



EDGE
Employment Solutions

**ANNUAL
RESULTS**
**2018/
2019**

Celebrating 35 years

EXPERIENCE THE POWER OF DIVERSITY

BOARD OF DIRECTORS

Mr Terry Agnew
CHAIRMAN

Mr Doug Aberle
Business Consultant

Ms Yasmin Broughton
Non-executive Director
Resolute Mining

Ms Karen Brown
National Director
Cannings Purple

Mr Luigi Mottolini
Executive General Manager Group Finance
Wesfarmers Group

Ms Amanda Cox
Chief Financial Officer
West Coast Eagles

Vision

We build an inclusive and accepting society through the power of employment.

Mission

We provide services that create better outcomes for both job seekers and employers.

Our Purpose

“ We change lives through the power of employment. ”

OUR TOP EMPLOYERS

NUMBER OF WORKERS SUPPORTED BY EDGE

Coles	22
Woolworths	21
St John of God	16
Kmart	12
RAC	9
Department of Communities	8
Red Rooster	8
Western Power	8
Crown Perth	7
Department of Education	7
Department of Health	7
University of Western Australia	7
McDonalds	6
Spotless Group	6
DOME	5



EDGE walks the walk! 30% of our employees have a disability.



CHIEF EXECUTIVE OFFICER'S REPORT

Whilst economically Western Australia continued to experience some highs and lows in 2018/19, I'm pleased to report that EDGE has gone from strength to strength. This year we placed 327 people into paid employment; our employer base grew, and we've welcomed some new faces to our family. We registered 568 new job seekers and we worked together to get 120 of our job placements to a 52-week outcome.

In June after 14 years' of service, we said farewell to Patrick Moran. For the past 5 years, as our Managing Director, Patrick steered us carefully and for this we owe him a large measure of gratitude.

I started with EDGE on June, the 17th and I've spent the last 4 months learning the ropes. The team have been very patient, and I'm left with an overwhelming appreciation of what they do and how they do it!

In addition to a new CEO, our staff have had to adjust to the new Outcomes-based Contract as well as some significant sector reforms- not the least being the NDIS. They have coped, with what seems like unrelenting change, with aplomb. There is no doubt that EDGE is supported by a very solid team of accomplished individuals, who at their core have our job seekers and our employers' best interests at heart.

EDGE is 35 years old this year. Since we began, we've secured 7460 jobs for people with disability. Our operating environment may have changed but our focus has not – match our job-seekers to the right job and support them to maintain it! This commitment to post placement and ongoing support continues to differentiate us in an increasingly crowded market and rewards us with strong repeat business opportunities.

While EDGE is a not-for-profit, we have a responsibility to all of our stakeholders to remain financially viable. There is no doubt that the changed funding model has impacted EDGE and the sector more broadly. We were the grateful recipients of a bridging grant this year to cushion the changes.

Strategically the Board steered us on a safe financial path and whilst we would have lost money last year without the grant, we are in a strong position to return a small profit in 2019/20. Regrettably not all Disability Employment Service providers are in such a position. The year began with 136 DES providers and finished with only 120.

Our results in 2018/19 can be attributed to a strong and unified team – from the Board of Directors down. You'll note that this year's report focuses on our four sites – Subiaco, Joondalup, Cockburn and East Victoria Park. This was a very purposeful shift. It's been a tough year in many ways and our staff have been challenged. In this year's report, we wanted to recognise them and thank them for the wonderful work they do. They are a modest bunch, but I know that to a person they will say they are rewarded and recognised every time a new job is found and filled. They love seeing the pleasure in our job-seekers' eyes when they tell them – 'I've found something that's perfect for you!' You'll see some of their faces in this report – their eyes tell the true story of EDGE!

SALLY HOLLINS
CHIEF EXECUTIVE OFFICER



2018/19 AT A GLANCE

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



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



EDGE has secured over

7460

jobs for people with disability



EDGE placed over

327

candidates into quality jobs in 2018/2019



of **EDGE** staff have a disability

78

workers were assessed and exited as **independent** in 2018/2019



EDGE has supported over

565

candidates to secure traineeships and apprenticeships since 2005

At June 30th 2019 **EDGE** was supporting over

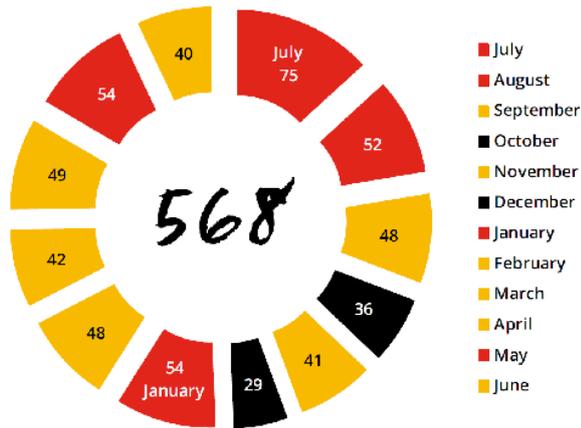
1050

consumers

OPERATIONS REPORT

By the end of the 2018/19 financial year, our register contained 1028 funded registrants. This includes 33 Early School Leavers who undertook opportunities that have unfolded with our continuing relationships with Kmart and St John of God Hospital. We had 568 new job seekers register with us.

Total Registrants



By site Joondalup commenced the most registrants followed by Subiaco:

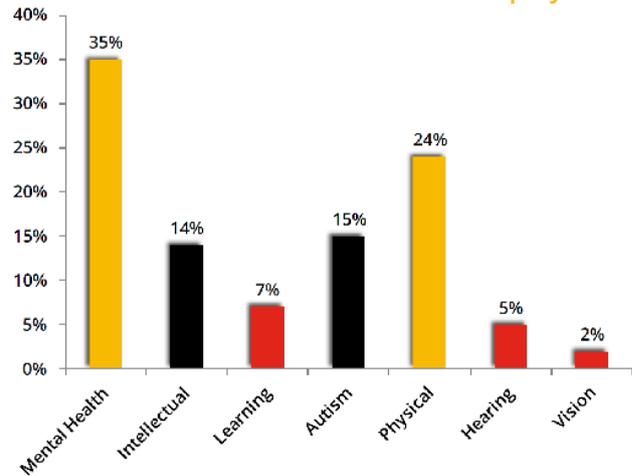
- 99 new registrants commenced at East Victoria Park
- 170 new registrants commenced at Subiaco
- 189 new registrants commenced at Joondalup
- 110 new registrants commenced at Cockburn

Of our new registrants we continue to see a large number of re-registrations and direct registrations indicating that our registrants engage with our services by choice. We will need to continue to keep our presence known in the community to remain front of mind in a competitive market.

In 2018/19 we secured 327 new jobs for our people. The types of employers who changed a life varied from large to small businesses, and Federal to Local government employers.

In terms of the barriers to employment, people with mental health issues and physical disability continue to be our largest cohort followed by autism and intellectual disability.

Barriers to Employment



It is worth noting how our job seekers came to us. Centrelink and re-referral remain our biggest sources; together they account for 48% of our referrals. They are followed by referrals from family and friends, secondary schools, disability organisations and self-referrals. These statistics tell us that our reputation in the market is strong.

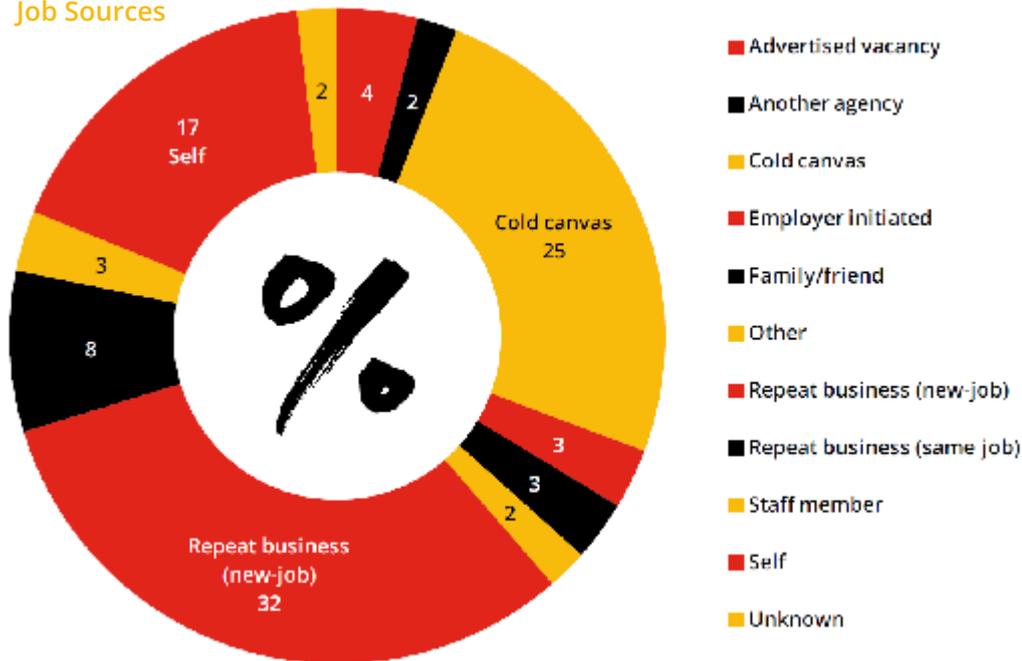
Cockburn continues to see the highest amount and proportion of the Department of Human Services referrals compared to the other sites.

Joondalup has the highest number of direct registrations and enjoys a healthy pipeline of direct referrals.

The source of our jobs in the 2018/19 financial year reinforced that repeat business and cold canvas were still important outcome drivers. That's where our Employment Consultants come to the fore – it can be tough work knocking on doors – but when 25% of our job placements come from this source, we can all be assured EDGE is in good shape.

We've set some ambitious, but we believe very reachable targets, for the 2019/20 unknown financial year. All things being equal we plan on securing 400 job placements for our people in the year ahead – it's a big number but we are up for the challenge.

Job Sources



WELCOME TO EDGE SUBIACO

The team in Subiaco are committed and passionate about creating positive outcomes for people with disabilities. There are 20 of us in total and together we look after 370 participants in various stages of their employment journey. Our goal for the 2018/19 financial year was to help as many people as possible secure sustainable and meaningful employment. It's been a fabulous year – we've helped 110 people do just this and we support 160 more! These results drive us to create even more opportunities.

We have an incredibly positive spirit at Subiaco. We start the day with a 'Heads Up' heralded by an uplifting song and cemented with a positive thought. We are all focused on what we want to achieve be it attending interviews, searching for employment opportunities or providing on-the-job support for an existing worker. We celebrate every new job start with cheers, clapping and bell ringing! You'll note in this report (and on the covers) the images of three of our successes stories – Josh, Steph and Western Power!

We first met Josh in 2011 when we went to his school to talk about employment possibilities. He started on the path to employment but had a couple of breaks to focus on his studies. He tried another agency but had no success in finding employment. He returned to EDGE in 2018. We knew we would find the right job for Josh – we just needed to make it work for both him and his employer. Enter Western Power...

In Josh's words EDGE has "helped me to grow up and given me a sense of accomplishment. Getting into a routine each day has been great and I really feel valued and needed in my role at Western Power. My family are incredibly supportive and are so happy that I now have a role that has impacted me so positively. Western Power means

everything to me. I'm in a good place to continue to learn and grow. The fact that I have been given this opportunity is awesome - I enjoy everything about it and the people I work with."

We first met Steph in her final year of high school. For Steph too, having a job has been life changing. She tells us: "Having a job has given me the opportunity to develop new skills; even giving me the confidence to use public transport. Since joining Western Power, I finally feel like I belong! For me, I feel like the best thing about having a job is working with such a great group of people. I feel supported and encouraged by my Managers and colleagues. I know that my family and friends are happy and proud of me for having such a meaningful job at Western Power."

So how did Western Power come to be part of the EDGE family? We met with their HR team in Aug 2018 to explore how we might develop our relationship to create opportunities for people with disability. Since then we have conducted numerous drop in workshops for Managers to learn more about how to engage with EDGE and how we can assist with their recruitment processes. We had our first client start in May this year in the Contact Centre. Josh and Steph started in July in a created job share role. In August, we placed a young business graduate who will work on a contract with the Commercial team before starting his Graduate Program in early 2020. We have two confirmed job starts for September – one in the contact centre and one at the Forrestfield Depot. They are proving to be a very proactive and supportive employer of EDGE and people with disabilities. We are all very grateful!

THE SUBIACO TEAM



JOSH - WESTERN POWER

WELCOME TO EDGE JOONDALUP

EDGE has been operating in Joondalup for over six years now. Over this time, we've formed some amazing relationships and supported some incredible consumers. We may have started as a small team, but we've grown and today we have over 12 staff. We've had to expand our premises to accommodate us all – you can't miss our bright red windows!

Our goals for 2018/19 were pretty simple - build on the success of the previous year; continue to grow our brand externally and our culture internally; and be the provider of choice in the Northern corridor. We're very proud to say we achieved all this and more! We had a lot of highlights this year – but one stands out. It's a fabulous story about a fellow named Daniel. I'll let Tania, one of our stars, tell you the tale:

Daniel Raschilla is a young man living with Autism. He has an Italian background and he is passionate about food! We've supported Daniel in employment since 2016. When I first met Daniel, I asked him - what would your dream job look like? His enthusiasm for preparing and cooking food shone through when he responded without hesitation: 'I want to be a proper cook or chef.'

Sadly though, Daniel felt there were too many barriers for him to get his dream job. He'd tried to complete a Cert III in food preparation at TAFE but could not keep pace with the learning that was expected of him. He struggled in a college environment: 'I found it stressful; I was the only student with a disability. I was completely isolated.'

A year later Krissie our Account Manager had an incredible traineeship opportunity for someone wanting to be a Cook. Krissie and I connected and discovered that not only was the opportunity going to provide a much slower paced learning environment but that it was for an Italian restaurant. Light bulb moment!

Daniel is now doing a traineeship at an Italian restaurant to become a qualified cook. He loves it: 'when I'm working at Tony's Spaghetti Bar I feel like I'm working at my Nonna's house – I'm home. I'm learning a lot in a small, calm kitchen. John (the owner) repeats the information lots of times for me so I can remember it.'

The journeys are at times long, but with people like Tania and Krissie on board, we always look to get people their dream jobs. Daniel's story has taught us all a lesson. We've learnt it's not about the winning or losing but having the courage to show up and be seen regardless of the outcome. It's taught us that regardless how many times we fail you've got to try and try again. It's taught us to be a little vulnerable, vulnerable enough to lose, but maintaining the courage to continually try.

Daniel has been an inspiration to us all – as is every job seeker we greet at Joondalup. Together in 2019/20 we'll continue to work towards team targets, team goals and office outcomes. Together with our job seekers and employers we are a solid team!

THE JOONDALUP TEAM



DANIEL - TONY'S SPAGHETTI BAR

WELCOME TO EDGE EAST VICTORIA PARK

We're a small multi-skilled team of five with one Customer Relations Advisor, two Employer Consultants and one Job Coordinator. Our goals for 2018/19 were to re-establish EDGE's presence in Perth's Eastern suburbs and grow our caseload. It's been a challenging year and we've learnt a lot. We've supported 28 people into employment, including five through the Work Assist Program. We've had a strong start to the new financial year having already changed the lives of 11 people.

One individual who stands out is Jack Reeve, a young man who has recently graduated from Ursula Frayne Catholic College in Victoria Park. Jack participated in our Passport to Employment (P2E) Program in Term 4 of 2018. P2E is a seven week experiential program designed to provide students with skills to prepare them for employment. They learn how to write a resume, prepare for job interviews, develop teamwork and communication skills and how to budget.

Through school Jack participated in work experience at Bayswater Waves and "really enjoyed the experience." After completing P2E, Jack registered with EDGE as an eligible school leaver seeking paid employment. With EDGE's involvement and their own commitment to diversity, the City of Bayswater recently employed Jack as a Customer Service Trainee at Bayswater Waves. He assists patrons to use the gym and keeps the facilities equipment clean and tidy. More recently he has begun learning how to use the point-of-sale system. Jack reports that "the best thing about working is the freedom and independence it gives me. Now that I'm working, I can see myself buying a house, getting married and being a Dad."

Jack says the best thing about working at Bayswater Waves are the people; his supervisor Chris is "like a big brother to me" and it's 'nice' to have such a supportive employer. When asked what Jack would say to other people in a similar situation, he said "Don't be afraid to ask for help to find a job. I would recommend EDGE because of their support; they're nice people and they encourage you."

To achieve the best possible start for Jack, two of his colleagues, Chris and Elissa, attended EDGE's Mentoring Co-workers with Disability (MCD) course. MCD provides supervisors and co-workers of people with disability the vital skills to empower their new employees to learn their job. Chris stated that the best thing that he got from the course was "increased awareness of the things you take for granted in everyday life; being able to see things from the perspective of others and walk in their shoes."

When asked what he would say to other employers thinking of taking on an employee with a disability Chris passionately stated, "Don't hesitate." When asked about how the community and other employees have responded to Jack's employment Chris reported "only just last week I saw three or four patrons chatting to Jack while he was working in the circuit room and two came up to me afterwards to give me feedback that Jack is doing a fantastic job and it's great that the City of Bayswater has taken Jack on."

We whole heartily encourage other employers to follow the City of Bayswater and come see us at East Victoria Park!

THE EAST VICTORIA PARK TEAM



JACK - CITY OF BAYSWATER / BAYSWATER WAVES

WELCOME TO EDGE COCKBURN

EDGE Cockburn is one of EDGE's smaller sites, with a current staff full time equivalent of eight. We support over 160 clients to achieve their goals.

We have faced some difficult challenges over the past 12 months. However, we have come together and now believe we have turned a corner. We are starting to see improved outcomes for our stakeholders, which we aim to maintain and build upon.

Our team goals for the financial year were to improve outcome attainment; build a strong, cohesive and working team; and grow the EDGE brand in the southern corridor.

We have and continue to achieve our goal by always being accessible to our staff and clients; we encourage and motivate everyone to achieve their best; and are appreciative of the wonderful work they do and the positive outcomes they achieve. We love to celebrate each and every success.

Within our team we value trust, persistence, a strong work ethic, reliability, great communication and being a team player. These values are evident in everything we do.

The year had its wonderful moments. A highlight for the Cockburn team was helping Kayden secure his first job. Kayden registered with EDGE as an Eligible School Leaver. He indicating his interest in securing work at Kmart to gain valuable work experience.

Initially Kayden received full support from a Cockburn Job coordinator, Amy, to assist him settle into his role and complete his tasks in a timely and efficient manner. However, after four weeks of full support, Kayden demonstrated that he was able to complete all required tasks without any prompts and had quickly become quite independent in his role.

Upon speaking with his Kmart supervisor regarding how to continue support for Kayden, we were informed that Kayden was doing so well that he only requires minimum support going forward. In addition Kayden is also highly regarded within his team and by Kmart management.

Kayden has stated that he loves his job and feels EDGE is a very supportive organisation. This job has given him greater independence; he is becoming more confident and getting out more. His family are also very happy that Kayden is becoming more independent.

Manager Michael thanked EDGE for providing him with a great employee. He informed Amy that Kayden is always positive and eager to work any shifts he is given. This has been an excellent result for Kayden, EDGE and Kmart. It demonstrates the importance of what we do here at EDGE and just how well we do it!

THE COCKBURN TEAM



35 YEARS OF EDGE

Whilst we live in a time of unprecedented change, in many ways little has changed. We all, regardless of whether we have a disability or not, seek a sense of self, independence and value. Meaningful and sustainable employment is key to achieving these goals.

In 1984 Dr Greg Lewis hypothesised that people with an Intellectual Disability might be better served in their quest to a fulfilling life by first finding a suitable job and then directing training resources into teaching them to be productive and independent within that same workplace. After successfully testing this theory, co-founders Sue Robertson and Dr. Greg Lewis were inspired to devise the 'place and train' model. It is a model for employment services to support people with disability achieve sustainable employment in the open workforce.

The model had three distinct phases:

1. **Registration** – where a Job Seeker profile was developed based on the person's interests, aspirations and employment goals;
2. **Job Search** – where a Job Search specialist would work to find the right job with an employer, at a location based on the Job Seekers profile; and
3. **Job Support** – where a Job Support specialist, would provide support to prepare the worksite and new worker for their new employment opportunity. Support would gradually be withdrawn based on the ongoing needs of the worker and their employer.

After sharing this vision with others in August 1984, Sue and Greg founded Project Employment Inc. With the support and backing of Perth Businessman, Bill Mitchell.

A small Board was formed, and Project Employment Inc. commenced business offering quality employment services to people with intellectual disabilities. As they say, the rest is history....

Over the years other providers, pilots and programs have spawned from the disability employment services being delivered by Project Employment Inc. including:

Athletes to Work - Supporting paralympians in securing and maintaining employment whilst managing their training commitments

Training Solutions - Providing Disability Employment training to organisations locally, nationally and internationally.

National Disability Partnership - Supporting apprentices and trainees with disability into successful qualifications

Professional EDGE - programs to support graduates with disability in career planning and support in securing and maintaining employment in their industry field.

Disability Co-ordination Officer (DCO) – assisting people to transition successfully between school, TAFE, university and employment. This programme is now known as the National Disability Co-ordination Officer Programme (NDCO)

Since 1984 the business's name changed several times settling on EDGE Employment Solutions in 1999. One thing that has not changed is our determination to help people with disability find and keep a job.



BEN - KELLY'S DETAILING



RICHARD - BUNNINGS



SAMUEL - CITY OF SUBIACO / LORDS SPORTS CLUB



ANTHONY - ST JOHN OF GOD - MT LAWLEY

DIANNE'S STORY

Dianne Saunders has been supported by EDGE for over half of her life. Growing up with Cerebral Palsy was a struggle, with many predicting she was going to need intensive, ongoing support for most of her life. Enter swimming! In the water, Dianne was free. Limitations from her disability were nonexistent and she became a star. From an early age, she dreamed of representing Australia in the Paralympics. Her dedication and commitment to the sport was second to none and she set her sights on competing in the 2004 Athens Games.

After hearing about the Athletes to Work Programme, Dianne and her mother Jan contacted EDGE with a motivation and determination to build her employment skills whilst maintaining her training commitments. Dianne's week consisted of ten gym and swimming sessions. Concerns were raised as to whether there was a job which could fit with her training schedule and provide her with skills to work in administration (her area of interest) after she retired from swimming. EDGE reassured Dianne and Jan that both were possible. Starting with a part time job at St Mary's Anglican Girls' School and then Sacred Heart College, Dianne worked three times a week in Administration before traveling to Challenge Stadium. She would inhale her lunch and change into her gym gear on the way! She successfully managed training and employment for 12 months, before competing in the Paralympics qualifying competition and making the Australian team.



After a successful 2004 Paralympic campaign, resulting in personal best times and 4th place in the final, Dianne succumbed to an ongoing injury forcing her into early retirement from competitive swimming. She was also diagnosed with Fibromyalgia shortly after she returned, which left her in constant pain. However, with her unwavering work ethic and determination she was able to, with the support of EDGE, carve a transition pathway. Dianne says that employment assisted with her recovery. "I had to be there at seven in the morning until two. I was so busy that it actually forced me to break the pattern of pain."

Dianne went on to complete a Certificate II and III in Sports & Recreation and a Certificate IV Business Administration through AFL Sports Ready. Her employment skills and talents have enabled her to hold long term administrative positions with various organisations. She is currently employed as an Administration Officer at Workcover.

Through adversity, Dianne has shown us all what can be achieved when you are motivated, committed and passionate! Recently turning 35 Dianne had the opportunity to reflect and had the following words of wisdom to share:

How has EDGE supported you across the last 18 years? "EDGE helped me to say, 'Yes I am capable of doing this'. It may have taken me a bit of time but everyone who helped me has been so supportive and lovely. They were able to support me in every job I've got to date. If I had trouble, I would call them. They could and did help me when I really needed it. I'm so lucky to have you guys."

What would you say to young 16-year olds who have a disability and are not sure about what they want to do? “You may have a disability but it’s not the be all and end all. You can do anything you put your mind to. Believe in yourself and believe that anything is possible.”

Do people make assumptions about your capability and intellect based on your speech? “Yes. I have cerebral palsy but don’t have an intellectual disability.”

If you could say something to employers who are thinking of hiring someone with a disability what would you say? “Just give it a go. You have nothing to lose. People with disability have a work ethic that will drive them every day to improve.”

What are your biggest challenges and frustrations? “When I was young my biggest obstacle was comparing myself to other people. Wondering why my sister didn’t have a disability and I did? Now I think I’m lucky – yes, I have a disability but I love who I am. I wouldn’t have met the people that I have, nor done the things I have achieved.”





THE WESTERN POWER / EDGE TEAM

EDGE EmploymentSolutions

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