epic
empowering people
in communities inc.

2020 annual report

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About EPIC

Since 2012 EPIC has been providing support to individuals and their families in order for them to lead empowered lives.

EPIC Stands for Empowering People in Communities – and essentially that is what we do. We believe every person deserves to be part of a community; however, some people experience barriers that make it hard to be included. EPIC helps to break down those barriers by providing practical assistance and encouragement through career and capacity building programs and providing support to people with disabilities to live a more connected life.

From humble beginnings in 2012, EPIC now provides supports to regional towns and remote communities in the Pilbara. Since December 2019 EPIC are now delivering high quality services in the Goldfields region as well.

Our Vision

EPIC's vision is that all people are empowered and valued within the community.

Our Mission

EPIC's mission is to build strong relationships with individuals and communities that lead to inclusion.

EPIC will set the standard of excellence in the way we deliver services.

Our Values

Reliability

EPIC will be reliable, enabling families and individuals to plan and feel secure.

Consistency

EPIC will be consistent in delivering quality services.

Trust

EPIC will build relationships based on trust with individuals, families, staff, partners and the broader community.

Respect

EPIC will be respectful in our interactions with all people.

Proactive

EPIC will be proactive in our engagement with individuals, families, stakeholders, community and each other.

Inclusion

EPIC will promote and value inclusion.

Our Strategic Pillars

1

Our Customers
– Positive outcomes for clients, families and partners

2

Our Operations
– A performance focused and assured operating model

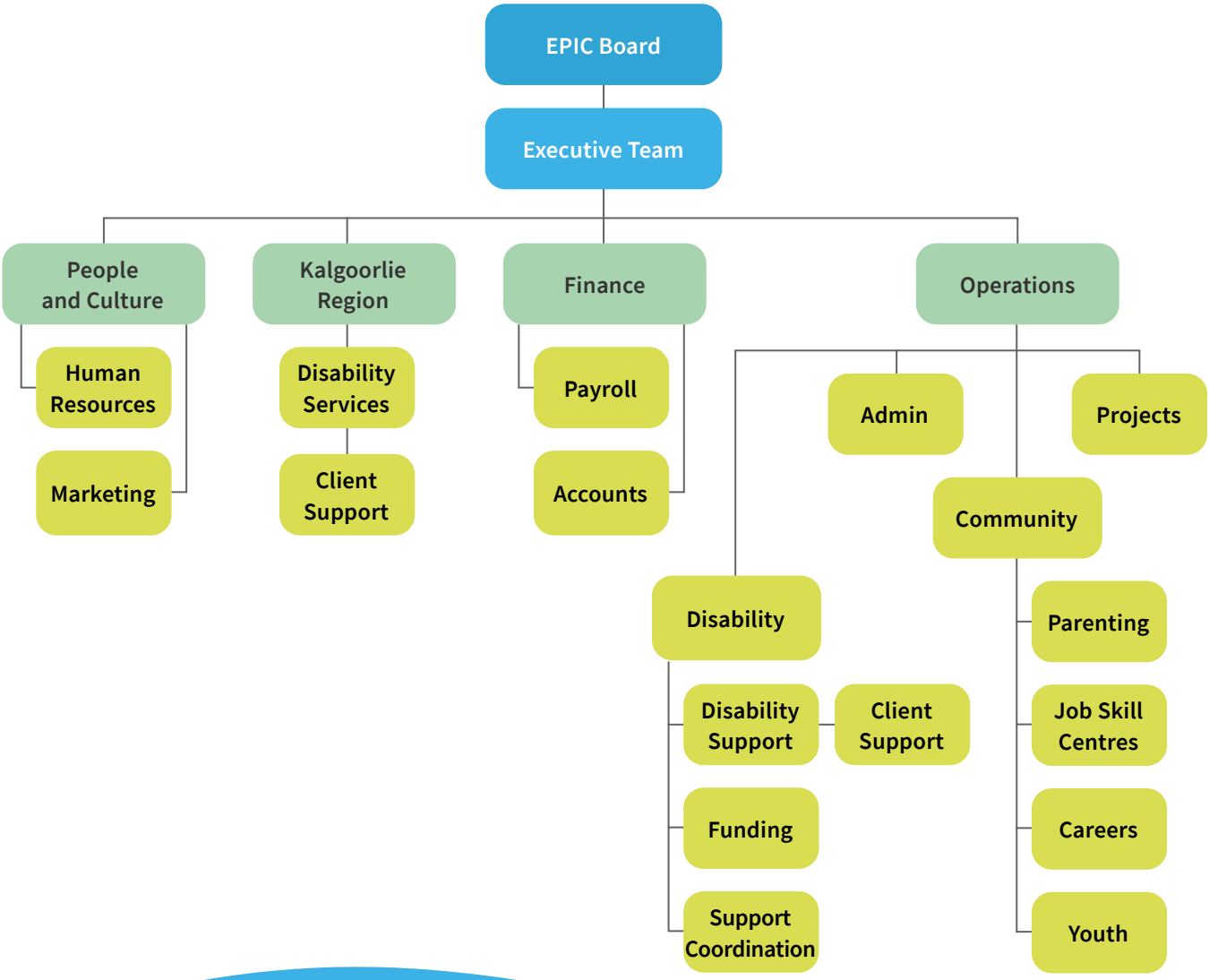
3

Our Team
– A connected and celebrated place to work

4

Our Future
– A bold future and forward-thinking business approach

Organisational Chart



Our Board

Chairperson
Wayne Lemke

Member Since 2015

Vice Chairperson
Shanine Ryan

Member Since 2015

Treasurer
Jana Francis

Member Since 2015

Secretary
Cathryn Bell

Member Since 2016

Member
Beth Muller

Member Since 2015

Member
Meredith Schilling

Member Since 2019

Member
Jacinta Barnett

Member Since 2018

Member
Emily Sherrington

Member Since 2020

Chairperson's Report

As Chair of EPIC, I am delighted to introduce our annual report for the 2019-2020 financial year.

It has again been a pleasure to work with the EPIC Board this year. I am delighted to welcome and introduce Emily Sherrington, who is a new member to our Board in the last year. Emily is committed to community and has a keen interest in Occupational Health and Safety which is a great addition to our Boards combined skill set.

Reading through our Annual report, I continue to be amazed at the progress that we have achieved so far, despite an unprecedented year of challenges. The EPIC Management team continue to focus on the operational success of our organisation.

This report highlights the important work we do in the community supporting people to lead more connected lives. Whether it is within our disability services, parenting programs or employment and career support services, EPIC is here to serve the community.

The opening of a new office in Kalgoorlie reflects the stability of our operational processes and systems giving EPIC a strong foundation to move forward.

I would like to thank all EPIC staff for their commitment and contribution to the EPIC Mission, and to the Board members, for their continued support and guidance.

Wayne Lemke
Chairperson

"The opening of a new office in Kalgoorlie reflects the stability of our processes and systems giving EPIC a strong foundation to move forward."

CEO's Report

It has been a year of progress as well as challenge as we continue to navigate our way through the National Disability Insurance Scheme (NDIS). The new Scheme has made a significant impact on how we deliver our services across the regional and remote towns we support.

Looking back over this year in particular, there have been significant additional challenges. Locally we felt the impacts from a direct hit of Cyclone Damien in Karratha in early January, which was closely followed by the ramifications of the global pandemic. I am pleased to say that in 2020 our EPIC team have pulled together, worked outside what was previously the norm, and have adapted their service delivery and ensured that we all stay safe.

Thank you to our clients and their families for continuing to have the confidence in EPIC's ability to provide supports. Your faith during this time is truly appreciated.

I am really proud to say, EPIC achieved a milestone this year, with the move into our new headquarters at the EPiCentre in Karratha. It was certainly a mammoth effort (both the logistics of the move as well as the construction) with opportunity for learning along the way. It was a surreal feeling and a proud moment when we moved in on the 24th June 2020. This achievement reflects on the collective efforts of past and present staff who have continued to stay focused and committed to EPIC's success. Thank you, one and all.

During the year EPIC commenced delivering services to the Kalgoorlie and Goldfields regions.

Our extension to this Region was a natural move for us given that we were able to employ local skilled staff who aligned with our values and purpose. It is really pleasing to see our regional services continue to grow despite a very challenging external environment. The strength and capacity of our growth can be attributed to our steadfast focus on our four operational pillars.

> "Alone we can do so little, together we can do so much."
>
> **HELEN KELLER**

We continue to focus on our operational pillars, with the first being the quality of our services. If we don't get this right, then we really do need to ask ourselves why we exist. This is a continual area of focus for any organisation that shares our purpose to serve.

A second focus is on our systems and processes. We continue to review, refine and reflect on the way we deliver our services to ensure we are not just doing what we always did, but the way that works best. This relies on a collective knowledge of the entire EPIC team who are encouraged to input into the continuous improvements made by our organisation.

The third focus is our workforce culture as we know the importance of supporting the team to support the clients. Fostering a positive workforce culture is always challenging when you have staff delivering different services across different locations. One thing that I know is that as an organisation we all share a common purpose of serving our community. We continue to employ with a view of ensuring our EPIC staff demonstrate daily our six values – proactivity, inclusion, respect, trust, reliability and consistency.

Our final focus of equal importance is on delivering a service under a culture of thrift. Sustainability is only achieved if you can be wise with how you use your resources and how we can create an organisation for the future.

I am excited about the year ahead as we continue on our journey. I would like to thank the EPIC board for their support, understanding and guidance. Working together makes the process and outcomes so much better. Most of all, thank you to all EPIC staff members for their trust and commitment to our clients and the communities that we provide services to. Together we are developing an organisation that we can all be proud of.

Stephanie Soter
Chief Executive Officer

THE EPIC WAY

Growth is EPIC!

This year has been a year of significant growth and change at EPIC.

There has been an increase in client numbers across all sectors of our services, an expansion in the range of EPIC supports offered, as well as our extension into the Goldfields region. During this time it has been important for us to continue to review and refine our processes to ensure we meet these growth needs. A focus on flexible communication modes, listening to our clients and partnering with key stakeholders have been the drivers to ensure our service delivery remains at the highest standard.

We have also seen a significant increase in the diversity of roles and number of staff we employ. We now have locally employed Support Coordinators as well as a team in Projects overseeing the changes we have made to our payroll and rostering systems. These improvements have meant that we have greater ability to support our staff to deliver a person-centred individualised service.

This year the EPIC Management team were excited to announce our EPIC WAY campaign. The foundation of the EPIC WAY reflects an ethos of 'how can we do this better?' rather than 'this is how it's always been done'. This is an exciting new campaign with two focus areas – EPIC Employee Engagement and EPIC Customer Satisfaction. The EPIC WAY incorporates all the continued learnings and improvements in an inclusive and encouraging manner. It has been embraced and supported by the team with contributions welcomed from all areas of our organisation. As one staff member recently commented "It's how we roll at EPIC that counts!"

Stories of Support

Jayden has a passion for caring for animals. One of Jayden's goals is to transition into casual employment/volunteer work after school. Jayden's Support Worker has used his support time to engage in the local Kangaroo retreat where injured or orphaned joeys are taken and rehabilitated. Jayden has really enjoyed engaging with the retreat where he feeds and cares for the Joeys and has progressed in to yard help to clean up, fix and maintain the joey enclosures.

Staff Snapshot

102

staff members as at 30th June 2020

15

different cultural backgrounds

EPIC 5 Year Plus Club

EPIC would like to acknowledge and celebrate the below staff members who have been with us for 5 or more years. The commitment and dedication our staff display is making a difference within our communities.

Employee	Role	Years
Stephanie Soter	Chief Executive Officer	14
Jennifer Creasey	Senior Finance Officer	12
Prasandani Fernando	Disability Service Coordinator	8
Chanda Malik	Support Worker	7
Degma Chakaipa	Support Worker	7
Caitlin Groombridge	Youth Community Coordinator	5
Fiona Giles	Support Worker	5

EPiCentre!

Our beautiful multipurpose EPiCentre and activity hub located in Karratha CBD is now fully operational. Our participants are utilising the space alongside their support workers to engage in enriching activities and programs. We are also facilitating workshops, training and information sessions to upskill and educate our community.

Go EPIC Kalgoorlie!

The opening of EPIC in Kalgoorlie in December 2019 has been received by the community with open arms.

Within the first 6 months of operations over 90 referrals were received resulting in minimising the gaps for people to access disability supports in our local community. We are excited to continue with our outstanding growth pattern.

EPIC Kalgoorlie opened up 12 job opportunities and filled all positions with local candidates. The team are upbeat and enjoying coming along for the ride on our EPIC journey and we are pleased to report that 33.3% of our workforce identify as ATSI.

We were able to successfully transition over to our new Client Management Software and our team have been really positive in using the new user-friendly technology. Our new software means we are able to minimise our environmental impacts and decrease our paper use and carbon footprint, a win win.

EPIC Kalgoorlie was successful in receiving a grant from the City of Kalgoorlie Boulder to embark on a project to see an EPIC Canteen come to life. This micro enterprise will bring transferable skills development, employment opportunities and promote inclusivity with the employment of a Coordinator as well as local people with disabilities who are interested in hospitality.

Our team has worked hard to explore from a ground level up what social development and inclusion opportunities are wanted from our families and clients. What we have heard is a longing to be out doors and explore our beautiful region and environment. We implemented a walking group that has been instrumental in supporting the mental wellness of not only the people we support and their families but also our staff. We heard there is a need for education around healthy eating and how to put this into practice for the people we support in their own homes. Population Health has been educating and influencing positive changes in many of our client's daily lives while facilitating a fun and engaging social group.

Our local networking has been far and wide, we have been actively engaging with community, housing partners, local Politicians, Aboriginal Leaders including Elders, Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Women's Council and our local community services sector.
We delivered community consultation in Esperance, EPIC attended the KBCCI Explore the Goldfields Community Fair and we ran a goal setting workshop to name a few.

Kat O'Flaherty
Kalgoorlie Regional Manager

90
referrals

12
job opportunities

33%
ATSI

Disability services

It has been a rewarding year within EPIC Disability Services with many people we support achieving goals and reaching their dreams. This speaks to the heart of our mission by creating capacity and giving people the tools to make their own choices.

Despite so many external challenges this year, our Disability Services team continue to focus on building resilience and aspirations with our clients. We support over 180 people and their families across the Pilbara and Kalgoorlie regions with a range of individualised services. These services include:

- Personal and home care supports
- Supported independent living arrangements
- 'Take a Break' respite supports for families and carers
- Community inclusion for our clients who are gaining confidence and building friendships
- Supported employment mentoring
- Support and training for employers who act as training host
- A range of centre based activities that are fun and engaging

We welcome new clients and their families to visit and share their story. Our Disability Coordinators are here to listen and help you navigate your way through the Federal NDIS system.

The NDIS Quality and Safeguarding Commission comes into being in December 2020. We are in preparation for the changes this may bring with the rolling out of a nation-wide reporting system. It is a positive move for the sector which continues to promote confidence in a system based on full choice and control.

EPIC Connect Me!

Our EPIC Connect Me program aims to facilitate new connections and networks for people with disabilities to access local recreational and sporting pursuits. Working alongside local sport and recreational groups our Program Coordinator helped to identify ways to improve their accessibility through the way they engage, advertise, promote and deliver their activities. A positive outcome was that over 20 accessible activities are now available across the Pilbara with many welcoming people to join in and have a go. To see all the great resources we have created, check out our website!

Client Diversity

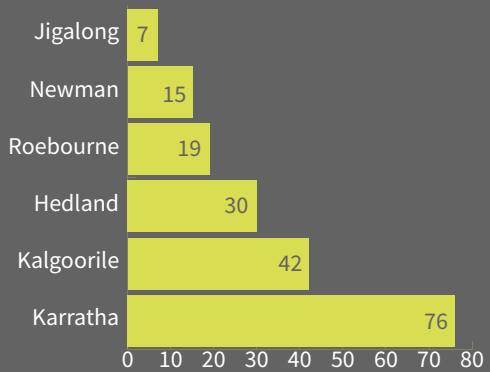
189

clients supported during this financial year

by cultural diversity

69	103	17
Aboriginal (not Torres Strait Islander)	Not Aboriginal or Torres Strait Islander	Unknown

by location



It's all GO at the Hub!

EPIC Disability Services have begun an exciting Social Inclusion Calendar at the EPiCentre Hub. It is such a great new large accessible kitchen and space for our team to utilise. This program has been welcomed by many people (aged 16 and above) who are keen to participate in a range of fun social and community based activities. These include our EPIC Head Chef Club, VIBE Group, Craft Connect and EPIC Athletes.

Want to know more about our Social Inclusion Club calendar? Check out our website!

Roll on the EPIC Re-Entry

EPIC Re-Entry is an exciting new service provided by EPIC which assists community inclusion and confidence amongst people with disability who are due for release from Roebourne Prison. It is a new partnership which again speaks to our mission of empowering all people in the community.

Stories of Support

Masiah and **Brooke** have become friends through meeting each other at our Friday group. The two ladies meet up on a Thursday afternoon and are learning to bake. Their goal is to bake cakes to celebrate Friday group participants birthdays. Last week they had their first baking session and made cupcakes.

Stories of Support

Louise loves having respite at the Pilbara Retreat as it gives her the opportunity to work on her culinary skills. Louise enjoys curry, with assistance from her Support Worker, Louise produced a delicious dish which included hand made roti and Sri Lankan Curry! Looks delicious!

Community programs

"The greatness of a community is most accurately measured by the compassionate actions of its members." **Coretta Scott King**

The above quote is reflected in the actions and attitude of our Community Programs team. Together we work to support our community where they have had situations that have had an impact on them in their lives. We listen, plan, and then deliver meaningful programs to empower and support the personal and familial goals and wellbeing of our communities.

The synergy and trust across the EPIC East and West teams allows us to explore new programs, work on perfecting our existing programs and seek other organisations of good repute to partner in delivery. We encourage our staff to work collectively and creatively whilst adhering and championing our values and have the wellbeing and empowerment of the community at the centre of all our decision making.

"Those who are happiest are those who do the most for others."

BOOKER T. WASHINGTON

Jobs and Skills Centres

The current model where our Jobs and Skills Centres (JSC) have been co-located at the Regional TAFE's has now been established for a year. Phase Two of the new model has recently been implemented to provide a more succinct and time managed data collection process. The Karratha centre is seen as the hub of this region and we have had the pleasure to host an array of people of all ages and from all walks of life through our doors for employment and career advice. We are proud to advise that 50% of our clients are Aboriginal Torres Strait Island (ATSI) participants.

Person centred customer service and empowerment is our focus and building rapport with our participants allows identification of any barriers to be addressed.

Our employability workshops are delivered to people in all stages of life. Examples include students, parents returning to the workforce, disengaged students, individuals with disability and post-release prisoners. We have a complement of staff who take ownership of their roles but see themselves as part of a team. This is reflected in the customer feedback we receive and in our focus on meeting and exceeding our targets.

Community workshops and events

The first half of the financial year we were fortunate to facilitate and participate in programs such as the annual Teddy Bears Picnic, Mental Health Week, Disability Awareness Week, International Day of People with Disability and the upcoming NAIDOC week celebrations.

Due to COVID-19 it was disappointing that we were unable to host our 2020 Careers Expo. With all challenges comes opportunity and we are now in the project stage of developing an online version, which has been exciting for the Community Program Teams.

193
events & workshops

5,000+
attendees

Teddy Bear's Picnic and Early Years Expo

With 635 people in attendance and more teddies than you could poke a stick at, children were treated to bouncy castles, teacup rides and a range of outdoor fun in the sun. Guest appearances with Anna from Frozen, a special visit from Red Dog himself who worked the crowd better than ever before and Izzy the mascot to name a few. Community Programs staff were on hand to ensure everyone visited the Early Years stalls to meet with local parenting services. We can't wait to see what friends Red Dog brings next year!

Parenting services

To complement our current programs, the Community Programs team committed to sourcing programs that were more diverse and culturally appropriate for our ATSI families by way of trauma healing, support groups for young ATSI parents and culturally adaptive proven family programs. Partnerships with organisations such as Headspace, Population Health, Mission Australia, The Wirrapunda Foundation and Ngala have provided EPIC with an opportunity to make use of experts in their relevant fields to support the delivery. Programs such as Bringing Up Great Kids, Tuning into Kids were welcomed by our cohort and providing opportunity for Wirrapunda Foundation to train and deliver the Behaviour Tonics Engaging Adolescents workshops. Due to the COVID-19 pandemic we began the delivery of online programs through a range of platforms.

"Great help and guidance with help of finishing resume and cover letter. Also, friendly, patient and thorough. Thank you for your help Beatrice!"

"Everything the staff has done to help me with my applications and resume. It's all because of the staff that I got the job. Otherwise I couldn't have done it." **Mick**

A word from our clients...

"I hope this is good news for you to hear and I thank you so much Anita, for thinking of me. You are truly a gem and do EPIC proud. I will stay in touch. Have a great week and thank you once again for all your help and kindness." **Ashleigh Beaumont**

"Thank you, Anita, for creating this resume for me so promptly. And may I say "wow" … I'm very impressed, I'm having trouble believing you're talking about me. Both you and Natalie have been efficient and effective in your assistance, and your friendly help has given me a confidence boost to pursue this position." **Janice Young**

"Many thanks for all your help, I have now secured a job in retail." **Rosalie**

"Ken Smith was so happy with the career services he accessed at EPIC Hedland."

"I'm a bit of a dinosaur with computers – so it's great you ladies are here to help me through".

Financial Statements

Profit & Loss Statement

For the year ended 30 June 2020

	2020
Income	
Staff Housing Rent	$608.00
Costs reimbursement	$44,245.59
Dept of Community – Disability Services	$893,189.83
NDIS Plans	$324,452.38
NDIS Direct Services	$4,375,750.63
Sale Of Asset	$254.54
Grants	$2,028,879.61
Grants – Other	$212,818.18
Training Assistance	$8,406.25
Workers Comp Reimbursement	$1,140.08
Insurance Payout	$15,671.55
Sundry Income	$57,821.07
Other Client Income	$2,978.18
Donations	$6,512.57
Respite House Income	$515,898.00
Unit Rent	$15,976.22
Office/Venue Rent or Hire	$974.55
Vehicle Lease Income	$31,597.80
Bank Credit Interest	$146,913.26
Total Income	**$8,684,088.77**
Expenses	
AGM/Board Expenses	$376.07
Accounting – MYOB	$1,189.08
Advertising/Marketing	$18,017.61
Accounting/Audit Fees	$15,500.00
Bank Charges FRE	$1,291.24
Bank Charges GST	$76.06
Bookkeeping	$1,590.00
Fees & Charges	$9.86
Corporate Marketing	$10,920.00
Programming Software/Training	$83,537.58
Meeting/Catering Expenses	$5,898.31
Venue Hire	$3,099.64
Computer Expenses	$19,783.37
IT Support	$43,220.62
Consultancy Fees	$60,693.90
Dues & Subscriptions	$7,822.18
Donations	$91.55
Depreciation	$86,240.05
Insurance	$191,461.85
Telephone / Internet	$33,706.94
Photo Copier Maint Contract	$17,198.90

Profit & Loss Statement (continued)

For the year ended 30 June 2020

	2020
Printing	$11,760.36
Postage	$1,484.34
Office Supplies	$10,529.44
Freight Paid	$16,924.44
Motor Vehicle Rego & Maint	$52,874.14
Motor Vehicle Insurance	$15,089.39
Motor Vehicle Fuel Costs	$50,226.90
Motor Vehicle Lease Costs	$31,597.80
Promo Material	$1,050.91
Resource Material	$196.05
Discretionary Budgets Items	$250.00
Consumables -	$5,406.15
Plant & Equip >$1000	$121,106.64
Program Expenses Karratha	$33,651.06
Program Expenses Roebourne	$1,132.68
Program Expenses Hedland	$8,728.47
Program Exp Tom Price/Newman	$15,519.83
Program Expenses Kalgoorlie	$526.35
Respite House Expenses	$557,317.56
Utilities/Food Allowance	$79.06
Respite Costs – Karratha	$3,254.32
Respite Costs – Jigalong	$7,259.71
Respite Costs – Hedland	$1,201.06
Utliities/Water Respite Hses	$1,526.08
Respite – Maintenance of Prop	$36,904.57
Shire Rates – Respite Hses	$3,151.54
Office Rent	$132,257.50
Cleaning – Premises	$8,614.31
Management Fees	$4,528.43
Electricity – Office/Unit	$30,770.51
Water – Offices/Unit/Staff	$9,552.95
Land Tax	$1,191.45
Rates Shire & Water – Offices	$25,412.69
Strata/levy fees – Off/Unit	$9,593.32
Maintenance – Off/Unit	$14,528.77
Staff Recruitment Expenses	$21,664.55
Staff Training	$44,180.84
Staff Uniforms	$423.11
Travel & Accommodation	$31,453.47
Staff Rental – Expenses	$14,872.50
Staff Amenities	$15,431.76
Superannuation	$381,155.23
Wages & Salaries	$4,227,618.84

Profit & Loss Statement (continued)

For the year ended 30 June 2020

	2020
Training – Wages	$4,798.66
Workers' Compensation	$15,809.83
Travel Allowance	$43,673.99
Accrued – Personal Leave	$31,217.22
Accrued – Holiday Leave Exp	$96,098.09
Accrued – LSL Expense	$67,553.49
Accrued – Leave Loading	$9,432.25
Accrued – Leave TOIL	$4,977.71
Accrued – Shift Work/Nth West	$12,722.09
Total Expenses	**$6,850,007.22**
Operating Profit	**$1,834,081.55**
Other Income	
Jobkeeper-Top Up	$381,000.00
ATO Boost	$50,000.00
Net Profit/(Loss)	**$2,265,081.55**

Balance Sheet

As at 30 June 2020

	2020
Current Assets	
Cash On Hand	$9,189,868.87
Trade Debtors	$433,720.63
Total Current Assets	**$9,623,589.50**
Fixed Assets	
Vehicles	
Vehicles – at Cost	$684,548.01
Vehicles – Accum Dep	($430,100.00)
Total Fixed Assets	**$254,448.01**
Buildings/Land	
35 Koolinda Parade Baynton	$460,000.00
Unit Wellington Street	$575,000.00
EpiCentre Build	$5,320,082.77
Furn & Equip at Cost	$503,096.93
Furn & Equip Accum Dep	($264,536.20)
Total Assets	**$16,471,681.01**
Liabilities	
Mcard 4418	$8,503.02
Trade Creditors	$275,290.08
GST Liabilities	
GST Collected	$64,065.73
GST Paid	($138,839.70)
GST Rounding	$2.48
Payroll Accruals Payable	$69,098.00
Salary Sacrifice Deductions	
SS – Rent	($608.00)
Accrued Payroll Entitlements	
Accrued Exp – Personal Leave	$285,857.09
Accrued Exp – Holiday Leave	$635,567.19
Accrued Exp – LSL	$352,478.64
Accrued – Leave Loading	$61,296.53
Accrued Shift/Nth West Lve	$75,054.35
Accrued Exp – TOIL	$4,977.71
Total Current Liabilities	**$1,692,743.12**
Loan – Participant	$980.00
Inventory Respite Held	$15,000.00
Total Liabilities	$1,708,723.12
Net Assets	**$14,762,957.89**
Equity	
Retained Earnings	$12,497,876.34
Current Year Earnings	$2,265,081.55
Total Equity	**$14,762,957.89**

Friends of EPIC

- Activ
- Anglicare
- Apprenticeship Support Australia
- Ashburton Aboriginal Corporation
- Australia Post
- Australian Army
- Australian National University
- Baynton West Primary School
- Bennett + Co
- BHP
- Bloodwood Tree
- BRIDA
- Bush Lolly Cafe
- Central Queensland University
- Chamber of Minerals & Energy of WA
- City of Karratha
- City of Karratha Youth Shed
- Clontarf Academy
- Coles Karratha
- Connect Paediatrics
- Crawford Realty Hedland
- Dampier Primary School
- Department of Communities
- Department of Education
- Department of Training & Workforce Development
- Dunnart
- Erin Arnot Learning
- First National Real Estate Karratha
- FMG
- Focus HR Consulting
- Goodline
- Hands on Parenting
- Handy Hands
- Harvey Norman Karratha
- Hedland Senior High School
- Helping Hands
- Home Hardware Karratha
- Host Karratha
- IBN Group
- IMMS Recruitment
- Inspiring Australia
- ION Foundation
- Juluwarlu Group Aboriginal Corporation
- Jummi (Josie Alec)
- Karratha Community House
- Karratha Family Centre
- Karratha Girls Academy
- Karratha Mechanical
- Karratha Medical Centre
- Karratha Police
- Karratha Primary School
- Karratha Senior High School
- Karratha Signs
- Key2creative
- Kuruma Marthudunera
- LJ Hooker Karratha
- Martu Farm
- Mawarnkarra Health Service
- Mayor Peter Long
- McDonalds Karratha
- MIB Traffic Service
- Millars Well Primary School
- Mission Australia
- Mitie Construction
- Mitre 10 Karratha
- Move Your Body Studio
- Murujuga Aboriginal Corporation
- Naanda Australia
- NDS
- Newman Neighbourhood Centre
- Newman Senior High School
- Ngaarda Media
- Ngarluma Aboriginal Corporation
- Nintirri Centre
- North Regional TAFE
- North West Realty
- Odyssey Marine
- One Tree
- Onyx Cafe
- Peard Real Estate Karratha
- Pegs Creek Primary School
- Pilbara Community Legal Service
- Pilbara Development Commission
- Pilbara Real Estate
- PKKP Aboriginal Corporation RNTBC
- Programmed
- QUBE
- Ray White Karratha
- Realmark Karratha
- RecFish West
- Red Dog Pilbara Postie Bike Adventure
- Regional Development Australia
- Rio Tinto
- Robe River Kuruma Aboriginal Corporation
- Roebourne Community Calendar

- Roebourne District High School
- Roebourne Regional Prison
- Royal Life Saving WA
- Salvation Army
- Save the Children
- SciTech
- SecondBite
- Shire of Ashburton
- Shire of East Pilbara
- Sonic Health Plus Super Clinic
- St Lukes College
- St Pauls Primary School
- Tambrey Primary School
- Tender Relief
- The Inspired Mark
- The Smith Family
- Tipple M Radio
- Town of Port Hedland
- V Swans
- Volunteering WA
- WACOSS
- Wangka Maya
- Welcome Lotteries House Karratha
- Well Women's Centre
- Wintawari Guruma Aboriginal Corporation
- Wirraka Maya Health Services
- Woodside
- Woolworths Karratha
- Yaandina
- Yamatji Marpla Aboriginal Corporation
- Yara
- YMCA
- Youth Involvement Council

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