



**epic**  
empowering people  
in communities inc.



# 2016

ANNUAL REPORT



# Vision

All people are empowered and valued within the community.

# Mission

EPIC will build strong relationships with individuals and communities that lead to inclusion.

EPIC will set the standard of excellence in the way we deliver our services.

# Values

## **PROACTIVE**

EPIC will be proactive in our engagement with individuals and families, stakeholders, community and others.

## **INCLUSION**

EPIC will promote and value inclusion.

## **TRUST**

EPIC will build relationships based on trust with individuals, families, staff, partners and the broader community.

## **RELIABILITY**

EPIC will be reliable, enabling families and individuals to plan and feel secure.

## **CONSISTENCY**

EPIC will be consistent in delivering quality services.

## **RESPECT**

EPIC will be respectful in our interactions with all people.

WE ARE **epic!**





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# About EPIC

## Our Organisation

Communities are at their best when everyone contributes, everyone is heard and everyone is supported. Every person deserves a chance to be a part of a community, however some people experience barriers that make it hard to be included.

EPIC helps to break down those barriers by providing practical assistance and encouragement through career enrichment and capacity building programs and providing support to people with disabilities and their carers.

EPIC is a Not For Profit organisation operating in the Pilbara region of Western Australia. EPIC stands for Empowering People in Communities and essentially that is what we do. Through a range of services and programs we support many people to live a more connected life. Everyone's needs are different and the EPIC team use a holistic approach to focus on providing individualised support.

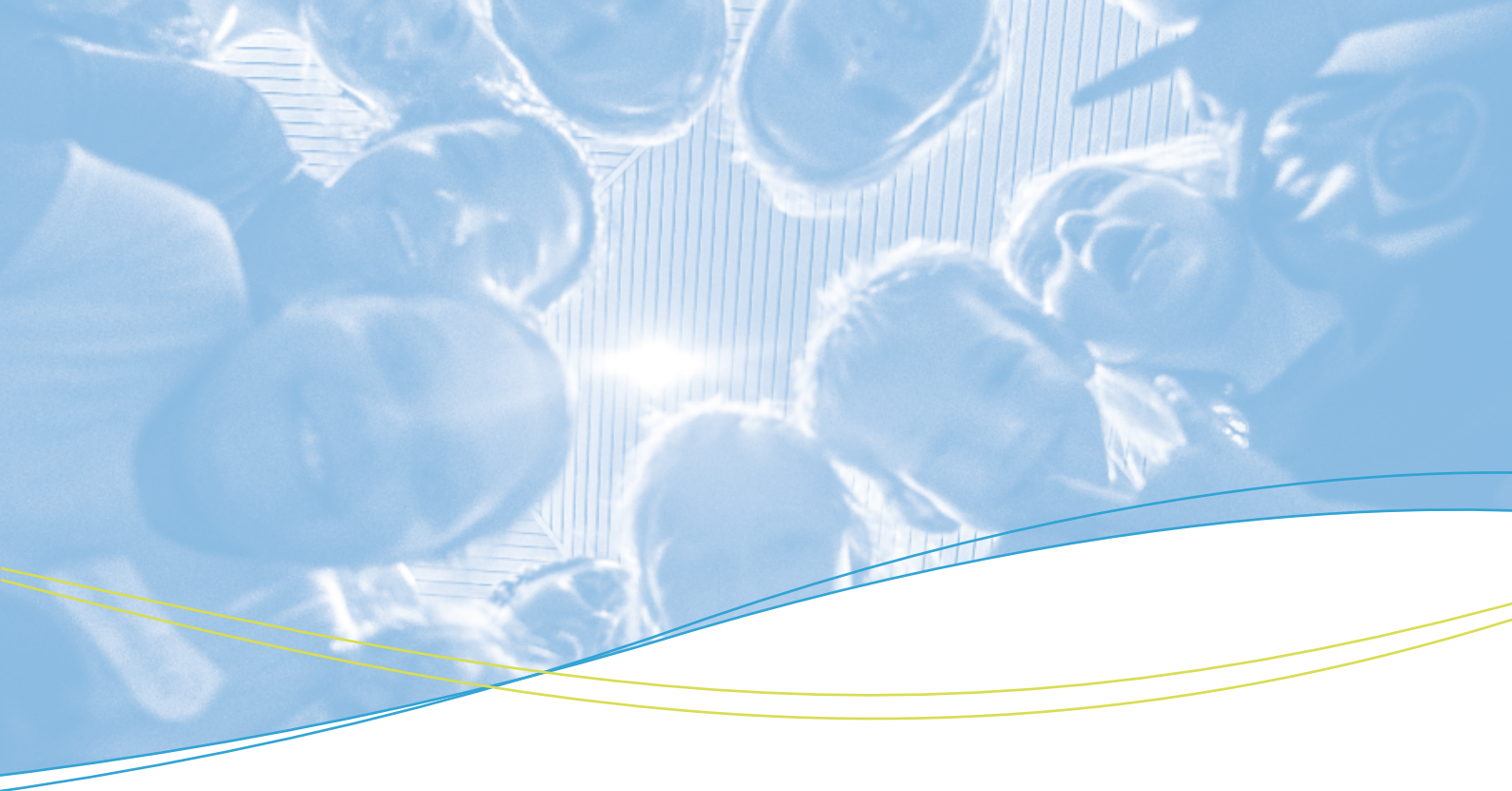
EPIC was founded in 2012 when the community identified a need for those living in the region to be able to access locally governed, high quality services for people with disabilities. Local champions and advocates worked with the Disability Services Commission to establish EPIC. Since then EPIC has grown and flourished by partnering with other like-minded organisations in the Pilbara. In July 2015 EPIC merged with Pilbara Joblink allowing service delivery options to be strengthened. During 2015/16 planning was carried out to secure another merger to be realised in 2016/17 when we welcome Local Information Network Karratha (LINK) into the EPIC

family, providing a diverse range of parenting programs.

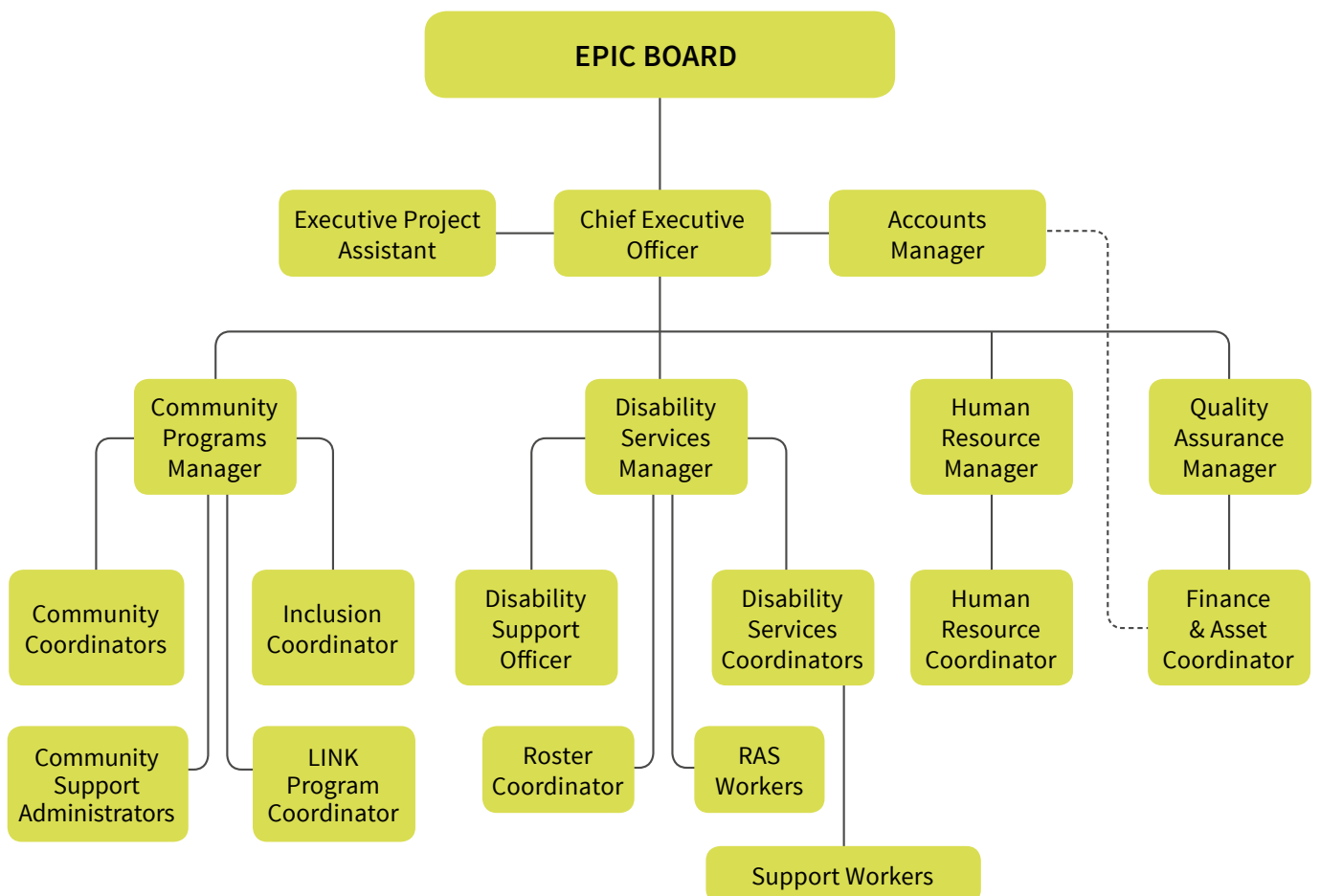
Our team is made up from a variety of staff, Coordinators within the Community Programs and Disability Services area, Support Workers and Co-residents, staff within the Administrative sector and many more who are all committed to making a difference in people's lives. Together we support people in the Pilbara region to identify and achieve their goals in a respectful and culturally appropriate manner and to explore every possible avenue for personal and community growth.

We are EPIC in name and strive to be epic in nature.





## EPIC Organisational Chart



## Our Board

### Wayne Lemke

#### Chairperson

Wayne is the Managing Director of PRD Engineering in Karratha and has been for the past 10 years. Prior to this role Wayne was an Operation Supervisor for United Goninan's. Wayne has been living in the Pilbara since 1973 and still loves living here with his wife Robyn and two boys aged 14 and 10. Wayne was previously the Chairperson of Pilbara Joblink for over 5 years and was appointed Chairperson of EPIC Inc on the 1st July 2015. Wayne is passionate about equity of access and opportunities for all people in the community and brings a wealth of business experience to the organisation.

### Lesley Misarz

#### Vice Chairperson

Lesley is a Literacy and Numeracy teacher at Karratha Senior High School. Finishing her schooling in Bunbury, she moved to the Pilbara in October 2012 and has no plans to leave anytime soon. Lesley is a great source of local knowledge and connections and brings a high level of social capital to EPIC Inc. Lesley joined our Board seeing how passionate EPIC was about empowering people so she became a valuable part of it.

### Zara Fisher

#### Secretary

Zara is General Manager Railway Operations in Rio Tinto Iron Ore. Prior to this role, Zara was General Manager HSEQ at Kennecott Utah Copper in the USA. Zara has worked for Rio Tinto for 21 years in Australia, New Zealand, UK and USA in a range of roles including operations and maintenance, services and support and finance. She holds a Bachelor of Commerce and Master of Applied Science. Prior to Rio Tinto, Zara worked in Chartered Accounting. Zara grew up in Tasmania and is married with three boys, aged 7, 6 and 4. She, husband Owen and children currently live in Dampier. Working with her son, Zara developed an interest in improving disability services. She joined EPIC to make a difference for others in the community.

### Linda Barnard

#### Treasurer

Linda moved to the Pilbara over seven years ago where she became the Manager of The Welcome Lotteries House in Karratha and has been working there ever since. Prior to this Linda lived abroad in many countries and has also had a very successful career in the travel industry. Linda was previously the Treasurer on the Pilbara Joblink Board for over five years before being appointed the Treasurer on the EPIC Inc Board after the merger

on the 1st July 2015. Linda brings a wealth of Board and governance experience to the EPIC Board. She has left Karratha to move onto a new journey on the Australian East Coast. Linda will exit the Board in October 2016.

### Beth Muller

#### Member

With several years' experience in Mental Health and Community Support, Beth is working at OZ Help. She has qualifications in Training, has been a successful small business owner and worked in Finance, Hospitality and Communications. Beth was happy to join as a board member of EPIC to broaden her understanding of the community needs within the disability sector and gain further community experience.

### Jana Francis

#### Member

As the Acting Principal Solicitor with the Pilbara Community Legal Service, Jana has worked with PCLS for the last two years. Prior to that, she worked in the private legal sector.

Jana is interested in human rights law and has been working on her Masters in this area.

Jana joined the EPIC Board because she has a passion for working within and supporting the not for profit community services sector in the Pilbara.

## Shanine Ryan

### Member

Shanine is a Senior Human Resources professional working with an Australian-based Oil & Gas company covering Diversity and Inclusion. Shanine was initially based in the Pilbara for two years with the past four years in Corporate. Prior to this Shanine held a long career in the Travel industry with over 13 years' experience in retail and a further five years in wholesale and airline services, including a number of years managing and supervising teams. Shanine is a graduate of the Australian Institute of Company Directors (AICD), holding a Certificate IV Training & Assessment and a double Diploma of Business and Leadership and Management. Previous board experience includes being the inaugural Chairperson for the Ngarluma Tharndu Karrungu Maya Trust and a board member of Pilbara Joblink next to her current placement on the EPIC board and being an inaugural board member of the Pilbara Global Roaming Foundation. Having completed the Kokoda Track in 2012 for charitable purposes, Shanine thrives on giving back to communities and does so through her own network marketing business with Jeunesse Global that supports the Free the Children Foundation. Shanine is also proudly a global parent through World Vision.





# Chairperson's Report



It has been my pleasure to have held the role of Chairperson of EPIC for the past twelve months and work with Stephanie and the other Board members to lead EPIC through its first year post merger.

The merger has brought a lift both in the quality and breadth of our work. From the delivery of the Disability Services such as In-Home Respite and Community Access, to the facilitation of workshops on career and employability skills, to the Careers Expos, EPIC has truly delivered a broad range of services to many communities across the Pilbara.

The quality of EPIC's outputs and the professionalism with which it delivers its work, directly relates to the quality of its front-line employees, well led by the CEO and Management team. It's pleasing to see that EPIC staff are committed to the cause, working well beyond the limits of job descriptions and bringing together a range of skills that make EPIC the leading community organisation in the Pilbara.

With so much change happening, both internally and externally, it's pleasing to see the steadfast commitment of EPIC staff remains unified. This reflects both commitment to the cause and assurance to an organisation that stands to deliver on the mandate of 'empowering people in the community'. As the Chair of EPIC I am committed to this vision and to lead EPIC into a new phase of delivery where the outcomes will continue to push further into the Pilbara and have a focus on those minority groups most in need. The continual assessment of community needs conducted by EPIC will ensure that intentional programs are delivered to ensure that equity and balance of assistance is paramount. This is our point of difference and will drive our future growth.

Looking forward to 2017, EPIC continues to grow its suite of programs with the inclusion of the

LINK program marking another successful synergy for EPIC. The addition of the LINK program aligns with EPIC's strategic growth plan and ensures that we have a greater base of support through a range of government streams. This also helps to diversify the base costs for EPIC to maintain office locations in all major regional centres including Newman, Roebourne, Karratha and South Hedland.

The new EPIC office due for completion in 2018 will be another step forward in building our foundation for the long term. Over the next year we will see the building emerge and represent a place of support, professionalism and care for those it serves.

I invite you to read our Annual Report and reflect on the prosperous year that was!

**Wayne Lemke**  
Chairperson





## CEO's Report

As I look back over the past twelve months I am very proud of what the EPIC team has delivered but am also very excited about the future.

Having the privileged responsibility of the CEO role, I lead with a community heart and business head to achieve outcomes for the broad community groups to whom we deliver services. Taking the reigns over from the founding CEO Kathy Hough was certainly a challenge with some steep learning curves in the disability sector. Kathy had done a tremendous job to build solid foundations for EPIC to leap forward into a more diverse future.

The following service delivery statistics reflect the impact on our community made by our 61 loyal and committed staff over the past twelve months.

- We delivered disability services to over 85 Pilbara based families.
- We had 6,000 people visit our Workforce Development Centres.
- We have provided 3,000 hours of respite services.

- We delivered 52 workshops.
- Over 400 kg of food was rescued through the delivery of the Second Bite program.

The impact of our services is significant and reflects the blood, sweat and, yes sometimes tears, our staff have contributed providing their integral roles at EPIC. Collectively we recognise the long-term influence we can have, and the importance we place in the delivery of services – which speaks volumes about where our care and priorities lie. This is our point of difference and this is why we are the leading community organisation in the Pilbara.

At EPIC we focus on the individual needs, believe in our people and provide much needed advice and support through a range of employment and career support programs. It's not in our job descriptions but forms part of the cultural fabric of our EPIC team.

*“At EPIC we imagine with all our minds, believe with our hearts and achieve with our mights.”*  
Stephanie Soter,  
Chief Executive Officer

It's why we can look to the future and say confidently that we will continue to grow and provide much needed services to our neighbours, friends and members.

Having been through such a significant change in July 2015 we have had to adapt our thinking and practices to ensure that our services are person-centred, integrated, outcomes-focused and evidence-based in meeting our members and individual's needs and to also provide clear evidence to our many funders and partners about the value of the work we do.

“It’s not the strongest of the species nor the most intelligent who survive but the one that’s most responsive.”

– Charles Darwin

The practical implications around the delivery of such diverse programs and support processes, has at time meant logistical compromises have had to be made. I draw on the example of the move from the Sharpe Avenue office to the De Grey and Lotteries office. The De Grey office in particular hosts both Disability Services and the Workforce Development programs. Both are very different in outcome and target cohort, but can also complement each other in terms of impact and the local provision of a ‘one stop shop’. The development of a new team culture and work environment that supports such diversity, has been managed well by the staff based there and reflects the positive attitudes and unwavering commitment EPIC staff have to the delivery of outstanding services.

Now more than ever the Not For Profit sector needs to be innovative, curious and questioning of itself in order to remain reactive and in-tune with the needs of the people it serves. This thinking underpins the approach we have at EPIC as our staff are encouraged to think creatively to innovate and improve our work for the community as well as the bottom line. This dedication and thinking by EPIC staff goes beyond the nine to five approach and reflects the holistic approach we have. New programs that have come out of the minds of our staff include the Friday Group, which focuses on empowering and self-esteem building of young adults, who can now confidently refer to each other and their support staff as genuine friends. Another example is the Newman Woolworths program that was born out of a brainstorming session with our very creative and committed Workforce Development staff in Newman. These EPIC ideas have come to fruition and reflect the very core of what we are trying to achieve - empowering the community!

## Partnerships help us to help others

We look forward to continuing our partnerships and developing new ones with all tiers of government, with our colleagues in the Disability Services Commission and Workforce Development sectors and with private industry. These partnerships are integral to the future growth of programs and will be particularly important with the development of EPIC’s social enterprise program which will impact those members of the community who are most vulnerable and in need of support. On page 18 of this Annual Report we thank and acknowledge all our partners.

## Looking towards an even more epic future. . .

### The launch of the ‘EpiCentre’

In keeping with good governance we hold reserve assets to keep us operational. The remaining amount is committed towards the build of our exciting new office location we have called the ‘EpiCentre’. The ‘EpiCentre’ is our purpose-built administration and community centre which





will provide a platform for EPIC employees and community so we can grow and deliver even better services. We are currently in the design phase with a future construction completion date of February 2018.

### NDIS is coming

This is an exciting time as we await the details of Federal government reform in the Disability sector through the rollout of the NDIS. With constant reform of our current service delivery it has been essential that we continue to support our staff and provide them with the latest information on the changes happening within the sector. Decisions regarding the WA roll out of NDIS haven't been announced but will inevitably affect the delivery of our services to the many regional locations we currently support. I am confident when these changes are announced that EPIC is well placed to take up the challenge with a renewed focus on both the people's and community needs.

### Pilbara respite services

Having such a significant influence on the respite available to families and individuals in the Pilbara is a privilege we embrace as we work towards providing meaningful and fulfilling rest periods for the people we support. This was confirmed through the provision of both Karratha and Hedland based respite facilities. In May 2015, thanks to the generous funds provided by the Disability Services Commission, EPIC was able to purchase a Karratha respite facility. We were also successful in our tender to provide the management services of the Pilbara Respite Centre in Hedland (due for completion in February 2018).

### The LINK merger

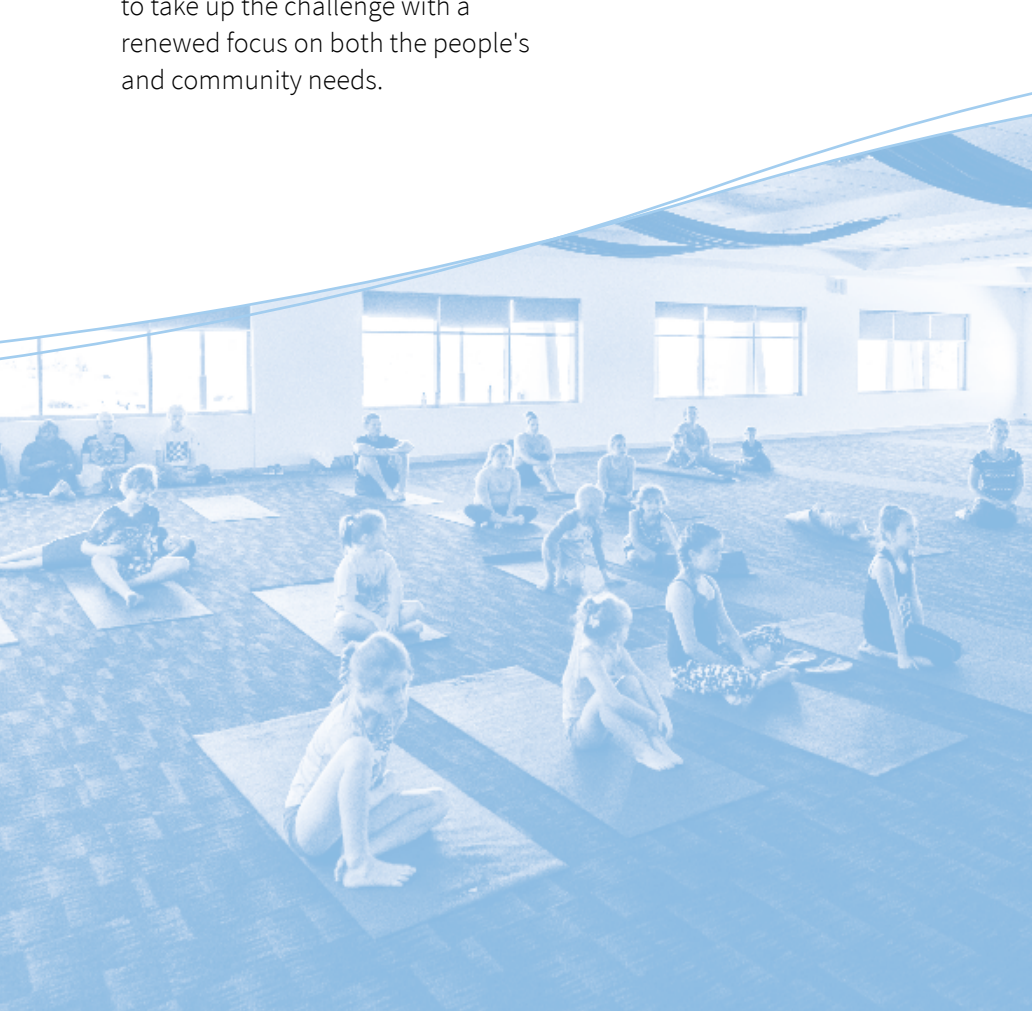
With EPIC's focus on the continued growth of the suite of programs we deliver, it was a logical decision to merge with the Local Information Network Karratha (known as LINK). This successful integration allows the delivery of parenting and early years programs from 2016/17 through the co-branding of EPIC and LINK.

In closing I would like to thank the EPIC staff for their integrity, excellence and enthusiasm, and the Board for their unwavering support and wise counsel.

**Stephanie Soter**  
Chief Executive Officer



This year, we delivered disability services to over **85** Pilbara based families.



A very big congratulations to James Lokan who received his L plates in August 2016 through the "Keys for Life" Program.

# Our Programs and Services

EPIC offers a range of programs and services aimed at supporting and empowering people with disabilities, their families and carers across the Pilbara region.

“EPIC is about the individuals we support: they make up who we are and they are why we love the work that we do.”

Rebecca Fitzgerald,  
Disability Services Manager

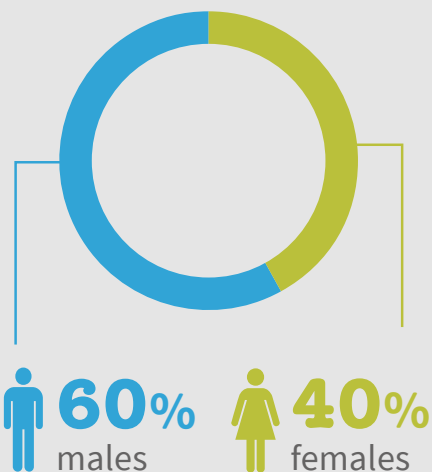
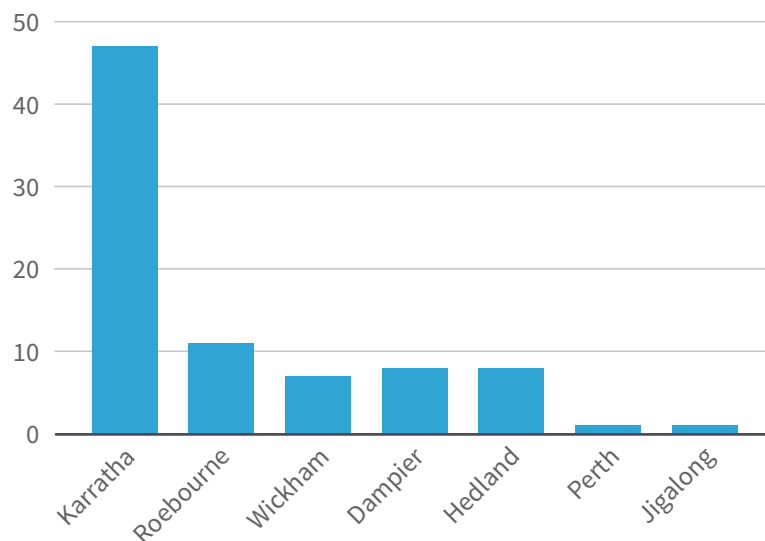
## Disability Services

The Disability Services team at EPIC has had a successful and rewarding past year with many achievements reached through the delivery of quality support services. It has also been a year full of change, with the biggest reform in the Disability Sector in decades, the National Disability Insurance Scheme (NDIS), continuing its trials throughout Western Australia. EPIC is well prepared for the NDIS and continues to adapt to changes generated by the Disability Services Commission with person-centered planning, individual outcomes and funding processes.

### Disability Services People

EPIC currently provides disability support services to 83 people across the Pilbara region and in Perth, the majority of whom are located in Karratha. Men make up 60% of the people we support. Of our 83 individuals, four live as a part of our Co-resident Accommodation Support Model, which enables people to live independently in their own home.

### Disability Services People by Location



Men make up 60% of the people we support.





## National Disability Insurance Scheme

National Disability Insurance Scheme (NDIS) is the new way of providing support for Australians with disability, their families and carers. The NDIS will provide about 460,000 Australians under the age of 65 who have a permanent and significant disability, with the reasonable and necessary supports they need to live an ordinary life. The NDIS will ensure that people with disability are given every opportunity to make their own decisions and exercise choice and control. The NDIS recognises that the role of families and carers is often essential in supporting people with disability to realise these goals and will include them in discussions about supports.

The NDIS began in a number of trial sites around Australia from July 2013 and has been rolled out gradually around the rest of Australia. In Western Australia the

National Disability Insurance Agency's Perth Hills trial site opened on 1 July 2014 for people with a disability living in the local government areas of Swan, Kalamunda and Mundaring.

On 28 April 2016, the Commonwealth Government announced the trial site would be extended by 12 months to 30 June 2017 to ensure people with a disability continue to receive supports while a full scheme approach is finalised. The trial area is also being expanded from 1 January 2017 to the local government areas of Bayswater, Bassendean, Chittering, Toodyay, York and Northam, covering more than 1200 people by 30 June 2017.

## Disability Access Inclusion Plan

EPIC is committed to ensuring that people with disabilities, their families and carers are able to fully access the range of supports and services available.

EPIC is also committed to achieving the six desired outcomes of its Disability Access Inclusion Plan namely:

- People with disabilities have the same opportunities as other people to access the services of, and any events organised by EPIC.
- People with disabilities have the same opportunities as other people to access the buildings and other facilities of EPIC.
- People with disabilities receive information from EPIC in a format that will enable them to be informed as readily as other people.
- People with disabilities receive the same level and quality of service from the staff of EPIC.
- People with disabilities have the same opportunities as other people to make complaints to EPIC.
- People with disabilities have the same opportunities as other people to participate in any public consultation held by EPIC.



“Communities are enriched when they are connected. I believe “Go alone go faster, go together go further!”  
 Emma Grantham, Community programs Manager

## Community Programs

EPIC plans and runs a wide variety of community events and activities designed to engage people with disabilities, their families and carers, and the wider community. Over 2015/16 we held 33 events that had a combined attendance of over 8,000 people. The following events showcase the depth and diversity of our community programs.



### Holiday Programs

The Karratha Inclusive Community Program is a well-established program that has been running in Karratha for the last 4 years. The program engages with local clubs and groups to run ‘come and try’ sessions during the school holidays, to keep people active and give them an opportunity to become members of local clubs. After a gap was identified in other communities, the popular program extended its reach in April 2016 to Hedland and Newman, through funding from the Disability Services Commission’s Visibility grant. In Newman over 300 children attended the first program with a large cross section of the community in attendance including youth, Aboriginal and Torres Strait

Islanders, parents and new families to the area. EPIC engaged a large number of volunteers who had been able to partake in previous Inclusion training, delivered by EPIC’s Inclusion Coordinator.

### Career Expos

EPIC once again played a lead role in the delivery of local Career Expos that aim to engage students and community members. The events bring together industry representatives, education providers, home schoolers, community members and young people from throughout the Pilbara. With the combined attendances at these events at around 3,000, many locals were assisted in developing career pathways based on the changes and trends of our local economy.





### **Disability Awareness Week & Community Christmas**

Disability Awareness Week held in early December, had an active programs calendar with a range of activities and events aimed at promoting inclusion across the Pilbara. The Newman community celebrated with a 'Dive in Movie and Family BBQ', a collaborative event involving EPIC, Disability Services Commission, Helping Minds, BHP Billiton and the Shire of East Pilbara. It aimed to give the community a space for families to connect, be educated and engage with relevant services. With over 400 people spending the evening honouring invisible disabilities, inclusion and community togetherness, the event was undoubtedly a huge success. In Karratha, a Christmas card design competition was held. The aim was for participants to use their non-dominant hand to design the front of the 2015 EPIC Christmas card, demonstrating the barriers some people face on a daily basis. The annual EPIC Inclusive Christmas Party at Karratha attracted over 100 people of all ages who enjoyed the fun, inclusive games and activities.

### **Karratha Science Engagement Network (KSEN)**

Beginning in 2014 KSEN, a SciTech and Inspiring Australia funded program, has successfully run a range of events and activities that highlight how science underpins many popular career pathways. This past year has seen a range of activities including an astronomy night, botany walks, Codo Dojo (Coding club workshops), a quiz night, and a Western Australian first: a mock crime scene. Former head of the WA Police forensic department, Hadyn Green led an interactive mock crime scene where participants were treated like detectives. They were tasked with analysing fingerprints, clothing, tyre marks and watched police interview tapes, to solve the crime.

Another local first, was Karratha's first 48 Hour Film Festival run by KSEN, with the support of Landcorp and the ABC. The teams of film-making enthusiasts, were assigned a genre, a character, a prop, and a line of dialogue, then had 48 hours to create a short film containing those elements. The screening was a huge success with around 200 community members attending the event. The winners of the 48 Hour Film Festival were Simon Insoll from Gurgler Productions and Tai Gibson from Time Bandits.



## Communities for Children Programs

Regional Development Australia (RDA) funded EPIC in 2015/16 to run three resilience-building programs, *Fun Friends*, *Friends for Life* and *Tuning into Kids*. Over the year the programs were delivered to 72 children and 42 parents, across three school terms. Information gathered from the programs is fed back to the Department of Social Services to enable further evidence-based programs to support child development.

The two “friends” programs are aimed at school-aged children to focus on building confidence and self-esteem. Participants are taught ways to identify their feelings and how to regulate their emotions in everyday practices. *Tuning into Kids* is a program for parents to teach them how to emotionally coach their children to support positive outcomes for children as they develop.

Through the success of the previous programs RDA funded EPIC an additional three years. We have also been fortunate to receive funding for twelve months for an evidence-based program *SibWorks*, which is an early intervention peer

support programme for siblings of children with disabilities. *Sibworks* aims to reduce social isolation, enhance social networks, improve relationships between family members, and increase children’s resilience.

### Activities for Carers

Our Inclusion Coordinator successfully secured a grant from Carers WA to offer ten unpaid carers the opportunity to participate in a “Short Break”. The break includes a day of pampering and relaxing to acknowledge the hard work and dedication given to those they support. Alongside these annual events we run monthly support groups for unpaid carers in Karratha, Hedland and Newman. The intention of the programs is to provide carers a safe environment where they can share experiences and establish connections.

### National Aboriginal and Torres Straight Islanders Children’s Day (NATSI)

Newman Early Years Network, Fortescue Metals Group, and the Shire of East Pilbara collaborated with EPIC to deliver a culturally appropriate NATSI celebration for 0-5 year old children that

would promote ‘Little People Big Futures’; the day’s national theme. A range of activities including a Deadly Dance Workshop by local Torres Strait Islander performer Gina Reuben, craft and painting activities, kangaroo spearing, music, and basket weaving all complemented the day. There was also a reading corner by Best Beginnings and a photo booth that engaged children to dress up as their big future. Over 150 people attended representing a wide range of the community’s cultural diversity including dads, mums, carers and of course, an abundance of 0-5 year olds having a whole lot of fun.

### Diversity Dimensions

EPIC were pleased to be involved with a new program in Newman involving Diversity Dimensions partnering with Woolworths to offer Aboriginal employment opportunities in the region. With a high proportion of the people we support in Newman being from the local Aboriginal community, the partnership provided those who engaged with EPIC a safe and supportive space to undertake their training. Following assistance with resumes and providing moral support, EPIC nominated five people for these roles. Participants took part in a week’s training, followed by a week of work experience in-store.

We were delighted when three people successfully gained full-time employment. Due to the success of the partnership, Woolworths have engaged EPIC to undertake a mentoring role to support the successful candidates.



Over 2015/16 we held **33** events that had a combined attendance of over **8,000** people



## Second Bite

In partnership with Coles and the Second Bite Program, EPIC rescued and redistributed surplus food to the Karratha and Roebourne areas. Kath Armstrong, Karratha's Community Support Administrator, coordinates the program with the help of Leah and Dylan who receive support from EPIC to conduct deliveries with their support workers.

## Brett Johnson Memorial

Each year the Nickol Bay Speedway honours the memory of Brett Johnson, a loved Karratha local who touched many lives. In July the third annual Brett Johnson memorial event was held, giving six of Brett's closest friends the opportunity to do some laps in the stock cars. The speedway donated \$5000 from the event to EPIC towards training support staff and to make the planned Broome trip for those EPIC supporters, become a reality. The Nickol Bay Speedway is committed to making activities inclusive and have recently applied to renovate the entire speedway to make it accessible for everyone in the community. EPIC thank the speedway and Pilbara Motor Group for their continued support to the entire Karratha community.



Congratulations to our very own rock star Chloe Weeding who performed at Karratha's annual FeNaCING festival. Accompanied by the Yingibarni Dance Troupe, Chloe performed a KISS classic rock hit. Chloe has just started work experience at a local florist, which is great for her being able to use her creative side.



## Workforce Development Programs

EPIC's Workforce Development centres support over 3,500 people each year and provide a range of services to support career development from our offices in Karratha, Roebourne, South Hedland and Newman. Dedicated and trained staff provide information and support to help make informed choices about career and training options. Services offered in the resource centres include:

- Personal skill recognition;
- Support developing and writing resumes;
- Referring individuals to employment & training;
- Developing and coordinating basic computer courses;
- Providing free computer

facilities and coaching on how to use the computer;

- Teaching how to access the internet and initiate an email account;
- Applying for jobs online;
- Filling out job application; and
- Interview preparation.

Alongside the work that is conducted within the office, the Community Coordinators offer outreach services in local high schools across the Pilbara to engage and educate students on options following school. These workshops include:

- Resume writing;
- Interview skills;
- Mock interviews;

- Gap year;
- A day in the life;
- Ideas for bright careers;
- Keys for life; and
- Speed Careering.

The workshops are delivered various ways to stimulate student engagement. 'A day in the life' and 'Speed Careering' involves a variety of professionals from a cross section of industry talking about their career choices to students. Representatives from the ambulance, Pilbara regiment, local council, mining sector and local not for profits all share their experiences, challenges and selected career pathways in an engaging way.

### 2015/2016 Workforce Development Service Delivery Targets

	Screen People	Training & Labour Market	Network with Stakeholders Facilitate Referrals	Develop Career Action Plan	Career Guidance Sessions	Workshops	School Based Activity
<b>Targets</b>	3000	200	600	100	2600	30	30
<b>Actuals</b>	3538	441	1233	87	2890	30	73

### Downer Employment Program

An exciting project began in November 2015 with the establishment of a new partnership with Downers Civil Construction, to support an Indigenous specific Back to Work initiative. Out of twenty eight applications, eight people were accepted to undertake study, gaining various tickets and qualifications at the local Pilbara Institute. Five completed the training with four moving on to work experience with Downer and eventually two full-time contracts were offered.



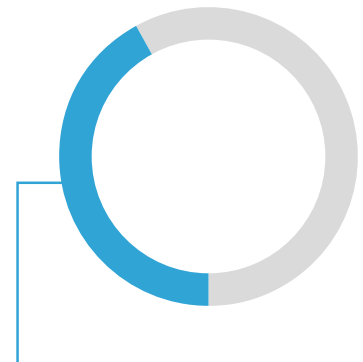
## Services in Remote Areas

Currently 39% of people accessing supports through EPIC are Aboriginal.

EPIC created a Remote Area Strategy program to ensure Aboriginal people living in rural and remote parts of WA have appropriate access to supports and services. This program helps to break down cultural barriers and is instrumental in ensuring services and supports are reaching those most in need. Our aim to build capacity and relationships within these remote local communities.

The key to the success of this project has been the relationships developed between the Disability

Commission's Local Coordinators and EPIC's Aboriginal Remote Area Strategy workers. Dolores Gilbert, who works from EPIC's Roebourne office and also alongside the Local Coordinators in Karratha, has been with EPIC for over two years. She provides valuable cultural knowledge and advocacy for Aboriginal people with a disability. The Remote Area Strategy project has also been running out of EPIC's South Hedland office providing strong communication with Aboriginal people, as well as advocacy and advice. This program identifies service gaps and opportunities and works to fill those, ensuring no person is left behind.



Currently **39%** of people accessing supports through EPIC are Aboriginal.



Ashley has been doing Woodwork for over a year now at NYFL in Roebourne. Ashley enjoys going to woodwork to yarn with the other blokes in this class. Ashley mostly enjoys sanding items down and making chopping boards. "I enjoy being supported by EPIC because I like going out meeting people."  
– Ashley Smith



## Working in Partnership

EPIC is very appreciative of all of our partners and funders who enable us to do our work. The more we all work together, the better our outcomes are, and the stronger our community becomes.

We would like to acknowledge the following businesses and organisations that partnered with us in some way over the last year.

The Australian Army  
BHP Billiton  
Carers WA  
Chamber of Commerce and Industry WA  
City of Karratha  
Coles  
Department of Sport and Recreation (WA)  
Department of Education (WA)  
Disability Services Commission (WA)  
Follow the Dream – The Graham (Polly) Farmer Foundation  
Greening Australia  
Helping Minds  
If Foundation  
Inclusion WA  
Inspiring Australia  
Karratha Community House  
Karratha Early Years Group

Karratha Primary School  
Karratha Senior High School  
Karratha TAFE  
Karratha Youth Shed  
Karratha and Districts Chamber of Commerce and Industry  
Lotteries House  
LINK – Local Information Network Karratha  
Millars Well Primary School, Karratha  
Mission Australia  
Ngarliyarndu Bindirri Aboriginal Corporation  
Newman Chamber of Commerce and Industry  
Newman Early Years Group  
Newman Senior High School  
Nickol Bay Hospital, Department of Health  
Nickol Bay Speedway  
Outback Native Animal Rehabilitators and Carers Association

Pilbara Mesquite Management Committee  
Pilbara Motor Group  
Riding for the Disabled Association  
Second Bite – Food for People in Need  
Scitech  
Shire of East Pilbara  
St Luke's College, Karratha  
St Paul's Primary School, Karratha  
Strong Families (WA Government)  
Tambrey Primary School  
Town of Port Hedland  
Vicki Long and Associates  
V Swans - Swan Districts Football Club  
WA Police - Youth Crime Intervention  
Whim Creek Hotel  
Wickham Recreation Programs  
Woolworths  
Yaandina Family Centre  
YMCA – YTime Outreach Service



# Our People

Human Resources at EPIC has seen significant changes over the past twelve months given the merger that occurred in July 2015.

The merger that provided great synergies from a financial and physical perspective, was perhaps more complex than was originally thought as it led to significant organisational, infrastructure and staffing changes. Throughout the year, the HR Department has had to adopt new internal systems which have allowed the implementation of streamlined processes towards our recruitment and training practices as well as keeping our employee information safe and secure. The obvious change has been the increase in staff numbers from 40 to 60.

The most significant influence of the merger however has been on the workplace culture. EPIC culture is shaped by our shared values, belief and past experiences. Having two very different workgroups, with different goals and outcomes, presented a variety of challenges to create a new EPIC workplace that is fair, transparent and seamless. Building the right culture has been a continuous effort and is extremely important as it not only benefits our employees, but also all the people we support.

At the very core of our Human Resource work is to build one EPIC team of people who understand and support each

other which aligns with our culture goals. The introduction of line management of staff through the appointment of Managers who govern the Quality Assurance, Disability Services, Community Programs, and Human Resource areas provided an overarching framework for staff to feel supported and valued within their own team, as well as being part of EPIC as a whole. The value we place in the development of a positive unified workplace culture is paramount, as we believe there is no greater asset than that of our people. How could we possibly be a provider of choice if we weren't an employer of choice? EPIC strives to achieve both of these.

The incorporation of Disability Services and Community Programs at the De Grey office meant a physical integration and developing an understanding of each other's role. This enabled stakeholders to have a 'one stop shop' approach to both these services. We believe that this has been, and will remain, one of great benefits to the people we work for. While skill sets in each role differs, I believe at EPIC we share an underlying belief and embedded value which unifies us in our mission of 'empowering the community'.

"It is with pleasure that I have been leading EPIC's HR Department accompanied by our HR Coordinator, Lucia Gardner. I look forward to the coming year; we sure have exciting times ahead of us."  
Romain Pignataro, Human Resources Manager





**49%** of Disability Services employees have achieved high qualifications. Of these 41 employees, 15 received a Certificate III, and 5 received a Certificate IV.



**100%** of Career Development employees have achieved high qualifications relevant to their role.

“I enjoy the holistic work as a Disability Services Coordinator. I enjoy building relationships not only with the families we support but also with the EPIC staff.”  
Raik Kuentler, Disability Service Coordinator

## Investing in Our People

This has been an **EPIC** year for training!

EPIC made a commitment to its employees that 2016 was to be the year of training and we upheld that commitment. This pledge has been important to ensure that EPIC employees feel valued, as well as equipped to provide the best possible service or care for the people we support. This positively impacts on the quality of service provision that EPIC offers to the community.

In the last year, six employees successfully completed the Certificate III in Individual Support (previously called Certificate III in Disability) and nine more will have it completed by September 2016. One employee completed the Certificate IV in Career Development and Employment Services. Additionally, four employees will complete the Certificate IV in Individual Support, three in Career Development and Employment Services, one in Mental Health, and one in Training & Assessment in the following financial year. Almost half of our Disability Services employees and all Career Development employees will receive a qualification relevant to their role.

In addition, EPIC has offered a wide range of broad and specific training to its employees. We believe that providing training does not only up-skill our staff but also makes people feel more confident in doing their job with enhanced knowledge in their respective area.

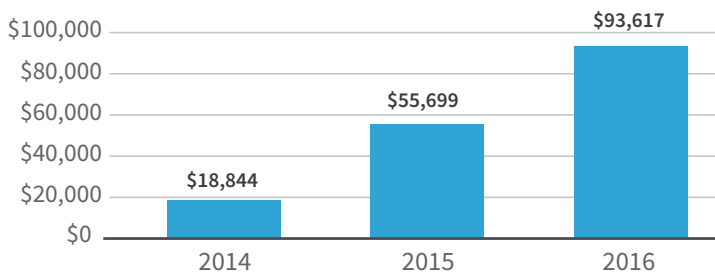
EPIC employees undertook the following training in the year 2015-2016: Medication, Gently Release of Holds, Manual Handling, Acquired Brain Injury, Peg Feeding, Positive Behaviour, Swim-Ability, Foetal Alcohol Spectrum Disorders, Achieving Goals and Outcomes, Fire Safety, First Aid, Light Vehicle, TRACCS, Cultural Awareness, Tuning into Kids, Fun for Friends, Inclusion training, Volunteering Management, Emotional Resilience, Business Boot Camp. With over 1600 hours of training provided this financial year, the average cost per employee is \$1560.





The graph below outlines the increased expenditure on training over the last 3 years.

### Expenditure on Staff Training

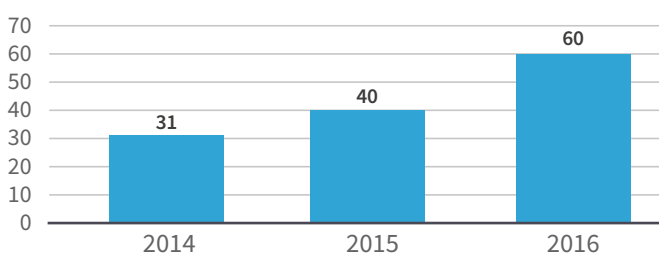


EPIC has also made First Aid mandatory for all Support employees and will be paid in accordance with the Social, Community, Home Care and Disability Services Industry Award. This is to ensure that employees are well prepared and confident to deal with unforeseen situations.

### Our Workforce

Whilst the graph demonstrates that the number of employees have almost doubled over the past two years, it also shows that the most significant workforce growth has been in 2015/16, as a result of EPIC's merger with Pilbara Joblink.

### Number of EPIC Employees



“There are many things that I love about my job. I love the work environment. I love being a part of something larger that makes a difference. I love that everyone cares and that you have flexibility when needed. I also love that my job challenges me every day in different ways.”

Sarah Bourquard,  
Asset & Finance Coordinator



## Distribution of EPIC Employees

- 68.3% Disability Services Staff
- 8.3% Community Programs Staff
- 10% Management
- 13.3% Administration Staff



## Online Induction

EPIC launched its very first competency based Online Induction at the end of the 2015/16 financial year which has been a great success. All EPIC employees have completed the EPIC Online Induction, which has been customised and designed to meet our organisational needs. Whilst this Induction is cloud based, it offers an extensive library of content available to us incorporated into the following seven core modules, which can also be used as refreshers:

**Module 1:** Welcome and Introduction

**Module 2:** Occupational Safety and Health

**Module 3:** Workplace Conduct

**Module 4:** Standards

**Module 5:** Principles and Practice

**Module 6:** Individual Support

**Module 7:** Medication Support

## NDS Conference



Romain Pignataro

EPIC was represented at the National Disability Service (NDS) Conference in March 2016 by Romain Pignataro, our Human Resources Manager, who co-presented a session with the Chief Operating Officer of Enable WA, called *'The value of effective induction for employees new to the Disability Sector'*.

The feedback received by other providers and NDS representatives, including NDS WA State Manager, was very positive. The conference was a tremendous opportunity for EPIC to showcase our expertise in this area.

## Award Rates

EPIC introduced the new rates of pay provided in the Social, Community, Home Care and Disability Services Industry Award, which were made available towards the end of the financial year. The rates will be indexed every 6 months as per current legislative requirements and until December 2020.



# Quality Assurance

During the last year the quality assurance focus has been on transforming information technology, policies, processes and forms, fleet and facilities management.

“Good governance is the framework of systems and processes, rules and relationships by which EPIC as an organisation strives to achieve.”

Maggie Beattie, Quality Assurance Manager

## Information Technology

Technology and systems have grown over the years, which can create complex and expensive support systems. We have transformed and streamlined our information technology to maximise effectiveness across all our Pilbara offices.

An Electronic Records Management System (ERMS) has been developed and replicated in all our offices throughout the Pilbara. The ERMS ensures that all EPIC records management is captured, replicated and standardised across the organisation systematically and efficiently. The system provides a platform for all offices, regardless of location, to access and share information quickly through a secure net. Security levels have been incorporated into ERMS providing access to only those folders that relate to the staff members specific roles.

## Policies and Forms

Over this year 126 policies from EPIC and Pilbara Joblink have been revised and assessed against the National Standards for Disability and the Better Care, Better Services Standards. As per the national standards each policy has been

assigned an area of responsibility for review. They have been updated against the relevant legislation and regulations and developed into user-friendly sections: Code of Conduct, Governance, Human Resource, Workplace Health and Safety, EPIC Property & Equipment, Service Delivery, Financials, and Media.

In addition to the policy review process, 51 EPIC forms have been reviewed and placed into a consistent template with the option to complete either electronically or manually.

## Risk Management

EPIC had 56 recorded incidents, with the highest percentage of incidents pertaining to the maintenance of the vehicles such as windscreen repairs and tyre maintenance.

Driver competency and minor accidents have trended over the year. Staff driving skills were identified as diverse across the organisation. Strategies implemented to support staff and reduce vehicle incidents has been to engage a driving instructor to assess individual driving skills and provide coaching.

Another strategy has been to purchase two Kia Grand Carnival vehicles that we have had modified for wheelchair access. The Carnival is a less cumbersome vehicle to drive than the Hiace vans, it requires less maneuvering with wheel chairs and allows the person in the wheel chair to be closer to the driver, which provides a more personal experience for the individual and the driver.

Below: One of the new Kia Carnival vehicles



## Assets and Facilities Management

A key project for 2015/2016 was to undertake a full stocktake of all EPIC fixed assets appearing on the previous Pilbara Joblink and EPIC Asset Registers. This has now been completed with all assets with a value of over one hundred dollars, and a life cycle exceeding one year have been registered with an EPIC asset number and recorded in a central record database.

There have been two office relocations, a lease of a respite house in Hedland and a purchase and refurbishment of a respite

house in Karratha during the last twelve months. The EPIC office in Newman relocated from Newman House to new premises. These premises provide a more user friendly resource area for individuals, an activity and training room and the front office has a dedicated reception. Prior to the move EPIC renovated the offices, resource area and conference room for staff. The building is shared with North Regional TAFE.

EPIC offices in Karratha Shopping Village were vacated with the Community Programs team relocating to De Grey office to work alongside with the Disability Services team. The Human Resource and Quality Assurance teams

relocated to the Lotteries House office. All the offices in the Pilbara now have the same professional EPIC appearance.

The physical relocation of the offices involved substantial change to our Information Technology systems, which enabled EPIC to rationalise usage and focus on reducing unnecessary costs.

EPIC operates two Respite Houses in Port Hedland and Karratha. Both houses have four bedrooms with two bathrooms and are modern with disability access. The house in Karratha was purchased by EPIC and has been renovated and refitted throughout. The master bedroom ensuite and walk in wardrobe at the Karratha house has been gutted and renovated into an inclusive bathroom. Additionally the front entrance has been widened, electrical and lighting switches lowered, new roller blinds throughout the house and the kitchen bench lowered for better accessibility.

Left: Outside the Karratha respite house.  
Below: Bathroom facilities at the new respite house in Karratha.







# Financial Statements

For the year ended 30 June 2016

# Profit & Loss Statement

For the financial year ended 30 June 2016

## Income

Staff Housing Rent		\$41,571.26	
Costs reimbursement		\$9,739.43	
Grants - Operating			
Grants (State) Operating Recur			
DSC Recurrent	\$2,646,075.00		
DSC Non Recurrent	\$302,627.00		
National Disability Services	\$960.07		
Grants		\$1,836,035.19	
Grants - Other		\$349,074.38	
Department for Child Protectio		\$147,827.12	
Training Assistance		\$3,818.19	
Interest Received			
Recoupments			
Workers Comp Reimbursement	\$30,830.36		
Insurance Payout	\$71,600.97		
Sundry Income	\$4,846.82		
Other Client Income	\$13,101.14		
Donations		\$5,000.00	
Mis Income - stamps/returns/		\$1,156.65	
Respite House Karratha- Income		\$625.00	
Respite House Hedland Income		\$613.64	
Unit Rent		\$9,790.00	
Office/Venue Rent or Hire		\$2,843.09	
Vehicle Lease Income		\$47,316.60	
Bank Credit Interest		\$25,478.40	
Bonds		\$1,480.00	
<b>Total Income</b>			<b>\$5,552,410.31</b>
<b>Total Cost of Sales</b>			<b>\$0.00</b>
<b>Gross Profit</b>			<b>\$5,552,410.31</b>



# Profit & Loss Statement (continued)

For the financial year ended 30 June 2016

## Expenses

Administration Expenses		
AGM/Board Expenses	\$734.15	
Accounting - MYOB	\$847.26	
Advertising/Marketing	\$35,016.02	
Accounting/Audit Fees	\$10,870.00	
Bank Charges	\$844.45	
Bookkeeping	\$802.50	
Fees & Charges	\$4,152.81	
Bad debts	\$206.86	
Meeting Expenses	\$2,610.74	
Computer Expenses	\$61,974.56	
Consultancy Fees	\$30,431.18	
Dues & Subscriptions	\$15,667.40	
Donations	\$200.00	
Depreciation	\$143,205.00	
Insurance	\$280,765.67	
Legal	\$941.00	
Telephone / Internet	\$59,090.86	
Photo Copier Maint Contract	\$15,238.21	
Printing	\$12,926.38	
Pay Plan Fees	\$400.00	
Postage	\$853.16	
Office Supplies	\$16,100.17	
Freight Paid	\$256.97	
<b>Total Administration Expenses</b>		<b>\$694,135.35</b>
Motor Vehicle Expenses		
Motor Vehicle Rego & Maint	\$43,989.97	
Motor Vehicle Insurance	\$10,739.61	
Motor Vehicle Fuel Costs	\$59,920.77	
Motor Vehicle Lease Costs	\$75,989.09	
Service & Program Expenses		
Grant Disbursements	\$843.92	
Promo Material	\$125.91	
Social Club	\$4,552.15	
Discretionary Budgets Items	\$666.33	
Consumables - Client Use	\$4,711.29	
<b>Total Service &amp; Program Expenses</b>		<b>\$10,899.60</b>

## Profit & Loss Statement (continued)

For the financial year ended 30 June 2016

Rent and Outgoings - Office		
Office Rent		\$289,648.12
Storage		\$72.73
Cleaning - Premises		\$8,391.83
Variable Outgoings - Premises		\$10,073.21
Shire Rates - Respite Hses	\$1,500.00	
Management Fees		\$11,051.49
Electricity - Offices		\$32,393.65
Water - Offices		\$4,199.61
Land Tax	\$1,635.41	
Rates Shire & Water - Offices		\$10,338.81
strata/levyfees - Office		\$6,573.22
Maintenance - Offices		\$22,595.83
Client Support Services		
Program Expenses - Karratha	\$29,758.94	
Program Expenses - Roebourne	\$2,528.89	
program Expense - Perth	\$3,220.70	
Program Expenses - Hedland	\$3,462.82	
Program Expenses - Newman	\$6,234.65	
Utilities/Food Allowance	\$7,547.20	
Respite Costs - Karratha	\$34,307.08	
Respite Costs - Hedland	\$31,706.83	
Plant & Equip <\$1000		\$11,423.93
Wellington St Unit Expenses		\$12,141.20
Rent - Rental Properties		
Repairs and Maintenance Rental	\$1,395.64	
Electricity	\$263.64	
Water - Staff Rentals	\$1,505.76	
Renovation Respite House	\$43,992.78	

# Profit & Loss Statement (continued)

For the financial year ended 30 June 2016

Employment Expenses		
Staff Recruitment Expenses	\$5,662.63	
Staff Training	\$69,513.38	
Staff Expenses - Other	\$1,952.72	
Travel & Accommodation	\$65,420.73	
Staff Rental - Expenses	\$137,825.82	
Staff Amenities	\$9,065.56	
Superannuation	\$264,313.38	
Wages & Salaries	\$2,796,439.68	
Annual Leave	\$156,687.12	
Personal Leave	\$58,564.44	
Training	\$32,975.48	
Bereavement Leave	\$5,611.17	
Workers' Compensation	\$40,054.42	
Travel Allowance	\$32,878.94	
Employment Accruals Expenses		
Accrued - Personal Leave	\$122,363.19	
Accrued - Holiday Leave Exp	\$212,420.12	
Accrued - LSL Expense	\$113,890.58	
Total Employment Expenses	\$4,125,639.36	
<b>Total Expenses</b>		<b>\$5,609,277.72</b>
<b>Operating Profit</b>		<b>(\$56,867.41)</b>
Total Other Income		\$0.00
Other Expenses		
Rounding & Adjustments	(\$0.51)	
<b>Total Other Expenses</b>		<b>(\$0.51)</b>
<b>Net Profit/(Loss)</b>		<b>(\$56,866.90)</b>



# Balance Sheet

As of 30 June 2016

## Assets

### Current Assets

#### Cash On Hand

Cheque Account 9294	\$2,688,897.87
Newman Card - 29-6853	\$275.10
Hedland Card - 29-6845	\$220.07
Petty Cash - Newman	\$13.40
Petty Cash - Hedland	\$25.55
Client - Petty Cash	\$8.95
Petty Cash - DeGrey	\$341.85
Term Deposit 036187298146	\$250,000.00
Term Deposit 036187298680	\$250,000.00
31 Day Notice Saver 29-9480	\$1,000,000.00
90 Day Notice Saver 29-9499	\$1,000,000.00
Cash Reserve - 29-9368	\$30.68

Total Cash On Hand \$5,189,813.47

Trade Debtors \$13,616.34

22 Balmoral Road Karratha \$990,000.00

Bond Paid - K Kaka \$1,180.00

#### Discretionary Funds Accts

Discretionary Funds - Karratha \$309.75

**Total Current Assets \$6,194,919.56**

### Fixed Assets

#### Vehicles

Vehicles - at Cost	\$665,413.01
Vehicles - Accum Dep	(\$98,297.00)

Total Vehicles \$567,116.01

**Total Fixed Assets \$567,116.01**

### Property & Equipment

#### Buildings

35 Koolinda Parade Baynton	\$460,000.00
Unit Wellington Street	\$575,000.00

Total Buildings \$1,035,000.00

#### Furniture & Equipment

Furn & Equip at Cost	\$177,572.89
Furn & Equip Accum Dep	(\$44,908.00)

Total Furniture & Equipment \$132,664.89

**Total Assets \$7,929,700.46**

# Balance Sheet (continued)

As of 30 June 2016

<b>Liabilities</b>		
Current Liabilities		
Credit Cards		
MasterCard Corporate	\$2,313.08	
Total Credit Cards		\$2,313.08
Trade Creditors		\$273,719.65
GST Liabilities		
GST Collected	\$139,382.80	
GST Paid	(\$52,869.73)	
GST Rounding	(\$0.41)	
Total GST Liabilities		\$86,512.66
Payroll Liabilities		
Payroll Accruals Payable	\$36,894.00	
Superannuation	(\$1,749.67)	
Total Payroll Liabilities		\$35,144.33
Salary Sacrifice Deductions		
SS - Rent/Bills Sarah & Caitlin	(\$363.64)	
SS - Rent	(\$1,160.00)	
Accrued Payroll Entitlements		
Accrued Exp - Personal Leave	\$120,432.59	
Accrued Exp - Holiday Leave	\$214,350.72	
Accrued Exp - LSL	\$113,890.58	
Unknown Deposit		\$734.41
Total Current Liabilities		\$845,574.38
FBT - FY 2016		(\$11,969.00)
Heather Oliver - Loan		(\$444.00)
Loan - Peter Hosiey		(\$390.35)
Funds - Ashely Smith		\$1,879.00
<b>Total Liabilities</b>		<b>\$834,650.03</b>
<b>Net Assets</b>		<b>\$7,095,050.43</b>
Equity		
Current Year Earnings		(\$56,866.90)
Historical Balancing		\$7,151,917.33
<b>Total Equity</b>		<b>\$7,095,050.43</b>



## Contact Us

### EPIC Karratha

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PO Box 2234  
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Phone: 9172 4590

### EPIC Newman

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