

ISSUE 2 • OCT 2023

THE WASH



It's been a while since the inaugural edition of The Wash, and there's no better time to catch up on the inspiring journey of Vanguard Laundry in 2023. Our commitment to transforming lives and the community through quality laundry services and inclusive employment opportunities has led to remarkable progress. We're not just a laundry service; we are a force for change. Dive into what's happening in the world of Vanguard Laundry this year.

2023 so far!



267,564 km Travelled

Servicing a footprint across southeast QLD

171

Hours
of work experience completed



72

Tours Completed

Showcasing the potential employment on offer



13 People Hired

from a background of social disadvantage

1, 990, 259 kg Linen

Total volume of linen washed so far in the 2023



This issue:

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New Management Team

Impact Unloaded

Behind the Scenes



From Original Employee To CEO - Ryan's Return

I first started at Vanguard before it officially opened, six years later I find myself returning as the Chief Executive Officer.

As one of the first employees of Vanguard, my initial task was to recruit, onboard, train, and support the initial cohort of 17 people who had been out of work for 5 years or more due to mental health challenges. It was a humbling moment and a sobering reminder of the challenges that many people face when trying to secure employment.

After nearly 9 years in the banking sector while also completing university studies, I was ready for a change in my career. Seeking a way to use my skills and experience to make a more tangible and meaningful difference for people, I heard about the new social enterprise being built, Vanguard Laundry.

I helped establish Vanguard's initial career development program and operations before transitioning away from Vanguard in 2018 to assist one of Queensland's largest not-for-profits in establishing the commercial operations and community precinct of a large new development on the Sunshine Coast. Later, I became the Chief Operating Officer of Orange Sky, a world-first, free mobile laundry and shower service for the homeless.

During my time away from Vanguard, I felt a powerful gravitational pull, drawing me back—this time as CEO. It was an opportunity to further propel the business's positive impact on individuals and the wider community.

Gainful employment is the cornerstone of a healthy community. The chance to earn a real wage in a supportive environment can transform families and have a ripple effect on the health and wellbeing of a whole community. That is what Vanguard is about, and that is the impact that I want to help amplify in this role.

I'm looking forward to getting to know our current staff, hearing their stories, and their hopes for the future. I'm also excited to see some of our previous employees in the community, proudly representing their new companies in the roles we've transitioned them to.

Ryan



Unsung Hero - Karen

Karen joined our team in July 2022 and has been an invaluable member ever since. Her journey into the workforce was challenging due to mental health struggles, but she found renewed hope when her job agency recommended Vanguard as a stepping stone.

Karen has fully embraced the Vanguard ethos, offering unwavering support to the team, assisting newcomers on their own journeys, and becoming a passionate advocate for the transition process here, all whilst wearing her signature smile!

"I love Vanguard because they treat employees like people, not a number"

While she aspires to transition into production work in the future, Karen acknowledges that leaving Vanguard will be bittersweet but is comforted knowing someone else will get the same opportunity she has had.



New Management Team

2023 has seen some changes in key staffing. Meet the new-look management team.



Ryan Salzke
Chief Executive Officer

"My first job was delivering junk mail on my mountain bike in Toowoomba"



Kate Taylor
General Manager

"My first job was stocking fridges at a service station in a small SWQLD town - Morven."



Jason Koina
Production Manager

"My first job was riding my pushbike to Storey's Farm and helping harvest a variety of vegetables"



Lauren McKay
Account Manager

"My first job was serving customers and making coffee."



Dinny Kostka
Dispatch Manager

"My first job was a nursery hand at a large commercial nursery in Elimbah QLD."

Impact Unloaded

Since opening, Vanguard has employed more than 150 people from backgrounds of disadvantage and supported them with full award-wage employment, transitioning more than 60 people into external employment with employment partners in the community.

Our staff along with the rest of Australia are feeling the pinch of the cost-of-living crisis, making the opportunity for award-wage employment with Vanguard even more impactful for them and their families! Our employment, work skills, work experience, and transition programs have experienced highs and lows throughout the year, but the bright spots shine through and we're excited to build on the foundations under new leadership!



2023 so far!

13

people hired

171

work experience
hours completed

5

people transitioned

Impact Unloaded cont.

Work Skills Pilot Program

In June, we successfully completed our three-month Local Jobs Activity, funded by Workforce Australia's Local Recovery Fund. This initiative, led by Work Skills Advisor Samar New, was designed to assist individuals facing barriers to employment in gaining access to observational work experience, employment opportunities, and ultimately achieving long-term job sustainability.

The program yielded the following outcomes:

- 30 applicants referred by Sarina Russo, Aimbig, and Busy at Work
- 15 work experience participants
- 120 work experience hours completed
- 6 candidates successful in employment at Vanguard
- 4 transitions to employment external to Vanguard
- 5 job interviews and 3 job trials facilitated

Vanguard has submitted an RFP for the 2023 - 2025 Workforce Australia Local Jobs - Local Recovery Fund and if successful aims to build upon this pilot with a full implementation of the program.



Joseph, Work Skills Pilot Program participant

Transitioned Staff Member Highlight

Adnan came to Australia in 2020 from Iraq and found it difficult to find work outside of abattoirs, which was too harsh on his physical health. Adnan took part in the Work Skills Pilot Program and after completing 2 weeks of observational work experience, he was successful in employment at Vanguard.

Samar helped connect me with Wagners and I was very happy that Wagners liked me because I really like the work."

Samar worked closely with Adnan and the Toowoomba business community. Through our partnership, we connected him with Wagners where he was successful in attaining a trade hand position.



Impact Unloaded cont.

PBO Program Through Whitebox Enterprises

Vanguard was successfully accepted into the White Box Enterprises Payment By Outcome (PBO) trial co-designed with the Department of Social Services. Vanguard is proud to be taking part in this first-of-its-kind trial for jobs-focused social enterprises. The program is designed to prove the effectiveness of jobs-focused social enterprises in delivering long-term employment outcomes for people living with disabilities.

Our organisation values both ongoing and new partnerships, which are the lifeblood of our mission, enabling us to continually expand our reach and impact.

2024 Focus HR Engaged People Bursary

Vanguard was successfully named the recipients of the 2024 Focus HR Engaged People Bursary. Focus HR is a local HR advisory firm and "Engaged People" is a 12-month program designed to build winning teams through strategy, leadership and people principles. Commencing in January 2024, the Focus HR team will work alongside Vanguard to develop our people, leadership and strategy practices through their program valued at over \$30,000.

L-R: Focus HR Founding Director Naomi Wilson, Ryan Salzke, Kate Taylor, and Focus HR Director Alistair Green.



Momentum Mental Health

Formerly known as Toowoomba Clubhouse, Momentum Mental Health played a pivotal role in establishing Vanguard Laundry and has been one of our biggest supporters ever since. With both organisations gaining new CEO's at similar times, we seized the opportunity to connect, reflect, and look for more opportunities to collaborate and propel our missions. Momentum is a mental health service focused on helping you improve your wellbeing.

L-R: Ryan Salzke, Kate Taylor, Momentum Mental Health CEO Shirley-Anne Gardiner & Communications & Partnerships Manager Wendy Green

Join Forces For Change

Get in on the action with the Vanguard Community! Ways to support include being a community employee referrer, employer partner, or workshop facilitator! Get in touch with our Team!

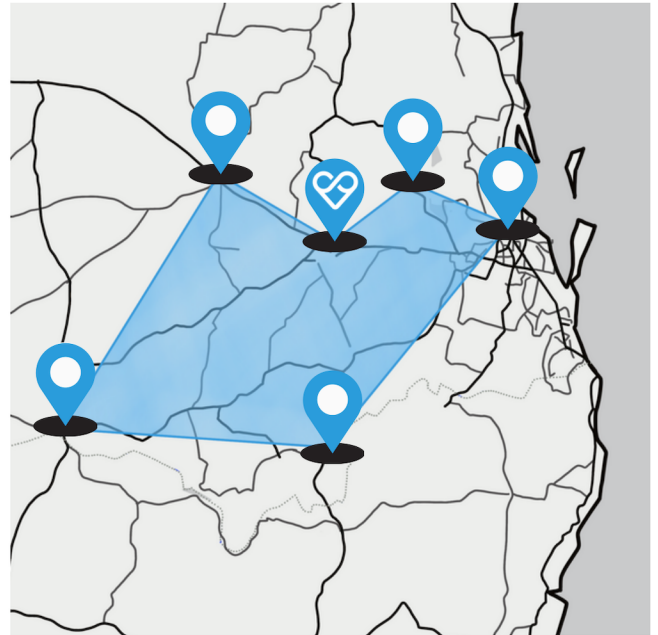
 admin@vanguardlaundry.com.au

Behind The Scenes

After seven years in operation, we continue to refine our operating model to ensure maximum safety, efficiency and quality. We now process over 50 tonnes of linen each week for customers in the area encompassed by Brisbane, Goondiwindi, Dalby, Toowoomba and Esk.

We no longer service hospitality customers such as cafes and event venues to allow us to focus on delivering quality and volume in the health and accommodation sectors.

Our original fleet of vehicles has started to reach the end of their useful lives, incurring high maintenance costs, so in September 2023 two brand new medium Hino trucks joined the fleet and two new large Isuzu's have been ordered for delivery in early 2024. It is anticipated that these new vehicles will improve our delivery performance into the future.



Thank You To Our Community

Our community at Vanguard Laundry is the heart of our mission. Together, we're transforming lives, fostering inclusion, and reimagining employment opportunities for marginalised individuals. Join us in making a difference and learn more about our work at www.vanguardlaundry.com.au.

In this edition, we're gratefully acknowledging the ongoing support of

- Clive Berghofer - who has been helping propel Vanguard Laundry's brand and mission since day one.
- Matthew Edwards Photography - who generously donated his time and skills to capture the team behind Vanguard Laundry.
- Our employment partners - like Downs Container Packing, Range Event Hire, Wagners, and Quest, who share our commitment to creating opportunities for individuals facing barriers to employment.

Our gratitude extends to the support of the following community organisations, whose continuous partnering empowers us to make a positive impact:



Keep up to date on all things Vanguard Laundry

Stay in the loop with Vanguard Laundry! Don't miss out on the latest updates, inspiring stories, and exciting developments as we continue our journey to create positive social impact. Join our newsletter and follow us on social media to be part of the transformation!



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