and supported in excess of 2800 participants through unprecedented periods of restriction imposed by Covid 19 and natural disasters. Our dedicated team worked diligently from home for many weeks and serviced and supported their caseloads via alternate means rather than face to face.

We were committed to delivering our service promise, pursuing meaningful employment opportunities by continual engagement with employers that had been affected with staff turnover due to the pandemic. We focused on the positives and as a result of this optimism we placed approximately 1300 of our participants into employment.

Teams rallied and supported each other during this period of uncertainty. A number of our participants were socially isolated during this time and The Personnel Group provided support for them and encouraged them to strive for progression whilst in this period.



Disability™
Employment
Services

AN AUSTRALIAN GOVERNMENT INITIATIVE

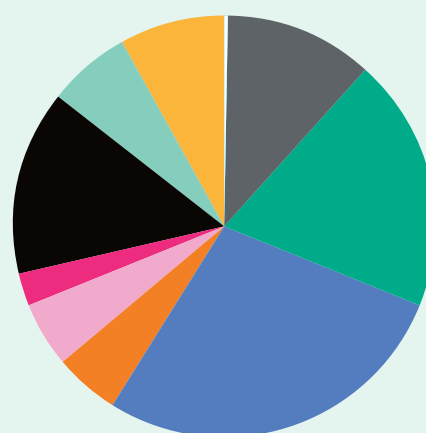


A customer relationship management software tool (Buddynote), was introduced and embraced by all, as it streamlines daily activities and assists with reporting functionality, service delivery and compliance.

Once restrictions lifted our teams came together for training forums and this was a welcome change to have face to face contact after many months of zoom calls.

The Personnel Group continues to be a high performing DES provider with an average Star Rating of 3.9 across our large footprint. This result is a great testament to the work that the team has put in over the course of an unpredictable year.

Industries for DES



Unknown	0.50%
Trades/Assistants	11.42%
Hospitality	19.40%
Service	27.80%
Administration	4.89%
Agriculture	5.03%
Education	2.37%
Retail	14.37%
Transport	6.32%
Manufacturing	7.90%
TOTAL	100%

Transition to Work (TtW)

Transition to Work (TtW) is for people aged 15-24 who have left school and having difficulty finding a job after school. This program is designed to assist young people into work, apprenticeships and training or education.

The Personnel Group delivered TtW across two employment regions, sub-contracted with CoAct up until 30th June 2022. The TtW cohort was diverse due to their life experience, knowledge and ability to adapt and cope with change. Our experienced team provided individualised options and personalised support for over 750 TtW participants in the 12 month period.

During COVID, when youth unemployment increased drastically, we continued to place young people into employment at a high rate through positive engagement, trust and support.

Since commencement of the TtW contract the number of participants achieving a 26 week employment outcome whilst supported by The Personnel Group, was 15% above our contract requirements.

The Personnel Group is proud to be the employment provider on 10 headspace consortiums and co-located at headspace sites, allowing at-risk young people the opportunity to commence engagement in TtW in a safe, known environment.

We always seek ongoing feedback from TtW participants and satisfaction results are exemplary, with an average Net Promoter Score of +91 prior to COVID.



ParentsNext

ParentsNext is a pre-employment program that supports parents and carers by preparing them for work by the time their youngest child starts school.

In ParentsNext, our dedicated team assisted 721 parents in the 21/22 financial year prepare and plan their path to employment.

We are proud to have continually exceeded required performance and engagement levels, and continue to receive the majority of referrals to the ParentsNext program across the Capital Region, demonstrating participant preference for our service.

Our ParentsNext Consultants are highly experienced in delivering the ParentsNext contract and continue to receive positive feedback from their participants about their delivery of service and the support they provide. Our ParentsNext Consultants come from numerous employment backgrounds, and, with lived experience, they are able to utilise their skills to support participants.

All ParentsNext team members completed training in Mental Health First Aid, Domestic Violence Awareness and Working with Vulnerable Caseloads as well as technical and legislative training as required.



Career Transition Assistance (CTA)

The Career Transition Assistance (CTA) program is designed to help mature-age jobseekers, aged 45 years and over, to build their confidence and skills to become more competitive in the jobs market.

During 2021-22, our CTA program subcontracted with CoAct and assisted 164 people to gain the confidence and skills they required to re-join the workforce.

Our 8 week CTA courses were delivered across our footprint providing enhanced interview skills, understanding of individuals transferable skills, understanding of job application process, enhanced digital literacy, tailored career pathway plans and accredited First Aid training for all participants.

“I’m not a feedback giving sort of bloke but I was so impressed with the CTA course I just completed last week and in more detail Ryan who delivered the course was just spot on! He made it so easy and I just seemed to “Click” with his teaching and communication. Before this course I had applied to fifty seven jobs and not a single phone call just a few automated emails “Sorry but at this stage your application was not successful”.

Since finishing the course last week I’ve learned new skills from Ryan and tomorrow will be my third interview with different employers. I also have another one scheduled Monday Morning!”



Australia Post

The Personnel Group continues to work in sorting and delivering mail and parcels to households in West Wodonga, Baranduda, Killara, Bellbridge and Bethanga. These Australia Post contracts have been a great career option for a number of our clients with three of our team members achieving more than 10 years of service. Overall, we employ 11 people to fulfill our contract with Australia Post.

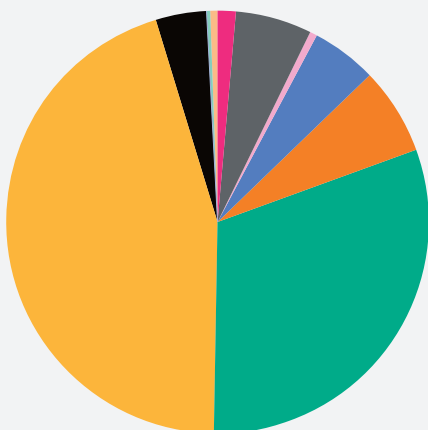
Assisted Travel Program

This program from the Department of Education in NSW, increased to 7 overall contracts where students with high support needs are transported to and from school. It is a great opportunity for our clients to work in this transport role and work closely with parents and schools to achieve success for the students being transported. Overall, we employ 7 staff to deliver our Assisted Travel Program.



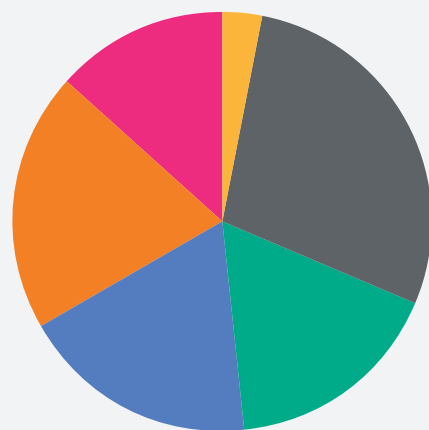
Statistics

Primary Disability



Acquired brain injury	1.48%
Autism (inc. Asperger's Syndrome)	5.76%
Deafblind (Dual Sensory)	0.04%
Hearing	0.76%
Intellectual	4.96%
Neurological (inc. Epilepsy & Alzheimer's Disease)	6.45%
Physical	31.00%
Psychiatric	44.88%
Specific Learning/ADD (other than Intellectual)	3.91%
Speech	0.04%
Unknown/Not Stated	0.25%
Vision	0.47%
TOTAL	100%

Participant Age Groups



15-19	3.26%
20-29	28.36%
30-39	16.84%
40-49	18.44%
50-59	19.92%
60+	13.18%
TOTAL	100%

53.60%
of TPG staff
are male

46.40%
of TPG staff
are female

We
engaged with
800
online
enquiries

8,800
Hours of Employer
engagement

2,100
Hours of Service
Provider
engagement

We have
built a **32,000**
strong active
Employer and
Service Provider
database across
the footprint



Tracey Fraser
General Manager
Growth & Innovation

Our Future

At The Personnel Group we have always held tight to our Purpose, ‘Creating Equality through Employment’.

This desire to enable more vulnerable jobseekers to experience a different set of choices in their lives through gaining employment led to the focused pursuit of additional funding and opportunities.

In November 2021, the organisation was successful in gaining ILC Grant (NDIS funding) to commence a dedicated program to upskill people with disability in NSW. Initially Young was chosen as the base, but we eventually moved the core of the program to the townships of Orange and surrounds. The program has been a resounding success, with people with disability undertaking core pre-employment skills and completing a Cert III in an area of interest. It is anticipated that all current program attendees will move into ongoing employment over the 2022/23 year.

Another ILC Grant was submitted during 2021/22 to provide employers with the skills and knowledge to support their staff with mental health conditions. The program titled, Disability Confident Employers, will work with 200 employers across our existing footprint. The Election process has delayed the announcement of these Grants.

In addition to seeking external funding, internally we have developed a new NDIS offering for people looking for a Pathway to Work. Pathway to Work using Core and Capability funding lines or fee for service, builds the capacity of an individual to eventually seek employment. Delivered in small groups (4-6), one day per week, this program is gaining great feedback and generating strong interest, which we anticipated will translate to 120 people in this innovative program in 2023.

To support our activities, our Marketing and Communications team have heavily focused on ‘telling our story’. Their focus has been on developing good stories – stories that matter to showcase the success of our clients and their employers in breaking down stereotypes and preconceived prejudices.

Continuous improvement is key to maintaining best practice and positive relationships and we actively seek feedback as part of our daily interactions. Feedback is sought from all key stakeholders and the general public. It is very pleasing that The Personnel Group receives very positive NPS scores across all groups. Our clients consistently rate us above +85, our employers and service providers above +60.





Emma McKenna
General Manager
Human Resources

Our People

In November 2021, after many months of research and development we launched an entirely new HR platform – ELMO.

This platform, whilst primarily HR software was implemented to automate, integrate and streamline processes for every team member at The Personnel Group. Between November 2021 and July 2022 we systematically moved all recruitment and onboarding, payroll, learning and development and HR core functions into this system. Our teams embraced every new change and we thank each and every one of them who contributed to the testing, development and transition process.

Another key achievement was the embedding of a Health and Wellbeing Officer into our organisational structure. In February 2022 we appointed a Mental Health Nurse within the HR Team to work directly with every team member to support mental and physical health within the workplace. This role has exceeded our expectations and has become a pivotal contributor to many of the policy and incentives we are now offering and plan to offer our teams.



In addition, our Health and Wellbeing Office is accredited to deliver Mental Health First Aid (MHFA) which supports not only our participants but the communities we work in. We maintain gold status for Mental Health First Aid training, being one of the two employment services in Australia to hold gold level MHFA accreditation for the number of qualified team members. An outstanding achievement that we are certainly proud of.

The last 12 months saw many of our team reach key milestones. Our Business and Employment Services Trainees continue to graduate with formal qualifications and inspire us all with their dedication to their studies. Two team members celebrated 10 years of service whilst another 11 celebrated 5 years.





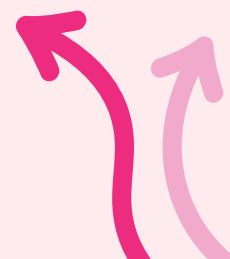
Our senior management team at the Disability Employment Australia annual conference held in Sydney in June 2022.

We would also like to recognise our values winners of 2021, nominated by their peers as team members who exemplify our values and genuinely act in the best interest of The Personnel Group. Last year our winners were:

- 📍 **Naomi McDonnell**
Workplace Support Consultant, Albury
- 📍 **Chelsea Fraser**
Regional Manager, ACT
- 📍 **Janelle Brown**
Area Manager, Southern Ranges

An employee satisfaction survey was conducted in September 2021 with pleasing results. We had a participation rate of 76% and our Net Promoter score which is based on the question; how likely is it that you would recommend The Personnel Group to friends and family, score +63.

We scored highest in the areas of Equality, Strategy and Peer Relationships. Team member comments suggest that The Personnel Group is a supportive work environment with many team members providing feedback that they felt well supported during the periods of working from home during the COVID lockdowns.





Industry acknowledges contribution to sector

At this year's Disability Employment Australia annual conference, our very own Tracey Fraser, was acknowledged for her 25 years of service in the disability employment sector.

Tracey started with The Personnel Group in 1996 and progressed through the business, culminating in being the CEO before stepping back from this role early this year to transition to retirement.

Tracey says, "My prior employment experience, employing people with disability into mainstream jobs, was so personally rewarding that I willingly jumped over to the other side of the equation.

"As an employer, I saw the positive change in teams and the workplace of having someone with a disability working alongside people who may never have had exposure to people with disability and the untapping of their potential and contribution to a business."

Tracey stated that as she transitions to retirement, she wanted to remain in the industry and business she had helped build, and she was given this opportunity to remain part-time by The Personnel Group's new CEO, John Gibbons.

When asked why this industry, her answer is simple: "Everyone who wants to work shouldn't have additional barriers placed on them; we must see the value every employee brings on a daily basis.

"Including people with disability in your workforce makes good business sense. Having a job gives you a set of choices in your life that you may not have on welfare, and everyone deserves this choice to work and be a valued member of their community."





Steve Shiel
General Manager
Customer Engagement

Our Stakeholders

With life and business starting to get back to pre-covid times, we found the labour market to be in a particularly unusual position.

The organisation again was able to deliver a year of high performance but the changing employment landscape proved a challenge. There have been more opportunity and jobs available across most sectors than we have ever seen. However, with the unemployment rate also at record low rates, this created a market where employers are screaming for labour and not enough people to fill them.

We have also seen the size of our caseloads starting to stabilise and less people being referred into the Disability Employment Service across the country. Our teams have been focused on re-engaging with our key employers and service providers face to face, with many businesses continuing to offer flexible and remote work arrangements for their teams. With that in mind, our teams executed several organisation wide engagement initiatives to promote the support we can offer and ensure customer relationships remained strong and when identifying change in decision makers, we facilitated a smooth transition.

Customer Service Promise

This year saw the development and roll out of the organisation's Customer Service Promise.

We pride ourselves on being customer first and were pleased to be able to showcase this to our stakeholders with all offices and desks provided physical table talkers that outline our 6 key commitments. When participants attended their appointments, team members would physically show and read out our Customer Service Promise.

✔ Approachable

Treating you with courtesy and kindness at every contact

✔ Responsive

Answering your queries promptly and accurately, keeping you informed

✔ Respectful

Treating you with respect and keeping your information safe

✔ Honest

Doing what's right for you as an individual

✔ Supportive

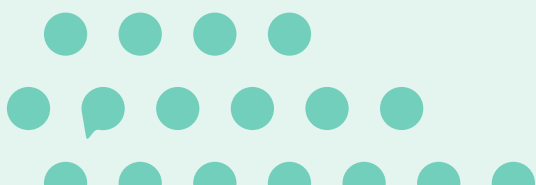
Listening to understand your needs and having your back

✔ Safe

Putting your safety first, always

Surveys/NPS (Net Promoter Scores)

Our surveys completed by Service Providers, Employers and Participants revealed the following NPS Scores.



👍 Defibrillator Challenge

Across our organisation, our team members raised \$6000 from a company health and wellbeing challenge. Our top 3 sites who raised the most money, were able to present to a community organisation of their choice.

The recipients of the donated defibrillators were:

- 📍 Kalianna School Bendigo
- 📍 FoodShare Wodonga
- 📍 Soldier On Australia



Supporting our Community

👍 FoodShare



👍 Wellbeing in the Workplace

Our Wellbeing Officer – Eddie, shared his expert knowledge about promoting mental health and wellbeing within the workplace in an online forum hosted by Albury Business Connect.

WELLBEING IN THE WORKPLACE

A free #NSWSmallBizMonth event.

📅 Thursday, 17 March
12.30pm – 1.30pm
Online via Zoom

Speaker: Eddie Barry
The Personnel Group

REGISTER NOW

Small Business Month

1-31 March 2022

In April The Personnel Group collaborated with Albury Wodonga Regional FoodShare to provide community vouchers across our multiple office locations making it easier and more convenient for the general public to access food vouchers in Albury Wodonga.

The vouchers can be used for FoodShare's Community Pantry program to access discounted groceries for people experiencing financial hardship.

The Personnel Group's collaboration is a wholistic approach to delivering support services to the community and by working together we can help achieve positive outcomes for those in need.






**Half Day
 Community
 Contribution
 Day**

In March, staff from our Central office took part in The Personnel Group's Half Day Community Contribution Day.




Our volunteers spend the morning digging in for the Friends of Federation Hill and Wodonga Urban Landcare Network.



As well as digging, they were shovelling, weeding, pruning, moving dirt, matting and planting native vegetation on Federation Hill, West Wodonga.

Better Place Project






The Better Place Project is a workforce wellbeing joint initiative between The Personnel Group and Albury Business Connect which began in October 2020 with a survey that assessed the mental wellbeing of Albury workforce during Covid-19 and associated border closures.

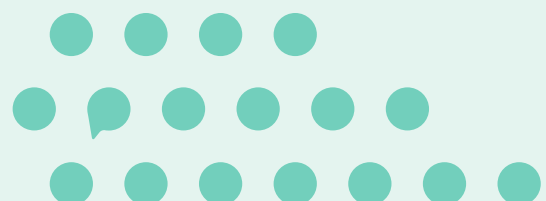
In October 2021, after receiving funding from the NSW Government, The Better Place Project was able to continue and grow with the following initiatives:

-  Delivery of the second wellbeing survey to 100 Albury businesses
-  A new website www.betterplaceproject.com.au promoting information and resources for local businesses and employees
-  Created a concierge position to support businesses by providing information about where they can find assistance

-  Mental Health First Aid training to local business owners
-  During October, our Mental Health First Aid trained staff, surveyed 100 businesses across Albury and Lavington.

Key findings from the 2021 Better Place Project wellbeing survey:

-  62% of respondents have sometimes – always been overwhelmed by their worries
-  55% of respondents said border closures had impacted their work in the past 30 days
-  68% of respondents said COVID-19 had impacted their work in the past 30 days
-  60% of respondents are positive about the future
-  86% of businesses do not have someone trained in mental health first aid.





20,000

**job applications
submitted for our
participants**

**We provided
approximately
2000 on site support
training sessions to
our jobseekers and
employers**

Our Good News Stories

New path to a safe and secure job

Unplanned time away from her retail job because of illness gave Brianna the opportunity to re-asses her career goals.

With support from The Personnel Group Employment Consultant Sandra Andronicos, Brianna set about exploring new options.

One that really appealed was an office administration traineeship.

"I hadn't worked in admin before, I finished school and then did retail work," Brianna says.

"Because I worked in retail I was initially looking at that field, and Sandra suggested I maybe lean towards a traineeship."

Brianna agreed and took the step out of her comfort zone.

"I spoke to Brianna about a PaTH Internship, and explained it was a trial to see if she fits with the team, and see if they fit with Brianna," Sandra says.

"I then met with Sherrie from G.J. Gardner Homes and discussed an internship option."

Brianna and Sherrie both jumped at the opportunity and Brianna started a six-week PaTH Internship in office administration with builders Leigh and Sherrie McGlynn at G.J. Gardner Homes Albury.


"Sandra was fantastic. She told me about Bri and the trial to see if she'd be a perfect fit," Sherrie says.

"We offered her a trial of six weeks. After only four weeks we knew Bri was a great fit and offered her an Administration Business traineeship.



“Even though we had employed her, The Personnel Group kept in contact with Bri throughout. Sandra gave her that extra reassurance and support.”

Brianna recently completed her Certificate III in Business Administration and is now working full-time.

 *It's always exciting when you get told: 'we want to offer you a full-time position', Brianna says.*

It's very family orientated, there's only 11 people working here so we're very close.

It's like I matter.

It's nice. You feel part of a connected team rather than just a number to an employer.

Because we are such a close network of people, I feel so safe and secure in this job.”

Sherrie says the timing of the traineeship was perfect as the husband and wife team needed to take on more staff as their business grew.

“The Personnel Group, especially Sandra, were fantastic to work with. The support Sandra gave Bri when she was starting out was just fantastic.”

ParentsNext support is invaluable says Emily

For single mother of three Emily, the flexibility and support are what she appreciates most about ParentsNext with The Personnel Group.

Emily and her children, aged 11, 6 and 4, recently moved from Young to Goulburn, and she says her ParentsNext consultants - Sam in Young and Karley in Goulburn - have been highly encouraging.

“ParentsNext helped enrol me into a high-demand course that I have wanted to complete for some time,” Emily says.

“I'm able to gain education support from my consultant, as well as maintain a good family balance.

“I really enjoy the flexibility for appointments and the warm, friendly support from both consultants.

“They have provided lots of encouragement and empathy.”

Through ParentsNext, Emily has been able to upskill by studying Certificate III in Business with TAFE Digital.

Between raising her three children and studying, Emily enjoys art and says landscape painting is her perfect way to relax and recharge.

Emily aims to complete her study and become fully qualified by the time her youngest starts primary school.

“I haven't worked in over 10 years,” she says.

“I believe I would be unable to complete my life goals without the support from the ParentsNext program and my consultants from Young and Goulburn.

“The support and the opportunities that The Personnel Group provides for parents on a low income with minimal qualifications are invaluable.”

More Stories



Work equality a Shared Experience

In May 2022, The Personnel Group started a new trial project - *Shared Experience* - in Orange, NSW, to give people with disability greater access to structured accredited training, work experience and employment.

The initial trial runs until December 2022.

Participant Sharon, from Molong, is completing a Certificate III in Community Services through Shared Experience.

“When I finish the course I’ll be able to work in the health care sector with disabled people or the elderly, so that’s very exciting,” says Sharon.

Shared says her lived experience will help her in support work.

I’ve suffered for a number of years from more generalised anxiety and my experience in doing this course has been a really positive time for me,” she says.

I’ve found The Personnel Group to be really supportive. I think anyone that wants to better themselves, anyone that just needs a bit of a leg up in life, it’s a great course.

It is so empowering. To realise your potential as a person is just wonderful.”



Shared Experience incorporates simultaneous delivery of a nationally accredited Certificate III qualification, work experience then casual to ongoing permanent employment.

“This project will allow participants to access training and employment-focused support on a full-time basis,” John Gibbons, The Personnel Group Chief Executive Officer, says.

“*Shared Experience* will provide a sustainable career pathway for people with disability to train and work as Support Workers in the NDIS and other community services.

“This program is all about people with shared experience of disability, supporting others with disability.”

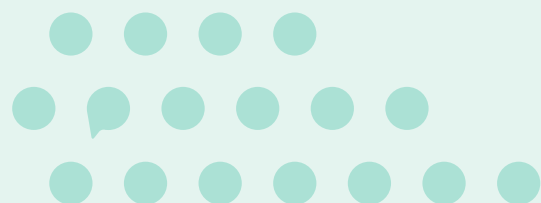
Aleisha Mouritz, The Personnel Group Program Development

Coordinator, says the Orange community will be the winner through this program.

“Increasing the skill level and employability of Orange locals to support their own community is integral to regional/rural success,” Ms Mouritz says.

“The project will further develop the community’s appetite and willingness to employ people with a disability.”

Shared Experience was funded through the \$36 million Federal Information, Linkages and Capacity Building grants program, set up to assist more people with disability across Australia into work and enjoy improved access to community and mainstream services.



The Personnel Group supports great-grandmother's new business venture

Jenny Wilson believes you are never too old to learn.

At 66, the great-grandmother says although physically, her body was no longer up to the rigours of physical labour, she wasn't mentally ready to stop working.

🔥🔥 People of my age can certainly contribute," she says.

My body might be a bit broken down, but I can still use my brain and create stuff.

I've got a lot of knowledge that I don't want to be lost."

Jenny has worked in and around gardening and nurseries for 30 years and only stopped, on her doctor's advice, because she's awaiting a knee operation.

🔥🔥 I went on medical leave, and then Centrelink put me onto The Personnel Group," Jenny says.

We talked about an idea I had for an online garden design business and that I wouldn't mind training for that."

The Personnel Group worked with Jenny to improve her computer literacy and connected her with TAFE.

"We support her with things like help setting up and navigating social media," says The Personnel Group Workplace Support Consultant Grace Daley.

Through TAFE, Jenny gained the practical business skills she needed to make her new venture a success, completing Certificates II and III in Business Administration.

Then Jenny tapped into a Government-provided small business start-up and support program to take Planting By Design from an idea to reality.



"It was a combination between TAFE providing the courses and The Personnel Group providing the support," Jenny says.

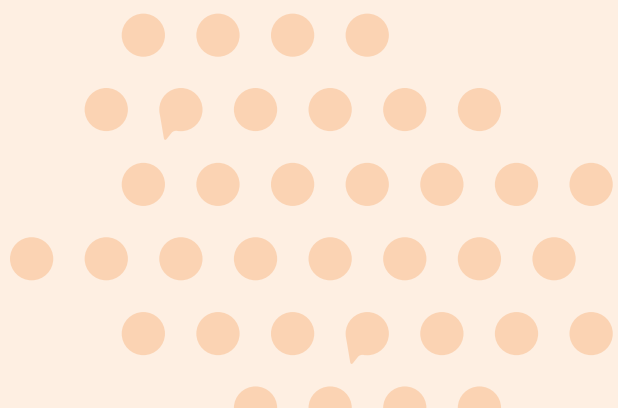
"From there, I went on to the NEIS program and learned how to set up and run the business."

Her new business, Planting By Design, allows Jenny to use her extensive gardening knowledge to help people design their gardens.

"It's about designing a custom garden for people," she says.

"I set up their design on the computer, and we then can try different options and plans -

🔥🔥 I'm still learning new stuff every day."



Kylie's return to work leads to an independent future

After four years out of the workforce, Kylie assumed she would never be able to return to her chosen career.

She thought returning to work at all was out of reach.

Kylie's life changed after seeing a social media post from The Personnel Group.

"I found The Personnel Group on Facebook and rang the number, and I didn't have any idea of the concept of how they helped," Kylie says.

"(Employment Consultant) Harley told me this was a safe place," Kylie says.

"There were occasions ... when my mental health wasn't very good at all, and it was very stressful.

"Harley helps me a lot. Whether personally and for my mental health too, he was really great.

"I'm not quite sure how you do your training, but it's really empathetic, it's really caring.

"And it gave me a bit of motivation as well to go and pursue something that I really wanted to do and not just go for something that I could be doing. Something that would even help my health as well.


"It's so exciting. I've been on cloud nine for a long time."

Kylie worked in a frontline admin role at a private hospital before taking time away from work to focus on her health.

"I never thought that I would be able to do that again." She says.

"I thought I wouldn't be able to work again."

Kylie says the support, advice and encouragement from The Personnel Group gave her the confidence to re-enter the workforce.

 ***Working allows me to pursue my outside dreams," she says.***


"This is the start of my independence. I'm looking forward to accomplishing things I haven't done in a long time.

"Maybe even go on holiday. That would be really nice."

The little nudges and tips from her consultant helped build her skills and opened new possibilities, Kylie says.



"The Personnel Group is ... I couldn't say a bad thing at all; I would cry because I've never known that that's what an employment agency can do for you.

 ***I can't believe what The Personnel Group has done for me it's amazing."***

Regions Serviced in 2021/22

Regions serviced in 2021/22

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Hillston · Leeton · Wagga Wagga · Cootamundra · Gundagai · Narrandera
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Berrigan · Barham Mathoura · Young · Harden · Crookwell · Cooma
Braidwood · Boorowa · Ashmont · Tolland · Koorringal · Junee · Batemans
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