

MPD
Employment Solutions

ANNUAL
RESULTS
2016/
2017



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KPMG

Mr Patrick Moran

Managing Director
EDGE Employment Solutions

EDGE STATS & FACTS:

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



EDGE has secured over **6,791** jobs for people with disability



Front cover Nosisa / Programmed

TOP EMPLOYERS (BY CURRENT WORKERS)

| Employer | Numbers of workers supported by EDGE |
|--|--------------------------------------|
| Wesfarmers (Coles, Bunnings, Kmart, Officeworks, Target) | 47 |
| Woolworths (Woolworths, Big W) | 28 |
| McDonald's | 11 |
| Competitive Foods Group | 10 |
| Dôme | 10 |
| Spotless Group | 10 |
| Disability Services Commission | 9 |
| Department of Health | 8 |
| St John of God Australia | 6 |
| Iluka Resources | 5 |
| Programmed | 5 |
| RAC | 5 |
| Ramsay Healthcare | 5 |

MANAGING DIRECTOR'S REPORT

Welcome to EDGE's 2016/17 Annual Results. It's hard to believe that another year has gone by. I'm pleased to report that the team at EDGE has had another very successful year and we are very excited about the range of opportunities ahead of us.

Whilst Western Australia continued to experience difficult economic conditions in 2016/17, we have been able to address these conditions with targeted and persistent efforts resulting in some very strong results for our Stakeholders. The number of individually negotiated jobs we secured grew by 11% this year. EDGE's ongoing commitment to finding the right job for our consumers has seen further improvements in the number of jobs that last for more than 12 months. The average tenure of workers supported by EDGE remains very strong at 43 months. This is fantastic for our consumers and their employers. Not only has the team brokered more quality job matches that last longer; our consumers are continuing to earn good wages with the average worker supported by EDGE earning 26% above the adult minimum wage.

As a result of our ongoing commitment to delivering an excellent service experience, demand for EDGE's service remains very high with 83% of client commencements being direct registrations in 2016/17. Employers also continue to recognise the benefits of employing through EDGE, with over half of the jobs that we secured this year coming from repeat business.

The above success has seen EDGE's financial performance return to a level that will allow us to comfortably cover our costs and importantly, invest in delivering broader and better services for our stakeholders into the future.

For a number of years now I have been writing about the Government's intention to redesign Disability Employment Services. The reforms are now finally underway and Grant applications will close in just a couple of weeks time with the new DES program to commence in mid 2018. One of the positive elements of the reforms will see the removal of provider market share. This will increase consumers' ability to choose who they receive a service from rather than being compelled to go to a particular provider. We believe this change will require DES providers to deliver an improved service experience to people with disability or face a decreased demand for their service.

STATS & FACTS:



It is our hope that this will result in a general improvement to the services offered through the DES program. With any reform, however, comes uncertainty and there are elements of the reforms that will require close attention. EDGE remains highly committed to partnering with Government to ensure that more people with disability receive better support to secure and maintain employment.

EDGE has been supporting people with disability for over 33 years. We have learnt a lot over this journey and we must continue to improve. At the time of writing we are expanding our office network to allow us to deliver a better service experience to our consumers. We are increasing the size of our team, we are increasing the range of training courses that we offer to stakeholders and we are exploring a number of exciting partnerships that will provide consumers easier access to a broader range of supports. These are exciting and busy times and always with the clear purpose of improving access to quality employment for people with disability.

EDGE can only deliver the services that it delivers because of the support from its stakeholders. A big thank-you to the dedicated staff, management and Board of EDGE who are unrelenting in their work to improve EDGE and the service that we deliver.

To our funder, the Department of Social Services, without you we have no means to do what we do; thank you for your ongoing support. To the thousands of employers who are walking the talk when it comes to employment diversity, thank you for your leadership. And finally to the consumers who choose EDGE to support them on their employment journey, we thank you and we look forward to supporting you to achieve your employment goals.

Patrick Moran MBA UWA
MANAGING DIRECTOR



LIVING THE DREAM

Never underestimate Ben! A confident, energetic and enthusiastic character, Ben continues to go from strength to strength with EDGE by his side. Ben was initially employed in a Sheltered Employment setting and was told he'd never be able to secure a position in the open workforce; Ben didn't let others' views limit his aspirations. Undeterred, he began working hard to fulfill his open employment aspiration, proving those who doubted his abilities wrong in the process.

Fast forward and Ben is now working part time in a Community Advocacy role as a Community Engagement Officer with Cahoots. Ben assists with the delivery of community education programs to increase awareness and understanding of disability. He is able to share first hand some of his experiences of how the community can misunderstand disability, this supports a very authentic experience for participants. Ben is fully committed to this dream job and travels an hour and a half to get to and from work every day (that's each way!). With the support of EDGE and Cahoots, Ben is making a huge difference to the WA community.

EDGE STATS & FACTS:



EDGE has supported over **540** candidates to secure traineeships and apprenticeships since 2005

Ben is the first to acknowledge there have been barriers to his employment and recognises the help EDGE has given him. 'Cahoots is a small organisation and has a limited amount of staff who are able to support me. Having EDGE on board has enabled me to learn tasks and improve my skills without holding up my coworkers.' Ben shares, 'I like all the Cahoots staff and coming to work is fun. I also enjoy working with different disability organisations and local governments. I've developed a great network within the Perth community.'

Ben believes that people living with a disability are just like anyone else. 'They can contribute and add value to an organisation. In fact, in many cases people with disabilities have proven to be more productive than people without.'

A true believer in supporting people to reach for their dreams Ben has shown that anything is possible. He is proud of his achievements, enjoying his job and pleased to be included equally amongst his co-workers. He explains his preference for open employment, stating 'you get more choice and control about the job that you like to do. I feel like I'm really part of the team'.

When asked what the greatest success he's been able to achieve Ben gets excited, 'I'm the creator and coordinator of Ability Idol, a singing competition for youth aged 5-17. We've just been given time at a major event to showcase this great idea. It's still in negotiation, so I can't go into detail as yet, but watch this space!'

"Having EDGE on board has enabled me to learn tasks and improve my skills without holding up my coworkers".

BEN / CAHOOTS



JOB SEARCH

The job search journey begins with an interview conducted by a Customer Relations Adviser. EDGE encourages and welcomes job seekers to bring a support person to all meetings.

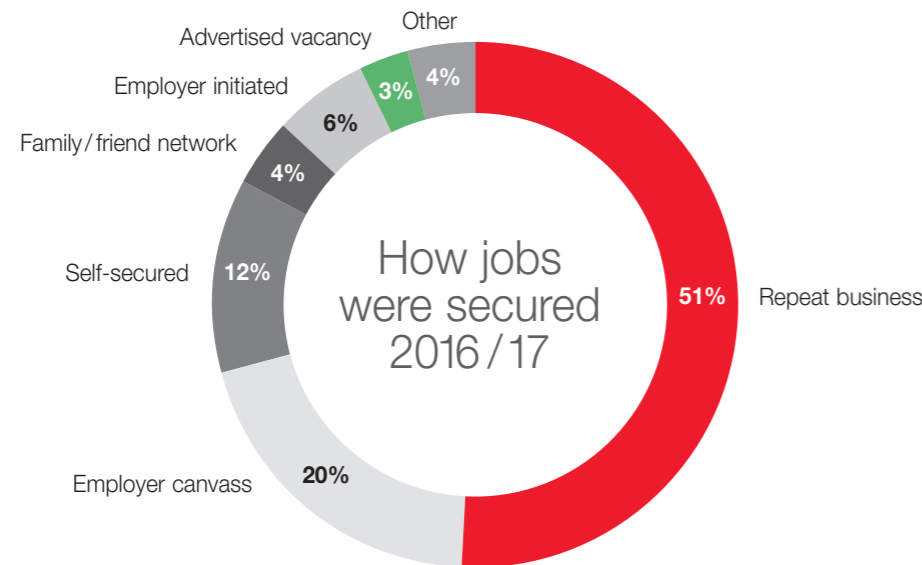
At the initial interview, vocational skills and career interests are discussed then a specific employment plan is created for the job seeker. The plan identifies jobs that match the job seekers skills, interests and lifestyle.

The job seeker is then introduced to one of EDGE's specialists Employer Consultants who assists them in securing a job in accordance with the individual

employment plan. As part of EDGE'S commitment to quality, we seek to match jobs to people – as opposed to matching people to jobs.

Ensuring a good job match with the right employer from the start increases the likelihood of people with disability securing and retaining meaningful and satisfying employment.

Last year EDGE's specialist Job Search Team secured 245 new jobs for job seekers across a wide range of industries. These jobs included entry-level roles, apprenticeships and traineeships right through to high-level professional appointments.



EDGE STAFF STATS



The average tennure of **EDGE** employees is **5.6 YEARS**



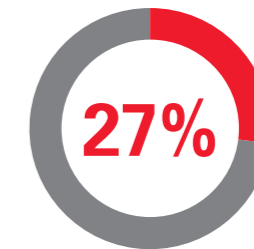
Over **50%** of **EDGE** employees have a university qualification



61% of **EDGE** staff are female



39% of **EDGE** staff are male



of **EDGE** staff have a disability



EDGE staff have over **420** combined years of disability sector experience

EDGE staff speak **17** different languages



*Results of a 2017 Employee Survey

WHAT EMPLOYERS SAY

“We’ve worked with a number of recruitment agencies and we’re happy to say that EDGE is one of the best. They took time to understand our organisation and what we were looking for, we would be happy to recommend EDGE.”

BRONWYN, COMMUNITY HOUSING

“EDGE was so responsive to our needs, their support and encouragement to the team and it has been outstanding. I’m really proud of our success hiring through EDGE. Their staff are professional and so passionate about what they do.”

KAREN, WOOLWORTHS

“Assisting EDGE and the candidates they support has been very rewarding for everyone involved.”

WAYNE, DEALER PRINCIPAL, TOYOTA

“EDGE plays a really important role in assisting us to increase the inclusivity and diversity of our workforce.”

GILL, MERCY CARE

“The level of service provided to us by EDGE has exceeded our expectation, they are highly professional, approachable and friendly...I would not hesitate in recommending them to other employers.”

EVAN, SOFT LANDING

“EDGE and their staff have been truly professional in the way in which they assisted us with filling vacancies. We have been in business for more than 20 years and have seen many people come and go...we will certainly be looking to partner with EDGE again.”

DANNY, MONDO DORO

“EDGE’s service is excellent, they make the recruitment process easier by covering pre-screening and shortlisting. The ongoing back up support is absolutely fantastic...we look forward to continuing to work with EDGE.”

TOM, PICKLES

CHAMPIONING DIVERSITY

With over 100 branches and employing more than 20,000 people, Programmed is making an authentic commitment to diversity and inclusion by prioritising employment of people from diverse backgrounds, experience and perspectives, including people with disability. This delivers highly-engaged teams who are committed to go above and beyond to exceed customer expectations and achieve business outcomes.

Programmed Managing Director, Chris Sutherland, explains, 'employing people from across the community means our talent pool is much larger, it also means we're getting the best person for the job.'

This philosophy is alive and well for the Western Australian Programmed team, where a range of diversity initiatives are currently in play. 'We've specifically targeted candidates living with a disability for our traineeship intake, graduate recruitment, and professional placements.' Programmed Facility Management General Manager, John Pirie, shares. 'The engagement and returns from employing a diverse workforce should not be underestimated. Our customer base are increasingly looking for companies like ours to take a leadership position on diversity, and we are pleased to meet that expectation.'

This is great news for the Programmed employees that EDGE supports, including Nosisa who is completing her Cert II in Business Administration. Being her first real job, this opportunity has provided

her with invaluable employment experience. Nosisa is benefitting greatly and she's excited about building on this strong foundation.

As well as traineeships and entry-level positions, Programmed has recently employed professional candidates through EDGE including a qualified accountant and an engineer. This success in a broad approach to disability employment dispels the myth that people with disability only work in low skilled entry-level positions. The success of this approach comes on the back of Programmed's willingness to take a non-traditional approach to recruitment.

Melissa Donald, General Manager Human Resources recalls, 'initially we undertook a pilot process noting that there were still things we needed to learn. We've partnered with some great providers and have been able to place some wonderful people into meaningful, long-term work with our team. As a result, we've seen the positive impact this initiative is having across the business and are looking to further embed this approach to continue to create an inclusive workplace which welcomes diverse groups.'

*Programmed Managing Director,
Chris Sutherland, explains,*

"Employing people from across the community means our talent pool is much larger, it also means we're getting the best person for the job."



CELEBRATING RESILIENCE

It is not uncommon for people living with a disability to come up against discrimination in everyday life particularly when seeking employment. Sadly, these barriers mean some people give in. But not Michelle Gorman! Throughout her younger years, Michelle moved from school-to-school and faced her fair share of challenges. Her determination to move beyond these challenges however; has enabled Michelle to secure stable employment in the food industry, just as she had hoped.

After finding a supportive school, Michelle was encouraged to reach out to EDGE to assist her in transitioning into the workforce. Michelle was committed to realising her goal of employment and her persistence has paid off. With the support of EDGE, Michelle secured a permanent position with McDonald's and is enjoying her role there every day. Michelle shares, 'Before getting involved with EDGE it was really hard getting motivated to find work after having been rejected so many times. I was so close to giving up, but I finally got the job at McDonald's! This job means I can learn new things and improve my people skills. I like talking to people and making them happy by providing a good service. I've also made new friends here and I hope to work my way up to Team Leader.'

Hiring Manager Charlie Cassidy believes that more employers should consider employing people with a disability. He explains, "It's a great opportunity

for both parties to learn new skills at work and I believe that our workplace is a lot more inclusive now too. Customers enjoy having Michelle's friendly face greeting them as they arrive at the restaurant because she's an excellent employee and always has a smile on her face. She does a great job and has an impressive work ethic."

Charlie says any issues she has faced have been worked through with the help of EDGE. 'They're really great. The help and support I receive from EDGE is outstanding. I always have a support worker available to me if I need one.' Michelle's Job Coordinator Trish explains, 'Often our role is simply to help people settle into a new role. Starting a new job is stressful and can be confronting for anyone. At EDGE we do what it takes to provide a safe and secure support system that makes the transition easier for everyone involved. It could be as simple as taking them to work on their first day or might involve working side-by-side until they're comfortable and confident. Michelle and the team at McDonald's have utilised the quality ongoing support available from EDGE and are all benefitting from a successful and employment match.'

Michelle's Job Coordinator Trish explains,

"Often our role is simply to help people settle into a new role."



"It's a great opportunity for both parties to learn new skills at work and I believe that our workplace is a lot more inclusive now too."

CHARLIE CASSIDY / HIRING MANAGER MCDONALD'S

JOB SUPPORT

Once a job is secured, EDGE seeks to establish an ongoing partnership between the newly appointed worker, their support networks and the employer. Based on over 33 years of experience in providing job support, the quality services of the Job Support Department are committed to ensuring all parties understand their roles and expectations in order to achieve a successful employment outcome. Our dedicated team of Job Coordinators will plan and deliver individualised and tailored supports, from meeting with key co-workers to clarify the duties to be performed, to determining the needs for any additional training or strategies to promote inclusion and independence in the workplace. As these strategies begin to take effect, support will naturally decrease, but be rest assured EDGE will continue to support on an as needs basis.

Workers supported by EDGE in 2016/17 had an average tenure of 43 months and earned an average of \$22.39 per hour, which was 26% higher than the adult minimum wage.

STATS & FACTS:



1 in 5
people in
Australia have
a disability

More than 93% of workers supported by EDGE are paid at full award wages. As a result of a strong job match and quality support 72 workers exited EDGE's service this year because they no longer needed assistance to maintain their job.

EDGE offers a variety of training courses to assist employers build a productive and diverse workforce. These courses provide employees with the knowledge, skills and confidence to better train and support their colleagues with and without disability. Since its inception in 1991, a total of 2226 supervisors & co-workers have attended the very popular "Mentoring with Coworkers with Disability" course. Courses can be tailored to your organisation's needs and desired learning outcomes.

Call us today on 9286 6600 to speak to one of our experienced Training Coordinators to see how we can help your organisation achieve it's potential.

EDGE continues to partner with public and private sector organisations to review and deliver on their diversity goals. By utilising EDGE's 33 years of knowledge and experience, organisations are addressing barriers and implementing strategies to create a sustainable change in their employment practices. In doing so they are creating more inclusive cultures for people with disability and are often gaining an edge over their competitors.

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 162 telephone surveys were undertaken during the year.

Job seekers rated EDGE very highly overall, with ratings of 86% or higher in every areas 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 highly overall, and higher than 84% in 19 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 OK about telling EDGE if they are unhappy; and being better off for having registered with EDGE.

Family members rated EDGE very highly overall with an average satisfaction rating of 84% across 21 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 OK telling EDGE if they are unhappy; explaining the Job Coordinator's role; their son or daughter being well treated by workmates and being better off for having registered with EDGE.

Employers rated EDGE highly overall and above 83% in 9 of 11 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 Coordinator to requests for assistance.

EDGE STATS & FACTS:

OVER
51%
of all jobs secured
by **EDGE** are
'repeat business'

72
workers were
assessed and
exited as
independent
in 2016/2017

AJAY MEANS BUSINESS

Ajay is a bright, warm-natured and enthusiastic young man who's leading the way; living his life to the full and setting a wonderful example to those around him. At only 17-years old, Ajay is making his dream of a career in business a reality as he works towards completing his School Based Business Traineeship at Programmed.

Although his disability has resulted in a few extra challenges along the way, Ajay's success is a great example of what people can achieve when given the opportunity. Currently studying Year 11 at Mercy College, Ajay says being able to work for Programmed as part of their professional maintenance and facility management team, means he can learn new skills and meet new people in an interesting environment. When asked what his friends think about his traineeship Ajay says, 'They think it's a very good opportunity and I think they wish they had the same opportunity I have. If someone isn't sure about trying a job, I would tell them to go for it!' 'I like learning new skills and the challenges it brings' he adds. 'Every week is different. I enjoy learning and I want to do well in this traineeship.'

EDGE STATS & FACTS:

At June 30th 2017
EDGE was
supporting over
consumers

879

Ajay agrees that employers should definitely consider hiring a person with a disability. He believes that each individual has unique characteristics and abilities that can be harnessed by an employer and feels everyone deserves the chance to showcase their skills in the workplace.

Ajay also recognises he has been given a great opportunity and is fully focused on his future. 'In five years time I see myself finishing a degree in business at ECU or Curtin and hopefully working part time for Programmed'. Ajay's parents are also advocates for building and supporting Ajay's aspirations. Ajay's Mum echoes his enthusiasm for the future explaining, 'As parents of a child with a disability there is sometimes a tendency to do things for them rather than let them try. Working gives them the chance to be independent, boosts their confidence and allows us to see what our child is capable of. We're so proud of his achievements.'

Ajay shares;

"I like learning new skills and the challenges it brings' he adds. 'Every week is different. I enjoy learning and I want to do well in this traineeship."

"Working gives them the chance to be independent, boosts their confidence and allows us to see what our child is capable of. We're so proud of his achievements".

AJAY'S PARENTS





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