



# Impact Statement 2024

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Employment.  
For All.



# Company Overview

Omnia Inclusive is proud to be one of Australia's leading Disability Employment Services providers and Youth NDIS specialists.

Over the past 30 years, we have successfully partnered with hundreds of businesses and more than 27,000 candidates to provide meaningful long-term employment. Today, we continue to help build diverse and inclusive employment solutions across metropolitan and regional areas of New South Wales, Queensland, and ACT with great outcomes.

## Our Purpose

We change lives to change the workplace. We change the workplace to change lives.

## Our Vision

We believe in communities where all people can achieve their potential.

## Our Mission

We create social and community change using the powerful lever of employment.

## Our Values



### Fairness

We treat people equally, we encourage, show respect, and offer opportunity, to all.



### Excellence

We strive for excellence by surpassing our own standards and expectations.



### Respect

We accept people for who they are, for their lived experiences and for their points of view, especially when they are different to our own.



### Integrity

We are accountable, responsible and truthful, and our actions are consistently honourable.



### Commitment

We pledge to always work towards fulfilling our promise to each other, our participants, candidates, clients, and business partners.

# Chairman's note

**It is with a sense of excitement for the future that we look back on 2024 and celebrate the achievements of a year of significant change for Omnia Inclusive Employment Services.**

We began by welcoming our new CEO, Matt Little, to the Omnia Inclusive family, we continued to build our important relationships with Woolworths, Fujitsu and Cisco by opening two more Mini Woolies Skills Development Studios in Gosford and Young. We enhanced our staff's ability to deliver quality, personalised services to our candidates and participants and greatly improved our IT infrastructure. It has been a successful year.

Matt quickly reshaped our senior leadership team and drove a significant improvement in our financial performance. He rapidly built an in-depth understanding of the organisation, its history and its embedded community connections. Working closely with the Board, Matt quickly engaged with our key stakeholders, funders and participants to establish a compelling case for a new strategic direction.

We have focused our 2025-2027 Strategic Plan on an ambitious goal to lead a sector revolution on the impact meaningful disability employment can have on workplaces, communities and families. We know that by collaborating with committed employer partners and engaged communities, we can design demand led employment pathways that far exceed current industry expectations. By embracing innovation, investing in our staff and encouraging genuine collaboration, we can magnify our impact and achieve exceptional levels of sustained employment for our candidates and participants.

Our ambition is founded in our existing deep community connections, our ability to provide respectful individualised services to our participants and candidates, and our commercially focused professional relationships with employers. It is for these reasons we remain excited for the future as we strive for the exceptional.

Working successfully in the disability sector requires tolerance, empathy and understanding. Our staff demonstrate these attributes on a daily basis and I would like to offer, on behalf of the Board, my sincere thanks to them for their work throughout the year.

And finally, I wish to extend my thanks to Matt and his senior team for the leadership and expertise they have provided the organisation. As we enter a Disability Employment Procurement process, we are well placed to continue to deliver high quality Disability Employment and NDIS services, knowing though, we can always do more.

***"My vision is a future where our candidates are integral and important parts of Australian workforces everywhere."***



**John Stewart**  
Chair Person and Director  
Omnia Inclusive Employment Solutions

# Message from our CEO

Having known of Omnia Inclusive for many years, I was genuinely excited to be given the opportunity to lead this proud organisation into the next phase of its history.

Throughout this rich history Omnia Inclusive has prided itself on its deep community connections. Having worked in the sector for over 25 years, I was well aware of Omnia Inclusive's reputation for high quality Disability Employment Services and I was not disappointed when I joined the organisation.

Within weeks of meeting the teams, I was convinced that the expertise, quality and commitment of our people provided an amazing foundation from which to challenge the organisation to reach for a new level of exceptional.

Upon initial investigation, it was clear to me that our tailored and individualised approach which respected each participant's abilities and ambitions, was highly regarded. In addition, the vast array of connections with local employers ensured we were able to offer genuine employment pathways.

Omnia Inclusive maintains unique partnerships with some of Australia's largest employers like Woolworths, McDonalds, and Uniting NSW, whose strong, ongoing commitment to inclusive workplaces leads the way for other employers to follow.

On every measure, Omnia Inclusive delivers high levels of sustained employment for our participants and candidates, and takes great pride in their extremely high levels of satisfaction with these quality services.

Our achievements are a reflection of the hard work and commitment of our staff, the leadership and innovation of our senior team, and the valuable support and guidance from our Omnia Inclusive Board Members. Their support has been instrumental in shaping our path forward.

I am confident Omnia Inclusive is on the cusp of an exciting new future as we seek to execute our new strategy to revolutionise the impact quality Disability Employment Services can have for our participants, their families and the communities in which we work, live and play.

*"I believe communities thrive when supported by high quality, client centred organisations who are embedded in their local communities finding real local solutions."*



**Matt Little**  
Chief Executive Officer  
Omnia Inclusive Employment Solutions



# Key Success Measures



We have consistently performed well against the national average for employment outcomes for our candidates.

**26** week outcome - **120%** of the national average

**52** week outcome - **112%** of the national average

Our commitment to connecting our candidates with employment opportunities that are aligned with their skills and interests is reflected in conversion rates which are well above the national average.

**26** week outcome - **136%** of the national average

**52** week outcome - **143%** of the national average



**2069**

DES candidates supported on their employment journey.



**372**

NDIS Participants supported to achieve their independence, social and employment goals.

## Net Promoter Score



DES Program



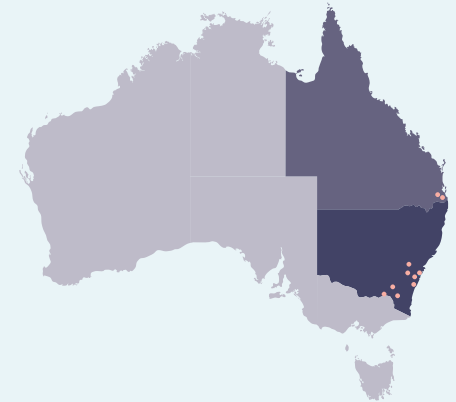
NDIS Services

**6.3 years:** Average employee tenure.

**53%** of employees have a certificate or a degree in community disability related services or similar field.

**19%** have a bachelor degree or postgraduate degree in a relevant field.

**51%** of DES staff have over 5 years of experience.



**130**

Team members across NSW, ACT and QLD

**28**

Total locations across NSW, ACT and QLD



# Disability Employment Services

In the past year, our Disability Employment Services program has supported 2069 candidates on their employment journey. Our commitment to quality job matching and comprehensive on-the-job support has led to long-term employment outcomes that are 43% higher than other DES providers. This success reflects our dedication to empowering people with disabilities to thrive in the workforce and achieve lasting career success.

**84%** of candidates said they had a more positive experience with Omnia Inclusive compared with their previous DES provider.

**82%** of DES candidates would recommend Omnia Inclusive to a friend or colleague.

**\$200,000** was invested in health, training and employment support for our candidates.

*"Omnia Inclusive is one of the very few job agencies that shows genuine care and concern about its clients looking for work. They work with the client to ensure every step of the way the disabled client is at ease with everything."*



*"The employment provider is a must have for anyone with a disability. They are very understanding and empathetic towards your situation and make you feel the most comfortable whilst being there. Omnia Inclusive is my favourite job provider that I've been with throughout all of them I've tried. As I feel so understood and respected for my disability."*



# Success Stories

## Ben's Journey to Employment

Joining Omnia Inclusive in 2016 after finishing school marked the beginning of an exciting new chapter for Ben. Ben lives with an intellectual disability, and also requires support with his mental health. His NDIS Youth consultants recognised the unique strengths he possessed and knew that building his confidence would be key to unlocking his full potential. The team was dedicated to celebrating his progress and encouraging him every step of the way.

During his time with Omnia Inclusive's Youth NDIS Services, Ben actively participated in the Employment, Independence, and Social programs. Through these experiences, he developed crucial skills that boosted his confidence, fostered his independence, and helped him work towards meaningful employment.

Through the Employment Skills Program, Ben developed his customer service skills, significantly boosted his confidence when interacting with both customers and colleagues. His newly acquired skills were then put into practice during work experience placements at Target, Metro Cinemas, and Coles, where he gained invaluable on-the-job experience and learned to effectively navigate real workplace environments. Additionally, Ben completed a variety of courses, including Responsible Service of Alcohol, Responsible Service of Gaming, First Aid Certification, Barista Training, and Workplace Health and Safety Training, further enhancing his professional qualifications.

The Independence Program provided Ben with essential cooking skills, effective time management strategies, and personalised travel training. These experiences significantly boosted his confidence and

independence, equipping him with practical skills for everyday life. Reflecting on his progress, Kaila, his Youth NDIS Coordinator, shared her thoughts on Ben's transformation

**"I have worked with Ben since he signed up with our supports. In the beginning, he was so quiet and shy; to see how his confidence has improved is amazing."**

In August 2022, eager to find employment, Ben was connected to Omnia Inclusive's Disability Employment Services (DES). The DES team matched him with an inclusive employer who understood his unique challenges and arranged an interview. They also helped Ben update his resume, provided interview coaching, and even transported him to the interview. The effort paid off, as Ben successfully secured the position!

Sharon, Omnia Inclusive's Workplace Consultant, continued to help Ben with his contractual and onboarding documentation and did on-the-job training alongside Ben so he would feel supported during his transition. After Ben had learned his role, Sharon did regular on-site check-ins to make sure he was doing well.

Ben has now been employed as a retail cleaner at Millennium Cleaning for 18 weeks and is completely independent at work. He is loving it and has recently picked up an extra day of work each week.



Ben continues to participate in the NDIS Independence and Social Programs; and enjoys the Social Day every Friday with his friends.

Ben's journey from school to employment has been nothing short of remarkable. With the holistic support provided by his Omnia Inclusive team—from building his skills and confidence through the Youth NDIS Services and then securing the job with Disability Employment Services – he transformed his challenges into strengths, gaining essential skills and newfound confidence along the way.

His success at Millennium Cleaning is a testament to his hard work and determination. Not only has he thrived in his role, but he's also taken on extra hours, showcasing just how far he's come. Ben's story is a reminder that with the right support, individuals can achieve their goals and lead fulfilling lives.



# NDIS Services

Our Youth NDIS Services continues its growth, now supporting over 372 participants in achieving their employment, social, and independence goals across eight locations in NSW, QLD, and the ACT. This year we expanded our offering by introducing two new Mini Woollies Omnia Skills Development Studios in Young and Gosford, both equipped with Fujitsu laptops and Cisco Webex Boards to enhance learning and engagement.

Our work experience program also saw significant progress, facilitating 263 placements, further solidifying our commitment to practical skills training and job readiness.

**86%** of participants would recommend Omnia Inclusive to a friend or colleague.

**91%** of participants said they are more confident about getting a job since starting with Omnia Inclusive.

**172** participants completed **263** work experience placements.

**107** employers working with us through our work experience program.

We partner with **51** schools to support participants' transition from school.



*"Omnia Inclusive is great, they help you understand what the work life is like, they help you get into courses and the social aspect is amazing!"*



*"Omnia Inclusive is an amazing opportunity to help people with disabilities find work and help build their skills. Over the years I've been with Omnia Inclusive the service has been nothing but great to me personally and have helped build up my career skills and knowledge to understand how to get a job."*



# Success Stories

## Amelia: On Track to Fulfill Her Dreams

When Amelia joined the Youth NDIS Services at Omnia Inclusive in July 2023, her aspiration to work with children was clear, but the path to achieving that dream felt uncertain.

Living with autism and managing high levels of anxiety, Amelia had just completed Year 12. While eager to begin her career, she felt unprepared for the workforce. Seeking guidance, she turned to Omnia Inclusive for support.

Participating in supports for employment and independence, Amelia eagerly developed her interview skills and crafted a standout resume, laying a strong foundation for her future career. Another important goal Amelia wanted to achieve was being able to travel more independently, and through a combination of 1:1 and group support she has achieved this. Being independent with travel has given Amelia the ability to commute to work and has significantly boosted her confidence and independence.

As the team supported Amelia, they discovered her deep love for gymnastics – a passion she had nurtured since childhood. With this insight, they arranged a 9-week work experience placement at Woden Valley Gymnastics Club.

The placement was a resounding success, leading to a part-time job offer at the club, which Amelia eagerly accepted. Her support team noted,

**“Amelia is now incredibly independent. It’s inspiring to see how she manages her responsibilities with newfound confidence. She has truly learned to take charge of her life.”**

Now thriving at Woden Valley, Amelia views her role as a pivotal step toward her ultimate dream of becoming a Learning Support Assistant. She embraces this opportunity to develop the skills and experience that will support her journey ahead. Later this year, the Omnia Inclusive team looks forward to connecting Amelia with the Canberra Institute of Technology, providing her with the support she needs to pursue her dream.

Amelia’s Mum recently expressed her gratitude to Omnia Inclusive:

**“We were so panicked when Amelia completed Year 12 at college but was nowhere near ready to commence a job. We are now quite relaxed, watching Amelia’s development as a young woman and seeing her increase in skills and emotional regulation. Every day, we see her take another step closer to greater self-management. We are so grateful to have found Omnia Inclusive. Amelia is so happy and developing at an incredible rate, thank you.”**

Even as she embarks on her new job, Amelia stays actively engaged with Omnia Inclusive, participating in our Social Program. Her key goals include enhancing her communication skills and assertiveness.



A significant focus is helping her learn to say ‘No’ confidently, empowering her to establish healthy boundaries, reduce stress, and align her commitments with her values.

Amelia’s journey is a powerful example of her determination and what can be achieved with the right support. With every achievement, she has laid a strong foundation for her future, gaining the confidence and skills needed to pursue her dream of becoming a Learning Support Assistant. As she takes on new challenges, Amelia not only improves her abilities but also inspires those around her. With her love for helping children and growing independence, the future looks bright, and it’s clear that Amelia is on her way to achieving her dreams.

# Community connections

This year, we expanded our partnerships with over 280 community organisations and allied health providers, enabling us to take a holistic approach that goes beyond employment support. These collaborations provide a vital network of support to address the physical, mental, emotional, and social well-being needs of our candidates, resulting in greater employment stability and success. By working together, we create lasting positive outcomes that benefit both our candidates and their communities.

*"Omnia Inclusive's programs have achieved such positive outcomes through working collaboratively with local mental health teams utilising the evidence-based Individual Placement and Support (IPS) Model. With a commitment to working closely with the clinical teams, and flexibility in delivering a service that ensures each client receives appropriate and individualised support – their work has been so valuable and highlights the positive influence employment can have on the recovery and overall quality of life for an individual."*

**Emma Robson**  
Hunter New England Mental Health



*"The partnership with Omnia Inclusive Employment Solutions has been excellent for both our consumers and staff. Omnia Inclusive staff are very responsive and have a very empathic and empowering way of working to assist our consumers back into employment."*

**Michael Gock** Psychologist /  
Employment Support Clinician,  
Hornsby Hospital





# Employers

Inclusive employer partnerships are integral to achieving successful employment outcomes for our candidates and fostering more diverse and inclusive workplaces. This year, we collaborated with 459 employers, providing comprehensive support in recruitment, onboarding, and ongoing workplace assistance.

Our strong partnership with Woolworths, Fujitsu and Cisco has continued to strengthen this year with their support of our Mini Woolies Omnia training initiative which has been instrumental in the success and growth of our Youth NDIS Services.

Through these partnerships, we continue to create environments where diversity is embraced, and all individuals have the opportunity to thrive.

**459** employer partners were supported by Omnia Inclusive.

We supported our employer partners to access **\$222,094** in wage subsidies.

Over **95%** of employers surveyed said they had a positive experience working with Omnia Inclusive.

Over **95%** of employers surveyed said they would recommend Omnia Inclusive to other employers.



*"I think Omnia Inclusive staff have done a fantastic job, they make the whole process as seamless as possible and offer great communication, plus they are usually available to talk about any issues in a timely manner".*



*"The level of support has been unmatched in my experience as a general manager. I will continue to work with Omnia Inclusive in the future. This is a direct result from the effort and time staff have provided."*



# Our People

This year, we continued to make significant investments in both our people and our workplace culture, further fostering an environment that supports growth, wellbeing, and recognition.

## Key initiatives introduced this year include:

### Wellbeing Days

Giving our employees the opportunity to recharge and maintain a healthy work-life balance.

### Quarterly Values Awards

Recognising employees who exemplify our core values and excel in their roles.

### STEPtember

52 of our employees participated to help promote physical and mental wellbeing and inclusive workplaces.

### Leadership Training

Strengthening leadership skills for 24 of our employees.

### Flexible Work Options

Offering flexible work to employees wherever possible.

### Annual Staff Survey

Introduced a two-way feedback mechanism through an anonymous staff survey.

### Professional Development Allowance

\$1000 allocation per employee for professional development outside of their required organisational training.



## Service Milestones celebrated FY24

5 years: **5 employees**

10 years: **10 employees**

15 years: **7 employees**

20 years: **1 employee**

*"Keep the great culture, as it is very supportive, and it makes people feel valued and want to come to work"*



## Highlights from our 2024 Employee Survey

**78%** of respondents would recommend Omnia Inclusive to a family or friend as a place to work.

**69%** of respondents see themselves as working at Omnia Inclusive in 2 – 5 years' time.

**83%** of respondents are motivated by our vision and purpose.





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Employment.  
For All.



**Omnia Inclusive Employment Solutions**

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