



2022/23
**ANNUAL
REPORT**

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.

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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Significant 'everyday' impact

Within our Annual Reports, we like to celebrate our customers as members of their communities and acknowledge the significance of 'everyday' steps made towards their life goals. We want to break down the stereotypes and misconceptions around the immeasurable value that people with disability give and receive from their communities. We also want to highlight how positive, small changes in an individual's life can have a big impact.

Our organisation

Essential Personnel is a not-for-profit organisation, established in 1986 to provide services for people with disabilities in the Wheatbelt Regions 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 Strategic Goals:

1. Grow our services
2. Whole of customer and family experience
3. Operational excellence
4. People and culture
5. Grow our brand



@essentialpersonnelwa



87

staff



37%

**of staff have
a disability**



2408

**hours of
staff training/
professional
development**



CEO's Report

First and foremost, I would like to say a great big thank you to all our staff, customers, board, and other relevant people for my amazing first year as the CEO of Essential Personnel. It has been wonderful to continue working with you all.

I am proud of the amazing team, staff and customers, that make the magic happen every day, even when in challenging circumstances. Without the hard work and dedication of the wonderful staff and customers, Essential Personnel would not be the organisation it is today. We have seen some awesome achievements from our customers living the lives they choose, kicking goals, and doing things they did not think possible.

Both the DES and Lifestyles programs have continued to evolve and adapt in changing circumstances, with a strong focus on quality, designed and tailored for each individuals' preferences and choice. We have seen the dedication and commitment of our Property Care Team lead to renewed contracts and funding to provide gardening and maintenance services to Central Regional TAFE in Northam and Bradken in Wundowie.

We've also secured various grants and funding to support projects, programs, and training, ensuring our sustainability and diversity with a skilled workforce, expanding our projects, connecting with more people in our networks, and introducing innovative ideas for Essential Personnel.

Essential Personnel were granted an extension on the funding from the Department of Social Services to continue the Employment Buddy Program, providing valuable support to young individuals exploring their career opportunities, regardless of whether they have a NDIS plan or other designated funding. I really hope we can continue to secure funding and grow this program.

Across the organisation, staff have had the opportunity to expand their knowledge and skills, creating new avenues for further training and development. This enhances capabilities, ensuring quality service delivery to all our customers. We have seen some positive changes and additions within our leadership team in the last 12 months, building a solid foundation, with vision and passion to drive the exciting future of Essential Personnel.

Over the past year, we've made significant strides in adopting a culture of lean systems and practices. This ongoing process ensures that lean principles are applied to all tasks, new and old, resulting in noticeable benefits and impact.

With so much already accomplished, and so much more to come, this is a very exciting time for Essential Personnel, and I am honoured to be on this journey with you all.



Teeny Lane
Chief Executive Officer

Chair's Report

In July 2023, I was privileged to become Essential Personnel's Chair, a role I am honoured and humbled to hold.

This year has been filled with new connections, conversations and building new collaborations and we are proud to announce that we have a suite of new projects in our 2024-2029 Strategic Plan that will lead the way towards our goal of enabling all our customers in the Metro and Wheatbelt areas to live their best lives.

I would like to take this opportunity to thank our outgoing Chair, Mr Max Trenorden.

During his tenure, Essential Personnel underwent substantial growth and change. Max has steered Essential Personnel through a number of profound challenges with wisdom, wit and a wealth of business acumen.

In 2023 we also farewelled our Vice Chair and Chair of our Finance Committee, Geoff Hall. Geoff's contributions were substantial and we thank him for all of his hard work and altruism.

Both were outstanding contributors and will be deeply missed.

To all of our Essential Personnel people, the Board, Executive and our staff - thank you for your commitment and all the amazing work you do every day that creates such a meaningful and lasting impact for our customers.

The past year has been an extraordinary period of change, transformation and growth for Essential Personnel. Our Leadership Team and members of our Board have upskilled in the areas of governance, change management, enhanced their leadership skills and are focussed and ready for the year ahead.

I am excited to lead Essential Personnel through its next chapter and to continue to be inspired by the many wonderful examples we see of passionate purpose-led work every day.



Jodie Beeson
Board Chair



Nigel Alvares, Jodie Beeson, Max Trenorden and Geoff Hall

Our Stories

Our Customers

Andrew's Story



Andrew's path to personal growth and independence has seen him make significant strides, and his recent move to Moora, supported by his family and Essential Personnel, has opened up fresh opportunities. This transition not only allowed him to find his place within the local community but also rejuvenated his zest for living.

Andrew's magnetic personality endears him to the communities he has become part of. He was a frequent traveller between Dalwallinu and Moora for social, health, and community activities. However, following the loss of his mother, Andrew felt a stronger pull toward Moora. It offered not only easier access to community groups, services and supports, but also the promise of a more fulfilling experience.

Friendships have been a cornerstone of Andrew's journey, with existing relationships flourishing and new connections forming in Moora. His move to Moora represents the realisation of years of determination to align his lifestyle with his aspirations. His new home, a one-bedroom, one-bathroom unit with a spacious kitchen, and a small yard, reflects his love for independence. Andrew takes pride in maintaining his new residence, keeping it tidy and welcoming.

Andrew's commitment to enhancing his physical and mental well-being is evident in his transformation from a sedentary lifestyle to a focus on keeping active and healthy. Physical fitness has become a central goal, offering him a sense of well-being and vitality. Post-exercise, he describes feeling "on top of the world," with the newfound energy to embrace each day. Essential Personnel supports Andrew in attending hydrotherapy sessions weekly, and he's also discovered a passion for Pilates which he approaches with enthusiasm. One of Andrew's cherished pastimes is taking scenic drives through the countryside, admiring emerging crops, exploring the charms of rural towns, and reminiscing about his father's shearing contracting days. He often shares his life stories with those who cross his path.

With Essential Personnel by his side, Andrew is leading a fulfilling existence in Moora. It's evident that, by taking small steps each day, Andrew continues to make a positive difference in the lives of those around him.



Andrew not pictured

Our Customers

Lana's Story



Lana is a strong-willed individual who, despite facing challenges, is determined to pursue employment and be a positive role model in her community. In 2020, Lana initially sought help from Essential Personnel to turn her volunteer work at a local op shop into a paying job. While this transition didn't happen as planned, Lana's journey took a positive turn when her Employment Consultant arranged a work trial as a cleaner/housekeeper at a local Northam hotel. This trial quickly became a permanent paid position, which Lana held for an entire year until unexpected family circumstances required her to take a break from work.

Lana's commitment to employment never wavered. Once her family matters were settled, she returned to Essential Personnel, eager to find more work. With the practical support and encouragement from Essential Personnel, Lana secured a new opportunity as a Housekeeper in a cleaning role at the Farmers House Hotel in Northam. She has now been employed since July 2022.

Lana doesn't just pursue her career with enthusiasm; she also aims to be a source of positivity in her local community. Her goal is straightforward: to show that Indigenous individuals can work and keep their jobs, setting an example for younger generations. Lana has a robust support system, including open communication with her Employment Consultant, caregiver, and current employer, allowing her to balance her family and cultural commitments with work.

Her employer confirms Lana's growing confidence and increasing independence. In Lana's words, "Life can be good; you just have to work at it." Her journey has had its share of negativity and judgement, motivating her to bridge gaps and foster mutual respect between Aboriginal and non-Aboriginal communities. Lana's resilience shines through as she persists in her pursuit of employment, embodying the idea that unity and collaboration are possible, transcending cultural boundaries.



Lana outside her work



Our Customers

Kyle's Story



In January 2023, Kyle took a step forward in his career by becoming a customer of Essential Personnel. Fresh out of Year 12, he was on the hunt for a traineeship or a casual position to gain some practical work experience and boost his confidence. Kyle's passion for tinkering with cars made him keen to explore opportunities in the automotive industry.

Kyle got his first taste of the working world with two weeks of work experience at Auto Pro, and another at Repco. At Repco he was placed in the parts department, where things really clicked for Kyle, and this caught the attention of his supervisors. He found genuine enjoyment in the work, and his contributions were not only noticed but highly valued. The team at Repco appreciated his diligence, positive attitude, and how seamlessly he fitted in with their staff.

When Kyle expressed a desire to continue his work experience at Repco, they were not only willing, but also impressed with his keen interest. Recognising his potential, Repco offered Kyle a casual paid position. His hard work and positive impact on the workplace led to an offer of permanent part-time employment.

Working together with Kyle and his employer, Essential Personnel has seen Kyle grow in confidence and discover new skills in an area he really enjoys. He is a testament to the ongoing dedication of our Disability Employment teams in connecting customers with meaningful employment that aligns with their goals and interests as an individual.

“He’s continually improving every week, the staff notice and miss him when he’s not here.” - Repco Supervisor

A Staff Perspective

Susan's Story



In July 2016, after a friend's suggestion, Susan started working with Essential Personnel as a Support Worker. Currently, Susan still works as a Support Worker for two days a week, and more recently has taken on the role of Claims officer processing NDIS and Disability Employment Claims, managing invoicing and claims for customers.

In her Support Work, Susan's role is varied, assisting customers out in the community, making appointments, and self-care. Susan loves assisting people and witnessing their growth. She has been with some customers for six years, building trust through authenticity, active listening, and adaptability.

The sector has its challenges, including assisting customers with complex behaviours and mental health issues, but Susan remains resilient and adaptable. She has found the change of pace back into an office role has provided her with more opportunity to share life's ups and downs with colleagues, and has found the mutual support refreshing.

She believes in the importance of Essential Personnel's work in the community and advocates for more funding and flexibility in the sector. Her experience in different roles has given her a deeper understanding and appreciation for the diverse work all of our teams do.

Susan's journey at Essential Personnel has expanded her perspective, and she values the contributions of every role within the organisation. She believes that "everyone should learn about what everyone else does, because we all matter"

"Everyone should learn about what everyone else does, because we all matter" - Susan



Our programs

Property Care Services

Property Care provides a range of gardening services to local businesses in the Northam area, whilst directly employing 11 people with disability. The quality of the service we provide does not go unnoticed, as the team retain contracts with Local Government Departments, Northam TAFE, Muresk Institute, Main Roads and DPIRD.

The Property Care Coordinator and Supervisors continue to build on 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 power up a whipper-snipper, jump on their favourite machinery, and use the skills honed over the years to be able to operate confidently and safely.

“The Property Care team’s work has always been to a high standard... We highly recommend Essential Personnel’s Property Care team to anyone requiring very good and reliable property care.”

– Residential Customer

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 otherwise may not have been available due to their disabilities.





Disability Employment Services (DES)

Disability Employment Services is a core part of who Essential Personnel is, being the first service we provided as an organisation.

Since then, 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.



569
customers supported in DES



108
metro employment support services



461
wheatbelt employment support & disability management services



136
new DES customers



77
commenced work



149
supported to keep their job

Employment Buddy Program

Essential Personnel commenced its second year of the Employment Buddy Program (EBP), now seeing over 75 young adults with disabilities, aged 15 to 24, engage in the opportunity to gain the skills and job experience they need to better understand their desired career path.

Initiated by an Information Linkages and Capacity Building (ILC) grant from the Department of Social Services, we were successful in securing funding for a further 18 months to deliver the program in collaboration with Rise. Utilising supported, facilitated workshops, the candidates undertake a twelve week skills-based program including two, four-hour, 'Buddy' hosted work experience placements in a role(s) that they hope to pursue further as a career.

In addition to this, organisations hosting the work placements receive training and financial contributions to best support the young person in gaining valuable experience during their placement. Participating organisational employers also benefit from increased disability and inclusion awareness, as well as the organisation's reputation and image as they reflect the community in which staff and customers live.

One key challenge for young people with disability when they enter employment is the struggle often found with social and cultural workplace interactions, as a professional working environment depends on collaboration with co-workers and confidence to generate and present ideas. This unique program provides participants with individual development opportunities, increases their confidence in the workplace and gives them a better understanding of what sort of job they would like in the future.

The program continues to see fantastic outcomes and receives really positive feedback from participants and their families. We hope and look forward to continuing the program, as we look to secure future funding.





Kate's Story



Kate is one of the amazing participants in the Employment Buddy Program.

The team strives to align all EBP participants with work placements that match their career interests. With Kate's aspirations of becoming a Park Ranger and her passion and enthusiasm for all creatures, big and small - Kate completed a work placement at Mirravale Horse Riding School.

Kate worked with the school owner, helping to brush and dry the horses after a lesson. With the guidance of her mentor, Kate learned how to take care of these majestic creatures and keep them happy and healthy.

Kate thoroughly enjoyed the experience, and knowledge gained.



Lifestyles Services

Lifestyle Services provide a wide range of supports for individuals to assist them to live the lives they choose. These supports can be Core or Capacity building through the NDIS, however, Essential Personnel can also provide supports with a fee-for-service arrangement. This is done in a variety of ways which are aligned to the customer's individual goals and plan. Customers can have their supports in their home or their community. In the Wheatbelt, they also have the added option to access one of our Skills Centres in different Wheatbelt locations. The Skills Centre in Northam has seen an extensive renovation with more accessible facilities for individuals and the wider community to utilise for skill development, socialising or group and learning activities.

Some of our service options include:

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



18
new customers



79
customers supported



36,617
support hours provided





Coordination of Supports

Essential Personnel has a team of Support Coordinators, based in Perth Metro, Northam, Moora and Merredin, who assist customers with navigating and implementing their NDIS plan. A Support Coordinator will work with a customer to ensure a mix of services and 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 focuses on:

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



31
new customers



164
customers supported



3,514
support hours provided



***“They are always polite, down to earth,
understanding ... my mouth always does a
workout on smiling when I am there”***

- Essential Personnel Customer

Quality Assurance and Compliance

Essential Personnel has experienced a shift in our governance of quality assurance and compliance for better risk management and accountability. Some of the key aspects that have championed this are the introduction of the Work Health and Safety Act 2020, the NDIS Quality and Safeguards Commission audit requirements, and compliance driven by the Disability Employment Services, (DES), to ensure the organisation meets its obligations to regulatory and funding bodies.

Essential Personnel has conducted a comprehensive review of WHS within the organisation and updated overarching documentation to align with the new legislation. Essential Personnel have successfully satisfied the requirements of WorkSafe workplace inspections which further demonstrates our continuous adherence to WHS requirements.

We continue to operate within the framework of the NDIS Practice Standards and achieve great outcomes for our customers. We proactively engage with customers and other stakeholders to continuously learn, adapt and improve our service.

We were successful in retaining the Right Fit for Risk Cyber Security Accreditation (RFFR) to comply with the requirements of the Department of Employment and Workplace Relations. This framework provides organisations with a structured approach to managing information security risks and is aligned with the ISO27001 standard. This framework ensures that information security controls are aligned with our organisation's objectives.

As well as our robust internal quality assurance processes, every year we also have an independent external audit of our DES program. 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.

“They are instrumental in assisting me to breakdown my barriers and get the work that I enjoy; they deserve the highest praise”
– **Customer**

“I really don't know what I would have done without them. The fact I am now working and feeling fully supported by them is marvellous, they are always there whenever I call or need help.” – **Customer**





What our staff say about us



"I feel Essential Personnel values diversity"

(e.g. age, gender, ethnicity, language, education qualifications, ideas, and perspectives)



"I am determined to give my best effort at work each day"

"We are kind, we are honest and we have good, sound administration, policy and compliance practices in place."

"In my time with this organisation, it has helped me grow as a person, overcome my own disabilities, feel supported, part of a team and most importantly provide services to others."

"I really love working for this company and am really appreciative to be in such a good workplace with such nice people."



Our Board & Leadership teams

2022 - 2023 FY

Board



Max Trenorden (res)
Board Chair



Jodie Beeson
Board Vice Chair



Geoff Hall (res)
Board Member



Deb Cameron
Board Member



Carol Wallbank (res)
Board Member



Nigel Alvares
Board Member



Les Pettitt
Board Member



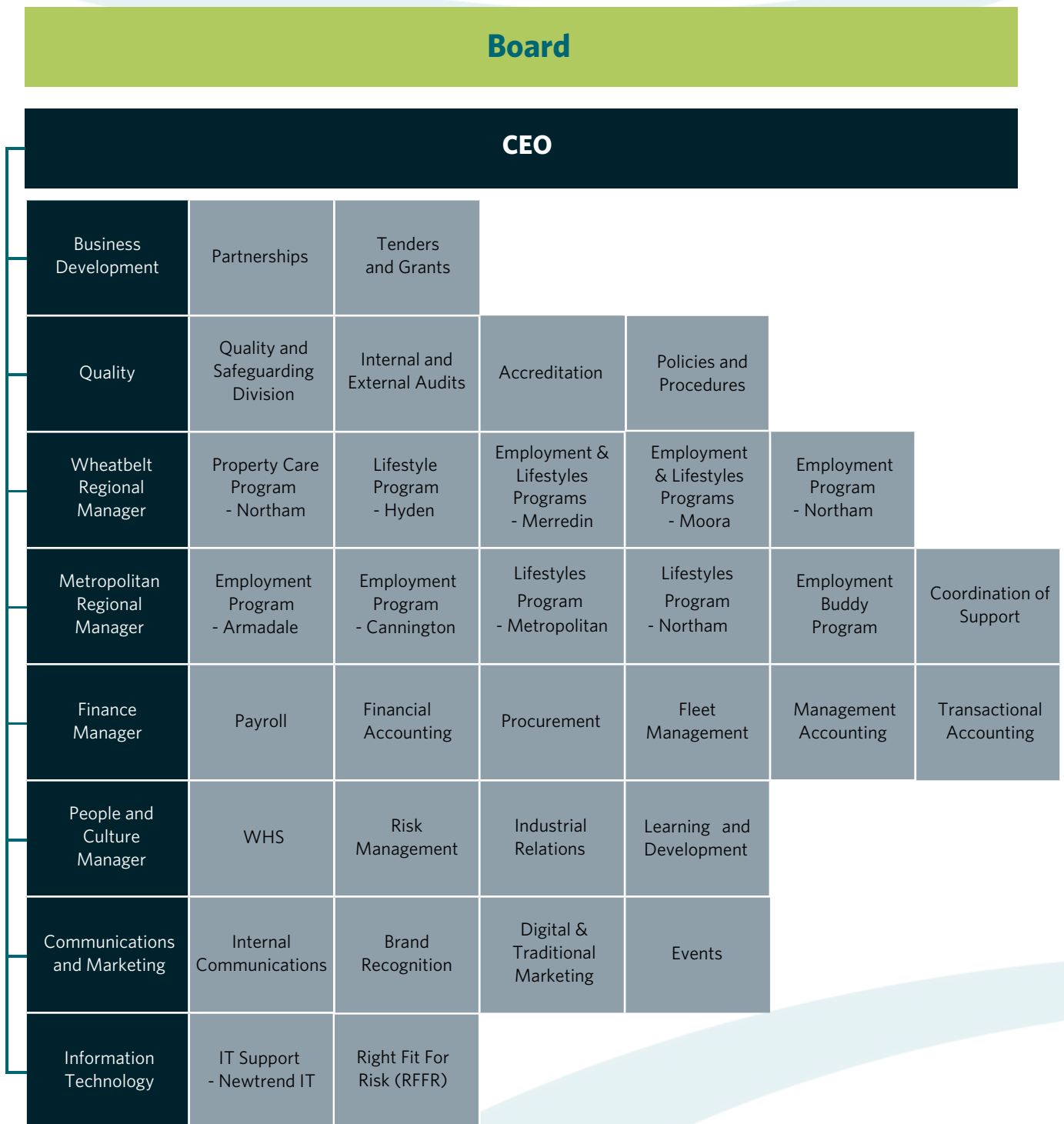
John Hancock
Board Member

Leadership team

Left to right: Shelley Warne (Executive Assistant) Alfred Carere (People and Culture Manager), Marian Zhao (Finance Manager), Teeny Lane (CEO), Matt Howell (Regional Manager), Navneet Kaur (Regional Manager) Absent: Julie Carter (Resigned)



Our functional structure



Financial report

by Finance Committee Chairman – Nigel Alvares

Year Ended 30 June 2023*

Essential Personnel's financial position has been strengthened further throughout the year ended 30 June 2023, despite a challenging and changing business environment.

The net profit for the year ended 30 June 2023 was \$677,541. This is higher than the 2022 profit of \$586,259. This is great outcome given the flow on effects of high inflationary costs affecting businesses.

The balance sheet remains strong with net assets increasing by over \$800,000 to \$6,231,051.

There has been difficulty in delivering the full range of services this year primarily due to staff shortages and increased competition for labour across the state. The organisation has, however, done extremely well to continue to deliver a high standard of service within efficient and effective guidelines, which has again provided a financial outcome at the high end of industry expectations.

CEO Teeny Lane, our finance manager Marian Zhao, senior managers, and staff have worked under difficult conditions to achieve a positive financial result.

The continuing financial improvement can be seen in the following statistics from the year ended 30 June 2019 to 30 June 2023:

	2019 \$	2020 \$	2021 \$	2022 \$	2023 \$
Gross Revenue from Services	5,776,000	6,032,000	6,953,000	6,026,000	5,943,362
Net Profit	458,530	787,105	1,515,393	586,259	677,541
Net Profit before Depreciation	593,552	904,670	1,639,825	696,769	775,094

Financial Statement Analysis:

	2019 \$	2020 \$	2021 \$	2022 \$	2023 \$
Current Assets	1,340,151	2,297,216	4,156,718	4,530,918	5,071,113
Current Liabilities	748,042	821,013	1,088,336	1,043,239	1,098,261
Working Capital	592,109	1,476,203	3,068,382	3,487,680	3,972,852
Current Ratio	1.8	2.8	3.8	4.34	4.6

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

The strong financial performance has further consolidated the working capital with the current ratio rising to 4.6. Essential Personnel currently has significant cash reserves.

The Board and the Executive continue to be 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 maintain a strong balance sheet.

On 30 June 2023, we saw the departure of our Chair Max Trenorden as well as Finance Committee Chair Geoff Hall. Max and Geoff have both made a significant contribution to Essential Personnel over the years and played a key role in shaping the strategic direction and guiding towards the strong financial position we are in today.

I, on behalf of the Finance Committee, would like to thank Geoff Hall and Max Trenorden for their great contributions and wish them the best in the future.

I would also like to thank Teeny Lane and Finance Manager, Marian Zhao for combined efforts through the year. The future looks very exciting for Essential Personnel with Teeny introducing some new initiatives and working successfully to consolidate some of our activities which looked under threat just a few months ago.

As Chairman of the Finance Committee, I sincerely thank Teeny, Navneet, Marian, Matt and the managers and staff for their efforts, and the Board for their work in ensuring we continue to steer a strong financial course.



Nigel Alvares

Essential Personnel Finance Committee Chairman

Employee Anniversary Congratulations

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

5 Years in 22/23

Alex Johansen
Judith Goss
Ashley Glass
Cheryl Wood
Michael Wood

10 Years in 22/23

Hayden Plackett



Special thank you to:

Ability Housing	Directions	NDS
Amity Health	DPIRD	NDIA
APM	Dream Builders	Professionals
AVIVO	EMICOL	Public Trustee
Audit Partners Australia	Explorability	Rise Network
Australian Grain Technology	GCC	RSM Australia Pty Ltd.
Bradken Foundry	Hollett and Lawrence	Salvation Army
Bridgeley Community Centre	Hollyoake	Share and Care
Bunnings Northam	Juniper	Shire of Northam
Central Regional TAFE Northam	Landcorp	SMYL
Centre For Accessibility	Lotterywest	Training Alliance Group
Certification Partner Global	Makoto Asia Pacific	Webb Project Services
Country Realty	Moora Mens Shed	Wheatbelt Aboriginal Health
Deborah Costello Consulting	Moorditj Koort	Wheatbelt Medical Centre
Department of Communities	Multicon	Wheatbelt Mental Health Service
Department of Health	Muresk Institute	Wheatbelt CRCs
Department of Social Services	Newtrend IT	



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