

# Providing Purpose, Pride and Belonging through Inclusive Employment

**2023  
Impact Report**





At **ABILITY WORKS** we believe employment is the best way for people living with a disability or experiencing social disadvantage to achieve a sense of **Purpose, Pride and Belonging.**

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# Our Vision

## Our Long Term Aspiration is to Provide:

- Equal access to employment (supported or mainstream) for ALL
- Help more people living with a disability or experiencing disadvantage into long term employment
- All people in employment at Ability Works have a greater sense of self worth and connection with the community.

# The Issue

Unemployment is a significant economic and social problem for Australia, leading to social exclusion and strain on Government.

People living with disability and/or those experiencing social disadvantage, face several additional barriers (1) to employment due to a disparity between the job opportunities available and their skills and perceived capabilities.

These barriers include:

- Misconceptions about the skills and capabilities of people living with a disability and those experiencing social disadvantage
- Mainstream employment not well-placed to cater for these cohorts' support needs
- Lack of opportunities for people to gain work experience (1).

*1. Willing to Work, Australian Human Rights Commission Inquiry into Employment Discrimination Against Older Australians and Australians with Disability (2015).*

# Our Response

Ability Works provides tailored support and employment for people living with disability (including people with complex support needs) and/or people experiencing disadvantage.

We provide unique work opportunities across a portfolio of work lines / products so employees can explore different jobs and build skills.

Ability Works' support includes the configuration of machinery, process aids and provision of specialised training to address the needs and safety of the employees.



# Portfolio of Employment Opportunities



**Metal and Wire Fabrication**



**Packing and Rework**



**Document scanning and management**  
Logistics; mailroom services, pick, pack & dispatch



**Inclusive Design**



## Provision of Employment Support

- Regular monitoring and check-in with employees to understand work goals and progress
- Technical skills training using cue cards, jigs and photographs
- Soft and personal wellbeing skills training
- On-going supervision and support while working
- Customisation of equipment

	2018	2019	2020	2021	2022	2023
Number of people with disability	126	127	144	142	129	121
Number of people from socially disadvantaged backgrounds.	9	13	40	22	26	10
Total number of people employed (excluded permanent support staff)	135	140	184	164	155	131

Plus

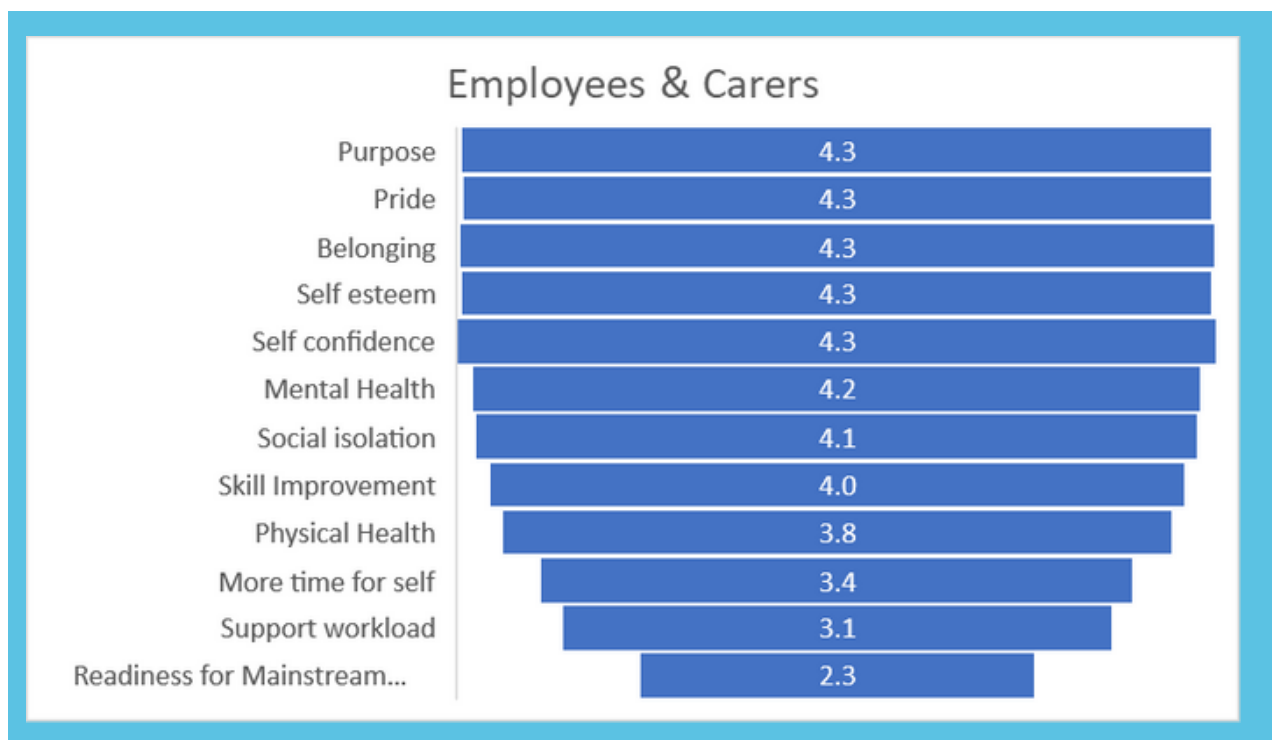
Number of Customised Employment participants						34
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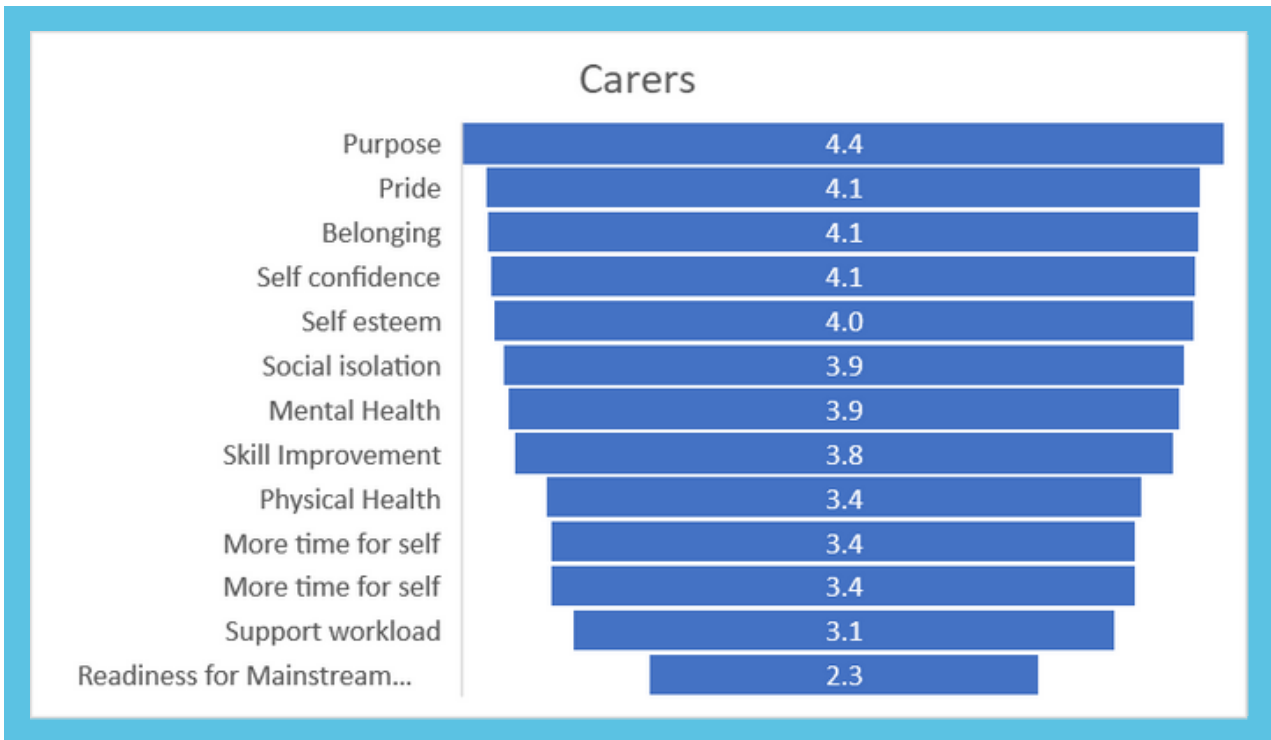
# What Our Employees and Families are Saying About Us!

Our social mission is **purpose, pride and belonging** through inclusive and tailored employment.

Short to medium term outcomes also include skill development and less social isolation. Long term outcomes include increased self-confidence, self-esteem, improved physical and mental health.

*We asked our employees and families to rate us and here are the results:*





Strongly Agree = 5   Agree = 4   Neutral = 3   Disagree = 2   Strongly Disagree = 1

*Responses were recieved from 69 employees and 23 carers.*

## Employees

Over 90% of employees agree or strongly agree that they had;

- Increased self confidence
- Increased sense of belonging
- Improved self esteem
- Improved skills

Over 80% agree or strongly agree they had;

- Increased sense of purpose
- Increased sense of pride (in self)
- Improved mental health
- Improved relationships with parents/carers
- Improved in developing friendships

Over 70% agree or strongly agree that;

- They had improved physical health
- AWA would be able to help them into mainstream employment.

Over 40% agree or strongly agree that they felt ready to move into mainstream employment.



## Carers

Over 80% of Carers agree of strongly agree their loved one had improved;

- Sense of purpose
- Feeling of belonging
- Pride (in self)
- Self esteem

Over 70% agree or strongly agree their loved one had;

- Increased Confidence
- Improved ability to adopt safe practices in day-to-day life
- Been given opportunities to upskill

Over 60% agree or strongly agree their loved one had improved their communication skills

Over 50% agree of strongly agree their loved one had improved;

- Friendships
- Relationships with parents/carers
- Mental health
- Self organisation skills
- Their ability to follow instructions

Over 30% agree or strongly agree;

- Their loved ones physical health had improved
- Their reliance on external support had reduced
- Thier overall workload had reduced

13% Agree that their loved one is ready to move into mainstream employment





Number of staff **+181**



Annual revenues **\$4 million +**



Net Equity **+\$2.9M**



Contract size **Up to \$2m**

### Does your business need a competitive edge to win big government contracts?

Ability Works can help give you that edge by providing compelling evidence of the social procurement value that your business generates by working with a certified social enterprise. This includes creating competitive advantages on government tenders, more staff engagement, building brand equity, transforming lives and reducing social inequity.

### Do you need to leverage commercial advantage through social procurement?

The Victorian Government's Social Procurement Framework offers benefits for businesses that implement their own social procurement strategies. Partnering with Ability Works is a great way to realise these benefits. As social procurement experts, we can also help ensure your social procurement strategies operate smoothly.

### Need a supply partner that fully understands your needs?

At Ability Works, we're proud of our long-standing relationships with our commercial clients. Each and every one is based on trust and efficiency. That is, delivering inventive, design-led solutions for all kinds of manufacturing, packaging and records management needs. Prioritising relationships with our clients and our employees is simply what we do.

### Need a manufacturer that can meet your small production runs and expectations of quality?

Ability Works' hands-on, bespoke approach is perfect for creating high quality outcomes on small scale production runs. Our 'out of the box' thinking enables us to devise work processes and tools that align your needs with the skills of our employees. That means we can always adapt, flex and find solutions in a unique and original way.

### Need a fast and highly responsive supplier?

That's Ability Works. We respond quickly, collectively and with flexibility to every brief, amendment and deadline. We actively listen to work out the precise solution that meets your needs.

### Are you motivated to contribute to a greater social mission at the same time as achieving strong commercial outcomes?

At Ability Works, meeting our social mission of "purpose through employment" is as important as delivering great commercial value and results. We know our costs and quality are equal to and often better than the rest of the market. You'll be surprised at how competitive we can be!

#### Our Accreditations and Certifications

