

EPIC Assist Annual Report 2018




EPIC Assist provides a personalised service to help people with disability achieve their employment goals. We support job seekers throughout their employment journey until our assistance is no longer needed.

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.

 **71** service centres



We retained all existing employment service areas (ESAs) and won an additional nine as part of the 2018 DES contract, meaning a total of 25 ESAs down the East Coast of Australia from Cairns to Hobart.

400 employees

72% Emerging leadership positions held by females

33% Employees with lived experience of disability

24% Employees with a disability

10% Employees with culturally and linguistically diverse backgrounds.



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

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

When it comes to workplace diversity we walk the talk -

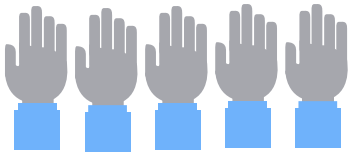
1 in **4**

of our employees have a disability.

1 in **3**

of our employees have a lived experience of disability.

EPIC Assist Annual Report 2018



This year EPIC assisted almost

6,500

people with disability across our services.



We placed almost

1,700

people with disability into meaningful, sustainable employment.

Based on the March 2018 Star Ratings - EPIC achieved a star rating of 3 or better across

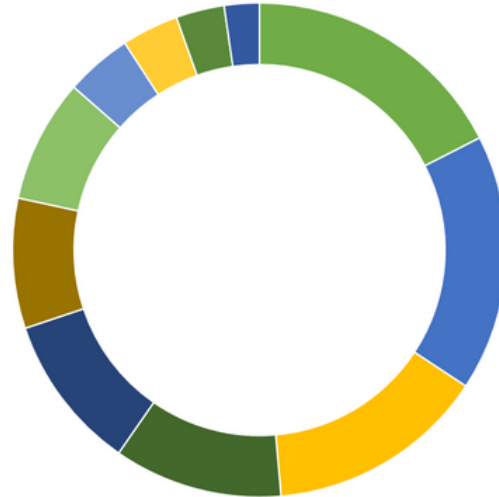
75%

of our contracts.



Realise what's possible

Participant disability types (at July 2018)



Psychiatric (429)	Anxiety (204)
Intellectual (424)	Learning Disability (110)
Depression (362)	Musculo-skeletal (94)
Autism (279)	Bi-Polar (80)
Spinal (258)	Attention Deficit (58)
Asperger's Syndrome (215)	

Customer experience scorecard

measured using the Net Promoter Score matrix

+64

for participants

+31

for employers

Compared to other industries:

Online retailers	+ 24
Doctors	+11
Energy companies	-14

"EPIC didn't just tell me where I had to work - they helped me achieve my dream." - Erin