

IRONEDGE
Employment Solutions

ANNUAL RESULTS
2014/2015



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Mr Patrick Moran

Managing Director
EDGE Employment Solutions

EDGE STATS & FACTS:

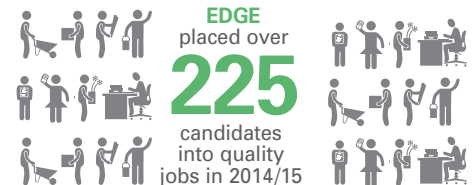
Average tenure
of a candidate
placed by **EDGE**



EDGE has
secured over
6,336
jobs for people
with disability



of **EDGE's** own
employees
have a disability



MANAGING DIRECTOR'S REPORT

As the year commenced we said farewell to our founding Directors in Sue Robertson and Dr. Greg Lewis. For 30 years Sue and Greg built EDGE from an idea of people with disability working in open employment into the substantial and respected Disability Employment Service (DES) that EDGE is today. On behalf of the Board, Staff, Consumers and all Stakeholders I would like to once again acknowledge and thank Sue and Greg for their contribution to EDGE and the sector.

The 2014/15 financial year was filled with significant milestones and new challenges for EDGE. Along with the changes to the senior leadership team, the Government Department that funds EDGE transferred from DEEWR to DSS and the long established 12 Disability Services Standards were modified to the six new National Standards for Disability Services. The team at EDGE dealt with these changes well and during the year we improved our Government contract compliance and gained certification against the new National Standards for Disability Services.

EDGE's contract with Government includes minimum performance requirements and at two points during the contract the Government reserves the right to re-allocate the contract of any DES provider if they are not performing at the required level. December 2014 marked the cut off point

for the first of these re-allocations. EDGE staff worked diligently to strengthen our performance and ensure that we avoided any risk of contract loss. Pleasingly, EDGE's Star performance improved by 9% in the Central region and 32% in the North region meaning EDGE performed well above the DES national average.

EDGE, like many other DES Providers, again faced challenges from a financial perspective this year. The DES program operates on a fixed fee basis and there has been no increase to these fees for many years. Whilst the fees have remained the same, the costs of running the agency and complying with our contract have increased. These factors have combined and resulted in EDGE declaring a financial loss for 14/15 year. With fees unlikely to increase over the coming year we must continue to find efficiencies whilst maintaining the high quality of EDGE's services.

Whilst there were challenges across the year these were outnumbered by wonderful success stories. EDGE's key measure of success is how well we assist people with disability to secure and maintain quality employment. Across the year more than 225 jobseekers were assisted into work and over 90 workers celebrated their 12-month anniversary in their job. EDGE supported about 400 workers in employment last year and

their average tenure was 44 months, which is considerably longer than the average tenure for the general population.

DES and the disability sector more broadly are on the cusp of significant reforms. The NDIS and My Way trials are now very well established and at the time of writing this report the Government are undertaking a review of the Disability Employment framework. It is likely we will see a very different approach to supporting people with disability into employment in the coming years. Regardless of the rules of the day, EDGE must continue to improve our capacity to support people with disability to secure and maintain well-matched quality employment. The reward for success in this regard will be the opportunity to continue to serve and support our stakeholders and ensure that people with disability take their rightful place in the workforce.

In closing out a challenging year and looking forward, we will continue to navigate a path with a clear focus on our enduring purpose of supporting people with disability to secure and maintain quality employment. We can only achieve this objective with the collective support of all stakeholders. I would like to thank the EDGE Board and Staff for meeting the challenges of the past year head on and for having made significant

contributions to EDGE's ongoing strength and success. I would also like to acknowledge the wonderful employers with whom we partner and thank them for being inclusive in their employment practices. Thanks must go to our Government funder, the Department of Social Services who provides resources for us to operate. Finally and perhaps most importantly, I would like to thank our consumers who entrust EDGE to support them on their employment journey. Without you and your employment aspirations we have no reason to exist...thank-you one and all.



Patrick Moran MBA UWA
MANAGING DIRECTOR



TOP EMPLOYERS (BY CURRENT WORKERS)

EMPLOYER	NUMBER OF WORKERS SUPPORTED BY EDGE
Wesfarmers (Coles, Bunnings, Kmart, Officeworks, Target)	53
Woolworths (Woolworths, Big W, Dick Smith)	35
McDonald's	8
Ramsay Health	7
Spotless Group	7
University of Western Australia	6
St John of God Health Care	5
Department of The Attorney General	4
Disability Services Commission	4
Competitive Foods (Hungry Jack's, KFC, Domino's)	4

Eight great reasons to employ people with disability*

*Reference: CCWA

1. Increased productivity, reduced absenteeism, increased morale, a more positive organisational culture and reduced Worker's compensation.
2. Employees with disability generally have very good problem-solving skills.
3. The number of OHS incidents for an employee with disability is six times lower than that of an average employee.
4. Lower turnover of employees with disability.
5. Employees with disability have less sick days compared to an average employee.
6. People with disability generally have a very positive work attitude and work ethos.
7. It enhances the company's image among its staff, customers and community.
8. There will be benefits to existing staff who find working with people with disability rewarding.

BEN IS THE BOSS

Ben is the proud owner of Kelly's Detailing Services. Ben's typical week sees him working mornings at his local Coles supermarket and spending his afternoons running Kelly's Detailing.

EDGE provides Ben with support if and when he needs it in either of his jobs. EDGE also provided support and advice to him when establishing his own business. Ben never imagined he would be a business owner and EDGE has seen his confidence and ability grow significantly. According to Ben, "EDGE can support you much more than you realise. A Job Co-ordinator can offer you more than you can yourself."

"...remember to breathe, don't think people are judging you, and do the best you can. Don't over stress as someone from EDGE will be there for you."

Ben's advice to those looking for work

Ben is a dedicated and proactive learner and a love of Roald Dahl novels is helping Ben practise his reading and better engage with his customers over text. When asked what he loves the most about his current jobs Ben is quick to respond, "I have a new experience every day." Ben, who enjoys detailing his own car in his spare time, has recently purchased his own brand new vehicle to meet the growing demands of his business. "I am really proud of what I have achieved so far."

As a 19 year old who enjoys catching up with mates and playing golf, Kelly's Detailing Services has given Ben and his family independence. A job "stops me asking mum and dad for money". Ben's advice to those looking for work is "remember to breathe, don't think people are judging you, and do the best you can. Don't over stress as someone from EDGE will be there for you."

EDGE STATS & FACTS:



EDGE assisted over **20** workers to complete traineeships and apprenticeships in the past year


EDGE has supported over **500** candidates to secure traineeships and apprenticeships since 2005.

Kelly's Detailing

I'LL COME TO YOU!

Standard Wash + Vacuum
Carpet Shampooing Seats
Leather Cleaning
Monthly Paint Protection



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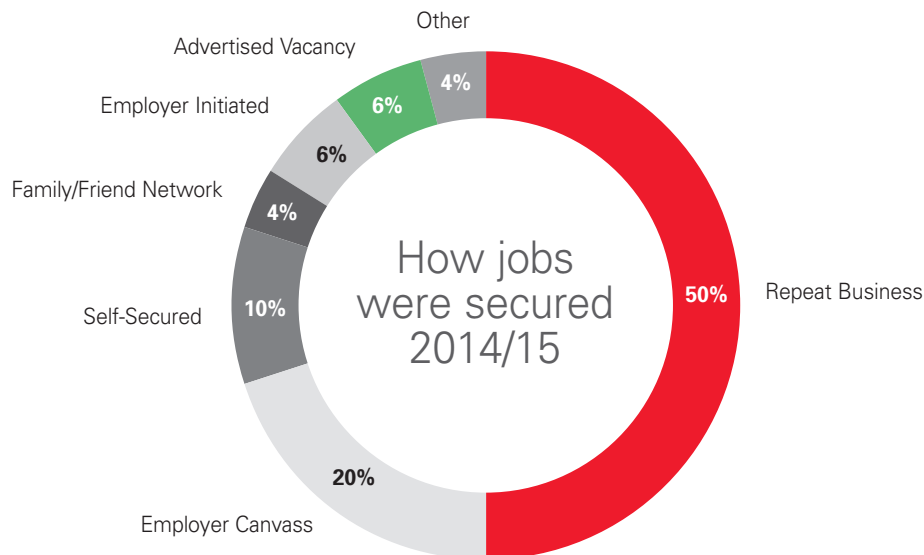
JOB SEARCH

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 specialist Employer Consultants who works with them to secure a job in accordance with the 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.

Last year EDGE's specialist Job Search team secured more than 225 new jobs for jobseekers across a wide range of industries. These jobs included basic entry-level roles, traineeships and apprenticeships right through to high-level professional appointments.



A STAR IN THE MAKING



Julia is an aspiring actress and she is actively pursuing her dreams. She was recently selected to go to Adelaide with DADAA and will be heading off in October 2015. Julia enjoys spending time with her partner, family and friends and will enthusiastically tell you “my best thing I like to do is horse riding.”

The leadership program with DADAA, a not-for-profit promoting opportunity in the arts for people with disabilities, is only one example of the dynamic life Julia leads. Living independently

“I have nearly got everything I have always wanted in my life.”

Julia

in her own Subiaco apartment, Julia’s parents couldn’t be prouder, “they have enjoyed watching me do something with my life.”

Julia’s association with EDGE started when she was a teenager, “when they gave me the work experience at Nike many years ago and it was fantastic.” Over the last 15 years Julia has gained experience in both retail and office assistant roles. The success and security found in her current administration role is evidence of the great range of skills Julia has acquired. For the past 3 years Julia has held an administration assistant role with Auzcorp.

Julia can now easily support her lifestyle and pursue her dreams in acting. “I have always wanted to be on Home and Away so I am trying to get some agencies in to come and watch me perform.” In the meantime, Julia is pretty happy. “I have nearly got everything I have always wanted in my life.”

JOB SUPPORT

Once a job is secured, EDGE seeks to establish an ongoing partnership between the newly appointed worker, their family (where appropriate), the employer and the agency. Generally, prior to the job commencing, a specialist Job Co-ordinator visits the workplace, meets with key co-workers, clarifies the duties to be performed and determines the need for any training. The Job Co-ordinator then provides back-up 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.

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.

Workers supported by EDGE in 2014/15 had an average tenure of 44 months and earned an average of \$19.49 per hour, which is 11% higher than the adult minimum wage.

EDGE offers a one-day 'Mentoring Co-workers with Disability' training course to all employers. This course provides co-workers with the skills and confidence to better train and support their colleagues with disability. Last year 75 co-workers from both the private and public sector attended EDGE's MCD course. Since its inception in 1991, a total of 2005 co-workers have attended the course.

To register for the next MCD course contact EDGE's MCD Course Coordinator on 9286 6600.

STATS & FACTS:



1 in 5
people in
Australia have
a disability

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 187 telephone surveys were undertaken during the year.

Job seekers rated EDGE highly overall, and higher than 80% in all categories including: 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 welcome; letting them know what they are doing to get them a job; and feeling okay about telling EDGE if they are unhappy.

Workers rated EDGE very highly overall, and higher than 80% in 21 out of 22 areas such as: really listening to them; caring about them; respecting their privacy; providing the promised support; being there when needed; working hard to find out what the worker needs and wants; working hard to help them keep their job; feeling comfortable with the way they were talked to; being well regarded and treated by workmates; feeling okay about telling EDGE if they are unhappy; and being better off for having registered with EDGE.

Family members rated EDGE very highly overall, and higher than 80% in 19 out of 24 areas such as: really listening to their son or daughter; explaining things clearly to them; respecting their privacy; respecting their son or daughter's job interests and career goals; feeling okay telling EDGE if they are unhappy; explaining the Job Co-ordinator's role; their son or daughter being well treated by workmates and being better off for having registered with EDGE.

Employers rated EDGE very highly overall and higher than 80% in 11 out of 12 areas such as: matching the job duties to the worker; the quality of EDGE's on-the-job training; level of contact from EDGE; overall support provided by EDGE; the responsiveness of the Job Co-ordinator to requests for assistance.

EDGE STATS & FACTS:



of all jobs secured by **EDGE** are 'repeat business'

75

workers were assessed and exited as **independent** in 2014/15

FINALIST – WA TRAINEE OF THE YEAR 2015

Deanna Scorda certainly knows a thing or two about setting goals. “I have achieved 3 goals set just short of 2 years ago. These goals were to gain permanent employment, buy a modified vehicle to be even more a part of the community outside of work and, lastly, purchasing an investment property to have security for the future. Without this job, none of this would have been possible.”

Deanna is a Budgeting Officer with the Department of the Attorney General and a finalist for WA Trainee of the Year 2015. Deanna has spinal muscular atrophy and uses an electric wheelchair for transport. “When I began my job, I wasn’t able to access the building independently. My support worker, Sarah, came to assist me every morning, lunch and evening until a more permanent solution was put into place. This was invaluable to me. Without Sarah at that point I would have thrown in the towel.”

EDGE STATS & FACTS:

At June 30th 2015
EDGE was
supporting over
consumers

650

“Without this job, none of this would have been possible.”

Deanna Scorda

Before her current role, Deanna’s anxiety meant she barely left home and had never felt like part of the community. With great friends at work and obviously succeeding in the workplace, Deanna is a much happier person. Having been introduced to EDGE in high school, Deanna explains, “The support is second to none. Nothing is ever too hard and there is always a plan x, y and z if needed!”

Now a confident and happy young woman, Deanna whole heartedly recommends others to take the same steps to employment. “Go for it! You won’t regret it! It has honestly changed my life for the better!”



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ON THE RIGHT PATH

Sam is a personal trainer at Lords, a City of Subiaco recreation centre. Starting off as a cafe assistant at the centre, Sam took the opportunity of a foot in the door and proved his ability on the job. "I honestly thought it was a long shot to get into the fitness industry, which is what I've always wanted to do." Having acquired a brain injury, Sam has overcome a lifetime of barriers to be where he is now.

Sam has harnessed his love of fitness and his fantastic customer service skills and has applied them to what he loves most. Now a qualified personal trainer, Sam's role is to help others to realise their own potential. "I help people achieve their goals and improve their capabilities. I like to use my life experiences to motivate people."

Sam's supervisor Kristen reports, "EDGE are very dedicated to their clients, which I believe helps individuals like Sam to gain a sense of confidence and involvement within the community."


Lords City of Subiaco is leading the way with inclusion opportunities. "EDGE has helped us get into contact with people with disabilities

for a more diverse and inclusive workforce. We are able to have a point of contact for each EDGE client. If we have had any questions or concerns in regards to the employees, EDGE has been quick to follow up."

Not yet 20, Sam is currently focusing on gaining more PT clients. We recently asked Sam about where he sees himself in future, "To answer that question in a black and white statement, I really do not have a clue where my path's going to take me, but I love the way it is going."

STATS & FACTS:





“EDGE are very dedicated to their clients, which I believe helps individuals like Sam to gain a sense of confidence and involvement within the community.”

Sam's supervisor Kristen



Cara Reid, Patient Services Assistant – St John of God Subiaco

EDGE
Employment Solutions

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