

TEGOM
Employment Solutions



Annual Results 2009 - 2010

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EDGE Employment Solutions

HIGHLIGHTS

The highlights of EDGE Employment Solutions' activities for the year ended 30th June 2010 were:

- > Since 1984 EDGE has secured 5,011 jobs in open employment for 1,972 people with disability.
- > 528 people with disability were being supported in employment as at 30 June 2010.
- > 53% of all workers supported by EDGE were employed in major corporations.
- > 23% of all workers supported by EDGE were employed across 52 public sector agencies.
- > 9% of workers supported by EDGE were undertaking apprenticeships or traineeships.
- > 49% of all jobs secured by EDGE were "repeat business", where a current employer hires another employee through EDGE.

- > The average wage of workers supported by EDGE was 16% higher than the federal minimum wage.
- > Workers supported by EDGE continue to demonstrate safety, attendance and turnover records that exceed those of the general workforce.



MANAGEMENT REPORT



EDGE Employment Solutions Inc. has been operating as a non-profit employment agency for people with disability since 1984. EDGE has a complement of 67 staff and received \$6.65 million in funding from the Commonwealth Department of Education, Employment and Workplace Relations in 2009/10. This included \$360,000 that EDGE received in grant funding to promote transition from school to work and further education for school leavers with disability.



EDGE has long been acknowledged as one of Australia's leading open employment agencies for people with disability. In its 26 years of operation EDGE has secured 5,011 jobs across the Perth metropolitan area for 1,972 people with intellectual, learning, physical, sensory, psychiatric and neurological disabilities. As at 30 June 2010, EDGE had a register of 953 people with disability ranging from mild to severe – of whom 55% were gainfully employed.

In the 2009/10 financial year, 50% of all positions secured by EDGE were secured with employers who

were already using, or had previously used, EDGE's services. EDGE is a national leader in placing and supporting apprentices and trainees with disability. As at 30 June 2010, 9% of all workers supported by EDGE were undertaking apprenticeships or traineeships. An important indicator of a quality employment service is the calibre of the employer with respect to offering stable, secure, well-paid and satisfying employment. Three out of every four workers with disability supported by EDGE are employed in large corporations or public sector agencies (while only 38% of the general WA workforce is employed in these sectors). Research published previously by EDGE demonstrates that public sector employers and large corporations generally deliver greater job security, better conditions, more workplace flexibility and significantly higher wages than small to medium businesses. Workers supported by EDGE earned an average of \$17.44 per hour, 16% higher than the adult minimum wage.

Workers with disability supported by EDGE are rewarding their employers with attendance, safety and tenure rates that outstrip their non-disabled co-workers. The average tenure for these workers is 45 months, double that of the general workforce in the same industries.

The key to delivering quality services is employing quality staff to deliver those services. EDGE is served by staff members who believe in the important economic contribution that people with disability can make to the Western Australian economy and who bring professionalism, energy, creativity, passion and persistence to their work. Like the workers with disability that they support, EDGE staff demonstrated very low turnover of just 15% in the 2009/10 financial year: half that of the disability employment sector nationally.

The Board and management congratulate the staff of EDGE for their strong commitment and continuing success in enabling people with disability to establish meaningful and rewarding careers in the open workforce.



Mark Barnaba BCom Hons (UWA) MBA (Harvard)
CHAIRMAN



Susan Robertson B. Psych (UWA)
MANAGING DIRECTOR

KEY EMPLOYERS

Wesfarmers - (Coles, Bunnings, Target, KMart, OfficeWorks)	68	IGA	4
Woolworths (Woolworths, Big W, Dick Smith)	20	Spotless Group	4
Department of Health	15	McDonald's	4
Disability Services Commission	11	Burswood Entertainment Complex	4
Police Services	10	Workcover WA	4
St John of God Health Care	9	Miss Maud	4
University of Western Australia	8	Swan City Council	4
Competitive Foods (Hungry Jack's, KFC, Domino's)	8	Curtin University of Technology	3
Department of Training and Workforce Development	7	Croissant Gourmet	3
Sizzler	6	Bakers Delight	3
Quick Service Restaurant Holdings (Red Rooster, Chicken Treat)	6	Department of Premier and Cabinet	3
Department of Housing	5	Golden Egg Farms	3
Department of Treasury and Finance	4	Patersons Securities	3
Department of Education	4	OCS Services	3
		Department of Environment and Conservation	3
		Swan City Council	3

EDGE AT WORK



The achievements of St John of God Hospital Murdoch employee, Gary Wanstall, were formally recognised when he was awarded the April Caregiver of the Month earlier this year. Nominations for Gary came from a variety of sources, including patients and co-workers, and acknowledged his

empathetic nature and ability to brighten the lives of others. Gary proved a very popular winner, with many co-workers attending his morning tea and award presentation.

Gary has been working for St John of God Hospital for over 24 years, filling a variety of roles with the ongoing support of EDGE Employment Solutions. His most recent position at the hospital was created in 2009 to take advantage of the compassionate attitude Gary displays to patients and co-workers alike.

As a hospitality clerk in the admissions department, a part of Gary's new role is to greet and escort patients to their rooms

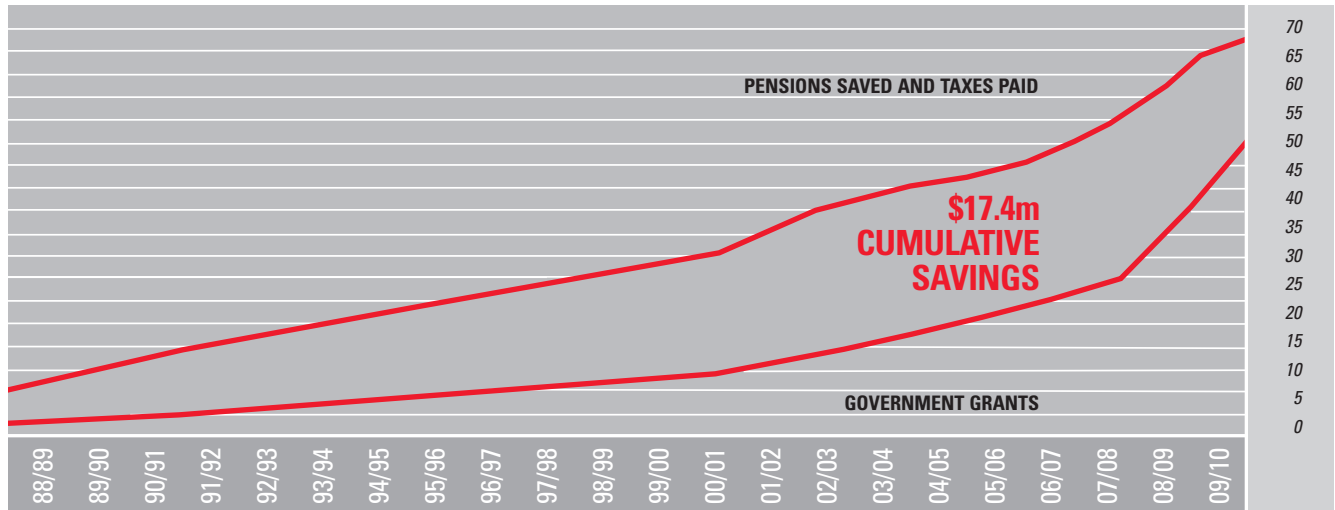
He is often the first contact that many patients have when being admitted SJOGH.

When asked to comment on his award, Gary said "I'm very proud to be working for SJOGH, and dedicate one hundred percent of my efforts to show my appreciation for the new role that's been created for me. I use my own experiences as a former patient to help people coming into hospital feel as good as possible. EDGE has supported me a great deal throughout my time at SJOGH."

Gary's Job Co-ordinator from EDGE added, "Being admitted to hospital can be a daunting and anxiety provoking experience. Gary's supportive and empathetic nature makes people feel at ease. It is very rewarding to see the personal journey Gary has been on whilst working for SJOGH. Gary's face lights up when he comes into work and his passion and enthusiasm is something to be admired."

Gary is now in the running for the title of 2010 Caregiver of the Year to be announced later this year.

PUTTING YOUR TAX DOLLAR TO WORK



EDGE continues to produce significant savings for the taxpayer. In the 2009/10 financial year EDGE received \$6.3 million funding from the Australian Government to deliver employment services. Workers supported during the past year returned to the Government total pension savings and tax contributions of \$6.3 million. Thus, the service cost Government nothing to operate. Over the 20 years that records have been kept, EDGE has saved

the taxpayer a total of \$67.8 million in unpaid pensions and paid income taxes. However, the service has cost only \$50.4 million to operate over the same period (see graph): a total nett saving to government of \$17.4 million, or a return of \$1.35 on every dollar that government has invested in EDGE. In other words, it would have cost government \$17 million more if it had done nothing than it would in funding EDGE.

EDGE AT WORK

John Dawson has recently been awarded first place in the Bullsbrook Chamber of Commerce Apprentice/Trainee of the year for 2009 in the category of First Year, through his dedication to his current employer the City of Swan.

John has been an employee with the City of Swan for approximately three years. City of Swan hosted John in his Certificate II Traineeship in Horticulture. He then applied for and was successful in obtaining a full time permanent position with the City of Swan, as a Certificate III Trainee Horticulturalist. Since commencing his Traineeship in August 2008, John has undertaken studies at TAFE WA in Horticulture. John's aim is to be a certified Horticulturalist within the next two years. To gain the title of Horticulturalist John will need to complete studies to a Certificate IV Level.

John is supported by EDGE Employment Solutions, as he is diagnosed with Audio Dyslexia. John claims the job and training has been great assisting him in improving his literacy, comprehension and communication skills.

John's achievements to date have been extraordinary, he has completed his Certificate II and is half way through Certificate III in Horticulture, thus putting him on schedule to complete his

apprenticeship within the next two years.

John started out with the Horticultural crew working in the Ellenbrook and has since worked in various suburbs, including Ellenbrook, Bullsbrook and The Vines. Duties undertaken include various mowing and horticultural works.

John's work ethic, enthusiasm, pride and general commitment to ensuring he delivers exceptional work in his community, has seen him progress quickly to acting duties as a team leader. John's continued dedication, expertise and commitment will hold him in good stead for permanent position as Team Leader in the very near future.

John has shown the leadership and levels of maturity usually only seen in much older employees, which is a credit to him and the team he works with both at EDGE and the City of Swan.



JOB SEARCH

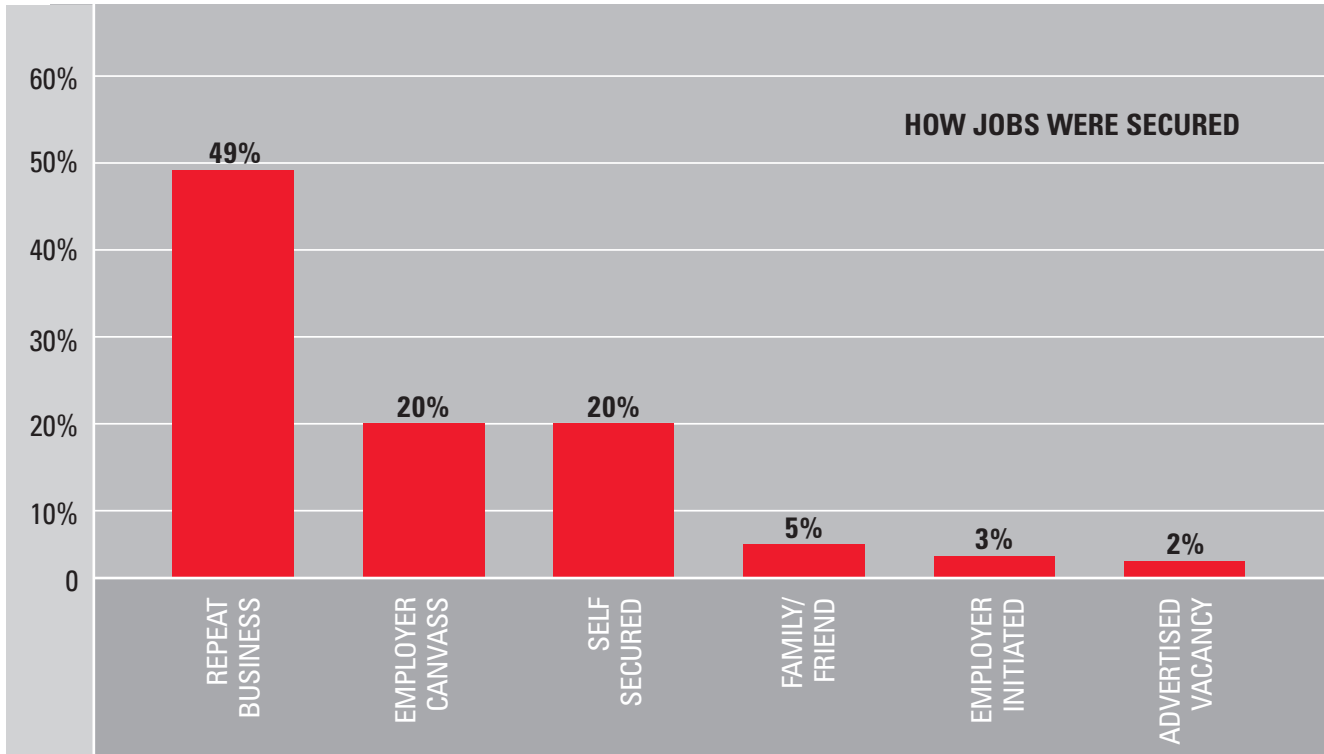


Each job seeker, plus anybody they wish to bring along, is interviewed by a Customer Relations Advisor. At the interview, vocational skills and career interests are discussed and an individual employment plan is developed. The plan identifies jobs that match the job seeker's skills, lifestyle and interests.

The job seeker is then introduced to one of EDGE's Employer Consultants who works with them to secure a job in accordance with their individual employment plan. As part of its commitment to quality, EDGE seeks to match jobs to people - as opposed to matching people to jobs. Starting with the job seeker and finding the right job with the right employer increases the likelihood of people with disability securing and retaining satisfying and meaningful employment.

In the skilled workforce of the future, people without useful vocational skills will be consigned to the most menial, poorly paid and casual jobs. EDGE has had a long commitment to securing positions that offer access to nationally recognised training, such as apprenticeships and traineeships, so that people with disability can grow and prosper in the workforce of the future. Since 1999, EDGE has assisted 382 people with a wide range of disabilities to commence apprenticeships and traineeships.

JOB SEARCH



EDGE AT WORK



Former Corpus Christi student, Madeleine Gothard-Fox, undertook a 15 week work experience at the Disability Services Commission through EDGE's SWEAT program. Two years later Maddie is the proud holder of a Certificate II in Business.

During her work experience Maddie developed an interest in business administration and impressed her work colleagues with her enthusiasm and positivity. After completing her work experience placement, Maddie was offered a paid 18-month School Based Traineeship with the Disability Services Commission and readily accepted the challenge.

EDGE enlisted the support of Australian Medical Association Training Services to deliver the training component of the Certificate II in Business and conduct the necessary assessments.

The AMA was full of praise for Maddie. "At the start Maddie was very nervous and seemed slightly overwhelmed, but over the course of the traineeship I witnessed a fantastic transformation. Maddie's confidence grew with each visit and assessment. Through perseverance and practice Maddie became increasingly competent in the use of office business equipment. By the end of the traineeship I had seen a positive change in Maddie's overall demeanour and she had become a confident young woman."

Maddie's parents also witnessed this transformation. "We were delighted with Maddie's traineeship. She developed work skills which will be really useful for her future, confidence in her capacity to undertake new challenges and social skills which enabled her to make lots of new friends. Maddie loved going to work and she was supported really well by 'Team Maddie', her Job Co-ordinator from EDGE and the AMA. All in all it was an immensely positive and rewarding experience for her."

In August 2010 Maddie reached her goal. She received her Certificate II in Business and the piece of paper to prove it. Maddie's achievements are testament to the fact that, with the right job, the right support and the right employer, anything is possible.



JOB SUPPORT

Once a job is secured, EDGE seeks to establish an ongoing partnership between the newly appointed worker, their family, the employer and the agency. Prior to the job commencing, the Job Co-ordinator visits the workplace, meets with key co-workers, clarifies the duties to be performed and determines needed training. The Job Co-ordinator then provides back-up

WORKFORCE DISTRIBUTION

53% LARGE CORPORATIONS

24% SMALL AND MEDIUM BUSINESS

23% PUBLIC SECTOR

and advice to the supervisor along with any additional training and support to enable the worker to perform the job to the employer's expectations.

On-the-job support from the Job Co-ordinator decreases as the worker becomes more independent, but regular contact is maintained with the worker, their family, and the employer. EDGE is always available to provide additional support in response to changing job demands.

More than three out of every four (76%) workers with disability supported by EDGE are employed in large corporations or

public sector agencies (while less than 40% of the general WA workforce is employed in these sectors). Workers supported by EDGE earned an average of \$17.44 per hour, 16% higher than the adult minimum wage.

As at 30 June 2010, 168 major Western Australian and national companies were employing 286 workers with disability through EDGE, while 52 public sector agencies were employing 122 workers with disability through EDGE.

The combination of good job match, on-the-job support, co-worker training and employer back-up has delivered impressive outcomes for workers with disability, who demonstrate attendance, safety and turnover level that usually exceed those of the general workforce.

EDGE offers a one-day 'Mentoring Co-workers with Disability' training course to all employers. This free course provides co-workers with the skills and confidence to train and support their colleagues with disability. In the 2009/10 financial year, 89 co-workers from both the private and public sector attended. Participants commented that the course enables them to be better trainers of all employees in their workplace, not just those employees with disability. Since its inception in 1991, a total of 1,492 co-workers have attended the course.

CUSTOMER SATISFACTION

EDGE formally monitors customer satisfaction through a series of four standardised, independently conducted surveys of job seekers, workers, family members and employers respectively. A total of 234 telephone surveys were undertaken during the year.

The 24 job seekers who were surveyed rated EDGE highly overall, and higher than 80% in the following areas: really listening to them; respecting their job interests; caring about them and their careers; respecting their privacy; knowing about their job skills and job interests; feeling comfortable with the way they were talked to; feeling welcome when they first registered; having EDGE's services well explained to them; and feeling comfortable talking to EDGE staff.

The 66 workers who were surveyed rated EDGE very highly overall, and higher than 90% in the following areas: really listening to them; caring about them; respecting their privacy; explaining things at work; providing the promised support; being there when needed; working hard to help them keep their job; feeling comfortable with the way they were talked to; being well regarded by workmates; the skills they had learned at work; being kept informed of what EDGE is doing for them; and being better off for having registered with EDGE.

The 78 family members who were surveyed rated EDGE very highly overall, and higher than 90% in the following areas: feeling

comfortable with the way they were talked to; really listening to their son or daughter; explaining things clearly to them; respecting their privacy; knowing about son or daughter's job interests and career goals; being there when needed; being comfortable with how EDGE staff talked to son or daughter; and better off for having registered with EDGE.

The 66 employers who were surveyed rated EDGE very highly overall, and higher than 90% in the following areas: EDGE's initial approach; the pre-job start planning and preparation; the quality of the on-the-job training; level of contact from EDGE; and the responsiveness of the Job Co-ordinator to requests for assistance.

RESEARCH AND DEVELOPMENT



EDGE has been a national leader in the area of research into open employment for people with disability since 1985. EDGE currently employs a post-doctoral research fellow, through a Bendat Family Foundation grant, in conjunction with Curtin University of Technology. Several articles on apprenticeships and traineeships have been prepared for publication in international journals during 2009/10, with the first having been accepted by the Journal for Vocational Rehabilitation.

EDGE operates the National Disability Coordination Officer Program across Western Australia. This DEEWR funded, state-

wide program is designed to improve transition between school, TAFE, university and employment for people with disability. EDGE auspices all three NDCOs based in Western Australia: one operating across metropolitan Perth and the other two covering the southern and northern regional areas of the state. The NDCOs also maintain the popular careertips.net.au web-site for school, TAFE and university students with disability. There are also sections for teachers and lecturers, career advisors, mentors and employers.

The very popular SWEAT® (Supported Work Experience and Training) Program was initially developed by EDGE in 2007 to assist school students with disability to secure a one-day per week supported work placement in industry over 15 weeks as a prelude to entering a school-based traineeship or apprenticeship. Students have a choice of 19 different occupations in nine different industries ranging from construction, engineering and automotive to hospitality, business administration and warehousing.

The SWEAT® Program (which has placed 109 Year 11 students into work experiences since January 2007), has had 65 students (60%) complete their SWEAT® placements, with 23 (26%) still completing. Of those who have completed, 23 (44%) had moved into a traineeship or apprenticeship.

In 2010 the SWEAT® Program was expanded to include work experience pathways to general employment. Woolworths and Big W were signed on as major partners offering work placements in stores across the metropolitan area. There are now some 40 schools and a similar number of employers involved in the SWEAT® Program.

In addition to its research and development program, EDGE also provides training to the disability employment sector in the delivery of leading edge services to job seekers and workers with disability. Since 1985, EDGE has delivered nationally recognised training to more than 6,000 staff members from more than 600 disability agencies around Australia and in neighbouring countries including New Zealand, Indonesia and Singapore.



EDGE EMPLOYMENT SOLUTIONS AT A GLANCE



Registrants and Workers by Age

Age Group	Registrants	Workers
25 years and under	300	173
26 - 35 years	242	145
36 - 45 years	191	109
46 - 55 years	138	68
56 years and over	82	33

Registrants and Workers by Gender

Gender	Registrants	Workers
Male	605	345
Female	348	183

Registrants and Workers by Disability

Primary Disability	Registrants	Workers
Intellectual/Learning	380	277
Physical	214	93
Psychiatric	177	66
Autism	70	23
Hearing	39	28
Acquired Brain Injury	29	13
Vision	22	16
Neurological	22	12

Registrants and Job Sites by Local Government Area

Local Government Area	Registrants	Job Sites	Local Government Area	Registrants	Job Sites
Armadale	29	12	Serpentine/Jarrahdale	3	0
Bassendean	14	7	South Perth	18	9
Bayswater	79	17	Stirling	112	64
Belmont	13	25	Subiaco	18	27
Cambridge	26	8	Swan	81	37
Canning	69	33	Victoria Park	18	26
Claremont	9	8	Vincent	20	13
Cockburn	50	15	Wanneroo	56	15
Cottesloe	3	2			
East Fremantle	5	1			
Fremantle	32	15			
Gosnells	56	17			
Joondalup	70	19			
Kalamunda	29	5			
Kwinana	11	1			
Melville	41	27			
Mosman Park	10	3			
Mundaring	16	5			
Nedlands	14	14			
Perth	16	95			
Rockingham	35	5			



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