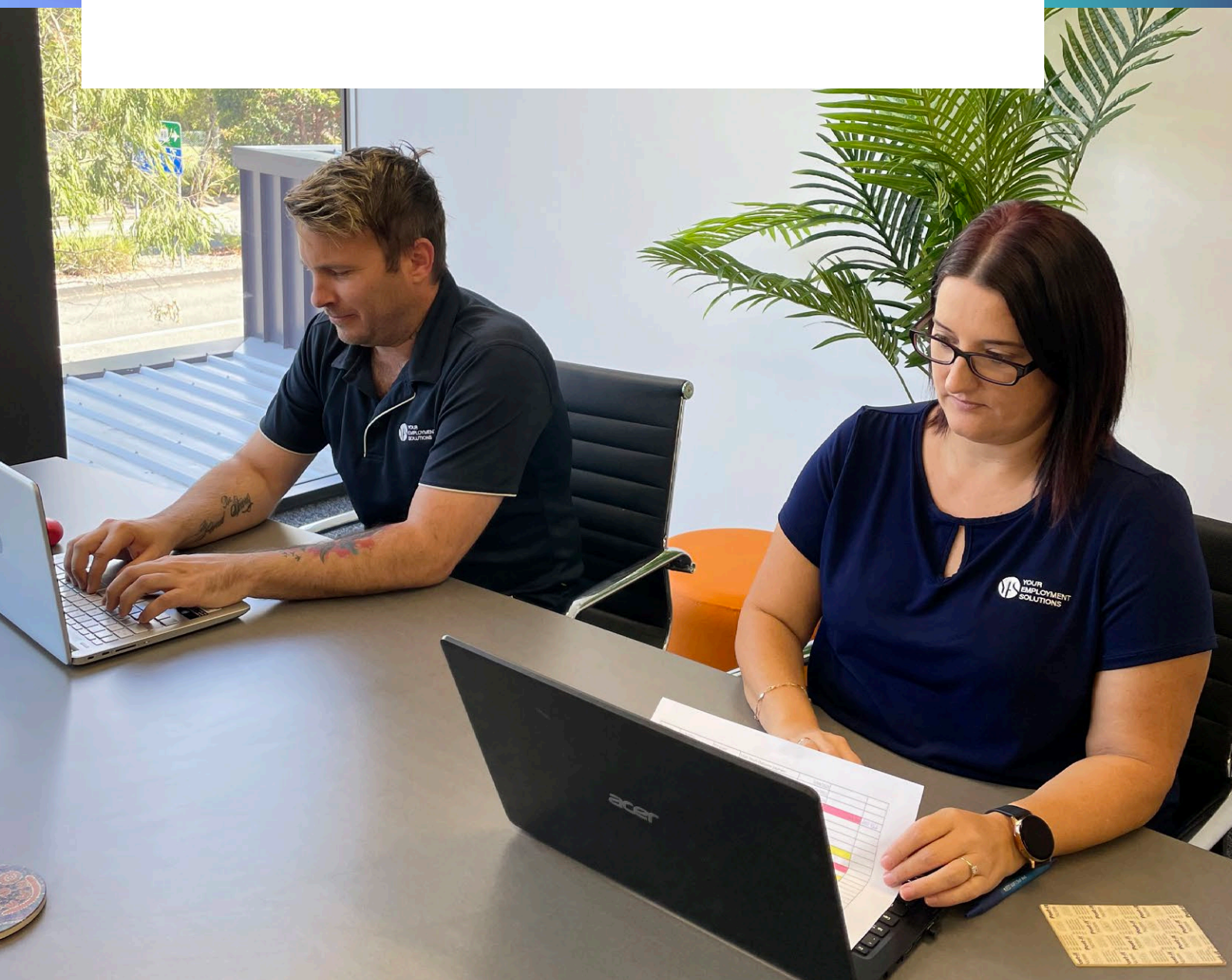
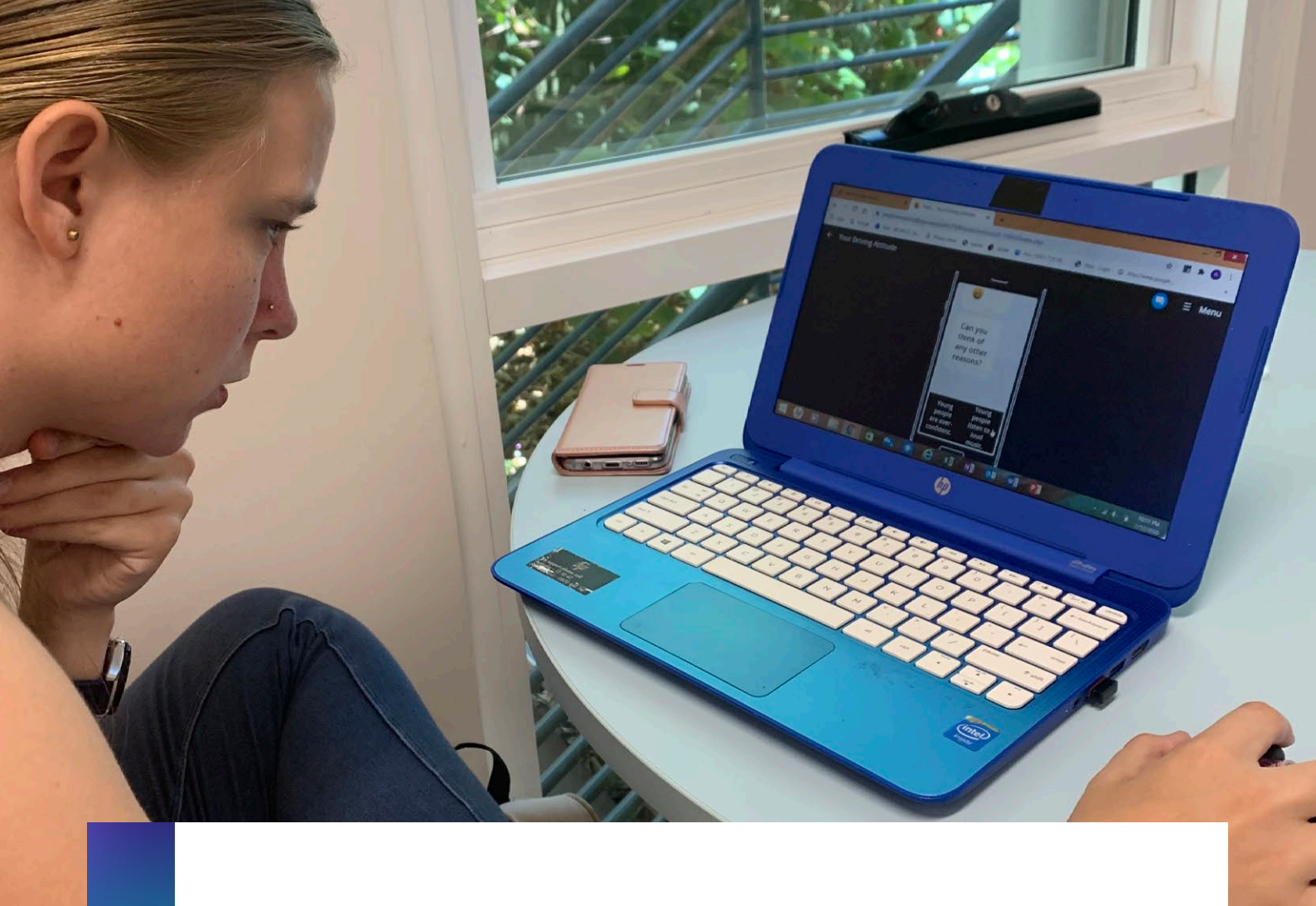


Unified communications enable flexible delivery of employment services.



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Accessible employment solutions through secure, flexible collaboration.

The Community Collective QLD is a disability employment service, based on the Sunshine Coast. Through its trading arm Your Employment Solutions, the organisation works with school leavers and employment seekers to equip them with tools for finding employment, as well as connecting them with potential employers.

Founders and company Directors Sarah and Brendon McIntosh have been working within the disability space for over 25 years. Their mission is to break down the stigma around people with medical conditions or a disability in the workforce, while empowering individuals to create the solutions they need to gain employment.

As a young organisation, The Community Collective QLD has experienced extensive growth. In the beginning of 2018, the team was looking to expand to more locations to accommodate this growth so they could be more accessible to the clients they served.

Sarah had previously engaged Telstra Business Technology Centre QLD Central and Sunshine Coast for a solution to keep clients and staff connected in regional areas with mobile phones. So, she reached out to the team to find out how they could help with plans for expansion to three new locations.



Existing systems were unable to support a mobile, growing workforce.

Being accessible is critical to The Community Collective QLD's ability to deliver their services in regional areas, and to people who are sometimes unable to travel for meetings. As part of the plan to expand to three new locations, Sarah and Brendon wanted to give their clients the most seamless experience possible.


During the consultation process, Business Technology Advisor Matt Storer worked with Sarah and Brendon to determine exactly what they needed.

Some of the questions he asked in this discovery phase were:

- Which staff would be moving to which new location?
- How many staff would be working on the road vs at a desk?
- What type of files do staff share, and who do they share them with?

Matt identified that mobility and flexibility were key drivers for the business, and proposed a move from the current consumer grade internet to Digital Office Technology with Telstra Business Broadband on nbn.

During the move to the new office locations, a Mobile Broadband solution was deployed to ensure a continuous user experience for The Community Collective's clients. Then, once the additional locations were set up, active and viable, a Telstra Business Broadband connection on nbn as rolled out.



“We really felt that Matt understood our business and what we’re trying to achieve. He laid out all the options and explained the differences so we could make a decision on what was best for us, rather than trying to push us toward one solution.”

– Sarah McIntosh, Director, The Community Collective QLD



**Unified communications
creates an efficient
and accessible offering
for clients.**

With flexible calling from one business number, and remote access to files through Microsoft Teams, The Community Collective QLD's staff are now able to communicate and collaborate with their clients while they are on the road. This has been game changing for the team, who often meet in locations that best suit their clients.

Employees are now able to access work files remotely, which means they are better equipped to assist their clients or share resumes with potential employers while they are working offsite.

“The team loves that they can access what they need from their mobile phones while they’re on the road. It’s helped us be more responsive, and because we now have a centralised location for communicating in Microsoft Teams, we’re also better able to track important information that could get lost over texts or emails.”

– Sarah McIntosh, Director, The Community Collective QLD

Single point of contact means a faster response when it's needed.

The Community Collective QLD is contracted by the Federal Government Department of Social Services, Disability Employment Services as well as their service for supporting school leavers through the National Disability Insurance Scheme (NDIS).

To be eligible for government-funded grants, the organisation needs to meet certain compliance and data protection standards, which means comprehensive analysis and reporting of business systems. When a new reporting standard was released for technology security, Sarah knew that she could turn to Telstra Business Technology Centre QLD Central and Sunshine Coast for help with a plan.

Matt worked with the team to upgrade the business' 10 Microsoft 365 consumer licenses to enterprise licenses, with an additional layer of security built in to address potential vulnerabilities. This solution has enabled functionality for managing, wiping and locking mobile devices remotely – so, if an employee loses a mobile phone, the sensitive client information it holds will not be compromised.

As part of the deployment of the enterprise solution, the Telstra Business Technology Centre QLD Central and Sunshine Coast team provided training so the organisation would be equipped to run security reports when needed.

The speed to delivery and the suitability of the solution meant that The Community Collective QLD was able to maintain their government contract, and are now a leader in their space for exceeding security and compliance requirements.

“There’s so much that goes in to helping our clients succeed and be sustainable in the long run, and we couldn’t do what we’re doing without the help of the technology we have in place. To have a trusted advisor that we can call on is imperative for delivering value to the people we work with.”

– Sarah McIntosh, Director, The Community Collective QLD



“The Community Collective QLD team knows that when they need something, we’re just a phone call away. Because we have developed a deep understanding of the business, we’re able to give tailored recommendations that help drive efficiency and support growth. ”

– Matt Storer, Business Technology Advisor, Telstra Business Technology Centre QLD Central and Sunshine Coast



Looking to the future

With a staff of 12, and growth and recruitment on the horizon, The Community Collective QLD now has the technology in place to scale more easily, quickly and effectively. This means they can plan for growth.

The team knows they have a trusted partner in the team at Telstra Business Technology Centre QLD Central and Sunshine Coast.

“We want to keep doing what we’re doing, but better. With the tools we now have, we can start to coach businesses on how they can also use technology to support employees with a medical condition or disability. The Telstra Business Technology Centre is a part of our team and growth strategy. Knowing that there’s someone on call if something isn’t working, or if we need to expand again, is fantastic.”

– Sarah McIntosh, Director, The Community Collective QLD

Words of advice.

The rate of technology evolution is faster than ever, and being able to offer a flexible and mobile delivery of services is now expected, rather than the exception. The Community Collective QLD understands the value of trying new things, testing them, and refining them to drive technology innovation that benefits their clients.

With this approach, it’s even more important to have a trusted technology advisor. In Telstra Business Technology Centre QLD Central and Sunshine Coast, Sarah knows she has a partner that will communicate openly and honestly about recommendations for her business.

“The technology steps we’ve taken in our business have meant we are now a provider of choice in the market. Times are evolving, and if we don’t keep up we’ll get left behind. Don’t be scared to ask your technology provider lots of questions, and to try new things.”

– Sarah McIntosh, Director, The Community Collective QLD

**Unlock your business' potential with
Telstra Business Technology Centre QLD
Central and Sunshine Coast.**

Together, we'll make a powerful team.

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