

A photograph of two women in a library. The woman in the foreground is smiling and holding several books. She is wearing a black cardigan with red anchor designs and a black dress with white polka dots. The woman in the background is also smiling and holding books. She is wearing glasses, a black and white striped sweater, and a patterned scarf. Bookshelves filled with books are visible in the background.

ANNUAL RESULTS

2013/14

BOARD OF DIRECTORS

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CHAIRMAN

Business Consultant

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Mr Ian Taylor

Business Consultant

Diedre Willmott

Executive Chairman, Cannings Purple
(retired Feb 2014)

Susan Robertson

Managing Director

EDGE Employment Solutions
(retired July 2014)

Greg Lewis

Executive Director

EDGE Employment Solutions
(retired July 2014)

Mr Patrick Moran

MANAGING DIRECTOR

EDGE Employment Solutions
(appointed July 2014)

HIGHLIGHTS

The highlights of EDGE Employment Solutions' activities for the year ended 30th June 2014 were:

- Since 1984 EDGE has secured 6,106 jobs in open employment for 2,577 people with disability.
- 401 people with disability were being supported in employment as at 30 June 2014.
- 59% of all workers supported by EDGE were employed in major corporations.
- 18% of all workers supported by EDGE were employed across 37 public sector agencies.
- 13% of workers supported by EDGE were undertaking apprenticeships or traineeships.
- 52% of all jobs secured by EDGE were 'repeat business', where a current employer hires another employee through EDGE.
- The average wage of workers supported by EDGE was 13% higher than the federal minimum wage.
- The average tenure of workers supported by EDGE was 42 months.
- Workers supported by EDGE continue to demonstrate safety, attendance and turnover records that exceed those of the general workforce.

MANAGEMENT REPORT

This year marked EDGE Employment Solutions 30th anniversary operating as a non-profit employment agency for people with disability. EDGE has a complement of 63 staff and received \$5.5 million in funding from the Commonwealth Department of Social Services in 2013/14. This included \$424,000 that EDGE received in grant funding to promote transition from school to work and further education for people with disability across Western Australia.

EDGE has long been acknowledged as one of Australia's leading open employment agencies for people with disability. In its 30 years of operation EDGE has secured over 6,100 jobs across the Perth metropolitan area for 2,577 people with intellectual, learning, physical, sensory, psychiatric and neurological disabilities. As at 30 June 2014, EDGE had a register of 676 people with disability – of which 56% were employed in individually supported jobs in the regular mainstream workforce. Over 91% of these workers were being paid at or above Award wage levels.

In the 2013/14 financial year, over half of all positions secured by EDGE were secured with employers who were already using, or had previously used, EDGE's services. EDGE is a national leader in placing and

supporting apprentices and trainees with disability. This year EDGE placed a further 24 individuals into traineeships and apprenticeships and as at 30 June 2014, 13% of all workers supported by EDGE were undertaking VET qualifications – or were working as qualified tradespersons.

An important indicator of a quality employment service is the calibre of the employer with respect to offering stable, secure, well-paid and fulfilling employment. More than 78% of workers with disability supported by EDGE are employed in large corporations or public sector agencies (while only 40% of the general WA workforce is employed in these sectors). Research published previously by EDGE demonstrates that public sector employers and large corporations generally deliver greater job security, better conditions, more workplace flexibility and higher wages than small to medium businesses. Workers supported by EDGE in 2013/14 earned an average of \$18.80 per hour, 13% higher than the adult minimum wage.

Workers with disability supported by EDGE are rewarding their employers with attendance, safety and tenure rates that outstrip their non-disabled co-workers. The average tenure for EDGE workers at 30th of June 2014 was 42

months, which is significantly longer than that of the general workforce across the same industries.

The key to delivering quality services is employing quality staff to deliver those services. EDGE is fortunate to be served by staff members who believe in the important economic contribution that people with disability can make to the Western Australian economy and who bring professionalism, energy, creativity, passion and persistence to their work.

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

2014 also marked a significant year for EDGE with the retirement of Sue Robertson and Dr Greg Lewis, EDGE's founding directors. After 30 tireless years of growing and guiding EDGE in facilitating thousands of quality employment outcomes for people with disability Sue and Greg are now focusing on new projects and a bit of relaxation. The Board, Management and Staff of EDGE wish Sue and Greg the very best as they enter the next exciting phase of their life.



A handwritten signature in black ink that reads "Keith Gordon".

Keith Gordon BSc (Agric) Hons, MBA
CHAIRMAN



A handwritten signature in black ink that reads "Patrick Moran".

Patrick Moran MBA UWA
MANAGING DIRECTOR

EDGE'S TOP EMPLOYERS

NUMBER OF WORKERS SUPPORTED BY EDGE

Wesfarmers (Coles, Bunnings, Kmart, OfficeWorks, Target)	52	Ad West	2
Woolworths (Woolworths, Big W, Dick Smith)	33	City of Swan	2
Department of Health	11	Department of Education	2
Ramsay Health	10	Department of Housing and Works	2
Spotless Group	10	Department of Training and Workforce Development	2
Dome	9	Masters Cabinets	2
Disability Services Commission	8		
Competitive Foods (Hungry Jack's, KFC, Domino's)	7		
McDonald's	7		
University of Western Australia	7		
St John of God Health Care	6		
IGA	5		
CROWN	3		
Department of the Attorney General	3		
Landcorp	3		



EDGE Executive left to right Clinton Roth, Li Lian Kim, Patrick Moran, Trish Giles



EDGE AT WORK - Smell the roses

For millions of Australians, the simple pleasure of working for something you want, is taken for granted. Not for Simon Billinness.

Three times a week, he locks the door on the home he bought a few years ago and walks to work, about fifteen minutes away.

Despite having cerebral palsy, Simon has always wanted to be independent and have an “everyday” life in the community. He’d completed a Certificate 2 in Horticulture at TAFE but was having trouble finding work.

Then with the help of EDGE Employment Solutions, Bunnings gave Simon a chance - a work trial at the Subiaco store.

Somebody that knew him said, “He’s a really good bloke!” says Belinda Batchelor, Lifestyle Department Supervisor at Bunnings.

A few months later the Western Australian hardware giant offered Simon a job.

“He’s probably quicker than any of us at unloading trolleys of plants or anything like that.” Belinda says.

“He’s good at work here, he’ll work right through the store with anyone...and he (also) comes to our social functions.”

“Simon’s just done his five years - he’s really become part of the furniture!”

Simon’s duties involve everything from unpacking stock, to watering plants – but it’s mainly serving customers. He says he feels very much at home amongst them.

“They’re all local as well,” Simon says. “People I used to go to school with come in quite a bit. You get to know people.”

EDGE Job Coordinator Lianne Harvey believes it’s been a win-win for both employer and employee.

“Bunnings, Simon and EDGE have worked closely together to identify a range of duties that play to Simon’s strengths this has allowed him to be a really productive team member, which is important.”

“But I think Simon’s most valuable contribution to the business is his total commitment to customer service. If anyone walks past, he is the one who looks up and says, “Can I help you with anything? How are you doing today?”

“He’s just out there all the time trying to help people. For Bunnings, that’s really valuable, because it puts a helpful happy face to the business.”

Having a job has allowed Simon to buy his own home “You can come and go when you please, have friends over, without having to worry too much!” he says.

A regular income has also meant he’s been able to travel. Earlier this year Simon went to England with his parents before exploring Scotland, Ireland and Wales on his own.

Next on Simon’s agenda?

“Somewhere close – maybe Thailand,” he says.

With a job, the world’s Simon’s oyster.

JOB SEARCH

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

The job seeker is then introduced to one of EDGE's Employer Consultants who works with them to secure a job in accordance with 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.

In the skilled workforce of the future, people without useful vocational skills will be consigned to the most menial, poorly paid and casual jobs. EDGE has had a long commitment to securing positions that offer access to nationally recognised training, such as apprenticeships and traineeships, so that people with disability can grow and prosper in the workforce of the future. Since 1999, EDGE has assisted 498 people with a wide range of disabilities to commence apprenticeships and traineeships.

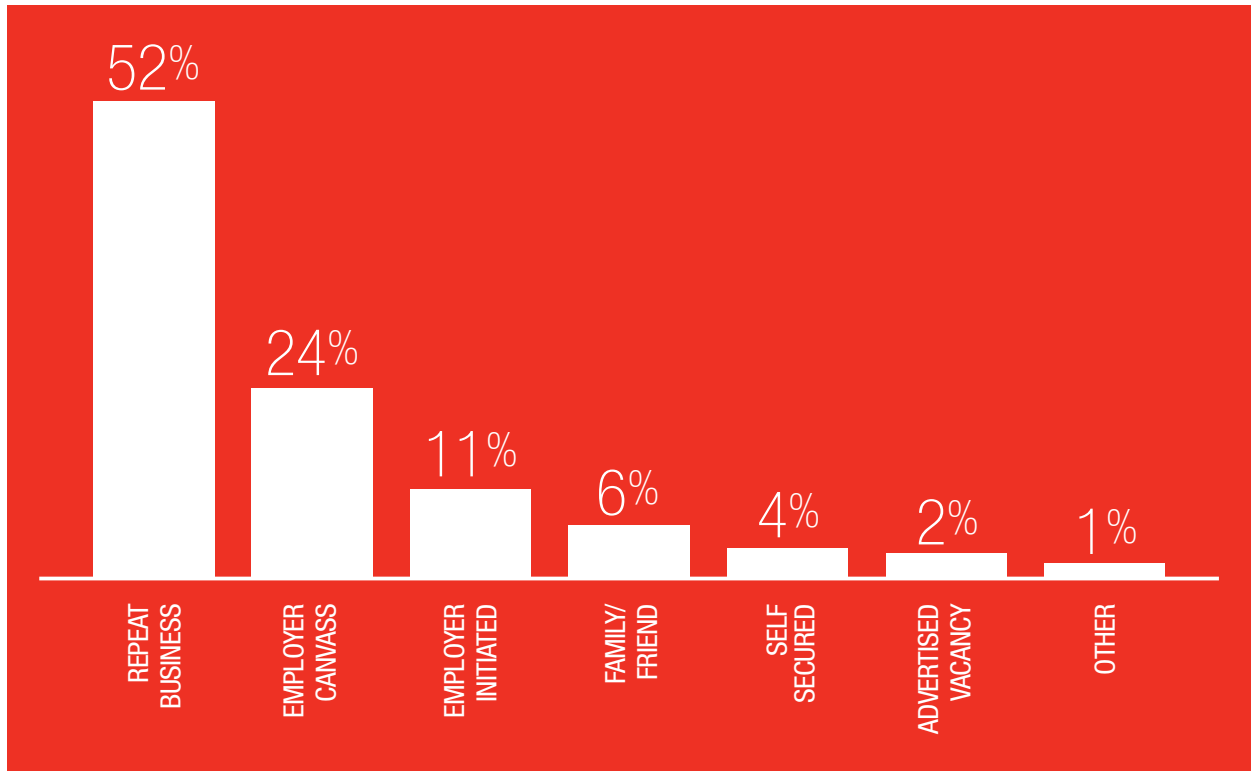
EDGE's own research demonstrates that larger businesses and the public sector generally deliver greater job security, better conditions, more workplace flexibility

and significantly higher wages than small to medium businesses. In the 2013/14 financial year, 46% of the 255 jobs secured by EDGE were in businesses employing more than 100 staff and another 13% of jobs started were in the public sector (2% local government, 7% state government and 4% federal government).

The next most effective means of securing jobs, comprising 24% of all job starts, was cold canvassing employers who could offer positions that matched job seekers' interests and abilities. Job seekers themselves secured 11% of all jobs starts. Family members and friends of job seekers also assisted in job-hunting by sourcing a further 6% of all new jobs. Vacancies advertised in newspapers or on-line accounted for 2% of jobs secured. Pleasingly, 4% of job starts resulted from employers not known to EDGE contacting the agency and offering an employment opportunity to a person with a disability.

Employers have responded very positively to the services of EDGE and the quality of the workers it represents. More than half of all jobs secured during 2013/14 were 'repeat business' - where a current employer hires another person through EDGE because of their satisfaction with the performance of a previous employee placed by the agency.

HOW JOBS WERE SECURED



EDGE AT WORK - Smiles all round

Rose Alexander chokes up explaining her pride in her 18-year-old daughter, Jessica Sorrell.

“Words can’t describe it, it’s just wonderful,” Rose says. “She’s done an awesome job...”

Jessica has recently been made a permanent member of staff at the WA Department of Veterans’ Affairs. She juggles her year 12 studies at the Special Education Unit of Mirrabooka Senior High School with working two days a week. And loves it.

“It’s probably been rewarding for them, having Jessie there, she’s a very bubbly girl – everybody calls her Smiley!” says Rose.

Jessica was appointed to one of three positions specially created by the Department.

“I take seriously a commitment that we have, as a government agency and an employer, to have opportunities available for people with disabilities,” says Peter King, Deputy Commission of the WA Department of Veterans’ Affairs.

“We were able to find a job that matches up with Jessica’s skills and a job that contributes to the overall output for the area.”

“It’s worked out so nicely because of the support we’ve had through EDGE in integrating Jessica into the work

team, also because of the general acceptance that we have, of Jessica as an individual and her ability to form part of a team,” he says.

Jessica’s duties at the Department include photocopying, filing and collating documents and putting together “showbags” used for public presentations.

EDGE Job Coordinator, Lauren Wall says staff have been particularly welcoming to Jessica – but they’ve also learned to give Jessica immediate feedback and to explain what’s required in clear and simple language says Lauren. “She’s so willing to please, she’ll do what they ask of her as long as it’s clear.”

Lauren says she’s been especially pleased to see Jessica mature from a teenager into a capable young adult, “In the past year, her confidence has increased so much, she’s like a different girl!”

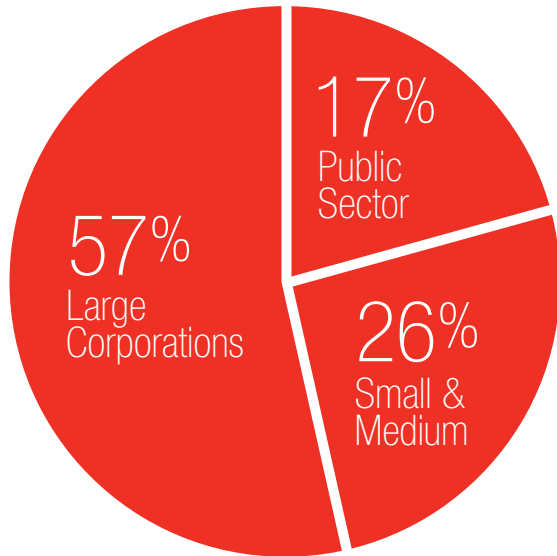
Rose Alexander is under no illusions about the difference it’s made to Jessica to have EDGE in her corner.

“A lot of Jessie’s friends aren’t with EDGE and if they were I think they would benefit a lot from it,” she says.

“I can’t rave enough about EDGE, they have been wonderful.”



WORKFORCE DISTRIBUTION



JOB SUPPORT

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

More than 70% of workers supported by EDGE are employed in large corporations or public sector agencies (while less than 40% of the general WA workforce is employed in these sectors). Workers supported by EDGE in 2013/14 earned an average of \$18.80 per hour, 13% higher than the adult minimum wage.

As at 30 June 2014, 92 major Western Australian and national companies were employing 238 workers through EDGE, while 37 public sector agencies were employing 72 workers with disability through EDGE.

EDGE offers a one-day 'Mentoring Co-workers with Disability' training course to all employers. This free course provides co-workers with the skills and confidence to train and support their colleagues with disability. In the 2013/14 financial year, 132 co-workers from both the private and public sector attended. Participants commented that the course enables them to be better trainers of all employees in their workplace, not just those employees with disability. Since its inception in 1991, a total of 1,921 co-workers have attended the course.

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.

CUSTOMER SATISFACTION

EDGE formally monitors customer satisfaction through a series of four standardised, independently conducted surveys.

Job seekers rated EDGE highly overall, and higher than 80% in 15 out of 15 areas: really listening to them; respecting their job interests; caring about them and their careers; respecting their privacy; knowing about their job skills and job interests; feeling comfortable with the way they were talked to; feeling welcome when they first registered; having EDGE's services well explained to them; knowing about them and their job skills; letting them know what they are doing to get them a job; talking to them about the type of job they want; being happy with agreed work goals; feeling comfortable talking to EDGE staff; and feeling okay about telling EDGE when they are unhappy.

Workers rated EDGE very highly overall, and higher than 80% in 21 out of 22 areas: really listening to them; caring about them; respecting their privacy; explaining things before the job starts; explaining things at work; knowing what the Job Co-ordinator is doing for them; 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; liking the job they are doing; being well regarded and treated by workmates; the skills they had learned at work; knowing about their job and their job skills; feeling comfortable about talking to EDGE staff; feeling satisfied with the friendships they have made at work; being regarded

highly by their co-workers; feeling OK about telling EDGE when they are unhappy; and being better off for having registered with EDGE.

Family members rated EDGE very highly overall, and higher than 80% in 22 out of 25 areas: feeling welcome when they first met EDGE; feeling comfortable with the way they were talked to; 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; keeping the family informed about job search progress; involving the family in the job search process; being there when needed; feeling comfortable with how EDGE staff talked to their son or daughter; feeling OK telling EDGE when they are unhappy; EDGE's knowledge of son or daughter's job and skills; explaining everything they needed to know about the job before it started; their son or daughter being well treated and well regarded by workmates; their son or daughter liking the job they are doing; 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: EDGE's initial approach; the explanation of EDGE's services; 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; support to promote the worker's socialisation at work; access to EDGE's Mentoring Co-workers with Disability course; the responsiveness of the Job Co-ordinator to requests for assistance.



EDGE AT WORK - Eugene pays his way

Eugene Chia is a great example of the diversity that adds richness to the “melting pot” of the Australian community.

Eugene was born in Singapore. He and his mother migrated to Perth when Eugene was a teenager. Despite having learning difficulties, Eugene completed year 12 and, with EDGE’s help, is now working full-time.

Eugene comes from a bilingual family home and has spoken English since he was a child, so there were few language barriers but EDGE Job Coordinator, Bernie Poupard says there were subtle cultural differences that he had to assist Eugene with while helping him to settle into the job.

When Eugene started in his role as a stock replenishment person 5 years ago EDGE Employment Solutions supported Eugene with initial intensive onsite training in his duties and also with his social interactions with customers.

Practical advice on things like personal presentation in the work place was reinforced in conjunction with Woolworths and Eugene’s mum. This joint effort assisted Eugene’s transformation from entering work as an inexperienced school leaver into a valued and integrated member of the Woolworths’ Supermarket team.

Clearly, Eugene was a keen student – he now holds a full time job with Woolworths Mount Hawthorn.

“I am a valued member of the stock replenishment team,” he says proudly. “I love helping customers. I love improving the quality of my skills!”

Eugene is one of several people with disabilities working in that Woolworths store.

“We’re just doing our bit to make a difference,” says Assistant Store Manager Nick Perera. He describes Eugene as “always happy and always smiling at work.”

“I don’t think there’s any employee that’s more reliable than Eugene.”

EDGE’s Bernie Poupard also finds the 24 year old incredibly conscientious.

“He’ll ring his employer and see if there are any extra shifts, check if things are going fine – he’s in constant touch with work.”

“When he first started, he was only doing a few hours a week, now he’s working 30-35 hours a week.”

Eugene’s mother is pleased that employment has helped her son to become more independent. Eugene himself appreciates the ability to contribute to household expenses.

“My job has enabled me to make a substantial contribution to household expenses,” he says.

EDGE EMPLOYMENT SOLUTIONS AT A GLANCE

REGISTRANTS AND WORKERS BY AGE

Age Group	Registrants	Workers
25 years and under	273	173
26-35 years	165	93
36-45 years	117	73
46-55 years	83	44
56 years and over	38	18

REGISTRANTS AND WORKERS BY GENDER

Gender	Registrants	Workers
Male	423	245
Female	253	156

REGISTRANTS AND WORKERS BY DISABILITY

Primary Disability	Registrants	Workers
Intellectual/Learning	298	205
Physical	112	54
Psychiatric	106	59
Autism	79	42
Hearing/Speech	27	14
Acquired Brain Injury	29	16
Vision	7	2
Neurological	18	9



REGISTRANTS AND JOB SITES BY LOCAL GOVERNMENT AREA

Local Government Area	Registrants	Job Sites	Local Government Area	Registrants	Job Sites
Armadale	2	2	South Perth	4	1
Bassendean	10	5	Stirling	103	69
Bayswater	56	16	Subiaco	13	18
Belmont	4	14	Swan	60	21
Cambridge	25	8	Victoria Park	1	11
Canning	8	14	Vincent	10	6
Claremont	9	5	Wanneroo	79	34
Cockburn	39	18			
Cottesloe	5	3			
East Fremantle	2	0			
Fremantle	21	17			
Gosnells	5	5			
Joondalup	102	37			
Kalamunda	22	12			
Kwinana	5	0			
Melville	29	12			
Mosman Park	1	2			
Mundaring	12	4			
Nedlands	19	13			
Perth	9	66			
Rockingham	21	8			



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