



Eighty9

Respect, Integrity, Service, Empowerment

2023-2024 ANNUAL REPORT



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Executive Chairman's Report

Dear Stakeholders, Partners, and Team Members

I am honoured to present the Executive Chairman's Annual Report for the 2023-2024 financial year. This year has been exceptional, underscoring the success of the strategies and initiatives we implemented last year. Our Organisation continues to thrive, embodying the resilience, adaptability, and unwavering commitment that define us.

Building on Success

We began the year with the completion of our conversion to a Company Limited by Guarantee, now known as Eighty9 Limited. After a challenging period of transformation, I am pleased to report that our decisions have established a solid foundation for sustainable growth. Not only have we recovered from previous downturns, but we have also expanded our reach and impact in unprecedented ways. Our restructuring and rebranding efforts have proven successful, making us stronger, more unified, and better positioned to serve our communities.

Expanding Our Impact

Our service expansion is thriving, with notable achievements in our Disability Employment Services and NDIS programs, Transition to Work, Allied Services, ImpactEight – Dress for Success, Geared for Success, and RTO services. A particularly exciting development is our recent success in securing new business under the Skills for Education and Employment (SEE) program. For the first time, we will be delivering SEE across all four metropolitan contract regions in South Australia and Western Australia. This 4-10 year contract will embed Eighty9 Limited within these communities, providing a stable platform for future growth.

I extend my sincere gratitude to all our client-serving staff. Your roles, though challenging, are incredibly rewarding and make a real difference in people's lives.

We are also making significant strides with the development of our multipurpose warehouse facility. This new hub will streamline the reception, sorting, storage, and distribution of apparel and accessories for our Dress for Success and Geared for Success boutiques in Noarlunga and Hindmarsh. It will also facilitate practicums for Individual Support qualifications within our purpose-built nursing home facility and support independent living skills development for NDIS Participants through our 'apartment living' skills laboratory.

After 30 years, we bid farewell to Westfield Shoppingtown Marion as our head office, relocating our corporate services to our more centrally located Hindmarsh property and our service delivery to smaller premises adjacent to the Aquatic Centre at Oaklands Park.



Leadership Transition

This year also marks a significant leadership transition as I step down from my role as CEO after 35 remarkable years. Since founding the Organisation on August 3, 1989, I have had the immense privilege of leading Eighty9 Limited and its associated brands—Status, Pivot RTO, ImpactEight, Dress for Success, Geared for Success, and BlueSky Mind Studio. Our success is a testament to the dedication and commitment of every team member, and I am immensely proud of our collective achievements.

As I hand over the reins to our new CEO, Darrin Johnson, I do so with complete confidence in his ability to guide our Organisation into the future. Darrin brings a wealth of experience, passion, and vision to his role, and I am confident that under his leadership, Eighty9 Limited will continue to thrive.

Although I am stepping aside as CEO, I will remain actively involved as Executive Chairman, focusing on strategy, governance, property and asset management, and supporting Darrin and the senior leadership team as we move forward.

This year also marks the farewell of Julie Hatwell, who was the first person we engaged to help establish our Organisation. Julie volunteered to set up our accounting and payroll systems just two weeks after our founding in August 1989. For over four years, she managed all of our payroll and accounting functions voluntarily. Julie is our longest-serving volunteer and the second-longest-serving person overall. Until recently, she was the only accountant the Organisation had ever known. We are grateful for her outstanding contributions and will continue to benefit from her presence on the Board.

Acknowledgements and Gratitude

As I reflect on the more than 12,750 days we've journeyed together, I want to express my deepest appreciation to the Board members—Julie Hatwell, Vikki Lewis, David George, Emma Farina, Yvonne Christophides, and Simone O'Neill—for their support, guidance, and friendship. I also extend my gratitude to our Ambassadors, particularly co-chairs Edith Thew and Dora Zalunardo, as well as the Corporate Services and Senior Leadership teams. Your loyalty, commitment, and hard work have been instrumental in our progress.

Conclusion

This year has been one of growth, renewal, and forward momentum. As we close the chapter on another successful year, we do so with renewed optimism and determination. Our collective efforts have positioned us for continued success, and I am confident that we will reach even greater heights in the years to come.

Thank you for your continued support and dedication to our mission. Together, we are shaping a future that is brighter and more inclusive for all.



Sincerely

Gary Hatwell,
Executive Chairman,
Eighty9 Limited

Boards of Directors

Thank you to the members of the Eighty9 and Status Board members for their ongoing contributions over 2023-2024.

Eighty9 Limited Board Members



Julie Hatwell
FCPA
Executive Director
Finance
Appointed 1997

Vikki Lewis
Non-Executive
Director
Appointed 1995

Gary Hatwell
FAICD
Executive
Chairman / CEO
Appointed 1989

David George
FASRC
Non-Executive
Director
Appointed 1997

Status Works Pty Ltd Board Members



Yvonne Christophides
Executive Director
Training Services
Appointed 2017

Simone O'Neill
Executive Director
Employment
Services
Appointed 2022

Julie Hatwell
FCPA
Executive Director
Finance
Appointed 1997

Gary Hatwell
FAICD
Executive
Chairman
Appointed 1989

Emma Farina
Executive
Director HR &
QA
Appointed 2015

Workforce Connect Report

Workforce Connect began our second year of operation after our successful launch in 2022.

Workforce Connect, the stakeholder engagement and business development hub for Eighty9 Limited, operates across all of our business brands with a core mission to expand our participant base across our Organisation whilst also offering quality tailored and sustainable employment opportunities to our current Participants.

As part of the Global Services Model evolution in October 2023, our Workforce Connect leadership team were issued with a change in objective, to focus entirely on Macro One Growth of participant referrals to our services, whilst Industry Specialist Consultants continued to focus on providing quality employment outcomes for our Participants.

The Partnerships Management team, on a national scale, participated in over 248 Workforce Connections events over the last year, encompassing both internal and external activities. Internally, we have organised events such as site-based lunches to promote our services to potential Participants and stakeholders as well as introduce Participants to employers. Externally, we have exhibited at school and community information sessions, as well as large-scale, state-based expos focused on Disability, Education, and Employment.

We continued our successful tradition of hosting employment expos in collaboration with local governments. Events such as the annual CaLD expo with the City of Stirling and jobs expos with the City of Canning and City of Swan expanded to include the City of Belmont not only provided opportunities to our Participants and employers, they also increase our brand's local community awareness. Importantly, these high-impact events fostered collaboration amongst all hubs, benefiting everyone involved.

Our Workforce Connect team continue to collaborate closely with Local Jobs Plan Employment Facilitators across the four regions we operate in. Notably, our engagement with Perth North provided a fantastic opportunity for our Participants led to our "YOU" - Youth Onwards and Upwards Conference in May. Seventy-one of our youth Participants appreciated the opportunity to participate in a day of motivational speakers and activities including Paralympian Brant Garvey and Julian Pace from the Happiness Co.

The event was stylised as a work conference, enabling our Participants and accompanying staff, to experience what their future careers could lead to. Inspired by the experience, many Participants have since increased their active engagement with their site teams, leading to non-vocational barriers being addressed and Participants closer to sustainable employment opportunities.

As we look ahead to our next year, I extend my sincere thanks to our Partnerships Managers for their ongoing tenacity and innovative thoughts and actions. Your dedication to expanding our participant base and creating employment opportunities has been invaluable.



BlueSky Mind Studio Report

The past year has been one of discovery and consolidation for the BlueSky Mind Studio division. Achieving formal NDIS registration in the second half of 2023 and on-boarding our first NDIS Participants was a major milestone and highlight for the team. From there carefully managing our growth and service lines to match participant demand has been a key focus whilst we maintained quality service delivery for Participants in existing service streams.

One of our key challenges has centred on balancing demand and service lines alongside suitably qualified and experienced workforce to effectively deliver these services. Continuing to explore, adapt and refine our model to meet these demands and balance our service offer remains our top priority.

Over the past year, employment support has emerged as our most successful NDIS offering, with current operations spanning Perth and the southern region of Adelaide. We are excited to announce that in the latter part of 2024, we will be further expanding our employment services to the northern region of Adelaide.

Our key achievements over the past 12 months include securing employment and educational opportunities for our NDIS Participants, assisting them to build capacity and progress towards their goals, as well as ensuring Participants access additional services offered by Eighty9 Limited and other service providers of their choice. A number of our Participants have secured and sustained employment with our support, which is great!



Throughout the year the BlueSky Mind Studio Counselling team has received **848** referrals and conducted **2,937** hours of clinical contact / therapy support for Participants, assisting them to address and overcome mental health related challenges affecting their lives.

Our presence in Western Australia has been strengthened with the addition of talented professionals to the team, allowing for improved service offerings with more face to face and blended mode of treatment for local people. This expansion underscores our commitment to providing exceptional service and support across the Perth region.

We are proud to welcome new counsellors with a broad range of experience, including those who were previously Status Employment Consultants. Their deep understanding of the employment services and mental health supports proving invaluable in delivering comprehensive support to our Participants. The diverse nature of our team adds to the strength of service and support that they provide to those who are referred to us.

This year, we conducted a series of impactful workshops aimed at raising mental health awareness among Transition to Work Participants. Additionally, we provided training for Employment Consultants on managing mental health, both in themselves and their Participants, reinforcing our dedication to holistic well-being and professional excellence.

BlueSky Mind Studio Report (continued)

Enduring partnerships with Flinders University and Adelaide University remain a cornerstone of our commitment to education and professional development. Through these collaborations, we continue to support students pursuing their Masters in Counselling and Graduate Diploma in Counselling, fostering the next generation of counselling professionals.

In addition, we are partnering with Flinders University College of Medicine and Public Health in the research and development of a strength-based, guided self-help approach as a post-placement support in employment. This aims to support new employees maintain long-term employment through a strength-based guided self-help treatment approach.

Some of what our Participants are says about our service:

"I highly recommend BlueSky Mind Studio especially the compassionate approach and expert guidance of [My Counsellor] who has been helping me work through issues impeding my life. 5-stars all the way!"

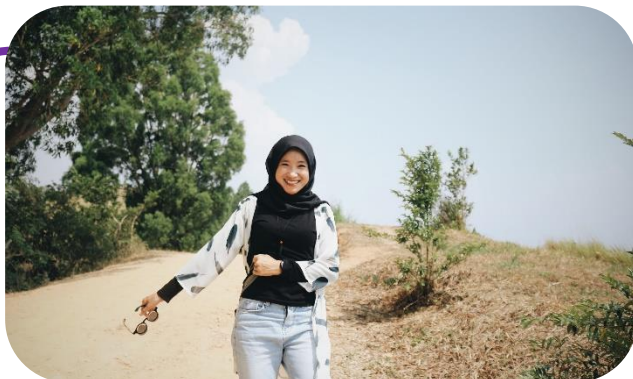
"My counsellor made me feel really comfortable and able to open up."

"[My counsellor] was great, a real nice guy and able to keep things from feeling too serious or overwhelming."

From the team:

"We had a participant who was struggling with depression, self-esteem issues and anxiety due to their past experience. They managed to secure a job after our 7th session and remains in the job weeks after starting. They are doing really well and we are continuing with the sessions to support the smooth transition to a full-time work. I'm so proud of them!"

"A participant who has been through multiple forms of abuse throughout their childhood, has never been to therapy and finally after 60 years is addressing their trauma. Although our sessions can be quite heavy at times, they are engaged, attending every session and acknowledging things that they have never voiced before, which is a huge success."



Disability Employment Services (DES) Report

This year has been a period of focussing on both the now and the future; of embedding and refining existing high quality and effective DES service delivery while looking forward to the Specialist Disability Employment Services Program and considering the impacts of broader disability industry reforms.

It is an exciting time to be a part of the shift in employment services for vulnerable people, those with a disability and those with non-vocational and vocational barriers to the open labour market. We have recently seen the release of a number of key reports that have informed and highlighted the critical work we are undertaking including the Disability Royal Commission, the review into the NDIS, the Governments Employment White Paper and the Select Committee's Rebuilding Employment Services Report. Each contributing valuable recommendations to support the work that our teams are doing, day in, day out.



This year we have supported over **2,500** Participants with a disability, illness or injury.

44% of our Participants are experiencing mental health challenges and **48%** of our Participants live with a physical disability or illness.

41% of Participants have not completed secondary education



51% of our Participants were female and over **50%** of our Participants were Mature Aged.



We assisted **445** Participants into suitable and sustainable employment.

830 Participant employment outcome milestones were achieved.



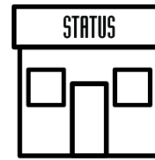
We have had a growth of **70%** of Participants accessing Ongoing Support post-employment.

Our team of over 50 dedicated Employment Consultants, Employment Support Consultants, Industry Specialist Consultants, support roles and their leaders are skilled, equipped and qualified to understand our Participants and tailor services to meet their unique personal circumstances.

Disability Employment Services (DES) Report (continued)

In fact, over 65% of our workforce delivering DES identify as having lived experience of disability, either themselves or through a personal relationship with a person living with a disability. This demonstrates our commitment to understand our Participants and to place them at the centre of everything we do.

- We deliver 14 DES contracts from 7 Employment Service Areas across SA and WA.
- We have 18 accessible and inclusive sites.



With the introduction of the Quality Framework this year, it was a humbling experience to submit our first Understanding Quality Self-Assessment. This was quite the labour of love, self-reflecting and reporting on the incredible work and achievements made in the delivery of services to improve the social and economic participation of people with disability. We await the first formal release of our Scorecard results, with confidence that we are serving our people and our communities to the highest quality standard.

Throughout the year, we were honoured to collaborate with, and actively work alongside, a diverse network of community organisations, employers and local stakeholders in order to achieve the best possible outcomes for our Participants. To assist them in preparing for, securing and maintaining employment in the open labour market.



Domestic Violence education and counselling for our Participants.



Food supply and volunteering opportunities.



Supporting mental health challenges through their THRIVE program.



An NDIS provider transforming the lives of young people with a disability.

As we move closer to the next iteration of Disability Employment Services, it is now, more crucial than ever that we recognise and celebrate the success we are achieving in the current contract. Motivational and inspiring, it demonstrates our vision is being realised, empowering our Participants, supporting Employers and changing lives and communities for the better.

Disability Employment Services (DES) Testimonials

"Vivian has been my support person at Midland for the last 18 months, she has been amazing, very supportive and will help with anything I needed. Highly recommend!"

Amanda, Midland Participant

"I have been working with Mark, my Employment Consultant, and it's been an absolute pleasure! He is very quick at his job and gives me many work options. My confidence has increased because of Status employment. I will recommend status employment to all my near and dear ones!"

Yanni, Morley Participant

"James has been so helpful and given me heaps of resources for the endeavour to find my perfect employment! I generally go into my appointments not feeling very good about myself or my skills but James always seems to be able to make me leave feeling confident and ready to take on the world!"

Robyn, Noarlunga Participant

"It's nice to find people that go above and beyond for their clients. Always available to help and are really knowledgeable. Status is the best employment service I've been with."

Paul, Salisbury Participant

"I really enjoy working with the Status Mirrabooka team, we always contribute and work collaboratively to assist each other, I look forward to seeing them each day. My leaders are supportive and encourage sharing ideas and stories to make the most positive outcome!"

Ari, Employment Consultant, Mirrabooka

"It's like coming to work with my second family, I love my team!"

Emma, Team Leader Salisbury

"It's rewarding to see the growth in the Participants that have major barriers and that I have contributed towards their goals and employment!"

Kevin, Employment Consultant, Modbury

"Status is a values driven company. My leaders are supportive and encourage new ideas and initiatives for our Participants. I feel valued and driven to find the best outcomes for my clients!"

Sue, Employment Consultant, Clarkson



Training Services Report

Our RTO had a historically interesting year up to June 2024, much of the year focused on our future direction with the support of our parent entity, Eighty9 Limited (Eighty9) and supporting brands; Status, BlueSky Mind Studio and ImpactEight.

The Status RTO worked through the final year of a seven-year long Skills for Education and Employment (SEE) Program, continued the upskilling and reskilling of clients through our SEE Program in Perth South and Adelaide South, delivering in person services at Mandurah, Rockingham, Fremantle, Cannington, the Adelaide CBD, Marion and Noarlunga. Additionally, we successfully continued to facilitate SEE innovative projects and digital upskilling of employees of a local council in South Australia, through the Foundations Skills for your Future program.

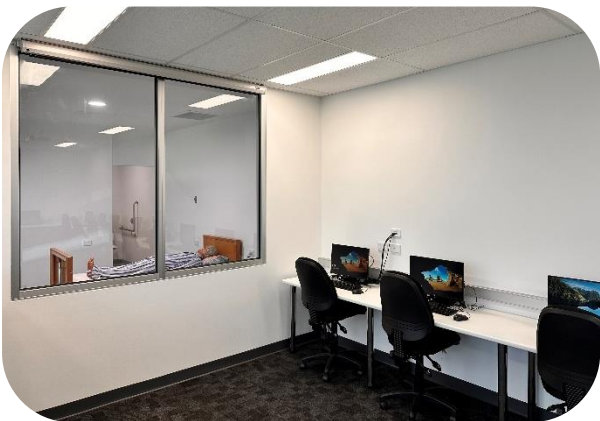
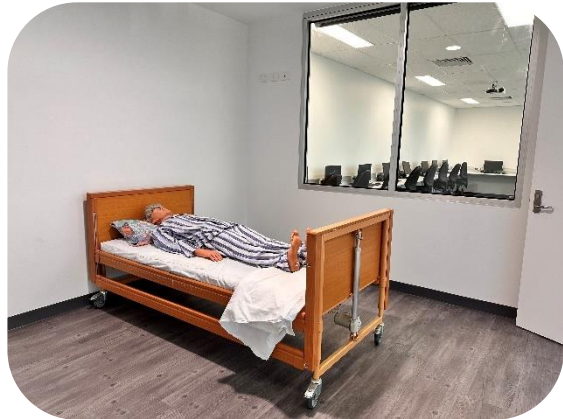
We closely followed, and participated in, consultation for the future direction of foundation skills in Australia, culminating in our Organisation responding to the 2023 request for tender for the future SEE Program from 2024 to 2028.

The vocational education side of our RTO continued with Skills SA state based subsidised funding support, our extensive Learner Management System allowing for flexibility and simulated training and the launch of the new Certificate III in Individual Support qualification. We commenced using our Adelaide based custom built training environment, this further strengthens our capacity to deliver and assess high quality practical training for personal care work. The facility includes a fully equipped training room, a bedroom and bathroom which have been built to a typical residential care environment and contains working personal care equipment, a working laundry and kitchen. This entire environment can be used to train lifestyle skills, food handling and safety, infection control, manual handling and many other elements of personal care work. We are thrilled to have been training the CHC30221 Certificate III in Individual Support qualification out of this facility since February 2024.



Training Services Report (continued)

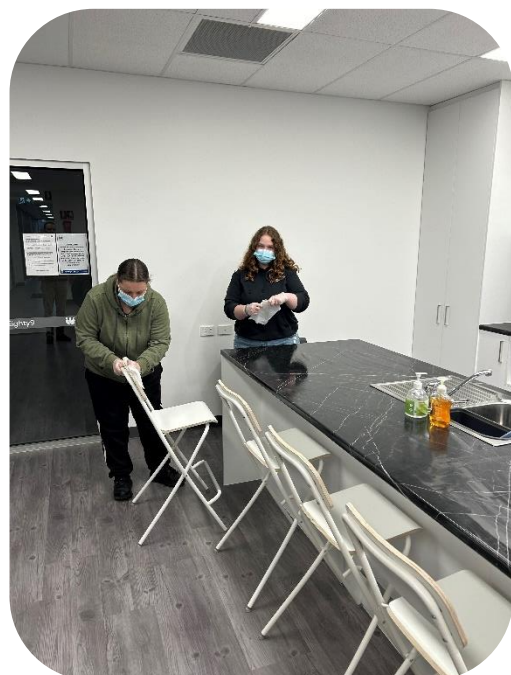
Inside the custom training environments:



We have seen an increasing uptake of independent schools, their VET coordinators and parents and students engaging with our team to access vocational education as a school development pathway. Our school base grew by 10 new schools and we commenced over 35 students to work towards their full Certificate III qualifications.

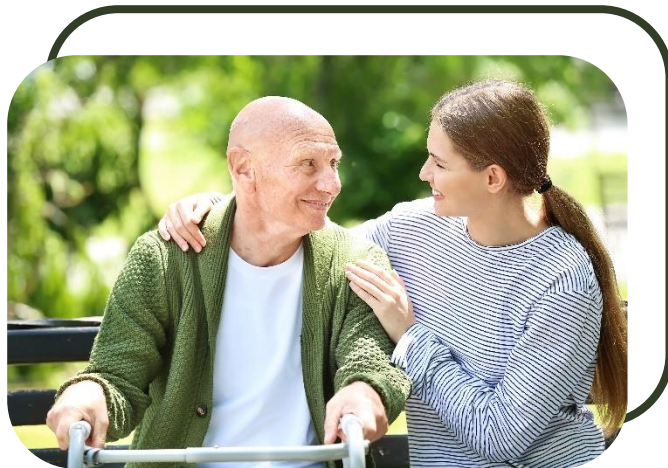
Training Services Report (continued)

In support of the future direction of Eighty9, we made the decision to open an additional RTO, successfully applying for and gaining initial registration for the Eighty9 RTO, trading as Pivot Training, RTO code 46089 in October 2023. This direction allows us to reset our focus on the future and continue to serve those seeking skilling and upskilling as their future pathway. The Pivot Training RTO was the lead in our response to the request for tender for the SEE Program 2023 and in June 2024 we were thrilled to be selected as a provider of the SEE Program 2024–2028. Our future SEE program will be delivered across the Adelaide North, Adelaide South, Perth North and Perth South contract regions.



Training Services Report (continued)

As we continue to facilitate training through the Status RTO, and build the Pivot Training RTO for the future, we thank the supporting staff that have been instrumental in the work done over the past year, notably our corporate services teams and the RTO quality and compliance team. We truly appreciate the administration, and delivery and assessment staff that have stayed with us while we seemingly went through endless development, consultation, redesign and then all waited very patiently for the outcome of the future SEE program. We are moving in to an exciting growth phase and look forward to your continued participation in our team, providing quality and progressive training to the people in our communities throughout South Australia and Western Australia.



STATUS

<https://www.status.net.au/>



<https://pivottraining.net.au/>

Transition to Work Report

Through the provision of quality, person-centred and tailored employment services, our Transition to Work contract has gone from strength to strength over the past year. We celebrate the fact that our team of over 65 dedicated staff have commenced, and actively worked with, over 7,000 youth between the ages of 15 and 24 across South Australia and Western Australia.

This valuable work has empowered and encouraged at risk youth through meaningful connection, building trusted relationships and engaging them in activities that will set them on the pathway to long term careers that will change their lives.

Our Participants continue to voluntarily engage with us, not only to support their upskilling and vocational career development, but to seek our guidance and intervention in addressing and overcoming personal challenges and barriers faced.

Transition to Work Caseload

- 20% are under the age of 18 and are not engaged in schooling.
- 43% left school before completing Year 12 / 13.
- And 16% left formal schooling at Year 9.

26% are First Nations Youth



21% are born in a country other than Australia.

55% of these being Refugees.

14% have a diagnosed disability

14% face homelessness challenges

8% are non-binary / transgender

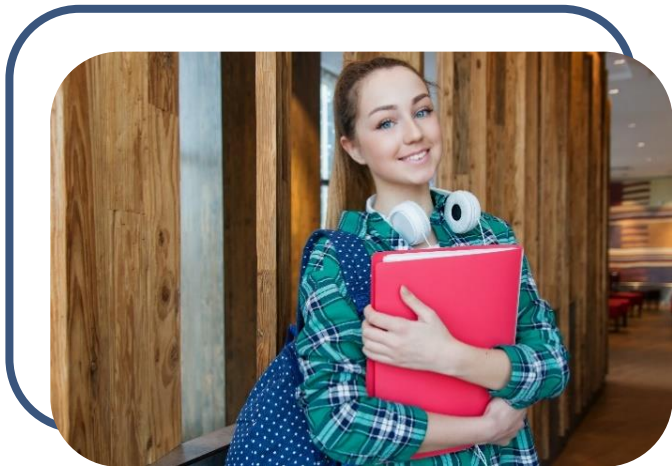


25% are primary carers for a child

13% have a criminal conviction



61% face challenges accessing transport

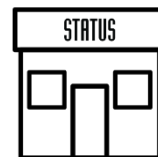


Transition to Work Report (continued)

This year has seen a continued focus on growth, extending our reach through the provision of services from a new Aldinga location, a burgeoning community in Adelaide's South. Our youth engage with us at one of our eight welcoming, youth focussed sites or out in the community, coming from regional and metropolitan SA and WA, as far north as Two Rocks in Perth and Sellicks Beach in Adelaide.

To deliver these critical and life changing services, our workforce has all but doubled in the last 12 months to accommodate the increase in both scope and scale. We have introduced three new dedicated Post Placement Support roles, skilled and passionate mentors helping youth once they enter study or employment. Moreover, we have expanded our full mentor team, now comprising 10 experienced and qualified Indigenous, Youth Peer and Post Placement Support Mentors who work with both Participants and community organisations, bringing them together in culturally sensitive and motivating ways.

- We now deliver services from 8 locations across SA and WA
- New site created at Aldinga, SA
- 200% growth in Indigenous Mentor's to work with First Nations Youth
- A national workforce of 65
- 10 experienced and qualified Mentors



Empowering our clients with support from:

Indigenous Mentors

Mentoring and guiding First Nations youth through culturally sensitive and engaging services.

Youth Peer Mentors

Building trusting and effective relationships with youth and community organisations.

Link Workers

Engaging and empowering youth Participants to overcome vocational and non-vocational barriers to employment.



Industry Specialist Consultants

Collaborating with employers to broker employment opportunities for youth and meet workforce needs.

Post Placement Support Mentors

Tailored intervention, mentoring and supports to youth engaged in employment and study

Transition to Work Report (continued)

Over this year Status has changed the lives of over 1,400 individual youth by supporting them into either employment or study that will prepare and skill them for future job opportunities in the local community. This success has seen us strive forward in achieving contract performance milestones, including remaining the top performing contract nationally in Active Servicing for a period of six months!

We assisted **1,400** youth to commence in employment and education.

856 achieved education and employment milestones.

We supported **7,049** Participants in 2023-2024 and increased our national funding by **15%**.

There are **700** youth actively engaged in **SA** and **1,750** youth actively engaged in **WA**.



Finally, we could not have achieved this success without the collaboration and support of likeminded, values driven stakeholders, invested in our Participants as much as we are. From our dedicated colleagues at the Department of Employment and Workplace Relations and Department of Employment, to local employers including On the Run, Hungry Jacks, Contraflow and Class Professionals. Community support organisations such as Anglicare, Nunkawarrin Yunti and MEGT, through to the support services of our parent entity, Eighty9 Limited, including BlueSky Mind Studio mental health supports and Pivot Training RTO. Each have walked hand in hand to ensure that the work we do, day in day out, with and for our Participants is truly making a difference in their lives and their communities.

Transition to Work Testimonials

"Thank you so much for everything you guys have done for me and for the endless amount of hard work and support. I wouldn't be in the position I am now without you and there's no words to express my gratitude enough!"

Isabelle, Mirrabooka Participant

"I would like to acknowledge that Thomas, my Indigenous Mentor, and Talitha at reception, have been so helpful and understanding as well as everyone else in the office!"

Shea, Noarlunga Participant

"My Link Worker, Kira, and all the other staff, are always available, offering help and support when I need it"

Michelle, Noarlunga Participant

"I can't thank you enough for all your help getting me the electrical apprenticeship!"

Amelia, Joondalup Participant

"It's great how all the staff in our team come from different walks of life and this allows us to have different approaches for our Participants and to see things from multiple perspectives."

Noarlunga Staff Member

"I enjoy the like mindedness of our team and love that how we can laugh together while getting our job done!"

Noarlunga Staff Member

"Great working environment where you feel happy to start work every morning with such positive vibes to make a difference in the lives of our Participants!"

Sylvia, Mirrabooka Link Worker



The current economic climate is placing significant pressures on individuals and families. The cost of living and lack of housing is escalating causing increased financial stress. Our whole community is affected but those unemployed will struggle the most. People who are unemployed are at the highest risk of poverty. One in 8 adults and 1 in 6 children are currently living in poverty in Australia. 66% of all households where the main income earner is unemployed are living in poverty and households relying on income from social security payments are 5 times more likely to experience poverty ⁽¹⁾.

Addressing the needs of this cohort is pivotal to improving the quality of life not only for the individual but also their families, future generations and the community as a whole. Building employability skills and confidence to make career choices to successfully gain and sustain employment is pivotal in assisting to break the cycle of poverty. ImpactEight through the services of *Dress for Success* and *Geared for Success* provides specifically designed services to support clients to build employability and self-marketing skills.

Our programs are designed to improve the ability of women and men in need to participate more effectively in the employment marketplace. With increased confidence and improved attitudes clients are more capable and skilled to gain sustainable long term employment. We provide support at both Pre-Employment and Post Employment stages.

Pre-Employment begins with a personalised styling and grooming appointment including clothing if required, followed by interview preparation including developing key soft skills like interpersonal communication, time management, problem solving and developing a growth mindset. We also assist clients in building effective resumes and cover letters and support them in understanding and responding to a variety of interview questions.

Post-Employment support which can include an employment wardrobe and the opportunity to be part of our employment retention programs. For women the Professional Women's Group (PWG) through *Dress for Success* offers ongoing mentoring and support by business and community leaders, leadership training, career development activities, and networking opportunities. The PWG program focusses on the 5 keys of areas of Workplace Etiquette, Personal Brand and Work/Life Balance, Financial Education, Health and Wellness and Leadership.

In 2023/2024 the *Dress for Success* and *Geared for Success* Programs provided:

- Personal presentation and grooming support including interview wardrobes and employment suiting to 196 women and 172 men in need
- Personalised career support to 251 women and men in need over the course of 343 appointments and/or workshops
- We delivered targeted career support to 128 clients in need via the Skills to Succeed Academy
- Post placement support via our Professional Women's Group (PWG) employment retention program to another 27 women including 13 new members.

(1) 2022 Poverty in Australia Snapshot by ACOSS and UNSW Sydney



DRESS FOR SUCCESS®
ADELAIDE

255 PORT ROAD, HINDMARSH SA 5007

ImpactEight through the services of *Dress for Success* and *Geared for Success* supported 499 women, men and youth during 2023/2024. Our services have positively impacted 97% of our clients, improving their career management and skills with 35% transforming their lives through employment or apprenticeships.

Since opening Dress for Success in August 2015 to the end of June 2024, we have gifted 21,544 items of clothing and accessories to the value of \$264,895 to women in need and since the launch of Geared for Success in 2023 we have been able to gift 1,315 items of clothing and accessories to the value of \$17,240 to men in need in our community.

In 2023/2024 we received a total of 442 clothing donations for Dress for Success and 49 donations for Geared for Success from corporations and the general public. We worked with 78 volunteers that generously gifted 435 hours of their time & expertise to support our Organisation. Their kind donation allowed us to sort stock, provide administration support and facilitate the Professional Women's Group (PWG) program.

ImpactEight Report (continued)

In 2023/2024 ImpactEight expanded our footprint with the expansion of the Geared for Success brand to include a boutique and service at our Hindmarsh site. We also relocated all our Dress for Success and Restyle Collective stock to a purpose-built sorting and storage space at the Somerton Park Warehouse. Our social enterprise venture, Restyle Collective continues to build momentum, engaging the community and supporting Dress for Success. We hosted our first Restyle Collective sale from the warehouse in June 2024 which was a resounding success with hundreds of people attending!



Client Testimonials

"Styling has helped me by building confidence in outfit selections and learning tips and tricks to manage my wardrobe options..." Hayley

"Talking to a Stylist for a bit of time helped me with how I should represent myself to others and to always be nice..." Summer

"I now know what clothing is professional and appropriate for an interview..." Joseph

"It's given me more confidence in looking for work and preparing for interviews..." Michael

RECYCLED FASHION WITH STYLE & PURPOSE

restyle
COLLECTIVE



Open Tuesday, Wednesday & Thursday 10am to 3pm
255 Port Road, Hindmarsh SA 5007

impacteight

www.impacteight.net.au



DRESS FOR SUCCESS®
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**GEARED FOR
SUCCESS**

www.gearedforsuccess.net.au

With thanks to our partners at **accenture**

Eighty9 Ambassadors Association



Eighty9 Limited Ambassadors Recognising 10 Years of Service

The Eighty9 Limited (Eighty9) Ambassadors Association commenced in May 2015 with 16 members, this has steadily grown and currently comprises 21 members.

The Eighty9 Ambassadors Association recognises staff for the contribution they have made to the Organisation over 10 plus years of service. Collectively, current Ambassadors total 454 years of service to the Organisation, an immense wealth of knowledge. Ambassadors are identified by a personalised signature block at the bottom of their email, as well as a unique, specially designed Ambassador badge.

Since the inception of the Association the Co-chairs have been instrumental in setting up invaluable information and procedures to holistically benefit the Organisation and its staff. In recognition of the service of staff to the Organisation a number of personalised celebratory emails have been created and sent to ALL staff to recognise when these milestones are reached:

- Milestones for achieving 1st and 2nd year anniversary of service, then at 5 years, 7 years, 10 years, 12 years, 15 years and each year thereon. And most recently 35 years anniversary has been added in recognition of our CEO, Gary Hatwell.
- New staff members successfully completing their induction, receive a “Welcome to Status” email which wishes them well in their position and introduces the Eighty9 Ambassador Association. This has been very well received from all new staff that have commenced with Eighty9 Limited.
- Staff celebrating a birthday receive a congratulatory email and small gift.

Staff receiving the above recognition emails have been very appreciative and have expressed their thanks for the support from the Ambassadors.

At 5 years of service, a plaque with the staff member’s name and employment commencement date is added onto the Eighty9 Honours Board located at Hindmarsh Head office. After each 5 years of service the name plaque will move into their corresponding years of service, i.e. 10 years, 15 years, etc.

Association members adhere to the Principles and Motto established by the founding Co-chairs, and all members offer an “in-house” service to Dress for Success and as a contact person in whatever capacity is required to serve the Organisation.

Eighty9 Ambassadors inspire new and existing staff to maintain the culture of the Organisation to ensure workplace values and principles are adhered to. Ambassadors are also a point of contact for staff requiring professional direction.

Eighty9 Ambassadors Association (continued)

At the heart of our Organisation is the commitment to RISE and as Ambassadors we promote our core values of:

- **Respect** - treating people with respect, recognising them as they are and always offering compassionate support.
- **Integrity** - being honest and transparent in all our work and relationships and accountable for our performance.
- **Service** - being dedicated to serving and helping people to overcome their challenges no matter how difficult.
- **Empowerment** – encouraging agency and control through active participation in our programs and services.

The fellowship enjoyed by the members of the Eighty9 Ambassadors Association over the past 9 years has been rewarding with an annual celebratory dinner held on or around 3 August, our date of foundation.

The 35th anniversary of the Organisation and that of Gary Hatwell, CEO since 1989, was celebrated on Friday 2nd August 2024 at the SA Museum. At the dinner, Gary announced that the Board had approved “Life Membership” for all who reach 25 years of service. This Life Membership will endure beyond retirement or resignation from the Organisation.

As a Life Member, Ambassadors will always be invited to the annual dinner of the Ambassadors Association. They will be part of an ongoing, and growing, alumni group that will carry the Organisation’s history forward for generations. This creates an opportunity to stay connected with the Organisation, where retired Ambassadors will be welcomed and valued for their service. To enjoy the fellowship of past colleagues while learning from active members about the Organisation's current work. Additionally, Life Members will receive a personal annual report to keep them engaged with the Organisation's progress.

At the dinner, the first seven Ambassadors were inducted into Life Membership for their 25+ years of service, with presentation of a newly designed badge to be known as AROD or Ambassadors Recognition of Outstanding Dedication.

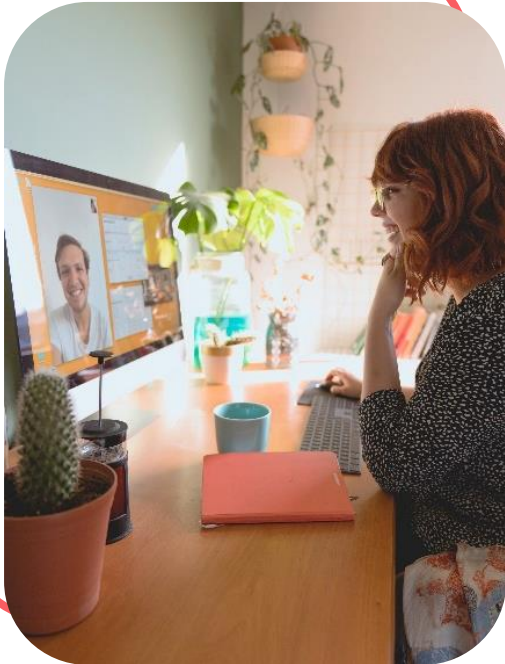


Gary Hatwell, Julie Hatwell, David George, Vikki Lewis, Wendy Krantis, Dora Zalurnardo (Edith Thew absent).

*The new gold “Life Member”
badge for Ambassadors
reaching 25+ years of service.*



Workforce and Quality



Our total workforce of **197** are made up of 30% male and 70% female. A **10%** increase in the male workforce.



55% of our 11 Executive Management team members are female.



Workforce Breakdown by Service:

- Transition to Work = 24%
- Disability Employment Services = 24%
- Training Services = 17%
- BlueSky Mind Studio = 7%
- ImpactEight = 4%
- Workforce Connect = 9%
- Corporate Services = 15%

Out of all staff surveyed;
58% of staff have lived experience of disability and



88% of staff have qualification at Certificate III and above.



We maintained our NDIS Registration and standards within the following certifications:



Eighty9 Limited Sites

Eighty9 has 23 sites across 2 states (WA and SA):



Memoranda of Understanding and Affiliations



Tauondi Aboriginal College

A commitment to work together on projects that assist in increasing employment and capacity building opportunities for Aboriginal and Torres Strait Islander peoples.



Matera Foundation

The Matera Foundation seeks to create real opportunities for Aboriginal Australians to engage with mainstream employment, through personal development programs designed and delivered by people who have forged successful careers across a range of industries.



DRESS FOR SUCCESS®
PERTH

Perth Dress for Success

The mission of Dress for Success is to empower women to achieve economic independence by providing a network of support, professional attire and the development tools to help women thrive in work and in life.



Flinders University

College of Medicine and Public Health.
Cognitive Behaviour Therapy post graduate student placements at Status Employment Services DES sites.
Facilitating Motivational Interviewing skills for DES staff.
Partnering in research into effectiveness of CBT on employment outcomes.



APM

APM is a global provider of health and workplace services dedicated to improving lives. They assist people with various needs, including employment, health, and community engagement. Their mission is to create a positive and lasting social impact.



Civil Train SA

Civil Train SA has been a trusted provider of training services tailored to the Civil Industry in South Australia for over 25 years. Addressing the critical need for high-quality training in this sector, they play a crucial role in enhancing the skills and knowledge of workers, making a positive impact on the industry's growth and development.

Acknowledgements

We appreciate the support received for from the following organisations during 2023-2024 and look forward to ongoing partnerships in the coming year.

Government Departments

Australian Government Department of Human Services
Australian Government Department of Social Services
Australian Government Department of Employment and Workplace Relations
South Australian Department for Innovation and Skills
Western Australia Department of Training and Workforce Development

Memberships

We hold memberships in the following business networking and advisory groups:

AUSTRALIAN INSTITUTE
of COMPANY DIRECTORS



Placement Agreements

Our Training Services division has student placement agreements with:



Aged Care Services Australia Group



Regis Aged Care Pty Ltd

Employers

Our philosophy is to simplify the recruitment process, provide a hassle free experience and work in partnership with our employers. Eighty9 Limited and its brands Status, Pivot RTO, BlueSky Mind Studio and ImpactEight have been highly successful in assisting employers for over 35 years and would like to acknowledge the employers below for their continued support over the past 12 months.



Employers (continued)



ADDENDUM

OUR PEOPLE, OUR CULTURE

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Dress for Success Good News Story

STEFANNY



Stefanny, originally from Colombia, migrated to Australia a year ago with her husband and daughter. Currently pursuing a Master's Degree in Business by Research, Stefanny faces challenges due to visa conditions that prevent her from working, leaving her husband as the sole income earner, working as a cleaner.

Seeking to establish a professional career in Australia, Stefanny discovered Dress for Success through our website. She reached out via email, looking for guidance on how to dress professionally for networking events and future internship opportunities.

Understanding her needs, we worked with Stefanny to put together a versatile wardrobe. We focused on styles that would be appropriate for interviews, as well as for professional events, networking, volunteering, and internships. Additionally, Stefanny attended our Career Support services, where we helped her build a strong resume, preparing her for when she can actively apply for jobs.

Through Dress for Success, Stefanny is now better equipped and more confident as she prepares for her future career in Australia. We will continue to support her as she navigates her professional journey, ensuring she is ready to seize opportunities as they arise.

Geared for Success Good News Story

JYE



Jye, an 18-year-old who has faced homelessness since the age of 16, was referred to *Geared for Success* by a local youth homeless shelter. With an interview the following day with a menswear retailer, Jye needed suitable attire to make a good impression.

Living in unstable conditions with parents who struggle with substance abuse, Jye has faced significant challenges. Despite his circumstances, he was determined to change his situation and pursue employment.

At *Geared for Success*, we provided Jye with a well-fitted suit and offered him an interview preparation session to boost his readiness. The impact was immediate—Jye left the appointment with a noticeable increase in confidence and a more positive outlook on his job prospects.

Although Jye didn't secure the job, the experience transformed his attitude. He now feels more motivated and capable of pursuing future opportunities. *Geared for Success* will continue to support Jye in his journey, ensuring he has the resources and confidence needed to achieve his goals and secure stable employment.



Marketing & Networking Events

Embracing a dynamic approach to community engagement, our year was filled with events that demonstrated our commitment to fostering connections and supporting our Participants. These ranged from expansive Employment Expos to intimate skill-building sessions, and close collaborations with local industries.

In Western Australia, our Workforce Connect team expanded our annual Employment Expos by partnering with councils across the state. The **CaLD Jobs Expo**, held in collaboration with the City of Stirling and Mercy Care in September 2023, attracted 56 exhibitors and over 400 attendees, connecting employers with job seekers from Culturally and Linguistically Diverse backgrounds. Our largest event, the **Belmont Jobs Expo**, took place in April 2024 in partnership with the City of Belmont, featuring 66 exhibitors and drawing 800 attendees. Guest speakers at this expo provided valuable insights on career perseverance, skills for multicultural job seekers, and career planning advice. The **Swan Jobs Expo** in June 2024, hosted with the City of Swan, saw 400 attendees and 31 exhibitors, including local employers and training organisations.



Marketing & Networking Events (continued)

Workforce Connect also represented the Eighty9 brands at various other expos, including the **Disability, Ageing and Lifestyle Expo**, the **Positive Futures Expo**, and several local events such as the **City of Canning Jobs Expo** and the **Wanneroo Youth Centre Open Day**.



Marketing & Networking Events (continued)

Our Transition to Work teams hosted numerous events to engage and support our Participants. In Western Australia, the **Pop in and Get Job Ready** event saw over 30 Participants exploring career opportunities and connecting with training organisations. In South Australia, the Noarlunga team held a successful **Meet the Employer** day in March 2024, where 38 Participants learned about local job opportunities.



Participants in Western Australia also benefited from regular events organised by Youth Peer Mentors, such as **Speed Employment** sessions, **Mindfulness Sessions**, **DOT Days** with the Department of Transport, and **Fully Seek** events, which provided comprehensive support for online job searching.

Our employment services teams across both states organised specialised on-site events with leading employers and industry associations, including Biogiene, Civil Train, MEGT, and others. Participants also attended off-site events hosted by organisations like Accor, Centurion, and Tourism WA, gaining valuable industry insights and career opportunities.



Marketing & Networking Events (continued)

Our Training Services team in South Australia actively engaged with the school community by attending career expos across metro Adelaide. This initiative has been successful in strengthening connections with schools and increasing student referrals to our VET courses.

Finally, our Restyle Collective ran two major fundraising events for Dress for Success. In November 2023, we held a **Designer Clothing Sale** at Hindmarsh, followed by a **Fill-A-Bag** bargain sale at the new Somerton Park Warehouse in June 2024. These events attracted hundreds of customers, raising funds and increasing awareness of our ImpactEight brands.



Social Media

Over the past year, our social media presence has continued to expand with the addition of new accounts for Eighty9 Limited. Our brands collectively achieved over 65,000 impressions across various platforms, showing steady growth across all channels. Posts featuring stories about our people, including both clients and staff, consistently performed well, with some posts reaching up to 1,800 individuals.

A standout success this year has been the reviews from our Participants. We received 115 Google reviews across our brands, of which 92 were 5-star reviews. Only 15 reviews were 3 stars or less, a testament to our ongoing commitment to delivering exceptional service.

Elizabeth, South Australia, was our top-performing site, receiving 23 reviews and maintaining an impressive 4.8-star average. Salisbury closely followed with an average of 4.2 stars from 18 reviews. In Western Australia, Clarkson, Midland, and Mandurah each garnered 10 reviews with average ratings of 4.9, 4.5, and 4.1 stars, respectively.

These reviews were accompanied by heartfelt comments reflecting the positive experiences of our Participants:

"What an amazing journey I had with the beautiful staff at status employment Clarkson. Staff is friendly and supportive in all aspects of life. I am so grateful and thankful for everything you have done for me."

Vuyiswa Komanise, Clarkson DES Participant

"Always extremely helpful, they knew of my disabilities and catered around them to find me a job. Helped me gain many certificates and licenses to improve my job chances."

N. E. Smith, Elizabeth DES Participant

"Staff was very helpful with guiding me on how to go about getting employment and setting up my job plan. The staff are all so friendly as well and made me feel so welcomed. I recommend this place to everyone"

Aaron Ballone, Elizabeth DES Participant

"When my journey with Status began in Gawler, I was lucky to be offered Dress for Success, which helped my confidence so much. Staff were always professional and cared about me. I was also offered help from BlueSky Mind [Studio], having a lovely lady to talk to when my mental health was bad. I'm so glad that Status was recommended to me."

Anne McKenzie, Gawler DES Participant

"I cannot thank Grace enough for her kindness and generosity when I was seeking employment. Grace went above and beyond when I had no car, she would go out of her way to pick me up and take me to interviews and appointments. Grace is such an asset to Status Employment and I would highly recommend using the service for employment growth and outstanding support."

I am now in employment with a job that I love going to everyday. Grace gave me encouragement and confidence to achieve my goals and I know she is always there if I do need any future support."

Sharon Cook, Clarkson DES Participant

"I've been going to Status Employment Mirrabooka for just under a year now and to say I would give them 10 stars if possible would be an understatement. The team there have helped me with so much from overcoming my anxiety about work to helping me get into the best course fit for me and my career goals. Thank you to Ajeew, Tran, Sheree, Amira, Sylvia for always being so welcoming and supportive."

Izabelle Davidson, Mirrabooka TtW Participant

"I highly recommend BlueSky Mind Studio especially the compassionate approach and expert guidance of Rebecca who has been helping me work through issues impeding my life. 5 stars all the way!"

Leo Y Tam, BSMS client

"Really helpful amazing people. Charlotte helped me create a resume and cover letter for the job that I am seeking and was amazing at finding out the information that I wouldn't have thought of myself. And everyone was really nice and friendly and gave me a good laugh"

Mary Anne Gill, Clarkson TtW Participant

"James has been so helpful and given me heaps of resources for the endeavour to find my perfect employment. I generally go into my appointments not feeling very good about myself or my skills but James always seems to be able to make me leave feeling confident and ready to take on the world."

Robyn Mccann, Noarlunga DES Participant

"Status Employment are the ideal agency to inspire you to get working and/or studying. They gave me the motivation to try new things while also respecting my requests, barriers and limitations. They will have you in sustainable work or study while supporting your development in all other areas of life. With check ins weekly or fortnightly - Status keeps you accountable while also assisting you in the search for sustainable vocation."

Lydia McIntyre, Osborne Park DES Participant

These positive results reflect the incredible dedication of our team and the strong relationships we've built with our Participants. As our online presence grows, so too does our reputation for delivering impactful services. We are immensely proud of our continued success and are committed to building on these achievements in the year ahead. The feedback we've received highlights our ability to not only meet but exceed expectations, providing life-changing support for individuals as they take their next steps towards employment, personal growth, and well-being.