

Changing lives through the power of employment



Our Purpose

Changing lives through the power of employment.

Our Vision

Building an inclusive and accepting society through the power of employment.

Our Mission

Delivering services to create better outcomes for job seekers and employers.

Acknowledgement of Country

Edge Employment Solutions wishes to acknowledge the people of the Noongar Nation, the traditional custodians of the land on which our services are delivered.

We acknowledge and pay respect to their Elders past and present and to the Noongar people's ongoing culture, beliefs and relationship with the land.

Our Values

Our values guide everything we do and our clients should experience them through every service and interaction they have with us.

Growth

We know our goals and deliver on our promises.

Empowerment

We support and trust our people to do their best.

Commitment

We have a can-do attitude and go the extra mile to get the job done.

Collaboration

We work as a team, achieving more together.

Respect

We treat others the way we want to be treated.



Our People



Edge's Purpose is changing lives through the power of employment. In delivering on that Purpose, the Edge team positively impact the lives of people with disability and those people's families, friends and employers. ”

Terry Agnew, Chairman

Board of Directors

Terry Agnew	Chairman & Non-Executive Director
Doug Aberle	Director, Marple Bridge
Nicola Amos	Group Executive Strategy, RAC
Karen Brown	Non-Executive Chair, Cannings Purple
Amanda Cox	Non-Executive Director
Jennifer Grove	Partner, Gerard Daniels
Linda Kenyon	Non-Executive Director
Luigi Mottolini	Non-Executive Director
Matthew Woods	WA Clients & Markets Lead Partner, Turnaround & Restructuring- Enterprise, KPMG Australia



Senior Management Team

Lee Woodbridge	Organisation Capabilities Manager
Pippa Cebis	Chief Executive Officer
Julie Stewart	NDIS Operations Manager
Dave Sones	Financial Controller
David Scragg	DES Operations Manager



Service Milestones

This year, eighteen of our people reached significant service milestones at Edge. The valuable contribution made by each of them continues to help us deliver our purpose and enrich the lives of people with disability.

Leaders across Edge

Brad Thomas	DES Team Leader
Karen McKenna	NDIS Operations Support Coordinator
Chloe Hayward	DES Team Leader
Lauren Baptist	Learning and Development Team Leader
Antoinette Shenstone	Charged Up for Work Team Leader
Rebecca-Lee Smith	NDIS Supervisor
Jayden Watson	NDIS Supervisor
Maja James	Corporate Services Team Leader
Johnny Fussell	DES Team Leader
Rebecca Bobolinski	NDIS Supervisor

5	Alistair Campbell Daniel Doble Sara Grimster Mel Kidd Daniel Reglinski Kathryn Skipp
12	Lauren Baptist Sabine Bennett Luke Griffin
13	Lee Woodbridge
14	Matthew McGlew
15	Jenny Fuller Michelle Kruger
17	Rebecca Bobolinski Maja James Calla Nettleton
20	Jonita Barrie Mal Risdon

CEO Message

I'm told that time always goes by faster as you become older, but it really does seem only a few months ago that we were celebrating the end of 2022 and wondering what the new year would bring.

Now, as I reflect on all that has happened both at Edge and in the wider disability sector since the last Annual Report, I am amazed at the relentless pace of change we have experienced. I'm also humbled by how our staff continue to live and demonstrate our Purpose and Values each and every day.

2023 saw Sally Hollins step down as Edge's CEO to enjoy a well-earned retirement, and I was privileged to come on board in May. So much has happened since then. Our fledgling NDIS program took flight and is now well established as a fundamental part of the client pathway we can offer. We continued to work with youth who are still at school to prepare them for their first steps into paid employment through our unique Charged Up for Work program, and we are proud to have supported our greatest number of job seekers into open employment via our Disability Employment Services.

The past 12 months have also been a planned transition period for Edge. Together, we are on a journey of renewed focus on people, culture, process and our physical environment to ensure we are in the best position to effectively and efficiently meet the needs and expectations of our clients, employers, staff and other key stakeholders now and into the future.

There is no doubt that change and adjustment will also be the hallmarks of the next 12 months. The findings of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability are due to be handed down in September 2023. This will undoubtedly involve significant systemic changes across the disability sector, particularly around compliance and safeguarding.

“

I want to acknowledge all staff for their hard work and dedication to those we support. The past financial year has been one of constant flux, but their passion and commitment have remained undiminished. ”

In October, the final report from the Independent Review of the NDIS will also be provided to the Disability Reform Ministers, likely impacting the operations of providers. Finally, we will undertake our first audit against the new Quality Framework introduced by the Department of Social Services.

I want to acknowledge all staff for their hard work and dedication to those we support. The past financial year has been one of constant flux, but their passion and commitment have remained undiminished. I would also like to thank the Senior Management Team for their leadership and shared vision, and the Board for their support and strong governance as we chart the way forward together.

Pippa Cebis
Chief Executive Officer



Year in Review

Edge's Impact

As the world of employment and disability support continues to evolve, Edge remains committed to helping people with disability prepare for, secure and thrive in open employment.



50%

50% of employers trusted Edge again when seeking to employ people with disability.

450%

In our second year as a registered NDIS provider, our reach grew by 450%.



9,000

Edge has secured nearly 9,000 jobs for people with disability since 1984.



44

44 months was the average tenure of clients placed by Edge.



55%

55% of people we support have held their role for over 12 months.



46%

There was a 46% increase in the number of new clients choosing Edge.



21%

Our support increased by 21% over the previous 12 months.



Our Partners

Thank you to all the businesses that made a difference to the lives of people with disability over the past 12 months. We are proud to have partnered with you on our journey and are excited about moving forward together. Some of our key relationships include:

- | | | |
|--------------------------|-----------------------------|--------------------------------|
| 7th Ave Bar & Restaurant | HenderCare | RAC |
| Amana Living | Highgrove Bathrooms | Red Dot |
| Australia Post | Hungry Jack's | Repco |
| Avenue Linen Services | IGA Supermarkets | SGS Australia |
| BIG W | Jim Kidd Sports | The Sovereign Arms |
| Bunnings | Kmart | Spotlight |
| City Toyota | KFC | Spudshed |
| Coles Group | Master Cabinets | St Jude's Health Care Services |
| Crown Perth | McDonald's | Sunpalm Australia |
| CTI Logistics Limited | Miss Maud | Synergy |
| Department of Health WA | Morley Canvas | TGI Fridays |
| Dismantle | MSWA | The Marina, Mindarie |
| Dôme | Odeum Farms | The Vines Resort |
| Domino's | Officeworks | Tony's Spaghetti Bar |
| Drovers Little Learners | Paul & Warner Body Builders | Total Green Recycling |
| Empired Limited | Pearl Home Care | Turquoise Cafe |
| Eurofins ARL | Perth Eye Hospital | VenuesLive |
| Event Cinemas | Plumbers Industries | Water Corporation |
| Farmer Jack's | Probe CX | Woolworths Group |
| Furlissimo Dog Grooming | Programmed | |
| Grill'd | Quad Services | |

30 Years and Still Going Strong

Philip's Story

“

By Edge providing this extra assistance and support, it has allowed Philip to continue being an invaluable member of our team. ”

When you think of key personnel at St John of God Subiaco Hospital, Philip's name may not be the first that springs to mind, but he has been a crucial part of their daily operations since September 2000.

Edge's connection with Philip commenced over three decades ago, starting in 1992 when we first assisted him in securing a job at Westralian Plant Farms. Since then, we've been proud to share Philip's ongoing employment journey to his current position as a valued member of the St John of God Subiaco Hospital team.

As a Linen Porter, Philip is responsible for ensuring each ward, department, and theatre has adequate supplies of scrubs, towels and linen. You only have to ask his Supervisor, Lydia, to understand how valued Philip is within the team. She says, "I don't know what we would do without him. We can fully rely on him as he is always prompt with linen deliveries around the hospital."

The high regard in which Philip's hard work and friendly personality are held was apparent when St John of God Subiaco Hospital outsourced their linen department to Linen Services Australia, who immediately invited Philip to continue his employment.

Like any employee, Philip sometimes faces challenges in his work, and this is where Edge Job Coach Kath is able to assist. Checking in weekly with Philip and the St John of God Subiaco Hospital team, Kath is there to support Philip if he needs a little extra assistance and is a trusted ear to help him talk through any potential worries about his work.

All work sites change, and so do the tasks. Recently, Kath worked with Philip to find a way to make it easier for him to identify the correct trolley for the corresponding ward when the hospital made changes for a more efficient delivery system. As a result of Kath's diagrams and support, Philip could navigate the changes with ease.

Edge is proud of our strong focus on long-term support for our clients and building strong partnerships with employers like St John of God Subiaco Hospital and Linen Services Australia. Lydia shared, "By Edge providing this extra assistance and support, it has allowed Philip to continue being an invaluable member of our team. It is great to know Philip and our team can reach out when we need some assistance."



From Dream to Reality

Josh's Story



“

It's a tapestry woven by his hard work, his courage, and our collective belief in him. Watching him thrive at Bosch isn't just satisfying – it feels like a win for all of us. ”

Josh's love for mechanics didn't start in a classroom; it began in his family's garage, with grease on his hands and dreams in his eyes. From those early days of tinkering with engines, the spark of curiosity grew into a roaring flame, fueled by encouragement from his family, friends and mentors.

A chance introduction to Edge through a family friend felt like fate. Josh met Edge Account Manager Will, who saw more than a resume – he saw a passionate aspiring mechanic with untapped potential. Will became more than an Account Manager; he became a mentor, cheering Josh on every step of the way.

Edge Employer Consultant Tina also recognised Josh's ability and skills instantly. With Tina's encouragement and assistance, she helped Josh land a job opportunity at Repco, setting him on the path to success.

Starting at Repco gave Josh skills for his resume that led to an Apprenticeship at Bosch Neerabup with Edge Job Coach Sarah, becoming a crucial support for Josh on his journey. She supported, mentored and believed in him, even when he doubted himself. Her faith in Josh's abilities helped him grow as an Apprentice.

John, the owner at Bosch Neerabup didn't need just an Apprentice but also someone he could trust. Sarah's unwavering support, coupled with Tina and Will's groundwork, made Josh the perfect fit.

“Josh's success isn't just his achievement,” Sarah said with a proud smile. “It's a tapestry woven by his hard work, his courage and our collective belief in him. Watching him thrive at Bosch isn't just satisfying – it feels like a win for all of us.”

Josh's journey from a wide-eyed hobbyist to a skilled Apprentice is more than a professional triumph; it's a heartwarming story of community and mentorship. It's not just about gears and engines – it's about human connections and dreams achieved through support, guidance and collaboration.

With dedication, the right support and a lot of heart, anything is possible, just as Josh has shown.



Spotlight on Mal

Employer Consultant

With over 32 years of experience supporting people with disability to find and maintain meaningful employment, 21 of those at Edge, it is almost impossible to describe the positive impact Mal has had on the lives of the people he's worked with. At Edge alone, Mal has directly supported over 600 people to secure jobs. That number is only the start, with an immeasurable number of people indirectly impacted by this tremendous feat, including the family, friends and businesses he engaged with along the way.

As an Employer Consultant, Mal is one of the first people our clients meet, and he plays a crucial role in their employment journey. As he gets to know each person, building rapport and assisting with skill development is vital. Mal engages with numerous businesses across Perth to find the best possible employment opportunity to meet the goals of both the individual and the employer.

"I like to create roles for job seekers that businesses have never considered before, and then to see the power of employment not only change the life of the job seeker but also their family and the workplace," says Mal.

A key part of Mal's role is working with businesses to see if they have suitable opportunities or help them to create one, "The relationships I have been able to build with our employers and gaining their trust and passion to employ people with disability is my specialisation. I am able to talk to all types of companies, from Government to HR departments as well as the local fish and chip shop, as this all comes back to the type of work the client is wanting," he continues.

There are many life-changing stories that we could share about Mal's impact, but this is one of Mal's favourites. "A client was told by another agency that he would never work again after being unemployed for 12 years due to a stroke and having dialysis three times a week. I'm proud to say he is now happily employed, and the smile on his face is all the reward I need," says Mal.

Spotlight on Jayden

NDIS Supervisor

We love the variety of life experiences each member of the Edge team brings, such as Jayden. He commenced as a casual worker with us while at university and joined the team as a permanent employee the moment he graduated.

Jayden's role as a NDIS Supervisor is to make sure his team is supported, confident and equipped to provide the best possible support to our NDIS clients and the Perth businesses who employ them. Having worked with clients directly as a NDIS Consultant, Jayden understands how important it is for our team to have the tools they need to achieve the best outcomes for our clients.

Jayden has already made a significant impact on our NDIS clients and their support networks. He keeps his skills fresh by occasionally providing direct support on top of his supervisor duties. This is something he enjoys, explaining, "Each person I have assisted to accomplish their work-related goals has been my most notable achievement. Seeing the progress that our clients achieve is extremely rewarding."

While Jayden wasn't planning on working in the disability sector after completing his degree, his time at Edge as an undergraduate, where he experienced firsthand the difference we can make, changed his career path. It was "seeing a client's progress and their self-improvement, seeing their reactions when they are able to achieve something they previously found overwhelming or unachievable" that started Jayden on his path.

When reflecting on Edge's difference, Jayden says, "Edge is a great company as it supports and uplifts its employees, which translates into a service for clients that is unlike any other. Edge provides a work environment that promotes success and delivers exceptional results."

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“
There’s nothing we love more than helping a person turn their dream into a reality. That’s why we were excited to support Gordon in his pursuit of employment.”

Making a Difference

Gordon’s Story

“
I did not think I would step back into employment after being unemployed for nine years!”

There’s nothing we love more than helping a person turn their dream into a reality. That’s why we were excited to support Gordon in his pursuit of employment.

When we first met Gordon he believed he would never be able to enter the workforce again. In his own words, “I did not think I would step back into employment after being unemployed for nine years!” Today, with the support of Edge and Odeum Farms, Gordon has achieved his goal of working again.

For 65-year-old Gordon, returning to work has been a major blessing. “I have more independence and I am financially stable. Work gets me out of the house and interacting with different people,” he continued.

Gordon and Odeum Farms are not the only ones reaping the rewards of this working relationship, with Gordon’s family also seeing the positive influence employment has had on him. Since Gordon began working again, his sister has seen his confidence and independence grow, and she is proud of what he has accomplished.

Gordon is also building new relationships in his job with Carlos, his Manager, who has been a major factor in Gordon’s success. When asked about his Manager, Gordon said, “I have great communication with Carlos which is one of the things that I love most about my job, and it has helped create a strong relationship.”

To round out the support for Gordon and Carlos, Edge Job Coach, Chloe, is always on hand to support when needed, something Gordon really appreciates, saying, “The extra support I have received to find suitable employment and stay employed is great. If I have any issues at work, I am confident I can call Chloe to help resolve the issues.”

After successfully gaining employment, Gordon has a message for all businesses considering hiring people with disability, saying, “There is no need to be nervous, everyone deserves a chance in employment. If the person can complete tasks as required why not give them the chance which can change their life.”

Beyond the Classroom

Cassie's Story

“

Cassie's success is a testament to what can be achieved when young people are given the right tools and opportunities. ”

Taking the leap into the working world can be intimidating for many young people, but guidance, preparation and the right opportunities can make it far less daunting. This is certainly the case for Cassie, whose journey from student to Trainee Childcare Attendant at Drovers Little Learners, highlights our Charged Up for Work (CUFW) program's role in helping young people navigate their path to employment.

Cassie's adventure began when she worked closely with our dedicated CUFW team to build a solid foundation of practical skills necessary for the modern workplace. A mock interview with Account Manager Will was just one of the valuable experiences offered by CUFW and it was something Cassie excelled in. "During our mock interview, I was impressed by Cassie's confidence and the skills she'd developed in the program. It was clear she was ready to tackle the professional world head-on," said Will.

Our CUFW program proved invaluable for Cassie when she transitioned to the Disability Employment Service (DES) program at Edge, where she met potential employers including Lisa, Principal of Drovers Little Learners. The

opportunity to interview with Lisa allowed Cassie to highlight not just the skills she had learned but also her passion and commitment, which helped her secure her dream role.

"Seeing Cassie apply the skills she learned during the CUFW program in her interview with Lisa was a proud moment," said Will. "Cassie's success is a testament to what can be achieved when young people are given the right tools and opportunities."

Today, Cassie continues to grow in her role at Drovers Little Learners with ongoing support from Edge's DES program. Lisa reflects positively on this collaboration, "Engaging with Edge has been beneficial for Drovers Little Learners. Cassie brought fresh energy to our team, demonstrating what young, well-prepared talent can offer."

Cassie's story shows the positive impact workplace preparation programs like CUFW have for those entering the workforce for the first time. It also highlights the benefits for businesses exploring partnerships with organisations like Edge to foster the next generation of professionals and help shape the future job market.





Spotlight on Lee

Organisation Capabilities Manager

Variety may be the spice of life, and it can also be a fantastic way to strengthen an organisation by motivating and developing team members – especially when they are as capable, passionate and open to new challenges as Lee.

Joining our team in 2009 as an Employer Consultant, Lee progressed to Team Leader, then Regional Manager across several sites and is now Edge’s Organisation Capabilities Manager. This is a testament to his skills, values and hardworking nature.

All the while positively adding to our workplace culture, helping Edge navigate changing contracts, regulatory environments and leading teams. Lee’s focus has always been supporting countless people with disability to find and maintain the employment they are seeking.

Lee will be the first to acknowledge that the job for him has never been about personal recognition, but instead, “It’s knowing that the person you created a job for are now five years into a great career, has friends at work, bought their first house, gained self-confidence and is on a much better life path. It is the impact of Edge that has helped change their life trajectory.”

Supporting our staff so they can deliver the best possible service for our clients is also a focus for Lee, and he acknowledges the remarkable work of his colleagues. “At Edge, we are literally changing lives for the better every week. The people who work at Edge have chosen careers that constantly put other people first and that makes Edge an incredible workplace. They have chosen to fight the good fight for those who seek support. They are a special type of person and should be commended for what they do every day.”

We couldn’t agree more!

Spotlight on Jonita

Cleaner

“

I love my work. I enjoy being part of the team and working with the staff. I am so happy to be here. ”

At Edge, we aim to create a culture where our staff enjoy coming to work and can continue to grow their skills. A wonderful example of someone who embodies these attributes is Jonita, our valuable Subiaco office Cleaner. Jonita joined our team in 2003, and twenty years later, she still comes to work every day with a smile. Jonita’s positivity, friendliness and reliability shines through, and in her own words, “I love my work. I enjoy being part of the team and working with the staff. I am so happy to be here.”

We know how important it is to keep developing our team, which is one of the things that Jonita loves about working at Edge, saying, “Edge has helped me grow my skills, and every Wednesday, I sit with my Job Coach Kellie and practice my computer skills.”

The intangible qualities each employee brings to the office are often unnoticed but can strongly impact those around them. Jonita brings a friendly and engaging perspective, going out of her way to make new staff feel welcome and always representing the values Edge prides itself on.

Corporate Services Team Leader, Maja, is grateful to have Jonita on her team, saying, “I have had the pleasure of working with Jonita for 17 years now. She has always been a positive presence at our office, and nothing you ask of her is ever an issue. Jonita welcomes you with a smile and helps without hesitations. You can’t ever have enough colleagues like Jonita!”



NDIS Update

Going from Strength to Strength



As a team we have created a strong foundation for our NDIS services which has been reflected in an amazing period of growth in the past 12 months. We are excited about what we can achieve in the future for our participants. ”

As a long-standing, values-driven organisation, we understand the importance of early capacity building, skill acquisition and workforce exposure.

This is crucial to supporting our participants to meet their employment goals and contribute to their community's social and economic life. Fueled by this commitment, our growing NDIS service has had an incredible 12 months.

Providing School Leaver Employment Supports and Finding and Keeping a Job supports has been our key focus in the last financial year, with 75% of our participants engaged in School Leaver Employment Supports. As a result of the success of these programs, we have committed to expanding our service offerings in the future.

As the Edge NDIS program continues to grow, we have established a skilled management team to support our capable and committed workforce. Growing from four staff to 23 in the past 12 months has allowed us to create a diverse, knowledgeable and talented team, reflecting the community we represent.

We have also improved processes and embedded our practice framework, enabling us to support 166 people with disability in the 2022-2023 financial year while averaging 1,200 hours of monthly support. We remain committed to improving each participant's experience on their journey by providing an individualised and customised service.

Our NDIS Operations Manager Julie sums it up the best when she says, "As a team we have created a strong foundation for our NDIS services which has been reflected in an amazing period of growth in the past 12 months. We are excited about what we can achieve in the future for our participants."

Changing lives through the power of **employment**

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