



8th March 2021

NEW NFP ADDRESSES UNEMPLOYMENT FOR OVER 50'S IN REGIONAL VICTORIA

Virtual Contact Centre Limited (VirtualCC) is a Not For Profit Company Limited By Guarantee.

A Deductible Gift Recipient (DGR), VirtualCC aims to employ regional Victorians, beginning with those unemployed aged 50 and over who are on JobSeeker, to provide outsourced support functions to businesses and Government. VirtualCC will operate using cloud-based contact centre software that enables VirtualCC employees to work from their home environment, providing work accessibility to those in remote regional areas.

Paul Mizzi, CEO and Founder, stated that “VirtualCC will employ Regional Victorians in permanent part-time roles. We will be an employer, not a referral agency.”

People over the age of 50 face an increasingly high rate of discrimination within the workforce. Experts warn that too many mature-aged workers are being shut out of the workforce. According to research, people who lose their job after the age of 50 find it difficult to regain employment because they are viewed as too old and unable to cope with working in the digital environment.

Having recently been endorsed as a DGR, VirtualCC's first project will be to seek funds to prepare suitable candidates for roles within a Contact Centre.

Knowledge and experience are exactly what VirtualCC wants to capture and utilise. The age group 50-64 represents over 20% of the regional Victorian population. Census data shows that up to 67% of this age group are either unemployed or underemployed. The current pandemic has already shown and is predicted to further exacerbate the situation .

VirtualCC's primary aim is to employ people over the age of 50, who live in Regional Victoria and who are on Job Seeker, to provide a first-level support contact centre service to clients. When this specific category of skilled workforce is employed, the company will help in addressing social isolation and loneliness through utilising and honouring an overlooked skilled workforce.

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