

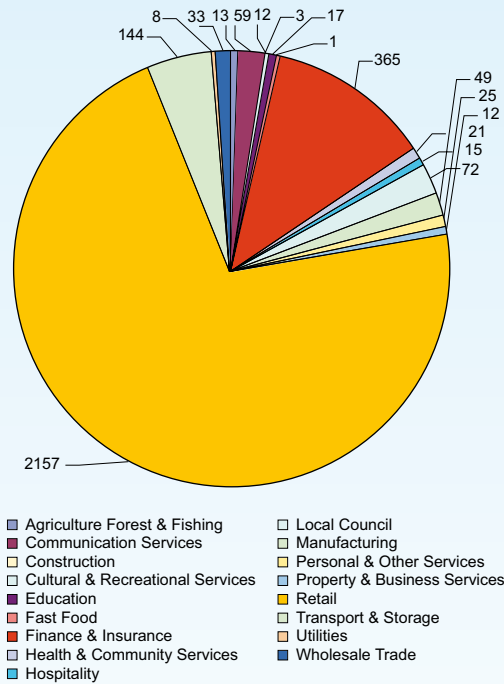
Looking ahead to 2009

Tina Zeleznik,
Chief Executive Officer, Disability Works Australia

Disability WORKS Australia (DWA) has again been very busy assisting people with disabilities into employment with the help and support of Disability Employment Network (DEN) and Vocational Rehabilitation Service (VRS) providers, along with our employer partners. DWA is looking forward to the great opportunities 2009 presents for people with disabilities to enter the workforce and DWA remain committed to developing these relationships even further.

A strong effort by our employers in 2008 resulted in 3006 employment opportunities being created and offered to people with disabilities, we are sure DWA will exceed this in 2009 with the support of the great employers.

The graph below shows job opportunities forwarded to DWA from the various industries. These figures are based on those industries that have an agreement with DWA and have sent vacancies through with intentions of filling them with a person with a disability.



DWA is committed to providing services to a diverse range of employers to increase the number of workers with a disability within their organisations. In addition to DWA's agreements with private sector businesses and local councils, DWA has agreements in place with South Australian, Northern Territory, and Victorian State Governments; as well as numerous Commonwealth Government Departments. These are enduring relationships benefiting both employers and employees alike.

These organisations recognise the benefits of hiring people with a disability and have taken a pro-active stance and see it as good for business by enlisting DWA to assist them in recruiting people with disabilities to real vacancies.



Leanne Calder, Customer Service Assistant at Target Mornington & David Peters, Store Manager of Target

Target hit the mark by employing people with disabilities

July 2008 saw Target Mornington offer a career opportunity in retail to a person with a disability. This final act of job offering was preceded by weeks of communication between Target, DWA and Disability Employment Network (DEN) provider, Job Focus to ensure a suitable placement for Leanne Calder who has an intellectual disability.

Through the support of DWA and Job Focus, Leanne was keen to take up employment in the retail industry for the first time in her employment history. Finding an employer locally could have proved a challenge, however through the efforts of Job Focus this was made possible.

Target has over 280 stores across the nation and has displayed a commitment to employing people with a disability through a Memorandum of Understanding in place with DWA since January 2004. Target has actively employed people with a disability through the support of DWA and it's a relationship that Target believes adds value and strengthens the diversity of its workforce.

Target's Recruitment Manager Sally Ward said,
"We've always been very impressed with the people we've employed through DWA. These team members are extremely dedicated and enhance the teamwork within our business."

For Leanne, her position as a Customer Service Assistant has offered her an opportunity to apply the customer service skills she gained from past employment in hospitality and childcare, as well as her knowledge and experience in process work. Her role at Target has shown Leanne to be motivated and reliable, providing great benefit to the business as an employee. To fulfil her job duties, Leanne simply needed her tasks to be demonstrated and for onsite training to be conducted by the team at Job Focus.

DWA assisted the process by assessing the skill set of Leanne and determining what supports would be required in the workplace for her to be successful in the role. With the support of Job Focus, her induction and training was effective and allowed Leanne to join the team quickly and immediately show her benefit to the company.

This is a great example of Target using the assistance of DWA to implement support requirements and in doing so ensure the successful employment of a person with a disability.

Proactive Public Service Organisations

DWA has partnerships in place with the Northern Territory, Victorian and South Australian State Governments. These partnerships provide people with disabilities an opportunity to seek employment within the relevant public service.

The strategies in place with each state public service provide significant benefits for both the participants and public service organisations. Participants gain employment experience, which often leads to ongoing employment in the public service, while the organisations gain a more diverse workforce which, in turn, means that particular public service can serve the community more effectively.

Benefits of DWA's services to State Governments are:

- Increasing candidate numbers
- Reducing recruitment time and costs
- Assisting you to achieve your objectives
- Providing a flexible and individual approach
- Identifying barriers and providing solutions
- Job matching by qualified staff
- Providing a quality service
- Improving morale and staff attendance
- Providing ongoing support services

South Australia Public Sector – Strategy for the employment of people with a disability into the South Australia Public Sector.

It is an equal employment opportunity program, pursuant to Section 67(2) of the *Public Sector Management Act 1995*, to provide people with disabilities an opportunity to seek employment within the South Australian public sector.

The Strategy enables people with a disability to apply for public sector positions. Participants are pre-screened and placed on a Disability Employment Register, which is managed by DWA.

Since its inception, the Strategy has proven to be an outstanding success with 642 people with disabilities winning positions in the public sector agencies. The positions won range from ASO1 to ASO6 level, include graduate and trainee positions and cover a wide range of occupations.

The success of the Strategy can, in large part, be attributed to the excellent work of DWA and the commitment of the public sector agencies.

Currently, there are over 200 people with disabilities on the Disability Employment Register. These people have been assessed and are ready to commence in a position within the South Australian Public Sector.

The DWA assessment process for people with a disability to gain approval to be included on the Disability Employment Register is extensive. This is to ensure that they have the skills and expertise to win a position in the South Australian Public Sector on merit. The process consists of a skills assessment and a pre-screen interview to clarify any workplace modification, supports or reasonable adjustments required enabling them to achieve the inherent requirements of a position.

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DWA's partnership with the public sector produces many success stories including:

Case Study 1: South Australian State Government

Lyn Beaumont-Clark is an executive assistant and works in the business unit called South Australian Research and Development Institute (SARDI) – Livestock Systems. Lyn is located within the Adelaide University's Roseworthy campus north of Adelaide. SARDI falls under the Department of Primary Industries and Resources in South Australia (PIRSA).

A maternity leave vacancy provided Lyn with the opportunity to recruit a new employee and at the same time change the job criteria and specifications for the ASO1 administration role.

SARDI's Human Resource department listed the vacancy on the Early Notice of Vacancies (ENOV) in which it was viewed by a project officer working for DWA. DWA reviewed the current disability employment register database which holds hundreds of potential applicants for positions. All of these applicants have attended a workshop as well as a pre-screening interview and been assessed as skilled candidates.

One such applicant was David Robinson, a client of disability provider CRS Australia. David could be categorized as long-term unemployed having been unemployed for the previous eight years after spinal surgery. David had been a qualified butcher for seventeen years prior to the surgery but could not sustain this line of work after his surgery.

DWA matched David's application to the ASO1 administration role for SARDI Livestock Systems. In doing so DWA contacted David and asked if he would like to apply and on acceptance DWA emailed Lyn Beaumont-Clark at SARDI Livestock Systems and forwarded David's resume for the role.

DWA coordinated the interview between David Robinson and the interview panel. David required no modifications or supports for the interview process and the only on-the-job support he required was the use of a suitable chair to support his spine.

David was interviewed for the position but was nervous given the longevity of his unemployment. The interview panel wished to clarify his typing speed and once this was certified David was offered the position in the State Government on a twelve month contract as an ASO1.



Colleen Thompson (DIIRD), Luke Arnott, Danielle Palma (DEAC) and Andrew Fraser (DEAC)

Case Study 2: Victorian State Government

In March 2008, DWA received a vacancy from Inner East Group Training, for an Administration Traineeship in the CBD with the Department of Innovation, Industry and Regional Development (DIIRD), in the Workforce Participation Branch. The traineeship was full time for one year and the successful applicant would gain a Certificate 3 in Administration.

DWA was contacted by Colleen Thompson from DIIRD and liaised with Karen Duffy from Inner East Group Training to refer potential candidates for a Youth Employment Scheme (YES) traineeship position. The employer was looking for a person who could perform a variety of administration tasks, involving answering phones, data entry and other related skills.

DWA job matched against the applicants on the "Disability Employment Register" and Luke Arnott was identified as a perfect match for the role. Luke presented well in his pre-screen and his communication skills and enthusiasm were excellent. The pre-screen also identified that Luke required modifications to his computer, some document magnification programs and assistance with on-the-job training and study support from the Disability Employment Network (DEN) provider Disability Employment Advisory Committee (DEAC).

DWA endorsed Luke's abilities to do the role and forwarded his details to Inner East Group Training (IEGT) and DIIRD to be considered for interview. DWA also forwarded information on Luke's support and modifications requirements.

DIIRD interviewed Luke and he was successful in gaining the position as a YES Trainee within the Workforce Participation Programs area of DIIRD.

Luke stated, "I'm enjoying the fact that I'm finding the job to be a really interesting challenge and that I'm learning a lot about my skills and abilities. DEAC and DWA have helped me by providing support for work related activities such as press clips and also helping me with my Cert 3 in Business Administration. They also provide advice and support when I doubt myself."

Andrew Frazer (DEAC) added that "The guys at DWA have been terrific. They initially endorsed Luke for the role, and then made sure that the channels of communication were open. DWA staff have given us feedback on our support mechanisms, and this has allowed us to hone our support to the requirements of the organisations and the client."

David Robinson and Lyn Beaumont-Clark Executive Assistant SARDI Livestock Systems

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Victorian Public Service – Strategy for the employment of people with a disability into the Victorian Public Service

The Victorian State Government and DWA entered into a Memorandum of Understanding from February 2008 to facilitate increased access for people with a disability to employment opportunities within the Victorian Public Service (VPS).

All VPS departments have entered into an agreement with DWA to clarify respective roles and responsibilities of the parties under the wider State Government Memorandum of Understanding. The agreement sets out the service relationship between the departments and DWA and the process for implementation of a Disability Employment Scheme.

The aims of the partnership are designed to increase the representation of people with a disability in the VPS to align to key performance indicators in the departments' disability action plans and to support goals of the Victorian State Disability Plan 2002-2012. The objective is for the VPS to better reflect the employment profile of the Victorian population.

DWA provides specialist support to all VPS departments to improve recruitment and retention of people with a disability. This will include a one-stop referral point for managers to assist them to recruit (and retain) people with a disability.

DWA manages the Disability Employment Register for the VPS by pre-screening and assisting job seekers with a disability to apply for temporary, ongoing and permanent positions alongside other applicants.

Northern Territory Public Service – Strategy for the employment of people with a disability into the Northern Territory Public Service

The Northern Territory Government is committed to increasing the employment of people with disability across the public sector to a level that is proportional to their representation in the working age population of the Northern Territory.

Disability Works Australia has a contract with the Northern Territory Public Service (NTPS) for the provision of Specialised Recruitment Services for employment of people with disability into the NTPS and this agreement forms a key part of the Government's *Willing and Able Strategy*.

The strategy supplies a framework for the Northern Territory Public Sector to provide a working environment where people with a disability are recruited and retained on the basis of their abilities, and where barriers to workplace participation are identified and removed.

Interested in recruiting people with a disability in your state's public service?

For more information or to engage the assistance of DWA in the recruitment process for people with a disability, contact should be made directly with DWA by calling free call **1800 356 670** or emailing **national@dwa.org.au**



Terina Boyle

Big successes in Big W

In August 2008, Terina Boyle commenced a work trial with two other people with disabilities at Big W Cumberland Park. On completion of the work trial all three people were offered a job.

With an extensive clerical, retail and customer service based background; Terina was a perfect match for a Checkout Service Assistant role that became vacant in the store. Terina has previously spent many years working in organisations where her wide range of skills were developed and refined but she still lacked the confidence in herself to feel as though she was doing a good job. Terina suffers from Anxiety and registered with a Disability Employment Network (DEN) Provider for assistance on-the-job.

Terina's employment coordinator is amazed at the transformation Terina has experienced since finding stable and happy employment. Being unemployed for approximately 2 years before commencing with Big W, Terina is passionate about her job and looks forward to waking up and going to work. When asked about what the job does for her she exclaimed,

"It has given me my self esteem back. Before I started here I wouldn't say 'boo'. Now I have a purpose."

Liz Graham, Business Manager of Apparel at the Cumberland Park store works with all three people with a disability who were employed in the store on the work trial and is impressed that all three have sustained employment. Liz says it is vital that whoever takes on a person with a disability ensures they are receiving adequate assistance and takes responsibility for guaranteeing their success.

"Terina has a passion to succeed and we have a passion to ensure she does succeed."

Liz Graham, Business Manager of Apparel, Big W Cumberland Park

Terina is just like every other worker in Big W and has passion and drive for her job. Her anxiety can result in getting stressed during busy times. Through the support of her DEN provider, DWA and Big W, Terina is overcoming her nerves and anxiety.

"Terina is very settled in her new job and the change in her confidence and self esteem is remarkable. She not long ago signed a new permanent part time contract, well done Terina!"

Vince Beaty, Employment Coordinator at Interwork Hove

Since signing the Memorandum of Understanding (MOU) with Woolworths Ltd. in 2007, DWA has successfully assisted Woolworths Ltd. employ over 300 people with disabilities into their stores. Successes such as this are always a pleasure to see and we look forward to the many more to be experienced in the future.



Recruitment Made Easy

Employer or preferred supplier notifies DWA of forthcoming job opportunities.

DWA broadcasts vacancies to attract applicants with disabilities.

DWA receives applications and pre-screens applicants.

DWA provides the employer or preferred supplier with details of suitable applicants and advises about any potential supports or modifications required.

Employer or preferred supplier keeps DWA informed of changes or delays in the recruitment process.

Employer or preferred supplier decides which applicants to interview.

DWA contacts and arranges interviews with suitable applicants.

DWA notifies any applicants the employer has decided not to interview.

DWA contacts the employer or preferred supplier to discuss interview results and gain feedback to provide to the applicant.

DWA provides the employer with continued support for employees with a disability.

Bendigo Bank providing support for people with a disability

Bendigo Bank has call centre outlets in Victoria and Queensland and was established in 1858. With almost 900 outlets Australia-wide including 220 community owned Community Bank branches of Bendigo Bank, 100 agencies, over 160 company owned branches, and 400 Elders Rural Bank outlets it's no surprise Bendigo Bank has the need for a large and diverse staff base.

Disability Works Australia (DWA) have a signed Memorandum of Understanding with Bendigo Bank to increase the levels of staff with a disability.

DWA has placed several fantastic people into employment since signing the MOU and Susan McAlister is no exception.

Bendigo Bank in Ipswich, Queensland identified opportunities in their Contact Centre. They contacted their diversity partner (DWA) who broadcast the vacancy to local Disability Employment Network (DEN) and Vocational Rehabilitation Service (VRS) providers.

The broadcast was met with a good response of referrals and candidates were selected and sent onto Bendigo Bank for interview.

Susan McAlister was referred to DWA by her employment consultant at her Disability Employment Network (DEN) provider because she was previously employed within banks and had all the relevant experience for the Contact Centre position. Susan was having difficulties gaining employment and needed an employer willing to support and recognise her visual impairment. With DWA and Work Venture on her side, Susan felt comfortable with the support she had available to her.

The position was offered to Susan who happily accepted. Work Venture worked with DWA to ensure Susan was given access to the workplace modifications she required to fulfil the inherent requirements of the job. In December 2008 Susan commenced employment with Bendigo Bank.

Work Venture was impressed with the support provided and said that, "Bendigo Bank were very open to providing an employment opportunity for Susan and have been very supportive."

Susan is pleased to be working with an organisation that is accommodating and supportive of her disability and she is well valued as a team member.

We asked Susan what she thought of her employment with Bendigo Bank, Ipswich to which she replied,



Helen Suthers, Team Manager at Bendigo Bank and Susan McAlister

"Bendigo Bank were very helpful in assisting me into employment and providing and adapting the workplace to suit my needs."

It is fantastic to see that Susan has now found employment where she can excel and further her banking skills. Work Venture has happily assisted in the employment of a great candidate and they are there for any further support Susan may need.

Bendigo Bank can be comfortable knowing that DWA is there to support them and any questions they may have about any disability related issues. They now have a brilliant new staff member who is eager to work to the best of her ability.

"Susan is open to taking on any task we give her and has become a valuable part of our team."

Helen Suthers, Team Manager Bendigo Bank.

