

The logo consists of three overlapping squares: a dark blue square at the top left, a green square at the bottom left, and a yellow square at the top right.

Forrest Personnel



VISION

At Forrest Personnel we create possibilities through employment.



PURPOSE

We empower people through meaningful employment and support services, enabling independence and fostering resilience and potential.

We immerse ourselves in local communities, building strong relationships with employer partners and creating success for our participants.



VALUES

Person-centred
We recognise and respect individuality and uniqueness.

Inclusive
Our culture and workplaces ensure opportunities for everyone to flourish.

Empowering
We focus on a person's strengths and enable them to build their own future.

Integrity
We are authentic, honest, transparent and committed to doing the right thing.

Contents

Acknowledgement	3	Labour Hire	26
Message from Our Chair & CEO	4	Lauren's story	28
Forrest Personnel Overview	8	Tedd's story	30
Our Service Delivery Map	9	Engaging with our Employer Partners	32
Disability Employment Services	10	Our Ambassador Program	34
Brent's story	12	Engaging with our Local Communities	36
Darren's story	14	People Services and Development	38
Eric's story	16	Professional and Organisational Development	42
Supporting Our Participants	18	Work Health & Safety	43
Psychosocial Support Program	20	Strategic Intent	44
NDIS	22	Participant Centred	46
Patrick's story	24		

Acknowledgement

We wish to acknowledge the traditional custodians of the land throughout Western Australia. We wish to acknowledge the continuing contribution of their culture to our community, and we pay respects to their Elders past, Leaders present and emerging.



Message from Our Chair and CEO



David Timmel, Chair



Lynne Harwood, CEO

2022 has truly been a year of transformation for Forrest Personnel.

The disability services sector has undergone tremendous change in recent years, and it has been crucial that Forrest Personnel has responded to this change so that we are able to continue to successfully deliver our services and support to our participants and the local communities we operate within.

In taking time to self-reflect on what was needed for Forrest Personnel to recalibrate effectively, our Board knew that an experienced transformational leader to take the organisation from “Good to Great” was required along with a new set of skills on the Board itself.

The successful recruitment of Lynne Harwood in November 2021 has allowed both the Board and new Leadership Team Lynne has formed to review, identify and put in place the necessary actions required to allow Forrest Personnel to commence our journey of redefining and transforming.

With the Board providing the overarching leadership, the Leadership Team has reviewed the existing and required skills within the organisation and worked proactively to recruit the right levels of experience and knowledge required of our employees whilst also upskilling





staff wherever possible. Aligning with our value of inclusiveness and seeking to be participant-centred in all of our undertakings, we have embraced the merits of diversification at every level of the organisation to ensure the continued success of Forrest Personnel into the future.

Each step of the transformational journey has been guided and undertaken with clear accountability and integrity and in alignment with our values.

Early on in our transformational journey, we undertook a rigorous process to review and redefine our Vision, Purpose and Values. This process was undertaken in consultation with all employees and a broad range of stakeholders. It is now reflected as: Our **Vision**, to create possibilities through employment; our **Purpose**, to empower people through meaningful employment and support services, and to immerse ourselves in our local communities; work hand in hand with our **Values**, of being person-centred, inclusive, empowering, and having integrity.

The refreshment of our Vision, Purpose and Values has formed the cornerstone for the development of our new Strategic Intent and underpins the very essence of who we are at Forrest Personnel.

Our ongoing focus on ensuring a participant-centred approach to everything we do is demonstrated with our increased and diverse suite of programs and support services that we now offer. This provides our participants with more choice and control as they navigate towards achieving best outcomes for themselves.

As well as continuing to grow our NDIS and Disability Employment Services, we have added Labour Hire to our suite of services which is another way in which we're providing a wider range of options for our participants and job seekers. Having recalibrated the way we provide these services, we have also formed the basis of how we will initiate, incubate and develop new opportunities into the future. This approach which we call '**The New Forrest Way**' cements the diversified organisation that we are becoming.

In addition to redefining our service delivery model, we have also focused on some of our service support areas such as our sites to ensure they are inviting, inclusive and accessible – in line with our new participant-centred approach. Examples of this include the newly renovated site offices of Kwinana, Margaret River and Narrogin, and the



new purpose-built facility specifically for provision of our NDIS services and employee development and training at Spencer Street in Bunbury.

We're currently planning renovations of our site offices at Kalgoorlie and Busselton and seeking new, more accessible premises in other locations across regional Western Australia. With an improved focus on work health and safety and greater measures of accountability in place, we are using new technology and systems to assist us to facilitate the successful delivery of our services to the local communities in which we currently reside.

Having undertaken a thorough review of every aspect of the organisation with the Leadership Team, our employees and other stakeholders, we are very confident that Forrest Personnel has a solid foundation for growth.

Whilst we have a rich 35 year history in providing services and support to some of the most vulnerable in our community, our reinvigorated focus now is to ensure that we remain relevant, sustainable and viable for the next 35 years and beyond.

In closing, we would like to sincerely thank our Board and all our employees at Forrest

Personnel for your commitment to our journey of transformation. This transformation is possible because of your participation and enthusiasm to truly come together as a united team and re-imagine the best version of our organisation.

We'd also like to acknowledge our employer partners and key stakeholders for the positive collaboration we continue to have with you and your organisations as we work together to enhance and empower the lives of those living with disability, injury and illness.

David Timmel
Chair

Lynne Harwood
Chief Executive Officer





Forrest Personnel

Forrest Personnel is WA's community employment service.

We deliver personalised employment support for people with disability, injury or illness, including anybody seeking work in the commercial Labour Hire market. Covering WA's South West, Great Southern, Wheatbelt, Goldfields-Esperance, and Mid West regions, as well as metro areas, we have been changing Western Australian lives for more than 35 years. Today we have a presence in 27 rural, regional, remote, and metropolitan WA communities. We connect people with jobs by delivering Disability Employment Services (DES), NDIS, psychosocial support, and commercial Labour Hire services for anybody seeking work across our extensive network.





Disability Employment Services

As a service provider of Disability Employment Services (DES), Forrest Personnel is committed to delivering support to people living with disability, illness or injury find and maintain meaningful and sustainable employment.

By adopting a person-centered and inclusive approach, we empower our participants to address the barriers which are preventing them from getting and maintaining a job. Our dedicated employment consultants located at each of our sites across Western Australia work with our DES participants to help them develop employment pathways and we empower them to take steps toward employment and ultimately, independence and greater life opportunities.

At Forrest Personnel, we deliver a range of in-house programs aimed to help each participant consider the types of jobs they would like to do, identify their transferable skills, experience and interests, and place them into suitable and ongoing work they want to do. We work with participants to build their confidence and resilience, and we support each participant to

develop short and long-term goals around the work and career aspirations they might have.

We embrace individuality and recognise that every person and region is unique. We immerse ourselves in our local communities, working with local employers to understand their recruitment needs and employee requirements so we can provide them with a participant who will fit their workplace. We also provide regular support to our employer partners to ensure a positive workplace environment can be facilitated for our participant.

We are currently supporting thousands of people with various employment pathways living in rural, regional, remote and metropolitan areas of the State. With a strong base represented across WA, Forrest Personnel's 35 year footprint is growing steadily.

Our vision to create possibilities through employment continues to build with exciting plans for expansion into several regional areas on the horizon.



Brent's story

It was the end of an era at Vinnies Busseton earlier this year when Brent retired after almost 25 years working at the store. He was one of the store's longest-serving employees, and one of Forrest Personnel's long-term participants.

Brent lives with intellectual disability, so showing up to work as the store cleaner twice a week brought stability and friendship, not to mention a sense of purpose.

"You've got to have something to do, otherwise it's no good if you're out on the street and unemployed," he says. "If it wasn't for Vinnies, I'd be all over the place - they kept me good. We enjoyed each other's company and it helps."

For store manager Trish, Brent was an invaluable team member.

"If you asked him to do something, even if it was outside his comfort zone, he would do it," she says. "Having Brent here provided reliability for me, the staff and the volunteers."

"The support that Forrest Personnel gave to Brent and to us was great - they made sure he

was doing okay and they kept in contact with us. It's been good all round that Forrest Personnel has kept this arrangement going."

"Having Brent here provided reliability for me, the staff and the volunteers."

For Forrest Personnel Employment Consultant Chris, Brent's retirement was bittersweet. Chris has been working with Brent and seeing him every week for the past 10 years.

"I was connected with him when I started with Forrest Personnel - so we have had a long-term relationship," Chris says. "Brent was very dedicated to his work, he was someone you could rely on to do his best and to get on with everyone he worked with."

"He loved being able to work - a few years back he held three different jobs, but the time has come, and I am really glad that he will be able to just enjoy his retirement from now on."





“I would really recommend Forrest Personnel to anyone seeking employment – they are a really good, proactive bunch of people.”



Darren's story

When a major shoulder injury sidelined Darren for nearly two years, he was not sure exactly how and where he would return to the workforce.

Returning to work as a qualified electrician was no longer possible and he needed a new direction – but finding employment in a new field was not straightforward.

“It is harder to find employment with a lot of employers because obviously they don't want to take on the responsibility of injuries,” he says, “which is why I ended up approaching Forrest Personnel.”

When he began working with the Forrest Personnel team in Kwinana, he didn't have a particular job in mind. It was a matter of identifying what transferable skills he had and highlighting those to potential employers.

“Forrest Personnel assisted me through the process of building a resume, running mock interviews and then providing an overview of each company before I went to an interview. This helped with the whole process of going

forward and building the confidence to get into a new field. They were very professional, and they were proactive, it was quite a good process really,” he says.

A great outcome resulted in Darren finding work in two new fields. He splits his time between two employers providing support to people living with disability at Focus Support Services and working on the service desk at IT company Capgemini. He's been employed for nearly a year now.

“They were different types of work but at the end of the day the work has been very fulfilling,” he says. “I would really recommend Forrest Personnel to anyone seeking employment – they are a really good, proactive bunch of people.”





Eric's story

Working in a hotel was not where Eric expected to find himself. After years of working as a courier driver, he was more at home behind the wheel.

But in May 2021 he experienced a stroke, meaning he was required to give up his driver's license. It was a big blow for Eric; not only did he have to recover his health but he also had to find new means of earning an income.

"Everybody loves him - he is a good team member to have on board."

Late last year Centrelink referred him to the Forrest Personnel team in Rockingham, and it wasn't too long before he was working again.

Eric is now working at the Quest Fremantle hotel, in a role that includes everything from housekeeping to maintenance. He works part-time - four hours a day, five days a week.

"I have never done this before, it's a bit of a challenge for me - it's good," he says.

"It was hard when I lost my license...but Forrest Personnel were really helpful, they really helped me to get back into the workforce."

Eric's manager Heide Lim Alania speaks very highly of Eric.

"He is a real multitasker - he is amazing. We would like to have him here all the time!" she says.

"Everybody loves him - he is a good team member to have on board."





Supporting our Participants

At Forrest Personnel, we empower people through meaningful employment and support services, enabling independence and fostering resilience and potential. We have many different ways and tools that we can utilise to assist participants along their employment journey including Job Club, Be Connected, Esher House, and the Work and Development Permit Scheme.

Job Club

Job Club is Forrest Personnel's program that assists our participants with their job search, resume writing and providing tips and advice when applying for jobs, such as presentation and interview techniques, as well as unearthing any education aspirations they may have.

Be Connected

This is a digital literacy programme that helps people who have limited computer skills to learn the basics of computers and how to navigate the internet and use digital services.

Esher House

Esher House is a tool which assists our Employment Consultants to assess our

participants' work readiness, giving insights into motivation and assisting with case management.

Work and Development Permit

Another service we offer to participants who may be struggling financially and have court endorsed fines they are unable to pay is the Work and Development Permit Scheme.

Forrest Personnel is a registered sponsor of the Scheme's activities that fall within 'education, vocational or personal development'. This support provides an effective option for our participants facing hardship who are eligible for the Scheme and helps to ensure that imprisonment is seen as a last resort. Those participants who are experiencing hardship including homelessness, family violence, mental illness challenges, or drug and alcohol problems are eligible for a Work and Development Permit. Participants who have fines may pay their fines off through undertaking a bone fide course of study that they are interested in, and which we will support them in.



Psychosocial Support Program

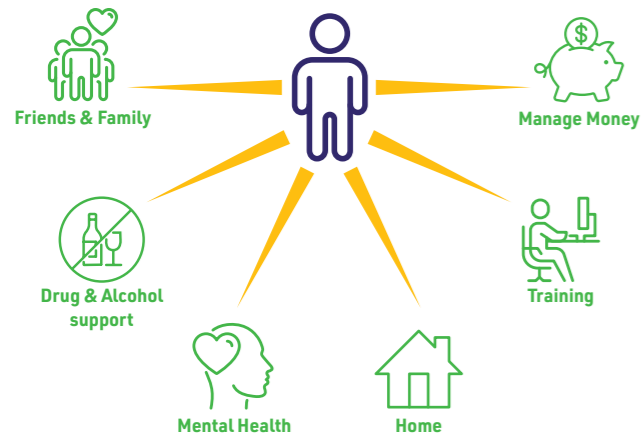
Forrest Personnel's Psychosocial Support Program aims to assist our participants with mental health challenges who may require support from multiple community agencies. The service works with participants, their family members and carers to offer support and to ensure they have access to vital services within the community.

Here at Forrest Personnel, we understand that as well as looking for work, our participants may also be dealing with other life challenges. The program enables us to refer participants to get further assistance with GP visits; housing and homelessness; alcohol and other drug counselling; community mental health services; daily living skills; counselling for relationships, domestic violence, cancer and LGBTIQ plus support; financial counselling to assist with payment of bills; emergency assistance for utility payments, food and school supplies; and low-cost or no-cost food, clothing and furniture.

The program receives referrals from our employment consultants working directly with participants, as well as external community services like Department of Communities and culturally and linguistically diverse (CALD) services. We want to see every one of our participants flourish and with our person-centred approach front and centre to our support, we are hopeful to enable our vision to create possibilities through employment by growing the program across our sites in the future.



How we can assist





NDIS

As a registered NDIS provider, Forrest Personnel offers an individualised and person-centred approach in working closely with participants to support them develop life skills, undertake training and find meaningful job opportunities that suit them.

Over the past 12 months as part of our organisational transformation and the 'new Forrest way', we have strengthened the focus of NDIS services and have grown our NDIS team. In turn, this has enabled us to focus on extending our suite of NDIS supports for those who need our services. The growth of our NDIS services means we are also offering additional NDIS items to further support our participants, such as Community Participation and Daily Living.

By immersing ourselves in our local communities and building strong relationships with employer partners, we are in a better position to create success for our participants. We take the time to engage with our employer partners to understand their needs and employee requirements. In this way, we can then better place a participant in a workplace

that suits them and will fit in with the employer's environment – this could be through our Labour Hire Program as well as through external employers.

Through our NDIS program we support people living with disability to find and sustain meaningful employment. Our NDIS team are committed to creating tailored solutions to suit individual needs, whether that be through skills development and training, job searching and workplace orientation, or supporting school leavers with employment assistance and shared supports. We provide our NDIS services in a way that empowers our participants to focus on their strengths, reach their potential and build on their own future.

We call this our Vision – creating possibilities through employment.



Patrick's story

Meet Patrick, our Office Support for our NDIS team.

Initially, Patrick came to Forrest Personnel as a work placement through school. At that time, he really enjoyed working in the disability sector and being in an environment that helps those living with disability find a job.

At the time, he also worked in his parent's wrecking yard business – helping his mum answer phone calls, filing, interacting with customers and doing general administration work.

“Having a job makes my home life and my mental health more positive than it was before, as well as financially...”

Having these skills helps Patrick in his current role with our NDIS team at Forrest Personnel and he says he's really happy to be now working in an organisation that supports people with disability find work.

“I've always wanted to help other people living with disability to find work as I understand exactly what it's like with a disability, so I understand what their challenges are. I remember sending my resume off to seven different businesses in one day and getting nowhere, it's quite disheartening,” he says.

Patrick has been working in the NDIS team for several months, working five days a week from 9am-1.30pm each day.

When asked what he loves about his job, Patrick says “having a job makes my home life and my mental health more positive than it was before, as well as financially ... I feel like I'm out busy doing something and I'm learning skills at the same time. I'm now part of the working community and I don't feel like I'm at a disadvantage anymore ... I feel included in society.”

Forrest Personnel is also delighted to be supporting Patrick in undertaking his Certificate III in Business Administration.





Labour Hire

Forrest Personnel has a strong history in the Labour Hire market and Trolley Collection Services across Western Australia.

We immerse ourselves in local communities, building strong relationships with our employer partners. Currently, we partner with a range of employers in the mining, construction, manufacturing and food processing industries, as well as a number of port authorities across the State. By adopting a person-centred and inclusive approach, we work closely with our labour hire employer partners to understand their workforce needs, resulting in NDIS, DES and non-DES participants (external labour hire job seekers) gaining meaningful employment within these industries.

The integrity of our relationships has seen an enduring connection with Woolworths since 2011 with Trolley Collection Services being in place across Woolworths stores in Albany, Esperance and Kalgoorlie. The existing Trolley Collection Services contracts in place employ an average of 43 DES participants as labour hire employees and 2 non-DES participants.

We are currently planning additional Trolley Collection Services contracts across other Woolworths stores as well as considering other retail and wholesale outlets across regional and metropolitan WA.

Development of a dedicated Labour Hire team at Forrest Personnel has seen the establishment of updated processes and documentation, handling of data and work health and safety requirements which has enabled increased momentum to develop new opportunities. Additional specialised, hands-on site co-ordinators will be located in Albany, Esperance and Kalgoorlie districts to work with Bunbury to manage, oversee and coordinate the existing Trolley Collection Services operations, recruitment of new staff and new business development options within these three geographic areas.

With market demand for labour currently at a very high level and positive responses from different industry sectors to our approach for labour hire services being strong, Forrest Personnel's vision to create possibilities through employment for our local communities can be realised.



Lauren's story

Lauren came to Forrest Personnel many years ago to get support finding a job.

Our support resulted in Lauren working for Alpine Laundry for 12 years. However, when the company updated components of the laundry machinery which automated some of the tasks, Lauren was left without a job.

"I'm really happy to be working with a supportive team back at Alpine Laundry."

We worked with Lauren again to support her job hunting efforts and she worked for a short period with McDonalds. Earlier this year, she had the opportunity to become employed once again with Alpine Laundry when a suitable position came up. Forrest Personnel has a very positive relationship with Alpine Laundry and through our collaborative efforts and as Lauren was already well known and highly regarded by the Manager of the company, they were very happy to re-employ her.



Lauren's job keeps her busy feeding wet sheets into a machine which then come out the other end completely dry and folded. She also takes turns with other employees replacing the huge linen cages with more wet sheets when required.

Working two days a week on the afternoon shift from 2-8pm is perfect for Lauren and she says she loves her job! "I'm really happy to be working with a supportive team back at Alpine Laundry," she says.





“They are showing me the ropes and upskilling me by letting me do things carefully.”

Tedd's story

Tedd reckons his job as a Trade Assistant with LGA is “really good”.

Tedd assists the trades on the workshop floor, giving them tools when required, helping move products like the window frames around the workshop, and assisting wherever he is needed.

He also cleans up the workshop throughout the day and says he's being kept busy.

Occasionally he also works onsite with LGA, helping the trades with removing tape from the window frames once these have been manufactured and placing them in suitable piles, ready to be fitted by the installers.

Tedd is one of our participants who was placed by us with LGA, and this is an example of how Forrest Personnel is working with local businesses to support their employment needs.

When the positions with LGA were listed, Forrest Personnel's employment consultants drew up a list of participants and candidates (external labour hire job seekers) most likely to be suited to the roles and these were then

provided to the company. Discussion with LGA led to interviews which then resulted in two participants and an external labour hire candidate being placed with the company.

LGA's Project Manager Jamie Brooks says “working with Forrest Personnel to find assistance with labour and trade assistant roles has been great. Forrest Personnel has a really helpful and insightful team who are capable of identifying our business' needs and filling the roles.

“Tedd has fitted in well with our team and has shown great initiative and awareness of fulfilling his duties.”

Currently, Tedd works 8 hours a week on Mondays, and he says “they are showing me the ropes and upskilling me by letting me do things carefully”. He hopes by learning new skills with the company he'll soon be able to increase his workload. “The work is fun, the pay is good, and I cannot wait to get more hours!” he says.



Engaging with our Employer Partners

Forrest Personnel has strong and enduring links with a diverse range of valued employers who we partner with on the journey of supporting people with disability, illness and injury find and keep work.

At Forrest Personnel, we immerse ourselves in our local communities, building strong relationships with employer partners and creating success for our participants. We take the time to learn about our employer partners, their business and goals and most importantly, their employee needs. Our dedicated Employer Engagement Consultants are spread across our site offices and work closely with our employer partners to connect them with local job seekers who have the skills and experience they require. Once our participants are placed in a job, we provide regular and ongoing support to our employer partners to ensure that our participant is set up for success.

We are committed to the local communities we live in because we are a part of that local community. In this way, we engage with local businesses and communities to help build their

best teams at work and be a part of a growing and more sustainable community.

We have a number of long term partnerships with local businesses in every site location across the State and we've been collaborating with some of these businesses for over 20 years, to help support people living with disability, injury or illness find work.

Many of our employer partners have also committed to training our participants so that they have the skills to take on a new area of work if that's what they're seeking. Forrest Personnel funds the training and in this way, everybody benefits. Because as one of our employer partners says "you can teach the skills, but we need the right attitude and people with a good work ethic."





Our Ambassador Program

Forrest Personnel's vision is to create possibilities through employment and being immersed in our local communities means we know the value that people in the community with lived experience of disability can bring to our organisation.

Our Ambassador program harnesses the lived experience of people who are able to champion our vision and who are aligned to our purpose and values.

The Ambassador role is part of the Forrest Personnel team and an important advocate to those in the community living with disability, injury or illness for our services.

We're proud to have Bunbury resident Mark Blowers as our Ambassador. Mark is a veteran of the armed forces, and upon returning home he sustained a life-changing medical episode which paralysed him initially from the neck down. After six months of intense physio and occupational therapy, Mark gained movement from his neck down to his waist. Mark's inspirational story of going on to become a Paralympian and a proud Western Australian

participating in the worldwide Invictus Games has been a great inspiration to our staff and our work.

Forrest Personnel is happy to support Mark in his paralympic sporting activities and his participation in the Invictus Games and we see his determination and commitment to being the best he can be as championing our quest to support our participants to live their best lives.





Engaging in our Local Communities

At Forrest Personnel, we immerse ourselves in our local communities, building strong relationships with employer partners and creating success for our participants.

We do this in many different ways. Participating in community events, local job fairs across the State, Expos, sponsorship activities, and local business Awards are just some of the ways we engage with our local communities to help more people find employment, to partner with employers looking for staff, and to engage with local businesses and organisations, and the broader public.

We have a 35 year footprint across Western Australia and we're immersed in local communities from the smaller towns in the regions to our larger cities. We value the connections we have with the communities we serve, and we look forward to continuing to build our community presence.





People Services and Development

Forrest Personnel's journey of transformation has been no more evident than in the achievements channelled by our employees over the past 12 months.

As a 'person-centred' organisation, here at Forrest Personnel we are focussed on the wellbeing, empowerment and success of each of our employees. An employee engagement survey undertaken by the People Services and Development team earlier in the year confirmed the organisation is on the right track with its wholistic transformation. Our team is highly

engaged, people-centred in our approach and passionate about working to assist people with disability, injury and illness find and sustain meaningful employment.

As part of our cultural transformation, a series of inclusive Whole of Organisation culture days throughout the year have resulted in commitment from our employees to the organisation's vision and empowering their own contribution to help make Forrest Personnel an employer of choice.



The initial whole of organisation day held in March in Bunbury saw the launch of the Board-endorsed Organisational Culture Roadmap which has formed the framework to guide Forrest Personnel's transformation. Under the leadership of CEO Lynne Harwood and guided by the Forrest Personnel Board, the organisation embarked on 'the new Forrest Way' journey going from Good to Great.

A subsequent whole of organisation day held in July in Perth saw employees sign the newly launched Code of Conduct, aligning the organisation to the National Disability Standards and the National Disability Insurance Scheme (NDIS Code of Conduct). The day also gave employees a valuable opportunity to celebrate the launch of our Vision, Purpose and Values as part of the commitment to 'the new Forrest Way' and cementing our journey from Good to Great. Employees were inspired and motivated at hearing real life case studies and how we've provided dedicated, tailored and robust supports to facilitate meaningful employment for our participants.

In response to WA's recent new Work Health Safety (WHS) laws, the team developed a range of initiatives around workplace behaviour

and grievance policies, and workplace behaviour training has been rolled out for all of our employees. Over 90% of our employees have completed the relevant WHS and workplace behaviour training and we are seeing the positive benefits of how this increased awareness and empowerment is transforming our culture.

By championing our value of inclusiveness, we are committed to ensuring ongoing opportunities for every employee to flourish at Forrest Personnel.





Professional and Organisational Development

Forrest Personnel's exciting organisation and structural transformation has seen the organisation transition from a DES-central model to a diversified organisation model also focussing on NDIS and Labour Hire employment services.

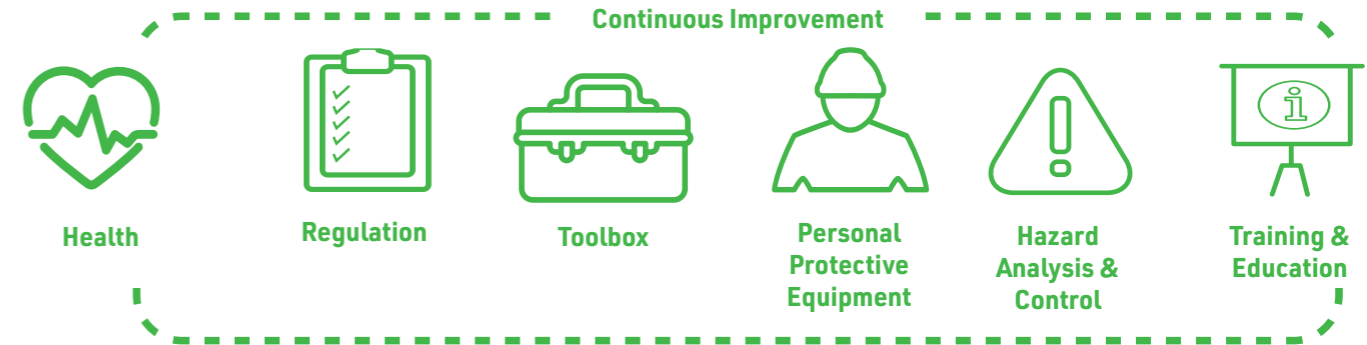
To support this transition, our Professional and Organisational Development (POD) team has developed various learning pathways to support service delivery employees including valuable modules in Building Relationships with Professional Boundaries, Introduction to NDIS, Participant-Centred Approach, Progress management with Esher House, Economic Participation, and Planning with People. By actively researching and implementing best

practice methodology, mapping skills and competencies of current employees and future employee needs, we are creating learning and development resources to support Forrest Personnel's 'Way of Working' with robust and resilient learning pathways. In addition, all aspects of employee onboarding, induction and orientation have been improved and updated and POD is embedding a suite of ongoing development and training opportunities for all employees.

By empowering our employees with best practice learning and development pathways, we are strengthening the investment in our Vision, Purpose and Values and reinvigorating our culture of the 'new Forrest Way'.



Work Health & Safety



At Forrest Personnel, we value inclusiveness meaning that our workplaces ensure opportunities for everyone to flourish. With this in mind, we are committed to providing ongoing training and development opportunities for the health, safety, and wellbeing of our people.

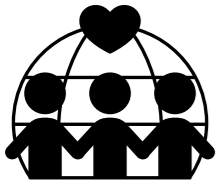
With the new WHS 2020 Act and the WHS 2022 Regulations now in place, we have included a new Duty of Care awareness training module for all employees into our staff induction program. With 'the new Forrest Way' now firmly embedded into the organisation, we have a people-centred approach to our employees and a range of work, health and safety training will continue to be rolled out to our staff

including training in first aid, mental health, manual handling, psychological safety, and bullying and harassment.

In keeping safety top of mind, a range of monthly Safety topics are made available to our employees across all our sites, and we are also developing toolbox talks for some of our participant groups in Labour Hire and Trolley Collection Services.

With integrity at the cornerstone of everything that we do, we are authentic, honest, transparent and committed to doing the right thing and in this way, we will continue to provide a safe and inclusive environment for both our employees and our participants.

Strategic Intent



Strengthen our connections in our communities

- Deepen our ties with our existing communities & explore new communities across Metro, Regional, Rural and Remote WA.
- Build stronger relationships with all Employer and Community Partners.
- Research and define our capacity to measure our environmental, social and corporate governance impact.



Strengthen Our Sustainability

- Create enhanced revenue diversification as well as maintaining our core.
- Strengthen our service support systems to enable growth.
- Build the capability, capacity and resilience of our people.
- Define our unique points of difference and reinforce our trusted brand recognition.
- Define our appetite and preparedness for future partnerships, alliances, joint ventures and amalgamation.



Be recognised as a leader in person centered service delivery

- Partner with Participants to establish meaningful community engagement strategies to guide service quality and continuous improvement.
- Expand our capability to progressively prepare for jobs of the future.
- Develop a unique person centered philosophical Service Delivery Framework.
- Develop key measurables to track Participant outcomes.



Be at the forefront of services, advocacy and influence

- Expand our reputation as a thought leader and authentic voice for people living with a disability.
- Drive technical innovations through Service Delivery.
- Expand our current range of service delivery offerings across current locations.
- Implement a wider range of complimentary new services.



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INNOVATION

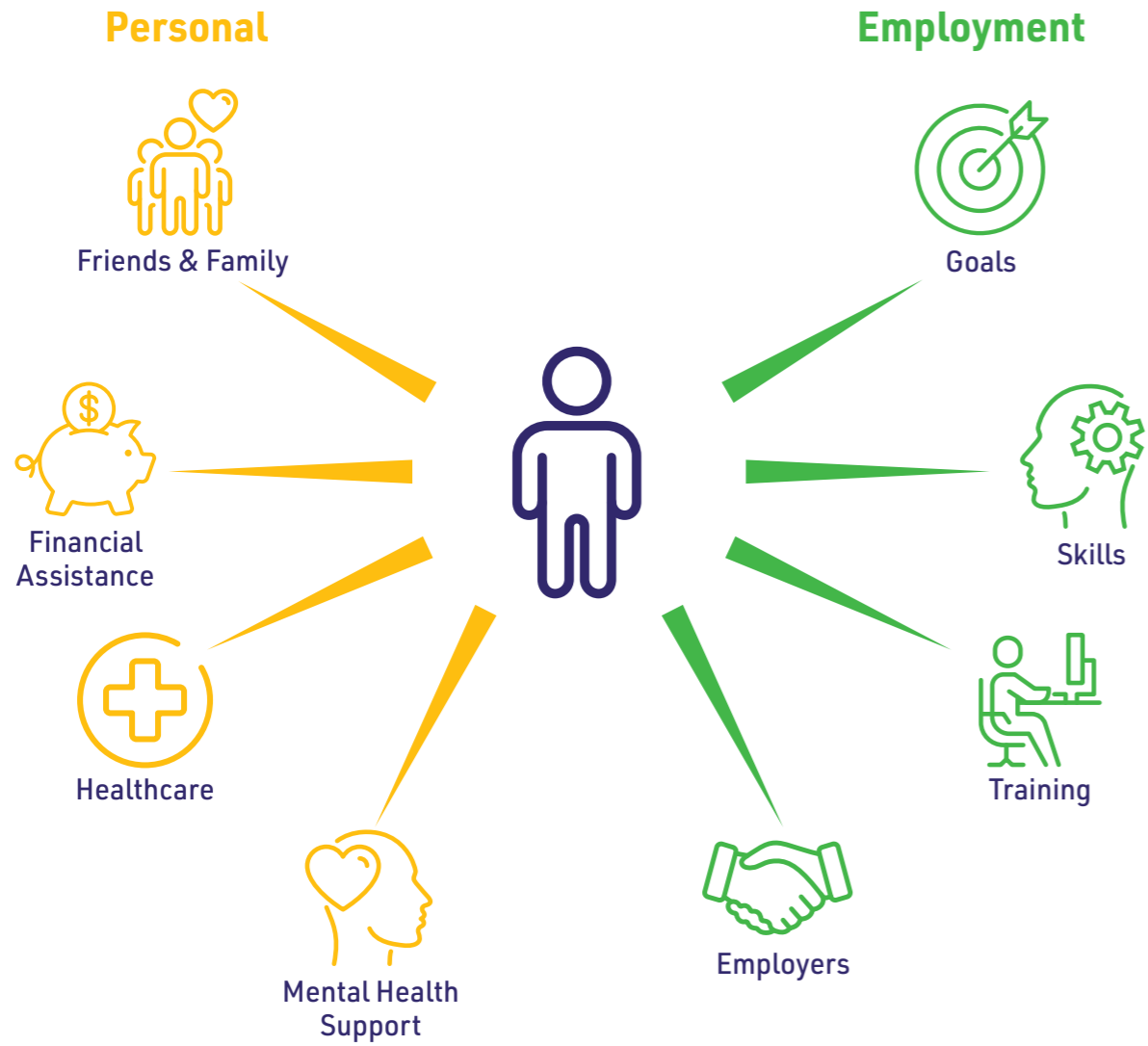
| SAFETY

| QUALITY

| TECHNOLOGY



Participant Centred



Prof Sanders





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