

# Corporate Social Responsibility

## Appendix 3

Our CSR approach focuses on ethical conduct, sustainable service delivery, community investment, and supporting local businesses through responsible procurement.



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## Introduction

### "Impact a Life, Transform a Community."

At 360 Facilities, our Corporate Social Responsibility (CSR) strategy is not about meeting arbitrary percentage targets. Instead, it's about meaningful involvement in the communities we serve, uncovering opportunities within each contract awarded, and embedding these into our mobilisation and transition activities. The cornerstone of our impact lies in creating employment opportunities while delivering broader community support through initiatives and programs.

We are privileged to work in an industry that empowers us to make a meaningful difference in people's lives. By offering employment opportunities, we provide individuals with the chance to grow, even from a low skill base, fostering both personal and professional development.

We are dedicated to enhancing the employability of disadvantaged groups and individuals from marginalised backgrounds, including Indigenous Australians, people with disabilities, the long-term unemployed, ethnic minorities, and youth.

### Overcoming Barriers to Employment

Often overlooked in traditional hiring practices, we recognise the unique challenges faced by individuals with disabilities, such as dyslexia, and the stigma associated with long-term unemployment. Similarly, First Nations Australians frequently face systemic barriers to employment. To address these challenges, 360 Facilities has developed tailored recruitment and training strategies that are both inclusive and supportive.

Our overarching goal is to identify and implement initiatives such as targeted traineeships, apprenticeships, and support programs, all designed to create pathways to meaningful and sustainable employment.

### Foundations of Our Success

Our efforts are driven by strategic partnerships and supporting community programs:

- **Deadly Services Mentorship Joint Venture** Supporting Indigenous employment and career development.
- **Minda SA and SDA Queensland Supported Worker Initiative** Creating inclusive employment opportunities for people with disabilities in safe, quality-controlled environments.
- **Indigenous Preferred Suppliers Circular Economy** Promoting sustainable and inclusive economic development by working with Indigenous-owned businesses.
- **Philanthropic Support Initiatives** Programs such as breakfast initiatives that foster community well-being and engagement. Support of Food at the Table and Ronald McDonald House Charities.

### Policy-Driven

These initiatives are underpinned by comprehensive policies and our unwavering commitment to diversity, equity, and inclusion. Every program we undertake is a reflection of our mission to impact lives and transform communities for the better.

Through these partnerships, policies, and programs, we continue to break barriers, empower individuals, and create a ripple effect of positive change across the communities we serve.

# Corporate Social Responsibility Policy

## Policy Statement

At 360 Facilities, we are committed to conducting business ethically and responsibly while contributing to the well-being of the communities in which we operate. Our Corporate Social Responsibility (CSR) Policy is built upon three core pillars: Career, Community, and Cause. This policy outlines our commitment to sustainable employment, social inclusion, and ethical business practices that foster positive community impact.

## Scope

This policy applies to all 360 Facilities employees, contractors, and business partners. It is intended to guide decision-making and actions across all levels of our organisation.

## CSR Pillars

### Career - Creating Employment Pathways

We aim to provide employment opportunities that contribute to long-term career development and skills enhancement. 360 Facilities is committed to:

- Offering structured career development programs, traineeships, and apprenticeships.
- Ensuring fair and equitable compensation in compliance with Australian National Employment Standards (NES) and the Cleaning Services Award (MA000022).
- Providing continuous training, mentorship, and upskilling to improve employability.
- Upholding Equal Employment Opportunity (EEO) and Anti-Discrimination policies to create a diverse and inclusive workforce.

### Community - Supporting Social and Economic Inclusion

We actively engage with communities to enhance economic participation and social inclusion. Our commitments include:

- Identifying and engaging local employment resources such as Indigenous employment agencies, disability support programs, and youth job networks.
- Implementing inclusive recruitment strategies that prioritise underrepresented and disadvantaged groups.
- Partnering with community organisations such as:
  - Deadly Services Mentorship Joint Venture to support Indigenous career pathways.
  - Minda SA and SDA Queensland to create employment opportunities for individuals with disabilities.
  - Indigenous Preferred Suppliers Circular Economy to support Indigenous-owned businesses.
- Conducting community-based initiatives such as information sessions, mentoring programs, and skill development workshops.

### Cause - Ethical Business and Sustainable Practices

360 Facilities is committed to maintaining the highest ethical and legal standards. This includes:

- Ensuring compliance with labour laws and holding relevant Labour Hire Licenses where required.
- Upholding human rights and preventing modern slavery through supply chain transparency and ethical sourcing policies.
- Implementing workplace health and safety best practices in line with our Work Health & Safety (WHS) Management System.
- Sponsoring philanthropic programs such as:
  - Foodbank School Breakfast Program to combat food insecurity.
  - Ronald McDonald House Charities to support families facing serious illness.
  - Health and Well-being initiatives in collaboration with Snap Fitness to improve employee and community well-being.

## Policy Implementation & Compliance

### Roles and Responsibilities

- Management Responsible for integrating CSR principles into business operations and ensuring compliance with this policy.
- Employees Expected to uphold the principles of this policy and actively contribute to CSR initiatives.
- Contractors & Suppliers Required to align with 360 Facilities's ethical sourcing and modern slavery prevention policies.

### Monitoring and Reporting

- Regular audits and compliance checks will be conducted to ensure adherence to CSR objectives, fair employment practices, and ethical business standards.
- Stakeholder feedback will be sought to assess the impact of our initiatives and identify areas for continuous improvement.

### Non-Compliance Consequences

Failure to comply with this policy may result in:

- Corrective actions or re-training for employees.
- Termination of contracts with non-compliant suppliers or business partners.
- Legal or regulatory action where required by applicable laws.

### Review & Continuous Improvement

This policy will be reviewed annually to ensure alignment with regulatory changes, community needs, and evolving business practices. Any updates will be communicated as required.

### Supporting Policies

This CSR policy is supported by the following policies and initiatives:

- Modern Slavery Policy
- Ethical Sourcing Policy
- Equal Employment Opportunity (EEO) Policy Statement
- Anti-Discrimination Policy
- Health and Wellbeing Policy
- Indigenous Employment Policy
- Industrial Relations Policy
- Secure Local Jobs Policy
- Reconciliation Action Plan (RAP)

Through our policies, partnerships, and employment strategies, 360 Facilities is committed to creating a long-lasting, positive impact in the communities we serve while maintaining a responsible, ethical, and sustainable business model.



## Licensing and Compliance

### Award Wages

At 360 we prioritise fair and equitable compensation practices for all our employees. We ensure that every member of our team receives renumeration and employment terms in accordance with the **Australian National Employment Standards (NES)** and the applicable **Cleaning Services Award MA000022**.



This commitment not only reflects our dedication to compliance with labour regulations but also demonstrates our respect for the rights and well-being of our workforce. 360 stands as a responsible employer, valuing the contribution of our employees and ensuring their compensation aligns with industry standards and legal requirements.

### Labour Hire License

We are committed to maintaining the highest standards of legal and regulatory compliance in the commercial cleaning industry. Operating within a framework governed by state-specific labour hire regulations, we ensure that our practices reflect transparency, ethical principles, and strict adherence to all relevant industry requirements.



In jurisdictions such as Victoria and Queensland, 360 holds labour hire licenses, demonstrating our full compliance with the Labour Hire Licensing Act and Queensland's mandatory licensing scheme. These licenses are essential for meeting the stringent standards set by regulatory authorities, ensuring that our operations align with legal obligations. In other states where licensing is not currently required, 360 remains vigilant, monitoring regulatory developments to maintain compliance across all regions.

### Modern Slavery

Australia's cleaning sector, which faces significant modern slavery risks, 360 fully acknowledges its role in eradicating such practices within our organisation and supply chain. Our voluntary submission of our Modern Slavery Statement to the Australian Border Force register demonstrates our dedication to this cause.



We've implemented policies and procedures, extending this commitment to our partners and contractors, who are required to maintain their Modern Slavery Policies. Regular audits ensure strict compliance, reinforcing our commitment to eliminating modern slavery throughout our operations and wider industry.

### Cm3 Work Health & Safety & Compliance Management

360 Facilities utilises Cm3 Work Health & Safety & Compliance Management to ensure that all contractors we engage meet stringent requirements for licenses, insurances, and safety compliance. Cm3 provides a reliable, web-based system to prequalify and evaluate contractors, showcasing our commitment to health, safety, and compliance to current and prospective clients.



By leveraging Cm3, we enhance workplace safety, sustainability, and risk management, protecting both people and businesses. Through Cm3, 360 Facilities ensures robust compliance and operational excellence across all our contracts.

## Immediate Strategy for New Contracts

Our immediate strategy for new contracts is designed to make a meaningful impact by integrating support agency focusing disadvantaged into our mobilisation, transition and implementation plans.

### Commitment to Identify and Engage Local Employment Resources

- Partner with local job agencies to source talent from diverse backgrounds.
- Collaborate with local supported worker programs to provide opportunities for individuals with disabilities.
- Work with Indigenous employment agencies to prioritise hiring First Nations Australians.

### Host Information Sessions

- Organise 20–30 person sessions to anyone these organisation's wish to attend introduce 360 Facilities, highlight job opportunities, and share our long-term vision.
- Include interactive breakout groups of 2–3 people, where participants complete hands-on activities.
- This approach allows for a more personal connection and helps identify motivated individuals who may not excel in traditional interviews.

We uncover "diamonds in the rough" individuals with untapped potential who, with the right support, training, and opportunity, transform into dedicated, skilled, and invaluable members of our workforce.

### Inclusive Recruitment

- Recognise that cleaning is often a low-skilled profession, making it an ideal opportunity for individuals from marginalised and disadvantaged backgrounds.
- Focus on loyalty and dedication, which are consistently demonstrated by those given opportunities to thrive.

### Supported Workers

We integrate supported workers into our operations by identifying **low-risk tasks** that align with their abilities and the scope of work.

- Tasks are typically organised into **4-hour blocks**, as this structure has proven more effective than permanent commitments for supported workers.
- Examples of suitable tasks include:
  - Monthly dusting of Venetian blinds.
  - Fridge deep cleans to ensure hygiene.
  - Cobwebbing and other detailed cleaning tasks.

By tailoring work opportunities to supported workers' strengths and providing proper supervision, we ensure their contributions are meaningful while maintaining quality and safety standards.

This immediate strategy reflects our commitment to creating opportunities, fostering inclusivity, and ensuring the success of every new contract by embedding community impact into our core operations.

## Diversity and Inclusion

At 360, diversity and inclusion are fundamental to our core values. We proudly champion a diverse and inclusive workplace that encompasses individuals from all walks of life, including veterans, individuals with disabilities, and members of the LGBTQI+ community. Our commitment extends beyond our workforce to our engagement with communities and partners. We actively seek to build respectful and sustainable relationships with a wide range of stakeholders, reflecting the rich.

Through our actions and initiatives, we aim to bridge gaps, promote understanding, and create opportunities for change. We believe that diversity is not only a source of strength but also a catalyst for innovation and excellence.

At 360, we don't just embrace diversity and inclusion we live and breathe them, ensuring that they remain at the heart of everything we do, fostering an environment where every individual, regardless of their background, feels valued, respected, and empowered.



## Quality Innovation Training & Employment (QITE)



# RAP Reconciliation Action Plan

At 360 Facilities Cleaning, we recognise the disparities faced by Aboriginal and Torres Strait Islander communities, particularly in remote, regional, and disadvantaged areas. We are committed to fostering meaningful engagement, employment opportunities, and career development that create lasting, positive impacts for individuals, families, and communities.



Our Reconciliation Action Plan (RAP) serves as a guiding framework to ensure our actions are not just aspirations but are actively embedded in our operations and culture. We take deliberate steps to build stronger connections, enhance opportunities, and support reconciliation.

## Respect, Awareness, and Cultural Recognition

We are dedicated to increasing awareness and understanding of the rich histories, cultures, and contributions of Aboriginal and Torres Strait Islander peoples. Through education, training, and active engagement, we promote respect and inclusivity within our organisation and across the wider community.

## Employment and Career Development

We strive to bridge employment gaps by creating structured career pathways for First Nations people. Our initiatives include:

- Targeted traineeships and apprenticeships to develop career skills.
- Accredited training programs in project management, workplace safety, and quality auditing.
- Mentorship and leadership opportunities to support career progression.

## Sustainable and Inclusive Workplaces

We believe in long-term, sustainable employment that fosters professional growth and community impact. Our approach is focused on:

- Eliminating employment barriers through tailored recruitment strategies.
- Providing support structures for individuals facing systemic challenges.
- Encouraging businesses to integrate cultural awareness and reconciliation practices.

## Commitment to National Reconciliation Week

360 Facilities Cleaning actively participates in National Reconciliation Week (NRW) to strengthen relationships between Indigenous and non-Indigenous Australians. Through engagement and community initiatives, we ensure reconciliation remains at the forefront of our mission.

## Our Vision - Impact a Life, Transform a Community

We believe that every person has untapped potential, a diamond in the rough, waiting for the right opportunity. By supporting individuals from disadvantaged backgrounds including First Nations people, those with disabilities, and the long-term unemployed we empower communities and create lasting change.

Our commitment to reconciliation goes beyond policy it is a fundamental part of our values and actions. Through collaboration, respect, and meaningful opportunities, we are working towards a more inclusive and equitable future for all.



# ILF Indigenous Literacy Foundation

## What is the Indigenous Literacy Foundation?

The ILF is a not for profit charity with a vision of equity of opportunity for all Aboriginal and Torres Strait Islander children living in remote Australia. ILF programs focus on empowering communities in their literacy journey, ensuring access to quality resources including books in home languages, and publishing community stories.

We are proud to be a major supporter of the Indigenous Literacy Foundation, and do our part to give children in remote communities across Australia access to more books and learning resources. ILF has supported 325 communities with 537,100 books to date

## How we can make a difference together?

In partnership with Abco our cleaning equipment and consumable supplier, when you buy selected Enviroplus products such as toilet paper, hand soap , a portion of our profits is donated to ILF, giving Indigenous children living in remote communities access to books and learning resources.



Thanks to:

Insert Partners Name

For looking after the environment by utilising the revolutionary biological Enviroplus cleaning products to clean Facility Name XXX books to the Indigenous Literacy Foundation since Date

Abco is proud to be a major supporter of the Indigenous Literacy Foundation's Book Supply Program and do our part to give children in remote Communities across Australia access to more culturally relevant books and learning resources.



  
Craig Dowell  
Director, Head of Sales & Marketing  
ABCO Products Pty Ltd

  
Ben Bowen  
Chief Executive Officer  
Indigenous Literacy Foundation

Abco recognise Aboriginal and Torres Strait Islander peoples as the first Australians and owners of the land of which we operate. We respect their culture and Elders, past, present and emerging.

## Supported Worker Partnerships

### SA Group Enterprises (owned by Minda Inc.)

360 Facilities partners with SA Group Enterprises, owned by Minda Inc., to provide people with disabilities the opportunity to embrace meaningful career experiences and make a positive difference in their lives.

This partnership allows us to deliver efficient and professional services through a team of experienced employees, ensuring a safe and quality-controlled environment. By offering tailored career opportunities, we aim to create impactful and sustainable outcomes for supported workers.

The supported worker team is allocated specific, low-frequency tasks, typically structured in 2-4 hour blocks. These tasks are carefully selected as low-risk, with full supervision provided to ensure safety and success. All personnel involved undergo police clearances and comprehensive inductions, reflecting our commitment to maintaining high standards of safety, compliance, and care.

 38 Panalatinga Road  
Old Reynella, SA, 5161  
**Tel:** 1800 164 632  
**Email:** cindy.jewson@mindsa.asn.au

### SDA Global Group

The SDA Global Group, prioritise assisting NDIS participants in gaining skills, building references, and re-entering the workforce as part of their journey toward independence and self-sufficiency. Our relationship with SDA, which began in 2021, reflects our shared commitment to creating meaningful opportunities.

Cleaning roles provide a pathway for participants to develop essential skills, gain confidence, and achieve valuable work experience in a supportive environment. These opportunities align with shared vision to empower NDIS participants, fostering independence and enabling them to thrive in their community.

We are dedicated to addressing the challenges faced by NDIS participants and ensuring they receive the support needed to live with dignity, purpose, and independence.



Shop 2, 400 Logan Road,  
Stones Corner, QLD, 4120  
**Tel** (07) 3397 4361  
**Email** emily@sdaglobal.com.au



## Traineeships & Apprenticeships

In line with our mission, **"Impact a Life, Transform a Community,"** our vision is to create impactful career pathways for individuals from disadvantaged and marginalised backgrounds, including First Nations people, Indigenous Australians, individuals with disabilities, the long-term unemployed, ethnic minorities, and youth.

Through accredited training and comprehensive skill development, we are dedicated to nurturing a talented workforce equipped with transferable skills in project management, administration, workplace health and safety (WHS), and quality auditing. By providing a supportive and enriching environment, we empower participants with the knowledge and expertise to thrive in various industries.

### The Diamond in the Rough Analogy

We believe that every person has untapped potential, a diamond in the rough, and just needs an opportunity, guidance, and support to shine. By offering structured pathways starting from entry-level roles such as cleaning, we aim to inspire individuals, their families, and the broader community.

Our programs are designed to provide individuals with a low-skill base a structured path, giving them a chance to grow, develop, and transition into sustainable careers. As participants advance, they serve as an inspiration to their families and communities, proving that with the right support, anyone can overcome barriers and achieve greatness.

### Fostering Sustainable Careers

Our commitment goes beyond job readiness. We aim to cultivate sustainable careers where individuals excel, innovate, and make meaningful contributions to their communities and industries. By empowering individuals, we create a ripple effect of positive change, transforming not only lives but entire communities.

## 2029 Roadmap to Changing 14 Lives



Train people well enough so they can leave, treat them well enough so they don't want to.

- Richard Branson



## **Building Meaningful Careers with Purpose and Transferable Skills**

At 360 Facilities, we believe in creating employment pathways that provide meaningful roles, transferable skills, and industry recognised certifications. Our commitment goes beyond just offering jobs we aim to empower individuals with lifelong skills that enable them to grow within the industry or transition into other professional roles.

By 2028, our goal is to have 14 individuals successfully enter traineeships in the following key roles, equipping them with nationally recognised certifications and real-world experience. These structured training programs will help build a skilled, motivated, and future-ready workforce, ensuring that individuals not only gain employment but also thrive in their careers.

We firmly believe that when employees are trained, supported, and valued, they develop the confidence and expertise needed to excel. By investing in people, we create a culture where they choose to stay, grow, and contribute to the success of the organisation.

### **Client Services Manager**

Manages client relationships, ensures service quality, coordinates teams, resolves issues, and maintains compliance with standards, SLA and KPI's.

- Cert IV In Cleaning Management
- Cert IV in Work Health Safety
- Cert IV in Training and Assessment
- Cert IV in Project Management
- Lead Auditor Management Systems

### **Business / Administration Manager**

coordinates administrative functions, manages staff, oversees the COG operations centre, and assists in ensuring efficient business operations.

- Cert IV in Business Administration
- Cert IV in Project Management
- Adobe Illustrator Essentials Course
- Microsoft Certified Administrator

### **SHEQ & Work Health Safety Officer**

Ensures workplace safety and health, manages compliance with regulations, conducts risk assessments, and implements safety policies.

- Diploma of Work Health and Safety
- Cert IV In Cleaning Management
- Lead Auditor Management Systems

### **Specialised Services Technician**

Performs advanced cleaning tasks, including hard floor maintenance, carpet cleaning, and emergency response services, using specialised skills and equipment.

- Certificate IV in Cleaning (Specialty Cleaning & Restoration)
- Cert IV in Work Health Safety
- Cert IV in Project Management
- Amdecon 29 CFR Part 1910 Compliant CTS Decon Specialist.

## Case Study

### Michael Baird – From Struggling to Succeeding

#### Background

Michael Baird, a 21-year-old from Altona, faced significant challenges in finding employment due to his struggles with dyslexia. Despite being eager and hardworking, Michael found himself rejected time and again due to employment processes that heavily relied on written applications, timed assessments, and form-based onboarding areas where his learning difficulty presented barriers.

The constant rejections impacted his confidence, and he began to feel as though he would never get the opportunity to prove himself in the workforce. Michael believed that his potential was being overshadowed by a process that didn't account for his strengths, practical skills, determination, and a strong work ethic.



#### Opportunity

Michael's journey began to change during an information session held at Jobs Statewide, where he learned about opportunities with 360 Facilities and our Woolworths cleaning contracts. At the very start of the session, Michael nervously approached the management team and disclosed his struggles with dyslexia.

*"I just want to let you know I have dyslexia,"* Michael said nervously. *"If any tasks involve reading or writing, I may need some extra help."*

This brave step immediately set him apart. The 360 Facilities team appreciated his honesty and saw it as a sign of his willingness to communicate and seek support where needed. They reassured Michael that the recruitment process would focus on practical assessments, and any challenges involving reading or writing would be accommodated with additional support.

#### Gaining Confidence with Technology

One of Michael's initial challenges after being offered a casual cleaning position was adapting to 360 Facilities's digital systems, including the use of the app Lighthouse, which required cleaners to complete real-time reports, fill in digital forms, and use phones to provide proof of service.

To support Michael, 360 Facilities paired him with an experienced mentor who guided him through the technology step by step. We created personalised training sessions, breaking tasks into manageable chunks to help Michael learn without feeling overwhelmed. Using voice-to-text functions, video tutorials, and hands-on practice, Michael began to grow more confident in using the tools. By focusing on his strengths, his hands-on approach and eagerness to learn, the 360 Facilities team ensured that Michael didn't feel his dyslexia was a hindrance.

#### Rising Through the Ranks

Over time, Michael's confidence and skillset grew. He excelled at the job, consistently meeting KPIs, exceeding client expectations, and demonstrating exceptional attention to detail in his cleaning tasks. His ability to adapt and embrace the technology not only allowed him to perform his duties but also helped him stand out as a reliable and dedicated employee.

Recognising his potential, 360 Facilities promoted Michael to Leading Hand Cleaner within a year. In this role, Michael oversees a small team, manages cleaning schedules, and ensures that all reporting and proof of service requirements are met. He now supports other team members, including new hires who face similar challenges.

## The Impact

Today, Michael works full-time on the Woolworths contract and is thriving in his role. He reflects on how this opportunity has transformed his life:

*"For the first time, I feel valued for what I bring to the table. 360 Facilities gave me the chance no one else would, and now I'm proud of what I've achieved. I never thought I'd be confident using technology, but it's become part of my routine."*

## Conclusion

Michael's journey is a testament to the importance of inclusive hiring practices and supportive workplace environments. His decision to be upfront about his dyslexia at the Jobs Statewide session not only showcased his courage but also allowed 360 Facilities to recognise and support his potential from the start.

By adapting our employment processes and investing in our team's growth, 360 Facilities not only helped Michael succeed but also gained a dedicated and capable leader. His story is an inspiring reminder that with the right support, individuals can overcome significant challenges and thrive in their roles. Michael now represents the values of hard work, resilience, and inclusion that 360 Facilities strives to foster within its team.

## Community Cook-up Initiated by Charlie



## Case Study

### Leanne McLennan – A Journey of Transformation and Inspiration

#### Background

Leanne McLennan, a proud Mitakoodi woman, had always lived off the land, deeply connected to her culture and traditions. However, when she sought employment, she faced significant barriers that made finding stable work difficult. Through CoAct Aboriginal and Torres Strait Islander Employment Services, Leanne was referred for specialised job support for First Nations peoples.

At our first meeting with Leanne, she was struggling both personally and professionally. She appeared rough, with minimal grooming, no shoes, and poor personal hygiene. She had no bra, no clear purpose in life, and was simply trying to make ends meet. It was clear that Leanne needed more than just a job, she needed support, encouragement, and a pathway to rebuild her confidence.



## A Life-Changing Opportunity

Recognising her potential, 360 Facilities offered Leanne the opportunity to participate in foundational skills training, starting with basic cleaning techniques. With the right support and mentorship, she began to gain confidence, learning workplace etiquette, professional presentation, and essential job skills. More than just employment, this training gave her a renewed sense of self-worth and purpose.

Her commitment and transformation were evident, and she quickly became an asset to the team. The Cloncurry Shire Council, where she was placed, saw her dedication and appreciated her work ethic and growing confidence.

## Inspiring Her Family and Community

One of the biggest milestones in Leanne's journey was developing her reading and writing skills. With ongoing training and encouragement, she became more independent and began taking on greater responsibilities. Her personal growth didn't just impact her, she became a role model. Inspired by her transformation, **a family member followed her lead and secured employment** as well. Leanne's success demonstrated that opportunities and empowerment can create a ripple effect in families and communities.

## The Bigger Picture

Leanne's success was the driving force behind 360 Facilities's expanding role in the Cloncurry community. 360 Facilities's commitment to supporting a local Indigenous workforce and delivering high-quality services resulted in securing a 12-month, \$100,000-per-year contract. Building on this momentum, 360 Facilities is now highly confident in securing a \$350,000-per-year contract with Cloncurry Council in September 2026, further cementing its role as a leader in Indigenous employment and workforce development.

This growth reinforces 360 Facilities's reputation for not only providing excellent cleaning services but also creating meaningful employment pathways for First Nations peoples. By prioritising local Indigenous employment, 360 Facilities continues to demonstrate the value of investing in community development and workforce inclusion.

Leanne's story highlights the power of employment beyond just financial stability. Through the right support and training, she:

- Developed essential cleaning skills
- Gained self-confidence and improved personal well-being
- Inspired family members to seek employment
- Became a valued worker, respected by her employer and clients

## Conclusion

Leanne's journey is a testament to the life-changing impact of employment when combined with the right support and training. Her transformation from struggling with self-worth to becoming a respected and valued team member proves that with opportunity and guidance, individuals can overcome barriers and thrive.

More than just securing a job, Leanne found purpose, confidence, and the ability to inspire others. Her story is a shining example of how 360 Facilities's commitment to Indigenous employment is not just about fulfilling contracts, it's about changing lives, strengthening communities, and creating opportunities for future generations.

## Case Study

### Glenn Brokenshire – A Story of Resilience and Transformation

#### Background

Glenn Brokenshire was struggling with homelessness, moving from couch to couch just to have a place to sleep. When he attended our Jobs Information Session, he was 15 minutes late due to missing a bus connection. Visibly distressed for arriving late, Glenn still made a strong impression. Despite his situation, he showed respect and professionalism, dressing in a white shirt, black pants, and brand-new black shoes a clear sign of his determination to secure stable employment.

During the breakout session, as the group discussed challenges at public conveniences, including issues like vagrancy and homelessness, Glenn shared a heartfelt and deeply personal story about his situation. At the time, his driver's license had expired because he couldn't afford to renew it, making transportation to potential jobs even more difficult. His openness and honesty struck a chord with the team, reinforcing his willingness to work hard and change his circumstances.



#### An Opportunity to Rebuild

Recognising his potential, we identified a role that would suit Glenn, an afternoon shift 3:00pm to 10:30pm servicing public toilets for the Council. This position would provide him with stable work and the opportunity to rebuild his life.

As part of our engagement, one of our supervisors, Malik, had a shared accommodation room available, which he offered to Glenn. This provided him with a safe place to stay, allowing him to focus on his job without the burden of housing insecurity.

#### Proving His Reliability

From the very beginning, Glenn proved himself to be a dedicated and reliable worker. Within his first two months, his work ethic, attention to detail, and professionalism stood out, leading to him being appointed as the designated backup cleaner for Council buildings in evening.

His courteous nature and strong performance in his cleaning role made us take notice. Instead of just being another worker on the team, Glenn quickly became someone we could trust and rely on, which led to him being identified for a key backup role as a Council Caretaker representing 360 Facilities to council members.

#### Stepping into the Caretaker Role

As a Caretaker, Glen was responsible for:

- Setting up for Council meetings
- Serving alcohol and meals during meetings
- Packing up after events and ensuring cleanliness
- Providing security on door during council meetings

He embraced this opportunity, demonstrating exceptional professionalism and hospitality skills. His ability to engage courteously with Council members and maintain high service standards earned him further recognition.

#### Full-Time Employment and Stability

After excelling in his backup caretaker role, Glenn transitioned into a full-time position as the Monday to Friday Council Caretaker. His responsibilities expanded to:

- Setting up meeting rooms for various events
- Coordinating food and catering services
- Organising event spaces and ensuring smooth operations
- Milkrun, ensuring all council venues have sufficient tea, coffee & milk (most important task)

This full-time role transformed Glenn's life, providing him with financial stability, a fixed address, and a renewed sense of purpose. He not only overcame the barriers that once held him back but also became a valued and respected team member within the Council.

### **The Impact**

Today, Glenn stands as a testament to resilience, opportunity, and personal growth. Reflecting on his journey, he acknowledges how one opportunity allowed him to break free from a cycle of instability and build a future he never thought possible.

*"I went from struggling to find a place to sleep to having a full-time job where I'm trusted with responsibility. This isn't just a job it's given me security, confidence, and a new outlook on life."*

### **Conclusion**

Glenn's journey highlights the power of giving someone a chance. His story is proof that with the right support, a stable job, a mentor, and a safe place to live, people can turn their lives around. From couch-hopping to a full-time Council Caretaker, Glenn's transformation is a reminder that sometimes, all it takes is one opportunity to change everything.

## Philanthropic Community Programs

### Foodbank School Breakfast Program

Food insecurity is a significant concern in Australia, affecting approximately 5% of the population. Vulnerable groups such as unemployed individuals, single-parent households, low-income earners, rental households, young people, Indigenous communities, culturally and linguistically diverse groups, and socially isolated individuals are particularly susceptible to food insecurity.



Although there isn't a direct link between food poverty and negative behaviour, factors such as limited access to affordable, nutritious food, Studies have demonstrated that inadequate nutrition can have profound consequences on concentration, learning, and behaviour. Poor nutrition can lead to episodes of violent or aggressive behaviour, which is a crucial consideration, especially in settings like schools and public facilities. This can have far-reaching effects, particularly on children, impacting their academic performance and long-term health, including issues like obesity, diabetes, and heart disease.

360's commitment to supporting the community is demonstrated through its sponsorship of Foodbank and various initiatives aimed at addressing food insecurity. Recognising the importance of access to food in building a successful community, 360 has taken steps to make a positive impact. For every new contract secured, 360 generously donates **1,000 meals to Foodbank**. This not only assists in providing essential sustenance to those in need but also contributes to 360's dedication to community welfare.

### Ronald McDonald House Charities

At 360 Facilities, our dedication to Ronald McDonald House Charities (RMHC) is driven by compassion, community, and the belief that every family deserves a safe, supportive, and welcoming space during difficult times. Our active participation in initiatives like 'Meals from the Heart' demonstrates our deeper commitment to fostering a sense of belonging and comfort for families facing serious illness or injury.

By ensuring RMHC facilities are hygienic, warm, and inviting, we help create a true sanctuary—one where families find solace, strength, and connection in their most challenging moments.



### Empowering Accessibility & Well-Being

360 Facilities partner with Snap Fitness, we recognise the profound impact that physical and mental well-being have on individuals and families, especially in times of crisis. In alignment with RMHC's mission, we extend our commitment by offering free gym memberships to individuals and families staying at RMHC house.

With the average gym membership costing \$81 per month, fitness is often seen as a luxury rather than a necessity. We believe that staying active should never be out of reach, especially for those navigating life's toughest challenges. By removing financial barriers to fitness, we facilitate families to be able to maintain their health, reinforcing the strength, resilience, and care that RMHC embodies.

Together, we are dedicated to uplifting lives, ensuring that every family in need has access to essential support, well-being resources, and a community that truly cares.