

SPOTLIGHT ON SALVOS EMPLOYMENT PLUS



Have to start work for the dole soon, and their only option is to work at Salvos shops. They're the Salvos agency, so seems suss as fuck.

- anonymous contributor 147, Victoria

In addition to employment services, the billion-dollar organisation provides aged care, disability and homelessness services on behalf of the government. It funds charitable work while earning income from programs that inflict harm on people living in poverty.³²

The Salvation Army has been a beneficiary of governments devolving responsibility for the welfare of people in poverty to third parties. It is one of the largest non-profits running human services programs, with operations spanning aged care, disability, housing, education, training and disaster response.

Salvos was formed in the industrial revolution to evangelise the poor through relief programs.³³

Today, as advocates we receive regular reports of people experiencing discrimination because of their gender, sexuality or disability when forced to engage with Salvos and other religious organisations to fulfil "mutual" obligations. And of course, there are countless examples of the more common forms of bullying and abuse experienced by people at the hands of employment services providers.³⁴

Employment services have been a valuable cash cow for the charity, which has the fourth largest Workforce Australia caseload of around 50,000 people a year.



348 Salvos stores locations
throughout Australia.

Generated back **\$18 million+ profit**
from Salvos stores into the
Salvation Army programs

They are the only large job agency that also operates a large number of Work for the Dole sites – 25% of all sites are operated by Salvos.³⁵ By our calculations, without the forced unpaid labour of thousands of people in poverty Salvos stores would run at a loss.³⁶

2.03 out of 5	Salvos score from ratings submitted to the AUWU app by people in employment services
57%	Proportion of Salvos revenue from government sources. ³⁷
\$212 million	Value of current published employment services contracts. ³⁸
\$974 million	FY22 revenue. ³⁹
\$18 million	FY22 profit from 348 Salvos stores. As of January 2022, 287 Salvos sites were using forced unpaid labour through Work for the Dole. ⁴⁰

Visit punishmentforprofit.org for more information and stories about people's experiences with Salvos Employment Plus.



I was told I would be doing “retail” training at Salvation Army. I was actually told to move furniture around. I slipped a disc in my back and have had serious back issues ever since. The job agency I was tied to swept it under the table, it was never logged as an accident with anyone.

– anonymous contributor 227, New South Wales

- 21 Access the report on the inquiry page: *Jobactive: failing those it is intended to serve*.
- 22 Access the report on the inquiry page: *Your Future Planning*.
- 23 For examples see punishmentforprofit.org/story/media-spotlight and reports from the 2019 parliamentary inquiry into employment services and inquiry reports *Jobactive: failing those it is intended to serve* and the *Social Security Legislation Amendment (Streamlined Participation Requirements and Other Measures) Bill 2021 [Provisions]*.
- 24 DEWR caseload data presented at the Workforce Australia inquiry; Question on notice SQ23-000206.
- 25 Two months after AimBig's appearance at the Disability Royal Commission the government announced new contracts that saw them enter the mainstream employment services market for the first time. See: disability.royalcommission.gov.au/public-hearings/public-hearing-21 and tenders.employment.gov.au.
- 26 AimBig published contract values from the Department of Employment and Workplace Relations (source: tenders.gov.au) and the Department of Social Services (source: dss.gov.au/overview/departamental-contract-listing/grants-contracts). Workforce Australia: \$21.7 million; Disability Employment Services: \$28.2 million; Total: \$49.9 million.
- 27 CEO Magazine, 24 February 2022, *'Arriba Group's Marcella Romero named CEO of the Year – A\$0-100m turnover'*.
- 28 Henrique-Gomes, *New job led to 'broken life'*.
- 29 Edmonds C, 26 February 2022, 'Disability employment services program left woman 'unfit for work', royal commission told', *ABC News*; Henrique-Gomes L, 23 February 2022, 'Disability services company pocketed nearly \$1m for barista course lacking basic equipment, inquiry hears', *The Guardian*; Henrique-Gomes L, 24 February 2022, 'Barista course lacking basic equipment set up with \$300,000 federal grant, disability inquiry hears', *The Guardian*.
- 30 Henrique-Gomes L, 27 February 2022, 'New job led to 'broken life' under disability scheme spruiked as success story', *The Guardian*.
- 31 See: tenders.employment.gov.au
- 32 Salvos FY22 annual report, salvationarmy.org.au.
- 33 Diniejko A, 11 April 2013, 'The Origin and Early Development of the Salvation Army in Victorian England', *Victorian Web*.
- 34 Henrique-Gomes L, 15 July 2022, 'Jobseeker forced to travel 60km to keep payments under new welfare program', *The Guardian*.
- 35 Antipoverty Centre analysis of senate estimates question on notice SQ23-000678.
- 36 Antipoverty Centre analysis of information published in the Salvos annual report, retail award wage rates, the number of standard number of Work for the Dole hours and placement duration per participant, and senate estimates question on notice SQ22-000073.
- 37 Salvos FY22 annual report, p65, salvationarmy.org.au.
- 38 Salvos Employment Plus published contract values from the Department of Employment and Workplace Relations (source: tenders.gov.au) and the Department of Social Services (source: dss.gov.au/overview/departamental-contract-listing/grants-contracts). Workforce Australia: \$190.8 million; Employability Skills Training: \$6.1 million; Disability Employment Services: \$9.3 million; ParentsNext: \$5.6 million; Total: \$211.8 million
- 39 Salvos FY22 annual report, p64, salvationarmy.org.au.
- 40 Salvos FY22 annual report, p13, salvationarmy.org.au; Antipoverty Centre analysis of senate estimates question on notice SQ22-000073.
- 41 APM FY22 annual report, p9, p48, p49, p50, p67, p68, p70, apminvestors.net.au.

- 42 Department of Social Services Freedom of Information Request 2021-M001, dss.gov.au.
- 43 Morton R, 29 August 2020, 'Exclusive: Jobactive virus kickbacks top \$500 million', *The Saturday Paper*.
- 44 ACOSS Workforce Australia Provider snapshot, acoss.org.au/workforce-australia-provider-snapshot.
- 45 Antipoverty Centre analysis of DEWR and DSS contracts and grants data.
- 46 AEC Transparency Register, transparency.aec.gov.au/Download, Figures are the total donations identified in the Donations Made and Detailed Receipts datasets published by the Australian Electoral Commission. The first donation identified is from 2011. Entities included in these figures were listed in AEC records as Advanced Personnel Management, APM and APM Human Services International Ltd.
- 47 APM published contract values from the Department of Employment and Workplace Relations (source: tenders.gov.au) and the Department of Social Services (source: dss.gov.au/overview/departamental-contract-listing/grants-contracts). Workforce Australia: \$334.9 million; Employability Skills Training: \$66.9 million; Self Employment Assistance: \$ 58.9 million; Disability Employment Services: \$264 million; ParentsNext: \$6.9 million; Transition to Work: \$50 million; Career Transition Assistance: \$5.5 million; Total: \$787 million.
- 48 APM FY22 annual report, p49 and p47, apminvestors.net.au.
- 49 APM FY22 annual report, p88, apminvestors.net.au.
- 50 Bahr J, 29 January 2023, 'TJ called an employment service provider for advice. They say an agent made jokes about suicide', *SBS News*.
- 51 Henrique-Gomes L, 27 July 2022, 'Workforce Australia job agencies rake in millions more from training contracts', *The Guardian*.
- 52 O'Halloran D, 4 September 2020, 'Australian unemployed workers' experiences of being parked and creamed by employment providers', *Australian Journal of Social Issues*.
- 53 See National Employment Services Association the [submission](#) to the *Social Security Legislation Amendment (Streamlined Participation Requirements and Other Measures) Bill 2021 [Provisions]* inquiry
- 54 ACOSS statement to Jobs and Skills Summit, 2 September 2022.
- 55 See: [instagram.com/sarinarussoglobal](https://www.instagram.com/sarinarussoglobal), twitter.com/SarinaRusso and [linkedin.com/in/sarinarusso](https://www.linkedin.com/in/sarinarusso)
- 56 di Stefano M, 15 January 2017, 'The Instagram "Job Queen" Has Insane Selfie Access To Government Ministers', *Buzzfeed News*; di Stefano M, 18 January 2017, 'Instagram "Job Queen's" Business Boomed After \$600m Government Contract', *Buzzfeed News*; Pike B, 28 June 2015, 'Sarina Russo Job Access opens offices in Western Sydney including Struggle Street area of Mt Druitt', *The Daily Telegraph*; Hunter F, 10 January 2017, 'Sussan Ley travel scandal: Who is job queen Sarina Russo?', *The Sydney Morning Herald*; Margan M, 22 August 2018, 'Peter Dutton's very modern family', *The Daily Mail*
- 57 See: twitter.com/JeremyPoxon/status/1580773793626488832.
- 58 AEC Transparency Register, transparency.aec.gov.au/Download. Figures are the total donations identified in the Donations Made and Detailed Receipts datasets published by the AEC. The first donation identified is from 1999. Entities included in these figures were listed in AEC records as: The Office Business Academy Pty Ltd (T/a Russo Inst of Tech, Sarina Russo Job Access (Australia) Pty Ltd, The Office Business Academy Pty Ltd, Sarina Russo Job Access, Sarino Russo, Sarino Russo Job Access, Sarina Rosso Job Access, Sarina Russo Job Access (Aust) Pty Ltd, Sarina Russo job Access Pty Ltd, Sarina Russo Group, Sarina Investments Pty Ltd, Sarina Russo Group of Companies, Sarina Russo and Sarina Russo Job Access (Australia) Pty. Ltd.

- 59 Published contract values from the Department of Employment and Workplace Relations (source: tenders.gov.au) and the Department of Social Services (source: dss.gov.au/overview/departamental-contract-listing/grants-contracts). Workforce Australia: \$76.7 million; Employability Skills Training: \$36.2 million; Self Employment Assistance: \$36.8 million; Disability Employment Services: \$11.9 million; ParentsNext: \$4 million; Career Transition Assistance: \$2.9 million; Australian Apprenticeship Support Network: \$84 million; Total: \$252.7 million. Concluded contract values from the same sources total \$816.7 million. Total: \$1.07 billion.
- 60 Sprague J, 8 August 2022, 'She failed high school English. Now she's worth \$267m', *Australian Financial Review*.
- 61 Patricia Karvelas (presenter), 10 May 2023, 'PM: The Budget 'supports Australians across the board' [radio interview], *RN Breakfast*, ABC Radio National.