



Annual Report | 2022

Workpower



Acknowledgement of Country

Workpower acknowledges the Whadjuk Noongar people as the traditional custodians of this land and their continuing connection to land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures and to Elders both past and present.



[Image description: Five of Workpower's nursery team transporting plants.]



Workpower

CONTENTS

We're Workpower	5
Our year at a glance	6
Highlights	7
From the Chair	8
From the CEO	9
Organisational team	10
Our history	14-17
Our strategic future	19
Operational results	20-49
Financial results	50



[Image description: People with disability learning how to ballroom dance at Workpower's Performing Arts class.]

We're Workpower

Workpower is one of Western Australia's largest and longest-serving social enterprises – we've been bringing people with disability, business and community together for 30 years.

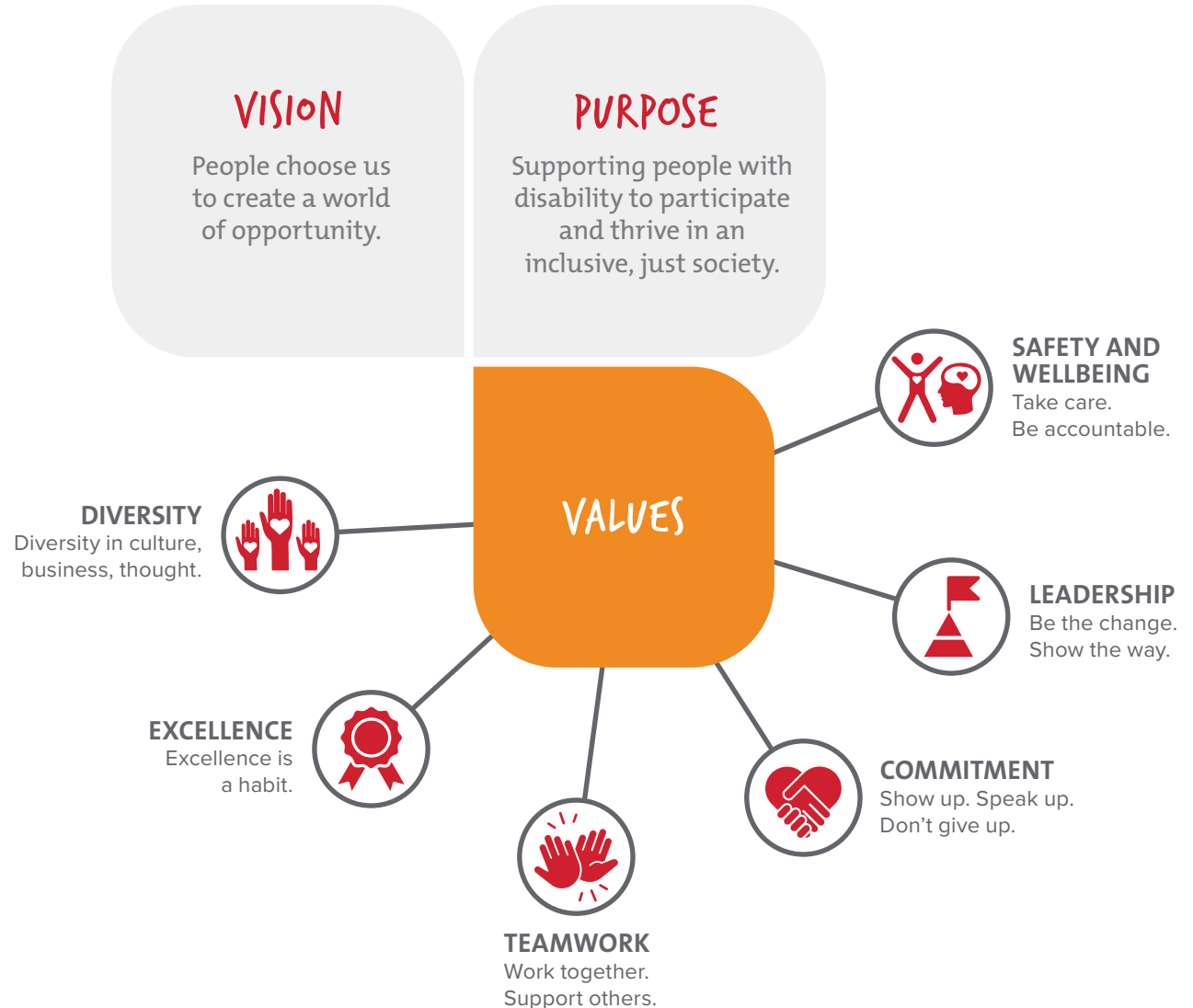
A registered provider of NDIS services, we support people with disability, their families and carers through tailored services and supports to meet the needs of each individual.

We also own and operate a range of commercial businesses that assist private and government clients to achieve commercial success, while also providing long-term, positive social outcomes in employment for people with disability.

In 2022 Workpower underwent its quality assurance audit against the NDIS Practice Standards and successfully achieved registration as a NDIS Provider from the NDIS Quality and Safeguards Commission.



Registered NDIS Provider



Our year at a glance



30

years of operation



\$24+m

in revenue



\$84,000

in net surplus



626

people with
disability supported



300,000

hours of support
provided



243

NDIS goals
achieved



20+

employment and
program partners



640

staff and supported
employees



315

people with a
disability employed



15,600

tonnes of waste
recycled



900,000

plants
propagated



2

new businesses
commenced

Highlights



Supporting Western Australians with disability – we delivered more than 300,000 hours of support to people with disability and increased our employment opportunities.



Acquisition of Greg McKenna Property Services – we added a property maintenance service to our commercial capabilities through welcoming the Greg McKenna Property Services team to Workpower.



Opening of Second Chance Reuse Shop – we partnered with the City of Kalamunda to open a reuse shop at the Walliston Transfer Station, providing more employment opportunities for people with disability and increasing the diversion of waste from landfill.

Waste Team of the Year –

Workpower was recognised at the WasteSorted Awards, hosted by the Waste Authority, for its waste efforts receiving a double-award win.



NDIS Provider Registration –

we received our official registration as a NDIS Provider after we passed a quality assurance audit against the NDIS Practice Standards.



Stellar safety performance –

Workpower had an outstanding year on the safety front, with only one Workers' Compensation claim made and nil hours of Lost Time Due to Injury.





Welcome to Workpower's Annual Report for the financial year 2021/22.

From the Chair

Incorporated in July 1992, Workpower has been a significant part of the lives of thousands of people with disability and their families. As we celebrate our 30th year of operations, I would like to congratulate and thank our many staff for their commitment and outstanding service to the community. For the people with disability who we employ or support in the community, some of whom have been with us from the beginning, thank you for being an important part of our rich history.

As Workpower enters the growth phase of its *Strategic Plan 2025: An Optimistic Future*, we look forward to adding to our suite of services in the next 30 years and celebrating our continuing journey.

We have undergone significant adjustment across the business over the past few years, responding to changes in the delivery of disability services, employment expectations, the demand for a broader range of services and flexibility and, of course, COVID-19. Our evolution has meant that Workpower has been able to offer a diverse range of high quality and safe supports to existing and new NDIS customers against the backdrop of our rapidly changing environment and has laid a solid foundation to respond to changes as they occur in the future.

Our commercial operations continue to provide sustainable financial returns and offer employment to over 300 valued employees with disability. We have shaped our business to best suit the needs of a changing sector and we are seeing increased business development opportunities, filling us with optimism for the future. Our businesses are diverse, growing, and we are proud of them.

Our customers tell us that the quality of our work is good and getting better. In light of the many challenges, we have faced as a community over the past few years, this is very pleasing feedback.

Workpower achieved excellent results in 2021/22 despite the ongoing challenges presented in the economy and the enduring impacts of COVID. Our business performance, safety record, marketing efforts and outcomes achieved for people with disability was excellent and I thank the whole of our workforce for their contribution to achieving these results.

We have strong governance and management systems and to be able to report a modest operational surplus in the current climate is significant and testimony to the underlying strengths of our businesses and programs.

The Board has again provided an excellent balance of experience and the skills required for strong governance, and I would like to thank my colleagues for their invaluable guidance and directions this year, and in years past. On their behalf, I convey my thanks to Chief Executive Lee Broomhall and her executive team for their dedicated leadership of Workpower.

We have learned over the last 30 years – enduring requires remaining relevant. Remaining relevant requires meeting the needs of our customers and our community. We hope to continue to endure and add value for the people who seek our services and for the communities we serve.

Melanie Cave
Chairperson



This has been another year of achievement for Workpower, highlighted by many notable outcomes in the scope of our services and suite of the businesses we operate for people with disability.

From the CEO

The organisation reported a moderate surplus, reflecting strong business performance particularly in the recycling, fire equipment servicing, and property (grounds and gardens) enterprises. We acquired local business Greg McKenna Property Services in March 2022, and we look forward to the business becoming an important part of our commercial growth.

Disability enterprises continue to provide employment opportunities to more than 300 people with disability through ongoing contracts with many local and nation-wide businesses. Our diverse businesses offer excellent employment and skills development opportunities.

We are buoyant about the future of our disability and social enterprises which continue to develop and reflect the organisation's commitment to operating sustainable and innovative businesses. The year ahead marks a new time horizon within our Strategic Plan and work is currently underway for further growth opportunities.

We successfully undertook the NDIS Certification Audit in February 2022, our first under the NDIS Practice Standards. The feedback from the auditors that stood out the most was that our customers feel like they are supported and genuinely cared for, and in some cases described our support coaches and supervisors as life coaches, given the positive impact and growth that has been facilitated for them.

I am particularly proud of the work undertaken this year to raise the profile of our organisation. Collectively, general marketing activities, social and mainstream media exposure and public events have added value to our businesses and increased the awareness and recognition of Workpower, its business and services and the achievements of people with disability.

Being awarded the Waste Team of the Year and the honorary 2022 WA Waste Award at the 2022 WasteSorted Awards was a highlight.

I would like to thank Board Chairperson Melanie Cave for her leadership and guidance. My thanks also go to all Directors, who freely give of their time, experience, and support. To all staff of Workpower, the work you do every day makes a significant difference to many people. Thank you for your tireless service.

My greatest thanks go to the individuals and families who choose to engage Workpower for their supports, and who also continue to inspire us on a daily basis. I look forward to continuing to create the opportunities that assist you to make your mark in the world.

Lee Broomhall
Chief Executive Officer

Organisational team

Our Board

Melanie Cave Chairperson



Melanie Cave is an experienced non-executive director, serving on a variety of government and not-for-profit boards.

Prior to her board career, she was a partner at Herbert Smith Freehills, with more than 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 and holds a Bachelor of Law/Arts from Murdoch University.

Melanie joined our Board in 2017 and was appointed Chairperson in 2019.

Angelo Chiappini Deputy Chairperson



Angelo Chiappini has held key management positions over the past 21 years with various engineering companies spanning key industries of oil and gas, mining, marine and power generation – including more than a decade at Woodside and at Barclay Engineering – now the Manager at VEEM Gyrostabilizers.

He is completing an MBA and holds a Diploma in Business Management and Project Management.

Angelo joined our board in 2019 and was appointed Deputy Chairperson in 2020.

Geoff Blades Director



Geoff Blades has been employed in management consultancy and executive search and selection for more than three decades. He is a founding Partner of Lester Blades Executive Search & Board Advisory in Perth.

Geoff's consulting assignments are predominantly CEO and other 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.

Frances Buchanan Director



Frances Buchanan is an experienced leader with a demonstrated history in the human services industry, and qualifications in health and business management.

She is highly skilled in not-for-profit organisations with a focus in leadership, community engagement and strategy.

Frances previously held senior roles at Rocky Bay and National Disability Services and is currently serving as the Chief Executive Officer of WA Blue Sky, a community services organisation that supports people with disability to achieve independence through personal and home assistance, and accommodation options.

Frances joined our Board in 2021.

Danny Cloghan Director



Danny Cloghan ceased as a Commissioner of the Fair Work Commission in October 2016 and established his own workplace consultancy. Danny is a Conciliator to the INPEX Ichthys LNG Project and an Arbitrator for Rio Tinto's Fair Treatment System. Prior to being appointed as a Commissioner in the Fair Work Commission, Danny had extensive experience in the State Public sector including nearly 10 years, as a Chief of Staff to a Minister of the State.

Danny has a Masters of Industrial Relations and Bachelor of Arts from the University of Western Australia. He is a Graduate of the Australian Institute of Company Directors, a Fellow of the Australasian Mutuals Institute, an Associate of both the Governance Institute of Australia and the 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 Dawson is a senior executive with more than 25 years' experience working in large Australian and multinational organisations across the resources and utilities sectors.

She currently works for the WA Department of Jobs, Tourism, Science and Innovation as Deputy Director General Industry Science and Innovation.

Linda currently serves as a Board Member for numerous organisations including Midland Women's Health Care Place, Sir Charles Gardiner and Osborne Park Hospital Human Research Ethics Committee, Scitech, AROSE, International Centre for Radio Astronomy Research, and the UWA Defence Security Institute. She holds a Masters of Education and Bachelor of Physical Education from the University of Western Australia, is a Member of the Australian Institute of Company Directors, a Certified Professional of the Australian Human Resource Institute and a Fellow of the Australian Institute of Management.

Linda joined our Board in 2020.

Leanne Karamfiles Director



Leanne Karamfiles is a Deloitte Partner, with more than three decades of experience in external audit, financial reporting, and corporate governance.

She has worked with organisations and agencies across healthcare, financial services, mining, education, property, and government. Leanne is currently the Ethics & Conduct Leader for Deloitte Australia.

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.

Garth Walter Director



Garth Walter is a senior executive with more than 25 years' experience across multinational private and local public organisations in infrastructure, mining, utilities, project investment and facility management sectors.

He currently holds the position of Managing Director for Sacyr Group companies, is a Director of the Walter Group Australia, Partner at Red Gully Wines, President of FamilyHistoryWA and on the Management Committee of the Cottesloe Surf Life Saving Club.

Garth holds a Masters of Business Administration, an Associate Degree in Viticulture, and a Bachelor of Engineering. He is a Graduate of the Australian Institute of Company Directors, and a member of Engineers Australia and the Australian Water Association, where he is a former Board Member and is currently WA President.

Garth joined our Board in 2020.

Our Executive

Lee Broomhall
Chief Executive
Officer



Lee Broomhall has held the role of Chief Executive Officer for a decade with an additional 15 years in various roles across Workpower.

She holds qualifications in business management and human services and is a Fellow of Leadership WA.

Lee was awarded the prestigious Telstra Young Business Women's Award in WA in 2010, and is the Deputy Chair of the WA Waste Authority, a position she has held since 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 O'Connor oversees Workpower's daily operations. He is responsible for high level reviews, performance, growth planning, and undertakes risk assessments of new business opportunities.

He holds a Bachelor of Business in Accounting and postgraduate qualifications in business management and human resource management.

Shane previously held the position of Workpower CEO for eight years and is a Fellow of Leadership WA.

Natasha Edwards
Executive Manager
Corporate Services



Natasha Edwards leads Workpower's Corporate Services consisting of finance, marketing, safety and human resource functions.

She holds a Bachelor of Science in Psychology and Sociology and further postgraduate qualifications in management, leadership, training and development.

Natasha was previously General Manager People and Culture. She is passionate about an inclusive culture, innovation in Workpower's digital landscape and the development of a workforce that promotes growth.

Peter May
Executive Manager
Social Enterprises



Peter May oversees all Workpower's social enterprises and is responsible for new commercial business development, as well as existing improvement and growth.

He holds a Bachelor of Business in Horticulture and postgraduate qualifications in business management.

Peter's expertise in business development has created hundreds of employment opportunities for people with disability.

Kathy Kelly
Executive Manager
Community Programs



Kathy Kelly leads Workpower's NDIS services team including one-to-one community access, group programs and customised employment.

She has spent more than 16 years in the disability sector across Australia and Ireland and holds a Masters in Behavioural Studies and a Bachelor in Psychology.

Kathy is passionate about delivering meaningful outcomes for people with disability across all areas of the community.

Vikki Lahore
Executive Manager
Service Excellence



Vikki Lahore is responsible for policy, quality and safeguarding measures, accessibility and service growth.

She is a subject expert on the National Disability Insurance Scheme and holds qualifications in business management and human resource management.

Vikki is passionate about community inclusion and individualised goal-orientated services.

CELEBRATING 30 YEARS

Our history

Workpower's 30-year history demonstrates our unwavering commitment to create opportunities for people with disability.

We haven't shied away from taking a chance on our people or on our new business adventures – it's always been with the aim to create more meaningful opportunities. It's why we've grown substantially and explored many different avenues. And still to this day, we're proud to have people who have continued with us for the entire 30 years.

Workpower's disability services started as a project within the WA State Government's Authority for Intellectually Handicapped Persons (AHP) / Disability Services Commission (DSC).



Pre-1992

Workpower's second social enterprise sprouted – Ecosystem Management Services (EMS), now known as Workpower's Wholesale Nursery. It has grown from six supported employment opportunities to 25.



1993

A review of Workpower's presence across the Perth metropolitan area, saw a significant internal restructure and in turn a consolidation of its operational sites moving from eight to five.



2001

1992



- Workpower Incorporated was established as an independent non-government organisation offering supported employment to 231 people with disability across seven packaging and warehousing sites.
- The initial mission was 'Integration through Employment' which resulted in a successful first year of sales (\$200,000). Government funding was \$2.5m, which was 92 per cent of total revenues.
- Workpower was known as the 'agency of last resort' providing employment support for people with intellectual disability with high support needs.

1994

Open employment services for people with disability began – first known as Individual Employment Services, later rebranded to Aspire Employment and now maintained as part of our customised employment opportunities. For its first 25 years, this was a dedicated Disability Employment Service (DES).



2000

- Workpower supported 225 people in supported and open employment – through packaging and warehousing, nursery and in jobs within the community.
- A digital revolution saw all of Workpower's sites become equipped with computer facilities, connected to internet and email, with many staff required to undertake training.





- Fly Curtains WA was acquired by Workpower which added fabrication and assembly opportunities for employees.
- Workpower's first Enterprise Agreement was established with employees after extensive negotiations.
- After 10 years of operations, commercial sales increased from \$200,000 to \$850,000, a net 300 per cent increase in sales over that decade.

2002



- Environmental Services was added to Workpower's commercial capabilities under the EMS banner, offering planting and land rehabilitation services.
- Workpower passed its first Disability Services Standards audit.

2004



- Explore Alternatives was established to provide opportunities for people with disability to enhance their skills and build on their abilities outside of work, creating greater independence.
- A new social enterprise, Property Services, commenced in Midvale after Workpower acquired the Hills Community Support Group.
- The Federal Government funding systems changed from block funding to Case Based Funding.

2006

2003

- Workpower increased the number of supported employees to 245 after taking over Focus Enterprises from Senses Foundation.
- Later that year, new employment programs were introduced by the Federal Government. Workpower increased employment places to 266 in its social enterprises and 102 funded places in its open employment program.



2005

- After almost a decade, Workpower rebranded to showcase its care for its customers, using a symbol of two people holding hands.
- A new wage system for people with disability was implemented, providing pro-rata rates in what was a fairer way to reward employees for their productivity.
- Green Apple Development was established to manage Workpower's Registered Training and the delivery of Mental Health First Aid.



- Significant growth occurred when Workpower became an approved provider of Alternative to Employment (ATE) services with the Disability Services Commission. This enabled the expansion of Explore Leisure. 700 people with disability were supported across the organisation.
- Workpower added a painting and decorating service, MPower, as well as a car detailing service, both operating for a couple of years.
- Forest Personnel's Peel Contracting was acquired which expanded Mandurah operations to include fire services and garden maintenance.



2009

- Workpower launched into hospitality, with the 1905 Coffee on Newcastle St Café, stemming from a partnership with Foundation Housing.
- In a sign of the times, Workpower invested in a website development operation called Workpower Media, which for six years provided multiple employment opportunities for people with disability.
- 2012 marked the second decade of Workpower's operations, a period of significant growth. Commercial sales increased from \$850,000 to \$5.55m, a net 553 per cent increase. Government funding reached \$8m and accounted for 60 per cent of total revenues.



2012

Workpower

- Workpower consolidated its brand to bring all divisions under the Workpower brand. GreenApple Development wrapped up, which coincided with the end of the National Mental Health/ Respite Funding as services were transitioned to NDIS.
- In a new chapter for Workpower, it received its provisional NDIS registration and was involved in the WA NDIS trial site.

2014

2008

- Respite services were added to Workpower's Remit to offer carers' support. This was known as Explore Traveller and Explore Lifestyle/Green Apple Mental Health Services.
- Mint Foods was introduced as a new social enterprise in partnership with Ready Chef Go to manufacture and pack bakery food items. It ran for two years, providing eight employment opportunities for people with disability.
- Workpower's footprint grew to Mandurah when it added a new Packaging and Warehousing site, offering services to people within the Peel region.



2010

- Workpower's first School Holiday Program was launched under its Green Apple Mental Health Services, as a pilot program offering fun activities for children whilst carers received respite. It's now an individualised program, offering greater choice of activities and experiences.
- In an innovative move for the industry, Workpower adopted a person-focussed approach, ensuring each individual was at the centre of their support services to have a more meaningful experience.



2013

- Workpower launched its Performing Arts program, in partnership with A3 – Australian Arts Alive. This much-loved program has evolved, now running from two sites in Middle Swan and Cannington.
- Extending its hospitality service, Workpower added corporate catering capabilities to its café management operations, creating further opportunities for supported employment.





Workpower's waste and recycling efforts expanded with new partnerships to divert hard-to-recycle items from landfill such as salon waste.

2019



A partnership with the City of Canning, prompted further growth of Workpower's reuse shop management capabilities, opening Canning Reuse Markets every two months.

2021



2016

- Through a partnership with the City of Stirling, Workpower opened the award-winning Balcatta Recycling Shop – the first of its waste and recycling enterprises.
- A contract with the Department of Defence on Garden Island kickstarted Workpower's Administration capabilities, providing nine new supported employment opportunities.



2020

- In further expansion of Workpower's waste and recycling portfolio, a partnership with Mindarie Regional Council saw Tamala Park Reuse Shop open.
- Workpower partnered with Containers for Change Refund Point Operator Return-IT to collect and recycle drinking containers and cans.



2022

- Workpower added a fourth reuse shop to its remit, thanks to a partnership with the City of Kalamunda to open Second Chance Reuse Shop at the Walliston Transfer Station.
- Acquisition of Greg McKenna Property Services added property maintenance capabilities to Workpower's commercial operations.
- 2022 marked the third decade of Workpower's operations. Commercial sales increased from \$5.5m to \$12.6m, a net increase of 129 per cent. Government funding reached \$11m and accounted for 47 per cent of total revenue.





[Image description: Minister for Environment, Hon. Reece Whitby MLA and Local Member David Michaels MLA with Workpower's Balcatta Recycling Shop team and the City of Stirling Mayor Mark Irwin and operational team.]

Our strategic future

In April 2022 the Board and Executive reviewed its performance against the first phase within the Strategic Plan: Transformation and Business Viability. Significant work finalising transition plans related to the NDIS and a consistent management response to COVID-19 over the past two years has taken place.

Workpower is well-positioned to actively pursue its growth strategies as part of Time Horizon 2: Growth and Sustainability.



[Image description: Official opening of Second Chance Reuse Shop with City of Kalamunda Mayor Margaret Thomas, Workpower Board Member Danny Cloghan, former WA Waste Authority Chair Reg Howard-Smith, Workpower CEO Lee Broomhall and Local Member for Kalamunda Hon Matthew Hughes.]

Delivering our Strategic Plan 2025: An Optimistic Future



2020



2021



2022



2023



2024



2025

2020-22: Transformation and Business Viability

Implement strategies that respond to government reforms and build the foundations for success in an environment of significant changes and challenges.

2022-25: Growth and Sustainability

Explore growth strategies to differentiate what we offer and leverage our diversity to drive opportunities that impact our customers.

Operational results



STRATEGIC PILLAR:

Customers

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

Our customers

Workpower was proud to assist 626 people with disability this year, aged between seven and 82, with nine per cent accessing our supports for the first time.

We provided more than 300,000 hours of supports over the year – or on average 480 hours of support for each customer.

With our support, 243 customers achieved their goals over the past year – these goals range from personal goals in the areas of social and community participation, health and wellbeing, assistance with daily life skills and lifelong learning.

A customer survey undertaken at the end of the year also showed that customers rated Workpower's customer service as a weighted average of 4.3 stars out of 5.

[Image description: Packaging and Warehousing Factory Hand, John McMeekan, with Support Coach.]

Community access

We provided support to 219 customers to access the community to increase independence, build social skills, gain confidence using public transport, develop soft employment skills, volunteer and so much more.

DAISY BLOSSOMS THROUGH SUPPORT

A year after leaving school, Daisy joined Workpower in 2014 and has since explored the majority of Workpower's services from supported employment to performing arts. In the past year, together with her support coaches Felicia and Liz, Daisy has found the sweet spot for community supports tailored to her passions of cooking and dancing.

She has whipped up numerous new recipes including beetroot hummus, developed her knife skills, and learnt how to ballroom dance.

"I love acting, singing and dancing because it's my passion," said Daisy.



[Image description: Daisy Dimmick with Workpower Support Coach Elizabeth Schafferius, enjoying a picnic.]



TRYSTAN'S PRACTICE MAKES FOR PERFECT

For six years, 25-year-old, Trystan Unstead has worked towards getting his driver's licence. His Support Coach Ethan advocated for Trystan to receive specialist Occupational Therapy support from a driving instructor through the NDIS. With the support of Ethan, Trystan joined a driving program, completed simulations of the hazard perception test, and practiced, practiced, practiced. In October, Trystan passed his hazard perception test with flying colours and is now looking to attain his P plates.

"It gives me independence, so I won't have to rely on other people to drive me places," said Trystan.

[Image description: Trystan Unstead in basketball jersey smiling.]

Customised employment and volunteering

Workpower has supported 24 people through customised employment and volunteering with the aim to find passions, skills and interests before setting on a career-searching journey.

Through the customised employment program, nine people with disability have found employment within retail, animal care, IT, administration and construction.

An additional 14 customers were supported to gain volunteer or work experience within their local community, including at Fiona Stanley Hospital, St John of God Hospital, Inglewood Primary School, Riva Primary School, Nudge and a number of other community centres and aged care facilities.

School Leaver Employment Supports

26 school leavers were supported to begin their transition from studies into employment.

This occurred through exploring hobbies, passions and finding opportunities to refine soft employment skills within the community. A number of customers have also trialled different work experience opportunities over the year.

SEEDS BEGIN TO GROW FOR KAYLA

Through the customised employment process, 21-year-old Kayla Pyke set out to gain important work experience skills and confidence at Workpower's own wholesale nursery.

After just a few months with Workpower, Kayla found a paid role two days per week at a small wholesale nursery, Space 2 Gro, based in Wanneroo.

"Over the first few months Kayla, like our trees, started to grow and she became actively involved in conversations showing her sense of humour. Her skills and confidence have grown to full production assistance," said Mark Ryder from Space 2 Gro.



[Image description: Space 2 Gro employee with Kayla Pyke, potting plants.]



JASPER'S NEWFOUND CONFIDENCE

For a self-confessed homebody, spending time at home sounded like a better idea than getting out and about for 19-year-old Jasper Wray, who was overwhelmed at the idea of large crowds and new people.

After starting to explore his interests through Workpower's School Leaver Employment Supports program, Jasper, alongside his Support Coach Beth, found a local sewing group where he has been able to build social skills at the same time as his fashion design skills.

"I'm looking forward to getting out into the community more since joining the sewing club," said Jasper.

[Image description: Jasper Wray sewing a denim jacket.]

Group programs

Two main group programs were regularly facilitated throughout the year to bring people with disability together to gain social skills, explore their interests and to make great memories.

A combined total of 21 people participated in Performing Arts, facilitated in Middle Swan and Cannington, with entertaining shows performed in front of families and friends including a 'Happy' and a Galaxy-themed skit.

In a special addition for our Performing Arts, a partnership with City of Belmont and Ballroom Fit, provided the opportunity for 14 people to take part in a six-week course to learn ballroom dancing.

As part of our School Holiday Program, 29 children with disability aged seven to 17 joined together for a schedule of activities, based in Cannington and Singleton for six days each break.

TRE'S CONFIDENCE GROWS LEAPS AND BOUNDS

Through Workpower's Performing Arts program, Tre Ventakas can express himself through song, dance and the perfect comedic timing of a punch line.

Attending our end of year performance, Tre's mother Mercy, was amazed at the group's ability to remember their moves, songs and was pleased to see how Tre interacted with friends within the program.

"Tre's concentration in the final performance stunned me," Mercy said.

"He remembered his joke well and spoke confidently in front of everyone. It was good to see his hard work throughout the year and how it was reflected in his final performance – hats off to the support coaches who did an incredible job."



[Image description: Tre Ventakas alongside Support Coach at Performing Arts.]



SCHOOL HOLIDAYS USED TO TEACH FUN LIFE SKILLS

12-year-old Jason Lee has been attending Workpower's School Holiday Program for more than five years and this year loved the cooking activities the most.

One activity in January involved small groups deciding what they wanted to make with puff pastry. Jason took the lead in his group and decided to make baked bean and tomato sauce puffs.

"The cooking was the best because I could create my own food," Jason said. "I like to come to this school holiday program because I like being here, I like the people."

[Image description: Jason Lee at the January School Holiday Program during the cooking activity.]

Supported employment

Across our 12 social enterprises, 315 people with disability held supported employment positions with a total 207,207 hours of work completed.

We continued to grow opportunities for people to join our supported employment team by three per cent, with numerous new people welcomed to our team.

A number of customers also transitioned out of Workpower's supported employment positions, including one who moved into open employment, six who moved to other employment opportunities and five who retired after careers that spanned more than 20 years.

A SATISFYING CAREER HELPING THE COMMUNITY

23-year-old, Harley Knuckey, has loved his time with Workpower's Fire and Electrical team, making a difference to WA's firefighters through commercial partners such as the Department of Fire and Emergency Services (DFES).

Harley upskilled quickly, progressing from working on repairing hoses and parts, to overseeing the fire hose test bed to ensure each hose meets Australian standards.

"It kind of makes me feel happy that we're here to help people, well, help the firies help people. Because what we do is mostly important for the firies because it helps them save lives and property," said Harley.

Harley is taking the next step in his employment journey, exploring new opportunities recycling fire extinguishers as part of our Recycling Team based at Bibra Lake.



[Image description: Harley Knuckey at Workpower's Mandurah Fire and Electrical site.]



Scan QR code to hear more from Harley.



FULL-TIME ON A WONDERFUL CAREER

After a 17-year-long packaging and warehousing career, Leigh Johnson called it a day as he heads into retirement.

Assembling fly traps for Tradeware was one of Leigh's favourite jobs as well as working on the Australian Handyman contract packaging fence and post brackets.

Leigh was stoked when all-time favourite club representative, Zac Langdon from the West Coast Eagles popped by to wish him well in his retirement.

At his farewell, Leigh said: "I want to thank you all for being my friends and working with me. You've all been there for me when I needed to talk and I've loved working here. I'm really going to miss everyone."

[Image description: Leigh Johnson on his last day with Workpower.]

All-rounded supports

54 people with disability received all-rounded supports from Workpower in the past 12 months, which included community support as well as supported employment. Pairing up services in this way provides an experience where customers have the opportunity to have a career they are passionate about, whilst also gaining additional support accessing the community, all by one provider.



[Image description: Two thumbs up for Rhys Donis in front of his new car.]

RHYS ACCELERATES HIS GOALS

Rhys Donis does it all with Workpower – a committed employee at our Balcatta Recycling Centre four days a week, he then receives community access support on his day off.

At work Rhys is a superstar, he mentors new employees and takes on any task thrown at him. Outside of work he’s become a Dungeon and Dragon’s expert, receiving community support to develop friendships with other gaming fans.

To help him become more independent and take on new tasks at work, he’s smashed his goals, using his supports to learn how to drive and now has his P plates.

“Getting my licence means everything – it means I have way more independence and not having to rely on others,” said Rhys. “There were times where I wanted to give up, but the support of my family, my support coach John and workmates at Balcatta encouraged me to keep going.”

“I couldn’t be more proud of myself, and I bought myself a new car to celebrate.”



Scan QR code to hear more from Rhys.



STRATEGIC PILLAR:

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.

Our business

Workpower has a diverse array of social enterprises and commercial businesses which offer high quality services and employment opportunities for people with disability.

In the past 12 months, we've seen these areas grow and diversify even further.

[Image description: A customer being served by a recycling team member at Tamala Park Reuse Shop.]

Property maintenance

In March 2022, Workpower acquired Malaga-based property maintenance experts, Greg McKenna Property Services.

Some of the highlights since the Property maintenance team joined Workpower included:

- The team expanded operations and added eight new staff taking the team from five to 13 people in the first six months.
- Several major refurbishments for the Department of Communities were completed, to ensure that high quality social housing is available across Perth.
- Planning for future employment opportunities for people with disability began by adding a new team that provides gardening services, vacant property cleans and strip out services for refurbishments.



[Image description: Greg McKenna Property Services' employee Jack Smalpage building cabinetry.]

NEW BUSINESS: GREG MCKENNA PROPERTY SERVICES ACQUISITION

Greg McKenna Property Services, originally owned and managed by Greg McKenna, was established in 1992.

Over the past three decades it has worked with the Department of Communities, an array of property managers and not-for-profit organisations such as Foundation Housing.

The experienced team in everything from plumbing to painting, and ceiling fixing to tiling, adds an exciting new offering for Workpower's commercial services portfolio. It will also look to create further opportunities for people with disability in the future.

"We're appreciative to our long-term customers who have been supportive of our move to Workpower and are excited at what the future holds for us," said Greg McKenna."

Environmental services

Across the 2021-22 year, the Workpower Environmental Services team completed a total of 80 contracts which involved planting, weed control and environmental rehabilitation.

Some of the highlights from the year included:

- The completion of a five-year contract with the Perth Zoo to collect termites to support its Native Animal Breeding Program for its numbat population, with a total of 330 kilograms of termites collected.
- Approximately 1.1 million natives were planted across a number of local governments such as the City of Cockburn, City of Wanneroo and City of Kalamunda.
- A strategic focus on carbon offsetting resulted in the commencement of two projects with Decarbonology to plant more than 190,000 plants in Chittering and Gingin, which has provided the ability for Decarbonology to trade carbon credits.



[Image description: Workpower employees planting in Chittering to offset carbon].

NEW CARBON DIRECTION

Gingin-based bulk water supplier, Peak Environmental, wanted to extend its protection of the environment with its business operations, beyond its management of superficial aquifers, into becoming carbon neutral.

The organisation understood that through its emissions it was contributing to climate change and wanted to understand its footprint and be part of the solution by reducing the impact of its activities.

Working with both Decarbonology and Peak Environmental, Workpower's Environmental Team planted 21,000 seedlings across 1,000 acres of farm across a short two-month timeframe, allowing Peak Environmental to trade carbon credits.

"We've worked with Workpower for more than two decades and knew we could rely on them for the planting to help us minimise our emissions," said Michelle Rhodes from Peak Environmental.

Wholesale nursery

A total of 900,000 plants were propagated by Workpower's Wholesale Nursery between July 2021 and June 2022 which provided employment opportunities for 25 people with disability.

Some of the highlights from the year included:

- 72,000 plants were provided to Georgiou Group for the first year of a two-year contract for the Tonkin Gap Alliance Project.
- 22,770 of the Nursery's 140mm potted plants were delivered to Tim Davies Landscaping Pty Ltd for its planting at Bullsbrook-based WA Quarantine Centre for National Resilience.
- In the first year of a three-year contract with NTC Contracting to support Chevron Australia rehabilitate Thevenard Island in the Pilbara region, a total of 30,000 plants were propagated from cuttings of plants local to the area.



[Image description: Workpower's Wholesale Nursery team taking clippings from Thevenard Island.]



Scan QR code to hear more about Workpower's involvement in the Thevenard Island project.

FROM PROPAGATION TO PLANTING, THEVENARD ISLAND SPROUTS

After being awarded a three-year contract in August 2021 with NTC Contracting to support Chevron Australia with the rehabilitation of Thevenard Island in the Pilbara region, Workpower completed the first of three stages, with 30,000 native plants propagated and planted in Onslow.

In a unique first for Workpower's Wholesale Nursery, team members went to the Island to attain a select number of native cuttings to bring back to Perth where they propagated them, before returning them to Onslow for acclimatising and planting.

"Workpower's services are highly rated – from its ability to collect and grow seeds native to the area, to its supply of already established plants from its nursery," said Jason Varcoe from NTC Contracting.

Grounds and garden maintenance

Workpower's Grounds and Garden Maintenance team, of 20 people, completed more than 25 contracts throughout the year, which involved mowing, weed control and residential verge and nature reserves maintenance.

Some of the highlights from the year included:

- Securing several new contracts for reserves maintenance, beach accessway works and retirement village grounds and garden maintenance.
- 26 nature reserves were maintained as part of a City of Bayswater contract valued at over \$250,000.
- The business invested in new equipment during the year including spraying equipment, trucks and zero turn mowers.



[Image description: Grounds and Garden Maintenance team mow and edge a common area of a retirement village.]

GARDENING SERVICE GOES ABOVE AND BEYOND

In November, Workpower's Grounds and Garden Maintenance team commenced its service of more than 60 villas and common areas across three retirement villages in the City of Canning.

The service includes the whole works - pruning, hedging, mowing, edging, brush cutting, rejuvenating gardens, hand weeding and ensuring there are no trip hazards along the paths.

The team has also developed relationships with the residents and assist them with their individual gardening needs for each villa.

"We really enjoy working across the three sites, and can see the difference we make in the residents' lives by making the grounds beautiful and safe," said long time employee David Bastow.

Packaging and warehousing services

Workpower operates packaging, assembly and warehousing services from three main sites in Belmont, Malaga and Bibra Lake. Together contracts were completed for 20 commercial partners which provides employment opportunities for more than 230 people with disability.

Some of the highlights from the year included:

- Assisting the Department of Education to fit out more than 120 classrooms over the Christmas school holiday break with 950 desks, 1,200 chairs, 300 bookcases and more than 5,000 trays, straight out of our Belmont Packaging and Warehousing site.
- 290,500 fit packs of five variants were assembled over the entire year for ASP Health Care.
- Celebrating 20 years since Australia Post first became a commercial partner, with another productive year cutting 6,500 keys.

HARD WORK PACKAGED INTO ONE YEAR

Workpower’s largest packaging and warehousing commercial partner, Tradeware, showed its appreciation for the team’s contributions, by putting on a pizza lunch.

Whilst global supply issues were felt by Tradeware and therefore our packaging and warehousing team, there was no shortage of hard work put in over the year to build and assemble twin trap fly traps, standard three-pack baits, fly swats, clothes moth, pantry moth and mosquito drops.

In addition, Tradeware visited Workpower’s Malaga site as part of an online conference to meet members of the team and see how its products came together.

“Workpower is an amazing company to work with and we all appreciate the hard work and effort you put into our Envirosafe brand,” said Jean Hallion, Tradeware Supply Coordinator.

[Image description: Factory Hand, Cherie Nye, holds Tradeware’s fly jars after they’ve been assembled.]



Defence Administration Assistance Program (DAAP)

A total of 5,800 hours of administration assistance was provided to the Department of Defence at HMAS Stirling's Garden Island, which resulted in nine employment opportunities for people with disability. Administrative tasks consisted of shredding, filing and digitising records.

Some of the highlights from the year included:

- Representing Workpower and HMAS Stirling when hosting a Christmas barbecue for HMAS Stirling's Sailor Christmas party at Malibu School.
- Providing accessibility advice and recommendations for the renovation of the administration offices at Garden Island.
- Receiving an extension of the current DAAP contract for a further six-months.



[Image description: DAAP team in the newly renovated Garden Island office.]

RIGHT AT HOME FOR THE WORKPOWER DAAP TEAM

A complete renovation of Garden Island offices where Workpower's Defence Administration Assistance Program participants are stationed, saw accessibility put high on the priority list.

The team that moved into the space in January, were provided with new equipment including a soundproofed room for the new industrial shredder, suitable chairs and tables, lower sinks, a new accessible toilet with an automatic door and a designated parking bay.

As part of the renovations, the offices were reconfigured to allow more than 150 employees to be based in the one area from all different departments, encouraging a cohesive and cooperative working environment.

"The team is truly grateful to Base Management and the Navy/Defence for being considered as an important service to HMAS Stirling - enough so that we were given a brand-new office that considered the needs of our team," DAAP Team Leader, Lucy Elliott said.

Catering

The café and catering team stationed at Blue Bean Café in the WA Police Headquarters delivered more than 300 orders across the Perth CBD, providing employment opportunities for six people with disability. As the five-year contract with the WA Police came to an end in June 2022, so did Workpower’s catering and café capabilities.

Some of the highlights from the year included:

- The contract to provide lunchboxes for the Child Protection agency of the Department of Communities multiple times each week.
- Catering morning tea, lunch and afternoon tea for 250 people at Edith Cowan University in Mount Lawley for its annual Engagement Forum WA event held in December.
- Catering for 350 people at It takes a spark! Clough EDU Conference at St Hilda’s Anglican College.



[Image description: JD expressed his thanks to customers.]

THE LAST SLICE OF CAKE HAS BEEN EATEN

It was a celebratory goodbye for our Café and Catering Services as they served the last slice of cake on Wednesday 29 June after wrapping up five years of managing the Blue Bean Café at the WA Police Headquarters in East Perth.

Whilst it was a goodbye to Workpower’s café and its services, it was not a goodbye to the team of eight who took on new opportunities across our organisation.

WA Police Force Commercial Agreements Manager, Shani Hardwich, said the WA Police extends its thanks and gratitude to Workpower and especially to the Blue Bean Café staff for their excellent services over the last five years.

“We have been privileged to support the engagement of staff through the social enterprise arrangement and look forward to opportunities to continue this in the future,” said Shani.

Fire and electrical services

Across the past 12 months, Workpower's Fire and Electrical team has travelled across the state - from Eucla in the east, North through the Kimberley and south to Esperance and Augusta - to maintain and repair firefighting equipment for local governments, the Department of Fire and Emergency Services (DFES), mine sites and refineries. This essential maintenance provided employment opportunities for more than 30 people with disability based in our Mandurah and Bibra Lake operations.

Some of the highlights from the year included:

- The servicing of fire assets on more than 170 DFES and Volunteer Bushfire Brigade sites across Western Australia.
- Fire equipment testing and repair for community buildings in the Cities of Canning and Cockburn.
- New contracts to provide fire suppression equipment servicing for the Department of Finance's Maintenance Services division.

HOT NEW UPGRADE FOR FIRE AND ELECTRICAL

A new fire hose draining solution at Workpower's Fire and Electrical site in Mandurah resulted in the removal of its redundant drying tower, using a 100-tonne crane and semi-trailer.

Previously the hoses had to be winched up an 18-metre tower to drain the water, but now with new fire hoses which are extruded PVC and not canvas, they are drained and rolled without any risk of mould using a 1.5-metre framed roller.

With the team's ingenuity and penchant for not letting anything go to waste, a potentially difficult and expensive removal of the tower was avoided when Markus Leone, owner of Safelift Consultancy, agreed to remove the tower for free if he could keep it as a climbing wall.



[Image description: Fire and Electrical Manager, Bill Elliott showcases one of the rolled hoses.]



[Image description: Two of the first customers of the Second Chance Reuse Shop on opening day.]

SECOND CHANCE COMES TO LIFE

A new reuse shop managed by Workpower in partnership with City of Kalamunda at the Walliston Transfer Station opened in March 2022, after the community picked its name – Second Chance.

Second Chance Reuse Shop was officially opened with a Welcome to Country from Nick Abraham and ribbon-cutting ceremony led by the City of Kalamunda Mayor Margaret Thomas and Workpower CEO Lee Broomhall.

In the first weekend alone, more than 150 people visited, bagging themselves a bargain and its popularity hasn't stopped with it become a hot spot to visit on weekends.

“The new shop takes the saying ‘one person’s trash is another person’s treasure’ to another level, giving items that might otherwise end up in landfill a second life,” said City of Kalamunda Mayor Margaret Thomas.

Reuse shop management

Workpower manages four reuse shops and markets in partnership with local governments and regional councils to increase diversion from landfill, support the circular economy principles, and provide second-hand items a new life at affordable costs. Across these shops, there were more than 15 employment opportunities for people with disability in the past year, with that number expected to double in the year ahead.

Some of the highlights from the year included:

- Partnering with the City of Kalamunda to open Second Chance Reuse Shop at the Walliston Transfer Station in March 2022.
- Hosting the Minister for the Environment, Reece Whitby MLA and Member for Balcatta, David Michael MLA for a tour of the Balcatta Recycling Centre.
- A new partnership with the national B-Cycle scheme to assist in the recycling of household batteries at Tamala Park Reuse Shop.

INCREASED EFFICIENCIES HELP PARTNERSHIP TO GROW

Workpower's container deposit scheme capabilities have become more efficient with a new process implemented at its Belmont Packaging and Warehousing site.

After collecting commercial donations, Workpower was taking these straight to its partner site Return-IT, but was finding that there was a significant amount of contamination with other materials. This was not only problematic for Return-IT's machinery but impacted Workpower's profits.

To improve on quality, increase profit and increase employment opportunities for people with disability on its own sites, Workpower established a new sorting process before containers are taken to Return-IT.

"Our supported employees are really seeming to love the Containers for Change contract with Return-IT," Linda Scott, Workpower's Contracts Administrator said.

[Image description: Packaging and Warehousing employees sort through containers.]



Container deposit scheme

In partnership with Return-IT, Workpower operates a commercial hassle-free containers for change collection service, with a portion of the proceeds going to support employment opportunities for people with disability. In addition, Return-IT employed people with disability at its container refund operator points in Welshpool and Malaga.

Some of the highlights from the year included:

- CBRE Westralia Square, Dome Company (17 stores), Duxton Hotel and Water Corporation Social Club all donate 100 per cent of the refund amounts to Workpower.

- Community and sporting clubs have come onboard the collection service, donating part of their proceeds to Workpower, including Ballajura Football Club, Bayswater Cricket Club, Landsdale Cricket Club, Perth Irish Rugby Club, Rosalie Park Soccer Club and Lords Recreational Centre.
- A variety of other organisations are also donating a portion of their profits through the scheme including Bentley Primary School, Fast N Tasty Lunch Bar, Metal West Recycling (across two locations), Car Care Evolution, Old Youngs Distillery and Grilled Cockburn.

Recycling services

Five new recycling contracts were established throughout the year, bolstering Workpower's recycling capabilities and meeting its targets in its waste and recycling growth strategy.

Some of the highlights from the year included:

- Recognition of its Waste Team with a double-win at the WasteSorted Awards, recognised as the Waste Team of the Year as well as receiving the honorary 2022 WA Waste Award.
- Two new contracts with WastePro to aggregate and ship polystyrene from Workpower's recycling centres as well as process plastics for recycling, which resulted in the installation of a new shredder.
- The completion of logistics for a regional e-waste collection, on behalf of the Western Australian Local Government Association and Total Green Recycling.

[Image description: WALGA and Workpower team at one of the six e-waste pick up events.]



TEAMWORK MAKES THE DREAM WORK

In a partnership between Western Australian Local Government Association (WALGA), Workpower and Total Green Recycling, more than 20,145 kilograms of e-waste was successfully diverted from landfill across six pop-up regional events.

WALGA worked with the Shires of Augusta Margaret River, Murray, Waroona, Denmark, Plantagenet and Jerramungup and Cities of Busselton, Albany and Geraldton to promote the events. Workpower provided the logistics to collect the e-waste from the events travelling more than 2,800 kilometres to bring the pallets back to Perth, where Total Green Recycling recycled the items.

The highly successful project was nominated as a finalist in the 2022 WasteSorted Awards for its efforts to increase awareness of e-waste in regional areas.



STRATEGIC PILLAR:

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.

Our People

The past year has seen a significant focus on our people – both our staff and our customers – as we’ve addressed workforce challenges and a global pandemic, and celebrated numerous tenures, performance achievements and a commitment to our values.

[Image description: Three of the Property Services team.]

Workforce

Our total workforce of 640 comprised 325 staff and 315 supported employees.

In total, 191 new people commenced with Workpower, 23.3 per cent of whom began in newly created positions to help the organisation grow.

Workpower's staff turnover for the year was 26.3 per cent – higher than the NDS sector rate of 17-25 per cent, as reported by the Australian Bureau of Statistics. A portion of this was due to COVID-19 vaccination mandates implemented by the State Government.

As felt across the sector and more broadly across the nation, pressures on recruitment and securing a skilled workforce has been a challenge. Workpower has responded to this through a restructure of its recruitment team to allocate additional resources to meet the workforce needs, as well as exploring innovative ways to attract new recruits.



[Image description: Some of the Greg McKenna Property Services team.]

A WARM WELCOME

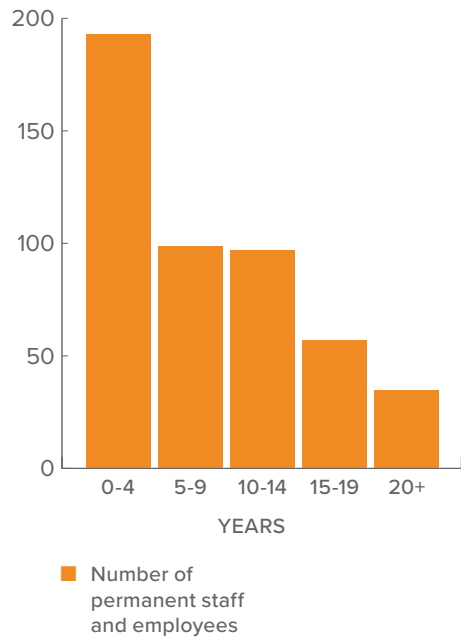
The acquisition of Greg McKenna Property Services in March resulted in a team of five that has quickly grown to 13 employees joining the organisation.

After group and individual meetings were had with each of the staff and Workpower's People and Culture Team to transition them from the small business to Workpower, a barbecue breakfast was held to warmly welcome them.

Tenure

We are 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.

40 per cent of our staff and employees have been with Workpower for more than a decade.



[Image description: Donna Eccles (left) with team member Renee, at one of their social dress up days.]

25 YEARS OF PATIENCE AND POSITIVE REINFORCEMENT

Donna Eccles has been working for Workpower for 25 years and her enthusiasm for the job is still as high as when she first started.

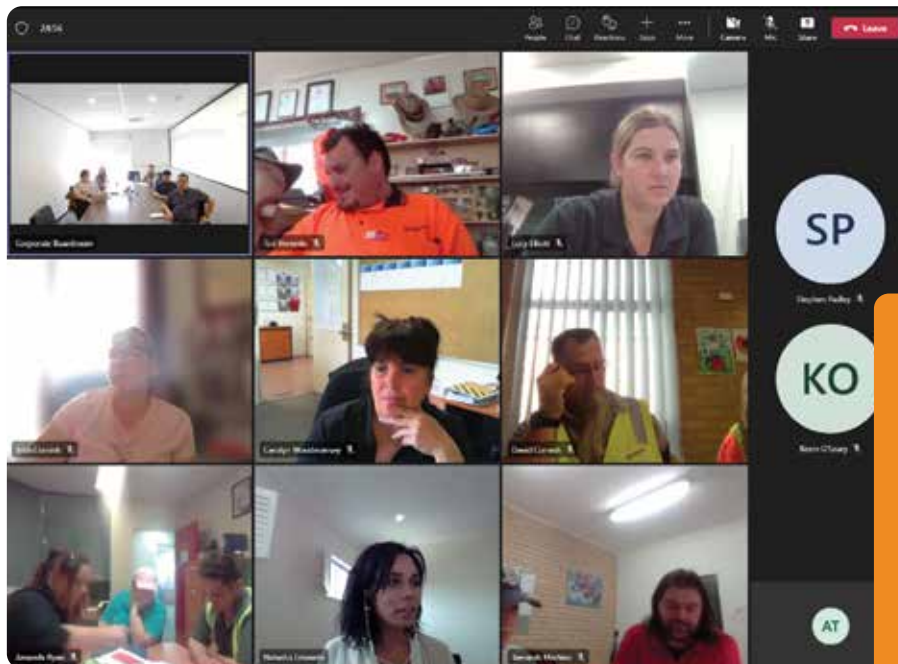
As a Supervisor at Workpower's Packaging and Warehousing site in Belmont, Donna balances her time between supervising the team and tracking their progress against their individual NDIS plans.

"I still love what I do, I get a lot out of it. I love coming to work, I love interacting with the guys. Seeing them grow, seeing them achieve, just helping them to achieve their goals and their dreams," said Donna.

Safety

Workpower’s strong safety performance is reflected in the outstanding results achieved this year:

- significant improvement in Workers’ Compensation claims – with 80 per cent reduction – from five claims in 2020-21 to one claim in 2021-22; and
- a continued downward trend of motor vehicle claims – with eight claims in 2021-22, down from 14 claims in 2020-21, 16 claims in 2019-20 and 30 claims in 2018-19.



[Image description: Safety champions across the organisation met over Microsoft Teams.]

SAFETY CHAMPIONS CONTINUE TO GROW
 Workpower’s co-design safety committee consists of 23 people, of which 43 per cent are people with disability. The group met 12 times throughout the year, leading a number of campaigns such as how to be sun smart and being snake aware.
 An integral part of the committee’s role this year was to assist the COVID Response Team in the roll-out of its COVID-19 plan.

Training

Investing in our people is integral to building a workforce that can adapt, respond and service our customers to a high standard. It also provides stimulating professional development opportunities for our team.

Across 2021-22, 123 people took part in more than 560 hours of face-to-face training, 6,010 hours of online training and 16 hours of additional online courses.

A Training Needs Analysis also took place at the end of 2021-22 to determine the additional training needs to meet the requirements of the financial year ahead. As part of this, new training software has also been purchased to provide additional customised online training for our workforce.



[Image description: A kettle being tested and tagged at Tamala Park Reuse Shop.]

TICK OF APPROVAL FOR TEST AND TAG!
 In a bid to give electrical items a second life, test and tag training was undertaken by one of Workpower’s recycling team members from Tamala Park, Nathan McNamara.
 When electrical appliances and other items are donated to the reuse shops, Nathan can now test the items to ensure they are safe and working, before reselling them to the public.



[Image description: A group of customers playing a game of bocce.]

Recognition

Across the organisation, an ongoing commitment to Workpower’s values and recognising individuals who embody these values in the work they do is a significant part of the culture. This occurs differently across each team, some with compliment boxes and others with dedicated value recognition each time they meet.

Vouchers are also provided on behalf of the organisation to thank individuals for their dedication and ongoing commitment to the organisation.

THE GOLDEN EGG

Although the name might be jovial in nature stemming from Willy Wonka, the Golden Egg is a prestigious recognition system amongst Workpower’s community team.

Each month support coaches are nominated for displaying Workpower’s values through their work with our customers and the Golden Egg recipients are crowned at a monthly virtual celebration.

Recipients receive a certificate and prize for their hard work.



[Image description: A screenshot of the virtual Golden Egg ceremony.]

Feedback

Significant work has been completed around customer satisfaction this year which has resulted in a 48 per cent decrease in customer complaints.

13 complaints were received in 2021-22 relating to customer service, unprofessional behaviour, discrimination and harassment and employment conditions. This is significantly lower than previous years – 25 complaints in 2020-21 and 33 in 2019-20.

The average time to investigate and close a complaint also reduced by 12.5 per cent.



IMPROVING OUR CUSTOMER EXPERIENCE

A number of strategies have been in put in place across the organisation to gain customer feedback, improve communication and overall customer experience.

This has included the introduction of formal six-monthly surveys for the whole customer base and randomised informal monthly phone surveys regarding rostering, support services and communication.

A new monthly customer newsletter commenced showcasing goals met by customers, new programs and news updates.

[Image description: Hannah Maxwell with Support Coach Kristina Hagge.]



STRATEGIC PILLAR:

High Performing Organisation

Our aim is to inspire, motivate, and recognise high performance. To do this, we explore exciting and creative ideas, build mutually beneficial alliances with like-minded partners and tackle challenges head on. We share our stories and celebrate our successes with our customers and people.

Our sustainable performance

Several challenges arose in 2021-22, but ably led by our Board and Executive Team we faced these head on, without wavering in our commitment to customers, staff and business model.

We have continued to build on our strong reputation, profile and brand by forming alliances and developing relationships with businesses, community organisations and all levels of government.

[Image description: Workpower's Recycling Team members alongside the City of Stirling Mayor, Mark Irwin, at the Balcatta Recycling Shop.]

Supplied by the City of Stirling.

Quality and safeguarding

Workpower completed the NDIS Quality and Safeguards audit in February 2022, which involved an assessment of Workpower’s policies and practices against the four core modules of the NDIS Practice Standards, plus module 2a (implementing provider of positive behaviour support).

Our quality partners DNV Business Assurance Australia recommended to the NDIS Quality and Safeguards Commission that Workpower be certified as a registered provider, having demonstrated through evidence, observation, and customer feedback that we met all 47

indicators of practice. Workpower was formally notified by the NDIS Commission in June of our successful certification and registration.

We were extremely thrilled with the auditors’ observations and assessments of our Risk Management, with the following comments noted in the report:

“Workpower has a robust system in place around Risk Management with several policies and procedures having been developed to support effective decision making.”

Responding to COVID

Impacts to Workpower’s business from the global COVID-19 pandemic significantly increased with the outbreak of the Omicron variant in WA.

A comprehensive COVID-19 business plan, focussing on the impact Omicron may have on the organisation, was rolled out at the beginning of February 2022, with a COVID Response Team and Local Response Teams activated. Five risk control phases were identified and activated depending on the level of COVID transmission in the community.

A COVID-19 vaccination mandate was implemented to safeguard our workforce and customers to mitigate health risks.

QUICK ACTION PAVES THE WAY FOR STRONG RESPONSE

Ahead of the outbreak of the COVID-19 Omicron variant across WA, Workpower formed a COVID Response Team (CRT) which consisted of key representatives across the organisation’s leadership team, as well as Local Response Teams (LRT) which were team members based at each site.

Regular weekly meetings were held to pave Workpower’s response to mitigation measures put in place, workforce shortages due to isolation periods, various mandates including vaccinations and masks and reporting of close contacts, critical workers, and positive cases.

Workpower’s strong response in this period was due to the quick action of the CRT and LRT as well as the adaptability of our staff and customers.

POSITIVE FEEDBACK SHINES THROUGH

As part of the NDIS Quality and Safeguarding audit an onsite audit took place with a random sample of feedback collected from our customers and stakeholders. This feedback demonstrated 100 per cent of interviewed customers were very happy with the services being delivered, which was further supported by comments around being listened to, feedback actioned, and being involved in decisions.

This feedback included:

- “We would be lost without Workpower’s support. “*
- “I love coming to work, the support workers are great.”*
- “Workpower is a great place to work, the work I do is important.”*
- “The support provided by John H to our son goes above and beyond, he has made an incredible difference to our son’s life, his self-esteem and confidence has grown so much”*



[Image description: Andrea Ceccarelli with Support Coach Flick wearing masks while at Performing Arts, as part of COVID-19 mask mandates.]

Be a GREAT Sort

Be a GREAT Sort



[Image description: Workpower's Bill Elliott and Franco Laguidara with the 2022 Waste Award.]

Waste industry recognition

In a year that has seen key growth across the waste and recycling area for Workpower, there is no surprise that we have received significant attention from key industry representatives including the Minister for Environment, Reece Whitby MLA, WA Waste Authority Chair Reg Howard-Smith, WALGA Manager, Waste & Recycling Rebecca Brown and a number of leaders from other waste management organisations.

Workpower’s growth strategy has a large focus on its waste and recycling activities and acknowledges its numerous commercial partners who support us to achieve positive outcomes for the environment, but more so the people with disability whom we employ.



[Image description: Minister for Environment Hon Reece Whitby (left) and the then WA Waste Authority Chair Reg Howard-Smith (right) presenting Workpower Executive Manager Peter May and Supported Employee Rhys Donis with a WasteSorted Awards trophy.]

WORKPOWER’S EFFORTS DON’T GO TO WASTE

In the waste industry’s night of nights, Workpower was recognised as the 2022 Waste Team of the Year as well as receiving the honorary 2022 WA Waste Award.

The recognition is for our 120-strong team which works to divert more than 15,600 tonnes of waste each year through commercial partnerships to run reuse shops, e-waste collections, recycling of hair salon waste and a number of other initiatives.

Workpower was also a finalist alongside WALGA and Total Green Recycling in the WA Regional Waste Award category for its efforts to divert e-waste across the regions.

“We’re appreciative of the recognition from the Waste Authority – it’s credit to every person at Workpower who makes it possible for us to successfully carry out these activities,” said Peter May, Workpower’s Executive Manager Social Enterprises.

Supported employment sector challenges

In May 2022, an announcement by fellow Western Australian NDIS provider Activ, to close their large-scale industrial sites resulted in a challenge for the disability sector.

The change would result in more than 700 people with disability potentially without employment. This triggered an overwhelming increase in enquiries received by Workpower about its supported employment vacancies.

In response, Workpower's Manager Customer Engagement met and responded to each of the families and individuals who enquired, and hosted multiple open days across our sites.

Workpower has joined together with other disability providers, and has collaborated with the Minister for Disability and National Disability Services representatives to determine pathways forward for the supported employment sector.

NEW OPPORTUNITIES SPARK A NEW PASSION

22-year-old Madison Hollick commenced at Workpower's Tamala Park Reuse Shop, after leaving Activ's supported employment program.

Madison, who had previously been skilled in packaging and warehousing, has quickly adapted and learned new skills in the recycling industry, with a favourite task of hers working to manage the cardboard drop off point as part of the drop off recycling loop.

"I like being outside and especially working with the cardboard," said Madison.

Madison has also quickly fit in with Workpower's recycling team, developing retail skills in our reuse shops as well as learning about recycling through the drop off loops open to the general public.

[Image description: Madison Hollick recycling polystyrene at the Tamala Park Reuse Shop.]



Collaboration is key

Throughout the year Workpower has been pleased to create key partnerships with commercial partners, local governments, not-for-profits and organisations to assist in its support of people with disability in employment and in the community.

We would like to acknowledge and thank our partners for their support in providing opportunities for people with disability.

Commercial partners and suppliers:

- Alcoa
- ASP Healthcare
- Australia Post
- Boral Quarries
- BP Refinery
- Chevron
- Chittering Landcare
- City of Bayswater
- City of Canning
- City of Cockburn
- City of Kalamunda
- City of Stirling
- City of Wanneroo
- Cleanaway
- Decarbonology
- Department of Communities
- Department of Defence
- Department of Education
- Department of Fire and Emergency Services (DFES)
- Foundation Housing
- Healthway

- Joyce Property Investments
- Lang O'Rourke
- Lotterywest
- MetalWest
- Metropolitan Cemeteries Board
- Mindarie Regional Council
- North Metropolitan TAFE
- Peak Environmental
- Public Transport Authority
- Remondis
- Rental Management Australia
- Return-It
- Robinson Insurance Brokers
- Space2Grow
- Stellar Systems
- Sustainable Salons Australia
- Tim Davies Landscaping
- Tonkin Gap Alliance
- Total Green Recycling
- Tradeware
- Training Alliance Group
- Trannen Environmental
- WastePro
- Western Australian Local Government Association (WALGA)
- Western Australian Police
- Westernex

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

[Image description: Hannah Glendenning and Matthew Donald enjoying ballroom dancing.]



A PERFECT TWIRL FOR NEW PARTNERSHIP

A generous partnership between City of Belmont, Ballroom Fit and Workpower resulted in 14 people with disability gaining new dancing skills across a six-week program.

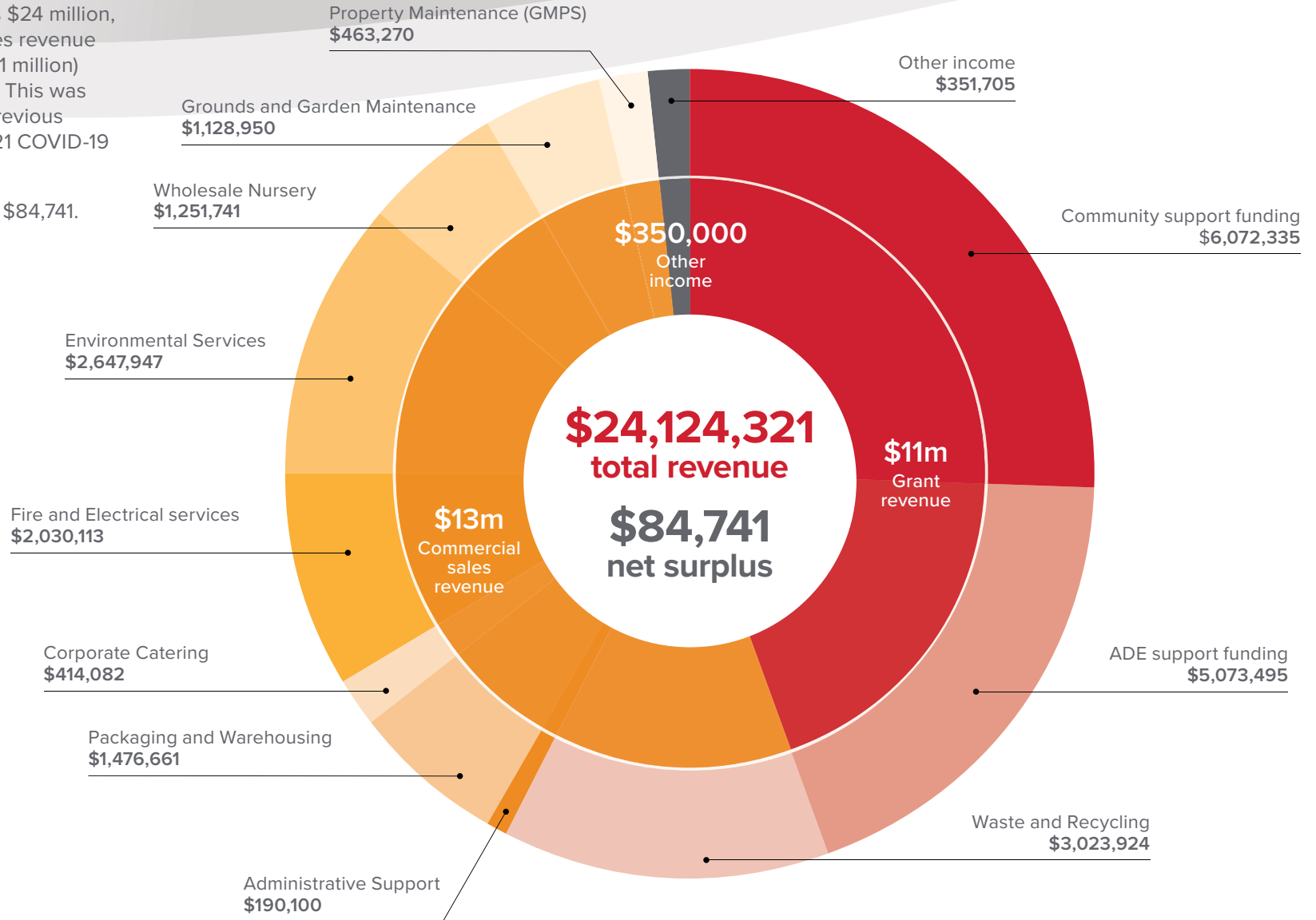
The program which was covered by a City of Belmont Community Participation Grant, meant that Workpower customers could go along to the dance lessons hosted by Ballroom Fit in Redcliffe, with their support coach each week.

“The team from Workpower were very professional to partner with and the dancers were a delight to watch, as they enjoyed the dance class. We hope to carry on the partnership for future dance programs,” said Darryl Davenport, Ballroom Fit Principal.

Financial results

Total revenue for 2021-22 was \$24 million, comprising of commercial sales revenue (\$13 million), grant revenue (\$11 million) and other income (\$350,000). This was two per cent lower than the previous year which is attributed to 2021 COVID-19 payments.

The net surplus achieved was \$84,741.





[Image description: Support Coach Elizabeth Schafferius with Daisy Dimmick.]

Acknowledgements

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, and individualised services.

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.

We would also like to acknowledge the generous support and financial assistance of the Australian Federal Government and Western Australian State Government during the COVID-19 pandemic. These contributions were in recognition of the costs of keeping participants safe, particularly during COVID, and the significant overhead costs incurred by providers this year.

workpower

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