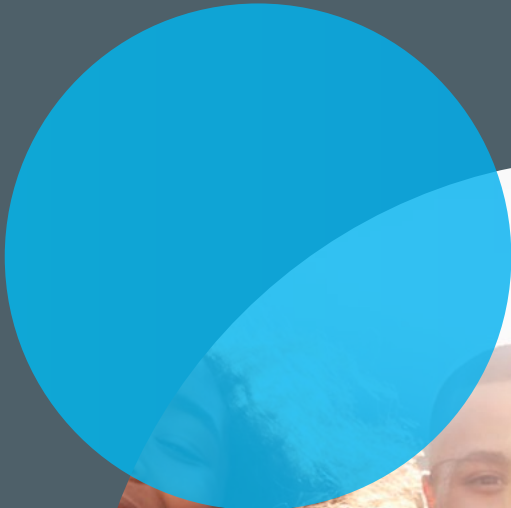


WorkVentures

social inclusion through technology



Social Impact Report

WorkVentures celebrated 40 years in 2019. 40 years of meaningfully supporting people in our communities and 40 years of delivering exceptional service to our clients. WorkVentures has evolved over the years and delivered on our purpose through a variety of different commercial products and services. 2019 saw us continue our journey as we get set for the next 40 years of WorkVentures.







In 2019 we updated our internal capabilities to assess our social impact outcomes. This is important to understanding how we deliver against our core objective of empowering individuals to create vibrant, inclusive communities through technology. We've implemented more comprehensive frameworks and measurement tools to provide valuable insights and highlight areas of improvement to:

1. Support our organisational priorities,
2. Share with our stakeholders and clients for transparency and
3. Support the wider social enterprise sector industry with practical information and case studies.

WorkVentures takes a holistic approach to social and environmental contributions. Our purpose is to provide sustainable technology solutions and drive digital inclusion in our community, we do this through responsible management of our organisation.



To make sense of our impact we assess our contributions through three pillars; *Community, Environment* and *Our People, Our Enterprise*. We know there is always more work to be done and this framework helps us understand where to place our focus at different times. By recording our journey this way we hope to share the distance we travel on each separate factor and demonstrate how these things make up the heart and soul of who WorkVentures is and how it achieves *social inclusion through technology*.

COMMUNITY	ENVIRONMENT	OUR PEOPLE, OUR ENTERPRISE
 <p>Digital Inclusion Does WorkVentures help to improve digital inclusion in Australia?</p>	 <p>Consumption Does WorkVentures monitor and reduce use of resources?</p>	 <p>Employee Engagement Is WorkVentures a healthy, productive and inclusive place to work?</p>
 <p>Young People Does WorkVentures help young people find meaningful and sustained employment? Do they have improved knowledge and networks for improved self-advocacy?</p>	 <p>Waste Does WorkVentures manage waste effectively?</p>	 <p>Finance Is WorkVentures a financially sustainable organisation?</p>

Strategic Priorities 2018 - 2020



WorkVentures 2018-2020 strategy focuses on delivering real and meaningful impact for young people and those digitally excluded. The strategy aims to provide a core structure to demonstrate how our social enterprise will deliver against these goals.



COMMUNITY Young People

WorkVentures has three key programs for young people

1. Traineeships, supporting trainees and host employers through development of young talent entering the workforce
2. Work placements, our workshop sees school students get their first taste of the world of work
3. KickStart, a pre-employment program for young people

All programs include real-world work experience linked to formal education or training.

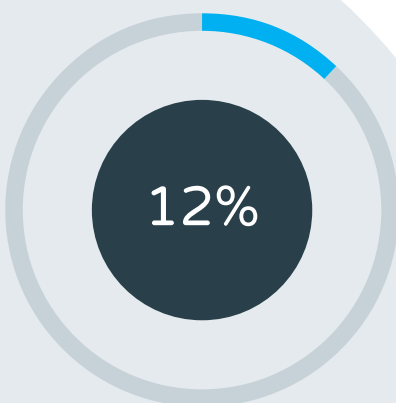
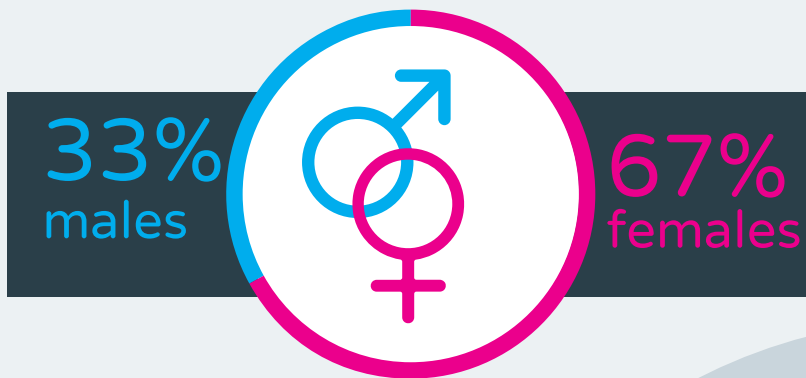


Traineeships 2019

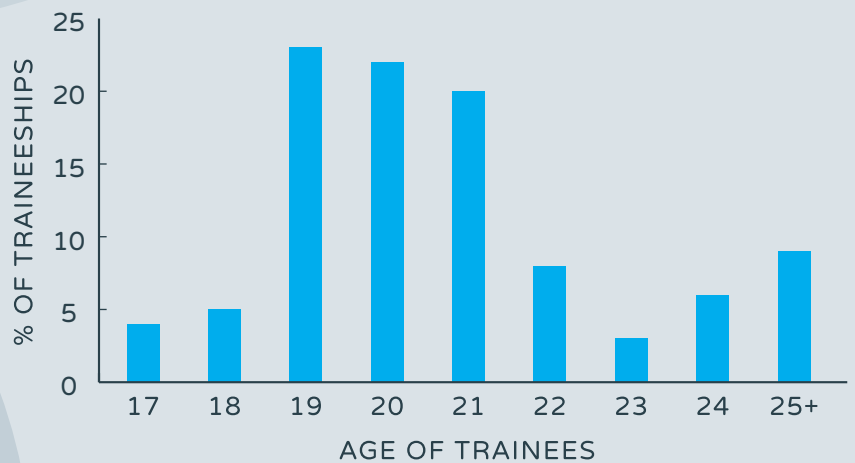
WHAT HAPPENED

WorkVentures, together with our Host Employer partners, provide a supportive work environment to those transitioning into a meaningful career.

ABOUT OUR TRAINEES



IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER



WorkVentures offers tailored support and guidance for each trainee and host employer throughout their traineeship. In addition to the standard, frequent support approximately 30% of our trainees and/or hosts require higher level support.

High-risk issues typically fall into one of the following categories



Extra learning and development support



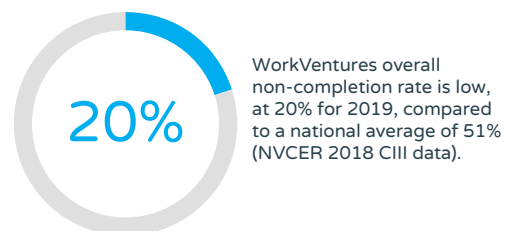
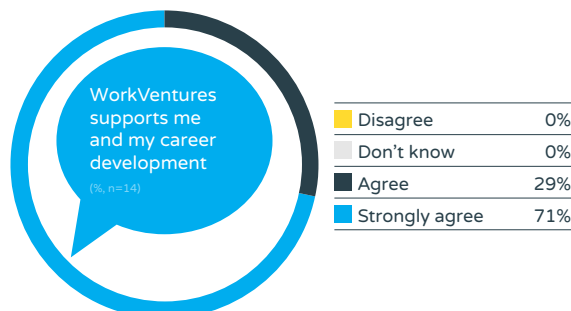
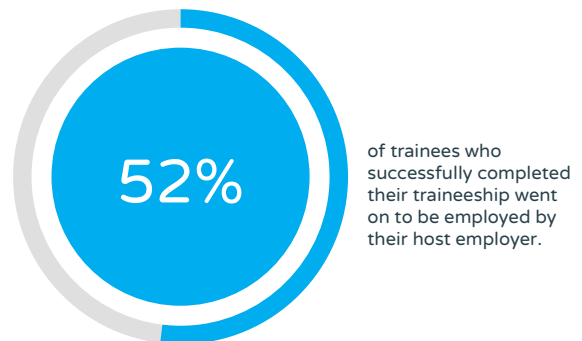
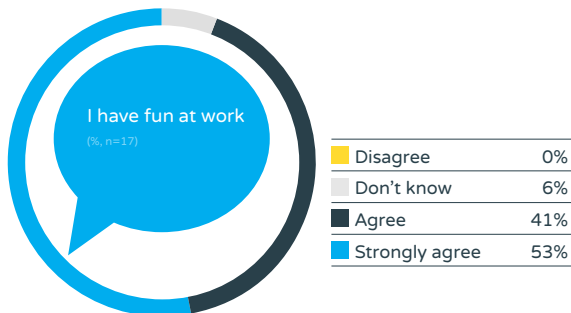
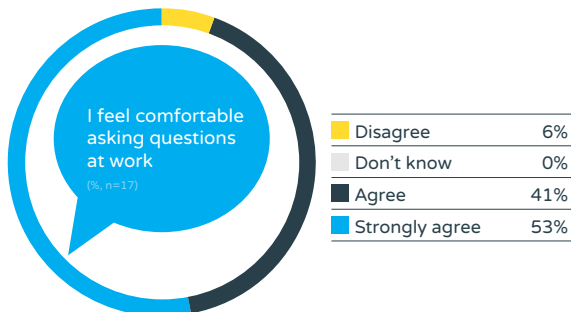
Meeting responsibilities as an employer and/or employee



Mental health and well-being issues



In general, trainees report positive experiences throughout their training, contributing to valuable learning and the skills they need to succeed in their career.





“ A traineeship has helped me get a job and learn warehousing skills. I never had life goals before but now I like having a job to come to. I would go insane stuck at home, there’s good days and bad days at work but I like that I’m always busy.

”

WES, WORKVENTURES
WAREHOUSING TRAINEE

WHAT'S NEXT



Continue to support early career professionals into a meaningful career.

Data indicates that WorkVentures trainees feel they’ve achieved the goal of their traineeship whether successfully completing or not. 2020 priority for Traineeships is to build and grow:

- Work with Host Employers to create valuable entry-level positions in the labour market
- Support young people successfully through to completion of their traineeship

KickStart 2019

WHAT HAPPENED

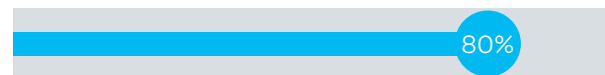
A KickStart program was run throughout December 2019 with 7 participants starting the program and 5 completing. The non-completions were due to one participant deciding to return to school and the other dropping out for health reasons.

The program participants were:

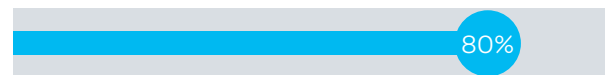
- School leavers and long-term unemployed job seekers in their early twenties.
- 70% identified being culturally or linguistically diverse.
- Approximately a third of participants identified as having a disability.

Participants reported their experience with KickStart being helpful to themselves and their future careers.

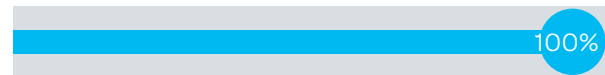
KickStart participants agreed or strongly agreed that KickStart helped them develop skills that will be helpful in their career.



KickStart participants agreed or strongly agreed that KickStart helped them understand what career paths are available to them.



All KickStart participants strongly agree that they enjoyed the practical component of the program.



REVIEW; DESIGNING FOR BETTER OUTCOMES PILOT

WorkVentures' KickStart program took part in a pilot of a new employment program evaluation tool. Review has been developed by Social Ventures Australia with funding from the Citi Foundation. The Review data collection platform enables youth employment program providers to collect feedback from young people, in order to better understand what's working well in a program and what could be done differently. For more information visit www.reviewforoutcomes.com.au.

The tool was being tested in a pilot phase, however the results do indicate that KickStart is achieving its key objectives for participants involved.



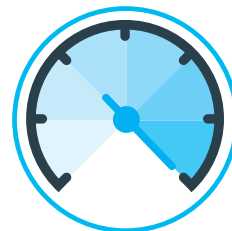
STRONG RESULT

The program recognises a young person's strengths and aspirations.



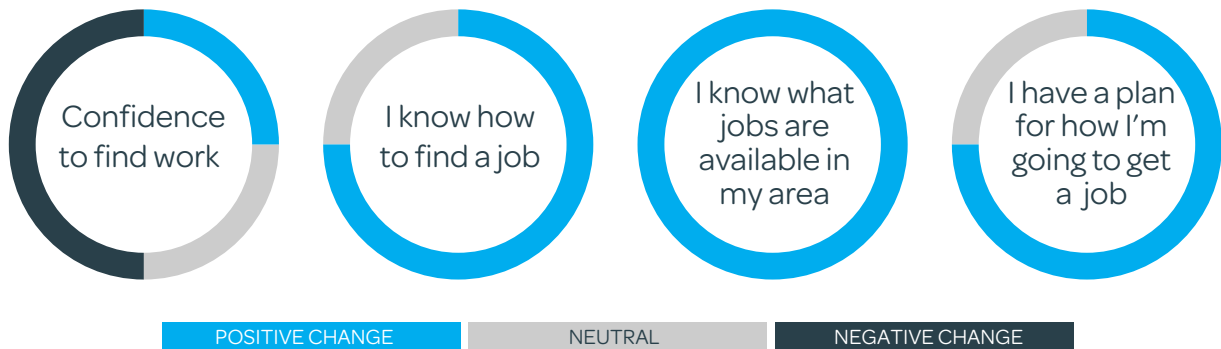
STRONG RESULT

The program supports a young person to develop goals for employment (including a plan for employment).



EXCELLENT RESULT

The program develops a trusted relationship with a young person.



In general there is positive change for our participants as a result of the KickStart program. The negative change in 'confidence to find work' provided some interesting feedback for the program. Upon consideration we do not have enough data to properly understand exactly what is happening here. The results do not show what has driven this change, or if there are specific participants for whom the change is most significant. A school leaver may start with confidence but without knowledge of the labour market. The positive change we see in understanding the jobs that are available may create the reverse effect in confidence. Confidence will be investigated further in 2020 programs.

WHAT'S NEXT



Continue to deliver meaningful impact on the lives of young people.

In 2020 the KickStart program will be run more frequently to increase scale. The number of participants in each program will not increase beyond 10 per session so the individualised support and immersion in the business can be maintained.

Further work will be done to attract participants best suited to the KickStart program to maximise the value they receive in real-world work experience.



EXTERNAL RESEARCH

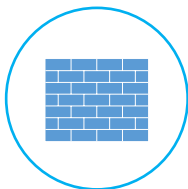
WorkVentures participated in a Centre for Social Impact research study throughout the year. Our young people programs formed a case study in a research project looking at ‘Improving Health Equity of Young People? The Role of Social Enterprise’. The project is funded by Australian Research Council, VicHealth, Social Traders and the Foundation for Young Australians.

Synopsis of the case study:

“The research finds that WorkVentures fosters health equity by: supporting young people’s engagement in learning, education and hands on training; facilitating personal development and relationship building with peer and professional networks; and providing supported employment and apprenticeships for young people. Youth programs encourage: self-belief and recovery from adversity, unity, and pride in developing skills in IT, electronics and business, and pathways in to employment. Specific challenges for WorkVentures are identified in this study, particularly the evolving nature of the information technology and electronics industry.”

The Case Study’s unique insights complemented internal measurement and assessments and supported our own insights on the strengths and opportunities for WorkVentures’ young people programs.

The Case Study highlighted themes that contribute to the unique success of WorkVentures’ programs.



Boundaries: expectations for behaviours and interactions are clearly set out for the young people on Induction day and reiterated in the classroom.



Storytellers: trainers are skilled, experienced and able to transform learning via effective storytelling methods.



Excitement: there are risks involved in working with electronic equipment and these stories are shared and enjoyed.



Meaningful work and training: young people learn that they are helping other people, as well as themselves, by being part of WorkVentures.



Bonding: the cohort were all young males and able to bond with trainers and relate to the motif of adventure and risk. Managing risk – being close but in control was linked to self mastery and power.



Real opportunity: young people are introduced to personal growth and career opportunities as they meet staff members and undertake training.

(Case Study authors: Perri Campbell, Jo Barraket, Roksolana Suchowerska, and Joanne McNeill, with Batool Moussa)



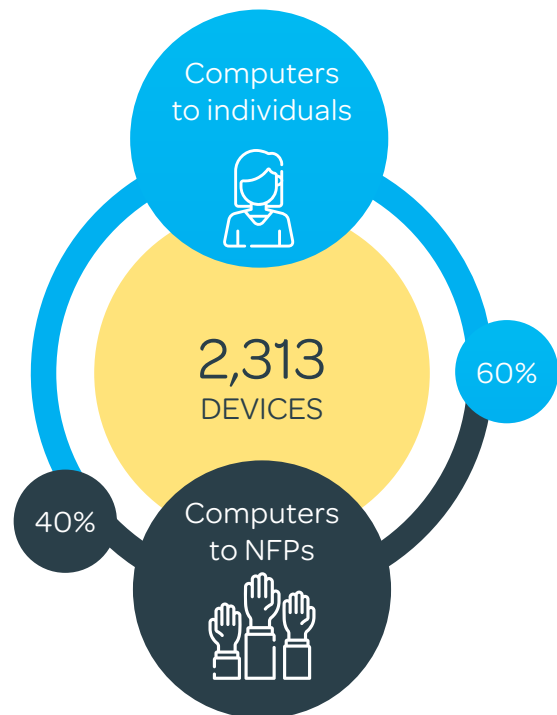
COMMUNITY Digital Inclusion

Digital inclusion is about access to information and communications technology and the resulting social and economic benefits.*

WHAT HAPPENED IN 2019

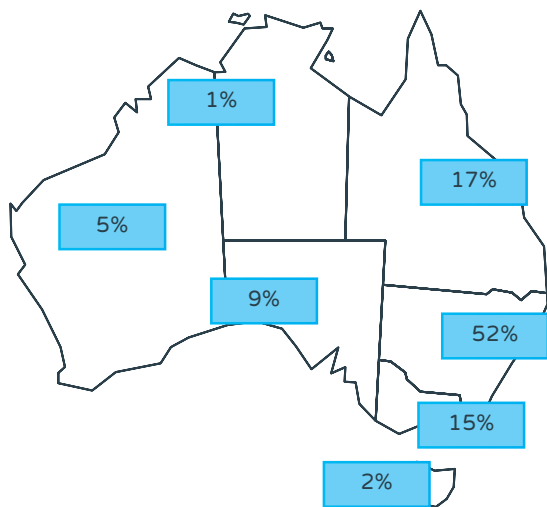
ConnectIT is the division of our social enterprise helping to build digital inclusion in Australia.

These devices are refurbished end-of-life corporate technology. Technology is sold, at a low cost, to individuals who may not be able to afford technology otherwise such as Centrelink clients and students. We also sell technology to a range of not-for-profit organisations; with less money going towards organisational infrastructure they have more money to go towards their community cause.



* <https://digitalinclusionindex.org.au/about/about-digital-inclusion/>

SALES ACROSS AUSTRALIA



The ConnectIT call centre is key to how we build digital inclusion in Australia. WorkVentures’ support goes beyond troubleshooting IT issues and includes focusing on specific needs as required by the individual from setting up email accounts to engaging with social media.



WHAT'S NEXT



Continue to work towards reducing the digital divide.

WorkVentures will continue to offer affordable technology solutions where it is most needed in the community. Our customers will be supported through our Call Centre by offering whatever support and guidance is needed.



ENVIRONMENT Consumption

WHAT'S HAPPENING

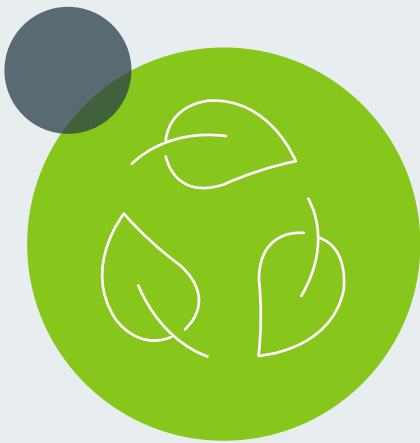
WorkVentures has minimal procurement outside of spare parts and other items specific to our commercial contracts. Procuring these goods also only occurs where we can't source items from internal inventory. Due to the limited nature of procurement in 2019, WorkVentures concentrated on other social impact assessment and activities. However, a goal for 2020 is to conduct a thorough assessment of how we buy and use resources.

WHAT'S NEXT



Initiate formal social and environmental procurement process.

Initiate effective monitoring of energy use in operations and transportation.



ENVIRONMENT

Waste

WHAT'S HAPPENING

Throughout our operations WorkVentures responsibly manages electronic waste (e-waste). Some of our commercial services are specifically designed to support management of e-waste. We aim to manage all waste responsibly and take a number of 'reduce, reuse and recycle' approaches.

There are five waste streams managed through our operations.

1. E-waste recycling
2. General waste (landfill)
3. Container Deposit Scheme
4. Card and paper recycling
5. Industrial scrap metal recycling

Electronic repair is a core service offered by our business, our ability to repair a wide range of electronic items means that we can help organisations repair and reuse electronics rather than send to recycling or landfill.

29,885 electronic assets were repaired or refurbished and redeployed back into Australian businesses.

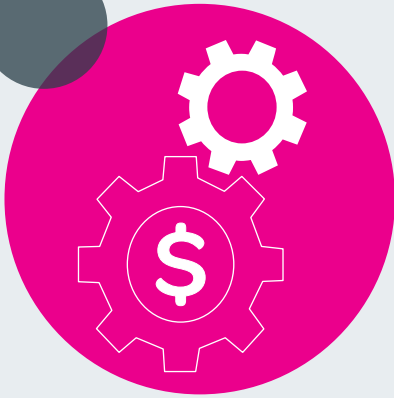
WHAT'S NEXT



Develop our waste management systems and processes to maximise diversion from landfill:

- **Increase** to seven waste streams to include co-mingle recycling and organics
- **Record** weights of each waste stream and report total percentage diversion from landfill
- **Implement** employee change management initiatives to improve source separation across operations.

719 TONNES
OF WASTE
RECYCLED
IN 2019



OUR PEOPLE, OUR ENTERPRISE

Our Enterprise

WorkVentures is a DGR-status charity, regulated by the ACNC. We are not-for-profit and exist for a social purpose for public benefit.

WorkVentures is a Social Traders certified enterprise, which means we have demonstrated that.



1
The enterprise has a defined primary social or environmental purpose or other public benefit



2
The enterprise derives a substantial portion of its income from trade



3
The enterprise reinvests 50% or more of annual profits towards achieving the social purpose

WorkVentures is funded entirely through our business operations, comprised of three revenue-driving divisions. WorkVentures total revenue in 2019 was \$8,905,967

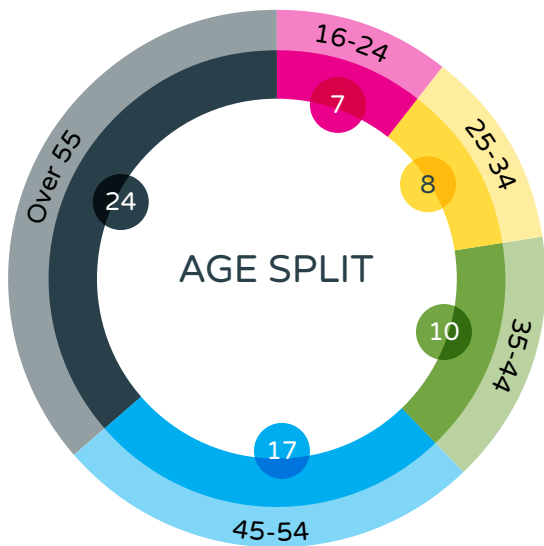
DIVISION	PERCENTAGE OF TOTAL
Technology services	73%
ConnectIT	9%
Training and Programs	18%



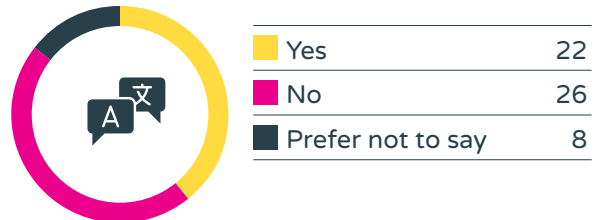
OUR PEOPLE, OUR ENTERPRISE

Our People

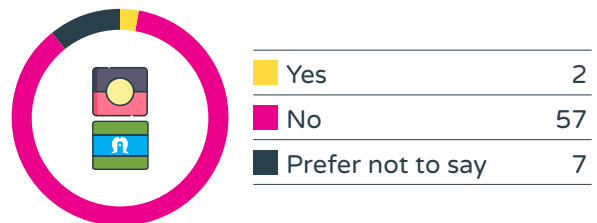
The WorkVentures team are diverse in background, culture, age and experience. As a team we represent our community.



EMPLOYEES IDENTIFYING AS CULTURALLY OR LINGUISTICALLY DIVERSE*



EMPLOYEES IDENTIFYING AS ABORIGINAL / TORRES STRAIT ISLANDER

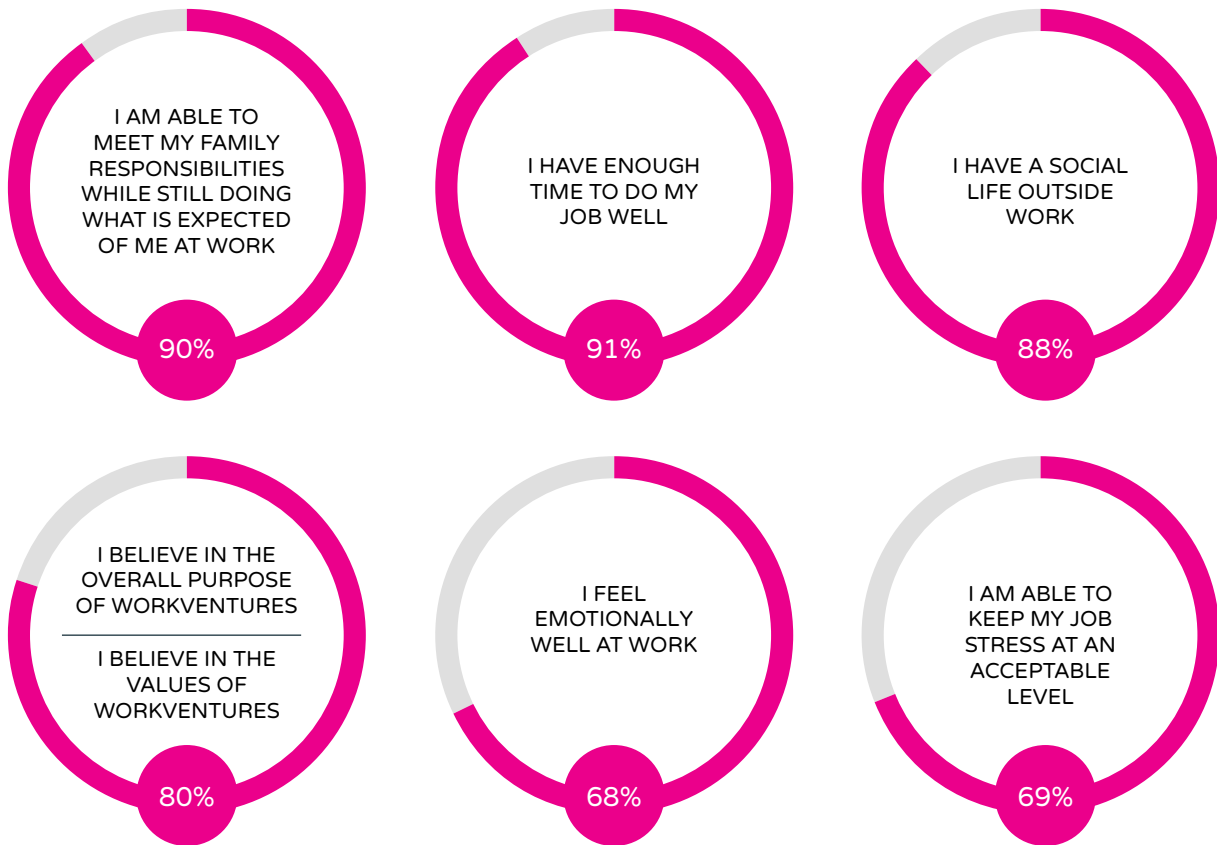


HIGHEST LEVEL OF EDUCATION COMPLETED

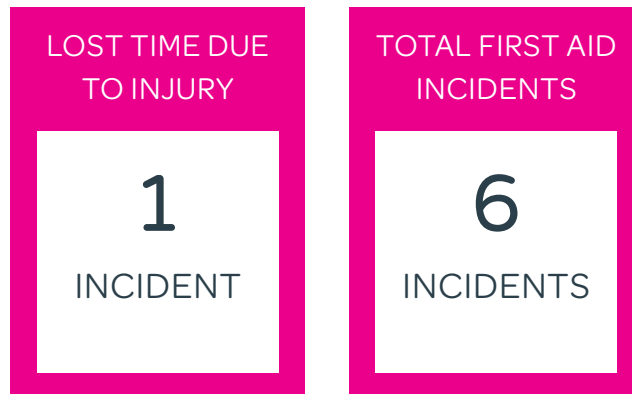


Our employee engagement survey provided critical information so that we can better understand how employees feel about being part of the WorkVentures team. As a result of the survey a Employee Engagement Committee was established. The Committee worked through the feedback from the survey to continue to improve employees' experience at WorkVentures.

All new employees receive comprehensive WHS and role-specific induction.



WorkVentures is seen as a safe and healthy place to work.





WorkVentures

social inclusion through technology

workventures.com.au