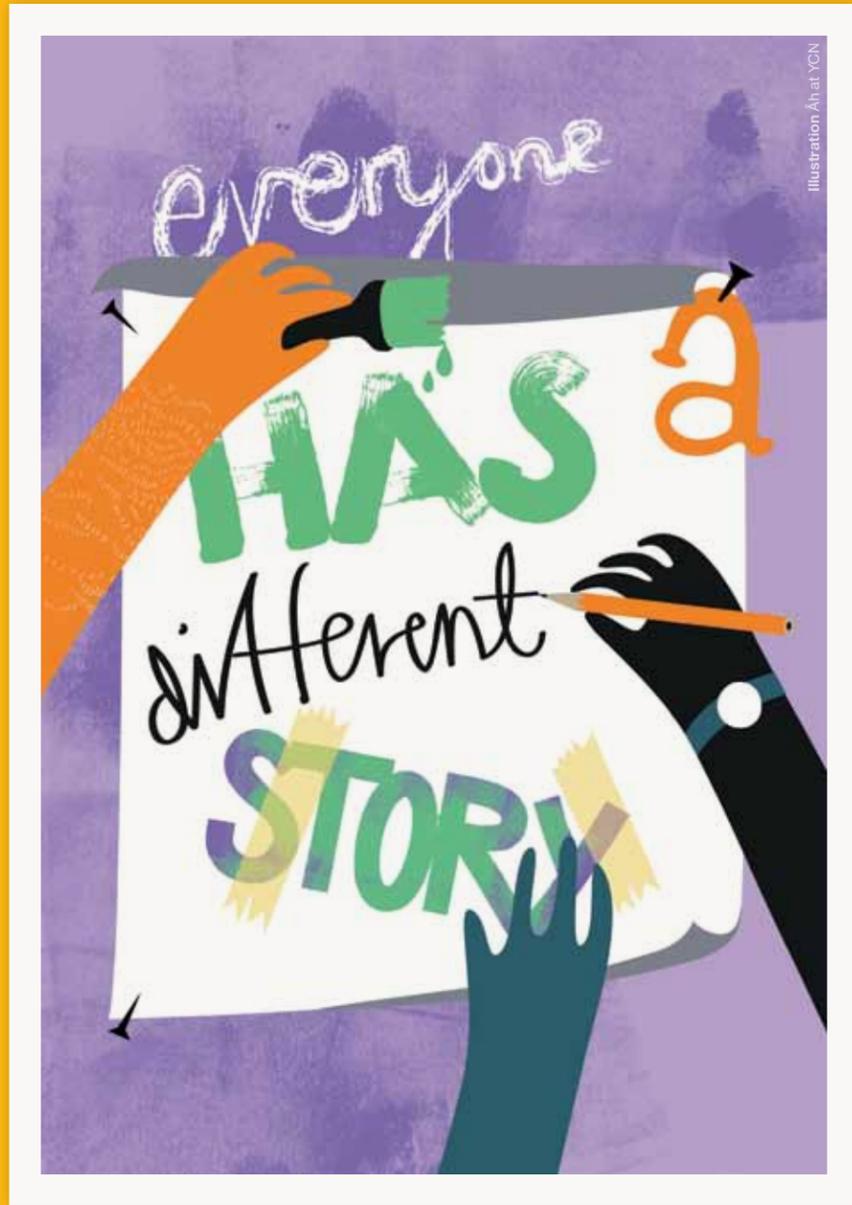






Individual people,  
differing perspectives,  
unique strengths,  
flourishing lives,  
shared stories...





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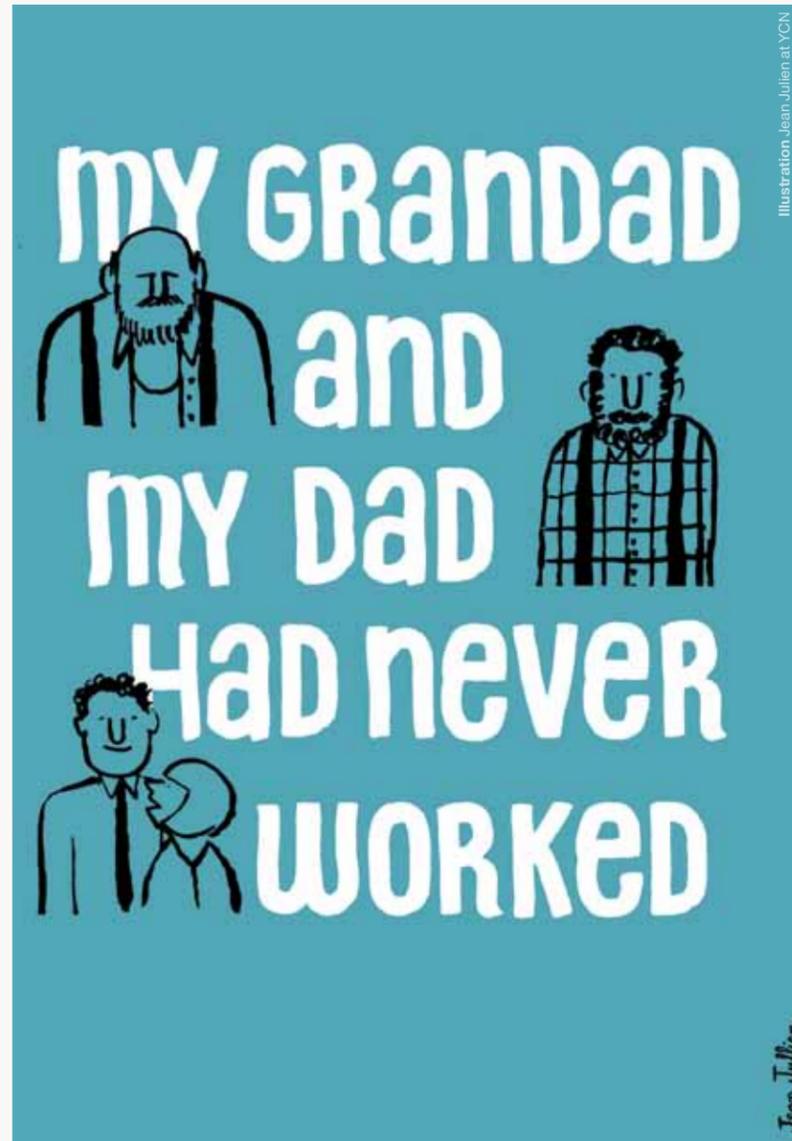
**“Our philosophy at Ingeus is simple. It’s all about people. We believe people matter. We believe everyone is a unique individual deserving of respect. We believe everyone has skills and strengths to offer. We believe in enabling, empowering and supporting. We believe in people flourishing. And we believe everyone should have the opportunity to reach their full potential. That is what we do.”**

**Thérèse Rein**  
Founder and Managing Director,  
Ingeus



Our founder and Managing Director, Thérèse Rein, started Ingeus in 1989 with her people-focussed philosophy. It has been, and continues to be, fundamental to Ingeus’ success – as an employer, as a service provider, as a thought leader, as an innovator, as a values-driven enterprise.

For more information, please visit [www.ingeus.com](http://www.ingeus.com)



“I’d always thought work was a waste of time. You see, my dad had never worked, nor my grandad. In fact, none of my family had. It wasn’t worth it as we’d have lost our benefits. When I had my daughter I realised I wanted to be a good example to her, a good dad. Working to provide a better future for my daughter made me feel proud and we’re better off financially now too.”

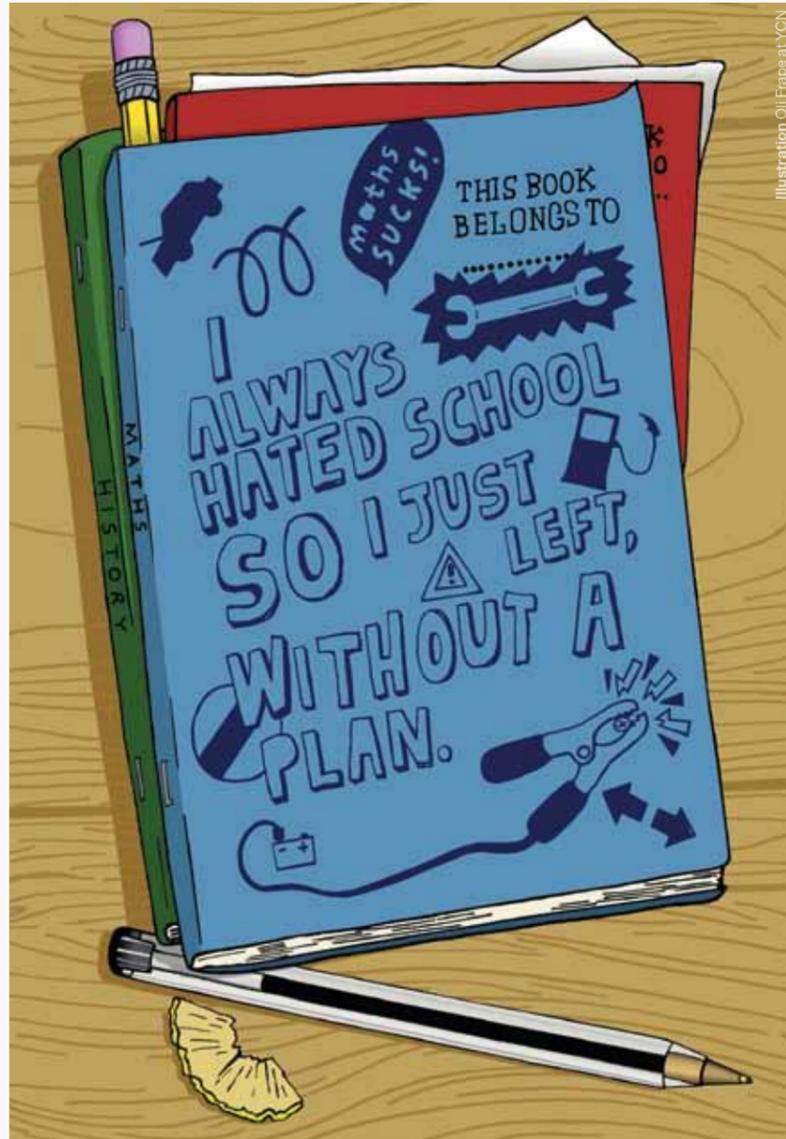
John  
Insurance clerk

**Addressing intergenerational unemployment  
– Every Day Counts**

At Ingeus, we know that long periods of unemployment can lead to difficulty in coping with routine, lack of motivation, social exclusion and a false sense of security in benefits. We believe that ‘every day counts’ and that every interaction with Ingeus should lead our clients a step closer to a job. Since 1989 we have worked with people to understand how they can be better off in work, to articulate their goals, and to engage with their communities and the world of work. We also provide assistance and support through the challenges clients face in the transition from long-term unemployment to work.

For more information, please visit [www.ingeus.com](http://www.ingeus.com)





“I hated school and couldn’t wait to get out of there. My home life was really bad and so I just left school without any qualifications, I didn’t care. That’s when I realised how difficult it was going to be to find a decent job. My advisor helped me get an apprenticeship as a mechanic and I’m only one year away from finishing. The best thing is I get to learn on the job about something I’m interested in, not sit in some boring old classroom.”

Ahmed  
Apprentice mechanic

#### Tackling youth unemployment

Early and persistent periods of unemployment can seriously impede a young person’s future career prospects. Young people who are referred to Ingeus typically need assistance with practical issues such as setting up bank accounts and getting a driver’s licence; overcoming peer pressure; understanding the world of work; and taking responsibility for their future. We have over 20 years’ experience in assisting young people to build on their skills and strengths to gain employment, and currently provide specialised youth programs in the UK, France, Germany and Sweden.



For more information, please visit [www.ingeus.com](http://www.ingeus.com)



Illustration Liz Kay at YCN

“I’d always worked as a waitress but I’d been laid off when the restaurant I worked in closed down, and there were no waitressing jobs going in my town. Because I love to look after people, my advisor suggested I might like to try care work. She’d been talking with a company that were opening a nursing home in my area. Ingeus provided me with relevant training, so that I was job-ready when I went for the interview. I am now a care assistant and I love my new job; it’s much more rewarding than waitressing.”

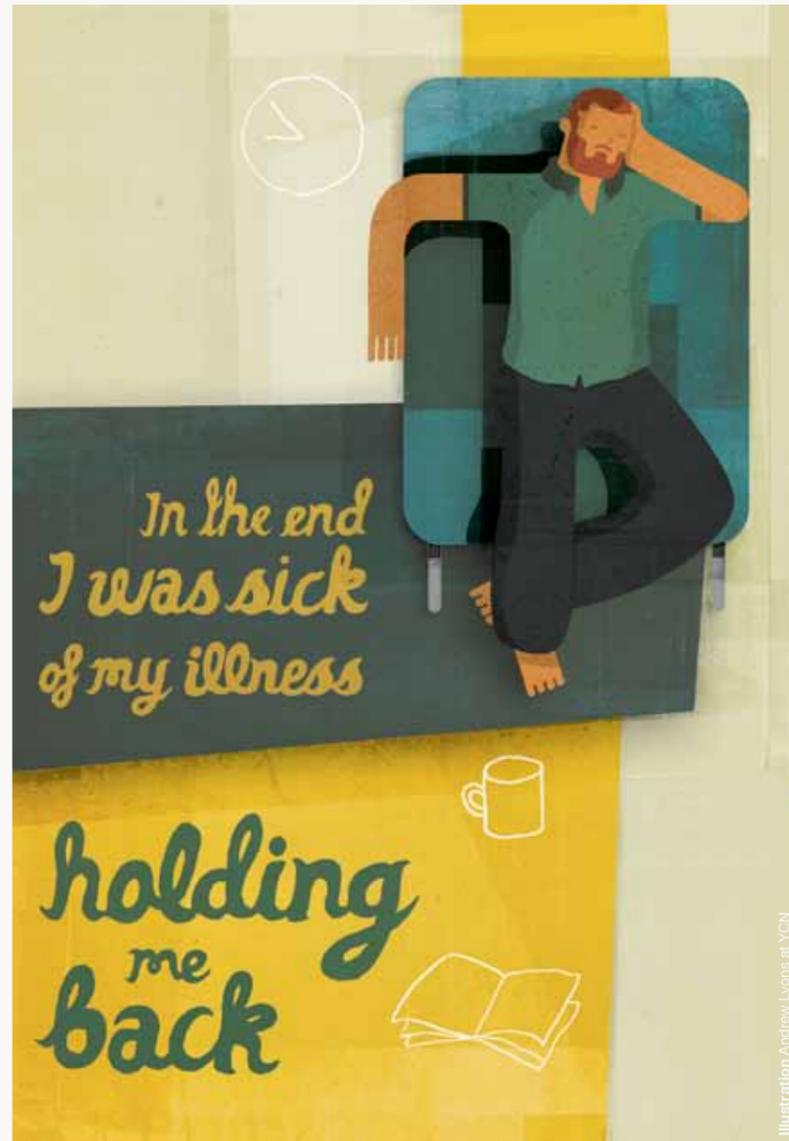
Jackie  
Care assistant

**Working with employers to deliver demand-led training**

Skills for work must relate to qualifications that are recognised, understood and valued by employers. Ingeus actively researches which skills are in demand in the areas in which we work and aims to develop or connect with vocational training that enables our clients to acquire relevant and appropriate skills that will get them a job. We collaborate with industry to identify skills in demand and co-design training solutions.



For more information, please visit [www.ingeus.com](http://www.ingeus.com)



**“I’d been signed off sick for five years since an illness left me unable to continue in the job I was doing. I was bored being at home but I was worried that I wouldn’t be any better off money-wise if I was in work. My advisor showed me that I had skills I could use from my old job that would be well suited to other jobs. I’ve been back in work for four months and it’s made such a difference to me, both mentally and financially.”**

**Bob**  
Motorcycle courier

**From health conditions to independence, enabled by multidisciplinary teams**

With origins as a vocational rehabilitation provider, and a track record which includes being the largest provider of services to people with health conditions in the UK, Ingeus has over 20 years’ experience in assisting people to manage their condition in order to gain and retain work. We pioneered the practice of employing multi-disciplinary teams of psychologists, physiotherapists and occupational therapists alongside employment advisors, all dedicated to providing tailored solutions. This enables us to address health and employment issues simultaneously.



For more information, please visit [www.ingeus.com](http://www.ingeus.com)



Illustration Charlotte Troughton at YCN

**“It’s about the client’s journey as much as the outcome. That’s what makes my job so rewarding. That journey where your clients realise what they are capable of. Where they realise they do have strengths, and they CAN do it, and they do have things to offer. We help them do that. And then assist them to use their skills and strengths to get into work. When they get work and you see the renewed belief in themselves shine through their face, well, that’s when you really feel like you’re making a difference.”**

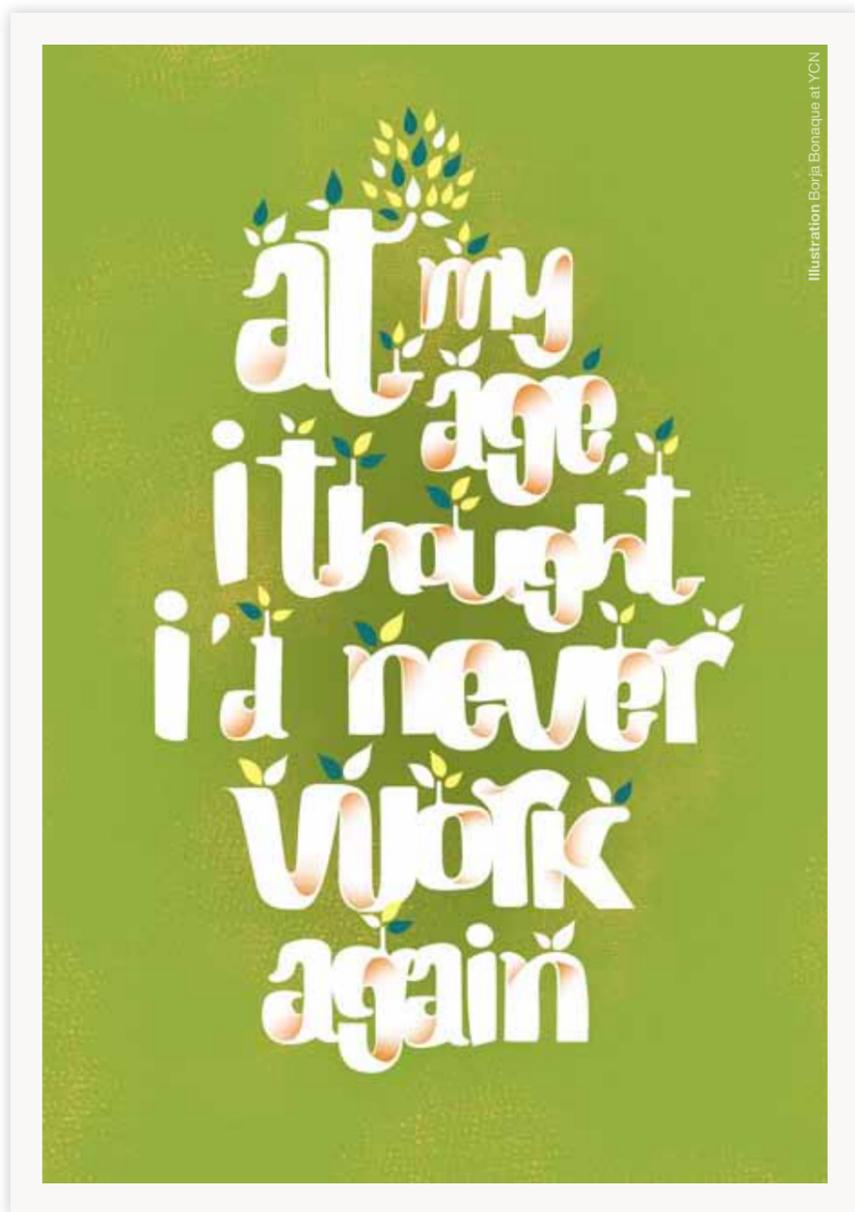
**Karin**  
Ingeus employment advisor

**We believe in our clients**

Ingeus recruits exceptional, committed staff who work together to provide a consistently high-quality service for our clients. Our multi-skilled advisors are our most valuable asset, using their initiative and creative intelligence to find individual solutions to each client’s situation. We believe in our clients and their capacity to succeed.

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For more information, please visit [www.ingeus.com](http://www.ingeus.com)





“When I was made redundant last year at the age of 56 I thought I’d never work again. It really hit me hard. My advisor sat down with me and we assessed what I really wanted. I realised there were lots of other things I wanted from my life too, like helping care for my grandchildren, volunteering, finding time for exercise. I’ve now managed to find a part time job and can fit all the things I was missing out on before into my life. I’ve got the best of both worlds!”

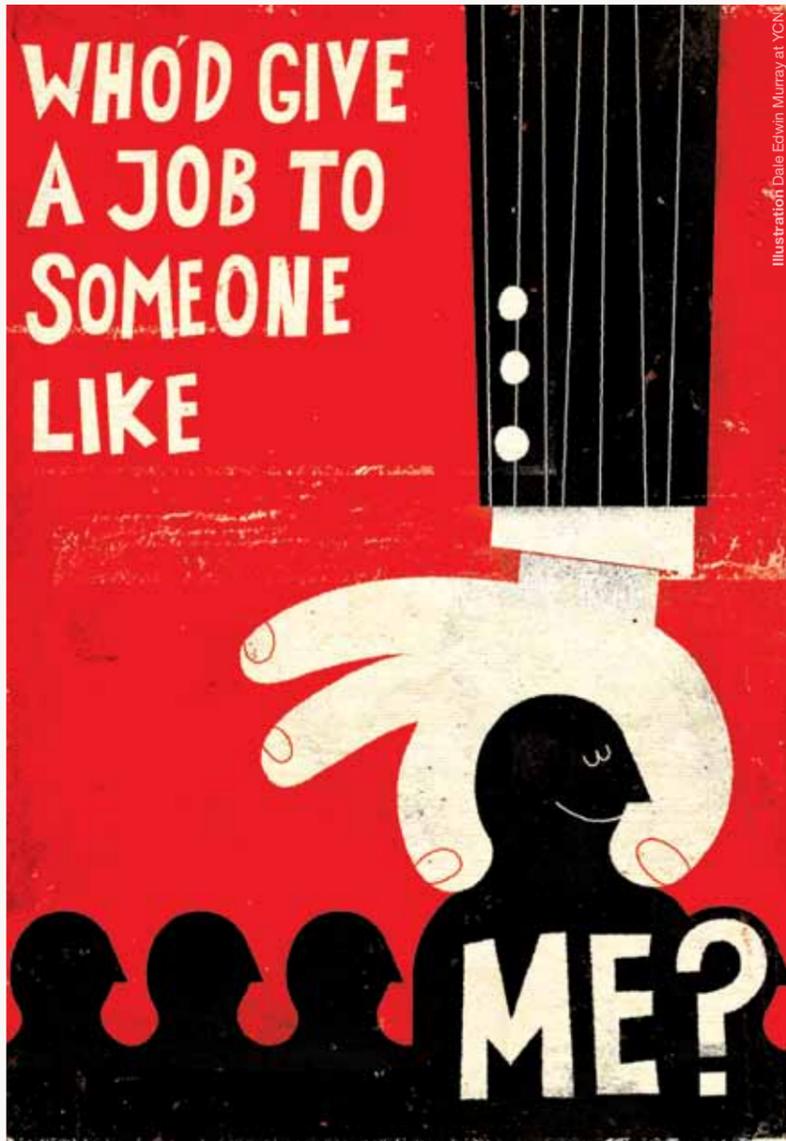
**Jieun**  
Retail assistant

**Harnessing experience**

At Ingeus, we are committed to people flourishing. This means providing them with a sense of purpose, connectedness to others, control and choice, and opportunities to learn and be challenged. We work with each individual to understand their circumstances and to develop a personalised back-to-work plan which creates the conditions to achieve the optimal outcome for them.



For more information, please visit [www.ingeus.com](http://www.ingeus.com)



**“To be honest I’d given up. I felt I wasn’t good at anything and that no-one would want me. I suppose I was quite depressed really, looking back. When I came to Ingeus I was simply going through the motions, I didn’t actually think I’d get a job. My advisor helped me look at things differently. He got me to look at all the good things about me and what I could do, not what I couldn’t. My confidence slowly started to return and I’ve been working now for six months. It was a long journey, but never in a million years did I think I’d be as happy and as confident as I am today.”**

**Kristian**  
Security guard

**The journey to empowerment**

Ingeus’ approach is individualised, empowering and transformative. It focuses on what a person can do rather than what they cannot. It focuses on helping people to concentrate their energies on maximizing their strengths. It is about urging, encouraging, challenging and persevering. It is about providing hope, building confidence, motivating, and encouraging people to pursue their field of fascination. It is about getting clients into a job and keeping them there, as well as helping them to face any challenges along the way.



For more information, please visit [www.ingeus.com](http://www.ingeus.com)



“After the break-up of my marriage, I couldn’t eat, I couldn’t sleep; I was devastated. I confided in my manager who let me know that help was available to me through our employee assistance programme at work. I was able to speak confidentially with a qualified psychologist about what had happened and learn some stress management techniques to help with my anxiety levels and sleeping. It really helped me to cope and to come to terms with my situation and I was so grateful that this help was available to me through work. It made me feel my company valued me and cared about my wellbeing.”

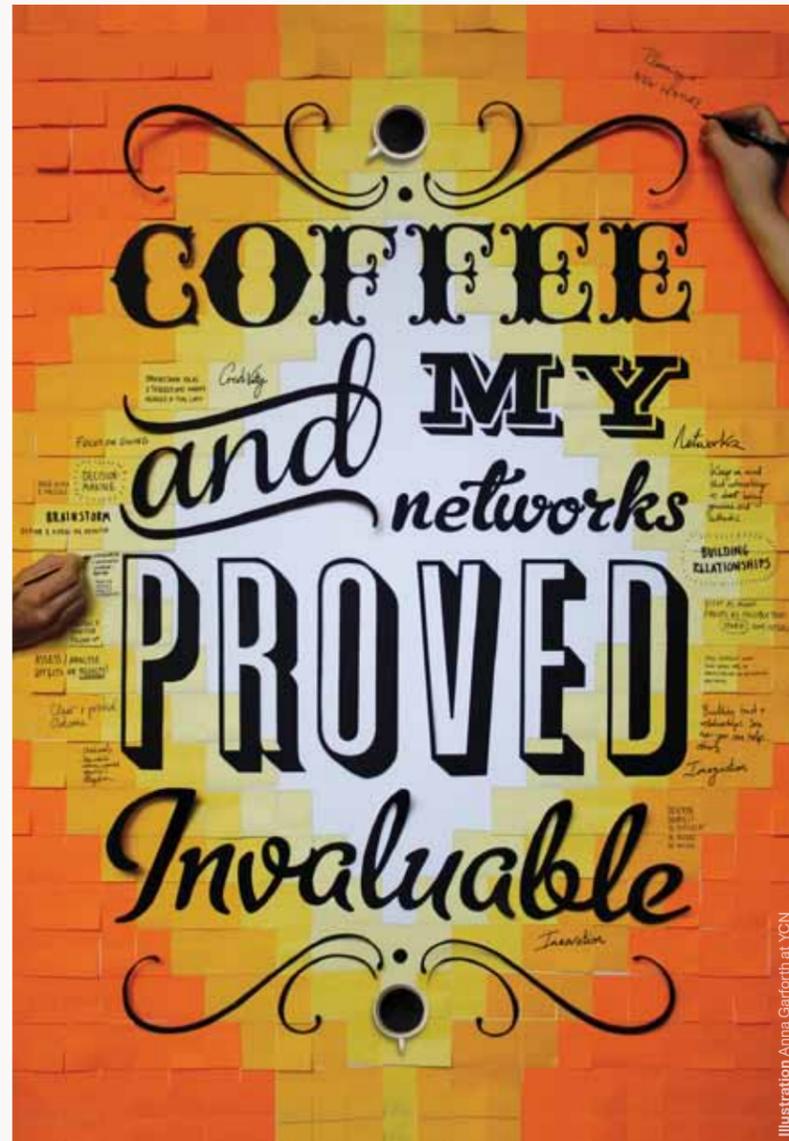
Nisba  
Office manager

**Enhancing employee wellbeing**

Ingeus believes in early intervention – prevention rather than cure. We believe in fostering healthy workplaces where staff are valued and supported. We are specialists in working with employers to reduce sickness absence, enhance employee and organisational wellbeing, increase employee engagement and productivity and improve staff retention. Employee wellbeing services are also a cost effective way of strengthening the employee value proposition.



For more information, please visit [www.ingeus.com](http://www.ingeus.com)



**“As a qualified professional with more than 20 years’ management experience, I was used to being the one doing the hiring. However, the GFC hit my company hard, and a restructure left me facing unemployment. Thankfully, my employer engaged Ingeus to assist with outplacement services. They gave me professional advice on my CV and access to skilled counsellors whose advice on using my networks proved invaluable. A few weeks and a few coffee meetings later, I landed a job through an old contact who had recently started a new business and was looking for a trusted and skilled professional to drive it.”**

**Bernard**  
Project manager

**Providing outplacement services**

Ingeus recognises that change in today’s workplace is a reality. Proficient handling of outplacement is as important to a company’s reputation, culture and continued appeal to prospective employees, as their recruitment and HR processes. Ingeus works with employers to ensure that outplacement is undertaken sensitively, effectively and with the best possible employment outcomes for all concerned.

For more information, please visit [www.ingeus.com](http://www.ingeus.com)



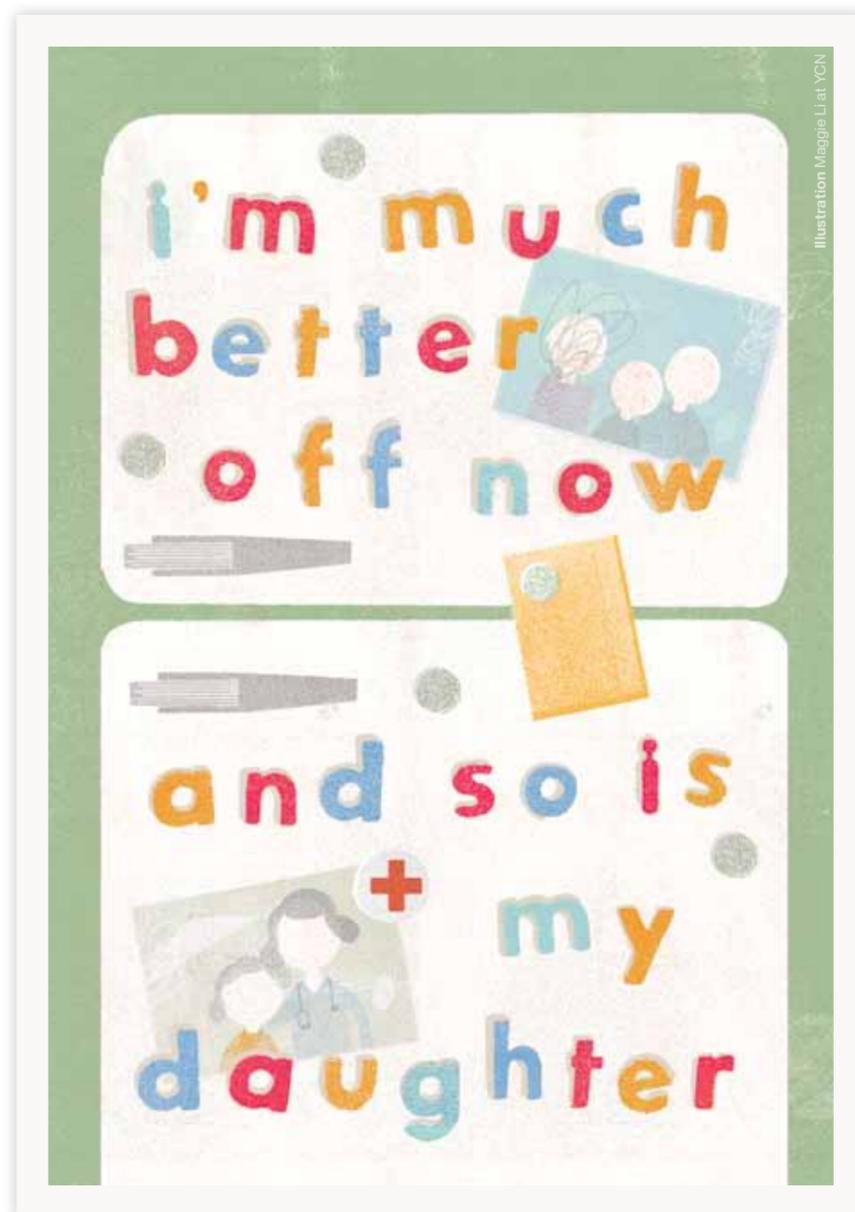


Illustration Maggie Li at YCN

“I never thought I'd be an unemployed single parent, but life doesn't always go to plan. After five years out of work, I thought my experience would be so out-of-date that no-one would want to employ me. My advisor helped me think about the skills I had used in raising my child – financial management, time management, negotiation skills. She made me recognise what I had to offer and encouraged me to apply for a job in a local call centre. Initially I was worried I'd be worse-off in work, but she showed me the rebates I could claim and how it could work for me financially. Now I am working in a job that I love – and am setting a good example for my daughter.”

Katerina  
Call centre worker

#### Targeted assistance for lone parents

Ingeus understands the unique circumstances and challenges facing single parents. We recognise additional support may be required in assisting with on-site childcare during a client's job search and then into employment. Those who may have been out of the paid workforce for some time require assistance to translate the transferable skills and strengths they have to offer to employers. Lone parents often require hours of employment that allow them to gain a balance between work and parental responsibilities, so we work closely with our employer network to ensure an optimal outcome is achieved for all parties.

For more information, please visit [www.ingeus.com](http://www.ingeus.com)



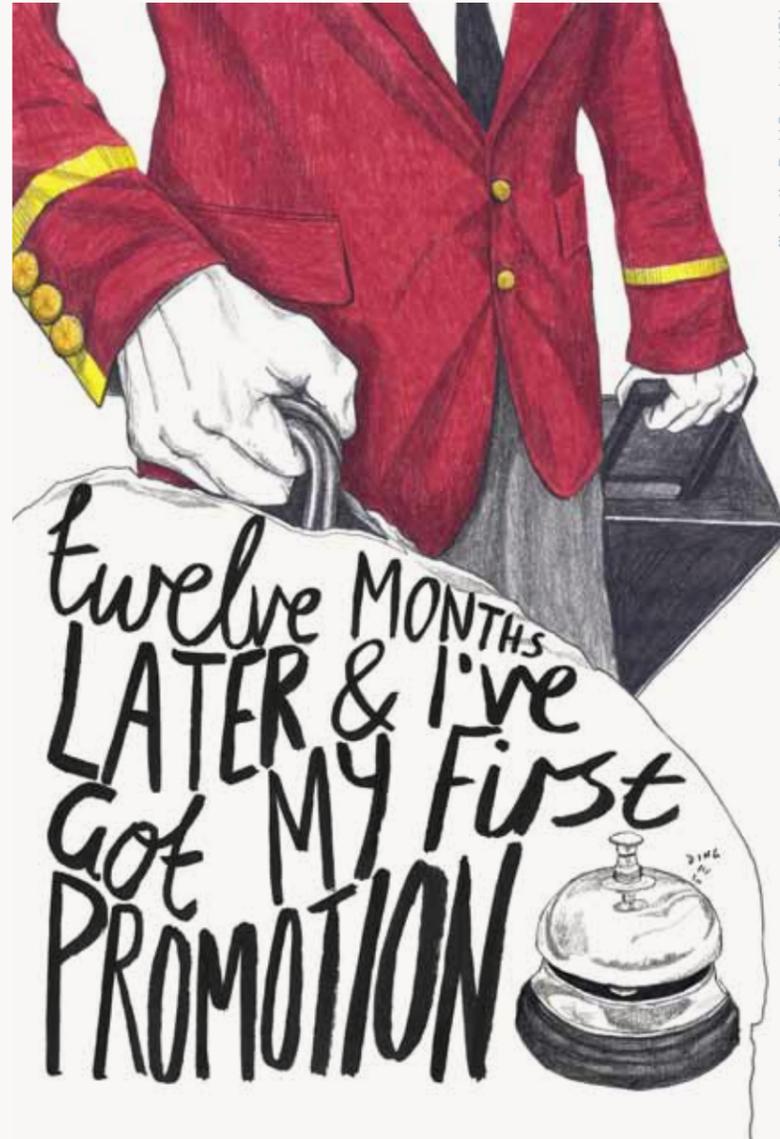


Illustration David Sparschott at YCN

“I’d been unemployed for six years when my advisor helped me get a job at a local hotel as a porter. I enjoyed the job but after twelve months a concierge role came up and I really wanted to apply. I didn’t really have the experience but I spoke to my advisor and she encouraged me to go for it. She was able to arrange some training in customer service and hospitality for me through Ingeus. My manager was able to see what a difference the training had made and I’ve now been the hotel concierge for 15 months. I’m so glad I stretched myself out of my comfort zone.”

Juan  
Concierge

**Facilitating career progression and development**

At Ingeus our objective is not only to assist our clients into work but also to support them in employment. We maintain regular contact with our clients and their employers in order to nurture these relationships, to encourage sustainability and to promote professional development opportunities, such as further training or career progression. We also offer HR consulting services – such as management skills, restructuring and reorganisation, and skills assessments – all tailored solutions that ensure an organisation’s unique business objectives are met.



For more information, please visit [www.ingeus.com](http://www.ingeus.com)



**Our aim is to continue to help more and more people in more and more ways.**

Since our inception in 1989 as a vocational rehabilitation provider in Australia, Ingeus has grown to operate in 10 countries worldwide: UK, France, Germany, Sweden, Switzerland, South Korea, Poland, Kingdom of Saudi Arabia, Australia and New Zealand. In these countries we assist more than a hundred thousand clients to transform their lives each year, whether it be into sustained employment, through improved coping skills to deal with life's challenges, or with enhanced job skills through training. We also employ around 2,000 diverse, qualified staff from employment advisors, clinical psychologists, occupational therapists, organisational psychologists through to operations staff and management.

The reach of our organisation globally, our strong relationships with governments and employers, and our multiple and broad service offerings allows us a unique depth of knowledge about best practice and successfully meeting policy objectives. Simply put, we know what works.

For more information, please visit [www.ingeus.com](http://www.ingeus.com)



## Our Approach

### What we do differently

#### Empowering individuals

We get results because we believe in people

At Ingeus, our key objective is to empower individuals. We do this in a number of ways. By assisting our clients into work, and thus into independence. By facilitating training and staff development to enable career progression and sustainability. By providing health support to encourage wellbeing and psychological expertise to help people face life's challenges and adapt to change. By believing that our clients all have the capability to flourish and live meaningful lives. And by utilising our ability to provide tailored and innovative solutions to the complex, multi-faceted challenges our clients face. Ultimately we empower our clients by always treating them with dignity, respect and as unique individuals with skills and strengths to offer.



For more information, please visit [www.ingeus.com](http://www.ingeus.com)

#### Effective collaboration

Our partnerships are crucial to the quality and effectiveness of our service delivery

Collaboration is a focal point of our offering at Ingeus. Our partnerships are crucial to the quality and effectiveness of our service delivery. Ingeus partners with employers to ascertain and fulfil their staffing needs, provide demand-led training and to ensure staff retention. We partner with public employment services to complement their services at the heart of welfare to work delivery, by assisting the hardest to help clients. We partner with professional services firms, such as Deloitte in the UK and in the Kingdom of Saudi Arabia, to provide the capability and capacity to deliver large-scale contracts in a cost-effective and efficient way. We partner with other providers and organisations, such as those in the third sector, to ensure geographical coverage of services and access to greater expertise with highly disadvantaged clients groups. Partnership and collaboration with key stakeholders is integral to what we do.

#### Social and financial inclusion

We believe people are better off in work and inactive clients deserve the opportunity to participate

Employment is the backbone of a strong economy. It invigorates and sustains local and national economies and is imperative to a healthy social fabric. Decreasing long term unemployment is a significant challenge for governments globally, particularly in those facing recovering economies, and increasing participation continues to be a key objective. We believe people are better off in work and inactive clients deserve the opportunity to participate. We see at the "front line" how policy impacts on people's lives, and can constructively feed back to assist governments to achieve their policy objectives of growing sustainable and socially inclusive labour markets. Using our decades of experience and research, our aim is to be part of the complex solution to assist long-term unemployed people into work.



For more information, please visit [www.ingeus.com](http://www.ingeus.com)