

EPIC Assist Annual Report 2017



EPIC has been assisting people with disability to secure meaningful, sustainable employment for almost 30 years, and we have been delivering NDIS funded work preparation since mid-2014. We understand the importance of staying on the participant's journey for as long as they need us.

MISSION

To enable people, communities and places to overcome disadvantage to aspire to their greatest potential.

VISION

To be the most innovative and unique provider of human and community services.



President's report



CEO report



Treasurer's report

 **50** service centres



400 employees



EPIC Star Ratings (as at 30 June, 2017)



5 star ESA's

DMS - Richmond NSW
ESS - North Coast NSW
ESS - Richmond NSW



4 star ESA's

ESS - Sunshine Coast QLD



3 star ESA's

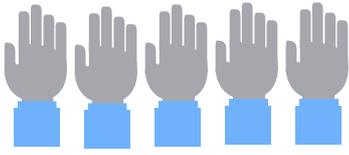
ESS - West and North West TAS
DMS - Hobart TAS
ESS - Bundaberg QLD
ESS - Tweed NSW
ESS - South Brisbane QLD
ESS - Cairns QLD
ESS - Fraser Coast QLD
ESS - Outer North Brisbane QLD
DMS - Gold Coast QLD
ESS - Clarence NSW



This year EPIC contributed in excess of **\$1,000,000** to our community:

- Community grants
- Donations
- Supporting school students with disability
- Specialised mental health services

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This year EPIC assisted
6,146
participants



1,023

of our participants
reached their 26 week
outcomes

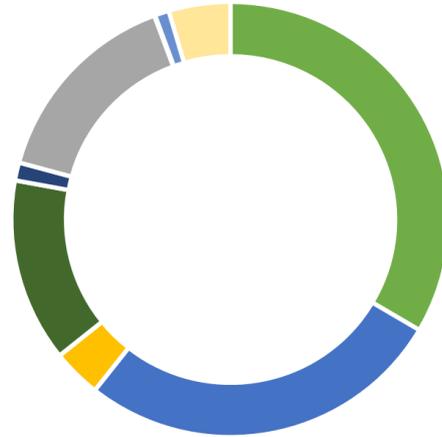


of our NDIS
participants are still in
work after 2 years

1,750

participants were
placed into
employment this year

Participant disability types



- Psychiatric (1178)
- Physical (955)
- Hearing (47)
- Intellectual (480)
- Specific learning (37)
- Autism (532)
- Speech (37)
- Neurological (127)

Customer experience scorecard

measured using the Net Promoter Score matrix



for participants



for employers

"EPIC has been a gleaming ray of sunshine through a very difficult time in my life." Susan

"Thanks to EPIC's support, my daughter now has the confidence to travel overseas by herself." Karen

"I am a completely different person thanks to the caring and consistent support from the various case workers I've had over the years at EPIC." Samuel



Realise
what's
possible