



ANNUAL REPORT

2020/21

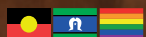
Acknowledgment of country

Essential Personnel acknowledges the Aboriginal peoples of Western Australia as the Traditional Custodians of the land on which Essential Personnel works. We are privileged to work with and alongside Aboriginal and Torres Strait Islander families and communities and pay our respects to Aboriginal and Torres Strait Islander Elders, past and present.

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Diversity and Inclusivity

At Essential Personnel, choice, equality, and inclusion are at the core of who we are. Our commitment to these values is seen throughout all levels of our organisation. Diverse and inclusive teams have a positive impact on our services, and help us better serve customers, employees, and community stakeholders from every background.



Avon Community Employment Support Centre Inc.
T/A Essential Personnel

ABN: 73049570899



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Part of the community

The theme of this year’s annual report is based around our customers as members of their communities. We want to highlight not only the value that community involvement brings for our customers, but we also want to breakdown the stereotypes and misconceptions around the immeasurable value that people with disability give to their communities.

Our organisation

Essential Personnel is a not-for-profit, established in 1989 to provide services for people with disabilities in the Central Wheatbelt of Western Australia. At present, our services reach out to the Perth Metropolitan as well as regional Wheatbelt areas.

Our vision

Creating futures and changing lives

Our mission

Supporting people to achieve their goals by putting their abilities first

Our values

Choice. Equality. Inclusion.

Our goals:

- Grow our services
- Whole of customer and family experience
- Operational excellence
- People and culture
- Grow our brand



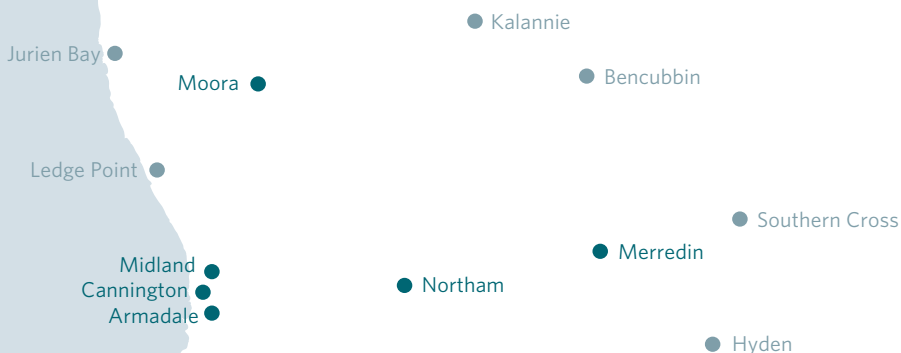
90
staff



41%
of staff have
a disability



1638
hours of
staff training/
professional
development



@essentialpersonnelwa



@essentialpersonnelperth

CEO & Chairperson's Report

At Essential Personnel we pride ourselves on providing high quality services that are focused on each individual customer and their unique goals. This year we provided supports to 800 people across the Wheatbelt and Metropolitan area.

We believe our success in providing these high-quality supports for people with disabilities has been founded upon the unique profile of our staff team which includes:

- 41% of our staff with a disclosed disability,
- 35% of our staff that care for someone with a disability outside of work; and
- 11% of our staff are primary carers for someone with a disability!

These statistics not only denote a wealth of knowledge and experience within our workforce, but also demonstrate that Essential Personnel values people with disability and the positive contribution we make in the community.

We acknowledge our organisation would not be as successful as it is today without our diverse team.

Having a successful and viable organisation has in turn enabled us to invest back into our community. This year we opened a new house in Northam called Oakover which provides respite support and opportunities for skill development. The house was opened in response to requests from our customers, demonstrating our ability to listen and respond to the needs of our customers and their support networks.

We would like to thank those who use our services, our partners, colleagues, volunteers, and the board who have remained focused on providing quality services that meet the needs of the community and beyond.

We are looking forward to next year and we hope you are too.



Dawn McAleenan
Chief Executive Officer



Max Trenorden
Board Chair

Our Stories

Our Customers

Roslyn's Story



When Roslyn first started with Essential Personnel, she was living on her parent's farm, travelling out into her nearby community to practice new skills. Over recent years, Roslyn has continued to grow in confidence in her personal life as well as becoming a valuable community member, working towards her lifestyle goals. Roslyn chose to do ongoing short-term stays at Marwick House, our respite and skills house in Merredin, where she loved to learn valuable independence skills such as cooking, budgeting, as well as socialising. She also became involved in helping at a local Op Shop. Ros eventually felt ready to live independently and moved into her own home, based in the community where she has become such a key member of.

Roslyn's enthusiasm and positive demeanour is contagious.

At the Op Shop, Roslyn loves arranging the displays, dressing the manikins, and decorating the children's clothing area. Her manager Sybil says, "Roslyn's enthusiasm and positive demeanour is contagious." Her weekly involvement at the op shop has seen tangible growth in her confidence, and she now offers assistance for customers to carry their bags and doesn't shy away from talking with people. Our staff also now support Roslyn to go to hydrotherapy at the local rec centre, which has brought about a new self-assurance in her health and physical movement.

Since living in her own unit, Roslyn has shown a new-found independence in other areas of her life, doing things she wouldn't have had the confidence to do in the past. Roslyn has started walking into town without the need for supports, she organises her own hair and medical appointments over the phone, and arranges movie outings at the local cinema.

Roslyn still visits Marwick House to socialise with other customers. One of her support workers said, "Ros is great and uplifting with the other customers at Marwick House, she's always a joy to have around."



Roslyn (right) and her Support Worker with an Easter arrangement.

If someone's feeling down, we give them a bit of 'Roslyn'. She shows people not to be afraid and to try new things, often saying 'Don't be scared, if I can do that, you can too'."

The staff at Essential Personnel have really worked together with Roslyn towards her goals, by looking into community accommodation and opportunities. With each staff member offering something different to each aspect of her life, whether that be volunteering, socialising, daily living skills, health and being a key community member.

Our Customers

Peter's Story



Our staff have supported Peter on his journey to becoming a vital member of his community who volunteers with the State Emergency Services in Northam. In the past Peter had little motivation to leave home, often choosing to sleep in. With the support and encouragement of the Essential Personnel team, Peter has developed a new motivation for life, and for helping others. Equipped with new life skills, Peter has a new-found punctuality and enthusiasm, always ready to go when his support worker arrives in the morning. Encouraged to try new things, Peter decided to volunteer with the State Emergency Services (SES). He recently completed his SES Induction Occupational Safety and Hazards test and has become a key member of the team.



Peter takes his volunteer role seriously, attending meetings every week, keeping his certificates up to date, and always putting his hand up for tasks. Peter is deaf and communicates via lip reading and AUSLAN. He loves to communicate with his other community members around his neighbourhood in any way he can. His love for relationships has even motivated some of the team members at the SES to start learning AUSLAN so that they can communicate better with Peter. Peter can often be seen driving to the SES headquarters multiple times a week to volunteer, or other volunteers will pick him up on the way. It has been a joy for our staff to assist Peter throughout this journey, as he continues to work towards and reach his life goals.

Stories like Peter's are a testament to the hard work of our staff in assisting people like Peter to not only be a part of, but to thrive in and give back to their community in a vital way.

"Peter is very valuable to our team, and the community he serves. Whether it be assisting with storm flooding or searching for missing people, our SES staff and the people we're helping appreciate Peter's contribution so much."

Cheryl Greenough, SES Local Manager Northam

Peter in his SES uniform.



*Elizabeth
racing her Go Kart.*

Our Customers

Elizabeth's Story



Through the transition into 'out of school' life, as Elizabeth finished up with year 12, she has discovered new passions and a new community to be a part of. The social aspect of school was very important to Elizabeth as she had developed many good friendships. Transitioning into out of school life, Elizabeth identified that she wanted to maintain and build on her independent living skills around the home, but also try out new activities in the community where she could develop new skills and make new friends.

Utilising her NDIS plan, Elizabeth worked with her support worker from Essential Personnel to find a community activity that aligned well with her goals and interest. With her support worker, Elizabeth found a connection to the sport Go Karting and the wider community surrounding it at her local Go Kart Club. Elizabeth loved it so much that she has now acquired her very own Go Kart for racing. She competes in races with everybody else, her confidence growing with every session. Her family have seen Elizabeth's new-found passion for the sport, and now her mum, grandfather, uncle and cousin have also joined the go karting club!

While her family has played a large role in Elizabeth's social life, Elizabeth continues to grow in her own social circles, relying less on family with new self-confidence. Her local Go Kart Club is a part of the Wheatbelt Dirt Association and Elizabeth often has the chance to meet people from different towns in the Wheatbelt for racing and social events.

This also coincides with Elizabeth's goal of gaining her driver's licence and owning her own car. As Elizabeth reads through her driving theory book with her support worker, learning and becoming more aware, as she interacts with friends and colleagues at go kart racing, Essential Personnel is seeing Elizabeth continually making steps toward her best life.

Essential Personnel has also assisted Elizabeth to gain a supported work placement at a Local IGA. The owners and managers were very positive about having her on board, highlighting the benefits of her involvement with the store, with co-workers expressing their appreciation and support for her in the role. Elizabeth is aiming towards paid employment at IGA in the near future, with her support worker mentoring her on this journey.



Christine holding one of her large knitted quilts.

Our Customers

Christine's Story



Christine has always had a desire to generously give back to her community in any way she can. With the support of Essential Personnel staff, Christine was able to join the Toodyay Locals Care Club. Since joining, she has connected well with the other members, learnt new skills, and found new ways to travel.

Christine also teamed up with her local Coffee Chat and Crochet group, volunteering her time to knitting blankets and other items for those in need. Attending the group each Tuesday, she also helps beginners with their knitting. Recently the group knitted over 20 blankets for the residents at Juniper Nursing Home, beanies for people who are homeless, and wheelchair blankets that were sent overseas for 'Children's Wheelchairs' through a connection with Toodyay Local Care.

She continues to find new ways to engage with and give back to her community.

Christine is legally blind, with the support of Essential Personnel she continues to find new ways to engage with and give back to her community, working with Essential Personnel staff, her family, and her local community, all of whom she considers good friends.

Our Customers

Hayden's Story



Hayden has been with our Property Care team for many years. His supervisors describe him as a “keen, lean, fighting machine” and “one of our top men, with an excellent work ethic.” Gardening has always been key in Hayden’s life, and his supervisors have continued to mentor him, building on his strengths and skills, seeing him grow in stature and maturity. Coming from a place where he first needed assistance with using manual push mowers, Essential Personnel has assisted Hayden with his can-do attitude, to learn new skills like safely operating ride-on mowers and other machinery required for large property gardening.

Outside of his Property Care work, Hayden also receives support from our Lifestyles Team. Our staff assist Hayden with building on and learning new life skills, with him always giving 100% into anything he puts his hand to. During the summer months, Hayden loves playing cricket and riding his mountain bike, with his longest ride being 40km with his support worker.

He also volunteers at two different farms doing tasks like gardening, firebreak clean-ups and feeding animals. His support worker explained that the farm owners always thank him personally, recognising his hard work. Hayden loves to help out wherever he can, he even assists staff in doing vehicle inspections checking the oil, lights, windscreen wiper fluids, never complaining no matter the task.

Hayden is a great example of how the combined effort of Essential Personnel’s different services can contribute towards an individual’s goals and interests.



Hayden, Chris and Ken on their ride-on mowers.

Our Customers

Brett's Story



Brett had an acquired injury that was life changing, this in turn impacted his confidence and motivation. When Essential Personnel first started to support Brett, he struggled to see the value he brings to the world, so we worked alongside him to help him realise the potential that we saw in him. When Brett had a low self-motivation and a desire for people to do things for him, our staff rallied around Brett providing him with the tools and connections into community that he needed, and the support and encouragement to try new ways of doing things.

Now Brett lives with a fresh confidence and a desire to overcome adversity, and a realisation that there are more ways to achieve things than he previously thought. This has created opportunities for him to now mentor and inspire others in his community, and he also runs his own business. Essential Personnel continues to support Brett research contacts and areas to get started with new projects.

As a keen member of his local Men's Shed, Brett mentors various people, including other Essential Personnel Customers on how to repair and recycle bicycles. He's also developed new ways that he can participate in social activities like playing pool and attending his local gym multiple times a week to work on his movement. Brett is now working towards the goal of gaining his drivers licence, after which he hopes to secure a specialised van made for drivers in wheelchairs.

Essential Personnel has seen Brett flourish and now give back to his community.

Once struggling to see hope, Essential Personnel has seen Brett flourish and now give back to his community. Recently he's even been creating his own drone photography, taking photos of local scenery around the Wheatbelt and having them printed on canvas for fellow locals to enjoy.



Brett controlling his drone via remote.

Our Customers

Collaborating with Officeworks



Essential Personnel has been able to create a unique partnership with Officeworks which has provided the opportunity for 21 people with disability to gain a job. 18 of which have been in their job since 2019. Ryan, Adam and Jack are three of the 21 customers who now have permanent roles with Officeworks and are loving it.

Ryan's Story

Before coming to Essential Personnel Ryan was with another Disability Employment Service provider for five years without finding paid employment. Essential Personnel assisted Ryan to engage in a work experience placement with Officeworks, after which he was offered a paid position. Ryan is now in a place where he is able to financially support himself and assist his family.

"Essential Personnel were really hands on, they were always asking for updates, always asking if they could assist. Just having that continual support really gave me that extra confidence where I didn't have that before... and that new sense of security is really uplifting." Ryan

Ryan is very passionate about gaming and is part of a group of friends who meet up regularly. He has also gained a new focus on his choices in living a healthy lifestyle, this has only added to his new found confidence which was brought about by his successful employment, and Ryan now also enjoys playing outdoor activities with friends in the community.



Navneet, Dawn, Sharon, Adam, Jack, Jay (Adam's Manager) at the NDS WA Disability Support Awards.

Adam's Story

Adam was unsuccessful in finding work for three years prior to coming to Essential Personnel. He described his past experiences as "very frustrating". Essential Personnel took the time to get to know Adam, working with him to secure employment with Officeworks.

Adam's Employment Consultant has assisted him in overcoming his employment barriers by working with him to identify any changes needed in his workplace, and then advocating for these changes with his employer so they could be implemented. In the case of Adam's hypersensitivity to loud noises, Essential Personnel worked with Officeworks to ensure they understood the situation fully, which helped put in place accommodations for Adam, such as preparing him to stand outside before practising fire alarms and the use of noise-cancelling headphones in certain overwhelming situations.

While Adam gains support within the wider community, he is also very proud of his contributions in helping others. He participates as a guest speaker at various Autism Association events, where he is able to give talks about his employment experiences. Adam's new confidence and positive demeanour encourages the people he works with, and motivates us as we continue to see him thrive in his community.

Jack's Story

Prior to working at Officeworks, we were supporting Jack as a kitchen hand at a local cafe. Unfortunately, due to the effects of COVID-19, Jack was unable to retain that role, however, he then found a great fit at Officeworks. Transitioning from being a kitchen hand to his new role in customer service, Essential Personnel has assisted Jack in developing his interpersonal skills, learning to interact with customers well. Essential Personnel worked with Jack's manager to ensure there was understanding and an accommodation for Jack's needs, in order to see him perform at his best. Jack has also learnt that it's ok to ask for help from other staff, and his colleagues have been very supportive.

"I'm just happy doing what I'm doing ... getting straight into the work, and being in my zone." Jack

Jack explained that when he is in 'his zone', he is most confident. This can best be seen when he meets up with his Cosplay friends, where they often dress up for photo shoots and conventions. Jack now finds that same confidence in his work, and with the support he is receiving from Essential Personnel and Officeworks, he can now see himself working there long term.

Our **programs**

Lifestyles Services

Lifestyle Services provide a wide range of supports for individuals to assist them to live the life they choose.

Types of supports we provide under Core and Capacity Building are:

- Daily Living
- Home
- Health and Wellbeing
- Lifelong Learning
- Work
- Social and Community Participation
- Relationships
- Choice and Control

Lifestyle services also have a team of Coordination of Supports to assist individuals to bring their NDIS plans to life.



32

new participants



186

participants
supported



55,000

support hours provided –
35% increase from previous year





Coordination of Supports

Essential Personnel has a team of Support Coordinators, who assist customers with navigating and implementing their NDIS plan. A support coordinator will work with a customer to ensure a mix of supports are used to increase their capacity to maintain relationships, manage service delivery tasks, live more independently and be included in their community.

Support Coordination focusses on:

- Addressing barriers to participation
- Resolving service delivery issues
- Implementation of all supports in the plan, including informal, mainstream and community, as well as funded supports.
- Management of multiple/complex supports from a range of providers which intersect with mainstream services.
- Crisis resolution and developing resilience.



Disability Employment Services

Disability Employment Services is a core part of who Essential Personnel is.

Since our inception, we have been supporting individuals with intellectual, learning, physical, sensory, psychiatric and neurological disabilities to find meaningful employment. We have assisted these individuals to engage, gain and maintain the employment or training of their choice, according to their diverse range of skills and abilities.

We forge strong relationships with our customers and the business community, providing a flexible service that meets the requirements of employees.



614
participants
supported in DES



216
metro
employment
support services



398
wheatbelt employment
support & disability
management services



167
new DES
customers



102
commenced
work



102
supported to
keep their job



Quality and Assurance

As well as our internal quality assurance processes, every year we also have an independent external audit on our Disability Employment Services. The aim is to determine if we comply with the National Standards for Disability Services and to gather feedback on our performance.

This year we received excellent findings from the report. The report also includes quotes from interviewed customers, chosen at random.

"Opportunities were available that I couldn't get previously – they were friendly, helpful, easy and straightforward" – Customer

"They understand me and my circumstances." – Customer





Property Care Services

Property Care provides a range of gardening services to local businesses in the Northam area whilst directly employing 10 people with disability. The quality of the service we provide does not go unnoticed.

"I find the Property Care team very helpful and willing to work in any areas to make the site presentable for staff, co-locators and external clients. They have certainly worked hard toward maintenance of the site."

- Department of Primary Industries and Regional Development

The Property Care Managers and Supervisors have taught all their employee's valuable workplace skills along with allowing them to bring purpose to their life. Every day the Property Care employees are excited to jump on their favourite machinery (the lawn mowers), something that has taken many of the employee's years to be able to operate confidently and safely.

Being a part of Essential Personnel Property Care team provides a sense of inclusivity and worth for all involved. It allows the employees to gain valuable experience and an opportunity that may not have been available due to their disabilities.

What our staff say about us

"I love that my job makes a difference in people's lives. The feeling that I'm needed and wanted in someone's everyday life makes me want to come to work."

"Seeing customers blossoming while doing things they haven't done in a long time or something completely new, is what makes me get out of bed in the morning."

"I love helping customers and having that relationship with not only the customers but their employers, seeing that people with all different backgrounds are able to work and have that support."

"The assistance Essential Personnel gives towards customer's growth is what I love, it's great."

"I love the direct communication I have with my manager. If I ever need anything, she is always quick to respond and help me."

"I love the flexibility of working for Essential Personnel, the ability to be able to work from home on days when I am experiencing difficulty with motion/mobility, being able to work with younger people, and the interesting work."

"When you're surrounded by the right people along the journey, it makes a huge difference. It's a continual journey, coming alongside their life, assisting people to be a part of their community. Where there are challenges – we support people, we want to see people reach their full potential."



Our Board & Leadership teams

Board



Max Trenorden
Board Chair



Les Pettitt
Board Member



Geoff Hall
Board Member



Werner Fourie
Board Member



Carol Wallbank
Board Member



Riaan Piek
Board Member



Jodie Beeson
Board Member

Leadership team

Left to right: Navneet Kaur (Regional Manager), Julie Carter (People and Culture Manager), Dawn McAleenan (CEO), Teeny Lane (Regional Manager), Marian Zhao (Finance Manager)



Our functional structure



40 under 40 awards

This year our CEO, Dawn McAleenan, was awarded as a 2021 Business News 40under40 Winner!

Dawn is leading the way at Essential Personnel and in the Disability Sector, championing the cause of equality for female and young directors, and challenging the perceptions and stereotypes around disability.

The Business News 40under40 Awards is Western Australia's pre-eminent program that recognizes and celebrates the state's leading entrepreneurs, innovators, and future business leaders under the age of 40.





Financial report

by Finance Committee Chairman – Geoff Hall

Year Ended 30 June 2021*

Our financial results have shown considerable improvement during the year ended 30 June 2021 with total year end profit exceeding \$1.5m.

While a significant part of this result represents Federal Government assistance due to COVID, our organisation has also delivered a high standard of services within efficient and effective guidelines providing a financial outcome at the high end of industry expectations.

CEO Dawn McAleenan, our finance manager Marian Zhao, senior managers and staff have worked on improving systems and procedures that deliver better financial outcomes without compromising service delivery standards.


The results indicate the following improvement from the year ended 30 June 2017 to 30 June 2021:

	2017 \$	2018 \$	2019 \$	2020 \$	2021 \$
Gross Revenue from Services	5,938,000	5,776,000	5,776,000	6,032,000	6,953,000
Net Profit	172,696	-183,491	458,530	787,105	1,515,393
Net Profit before Depreciation	350,151	-19,974	593,552	904,670	1,639,825

Financial Statement Analysis:

	2017 \$	2018 \$	2019 \$	2020 \$	2021 \$
Current Assets	500,742	471,221	1,340,151	2,297,216	4,156,718
Current Liabilities	627,325	728,663	748,042	821,013	1,088,336
Working Capital	-126,583	-257,442	592,109	1,476,203	3,068,382
Current Ratio	0.8	0.6	1.8	2.8	3.8

*For full Financial Report, please refer to our website www.essentialpersonnel.org.au



The strong financial performance has improved the working capital and increased the current ratio to an impressive 3.8. This will allow the future investment of capital to support and expand the services provided by Essential Personnel.

The Board and the Executive are keen to utilise available funds effectively to ensure any expenditure of capital will improve Essential Personnel's level of service delivery in a financially viable way while, at the same time, ensuring we always maintain a strong balance sheet.

The year ended 30 June 2022 should be an exciting year for Essential Personnel with the development and implementation of plans and strategies to utilise reasonably substantial available funds to improve service offerings.

As Chairman of the Finance Committee, I sincerely thank Dawn, Marian and the managers and staff for their efforts which have resulted in achieving our impressive financial results. I would also thank the Board for supporting the development of a strong financial management and reporting structure which has been and is extremely beneficial to our organisation.

Geoff Hall

Essential Personnel Finance Committee Chairman

Employee Anniversary Congratulations

We like to celebrate the many long term employees within our organisation.

5 Years in 20/21

Karyn Haenga
Jacinta Churms
Tammy Hanke
Narumon Saisuwan (May)
Valerie Trent
Michael Bishop
Sheldon Hutchings

10 Years in 20/21

Leanne Stevenson

Special **thank you** to

APM

Audit Partners Australia

Australian Grain Technology

Bradken Foundry

Central Regional TAFE Northam

Country Realty

Department of Communities

Department of Health

Department of Social Services

Directions

DPIRD

Dream Builders

Dukes Inn

Explorability

Hollett and Lawrence

Juniper

Kira Community Services

Landcorp

Moora Men Shed

Muresk Institute

Newtrend

NDS

NDIS

Professionals

Public Trustee

Rise Network

RSM Australia Pty Ltd.

Share and Care

SAI Global

Wheatbelt Medical Centre

Wheatbelt Mental Health Service

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