

*Workpower*



## ANNUAL REPORT

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2019-20

## TABLE OF CONTENTS

Chairperson's Report	1
Our Board	2
Chief Executive Officer's Report	4
Our Executive	5
Five Years of Achievements	6
Our Strategic Plan	8
Diversity	10
Excellence	11
Creating Opportunities	12
Sustainable Businesses and Programs	14
Values Awards	16
Building Capabilities	18
Teamwork	20
Commitment	21
Delivering Memorable Experiences	22
Working with the NDIS	24
Leadership	26
Safety & Wellbeing	27
Acknowledgements	28

## CHAIRPERSON'S REPORT

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As I mark my first full year as Workpower's Chairperson, it's hard not to reflect on just how challenging this past year has been. Our unique strengths and resilience have been tested more than any time in our 28 year history.

Faced with a global pandemic and operating in a fast growing and rapidly changing sector, I could not be prouder of how our people responded to the challenge of delivering services to our customers. During a time when it seemed uncertainty was more certain every day, our teams overcame significant challenges to provide our customers with uninterrupted services, ensuring they and their families remained safe, connected, and supported. The fact that Workpower has successfully steered through the crisis and is well on track to full business recovery is a testament to the strength of Workpower, the agility of our businesses, and a credit to our wonderfully dedicated staff.

On behalf of Workpower's Board of Directors, I am pleased to present Workpower's annual report for the 2019/20 year. Workpower commenced the year in a sound financial position, with its enterprises performing strongly. In an already challenging economic climate, the financial impact of COVID-19 represented a significant threat to the organisation. I am very pleased to inform our members that the organisation reported a net surplus of \$1.49 million. This is an excellent result and reflects the support of the Federal and State Government combined with a very effective organisational crisis management response.

This year concluded Workpower's Strategic Plan 2020 and the Board is delighted with the progress and outcomes achieved. I would like to recognise the efforts of all involved in the successes of the last five years including the Executive and the former Chairperson, Sue Slavin.

Late last year, the Board and Executive commenced the process of developing a new Strategic Plan which will guide Workpower's future endeavours over the next five years. As we move forward, Workpower's new **Strategic Plan 2025: An Optimistic Future**, provides us with an inspiring vision of the future and articulates our strong commitment to our purpose of supporting people with disability to participate and thrive in an inclusive, just society. We look forward to communicating the key elements of our Strategic Plan with our customers and key stakeholders and working together to achieve our goals.

The Board expresses its sincere thanks to Chief Executive Officer Lee Broomhall and her Executive for their outstanding achievements and efforts in the past year in the face of significant disruption. The Board would also like to thank all the staff and customers of Workpower, who have all adapted to a new way of working, delivering, and receiving services in these challenging times.

I also thank all my fellow Board members for their ongoing dedication and focus. This year we welcomed two new members: Linda Dawson and Garth Walter, each of whom bring valuable expertise and insights to the table and I look forward to working with them.

After a year that has highlighted the absolute strength and commitment of the Workpower team, the Board and I are confident about our ability to deliver on our promise of creating opportunities, building capabilities, and delivering memorable experiences.



Melanie Cave  
Chairperson

## OUR BOARD



**Melanie Cave**  
*Chairperson*

Melanie is an experienced non-executive director, serving on government and not for profit boards. Previously, she was a partner at Herbert Smith Freehills, with over 20 years' experience providing legal advice on the delivery of large-scale infrastructure projects in the water and natural resources, health and mining industries.

She is a graduate of the Australian Institute of Company Directors, a member of the Law Society of Western Australia, and holds a Bachelor of Law/Arts from Murdoch University. Melanie joined our Board in 2018.



**Leanne Karamfiles**  
*Director*

Leanne is a Deloitte Partner with over 25 years' experience in risk management, financial management, external audit and board, corporate and operational governance.

Industry segments she has worked with include healthcare, insurance, mining, education, mining services, property and government.

Leanne is a Fellow of the Institute of Chartered Accountants and an Affiliate member of the Australian Institute of Company Directors. Leanne joined our Board in 2018.



**Angelo Chiappini**  
*Director*

Angelo commenced working with Woodside Energy Limited in 2010 and is currently Project Manager – Projects.

Over the last 19 years, Angelo held several key management positions with various engineering companies spanning key industries of oil and gas, mining, marine, and power generation, including General Manager for Barclay Engineering.

Angelo holds a diploma in Management, Project Management and is completing an MBA. Angelo joined our board in 2019.



**Geoff Blades**  
*Director*

Geoff Blades has been employed in management consultancy and executive search and selection since 1989. He is a founding Partner of Lester Blades – Executive Search, Selection and Retention in Perth.

Geoff's consulting assignments are predominantly senior executive appointments across all industry and professional sectors, including public and private companies, state and local governments, and within the community and not-for-profit sectors.

Geoff joined our Board in 2015.



**Mark Fitzpatrick**  
*Director*

Mark is currently the Chief Executive Officer of Telethon Speech and Hearing.

He has more than 15 years' experience in general management and human resources, and has served as Vice President of the WA Council of Society Service, and as a previous CEO of the St Vincent de Paul Society.

In recent roles Mark focused on delivering sustainable change in operations and outlooks in organisations through strategy development and execution, change management, partnership development, and embedding organisational improvements.

Mark joined our Board in 2018.



**Danny Cloghan**  
*Director*

After nearly 8 years as a Fair Work Commissioner, Danny established his own workplace relations consultancy.

Danny has a Masters of Industrial Relations and Bachelor of Arts from the University of Western Australia.

Danny is a graduate of the Australian Institute of Company Directors, a Fellow of the Australasian Mutuals Institute, an Associate of the Governance Institute of Australia and Institute of Chartered Secretaries and Administrators, and holds a Graduate Diploma of Applied Corporate Governance.

Danny joined our Board in 2015.



**Linda Dawson**  
*Director*

Linda is a senior executive with more than 25 years experience working in large Australian and multinational organisation's across the resources and utilities sectors. Linda currently works with the State Government with Department of Jobs, Tourism, Science and Innovation as Deputy Director General Industry, Science and Innovation. She also serves as Vice Chairperson with Midland Women's Health Care Place and is a member of the Sir Charles Gardiner and Osborne Park Hospital Human Research Ethics Committee.

She holds a Masters of Education and Bachelor of Physical Education, is a Member of the Australian Institute of Company Directors, Certified Professional of the Australian Human Resource Institute. Linda joined our Board in 2020.



**Garth Walter**  
*Director*

Garth is a senior executive with over 25 years' experience across multinational private and local public organisations in the mining, utilities, project investment and facility management sectors. He is presently Director and CEO of The Walter Group, a boutique engineering and project consultancy, and enjoys drinking wine from his family wine business, Red Gully Wines.

Garth holds a Masters of Business Administration, Assoc. Degree in Viticulture, and a Bachelor of Engineering. He is a graduate member of the Australian Institute of Company Directors, Engineers Australia and the Australian Water Association where he is a past Board member and current State Committee member. Garth joined our Board in 2020.

In a year that has tested our resilience and will forever change the way we live and work, I was incredibly proud of our team and their commitment to continue to safely provide services and supports to our customers during the COVID-19 pandemic.

The 2020 full year performance reflects the impacts of COVID-19, as well as impacts from previous years' structural changes and Workpower's response to the implementation of the NDIS. It demonstrates the resilience we have built through the diversification of our business, while maintaining disciplined financial and risk management practices.

We reported very good results across all key financial indicators, ending the year with a healthy surplus. We exceeded our growth targets to assist and support more customers, with over 900 people choosing Workpower for their support. At the peak of the COVID-19 pandemic crisis in WA, we dropped to as low as a 38% operating capacity in the delivery of our supports. As community support shifts reduced, we worked hard to balance our priorities of maintaining services for our customers, keeping people safe and mitigating job losses.

Our overall response included the establishment of a COVID-19 Planning and Response Task Force and 4 COVID Response Priorities; Safety, Business Continuity, Protection of Jobs, and Customer Service. With a collaborative effort from all areas of Workpower, we developed the necessary digital platforms in under two weeks to deliver support services in an alternative way. This has had a lasting impact and for some programs, has become an ongoing service offering.

We responded to COVID-19 with flexibility, resilience, courage and empathy. As Sun Tsu said, in the midst of chaos, there is also opportunity. And creating opportunity is what we do well at Workpower.

Our ability to successfully navigate through this crisis demonstrates that Workpower has the right foundations in place to withstand significant disruption and grow and evolve in the coming years as conditions improve and reform changes in the sector play out.

The goals within our new **Strategic Plan 2025** are expressed in two time horizons: Transformation and Business Viability, and Growth and Sustainability. The focus for the next two years is to strengthen the foundations for us to succeed in a significantly different operating environment with new challenges. Within this transition period, we will realign our structure, prepare our workforce, build our digital capacity, and explore the potential for new revenue streams. It is an exciting transformational time for Workpower.

I hope you enjoy reading about Workpower's achievements this past year. We feature some stories from our customers, and some new business opportunities as well as outcomes achieved against our previous Strategic Plan 2020. To all our people, the Executive and leadership teams, the support and front line staff - thank you for the heart and soul you give to Workpower every year, and for pitching in that little bit extra this year.

Finally, I would like to thank Workpower's Board for their commitment and contribution to Workpower over the past year, and for their ongoing support in what has been an unprecedented 12 months. I look forward to continuing to work together in the future; it is, as ever, a privilege to lead our unique and wonderful organisation.



Lee Broomhall  
Chief Executive Officer



Lee Broomhall Chief Executive Officer

Lee has been employed with Workpower since early 1997 in a variety of roles and was appointed Chief Executive Officer in August 2012. She holds qualifications in business management and human services and is a Fellow of Leadership WA. She also won the Telstra Young Business Women's Award for WA in 2010. Lee serves as the Chair of the WA Disability Enterprises (WADE) Alliance and was appointed Deputy Chair of the Waste Authority in 2019. She is passionate about the creation of long-term opportunities that enable people of all abilities to fulfill their potential in life.



Shane O'Connor Chief Operating Officer

Shane oversees Workpower's daily operations as well as the finance, marketing, and human resources functions. He's responsible for high level reviews and undertakes risk assessments of new business opportunities. Shane holds a Bachelor of Business in Accounting and postgraduate qualifications in business management and human resource management. He previously held the position of Workpower CEO for eight years and is a Fellow of Leadership WA.



Vikki Lahore Executive Manager Service Excellence

Vikki's passion for community inclusion and individualised services ensures that an individual's first experience with Workpower best supports their future pathway and outcomes. Her team is responsible for referrals, onboarding, service growth, and ensuring quality and safeguarding measures. Vikki is Workpower's subject expert on the National Disability Insurance Scheme. She holds qualifications in business management and human resource management.



Peter May Executive Manager Enterprise Development

Peter oversees all Workpower's social enterprises and is responsible for new business development and existing business improvement and growth for Workpower. He holds a Bachelor of Business in Horticulture and postgraduate qualifications in business management. His expertise in business development has created many opportunities for people with disability and mental illness.



Mairead Connolly Executive Manager Customer Experience

Mairead is responsible for the customer's experience which includes all service delivery operations. She holds a Bachelor of Science and has postgraduate qualifications in Business Management. Mairead brings her passion for people and human rights to her work, ensuring individuals are provided with the tools necessary to achieve future successes.

# Five years of achievements

The outcomes achieved over the past five years are reflected in the following highlights, which demonstrate the realisation of Workpower's goal of creating opportunities for people with disability.

## RECYCLING INDUSTRY LEADERS

We established ourselves as leaders in employment in the recycling industry, offering opportunities through new commercial contracts such as:

- > Operating the **Balcatta Reuse Shop** in partnership with the City of Stirling
- > Rolling out the **three-bin program** for the Cities of Cockburn and Perth
- > Commencing new work in **fridge de-gassing** for the Cities of Stirling, Canning, and the Western Metropolitan Regional Council
- > Expanding our Fire Services to include recycling of **end of life fire extinguishers**
- > **Commencing the sorting of household batteries** and removing lithium batteries from bulk holding bins for Cleanaway
- > **Recycling salon supplies** for the hairdressing industry

Grant revenue increased by **20%** over a period that experienced many changes in funding sources.

We were successful in adapting and replacing funding shortfalls predominately with new or expanded NDIS programs.

## NEW BUSINESS DEVELOPMENT

Other opportunities arising for our customers through new business development includes:

- > Undertaking both **plant production and environmental management services** to two stages of the Northlink project
- > Establishing the **administrative support team** on HMAS Stirling Garden Island for the Department of Defence
- > Providing a **café management service** to the WA Police
- > Providing **warehousing and logistics solutions** for Healthway
- > Commencing the propagation of **advanced trees** as an add on product line in our Wholesale Nursery

Despite a challenging economy, these new opportunities along with our existing service resulted in an increase in commercial

# 48%

# 6,347

people were assisted in employment and community supports, whilst successfully transitioning to the WA NDIS and then the NDIS, over the last five years.

## EXPANDING YOUTH MARKET

In 2015, 34% of the customers supported were under 30, and of this 22% were youth and predominately connected to our school holiday programs.

Our strategy to increase our share reach within the youth market has proven successful: **64%** of customers are under 30, and from this **38%** are youth and connected to school holiday and employment supports.

## DISABILITY PROFILE

Over the past five years, there has been an increase of customers with their primary disability being autism.

Numbers of customers with intellectual disability and psychosocial disability has declined.

The decline of Workpower customers with psychosocial disability coincides with the Disability Employment Services (DES) contract ending, with high numbers of people with mental health issues supported in employment receiving that service.



# We're Workpower



We create Opportunities



We build Capabilities



We deliver memorable Experiences

## STATEMENT OF PURPOSE

Supporting people with disability to participate and thrive in an inclusive, just society.



### Diversity

In culture, business, thought.

### Excellence

Excellence is a habit.

### Teamwork

Work together. Support others.

### Commitment

Show up. Speak up. Don't give up.

### Leadership

Be the change. Show the way.

### Safety & Wellbeing

Take care. Be accountable.

## Customers



We are very proud of the outcomes we achieve for thousands of customers every year, and the role we play in supporting people with disability to participate and thrive in an inclusive, just society.

## Business Performance



Our successful social enterprise model drives business growth and financial sustainability.

We love exploring new opportunities and establishing businesses that provide diverse pathways to experience and secure meaningful employment in the community.

## People



The diverse talents of our people bring our strategies to life.

We are innovative and passionate about delivering the best service possible to our customers. We are always guided by our values and a commitment to keeping our people safe.

## High Performing Organisation



Our aim is to inspire, motivate, and recognise high performance.

To do this, we explore exciting and creative ideas and build mutually beneficial alliances with like-minded partners.

We share our stories and celebrate our successes with our customers and our people.

## STRATEGIC PLAN TIMELINE





← Opportunities through St John of God

After graduating high school, Julien decided to explore his interests and map out a career pathway. The Discovery Process assisted Julien to identify an interest in administration.

With support from his employment coach, he applied for and successfully gained a data entry position with St John of God Health Care.

Through this opportunity Julien gained valuable work experience, developed key relationships, and opened new pathways towards a career in administration.

Hospitality Disability Network →

Workpower partnered with the Hospitality Disability Network (HDN) to promote the hospitality industry as a pathway for sustainable employment for people with disability. Workpower supported a group of job seekers to develop their employment skills, learn valuable interview skills, and tour Optus Stadium.

This resulted in 14 customers gaining employment at Optus Stadium as Food and Beverage Attendants and Customer Service Attendants.



← Micro-enterprise workshop

Workpower partnered with One2One to deliver the first online Micro-enterprise workshop. The program encouraged and supported customers to identify their passion and talents as potential new business ideas, providing them with the tools to develop their own micro-enterprises.

Six individuals graduated from the program and continued to develop their business plans, such as selling homemade beauty products and establishing a florist company.



← The Wow Factor

Over 300 guests filled up the seats at John Curtin College of the Arts to enjoy a night of terrific entertainment and family fun.

Proudly sponsored by Lotterywest, the **Wow Factor** was yet another fabulous show from the Performing Arts program.

Guests were treated to an array of performances from salsa dancing to a drumming battle, all topped off with our 2019 Nexus Art Grant recipient Amanda's rendition of Pink's hit song, 'A Million Dreams'.

Containers for Change refund points →

Workpower has partnered with Return-It to operate two locations in Malaga and Welshpool starting October this year. Premier Hon Mark McGowan MLA and Minister for Environment and Disability Services Hon Stephen Dawson MLC launched the scheme at a celebratory ceremony held at the Welshpool site.

The scheme creates new employment opportunities for people with disability, with Workpower's initial two sites already creating 12 new jobs.



← Coastal rehabilitation program

Workpower is the provider of choice for specialised environmental rehabilitation services for damaged coastal areas in the City of Wanneroo and City of Joondalup.

The successful rehabilitation of 15 reserves from Swanbourne to Two Rocks is our largest coastal rehabilitation project to date.

## CREATING OPPORTUNITIES

### OUR GOALS

The diversity and quality of our businesses, programs and services provide the foundations for our future. We have aimed to build on these strengths, embracing change and pursuing innovation.

We actively seek to identify and explore opportunities to grow and diversify our funding base and to secure new revenue streams.

### TOTAL REVENUES

Total revenue for the year was reported as **\$23,155,462**.

Notably the Environmental Services team again achieved well over \$2 million in commercial revenues for the second year in a row as work continued on the Northlink Project.

Our Fire and Electrical servicing business also expanded in the year and achieved sales of \$1.95 million.

Total grant revenue amounted to **\$10,624,626**, a 6.4% increase on the prior year result of \$9,995,205.

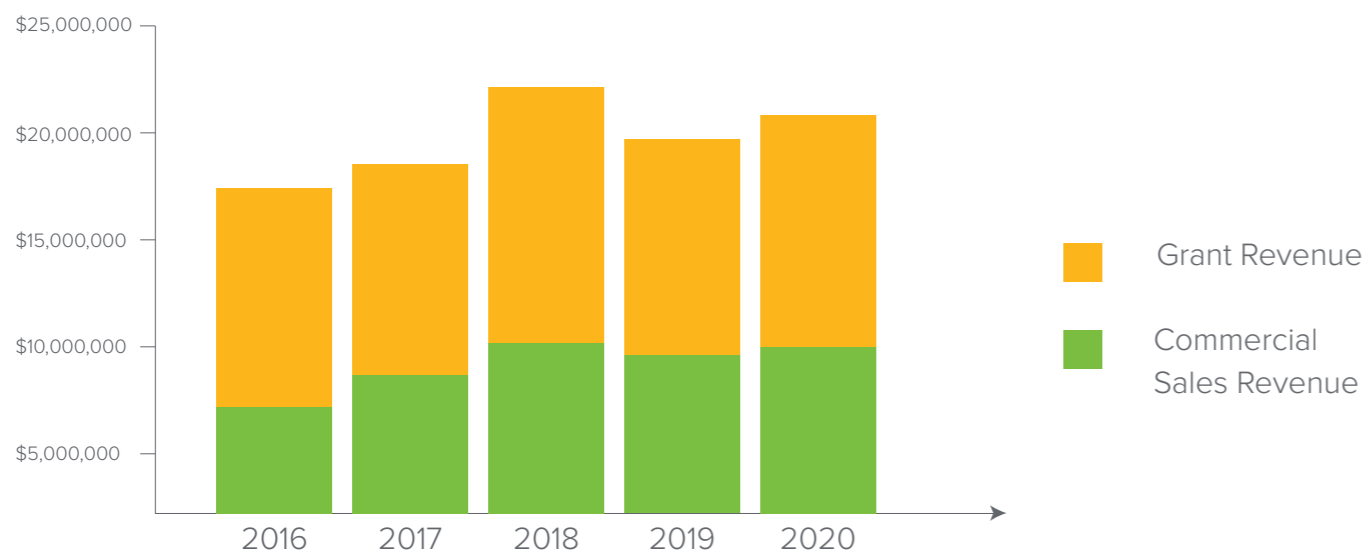
Workpower's social enterprises continue to benefit from new work with several state and local government agencies.

During the year Workpower added significant panel contracts for the supply of advanced trees that have embedded these new lines into the Nursery business. Several recycling and waste management contracts were also secured, including the exciting new Sustainable Salons contract and work with Cleanaway to sort household batteries and make them safe for transport.

The City of Wanneroo has become one of Workpower's largest customers with new contracts for land management, erosion control, greenstock, and dune restoration awarded during the year.

We continue to develop relationships with new customers as the NDIS expands across Perth and Western Australia.

### 5 YEAR COMPARISON

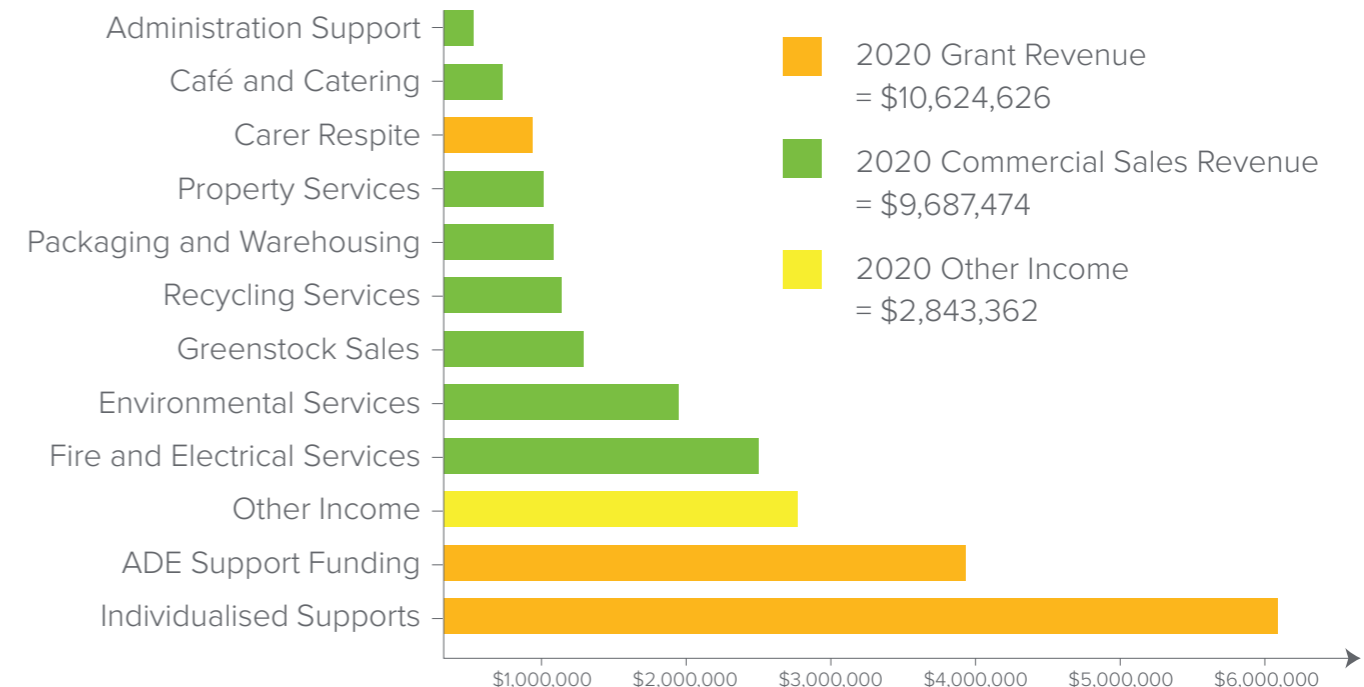


### NET SURPLUS

Workpower achieved a surplus result of:

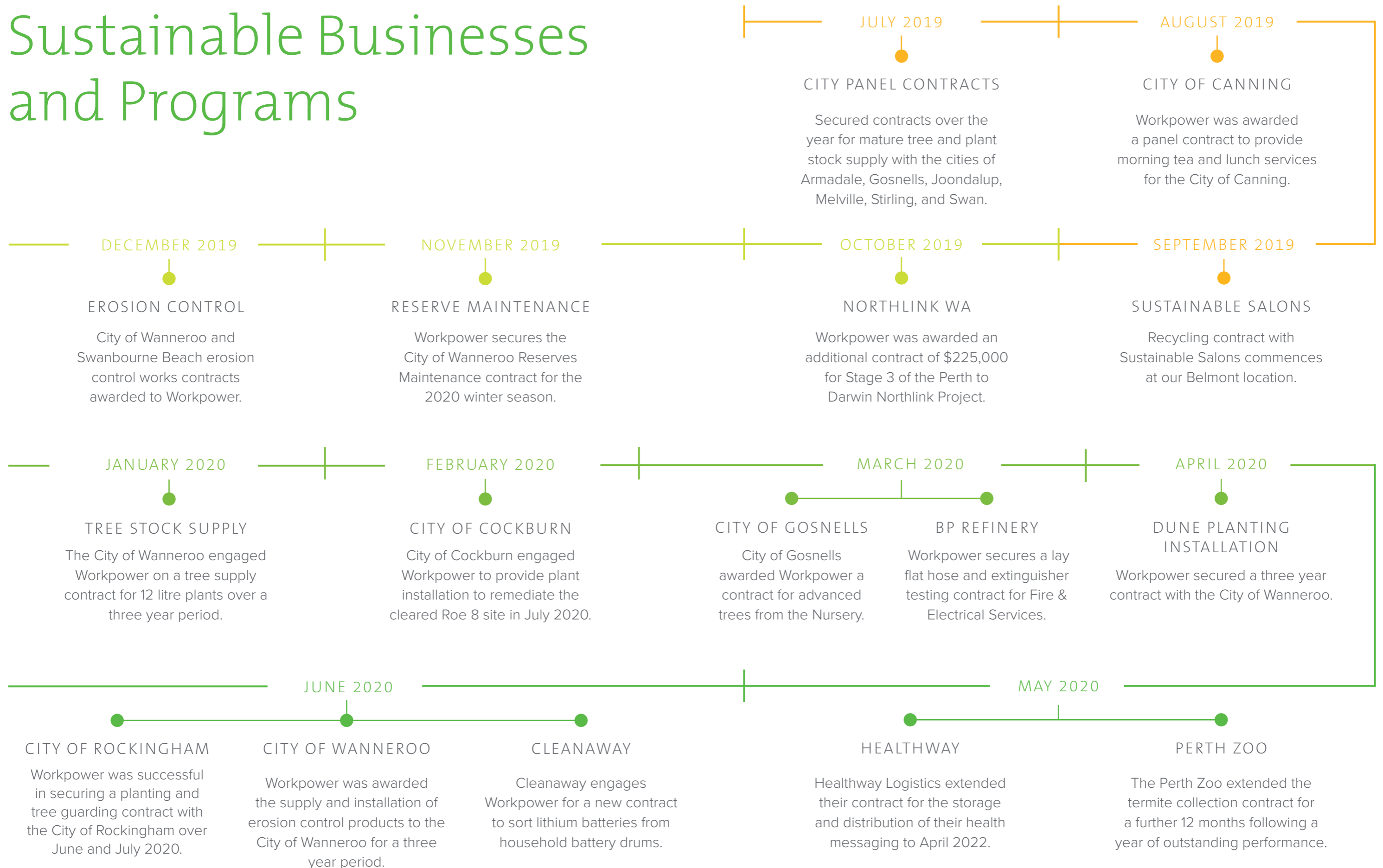
**\$1.49 mil**

# Creating Opportunities





# Sustainable Businesses and Programs



## VALUES AWARDS

Each year, Workpower's Values Awards are presented to staff who display an outstanding commitment to the organisation's values, vision, and purpose.

Colleagues, participants, and family members are invited to nominate staff whom they feel have gone above and beyond in demonstrating organisational values through their work and behaviour.

Winners are selected by the CEO and General Manager Human Resources.

### HEART AND SOUL

The Heart and Soul Award is presented to those that display attributes and behaviours in their work, of passion, energy and a genuine belief in Workpower's purpose. It is an honour to be nominated for a Values Award and to be selected as the person that best represents the organisation's values.

Heart and Soul recipients are considered in thought, collaborative, and have strong principles. In addition, recipients are dedicated to their work, and always stop and think about what is the best thing for Workpower.

#### 2020 Recipient Eoin McConnon

Every Heart and Soul recipient has a unique story: in Eoin's case his story is about a true and loyal person who goes above and beyond in the best interests of Workpower and we people we support.

Eoin was awarded the Heart and Soul award for his enduring commitment, dedication, and passion for Workpower and the work we do.



Andy Shaw



Felicia Mitchell



Jan Cartmell



Kevin O'Leary



Marika Andreou

Congratulations to all our award recipients:

#### Outcomes

This category is divided into two categories to recognise both outcomes achieved in the community and in employment.

#### Community Outcomes - Felicia Mitchell

For showcasing her terrific can-do attitude, dedication, and passion to her work supporting others.

#### Employment Outcomes - Jan Cartmell

For her exceptional motivation and commitment to supporting others, and her ability to see the potential in every person she meets.

#### Business Success - Balcatta Recycling Shop

For their achievement of outstanding business outcomes and involvement across Workpower and in the community.

#### Collaboration - Andy Shaw

For his ability to connect, encourage, and guide others to work collaboratively towards better outcomes.

#### Quality - Kevin O'Leary

For his exceptional commitment to maintaining high standards of workmanship and customer service.

#### Integrity - Marika Andreou

For acting as a strong role model by offering support, leadership, and guidance to others around her.

#### Leadership - Fiona Abrahams, Carolyn Woodmansey, Marika Andreou

For their exceptional courage, resilience, and leadership in the face of significant change.

#### Safety and Wellbeing - Melanie Cartmell

For her commitment to safety and using her initiative and caring nature to implement a range of improvements.

#### Sustainability - Environmental Services

For implementing sustainable practices that set a leading example for Workpower and the wider industry.



Fiona Abrahams, Carolyn Woodmansey, Marika Andreou



Environmental Services Team

OUR GOALS

Our goal is to be an employer of choice for talented people who are passionate about a career serving the community, and supporting people with disability, their families and carers.

We want customers to choose us for our brilliant team of people who are dedicated to Workpower’s vision, purpose and values. At Workpower, we are guided by our values and a commitment to offer more options and better choices for people with disability, and central to this is the provision of flexible, high-quality services.

By empowering our people we can respond to the changes and challenges ahead. We will continue to build a values-based culture of safety, performance and customer service, and invest in our people and encourage innovation across the organisation.

OUR WORKFORCE

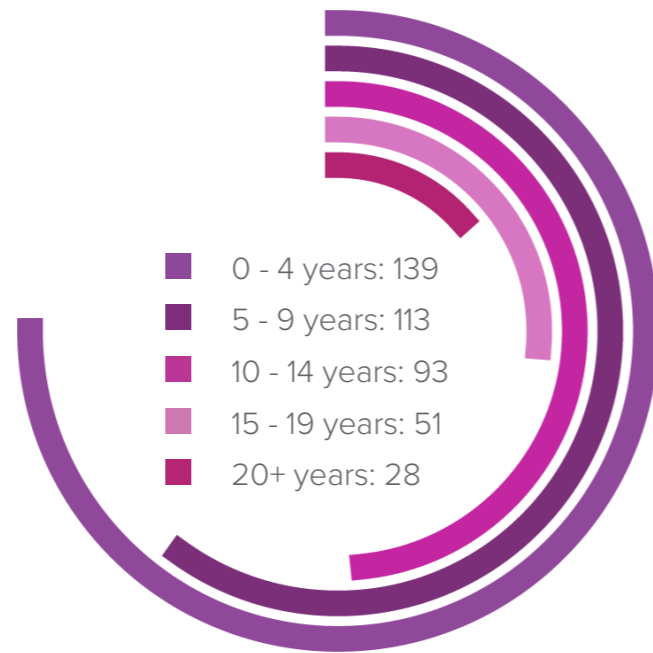
**599** staff are currently employed at Workpower.

Of this, 424 are permanent with 287 supported employees and 137 non-supported employees.

SAFETY DATA

Workpower’s safety performance is reflected in the excellent results reported including: Lost Time due to Injury (LTI) data, Workers’ Compensation, and Fleet management.

- > During the reporting period five injuries resulted in 410 hours of lost time, out of a total 522,000 hours worked by all employees.
- > Workpower’s LTI frequency rate is a measure of the number of LTI injuries as a proportion of total hours worked, and Workpower’s rate of 9.57 is comparable to the industry average of 8.79.



- > Workpower’s excellent safety performance was reflected in a 36% reduction in Workers’ Compensation claims reported, from 11 claims in 2018-19 to 7 claims in 2019-20.
- > A total of 16 motor vehicle claims were processed, compared to 30 claims in 2018/2019.



# Building Capabilities

SAFETY CULTURE

Workpower’s safety team continues to embed its new safety system into the organisation’s operations. Our “Safety Everyday” motto is being reinforced to the staff along with renewed accountability.

Holding people accountable and having appropriate consequences for safety breaches is one means of quickly driving changes in safety practices.

Safety campaigns to educate and engage staff and employees include:

- > **Mental Health Week:** An annual campaign providing access to mental health resources and events occurring within the week and through the year.
- > **Flu Campaign:** Staff are provided with up to date information and advice for avoiding the flu. Staff were also provided with the opportunity to have their flu vaccination reimbursed by Workpower.

- > **COVID-19:** Throughout the pandemic, staff were provided with up-to-date information including hygiene, social distancing, and cleaning regimes.
- > **Safe Work Month:** Workpower staff and employees were provided with an activity kit which included safety videos, posters, and checklists. This kit was used at sites to reinforce and promote Workpower’s safety culture.

All sites were supplied with an iPad dedicated to completing Take 5’s, online fire drills and quarterly safety audits, with the ability to attach evidence to the documents.

All documents are stored in SharePoint and easily accessible.



← Partnership with Department of Defence

The Defence Administrative Assistance Program (DAAP) reached its third year providing administration support and services to defence personnel on Garden Island.

During their time they've become an integral part of the community: fostering relationships with the Chaplaincy Centre, assisting in the preparation and event management of BBQ lunch events, and providing tours and welcoming new visitors to the island.

Online support program →

In April 2020 with the increased community restrictions, we launched a series of innovative and engaging online services to continue supporting our customers currently staying at home. Our support team worked together to offer 26 different activities from cooking classes to dancing and boxing sessions.

These programs created many opportunities for customers to connect to their peers, learn new skills, and have fun in the comfort of their homes.



← Fil's garden project

Fil has a passion for gardening and after many years working within our Property Services team, he decided to set himself a new goal of growing his own vegetables.

Fil saw a wonderful opportunity to invigorate the Whittome Community Garden area by establishing a communal vegetable garden.

After research and discussions with other customers who access the centre, Fil decided to develop a veggie patch that would produce vegetables year round, ensuring access to fresh, healthy food for everyone.



← Colin finds his feet at Balcatta

Colin joined our team at the Balcatta Recycling Shop following significant lifestyle and career changes. His support team discussed with him how they could help him settle into the workplace. Some tasks they decided on include public transport training, planning for everyday tasks, and finding a more suitable accommodation.

After several months Colin soon felt at home at work and was able to take better care of himself.

Partnering with Sustainable Salons →

In October 2019 we received a contract with Sustainable Salons to implement their resource recovery program. This was made possible through a Community and Industry Engagement Grant from Waste Authority WA.

This involves processing and recycling materials like plastic containers and hair product chemicals from 40 beauty salons and clinics across Perth. All items are effectively diverted from landfill.



← City of Wanneroo

The City recruited Workpower to provide weeding, plant installation, and maintenance services for several parks, foreshores, and reserves in Wanneroo.

Our commitment to maintaining WA's natural reserves is critical to safeguarding our unique biology and ensuring the community can continue enjoying the native landscape for generations to come.



OUR GOALS

Our reputation, profile and brand are strengths and we want to build on these by forming alliances and developing relationships with businesses, community organisations and all levels of government.

We work with the people who are the inspiration for our work, partnering with individuals and families to ensure support is individualised, person-centred and, wherever feasible, self-directed. We want stakeholders to choose Workpower for its reputation for delivering professional, safe and high-quality services and for operating successful businesses.



2016: 1,403 people    2018: 1,702 people  
2017: 1,440 people    2019: 888 people

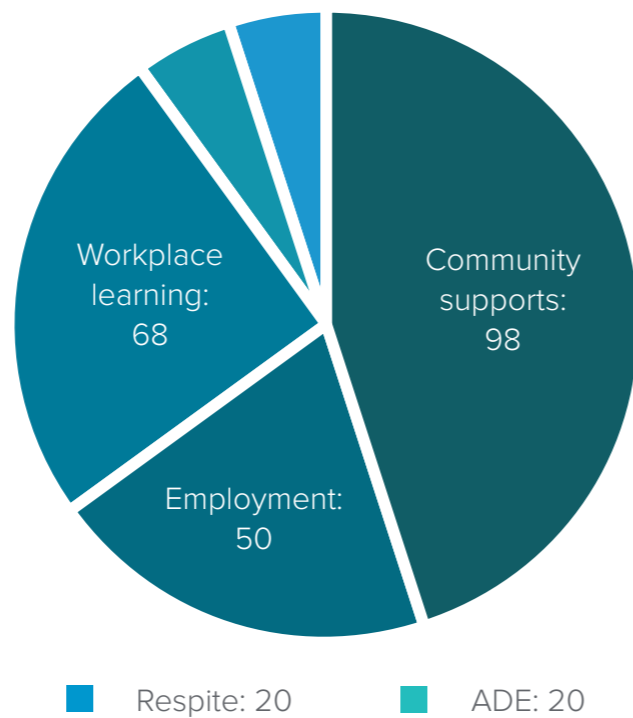
NEW CUSTOMERS

256 (28%) customers accessed Workpower supports for the first time.

Of the new people:

- > 38% used funding for community participation
- > 27% connected through the workplace learning program
- > 27% joined through employment support
- > 8% were employed in ADE

The exit rate across all services is 3% of total people assisted (29 exits).



CUSTOMER FEEDBACK

Workpower conducted annual customer surveys across programs over a five year period. The results found that:

- > 91% of customers were satisfied with the support they received
- > 90% felt supported to achieve goals
- > 89% were engaged with the planning processes
- > 80% were involved in the decision-making process

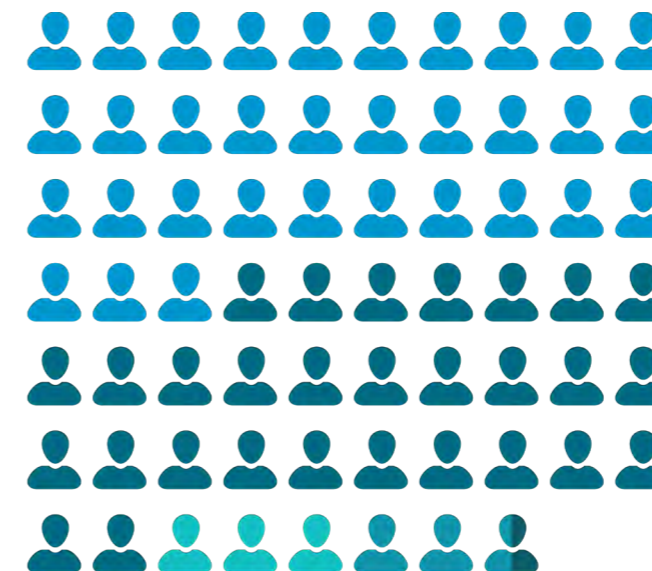
“I’m extremely happy with the communication that I received during the coronavirus outbreak.

It has provided much needed reassurance knowing the steps that Workpower have put in place to provide a safe service for my son.”



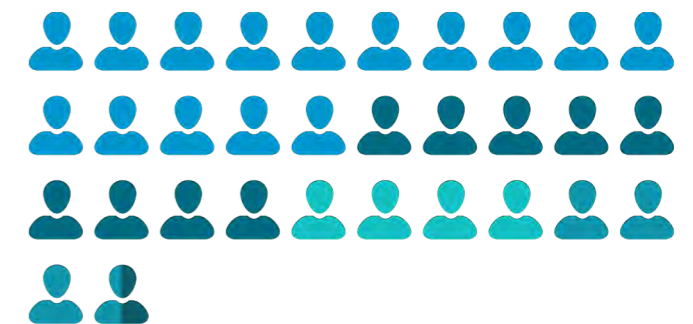
# Delivering Memorable Experiences

Community supports



- Intellectual disability
- Physical disability
- Autism
- Mental illness
- Other

ADE employment



48% of all our customers have an intellectual disability, and 39% have autism.

“Workpower have exceeded our expectations as they provide many fantastic opportunities. Their support workers are really motivating and encouraging.”

# Working with the NDIS

## NEW REFERRALS

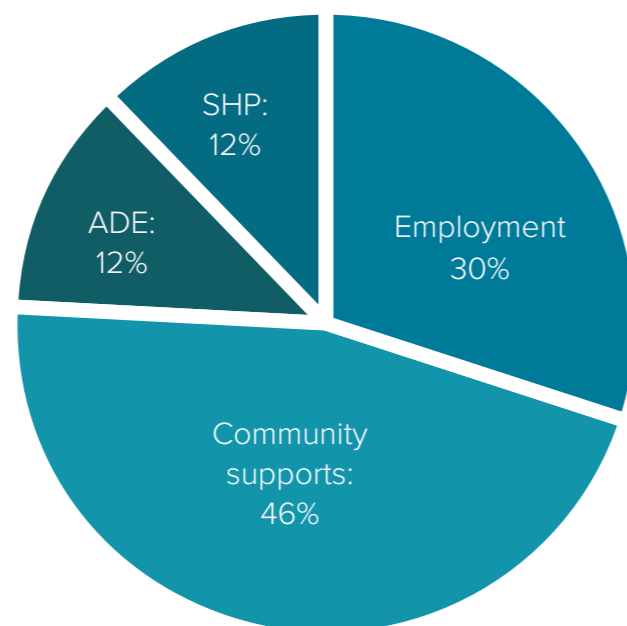
This year, 168 referrals were connected to services by the organisation’s Customer Engagement team.

95% of referrals had NDIS funded plans and 62% live in the South Metropolitan area.

## FUNDING PROFILE

Workpower received \$10,636,980 in government funding this financial year.

The average funding per person has increased from \$7,669 in 2015 to \$12,603 in 2020. This is an increase by over \$4,900.



## NDIS PARTICIPANT EMPLOYMENT STRATEGY

In November 2019 the National Disability Insurance Agency announced the National Disability Insurance Scheme Participant Employment Strategy 2019 – 2022.

This Strategy aims to have 30% of NDIS participants of working age in meaningful employment by 30 June 2023.

To achieve this the NDIA have outlined five key focus areas:

- > Employment goals and aspirations included in NDIS plans
- > Increased choice and control over career pathways
- > Market development to improve pathways
- > Increased employer confidence to employ NDIS participants
- > NDIA to lead by example as government employer

## NEW PRICING FRAMEWORK

As part of the Strategy, the NDIA announced a new pricing framework for the delivery of employment supports. The model represents significant change in the application of employment funding. Providers were allowed 18 months to transition to the new model from July 2020. Workpower elected to transition to the model from the date of effect.

Key changes include:

- > The support category **Finding and Keeping A Job** is now called **Supports in Employment**
- > Supports are now funded at an hourly rate
- > Funding calculated by the number of support hours the customer receives
- > Supports in Employment now funded in the Core budget and can be used flexibly
- > Funding can be used for ADEs, social enterprises, micro enterprises, volunteering, and work experience

## NDIS QUALITY AND SAFEGUARDING COMMISSION

Western Australian registered NDIS providers will transition to the NDIS Commission on December 2020. The Commission brings together a range of quality and safeguarding functions with regulatory powers across Australia. It consists of:

- > NDIS code of conduct
- > Registration and quality assurance
- > Worker screening
- > Behaviour support
- > Incidents and complaints
- > Monitoring, investigation, and enforcement

Workpower will automatically transition to the NDIS Commission and is subject to a renewal process between 4 – 12 months after transition. This process requires a verification or certification audit against the practice standards. The type of audit is dependent on the nature and complexity of supports delivered. It is likely Workpower will undergo a verification audit against our management of complaints, risks, incidents, and human resources.

In reviewing its operational resourcing, Workpower established the Service Excellence team who will lead the organisation’s transition to the NDIS Quality and Safeguarding Commission.

## PLANNING AND OUTCOMES

2015 was the first year of Workpower’s person-centered planning tool. That year 118 plans were developed and reviewed.

In this financial year, 616 plans have been developed, reviewed, with reports submitted to NDIS.

## SUPPORTED EMPLOYEE SERVICES WAGE REVIEW

An application was made to the Fair Work Commission in 2014 by United Voice and the Health Services Union for the variation of the Supported Employment Services Award, 2010. As part of this review the Commission announced the intention to remove all competency-based wage tools, which means that in the future Workpower can only use a modified supported wage system within the ADE.

The decision identified a proposed new wage fixing methodology for supported employees that accounts for the value of the work performed and their productivity level commencing in January 2022.

The proposed new wage model indicates that wage costs will increase due to new minimum wage structures, increased SGC cost and Worker’s Compensation, and an estimate of wage increases likely to occur from implementing a productivity assessment tool.

In May 2020 AED Legal lodged a Federal Court application setting out their grounds for challenging the FWC’s proposed SES award wage setting framework. The application will be heard in February 2021.

“The level of detail captured in [my son] Christopher’s My Plan was impressive. I can’t believe [your staff member] Sara gleaned all that information from a casual conversation.

It was reassuring to see and know that we had been listened to.”

← Leadership WA

Executive Manager Customer Experience Mairead Connolly was accepted into Leadership WA's 2020 Signature Leadership Program, which provides a platform for high-performing leaders to develop their leadership skills and become changemakers in their industries.

Mairead and Leadership WA alumni Lee Broomhall were warmly welcomed by Western Australian Governor Hon Kim Beazley AC at opening ceremony at Government House in February 2020.



Taking the lead →

Ruby first joined through the Workplace Learning program. In the last 10 years she's learnt new skills, developed friendships with her peers, and enjoyed a range of opportunities working at the Nursery.

This year Ruby took on a new opportunity to lead a small team. Taking turns with her colleagues she guides others to complete their daily tasks, ensuring everyone is clear and focused on what they have to achieve. Ruby completes this task with great pride knowing she is helping the operations run smoothly at the Nursery.



← International Womens Day #EachforEqual

This is a significant day in Workpower's calendar in which we acknowledge the role we play in building gender equality through our supports and services. It encourages each of us, regardless of gender, age, ethnicity, or ability, to drive change towards a gender equal world for all.

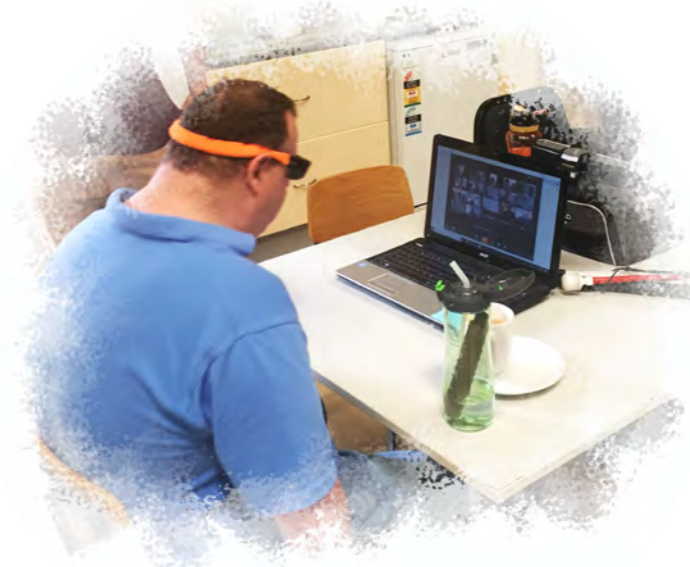
Members from Workpower's leadership team attended a CCIWA breakfast event on that day to learn from a panel of inspirational WA leaders how to build gender equality into our practices and culture.



← Big Morning Tea

To help our community stay connected and mentally healthy during COVID-19 restrictions, a series of virtual events were held across our Malaga, Bibra Lake, Belmont, and Mandurah sites in March 2020.

Over 80 employees at home reconnected with teams at site and enjoyed a good catch up over morning tea while adhering to social distancing guidelines.



Healthy transformation →

In July 2019 Jake set a goal to achieve a healthier lifestyle. With help from his family and support team, he commenced regular fitness sessions and maintained a clean eating routine.

As a result, he's significantly improved his health and fitness, improved his mobility, and gained confidence through the progress he's made.



← Safety is our top priority

When the Environmental team commenced work on the Northlink Stage 3 Perth to Darwin Highway project in May 2019, they were well versed in managing the risks involved in such a large, complex project. This required as many as 20 staff to work in an isolated and hazardous civil project environment at a time.

Working under the CPB Contracting safety management plan, we ensured safety always came first. With thorough coordination and diligent planning, zero incidents were recorded during the entire six month project.



## ACKNOWLEDGEMENTS

We are sincerely grateful to the organisations and individuals who have supported us throughout the year. Your generosity means we can continue to provide quality services for people with disability, their families, and carers in Western Australia.

Australia Post	Department of Education	Optus Stadium
AYLA Inc Cockburn	Event Cinemas	Parliamentary Services Department
Barbaro Bros	Foxdale Riding School Baldivis	Peel Volunteer Resource Centre
Quality Butchers Best and Less	Healthway	Pet Stock Jandakot
Big W	Helenic Nursing Home	Red Dot Baldivis
BIZLINK	Hospitality Disability Network	Robinson Insurance
Bodhi Box	Job Skills WA	Squarenode
Bridging The Gap	John Schepis	St. John of God Health Care
Bunnings Cannington	Just In Time Gourmet	Thornlie Volunteer Resource Centre
CCI	Lotterywest	Training Alliance Group
Chaos Pop in Cannington	Metal West Recycling	UFC Gym Balcatta
City of Bayswater	Music Rocks Australia	WA Police
City of Gosnells	NDS - Gaelen William	Your Way Business Consulting
City of Stirling	Nexus	
City of Swan	One2One	
Collector Zone	Optima Print	

Workpower acknowledges the financial support of the National Disability Insurance Agency, the Western Australian Government's Department of Communities (Disability Services) as well as the Australian Government Department of Social Services' contribution of financial support for the provision of its employment, respite and individualised services.

We also acknowledge the generous support and financial assistance of The Australian Federal Government and the Western Australian State Government during the COVID-19 pandemic.

## OUR LOCATIONS

### ADMINISTRATION SUPPORT

Garden Island

### CORPORATE SERVICES AND HEAD OFFICE

Osborne Park

### COMMUNITY SUPPORTS

Bibra Lake  
Cannington  
Malaga  
Middle Swan

### CATERING AND CAFÉ

East Perth

### ENVIRONMENTAL SERVICES

Forrestdale

### FIRE AND ELECTRICAL SERVICES

Mandurah

### PACKAGING AND WAREHOUSING

Belmont  
Bibra Lake  
Malaga

### PROPERTY SERVICES

Midvale  
Mandurah

### RECYCLING AND DISTRIBUTION

Balcatta  
Bibra Lake  
Malaga  
Mindarie  
Welshpool

### WHOLESALE NURSERY

Noranda  
Wanneroo





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*Workpower*