

**EEGDFE**  
EmploymentSolutions

ANNUAL  
RESULTS  
2017/  
2018



## BOARD OF DIRECTORS

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Group Chief Executive, RAC Inc  
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Executive General Manager Group Finance  
Wesfarmers Group

**Ms Wendy Silver**

Retired February 2018  
Director

**Mr Gary Smith**

Chairman of Partners  
KPMG

**Mr Patrick Moran**

Managing Director  
EDGE Employment Solutions



“ I love working at EDGE because I am accepted just as I am, regardless of any disability.

— CALLA, EDGE RECEPTIONIST



“ EDGE has restored my self-esteem and faith in what I can do, not what I can't! EDGE staff are so friendly and engaging. They've helped me to achieve this goal.

— SUZI, EDGE RECEPTIONIST

## 2017/18 TOP EMPLOYERS (BY CURRENT WORKERS)

EMPLOYER	NUMBERS OF WORKERS SUPPORTED BY EDGE
Wesfarmers Group	48
Woolworths	30
Dome	11
Department of Communities	8
Spotless Group	8
Crown	8
McDonalds	8
RAC	7
St John of God Health Care	6
IGA	6
UWA	6

### OUR PURPOSE

“ We exist to build an inclusive and accepting society through the power of employment. ”

## MANAGING DIRECTOR'S REPORT

**What a year it has been, a year of great success and significant change. In 2017/18 EDGE had one of its most successful years in recent history.**

As a team we placed more Consumers into quality roles, supported more people to celebrate their 12-month work anniversary, opened new sites and won new Government contracts and research grants. These achievements have come about as a result of the continuing hard work, skill and dedication of the team at EDGE, whose passion to change lives through the power of employment drives us forward.

The Federal Department of Social Services (DSS), EDGE's funder, completed a review of Disability Employment Services (DES) in mid-2017 and undertook a tender process to decide who would deliver DES contracts from 1st of July 2018. Pleasingly, as a result of EDGE's strong performance, we were offered a contract roll over in the North and Central regions of Perth and won a new contract in the East region.

Whilst the employment participation of Australians with disability remains a long way off where we want it to be, there is a strong sense of optimism that we hold for a different kind of future.

A future where people of all abilities contribute meaningfully to every part of life. A future where everyone has the opportunity to secure and maintain fulfilling work.

Research now tells us diversity is both an issue of fairness and a driver of innovation and performance.

Whilst we would like more employers to be more proactive with their disability employment strategies, we are seeing increased interest from employers to commit to more sustained and meaningful efforts to be more inclusive in their employment practices. This is apparent in the agreements that EDGE has entered into with a number of large employers over the last 12 months.

For more than a decade EDGE has delivered the National Disability Coordination Officer program on behalf of the Federal Department of Education across the entire state of WA. The NDCO program works to increase the effectiveness of the disability sector in supporting people with disability through higher education and into employment. These contracts were due to expire in June 2018. It was announced in June that the NDCO program would be extended to 2024. We are proud to share EDGE will continue to deliver the NDCO program across the state.

EDGE's primary measurement of success is our achievements in supporting people with disability to secure and maintain quality employment. In order to continue to do this well we must ensure we remain financially viable. In the 2017/18 financial year EDGE declared a comfortable surplus. This surplus will support us to improve the services that we offer in the year ahead. Whilst the new DES funding model makes it more difficult for providers to earn the same income, we will apply our commercial discipline and find a way through.

The NDIS continued to roll out in 2017/18 and in a major announcement during the year it was decided Western Australia would form part of the National scheme.

With 22 billion dollars to be spent on the scheme each year, it remains one of the most significant disability reforms in our lifetime. EDGE continues to monitor the roll out of the NDIS closely and will register as a NDIS provider if a viable opportunity to deliver quality employment support becomes available.

In the last year EDGE increased the range of pre-vocational employment supports that it offers. We delivered the Passport 2 Employment programme across three terms, invested in and launched computer skills training hubs and partnered with the outfitting service Dressed for Success. We will look to expand the services and supports we offer to our Consumers and Employers in the year ahead in order to deliver further value to those we exist for.

The disability services sector continues to undergo significant reform, and EDGE's clear focus on remaining true to our values and offering a 'best in class' service is a strategy that continues to serve us well. The year ahead will again be a busy one as we continue to grow in size and expand the range of supports and services that we offer. With the strong support of our stakeholders we are feeling confident and well positioned to achieve our goals.

EDGE is guided and governed by our Members and our highly capable and dedicated Board of Directors. I would like to acknowledge the generous and insightful contribution that our Board has made again this year. I would also like to thank the Department of Social Services for their ongoing funding support, which allows EDGE to continue to achieve meaningful outcomes for our Consumers and Employers.

So as we close another year, I would again like to thank everyone who has supported the wonderful outcomes we have collectively achieved. We thank you for recognising the power of diversity and supporting the impact of quality employment.



**PATRICK MORAN**  
MANAGING DIRECTOR



## PATRICK LOVES HIS JOB & IS MAKING A DIFFERENCE

**He loves the fact that he contributes to helping children get better. He is proud he is able to follow in the footsteps of his family members and work in a hospital.**

And he appreciates the support he receives from EDGE to overcome day-to-day challenges, so he can show up and consistently do his best.

For over ten years Patrick has worked as a kitchen-hand, first with Princess Margaret Hospital, and now with the recently opened Perth Children's Hospital. EDGE has been there to support him every step of the way and his journey has been exciting:

'I've been able to work with lots of different people and learn lots of new skills. I love the fact that I'm in a place that helps people and I enjoy sharing stories with people about the work that I do.'

As his mother Val shares, Patrick's motivation to work is evident in everything he does and has positively impacted on their development as a family:

'We have all grown through this experience, and as a family, we see the journey he has been on as invaluable. There is a job out there for everyone – it's just a case of finding it.'

Over the years, we have been committed to working with Patrick and his Employer to create a long-term employment opportunity that has helped him to flourish. More than just a job, for Patrick this has been an experience that has given him the confidence and self-esteem to explore what he loves in life.

In addition to maintaining quality employment, he has so far discovered a passion for the Fremantle Football Club, for competitive swimming, and for computing and business studies at TAFE. The security that comes from having a supportive workplace has helped Patrick explore many different interests.

Our role in this process has been simple, but invaluable. We have been there to empower Patrick to do his best work. A recent example being the shift from Princess Margaret Hospital to Perth Children's Hospital where we were able to help Patrick navigate the challenges of a new workplace, new routines, and new transport schedules.

Patrick has been empowered to make a difference in this world. His story shows why we are committed to a future where everyone has the opportunity to secure and maintain fulfilling work.

Fulfilling work gives everyone, of all abilities, the opportunity to contribute their unique talents to their work, their family, and to society.

“

**My job has really kept me motivated in life – it has been a good challenge. I feel very valued in my role and I know I make a difference to other people's lives. I feel privileged working in a place where we help children to get better.**



PATRICK – PERTH CHILDREN'S HOSPITAL

## JOB SEARCH

**We believe diverse workforces are vital for the world to evolve and our Job Seekers have the talents and skills businesses need to progress and thrive.**

Our Job Seekers have the ability to empower businesses to innovate and create more meaningful experiences for their customers. They possess loyalty, commitment, creativity, out-of-the box thinking, grit, emotional strength, empathy and compassion – all qualities Employers value and need.

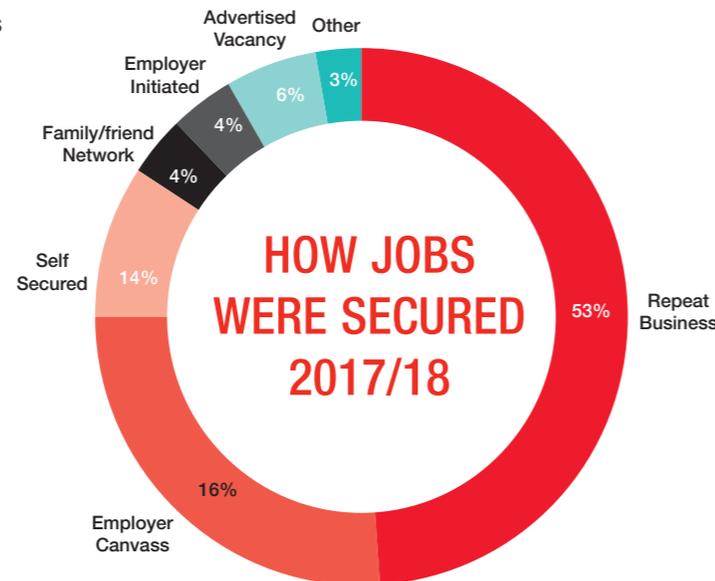
The journey with EDGE begins with a Customer Relations Advisor. Here, our services are explained and we determine whether our Job Seekers meet eligibility criteria as well as exploring any questions they may have about their future employment. In particular, we spend time understanding the unique skills, interests, education, training and employment goals of each Job Seeker. We invite our Job Seekers to include anyone in their support network (family or close friends) in these meetings. We strongly believe these supports are central to our Job Seeker's success and we encourage them to be part of the job seeking journey.

Once our Job Seekers have registered with EDGE, they will meet their Employer Consultant. This vital role supports our Job Seekers to find a job based on their career goals, abilities and interests through assisting with resume writing and interview skills as well as identifying any additional training that might be needed to secure the right job.

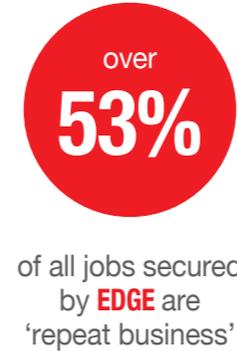
We know that ensuring a good job match with the right Employer increases the likelihood of people with disability securing and retaining meaningful long term employment. Our team holds over 420 years of combined experience which means the breadth and depth of our job search runs deep.

Last year EDGE's specialist Job Search Team secured 312 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.

Our bespoke service is designed to provide our Job Seekers with the best possible opportunities to explore a variety of career pathways.



## AT A GLANCE



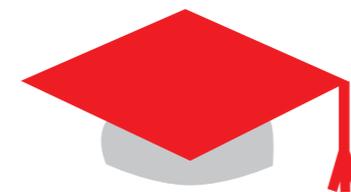
**EDGE** has secured over **7,127** jobs for people with disability



**EDGE** placed over **312** candidates into quality jobs in 2017/2018



**84** workers were assessed and exited as **independent** in 2017/2018



**EDGE** has supported **550** candidates to secure traineeships and apprenticeships since 2005

At June 30th 2018 **EDGE** was supporting over

**950** consumers

## WHAT OUR EMPLOYERS HAVE TO SAY

“EDGE are a highly professional organisation with a strong track record in placing people with disabilities in suitable roles within the community. They really understood our business model and the requirements which needed to be met to fill our positions. We have developed a close working relationship with the Support team and we look forward to a continuing relationship with such a professional organisation.

— **SHARON FIDDICK, ANZ**

“RAC has partnered with EDGE for almost 5 years now and we are extremely happy with the support we receive. EDGE are always professional and are responsive to our needs right throughout the process, from sourcing suitable candidates to the on-the-job support during employment. The support and advice we receive from EDGE has been instrumental in assisting us to increase the diversity of our workforce. We look forward to continuing to work with EDGE into the future and would not hesitate to recommend them to others.

— **LEESA, RAC**

“We have used EDGE a couple of times now, and have found them to be most accommodating. Their after position appointment service and follow up support has been absolutely fantastic. They really are committed to ensuring their Job Seekers make positive contributions to their new workplaces.

— **DANNY CIAMPINI, MONDO DORO SMALLGOODS**

“We have worked with EDGE for several years now and are more than happy to recommend them for their highly ethical, professional and friendly conduct. Their team works hard to ensure recruited staff are well suited for their positions and supported beyond the initial recruitment phase. An excellent service and an excellent team.

— **THUSHARA ELLIES, SUNPALM**

“The team at EDGE have provided a number of staff to us over the course of the last couple of years, they have proved to be reliable, helpful and proactive in assisting us to fill our various vacancies, the backup support post employment has also proven to be above our expectations. I wouldn't hesitate to recommend EDGE to any employer seeking staff now or in the future.

— **DAVID THOMPSON, RED ROOSTER**

## KAT'S NEW JOB HAS IGNITED NEW PASSIONS

**For Kat, the security and confidence that came from accepting a traineeship with MercyCare has been life-changing.**

Having spent six years looking for work, the traineeship led to a full-time position, which in turn empowered Kat to regain her full independence. When asked about the impact the traineeship has made on her life, Kat answered in no uncertain terms: 'It has literally changed my life. I entered the traineeship uncertain of what to expect. But now, a year later, I am confident in my job, in my team and in life in general'.

Inspired by her team, 'I work with role models, who consistently inspire and motivate me to do and be better,' Kat is driven to hold the MercyCare mission and values to a high standard, motivated by a genuine passion for the work she does. Over time she has developed a real passion for everything they do and a drive to contribute to the purpose of MercyCare in every way she can.

Passions ignited and thriving in her role today, it wasn't always an easy journey for Kat. When she became visually impaired, she started avoiding everyday things like using a computer, reading a book, and visiting shopping malls. It was therefore a daunting prospect for her to re-enter the workforce with the uncertainty of starting again. Although it was hard at times, as Kat explains, it was a challenge she will never regret:

'All I can say to anybody pursuing new employment is take the risk. I did it and I am now happily working and supporting myself. It is such a rewarding feeling.'

Our role in supporting Kat in her development has been important. Her Job Coordinator, supervisor and managers have all contributed to her continuous learning and given her the confidence to master new assistive technology and apply new skills. In Kat's view, it's been a collaborative effort where everyone has had the kindness to make time to demonstrate the work and support her to do her best work.

Probably the greatest learning for Kat has been her new-found inspiration for helping people, and with this comes the joy of belonging to a community she loves:

'I enjoy the feeling I get when I successfully help someone achieve what they have come to us for. And it's not just people who use our services – I like being able to assist and support my team as well.'

While work is Kat's focus, as we chatted with her more, it became clear there are other passions in her life in the form of the creative and performing arts. A lover of reading, writing and singing, in particular Kat loves to tell stories. Relatable and personal stories told through literature and music.

Kat's personal story is a testament to the power of diversity. MercyCare's commitment to growing and developing their employees is a great example of how this mindset can impact individual lives as well as the organisation as a whole. By understanding Kat's specific needs and encouraging her unique talents and skills, MercyCare have both changed a life, and nurtured a driven, passionate and compassionate employee.

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I'm a huge performing arts connoisseur having experience and training in the performing arts industry for many years. I've come from a strong family background of professional creative artists in music, acting and writing.



KAT – MERCYCARE

## RICHARD BRINGS A WEALTH OF EXPERIENCE TO HIS NEW ROLE

**We believe great leadership is about nurturing an environment where diverse talent can thrive.**

Where the unique skills and lived experience of individuals is celebrated and used to build successful high-performing teams.

Richard is one of these great leaders. For many years he ran a successful business that did just this. He believed diversity was both fair, and good for business and over the years he employed nine EDGE Job Seekers living with disability. During this time, he built a highly productive and successful team and his trampoline manufacturing business thrived.

Then, as it often does, life changed.

Richard found himself in a position where running his own business was no longer possible and a break from self-employment was required. He needed to find a different kind of employment, and over time, he realised he had some barriers he needed support with.

Luckily, the experience of running a business and hiring people with disabilities had given Richard insight into the value of support for people getting back into the workplace. He was pleased to be able to turn to EDGE for the second time in his life – this time to help him re-enter the workforce as an employee.

The assistance Richard received from EDGE in preparing his resume and submitting applications meant he was able to put his best foot forward and get back to work quickly.

We were there to help Richard through the self-doubt, and to develop skills for his new career trajectory. He gives some good advice to those in the same position as he was:

'Bite the bullet and go for it. If you get knocked back a few times pick yourself up because someone will see your unique value. For more mature age Job Seekers like me, although some people will see it as a barrier, others will want your experience and insights.'

Today – the skills and knowledge that once helped Richard steer his own business are now valued by his new employer, City Toyota. His wisdom and depth of experience is a great benefit to the team. And that hole that had opened in Richard's life has been filled with meaningful work where his skills are valued and respected.

Since finding employment Richard finds it easier to get out and about and enjoy life again. Socialising, planning holidays, new purchases, all the things that seemed unattainable without meaningful work. Having a job he loves gives him purpose in his day, and good social connection to a community of people he cares about.

In turn, City Toyota have a valued employee who has lived a full life, and whose positivity and ability to face challenges head on rubs off on the rest of the team. A wonderful example of the mutual benefits diversity can bring.



“ I know what it is like to run my own business, and so I am able to apply this experience to my work and attitude at City Toyota. I have the ability to manage and interact with both our customers and other staff members in a useful and positive way. ”

RICHARD – CITY TOYOTA

## 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 34 years of experience in providing job support, the quality services of the Job Support team are focused on 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 clarifying 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 EDGE is always there to continue to support on an as needs basis.

Workers supported by EDGE in 2017/18 had an average tenure of 41 months and earned an average of \$23 per hour, which was 23% higher than the adult minimum wage. More than 94% of workers supported by EDGE are paid at full award wages.

As an extension of our support, 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 2143 supervisors and co-workers have attended the very popular

'Mentoring Co-workers with Disability' course. Courses can be tailored to organisational needs and desired learning outcomes.

EDGE continues to partner with public and private sector organisations to review and deliver on their diversity goals. By utilising EDGE's 34 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.



“ I love working for EDGE because I can empower my workers to achieve their career goals and aspire to be exactly who they wish to be through hard work, dedication and commitment.

— MICHELLE,  
EDGE JOB COORDINATOR



“ At EDGE we have a great culture where all employees are valued and treated with respect.

— JAMES, EDGE ACCOUNTS  
ADMINISTRATOR

## WHAT OUR JOB SEEKERS HAVE TO SAY

“ I like the way EDGE are considerate of my disability, which is evident by their suggestions of jobs that will be suitable for me.

“ From the moment that I first put my foot through the door, I realised that I was dealing with a professional organisation.

“ It makes a big difference when the Job Coordinators come to work with new starters and help them get settled into their jobs.

“ EDGE don't just get people jobs, they get people suitable jobs that will be long-lasting.

“ EDGE is a friendly place and I always feel good after I have come in for my appointment.



ANNA & PROFESSOR SHIRLEY BOWEN, CEO

“  
**Demonstrating compassion and respect are two of our organisational values. It has been a pleasure to work with EDGE to create an inclusive workplace and welcome and support employees working with a disability.**  
— PROFESSOR SHIRLEY BOWEN,  
CEO, SJG SUBIACO HOSPITAL

## THE POWER OF PURPOSEFUL EMPLOYMENT

**Our partner St John of God Subiaco Hospital (SJG Subiaco Hospital) have been committed to diversity since their inception.**

A core part of their commitment to service and high quality health care is demonstrated through their partnerships with their stakeholders and in the communities they serve. The long-standing partnership with EDGE is a great demonstration of this commitment.

SJG Subiaco Hospital strives for workplace diversity and sustainable employment opportunities that benefit the whole community. Meaningful employment gives people a chance to engage with others, to develop new skills and to realise their full potential.

Their caregivers with disability are valued members of the team and are highly motivated and engaged members of the workforce. They are wonderful teachers about resilience, patience, communication and empathy through sharing their own lived experiences.

Research<sup>1</sup> shows that businesses thrive when their employees are representative of the customers they serve. Diversity empowers businesses to innovate and create more meaningful experiences for their customers. This evidence is what drives SJG Subiaco Hospital to continue to partner with EDGE to support people with disability to gain meaningful employment.

The program offers a range of opportunities to people from all walks of life, which reflects the mission and values of both partners and ultimately helps SJG Subiaco Hospital to meet the needs of their patients, who are themselves from all walks of life.

Since 1995 SJG Subiaco Hospital has employed a number of people with disabilities through placement programmes in a range of roles including in patient services on the wards, in environmental and catering services as well as the hospital's concierge desk. Many of these employees have been in their roles for considerable lengths of time - a testament to the commitment and loyalty people with disabilities uphold in the workplace.

As part of this growing collaboration SJG Subiaco Hospital managers have embarked on a learning journey with EDGE and attended a series of information and training sessions focused on how to recruit people with disabilities, as well as how to integrate diversity into the workplace in an effective and useful way.

A consistent recruitment process is used by SJG Subiaco Hospital for all hiring to ensure the time is taken to ensure candidates have the right skills needed for a role, giving them the best opportunity to integrate well into the team and organisation. Once people have commenced employment – EDGE then provides ongoing support enabling employees to show up and do their best work.

Our purpose is to build an inclusive and accepting society through the power of employment and this partnership has enabled us to move closer to achieving our purpose one job at a time. This dynamic and evolving partnership allows us to deliver on our promise, while giving SJG Subiaco Hospital the tools and support to embrace the power of diversity.

<sup>1</sup> Graffam, J, Shinkfield, A, Smith, K, and Polzin, U 2002, 'Employer benefits and costs of employing a person with a disability', Journal of Vocational Rehabilitation, vol. 17, pp. 251-263.



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**EDGE**  
EmploymentSolutions

## EXPERIENCE THE POWER OF DIVERSITY

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**Cockburn Central**  
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**East Victoria Park**  
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