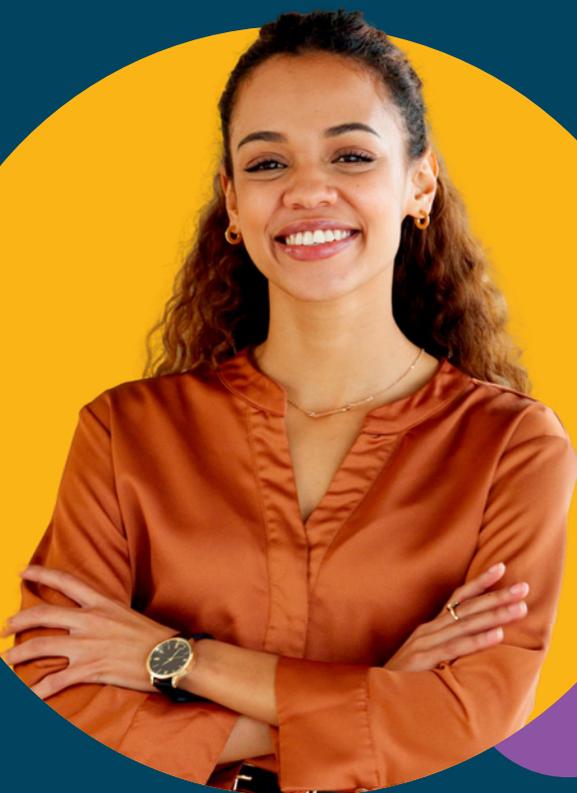


WISE Impact Promise

REPORT 2023



WISE Employment



Personal

Our decisions and actions impact the wellbeing of our customers and employees

PROMISE

The overall Wellbeing score of our customers rose 2 percentage points to 55.18 in 2023; however, it remains well-below the AUWI score of 75.2 for Australians. The highest areas of satisfaction for our clients were in Personal Relationships and Personal Safety, while the aspect of Future Security remains the lowest, declining in trend with the score for all Australians (from 72 to 70) possibly reflecting concerns over lack of employment or income security in an economic period of high cost of living and affordable housing concerns.¹

Figure 01: Customer wellbeing



Sources:

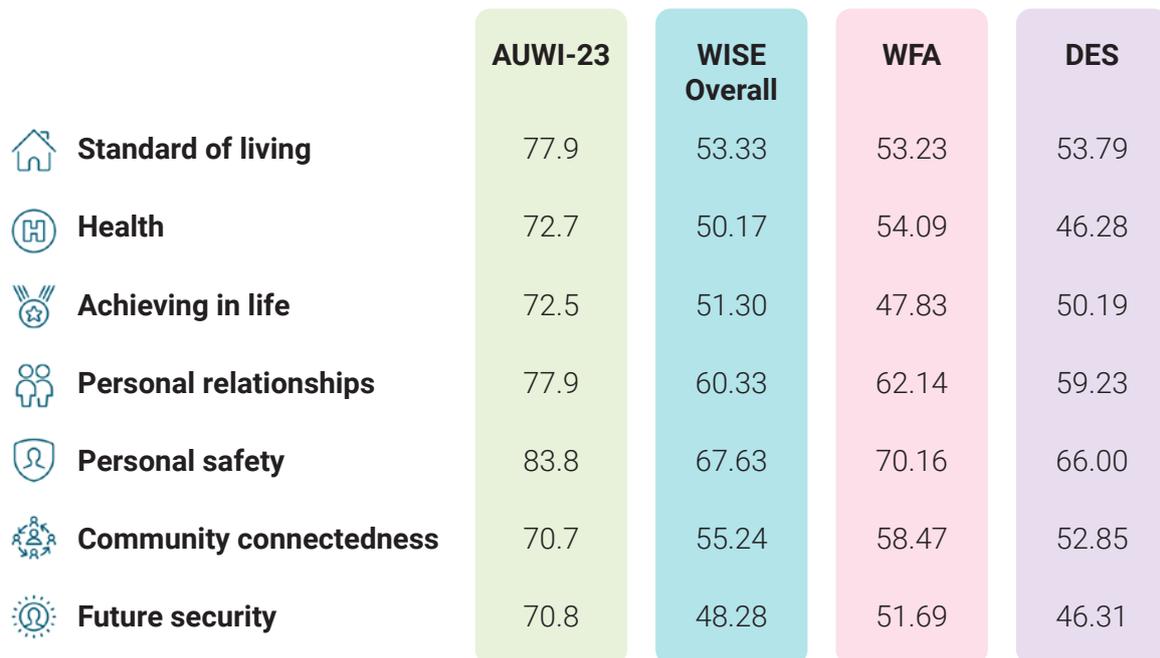
*WISE Customer Wellbeing Survey 2023,
Australian Unity Wellbeing Index (AUWI) – Survey 40.0 June 2023*

Reflecting the value of employment and the positive difference having a job makes, the personal wellbeing score for those customers who are now in employment rated higher than those seeking employment by more than ten points, 62.49 compared to 50.33 respectively.

For all customers, scores generally improved across all aspects of wellbeing, with the only fall in that of Standard of Living (from 53.69 to 53.33). In contrast, scores for Achieving in Life and Health recorded the sharpest increases amongst our customers.

¹ WISE Customer Wellbeing Survey 2022

Figure 02: Customer life satisfaction

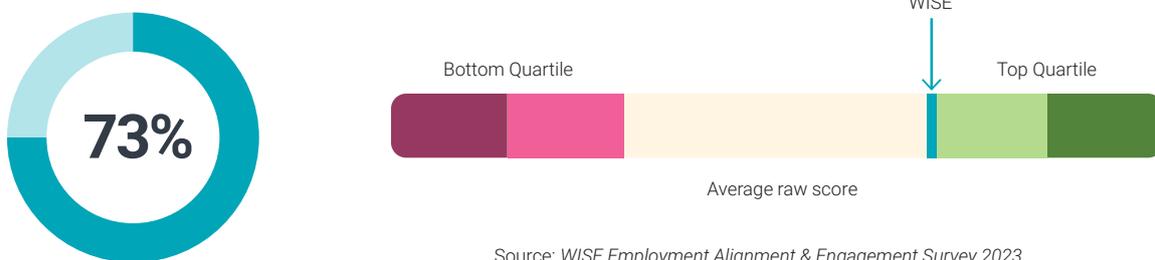


Source: Australian Unity Wellbeing Index (AUWI) – Survey 39.0 June 2023

Key to our organisation’s capacity to improving the lives of its customers, most of whom are experiencing disadvantage and barriers to employment and wellbeing, is maintaining an engaged workforce. WISE’s staff engagement score of 73% remains in the top quartile of Australian NFPs.

Figure 03 WISE comparative engagement results²

WISE Employment



Source: WISE Employment Alignment & Engagement Survey 2023

² WISE Employment Alignment and Engagement Survey 2023



A photograph of two men in a bright, indoor setting. The man on the left is wearing a grey hoodie and is smiling, looking towards the man on the right. The man on the right is wearing a blue striped shirt and is looking back at the first man. A large teal circle is overlaid on the image, containing text.

Relational

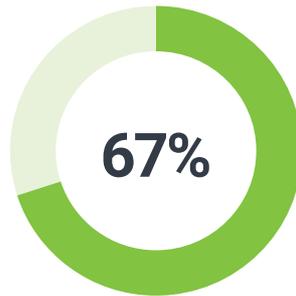
Prioritising positive relationships within, and external to, the organisation, to understand the needs of others and achieve positive outcomes

PROMISE

Value of support

As an indication of the health of our relationships with our customers, 67% customers across all programs responded that they value the support provided to them by WISE³. This indicates that the organisation is listening and responding to the needs of its customers.

Figure 04: Value of support

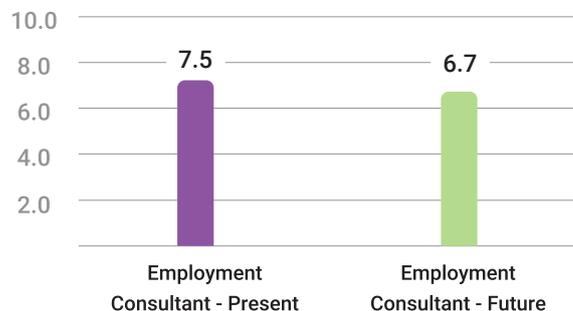


Source: WISE Employment Impact Scorecard 2023

Trust

A major contributor to better understanding and empowering our customers to achieve their goals is to gain their trust. In the 2023 survey of customers, when asked “How much do you trust your local employment consultant to make decisions in good faith / based on your best interests”, WISE’s employment consultants scored a trust rating of 76%⁴.

Figure 05 : Customer Trust of their Employment Consultants



³ WISE Employment Customer Wellbeing Survey 2023

⁴ WISE Employment Customer Trust Survey 2023



Organisational

Making the organisation
stronger and performing
to expectations

PROMISE

WISE Employment’s **organisational** strength ensures the sustainability of its operations and strong performance in meeting its expectations. A diverse and inclusive organisation provides the platform for the sustainable success of the organisation, leading to improved client socio-economic outcomes.

A diverse and inclusive team

WISE Employment has been recognised as among the top 32 employers in the Inclusive Employers Index (2022-23) by the Diversity Council of Australia.⁵

Figure 06: A snapshot of our diversity



Source: WISE DCA Diversity & Inclusion Survey 2022-2023

The diversity achieved within WISE Employment aligns with our organisational purpose and core business of empowering people from all walks of life through employment. As an organisation that operates across many communities, maintaining a diversity that reflects the makeup of those communities contributes to the organisation’s strength and effectiveness.

⁵ Diversity Council Australia’s (DCA) 2022 Inclusive Employer Index

Performance

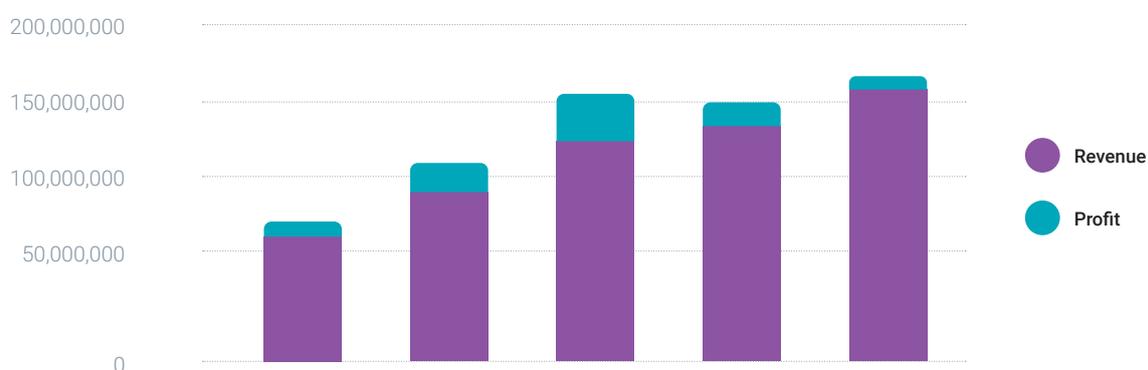
In its delivery of Australian Government employment services contract, and in its commitment to job seekers, WISE Employment must maintain high standards of performance and quality. The Australian Government uses performance ratings to assess a provider's performance in delivering its contracted employment services. In its first 18 months (to December 2023) delivering Workforce Australia, all seven of WISE licences achieved a Moderate rating (that is, are meeting the expectations of the Department of Employment and Workplace Relations), scoring High in the categories of Licencing Standards and Quality of Services⁶.

In its Disability Employment Services (DES) programs, WISE maintained above National Average performance against Key Performance Measure Outcomes for 13-, 26- and 52-week outcomes, with 87% of contracts meeting all benchmarks⁷.

Financial sustainability

As an indication of its strong financial foundations, WISE Employment has recorded six straight years of revenue growth and surpluses, reflecting the organisation's sustained growth and adaptability to a changing economic environment, including the challenges of a once-in-a-hundred year's pandemic, changes in the government employment program models, new markets, and improvements in the way we deliver our services. Despite a period of social and economic challenges, WISE remains in a financially secure and sustainable position providing it with the solid foundations to meet its commitments to its customers, employees and stakeholders as well as to further invest in piloting programs to achieve its broader vision and impact more customers.

Figure 07: WISE long-term revenue and profit



Source: WISE Financial Reports 2019 – 2023

⁶ Workforce Australia Provider Performance Ratings Dec 2023

⁷ DES Interim Performance Measures Released January 2024





Markets

Supporting viable markets and collaborating with external partners for the benefit of the industry and the communities we serve.

PROMISE

WISE Employment's ongoing strategy to extend its services to those in need has seen its footprint expand further to regional Victoria, and the addition of new programs, diversifying our services and capability.

With the merger with Access Australia Group (AAG), WISE expanded its DES, NDIS and Training service access through Central Victoria as well as the addition of the PepperGreen Farm umbrella of social enterprises, with its focus on helping people with disability access employment and community through a diverse range activities including a café, productive garden and community venue for events and education, grounds maintenance services, a fully equipped wood workshop and a local catering business (Peppergreen Farm Catering).

A further diversification of our markets was achieved with Caraniche joining WISE Employment. Caraniche delivers high-quality mental health, drug, alcohol, and behavioural health treatment to some of the community's most disadvantaged and disenfranchised. Caraniche expands WISE's collective capability in the clinical mental health, alcohol and other drugs (AOD) services sector, areas of need directly aligned with many of the needs of WISE's customers.

The integration of both Caraniche and Access Australia Group organisations to WISE Employment is reflective of an expansion of access to services that will have more positive impacts to our customers and community networks

Ongoing collaboration and community partnerships have allowed WISE to expand existing initiatives such as WISE Idea (including a new project with Mullum Mullum Indigenous Gathering Place), GradWISE with 17 partner university institutions, and WISE Women and Rainbow WISE now operating in communities in more states. WISE has also piloted new initiatives such as WISE UP (Victoria), delivered with the Green Collar Brigade, tailored to work with job seekers with criminal records. WISE also continued its growth to international markets, with operations commencing for WISE Employment Korea and for WISE Inclusion Hong Kong.

In 2023, WISE also announced the launch of the WISE Diversity Scholarship, in collaboration with Melbourne Business School, designed to empower people with a disability by providing successful applicants full tuition to undertake a Full-time MBA, Part-time MBA, Online MBA or Master of Marketing degree. The scholarship is an important step in opening up opportunities for candidates with a disability to become leaders in business and within their community.



Institutional

Contributing to just and stable institutions

WISE Employment conducts itself as a trusted entity and is committed to operating in a manner that contributes to stable institutions. Our standing in this regard is measured by how effectively we deliver services that achieve outcomes while meeting a key government objective of value for money as well as maintaining the trust WISE employees have in the organisation as a responsible institution.

PROMISE

Confidence and compliance

As a measure of institutional impact, WISE maintains a reputation of trustworthiness and compliance in delivering value-for-money government contracts. Across the Workforce Australia and Disability Employment Services (DES) programs for the 2022-23 Financial Year, WISE Employment processed a total of 46,918 financial claims (totalling \$75.2 million), of which a portion is subject to random audits by the funding departments, the Department of Employment and Workplace Relations and the Department of Social Services, respectively.

For the cycle Continuous Assessment of Payment Integrity (CAPI) conducted by the Department of Employment and Workplace Relations on WISE's Workforce Australia contract for 2023, 95.6% of claims made met expected requirements without errors (with recoveries on errors amounting to only \$1.32), higher than National rate of 94.6%⁸. For our DES program, in the Department of Social Services Assurance Program results for the 2022/23 Financial Year (for claims made between July 2022 to June 2023), WISE achieved a level of payment accuracy of 96.35%, with recoveries made on 3.64% of claims audited (totalling \$16,531).

Figure 08: WISE outcome claims (FY22/23) jobactive/WFA and DES

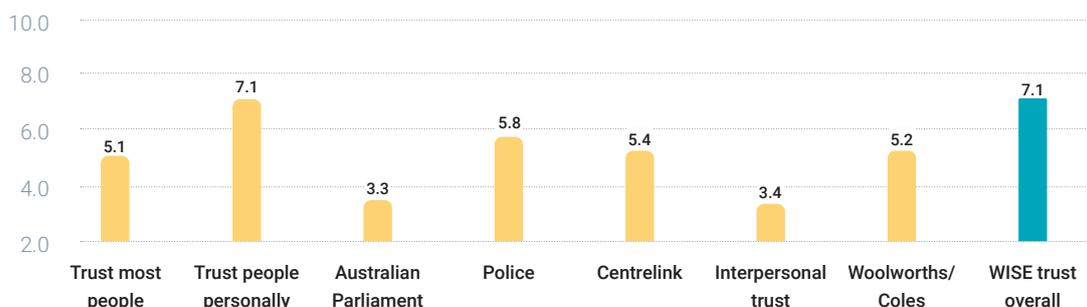


Source: WISE Outcome Claims Data FY 22/23

Trust in WISE as an institution

In its WISE Customer Trust Survey 2023⁹, WISE customers were asked whether they trust WISE to be a fair and honest institution. This was assessed on a 10-point scale and an overall average score of 7.1 was recorded (from a total of 2,632 responses). This is an excellent result, especially compared to how much WISE customers indicated they personally trust other institutions such as the police (5.8), Centrelink (5.4) and major supermarkets (5.2).

Figure 09: Customer Trust in WISE as an institution



Source: WISE Employment Customer Trust Survey 2023

⁸ Department of Employment and Workplace Relations Continuous Assessment of Payment Integrity Results for 2023

⁹ WISE Employment Customer Trust Survey 2023



Socio-political

Decisions and actions
beneficial to the
community we serve

WISE Employment delivers employment outcomes that benefit its customers' lives and contributes to decreased government spending on income support and increased economic output. Employment is a key determinant to household or personal income and directly affects individuals and their families' wellbeing, contributing to **greater social and economic participation** and healthier communities. At the same time, the increased productivity and income generated from work directly leads to a higher standard of living and stronger economies at local and national levels.

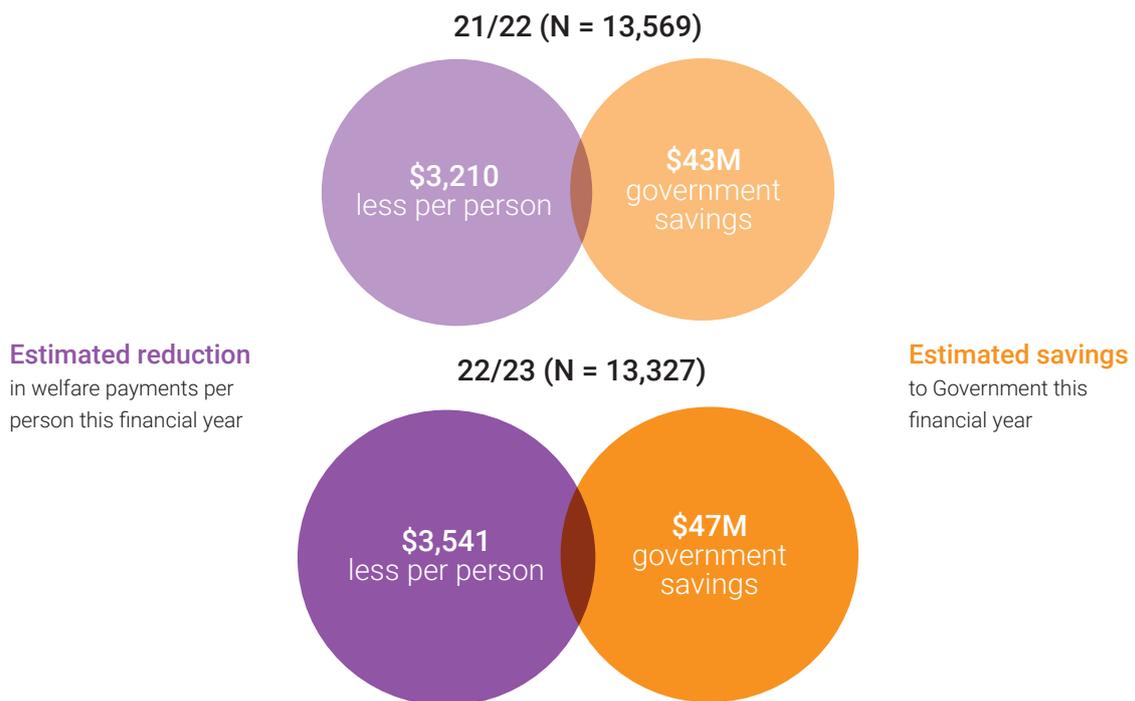
PROMISE

Economic and social outcomes

In the 2022-23 Financial Year, WISE successfully placed 11,968 individual job seekers into employment through its Workforce Australia and Disability Employment Services programs. Highlighting the sustainability and importance of job placements, 27.1% of placements in the past three financial years have been made in the five industries with the highest national growth – Health Care and Social Assistance, Construction, Professional, Scientific and Technical Services, Education and Training, and Transport, Postal and Warehousing (ABS Labour Force, Detailed, May 2023).

WISE achieved employment outcomes for 13,327 job placements (with individuals remaining in a job for 4 weeks or more) in 2022/23, representing an average estimated reduction in government income support payments of \$3,541 per person, a total estimated aggregated saving of \$47 million to the government¹⁰. This reduces government welfare costs, as well as increasing the economic independence of individuals.

Figure 10: Reduced welfare and increased savings 22/23



Source: WISE Outcome Indicator Dashboard 2023

The benefits of economic independence to our customers, estimated at an additional \$893 net disposable income per person per fortnight before tax for the 2022-23 Financial Year¹¹, extend beyond monetary impacts to a sense of purpose, self-esteem, stability and self-sufficiency, with flow-on effects to families and local communities. It also reduces disadvantage in areas such as health and education while creating a stronger social fabric.

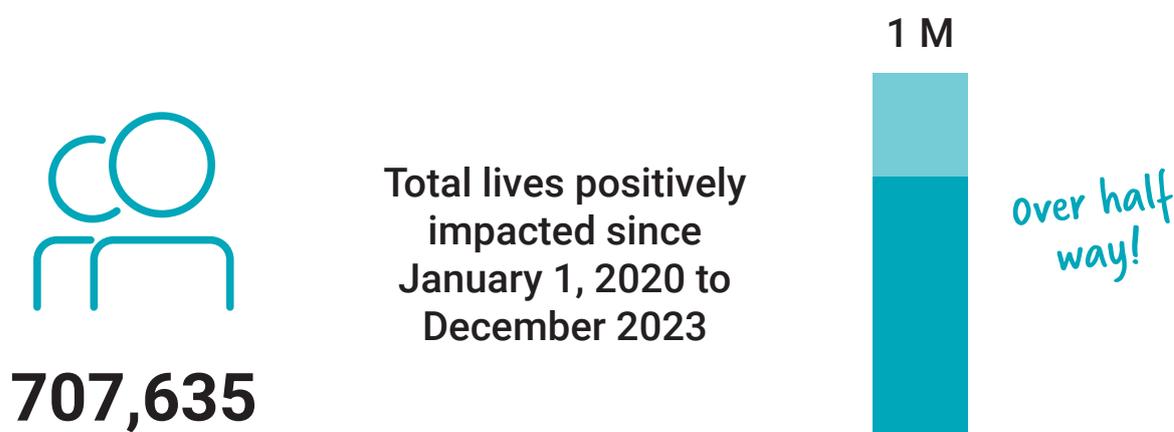
^{10,11} WISE Employment (2022), Outcome Indicator Dashboard 2023FY

Positively impacting a million people by 2025

WISE Employment’s aspiration is to positively impact one million lives through its services and supports by 2025. Research with our customers has determined that by improving one person’s wellbeing and life through employment can have a flow-on effect through that individual’s family, friends and people who matter to them in the community.

To date, at the end of 2023, through our employment services, training services and social enterprises we estimate that we have had a positive impact on over half a million people and are on track to meet this aspiration.

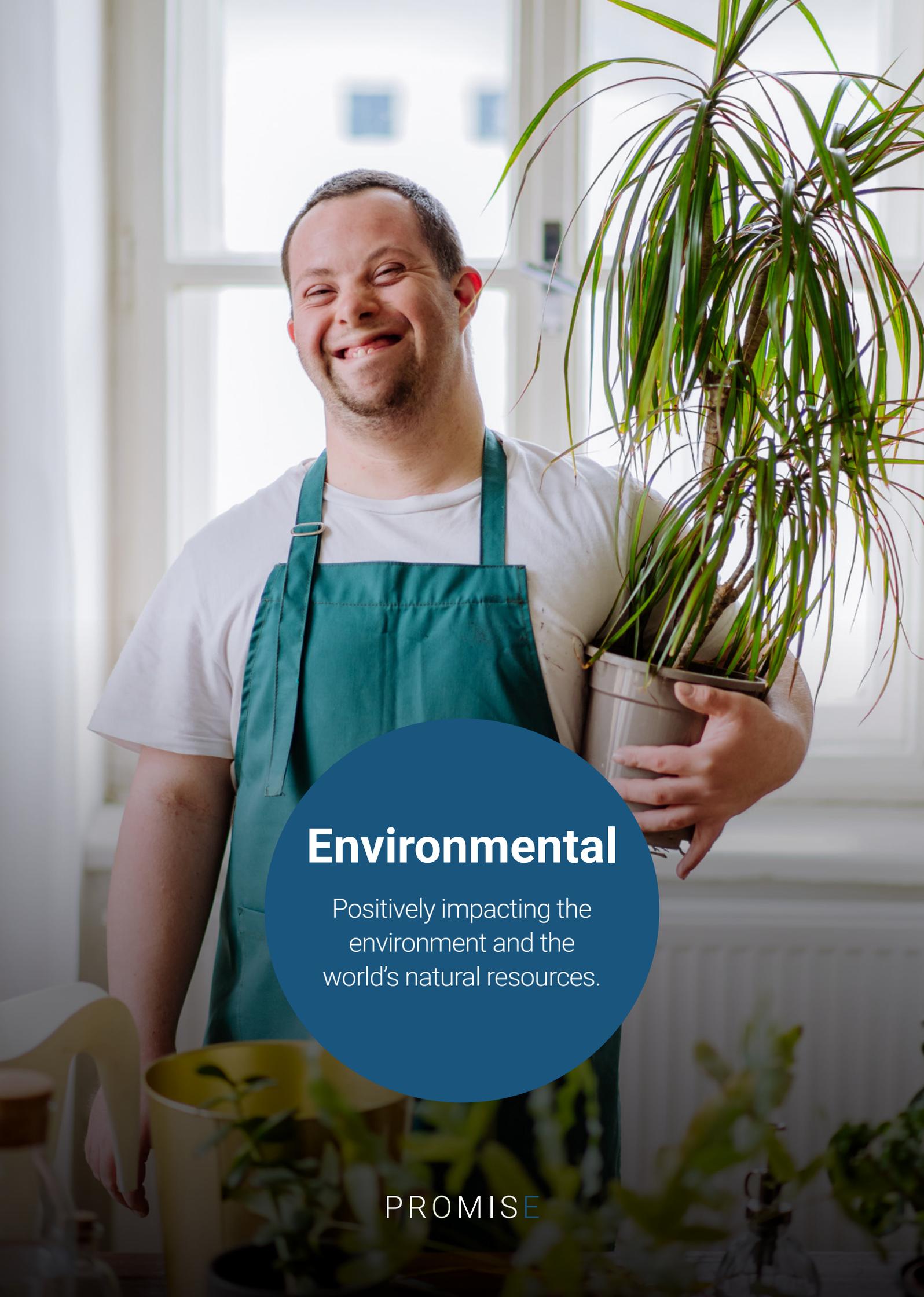
Figure 11: WISE Employment impacting 1,000,000 lives



Industry research: The impact of part time work for people with disability

In 2023, WISE launched its study on “The Impact of Part-Time Work for People with Disability”. Initiated by WISE, researchers at the University of NSW, the University of Melbourne and Monash University conducted the study measuring the value of part-time employment for disability employment services participants. Among its findings, the research not only highlighted the positive impact of part-time work on a person’s well-being, relationships with their families, social networks and community, but also revealed potential estimated economic benefits of \$61.4 million in annual savings on health care services and a reduction of 7% in government expenditure on health services. This research provides evidence to encourage government to provide more incentives to support DES and NDIS participants to embark on part time work as a key element of their employment pathways and provide incentives for employment providers to better match recipients with jobs appropriate to their level of skill and capacity.



A smiling man with a beard, wearing a white t-shirt and a green apron, is holding a large potted plant with long, thin green leaves. He is standing in front of a window with white frames. The background is bright and slightly blurred. A blue circular graphic is overlaid on the lower right side of the image, containing text.

Environmental

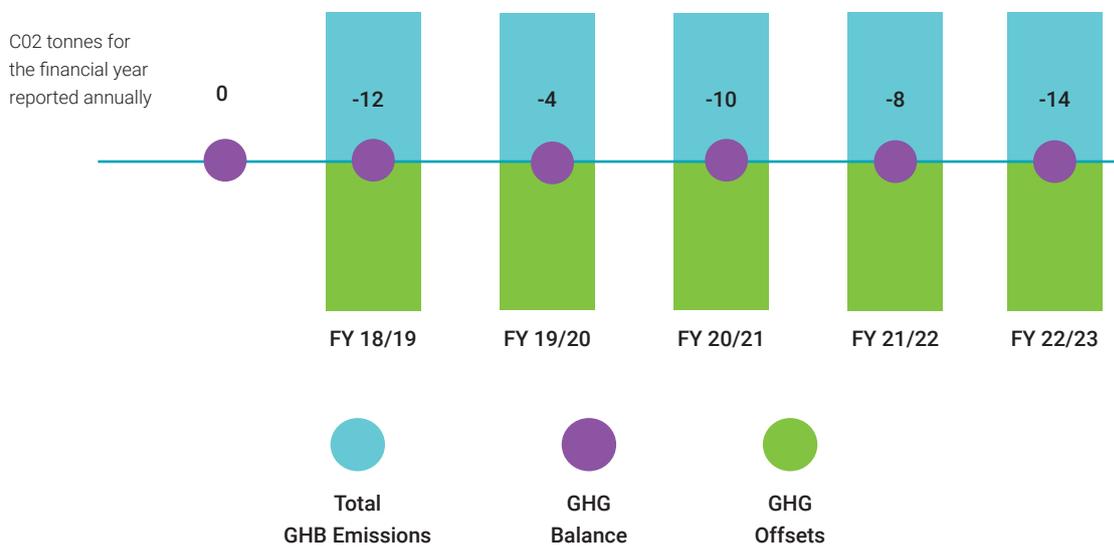
Positively impacting the environment and the world's natural resources.

PROMISE

For the fifth consecutive financial year, WISE is a carbon-neutral workplace, maintaining its net greenhouse gas emissions below zero.

This has been achieved by balancing our carbon offsets with investments in recognised community conservation initiatives with Greenfleet’s Australian reforestation projects, planting more native biodiverse forests to capture carbon emissions, protect our climate, enhance soil and water quality and restore habitat for native wildlife. Our offsets have contributed to revegetation projects in Glenalough and Tarwin Lower Boon in Wurrung Country Victoria and Anam Talamh in the Byron Hinterland, Bundjalung Country NSW.

Figure 12: Environmental sustainability – carbon emission offsets 2019-2023



Source: WISE Employment Impact Scorecard 2023

WISE Impact Promise

REPORT 2023

WISE Employment