



MANAGE YOUR WORKFORCE
ENHANCE YOUR CAREER
REALISE YOUR POTENTIAL





Our Workforce Capabilities

The BUSY Group is leading the way in apprenticeship, employment and training solutions. We provide employers with customised solutions for their current and future workforce needs and help people realise their potential. We're a home grown Queensland business that now offers a range of services and programs nationally. BUSY is committed to our mission of having more people in jobs, more people learning new skills, and more communities exposed to positive change, in partnership with employers and industry.

The BUSY Group is a not for profit organisation providing apprenticeship, employment and training solutions to businesses large and small. Our services provide a comprehensive approach to workforce management. Whether you need to retain staff or maintain existing skill levels, upskill or attract new entrants, our specialist consultants can support your workforce needs.

We provide honest and reliable advice and a complete end-to-end workforce planning approach that sets us apart from any other provider.



**We understand that a highly skilled
and capable workforce is critical to
business performance no matter how
large or small you are.**



We approach workforce planning from an operational perspective. We deliver from the ground up to provide you with the best workforce solutions.

Our workforce planning model is a comprehensive process that takes into account external issues, current and future roles required, skills gap analysis, succession planning, talent management and people development.

Integrity, honesty and transparency are hallmarks of the way we do business. The strong relationships and reputation we have with our partners, our clients and our colleagues are founded on genuine respect and mutual trust.

Most of BUSY's business activities stem from government and private sector contracts which provide essential recruitment and employment services to businesses and the community. From assisting disengaged youth into vocational pathways and employment to developing complex workforce planning strategies for some of Australia's largest employers, we've done it all and are committed to delivering our projects with commonsense and reliability.

We are at the front end of the skills shortage crisis, consulting with government and key industry leaders on strategies to curb the high demand for specialist skills in the Australian workforce.

Our Services

Australian Apprenticeship Support Network

Contracted by the Australian Government our Australian Apprenticeship Support Network services ensure that both employers and employees get the most out of the Australian Apprenticeship and traineeship system by providing administrative support, mentoring programs and reliable, up-to-date advice on Government incentives and requirements.

Contracted to deliver throughout Queensland and Western Australia we provide consultation to businesses to identify training needs and advise on the Australian Apprenticeships Incentive Program. We provide advice on over 500 nationally recognised qualifications and link you with the right training organisations. We do this all at no cost to your business.

We take the administrative burden off you to make it easy for you to invest in the best career path for your staff.

Recruitment Services - Supporting Business

Operating across both private and public sectors, dealing in permanent, contract and casual roles we place people in jobs from entry level through to managers and senior executives. We provide assistance in managing the recruitment process for your business and take great pride in our capacity to locate the right person with the right skills at the right time.

The BUSY Business Engagement and Recruitment team design tailored training and employment programs that prepare job seekers for specific roles and meet the needs of industry employers.

Our talented team of recruitment specialists advise some of Australia's largest corporations on the attraction, selection and retention of their most valuable asset, their people.

Our Services - cont.

Employment Services - Supporting Career Pathways

The BUSY Group is contracted by the Australian Government to deliver a range of employment services to support job seekers into work and career pathways. Our services include:

- BUSY Ability - Disability Employment Services and School Leaver Employment Supports
- jobactive job search support for the unemployed
- Transition to Work – support for young people 15-24 to gain skills, work experience and real career pathways
- Skills Checkpoint for Older Workers – to assist older workers (aged 45-70) to remain in or re-enter the workforce

We are also contracted by the Queensland Government to deliver the Skilling Queenslanders for Work program, partnering with organisations to provide skills and work experience for Queensland job seekers.

Group Training Organisation and Labour Hire Staffing Solutions

Skill360, a part of The BUSY Group Ltd, is a Group Training Organisation in Far North Queensland that can manage short or long-term placements for business, recruitment opportunities for Far North Queensland job seekers and vocational courses for workplace skills development.

Skill360 also offers Labour Hire and temporary staffing solutions for a range of industries throughout Queensland.

Indigenous Advancement Strategy

The BUSY Group works closely with organisations, businesses and communities to create and provide work opportunities for Indigenous Australians. Our experienced Indigenous consultants assist employers with the skills and cultural knowledge necessary to provide sustainable employment opportunities for Indigenous Australians. Working within the community and schools, our consultants assist young Indigenous Australians to remain engaged with education and provide opportunities for them to forge a career through traineeships and apprenticeships.

Parliament and Civics Education Rebate Administration

PACER is an initiative which provides financial assistance for students in Years 4-12 who travel more than 150kms to visit the National Capital on a civics and citizenship school excursion. BUSY promotes the program, processes applications and administers the rebate for all schools across Australia on behalf of the Federal Government.

National Disability Coordination Officer (NDCO) Program

Through this initiative, BUSY provides information to individuals with disability; link individuals and organisations to local support services; assist local education providers and employers to provide better services for people with disability; and raise awareness amongst education providers, employers and the general public of the issues people with disability face.

Victorian Apprenticeship Field Services

Since 2013, The BUSY Group has been contracted by the Victorian Registration and Qualifications Authority to provide Apprenticeship and Traineeship Regulation through Regulatory Field Services in Victoria.

Our authorised officers are responsible for responding to requests by the Victorian Registration and Qualifications Authority to investigate potential breaches of regulations that apply to Apprenticeship and Traineeship arrangements in Victoria, as well as completing planned visits to improve compliance with regulations and quality of training.





Investing in Community

Our Community Services area encompasses special projects which aim to help disengaged community members overcome barriers they may be facing to gain skills or employment.

These community projects assist people to learn self-awareness, life and social skills, plus job preparation and employment expectations. They also receive mentoring and expert career advice all while developing their self-confidence and life skills that many of us take for granted.



COMMUNITY HOUSING

The BUSY Group invested in two houses on the Gold Coast to provide community housing for the homeless, supporting low-income earners with affordable housing.



COMMUNITY DONATIONS

Annually, The BUSY Group donate tens of thousands of dollars to organisations that support our most disadvantaged community members. These include homeless shelters, women's shelters and organisations that support mental health.



BUSY SCHOOLS

BUSY Schools is an alternative senior schooling for disengaged youth to support them to complete their Queensland Certificate of Education (QCE) and transition into vocational pathways or higher education.

With campuses in Cairns and Shailer Park, Queensland, our goal is to open more campuses throughout Queensland, including the Gold Coast, Sunshine Coast and Brisbane regions.



We have seen apprenticeships invigorate businesses and understand the important contribution they make to our economy.

Apprenticeship Services

Since 1988, BUSY At Work has played a key role in growing Australian Apprenticeship and Traineeship numbers throughout Queensland and is the longest serving Australian Apprenticeships Centre in the State.

BUSY At Work Apprenticeships Services is an Australian Apprenticeships Centre and is contracted by the Australian Government to provide advice on Australian Apprenticeships and to promote and administer incentives for apprenticeships opportunities through the Australian Apprenticeships and Traineeships scheme.

Over the years we have established a reputation as the specialists in apprenticeship support services.

We provide information, administrative assistance, support and advice to jobseekers and current apprentices and their employers as well as existing workers, school students and numerous other stakeholders.

We take the financial and administrative burden off you and make it easy for you to invest in the best career path for your staff.

We do this by:

- Providing you with the most accurate advice and information to suit your business
- Assisting you to choose the right qualification
- Visiting you at your workplace to complete your paperwork and induct your apprentice into their qualification
- Assessing your eligibility and processing claims for available government incentives
- Helping you to complete and lodge your paperwork
- Keeping in touch with you and your employees to make sure you're on the right path.

OUR NATIONAL PARTNERS

BUSY At Work is a member of the Australian Apprenticeships Alliance (AAA) and works within our regions to deliver apprenticeship support to national businesses with multi-state and multi-site employers.

The AAA was formed to bring together like minded Australian Apprenticeships Centres in each state to provide national employers with a single point of contact to manage their apprenticeships across the country.

The AAA provides clients with access to a web portal which gives them reporting flexibility to segment information by state, business, brand or even management lines. It also allows you to forecast incentive payments for cash flow and budget purposes.

Recruitment Solutions

BUSY At Work Recruitment Solutions is committed to providing innovative and professional employment solutions to both our clients and candidates. These services aim to support candidates throughout their career continuum and assist clients in sourcing and placing the right people in the right roles.

We provide permanent, contract and casual recruitment solutions, both blue and white collar, across a wide variety of industry sectors including light and heavy industrial, manufacturing, transport & logistics, mining & resources.

Our consultants are experienced specialist recruiters who continue to monitor current employment trends to assist in filling various positions, at multiple levels, such as middle and senior management, administration, trade qualified and semi-skilled staff.

LEADING CANDIDATE ASSESSMENT TOOLS

The BUSY Group Ltd is the Australian agent for Cognisess, a world-leading career assessment tool that assists in matching the right people with the right skills and attitudes to the right roles.

The BUSY Group also utilize our very own data analytic tools, developed by us with over ten years' worth of data to identify factors that may influence the long term success of candidates career pathways in apprenticeships or traineeships. This tool helps us better support the long term career success of candidates.

OUR TAILORED SOLUTIONS

Our Business Engagement and Recruitment Team offer a suite of services that can be customised for your organisation to assist in the attraction, selection and retention of your future employees.

- **Casual/Temporary Solutions** - The provision of temporary support staff for short or long term projects, seasonal demand or to cover absences or unforeseen vacancies.
- **Contract Solutions** - The provision of fixed term contract staff to assist with project demands, special events or to comply with enforced permanent hiring restraints.
- **Permanent Solutions** - Utilising multiple sourcing channels including, but not limited to, our comprehensive database, print and internet advertising, social media applications and related industry network connections, we are dedicated to finding the right people for the right roles.

BUSY At Work's Business Engagement and Recruitment Team can provide you with a full recruitment service from start to finish or you can choose to nominate only the portion you need support with at that time.

Choose from assistance with advertising copy, job board listings, screening, interviewing, short listing, reference and qualifications checks or supported salary negotiations.

Our **Commitment**

To You

We want to help place the right people in the right roles. It's as simple as that. We will work not just for you, but with you.

We will provide you with a customised solution that suits your needs. We will ask you, what matters to you and your organisation. We will confirm skills and qualifications with our candidates and we will ask them what matters to them.

To The Community

As a not-for-profit organisation, profits from The BUSY Group's Recruitment Solutions directly support community initiatives.

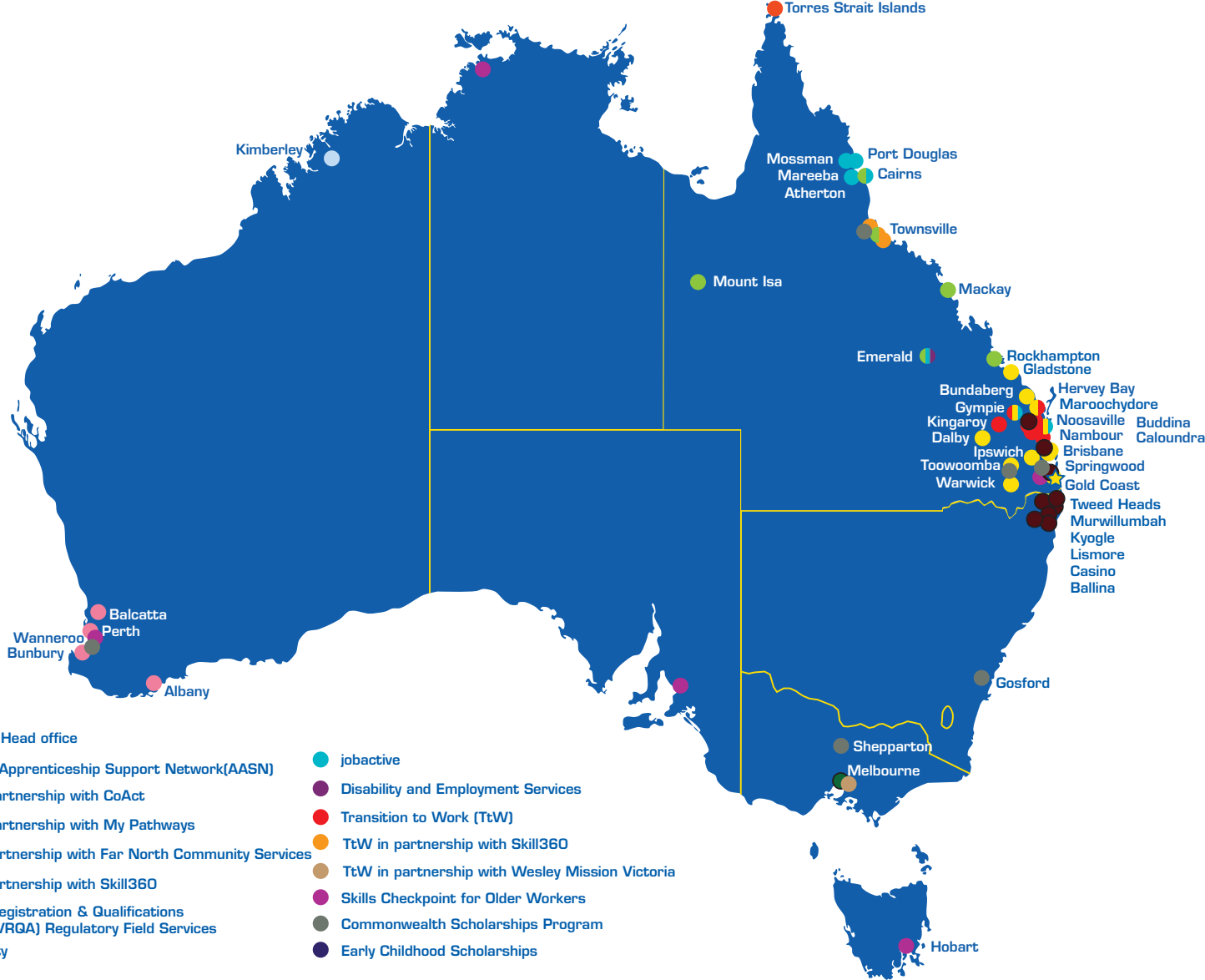
These initiatives comprise of various special projects which aim to support socially disadvantaged individuals overcome barriers in engaging with the community, gaining training opportunities and eventually taking the step to gaining employment.

We want to help place the right people in the right roles. It's as simple as that.



With over four decades of experience developing and delivering solutions to public and private sector Australia, we understand the critical link between a skilled workforce and successful business performance.

Our Locations





**Australian Apprenticeship Support
Network Services**

Recruitment Solutions for Business

**Skills Development and Employment
Solutions for Job Seekers**

Community Support and Investment

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The BUSY Group
where opportunities begin