




Annual Report
2022/23

Workpower



Front cover: Peter Luck from our Bentley Packaging and Warehousing team.

Inside cover: Tom Lean from our Rockingham Timber team.

Acknowledgement of Country

Workpower acknowledges the Traditional Owners of Country across the lands we work and their continuing connection to land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures and Elders, both past and present.



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Workpower



Muhammad Aditya and Christopher Leather from our Bentley Packaging and Warehousing team.

We're Workpower

The 2023 financial year saw Workpower's most significant transformation in its thirty-one-year history.

Workpower is now Western Australia's largest employer of people with disability, and for the first time, is creating meaningful employment opportunities within its leading social enterprises in the State's Midwest, Goldfields and South West regions.

We believe that integrating competitive businesses with disability employment is key to operating successful and sustainable social enterprises that provide genuine impact.

Our social enterprises are integral to our community fabric, supporting businesses and organisations with their commercial challenges and positively impacting our environment through recycling and environmental work.

Our vision, purpose and values drive us, and we are delighted to showcase the fantastic work of our people in this 2023 Annual Report.

Our Vision

People choose us to create a world of opportunity.

Our Purpose

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



Safety & Wellbeing

Take care.
Be accountable.



Commitment

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



Excellence

Excellence is a habit.

Our Values

Our core values guide how we work with every person or organisation who chooses us to provide a service or purchase a product from us.



Leadership

Be the change.
Show the way.



Teamwork

Work together.
Support others.



Diversity

Diversity in culture,
business, and thought.

OUR YEAR AT A GLANCE

REVENUE
\$29m+

NET SURPLUS
\$593,758

381,000
Hours of support provided

1,200+
People with disability supported

19
*Employment and
program partners*

1,240
Total employees

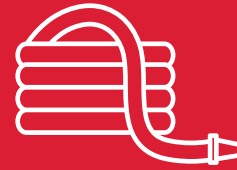
859
*People with
disability
employed*



New businesses



8,000
Fire hoses serviced



240,000km
TOTAL LENGTH OF HOSES!
(that's six times around the earth)



over
20,000
Fire extinguishers recycled



500kgs
Refrigerant gas extracted



1m+
Plants propagated



15,000
Tonnes of waste recycled



4m
Cutlery packs and headsets
supplied to airlines



1,000
CUSTOMER
GOALS SET

14,429
TOTAL TRAINING
SESSIONS

291
GOALS & OBJECTIVES
ACHIEVED

Workpower's Board of Directors

Led by Chairperson Melanie Cave, our Board of Directors comprises a diverse group of industry professionals. Our Directors' executive experience and passion for providing access to high-quality disability services enable them to provide strong leadership and governance to Workpower.



Melanie Cave
Chairperson



Angelo Chiappini
Deputy Chairperson



Geoff Blades
Director



Danny Cloghan
Director



Frances Buchanan
Director



Leanne Karamfiles
Director



Linda Dawson
Director



Garth Walter
Director

Workpower's Executive Team

Our Executive team comprises talented, dedicated and passionate individuals with a combined total of 160 years of experience working in the disability sector.



Lee Broomhall
Chief Executive Officer



Shane O'Connor
Chief Operating Officer



Peter May
Executive Manager
Social Enterprises



Michelle Bilson
Executive Manager
Disability Business Enterprises



Kathy Kelly
Executive Manager
NDIS Supports



Natasha Edwards
Executive Manager
Corporate Services



Vikki Lahore
Executive Manager
Service Excellence

Board and Executive

Chief Executive Officer

Chief Operating Officer

Executive Manager **NDIS SUPPORTS**

Community support programs

Community bases:

*Tamala Park, Malaga, Middle Swan,
Bayswater, Bentley, Cannington,
Mandurah and Kalgoorlie.*

Executive Manager **DISABILITY BUSINESS ENTERPRISES**

Packaging and
Warehousing

Product Assembly

Timber and Textile
Manufacturing

Metro sites: *Malaga,
Osborne Park, Bentley,
Belmont, Rockingham*

Executive Manager **CORPORATE SERVICES**

Finance

People and Culture

Marketing and
Communications

Executive Manager **SERVICE EXCELLENCE**

Workplace Safety
and Wellbeing

Quality and
Safeguarding

National Disability
Insurance Scheme

Executive Manager **SOCIAL ENTERPRISES**

Recycling Services

Environmental Services

Native Plant Nursery

Fire and Electrical Services

Building Maintenance

Property Services

Defence Administration
Assistance Program

Timber and Textile
Manufacturing

Regional sites: *Geraldton,
Kalgoorlie, Mandurah,
Busselton and Bunbury*



From the Chair

I am pleased to present the Chairperson's report, reflecting on Workpower's achievements and progress in the 2022/23 financial year.

At Workpower, our commitment to providing safe and high-quality supports to people with disability is embedded in our core values and underpin our decision-making principles at all levels.

Workpower met all its NDIS Quality and Safeguarding reporting obligations this year and has provided significant training to staff on safeguarding the rights of people with disability.

We continue to transform the organisation to be prepared for changes arising in response to the Royal Commission report, the NDIS Review, and the Federal Government's vision for supported employment.

Our operational performance has been very pleasing, with net revenues increasing by \$5 million on the previous financial year and a net surplus of \$593,758 reported.

Our social enterprises performed strongly, particularly the Nursery, Property Services and Fire Services businesses. Our Community Programs continue to deliver excellent results, providing many thousands of hours of support to people with disability.

When Activ Foundation announced its intention to close 7 large-scale industrial sites, the disability sector was united in its response to help save the jobs of almost 800 people with disability.

After a comprehensive due diligence process, Activ and Workpower agreed on the terms of a transfer of the businesses, which took place in June 2023.

Workpower acknowledges the support of the State Government and Federal Government and their confidence in Workpower's capacity to turn around the performance of the businesses and provide job security for the affected Activ customers.

We are humbled by the trust placed in us by the employees, their families, and staff who elected to transfer to Workpower. We are excited by the opportunities and look forward to reporting on our progress over the coming years.

Our commercial operations now provide employment for 900 people with disability, making Workpower the largest employer of people with disability in Western Australia and a significant national employer. We have experienced growth in our community programs, providing a range of options for families and individuals with NDIS funding.

With the transfer of the Activ businesses, we've expanded our regional presence to Bunbury, Busselton, Kalgoorlie, and Geraldton and look forward to developing our social enterprises in the regions.

The Board commends the leadership team and their staff for their tireless work in the broader business and on the Activ transfer, which required many people to go above and beyond their usual jobs.

We thank the Activ Board and executive team for their dedication in ensuring the business transfer proceeded smoothly for both organisations.

Workpower's successful transition of the Activ businesses was accompanied by significant media exposure, generating support and goodwill within the community.

We encourage the leaders in our business community and government to look at how your organisations can proactively support Workpower's social enterprises and the employment of people with disability.

With over 30 years of experience in operating successful social enterprises, we would like to thank the many inclusive businesses and employers who have been part of our journey so far.

The 2022-23 year marked a significant milestone for Workpower as it entered the growth phase of our Strategic Plan 2025, and I am proud to report that we have made substantial strides forward. I extend my heartfelt gratitude to my fellow Directors for their high-level strategic and robust contribution and to our employees and partners for their dedication and support.

Melanie Cave
Chairperson



Eleanor Smith from our Bentley Packaging and Warehousing team.



*Jaydin Knight at Workpower's
Community Centre in Middle Swan.*



From the CEO

As I reflect on the achievements of Workpower, I am filled with pride in what the organisation has achieved this year.

One of my favourite memories was helping to hand out new Workpower shirts to the employee group at Bentley and seeing the joy on so many faces that came from the certainty of ongoing employment.

Behind the scenes, the work to get to that point was extensive, and I commend the transition team and the many staff involved in transferring the 7 Activ businesses.

Workpower's core business for over 30 years has been the employment of people with disability. We are a leader in social enterprise business models that integrate the employment of people with disability into commercially sustainable businesses.

When presented with the opportunity to secure employment for nearly 600 employees by acquiring Activ Foundation's businesses, we embraced it wholeheartedly.

Our focus now centres on ensuring sustainable employment through increased sales and the development of new social enterprises. We are investing in business development and marketing to promote awareness in the business community and will encourage Governments at all levels to demonstrate their commitment to procurement policies that support the employment of people with disability.

On behalf of the Board, I would like to acknowledge the positive relationships Workpower has with the State Government. I would like to thank the WA Minister for Disability Services, the Hon. Don Punch, MLA and his advisor, Jessica Houston, for their engagement with us over the past year and their continued and valued support. Equally, the support received from Marion Hailes-MacDonald and Myra Parry from the Office of Disability has been gratefully received.

Workpower achieved a record combined revenues of \$29 million in the year and reported a net surplus result of \$593,758. Our commercial operations continue diversifying as we add new social enterprises to our capability. In addition to the social value of our employment of people with disability, it is very pleasing to note the environmental outcomes achieved by our environmental and recycling businesses. Our community programs reported an excellent year, with over 200 people supported to access the community every week.

Our performance and capability are underpinned by a wonderfully dedicated team of people who are very committed to achieving and supporting our purpose, values, goals and objectives.

With the organisation's growth, we continue to pay close attention to managing the strategic and operational risks related to our people and businesses.

I am pleased to report that we achieved very good safety results this year and were reminded of the importance of not becoming complacent. We are increasing our safety resources and encouraging a safety culture that ensures every team member feels safe, valued, and respected in their workplace.

To our board members, I thank them for their ongoing skill and expertise in supporting the organisation. Their time and enormous contribution in providing sound governance to continue to meet the organisation's goals and protect its interests is appreciated.

I extend heartfelt thanks to the executive and leadership teams and staff for their dedication and contribution to our organisation's success.

Looking to the future, Workpower has set itself a very exciting and inspirational challenge to evolve its social enterprises and community programs, developing new markets and businesses in Perth and the regions.

For Workpower, diversity in business means more choices for people with disability.

I invite you to explore this annual report, highlighting our important work and its impact on our customers and the people of Western Australia.

Thank you for your ongoing support. I feel very privileged to lead Workpower into the next stage of its journey.

Lee Broomhall
Chief Executive Officer



Employees James Woodcock, Madison (Maddie) Hollick and Bryn Daniels at our Re-Use Shop at Tamala Park Recycling Centre.

Strategic Plan

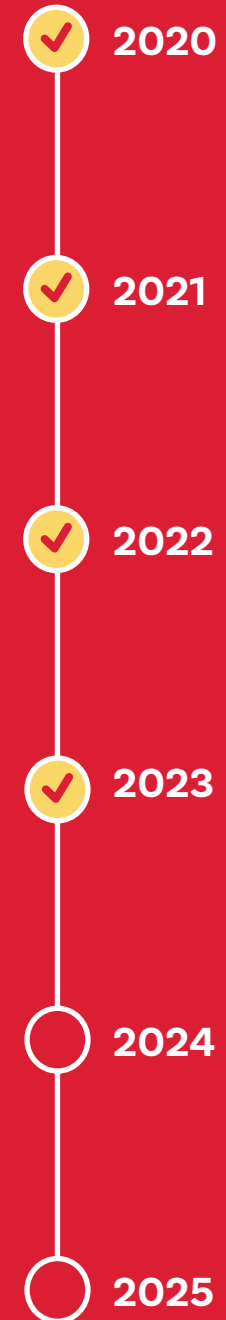
Workpower's Strategic Plan 2025 serves as our roadmap for achieving our long-term goals and objectives, reviewed annually by the Board of Directors.

At the Board's two-year review, the Board and Executive affirmed that Workpower was well positioned to advance into the Growth and Stability phase outlined in the plan for years 2022-2025.

In July, we entered the third year of our Strategic Plan 2025. Recent developments, including the successful acquisition of Activ Foundation's seven large-scale worksites, have accelerated our progress towards our growth and diversification targets, surpassing initial expectations.

With this significant progress and the continued relevance of our strategic objectives, the Board agreed to maintain the current Strategic Plan 2025 without alteration.

The Board and Executive will meet again in April 2024 to review the Strategic Plan in light of the Disability Royal Commission recommendations and the Federal Government's response to these.



Transitioning 600 People and 7 Sites to Workpower

In May 2022, the Activ Foundation announced the closure of seven large-scale industrial sites, leaving close to 800 supported employees without employment.

The announcement left many people with disability and their families uncertain about their futures and caused some parts of the community to question the ongoing viability of large-scale disability enterprises.

With the first sites to be closed in July 2022, the Federal and State Governments came together to form the Activ Transition Taskforce. They funded the Activ Foundation to keep their large-scale sites open for 18 months, and other West Australian disability enterprises worked together to help transition affected supported employees into their organisations.

After several months of working with stakeholders, Activ implemented a tendering process for disability service providers to transition some or all of the seven worksites and employees into their organisations.

Recognising the opportunities and mutual strategic interests, Workpower undertook thorough due diligence on the opportunity, and submitted its bid to take over all the worksites, and employees.

Following negotiations, Workpower succeeded in its bid, formally taking over the operations of the worksites on 1 July 2023.

Workpower's staff had only a few short months to prepare for the transition that would double the organisation's size. Many systems and processes were created and shared with transitioning people, and their families through considerable engagement by Workpower staff.

For the first time, Workpower now provides employment and commercial services in **Geraldton, Kalgoorlie, Bunbury and Busselton.**

Workpower is committed to delivering high-quality engagement supports to people living with disability in regional Western Australia and working with those communities to ensure that regional people enjoy the same access to services as those living in metropolitan Perth.

Workpower's commercial capacity has also grown, adding new businesses and services to its social enterprise portfolio.

The transition of Activ Foundation's workforce to Workpower was smooth, thanks to the cooperation and goodwill of everyone involved. This cooperation is a testament to the readiness of everyone to work towards the best outcomes for people living with disability and their families.



Quality and Safeguards

Providing safe and quality support is an unwavering aspect of Workpower's service delivery, as is ensuring excellence from our corporate governance to our business operations.

Throughout the year, we have enhanced our systems and processes, and we have listened to customers' feedback and improved how we communicate information.

We have continued meeting our NDIS Quality and Safeguarding reporting obligations through incident management and complaints systems and ensuring our staff have the skills to deliver support safely and competently. In 2023-24, with the purchase of NDS training modules, we will invest further in developing our resources.

Our focus on safety has never been stronger, with the commitment to fund a dedicated Manager of Work Health and Safety position. We look forward to continuing to refine our safety system and gain greater engagement through new communication and consultation processes.

Looking to the year ahead, Workpower will host our Quality Auditors in 2023 as we undergo our NDIS Quality and Safeguards mid-term audit against the NDIS practice standards.



Kiri Dacey from our Rockingham Timber team.

Community and Employment Supports

We're proud of our purpose - supporting people with disability to participate and thrive in an inclusive, just society.

Whilst we support many people in meaningful employment, Workpower also has thriving programs designed to help people with disability participate in their community. We're delighted to share some fantastic stories and successes our customers achieved in the 2023 financial year.

Social and Community Participation through Performing Arts

The Performing Arts Group is part of Workpower's formal program of supports, with 20 customers participating in the program throughout the 2023 financial year.

In January 2023, a qualified theatre and dance teacher joined the program, working with customers on an end-of-year song and dance show.

The Performing Arts Group provides customers with a creative outlet to build and enjoy new social connections with one another, and classes are structured to be inclusive, resulting in customers gaining confidence.

Customers will perform their end-of-year show on 28 November 2023, performing hits such as *Grease Lightning*, *Cotton Eye Joe*, *Cover Me in Sunshine*, and *Money Money Money*.



Brooke Mathews, Sonni Byrne (Support Coach), Amanda Smith & Hannah Glendenning enjoying the Performing Arts Group at Workpower's Community Centre in Middle Swan.

School Holiday Program

School holiday program participant George Agbadji enjoying a swim at Leisure World Thornlie.



Workpower ran school holiday programs for customers aged between 7 and 17 at its Cannington site, working on building social skills, daily living skills and developing fine motor skills.

The activities offered to build these skills included physical activities like trampolining, swimming and everyday tasks like cooking and shopping, as well as recreational activities such as arts and crafts, music and acting.

The older children were offered exposure to employment opportunities such as work trial days at Workpower's Native Plant Nursery and the Corporate Office in Osborne Park.

Thirty-one customers participated in the School Holiday Program in 2023.

Job Ready Program

19 customers participated in one of three 12-week Job Ready Programs throughout 2023. The customers worked with support coaches to try different job roles, experience diverse workplaces, discover what employment or study options they wanted to pursue and develop plans to achieve those goals.

The highlights of the program for 2023 were:

- Five customers commenced open employment, including one who completed her Responsible Service of Alcohol and started work in Optus Stadium's hospitality team.
- Three customers started a microenterprise, one was a mobile computer repair business, and another an online art store on the Redbubble platform.
- Three customers moved on to other training and study opportunities, such as forklift training, RSA and food handling courses.
- One customer is completing work experience at Workpower's Native Plant Nursery to strengthen his application for a Conservation and Land Management course at TAFE.



Eliza Bain pictured at Second Chance Re-Use Shop in Kalamunda.



Eliza Bain pictured at Optus Stadium after her job interview for a hospitality role.

Kicking Career Goals at Optus Stadium

Eliza Bain completed the 12-week Job Ready Program and recently scored a role with hospitality provider VenuesLive at Optus Stadium.

Eliza sampled various jobs to see what fit her passions and interests and set herself the goal of securing employment with VenuesLive.

Working closely with Employment Consultant John Holdcroft, Eliza began developing a plan, which included working on her resume, putting together a job application, and practicing for job interviews.

Eliza successfully secured a role with VenuesLive after her interview, and her first shift was when Optus Stadium hosted the Red Hot Chili Peppers concert in February 2023.

“The Job Ready Program definitely helped me with my confidence. I was ready to apply for jobs, so John helped me to write my resume, and the program gave me that extra push to be able to interview by myself.” Eliza said.

Where Ethan's Passions and Talents Intersect

Ethan Capper has an incredible talent for creating stories. Throughout his school years, and ever since, Ethan has been piecing together and writing a complex fantasy story called *Dream City*.

Ethan's writing style is not typical, but working with Employment Consultant John Holdcroft through a One2One Microenterprise program, the pair figured out a way to capture Ethan's stories and turn them into amazing illustrated comics, now titled **Creator Chronicles**.

Each Thursday afternoon, Ethan and John work on fine-tuning Ethan's story. They lay out the story plot into comic book frames and use words and stunning images to tell a vivid story.

The first edition is almost finished and will be published through Amazon's publishing service and sold in comic bookstores around Perth - including at Cannington's Chaos Pop, a pop-culture store that facilitated Ethan's first work experience.

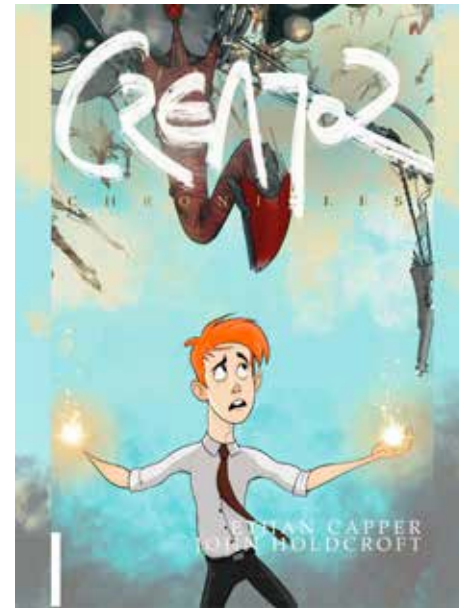
Through his work experience journey, Ethan shared his passion for manga,

gaming and fantasy stories and worked with his support coach to engage Chaos Pop for work experience. At Chaos Pop, Ethan experienced the retail work environment, where he served customers, helped with stock and did his share of the vacuuming.

Ethan's passions and talents have brought his work experience full circle, where he can sell his work at a store where he held his first meaningful job.

Ethan and John will travel to Melbourne's PAX Exhibition in October to pitch *Creator Chronicles* to a broader audience.

Ethan is proud of his venture and says that if his comic does not become the next *Star Wars*, he is happy working his current job with Australia Post, where there are prospects of becoming a full-time postie once he obtains his driver's licence.



John Holdcroft, with Ethan Capper pictured at Minotaur during their trip to Melbourne.



Hannah Bishop from our Bentley
Packaging and Warehousing team.



Social Enterprise Program

23 customers completed the 12-week Social Enterprise Program, where they participated in work experience across Workpower's sites, learnt safe work practices and how to work effectively with others.

Seven customers were offered roles within Workpower's Social Enterprises:

3

Customers joined
Workpower Malaga

2

Customers joined
Workpower
Belmont

1

Customer joined
the recycling team
at Tamala Park

1

Customer joined the
Defence Administration
Assistance Program

School Leaver Employment Supports

Workpower's School Leaver Employment Supports (SLES) program *Plan for your Future Employment* supports young people with disability to begin exploring their options for employment and study when they have finished school. In the 2023 financial year, Workpower supported 25 customers participating in the SLES-funded program.

Highlights

We worked
with 13 schools

to deliver SLES programs
throughout the Perth
metropolitan region.

5

Customers successfully
secured employment in
the community.

8

Customers found meaningful **volunteer work** within the community, helping them build on their social and employment skills to make the most of future employment opportunities.



Business Performance

We create meaningful employment opportunities for people with disability by developing financially sustainable social enterprises with growth potential.

Workpower secures work that matches the skills of our supported employees and builds their capacity. Growth ensures that our supported employees can grow their skills to match the new opportunities that business development provides, and financial sustainability provides certainty that their jobs are here in the long term.

Dakota Finney from Workpower's Native Plant Nursery.

Environmental Services

Workpower's Environmental Services business secured and completed contracts across Western Australia for local government authorities, mining companies, carbon offsetting projects, and significant infrastructure projects, exceeding their sales targets.

Some highlights include:

- Working with not-for-profit organisation Carbon Positive Australia to complete planting works at their carbon offsetting project in Warralakin.
- Supporting the Thomas Road Over-Rail Project, completing planting for Laing O'Rourke.
- Planting 130,000 native seedlings on Thevenard Island as part of Chevron's rehabilitation project.
- Supporting Mineral Resources with weed control, mapping, data collection and reporting at their Yilgarn/Carina operations in the Goldfields.
- Securing a five-year contract to plant and maintain the offsets, conservation and foreshore reserves for the City of Wanneroo.

Linking Nature with Carbon Positive Australia

Workpower's Environmental Services team recently completed planting work for Carbon Positive Australia at their 170-hectare Warralakin replanting project in the Eastern Wheatbelt.

Carbon Positive Australia is a grassroots organisation that develops and implements environmental restoration projects throughout Australia. With over 20 years of experience, they are experts in revegetation, reforestation, carbon measurement, carbon education, and environmental planting.

Carbon Positive Australia chose the Warralakin location to link two areas of native bushland at the Chiddarcooping Nature Reserve, separated by agricultural clearing, which has degraded due to soil erosion and salinity. The land is owned by another not-for-profit organisation, Bush Block Guardians Inc., which buys and manages land with rich conservation value.

Over five days, Workpower's Environmental Services team planted over 40,000 native seedlings, completing work involving community groups and volunteers.

"We enjoyed and embraced the opportunity to work with another not-for-profit organisation in work that we both believe in," said Workpower's General Manager Alex Growden.

"The Warralakin planting team is very experienced and managed their part of the project without needing a client representative to be onsite."

Work experience participant at Workpower's Native Plant Nursery.



Native Plant Nursery

Workpower's Native Plant Nursery recorded its best year yet, propagating over 1 million plants from seeds and cuttings. The Nursery has fulfilled many contracts for large-scale rehabilitation and infrastructure projects through to supporting schools and charities with plant donations.

Sales exceeded budget targets by **12%**.

Established a new partnership with **Carbon Neutral**, propagating mid-west plant species for their carbon offsetting project.

Secured a contract to supply the **Tonkin Gap Alliance** with plants for winter 2023.

The Nursery's employees continue to learn and grow their skills, with one **certified to operate the tractor onsite** and another **five upskilled to work in potting**, increasing the Nursery's overall production capabilities.

Worked with the **RSPCA** to select and supply plants for their revegetation project.

Propagated **130,000 native plants** from seeds and cuttings for the Thevenard Island Rehabilitation project for **Chevron** - including horticulture support for the hardening off component based at the facility in Onslow.

Extended the **City of Stirling** plant supply contract for another year.

Completed a large plant supply contract for **Tranen Revegetation Systems**.

Supporting the RSPCA's Queens Jubilee Tree Planting



RSPCA team planting donated flower beds.

The RSPCA WA successfully received a Planting Trees for the Queen's Jubilee Grant – a program to commemorate the occasion of Her Majesty's Platinum Jubilee in 2022.

Workpower's Environmental Services and Nursery teams supported the RSPCA's grant application by assessing the proposed planting grounds for dieback, selecting appropriate plants and designing the garden beds and landscaping.

The Environmental team was on hand to help with planting, weed control, mulching and applying phosphite to help prevent the spread of dieback.



Employee Luke Fitzpatrick from Workpower's Native Plant Nursery.

Grounds and Garden Maintenance Services

Workpower's Property Services business delivers grounds and garden maintenance throughout the Perth metropolitan region, exceeding their targets and maintaining their existing client base while adding new clients.

Some highlights include:

- Extending existing contracts with the City of Bayswater and the City of Canning to maintain some roadside, verge and parks.
- Growing employment opportunities for people with disability through diversifying the services that Property Services delivers, such as landscaping, beach access maintenance, revegetation and bushland maintenance.
- Receiving fantastic customer feedback about the quality of work completed by the Property Services team.

Following the Activ site transition on 30 June 2023, Workpower now offers garden and grounds maintenance in Kalgoorlie and Geraldton.

The team has been working well, and I have been impressed with the quality and the way they have been working through the sections. They are very nice and respectful to talk to, and they have progressed well this week in terms of how much they have completed.

Ben – Metropolitan Cemeteries Board

Just writing to say thanks. Your team were polite and did a great job.
Brandon – MSWA Belmont

David Bastow from our Property Services team.



Building Maintenance Services

Now in its second year within Workpower, the business has been rebranded from Greg McKenna Property Services to Building Maintenance Services.

The highlights of the past financial year include:

- A new business manager has been recruited to take the business forward following the retirement of the former owner.
- Workpower systems and processes have been embedded within the business, including revising all safety processes.
- The existing client base remains satisfied with Workpower's services, leading to additional work.
- We are working to create new opportunities for employees with disability to work alongside qualified and experienced tradespeople in trades assistant roles.



Jack Smalpage, Project Estimator



Recycling Services

Despite a downturn in worldwide commodity recycling prices and a slight decline in sales at our Reuse Shops, the community remains committed to recycling and sustainability, creating additional employment opportunities for supported employees within Workpower's Recycling Services division.

The Recycling Services team engaged with local communities in initiatives such as the SeatCare trial, National Recycling Week and tree planting days.

The highlights for the financial year include:

- The Kalamunda Second Chance Store celebrated its first birthday, as other local government authorities are keen to engage Workpower to establish or manage their Reuse Shops.
- Employees were very busy completing training to take on new roles within Recycling services, increasing Workpower's capacity to process larger volumes, test and tag electrical items at Reuse Shops, and support regional collections of batteries.
- Fire extinguisher recycling sales continue to grow. Workpower has partnered with a local recycler who blends the Dry Chemical Power (DCP) contents of extinguishers with other organic materials to produce agricultural fertilizer.
- Refrigerant degassing services has expanded to include arrangements with the City of Fremantle, City of Kalamunda and City of Busselton.



National Recycling Week Campaign

To celebrate and raise awareness of National Recycling Week, our Reuse Shops ran an upcycling competition to encourage consumers to visit Workpower's Reuse Shops, purchase an item to refurbish or improve, and post their before and after photos online.

The campaign reached thousands of people and was shared by our Partners, the City of Stirling and the City of Kalamunda. Fourteen thoughtful entries were submitted, and the winner received a \$200 gift voucher.



Recycling attendant, Rhys Donis assisting with the SeatCare campaign

Recycling Child Car Seats

Child car safety seats are made of high-quality materials, of which up to 80% can be recycled.

Child car safety seats generally have an expiration date and cannot be used after an accident, meaning most seats are not reused, leading to over 200,000 seats being disposed of each year.

Workpower supported SeatCare to determine the viability of child car seat recycling through a trial in March 2023, where over 300 seats were dropped off at Workpower collection points. The trial received considerable media attention, and our team continues to receive enquiries about the service.

Workpower hopes to work with SeatCare to implement a permanent scheme in Western Australia by the end of 2023.

Fire and Electrical Services

The Fire and Electrical Services team will move from Mandurah to Bibra Lake in late 2023. Work commenced to design and install new fire hose testing facilities at Bibra Lake, increasing the number of hoses that can be tested.

Highlights

- Workpower secured new contracts to service equipment, including for the City of Stirling and extended its contract with BP Kwinana.
- A new five-year statewide contract was secured to continue servicing fire hoses for over 170 DFES and Volunteer Bushfire Brigade sites across Western Australia.
- Several employees commenced training to become Fire Technicians, and one completed training to become a certified test-bed operator.



Bill Elliott, Manager - Fire and Electrical Services, pictured at Fire and Electrical services in Mandurah.

Defence Administration Assistance Program

The Defence Administration Assistance Program (DAAP) team employs 9 supported employees to provide administrative assistance to the Department of Defence at HMAS Stirling's Garden Island.

The DAAP team met their objectives in the financial year and successfully negotiated a subcontract arrangement with the Endeavour Foundation.

Highlights

- Two employees completed training to run Garden Island's customer service desk and assist off-boarding submariners.



DAAP Team's new partnership with Endeavour Foundation in January 2023.



Packaging and Warehousing

Workpower's Packaging and Warehousing businesses at Belmont and Malaga achieved strong results in the 2023 financial year through careful management and hard work.

The Activ Foundation transition of the Bentley, Osborne Park and Rockingham worksites on 12 June saw three weeks of business activity towards the end of June 2023.

Highlights

- Sales for both Belmont and Malaga were slightly under budget, but profitability for both sites was maintained through the careful management of the cost of goods sold.
- Workpower began negotiating with a former Activ customer Westrac, to provide supported employees at Osborne Park with a steady pipeline of meaningful and familiar work.
- Employees are kicking career goals, with one employee completing a skillset logistics course culminating in a forklift ticket and another progressing as an assistant to the Contracts Coordinator, helping to look after major customer contracts with Healthways and the Department of Education.

Brandon Corby from our Bentley Packaging and Warehousing team.



People

Workpower is a values-based organisation that prides itself on delivering the best possible services to our customers and employees.

In 2023, Workpower transitioned close to 600 people with disability in supported employee roles and 80 staff members from the Activ Foundation. Working with the wider Workpower organisation, our people and culture and payroll teams supported the transition, bringing across employee records, training staff on Workpower systems, policies, and procedures, and introducing them to the Workpower Values - all within three months. **We celebrate our staff tenures, their performance achievements, and those who received Values nominations each year.**



0-4 YEARS

424

5-9 YEARS

239

10-14 YEARS

193

15-19 YEARS

149

20-29 YEARS

111

30-39 YEARS

79

40-49 YEARS

41

50-59 YEARS

4

Workforce Tenure

Workpower is very proud of the tenure of its employees and the commitment and dedication it represents.

Workpower's tenure now includes employees who worked in Activ's employment sites across its 70 year history.

Over 46% of our people have tenure over 10 years.

Ryan Dunscombe (support coach) and Jaydin Knight in the Community Garden at Workpower Middle Swan.



Workpower Staff Tenure

Workpower continues to enjoy the dedication and retention of talented staff members. Our overall tenure measures our people's belonging and satisfaction in their jobs, and we are delighted that it remains strong.

We are proud of our people and dedicated to nurturing and advancing our employees' careers and futures.

30
YEARS
with Workpower



Mark Heaney

When Mark Heaney started as a factory hand with Workpower as a 27-year-old in 1992, the Packaging and Warehouse team was located at Irvine Street in Bayswater.

Thirty years later, Mark has tried his hand at some of everything. He has worked at different Packaging and Warehousing sites throughout Workpower in Bayswater and Osborne Park and the Workpower Nursery in Noranda. He is now based at our Packaging and Warehousing site in Malaga.

Mark is one of the longest-serving supported employees in Workpower and brings years of knowledge and experience.

"I have learnt a lot of skills over the years, like counting, quality control and packing," Mark said. "I've also learnt how to do these jobs properly so that I don't hurt myself and follow correct safety procedures."

Mark understands his role within the Packaging and Warehouse team is important and comes to work knowing what tasks he needs to do for the day.

He enjoys working across complex contracts for commercial customers such as ASP Medical, where he assembles stock items that require dexterity and patience for high-quality control standards.

The Malaga team appreciates Mark's initiative and independence and know he will get the job done!

Malaga Packaging and Warehousing Manager Darron Eccles says Mark is an integral member of the team.

"Mark is a hard worker and just a fun guy to have around here," said Darron. "He is a real asset to the team, and we are lucky to have him."

Mark is one of the 18 employees working in Packaging and Warehousing who have been with Workpower since it was first incorporated 30 years ago.



Vikki Lahore

Workpower's Executive Manager of Service Excellence, Vikki Lahore, celebrated 30 years of service this March 2023.

Back in March 1993, Vikki joined Workpower as a job Support Worker. Vikki, a nurse, was a breath of fresh air from Victoria in Australia's East. She had wild hair and a quirky sense of style.

Her infectious, upbeat sense of humour and bright smile made everyone she worked with feel at ease. It was not long before Vikki was working in training with the corporate team before becoming Workpower's HR Manager, a role she held for a long, long time!

Our CEO Lee Broomhall, remembers the day she first met Vikki. "I was coming in for my interview at Workpower's Head Office in East Perth. I wasn't very good with driving into town back then (being so young), so I brought my Mum with me.

Vikki was by far the most genuinely warm and interested person on that panel, and when I finished, I told my Mum that the HR lady was so nice, it must be a good place to work." Lee said.

"After her stint in HR, Vikki held several important roles, including heading up our new community programs and respite divisions when Workpower first branched out into those areas. Vikki has always been one to say, 'I'll do whatever role Workpower needs me to do."

Vikki's contribution has shaped the direction of Workpower. She has seen Workpower through its many changes and, in many instances, has steered these to great success.

Vikki's willingness to do whatever was best for the organisation has always been her priority through these times. Vikki has worked very hard on key projects, such as implementing our inaugural QMS system and setting up the new divisions, securing the status of our individualised services that set up for Workpower's NDIS transition.

"Vikki has always provided unwavering support to her colleagues and teams. There is no better person to have on the team in difficult times than our Vik, and no one we would rather share our success with," Lee said.

"30 years is an incredible amount of time to work in an organisation, and it is a testament to Vikki's loyalty and commitment that she remains no less passionate about Workpower and its purpose than the day she arrived."



Angela Daw and Vikki at Workpower's first corporate office in East Perth.



Andrea Lloyd and Vikki at Workpower's second corporate office.



Shane O'Connor, Vikki and Lee Broomhall, celebrating Vikki's 20-year work anniversary.

30
YEARS
with Workpower



Sue Cocks and her father Frank, at Sue's 30-year work anniversary celebrations at Middle Swan.

Sue Cocks

Support Coach, Susan Cocks, has hit her 30-year anniversary at Workpower in March 2023.

We celebrated the tremendous milestone for Sue at our Middle Swan location, surrounded by Sue's long-time colleagues, customers, and her father, Frank.

Throughout Sue's Workpower journey, she has seen the organisation grow and evolve in many ways. We spoke to her about her extensive career with us.

"My highlight over the past 30 years has been working with all of the people I have had the chance to work with," Sue said. "I have loved doing amazing work with people. I've loved watching them grow and achieve their goals."

Sue joined Workpower in 1993 as a Job Support Worker at Anvil Close in Guildford. Her early career spanned 13 years of working in employment across several Workpower locations, including Guilford, Malaga, Bayswater and O'Connor.

Sue has worked under various supervisors and managers, all of whom commented on her performance appraisals of Sue's value to the workplace.

Sue's colleagues have all commented on her positive and bubbly personality flowing onto the supported employees, her absolute willingness to get involved and her ability and desire to create a great workplace to be enjoyed.

The role of supporting people within the community was made for Sue, and when Workpower branched out into the community supports space in 2006, Sue was among the

first to apply for a position. In this role, she has shone brightly, receiving a nomination in the NDS Support Worker Awards for her outstanding contribution.

Delivering support to people in the community for over 17 years takes energy and creativity, which Sue has continued to bring every day.

Workpower's CEO, Lee Broomhall, shared some words regarding Sue during the milestone celebration.

"What has always quietly struck me about you is that you bring, your workplace, your colleagues, and the people you support an unrivalled consistency in everything you do," Lee said.

"Your humility and kindness have been a constant source of motivation and inspiration to others, and you have shown an enduring dedication and incredible work ethic."

"Never wavering in the care and support you have shown all of the people you have worked with over the years; you are and have always been selfless with the time and knowledge you share with others."

"Sue, you take people at face value. You see people just as they are, figure out what they want to do or achieve, and then energise them to make that happen."

Training

To be a high-performing organisation, Workpower requires a high-performing team. We continually assess our people's skills and training needs and provide learning opportunities to ensure everyone can perform at their best.

In the 2023 financial year, our training included:

- A New Manager Training Program commenced, providing managers new to their roles at Workpower with three face-to-face training sessions with the Chamber of Commerce and Industry WA and ATI-Mirage training organisations. Additionally, tailored online training is available to all managers to support their development in their roles and will continue throughout the next financial year.
- Our Support Coaches completed significant NDIS compliance training delivered by our General Managers.
- A new and simplified online induction program was introduced, increasing the training completion rate at staff onboarding.
- New online learning modules were introduced throughout the year to address workforce skills gaps.

Carolyn Craggs - Rockingham Site Supervisor.



Staff Recognition

Workpower is committed to recognising our people who embody and demonstrate our Values in their work and contribute to a positive workplace culture.

Our teams recognise those special people in different ways, whether through Values shares at team meetings, a formal nomination to our Values Awards, or recognising colleagues through a feedback box at one of our sites.

Workpower celebrates those people through our Values Awards each year.



The Golden Egg

Drawing inspiration from Roald Dahl's classic *Charlie and the Chocolate Factory*, the Golden Egg Award is a recognition system unique to Workpower's Community Services team.

Community Support Coaches are nominated for demonstrating Workpower's values in their work with customers and colleagues, and each month, a winner is awarded a **Golden Egg Award**.

The winners across the 2022-23 financial year are:

July 2022	Muzani Adjie (<i>Value: Safety and Wellbeing</i>)
August 2022	Rajinder Kaur (<i>Value: Commitment</i>)
September 2022	Yash Pahladi (<i>Value: Leadership</i>)
October 2022	Geordie Hatchett (<i>Value: Excellence</i>)
November 2022	Tina Chatwin (<i>Value: Leadership</i>)
December 2022	Overall winners for 2022 were <i>John Tomsitt and Yash Pahladi</i>
February 2023	Emma Cameron (<i>Value: Commitment</i>)
March 2023	Maryann Aspinall (<i>Value: Excellence</i>)
April 2023	Belinda Beal (<i>Value: Excellence</i>) Clay Bilton (<i>Value: Commitment and Teamwork</i>)
May 2023	Caroline Bradshaw (<i>Value: Excellence</i>)
June 2023	Mark Pattrick (<i>Value: Excellence</i>)

Hannah Glendenning and Tracey Arnich
(Support Coach) at a Performing Arts
session at Workpower Middle Swan.

Workpower represented at the 2023 WA Disability Support Awards

Over 600 guests attended the 2023 WA Disability Support Awards at The Crown Towers to recognise the amazing people who work tirelessly within the disability sector.

Workpower proudly attended to support two of its own, **Community Support Coach John Holdcroft** and **Support Coach Geordie Hatchett**.

John was nominated for the *Supporting Employment Outcomes, Excellence in Supporting Social Inclusion and Excellence in Rights Promotion* categories, whilst Geordie was nominated for the *Supporting Employment Outcomes, Excellence in Supporting Social Inclusion and Excellence in Supporting Inclusion and Citizenship* categories.

John Holdcroft won the Excellence in Rights Promotion category and was subsequently entered into the National Disability Support Awards.

We're proud of John, Geordie and all our staff dedicated to supporting people with disability.



John Holdcroft and Ethan Capper at the WA Disability Support Awards 2023.



Geordie Hatchett (Support Coach) and Luke Fitzpatrick at Workpower's Native Plant Nursery.

Workplace Culture

Our dedication to our people has resulted in significant achievements in tenure, job satisfaction and workplace culture. We believe a motivated, skilled and recognised workforce is the cornerstone of our purpose and success in delivering on our promises.

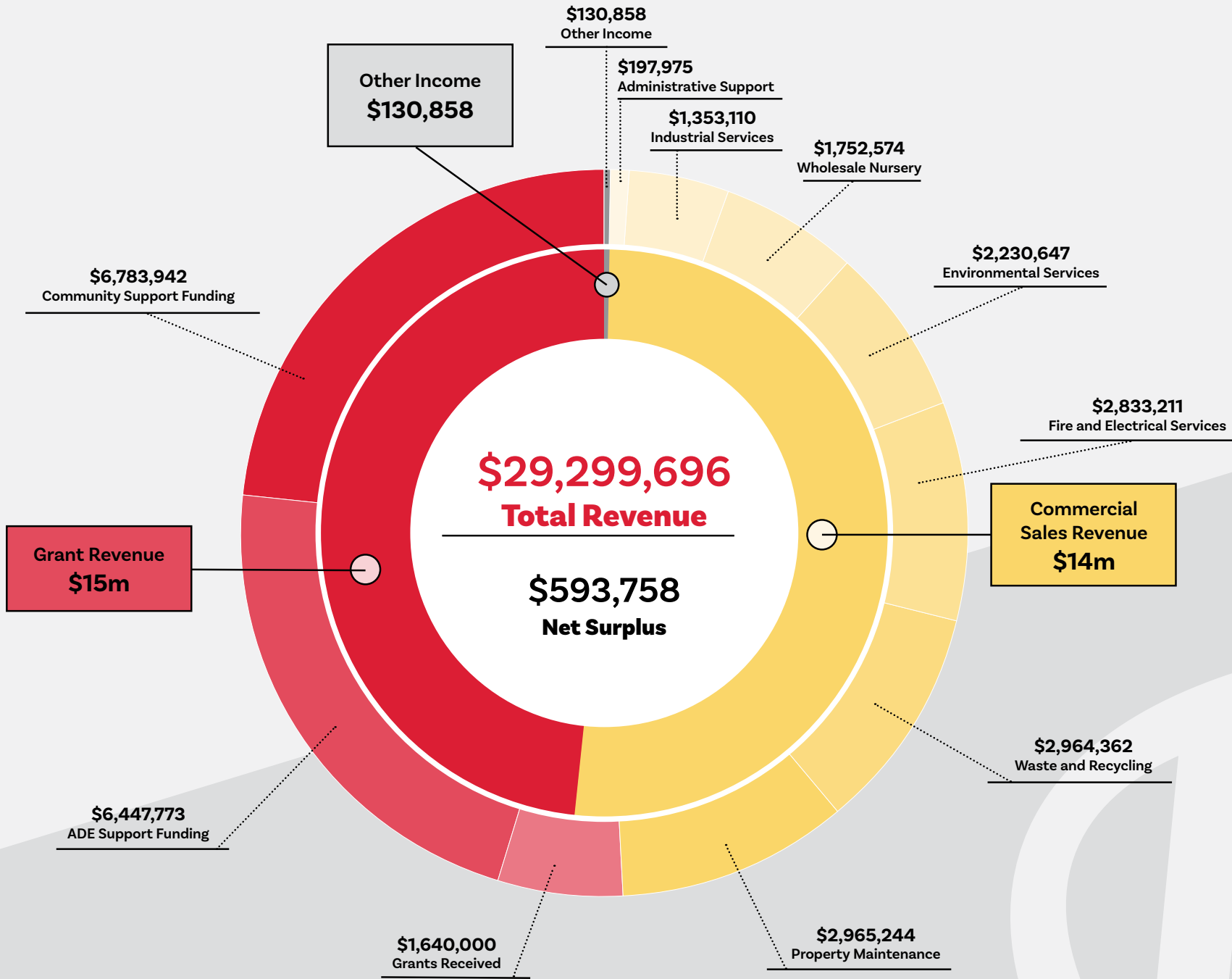
We look forward to another year of growth and development and seeing the benefits of our investment in our most valuable asset - *our people*.

A photograph of Michael Brandis, a man with grey hair and a goatee, wearing an orange high-visibility safety vest over a black polo shirt. He is smiling and looking towards the right. He is holding a mallet and working on a piece of metal on a workbench. The background shows a warehouse setting with shelves and various tools.

Michael Brandis from our Bentley
Packaging and Warehousing team.

Financial results for 2022-23

The total revenue for 2022-23 was \$29 million, comprising commercial sales revenue of \$14 million, grant revenue of \$15 million and other income of \$130,000. This is 21% higher than the previous financial year.



Grant Revenue
\$15m

Other Income
\$130,858

Commercial Sales Revenue
\$14m

Acknowledgements

We acknowledge our customers and families who continue to support Workpower by choosing us to deliver their supports and services.

The National Disability Insurance Agency for the financial support provided to people with disability, which enables the purchase of Workpower's supports and services.

The Australian Government Department of Social Services contribution of financial support to those individuals under Disability Employment Continuity of Support program.

The Western Australian Government Departments of:

- **Health and Aging** for its contribution of financial support through the Disability Support of Older Australians program.
- **Department of Communities (Disability Services)** for its contribution of financial support of individuals unable to access NDIS-funded supports due to residency.

Collaboration is key

Workpower has partnered with commercial businesses, local governments, not-for-profits and other organisations to provide meaningful employment and community participation opportunities for people with disability.

We thank and acknowledge our partners for their ongoing support.

Kristy McEwan from our Bentley Packaging and Warehousing team.

Commercial partners and suppliers

Activ Foundation
Alcoa
AMCG Legal
APE Manufacturing
ASP Healthcare
Astron
Australia Post
Austrapas
BHP
Blackwoods
Boral Quarries
BP Refinery
British Provender
Bunnings
Caroma
Central Regional Tafe
Chevron
Chicane Marketing
Chittering Landcare
City of Bayswater
City of Busselton
City of Canning
City of Canning
City of Cockburn
City of Kalamunda
City of Stirling
City of Wanneroo
Cleanaway
Corinthian Doors
Decarbonology
Department of Communities
Department of Defence
Department of Education
Department of Fire and
Emergency Services (DFES)
Dnata
Donut Waste
Eastcourt
E-fire
Endeavour Foundation
Foundation Housing
Fusion Metals
Garbi Distributors
GMA Garnet Group
Haz-Rad
Healthway
HHG Legal Group
IKEA
Joyce Property Investments
Kalgoorlie Consolidated Gold Mines
Lang O'Rourke
Likeable Creative
Limestone Building Blocks
Lotterywest
MetalWest
Metropolitan Cemeteries Board
Mindarie Regional Council
Mineral Resources
MNH Sustainable Cabin Services
Nexia Australia
North Metropolitan TAFE
NTC Contracting

Employment partners

Australia Post (Joondalup)
Inglewood Primary School
Knight Frank
North Lake Senior Campus Canteen
Redz Zoo
Save the Children (Malaga)
Squash World (Spearwood/Mirrabooka/
Brentwood/Wembley/Hilton)
St John of God Hospital (Subiaco)

Program partners

Ballroom Fit
City of Belmont
City of Canning – Arts Group
City of Rockingham
City of Swan
DAADA
Foodbank
Keep Australia Beautiful
Music Rocks Australia
NDS Job-Matching Service
Reclink

