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# Job Centre Australia Newsletter

## From the CEO's desk

Over the 28 years of Job Centre Australia's operation, we have seen a change in attitudes towards workforce diversity. Australia ranks a poor 21 out of 29 countries in the OECD in terms of employment of people with disability. Whilst there is quite some way to go, an observation could be made that links the employment of people with a disability and well operated companies.

The principles of being open to new ideas, not having pre-conceived or stereotypical attitudes towards groups or individuals and open, honest communication are all positive attributes of any successful organisation. Over time, we have identified that organisations such as this are more open to a diverse workforce that reflect the community in which they operate.

Diverse workforces can reflect a range of characteristics - Employees with or without a disability, employees with different ethnic backgrounds, employees of different ages.

Every individual brings their own perspective, ideas, experience and commitment to work. This range of diversity is of benefit to companies of all industries and sizes. We encourage employers to think about building a diverse workforce and the benefits it could bring to their business.

Job Centre Australia is a specialist in this space, partnering with organisations to build diversity into their strategic plans and everyday workings of the business.

*If you'd like more information, we're more than happy to help!*

**Brian Yates - Chief Executive Officer**



## A message from our General Manager - Operations

2018 will herald a new era in disability employment services as existing and new competitors enter the marketplace. These businesses will comprise of Australian and Internationally owned organisations.

Job Centre Australia is a not for profit company that is 100 % Australian operated and all our profits are invested back into our local communities. We will not compromise on the quality service that we deliver to individuals and their communities.

We provide a person centred experience, delivering disability employment and NDIS services to assist people with disabilities achieve their life goals. Through our tailored programs, our participants gain purpose and independence, allowing them to prosper in their community and achieve their full potential.

Job Centre Australia is proud to be continuing to service all our customers across our areas. We will be expanding our program services in Albury and Canberra this year and look forward to working with these communities.

**Sarah Stratford - General Manager Operations**



# Meet our Ambassadors!

## Paralympians Simon Patmore and Ben Tudhope

We are thrilled to introduce Job Centre Australia's Ambassadors, paralympians Ben Tudhope and Simon Patmore! Both Ben and Simon are members of the Australian Paralympic team who represented Australia at the 2018 Winter Paralympics. Simon made headlines after winning the gold medal in the snowboard cross event this year and had us all on the edge of our seats as we watched him cross the line. He is not unfamiliar with the lime light or the winning medal, having also won gold in athletics at the 2012 London Summer Olympics. Aside from his sporting achievements, Simon is an IT professional who has worked for QLD health for over 10 years. He knows the importance of diversity in the workplace and recognises the challenges that employers and employees may face when there is a lack of understanding. In his experience, there has only been positives and he enjoys being able to represent people with disability and inspiring others to work hard to overcome challenges.

Not to be outdone, Ben Tudhope is equally impressive, holding the record for the youngest ever paralympian, having represented Australia in the 2014 Sochi games at the age of 14! Now 18, Ben chooses to compete in the toughest category of both the snowboard cross and banked slalom - the upper limb category - although is eligible to compete in the lower limb category. He was unlucky not to place at this year's games, but he has plenty of opportunity ahead of him.

Both Ben and Simon represent the values we hold dear at Job Centre Australia. Setting yourself a goal, and striving to achieve it, no matter what barriers you may face. They are living proof that you can achieve the things you set out for. *Look out for them at our upcoming events!*



# Congratulations to our Albury NDIS participants!

## Wodonga TAFE, Albury NSW

Job Centre Australia collaborated with Wodonga TAFE to provide a course that suited the interests and goals of our participants - Cert 1 in Vocational Preparation. The course provided participants with supplementary learning and a formal qualification which will enhance their continued education and employment prospects, provide industry experience and knowledge and assist students to make more informed choices for vocational and career pathways. Their recent graduation was a great day and the participants were very proud of their efforts and achievements. Well done!



# Celebrating 10 Years!

## Spotlight, Gold Coast QLD

Congratulations to Helen who was recently recognised for ten years of service with Spotlight! Helen has worked at all three Gold Coast locations and has continually strived to do her best within the workplace. Helen demonstrates high level customer service skills and is always willing to learn new skills. Helen always has a smile on her face and is upbeat while doing her shifts, her work colleagues have all commented on Helen's wonderful nature towards life and her employer. Helen has been supported by JCAL within her role and it is great to see her achieve this milestone.



# Travel Independence



## Hamilton, NSW

Congratulations to Michael, a Hamilton Choice and Control participant, who has recently completed a very important goal! Michael is very excited to announce that he is now able to catch public transport to and from JCAL and his home independently!

Michael started working on his goal last year, and with the initial support of Choice and Control Hamilton, started catching the bus home independently each day. Michael is now working hard on his next goals which include; to complete work experience independently, to develop his cooking and money handling skills and finally to get paid employment!

# Study Success



## Stones Corner, QLD

Elliot completed his Certificate III in Security Operations through Complex Institute Australia in which JCAL have an emerging partnership. With the support of JCAL Stones Corner, Elliot was able to gain industry specific skills and employability coaching throughout his study.

With JCAL's continued support and guidance, Elliot's focus is now on building a rewarding career within the security industry and is looking forward to the opportunity of working at the 2018 Commonwealth Games.

# A Boost in Confidence

## Coles, Wagga Wagga NSW

Raine's confidence has taken a giant leap since she began work experience at Coles. Raine is a Wagga Wagga Choice and Control participant who is using the skills learnt through work experience to move towards working independently. Raine enjoys working in the cereal aisle and talking with customers and would like to one day work in a library. Well done Raine!



# Securing a Dream Job

## South Brisbane, QLD

Simone has always been motivated to find her dream job and worked with her case manager and within the Career Development workshops to discover what that was. Simone completed a Cert III in Security Operations with Complex Institute in Early 2017, being recognised as the student of the month.

On completion of her studies, armed with certification and industry experience, Simone commenced marketing efforts with the assistance of the South Brisbane JCAL team and was offered a permanent contract working at the Gabba football grounds. She has since been offered further employment opportunities through the Gold Coast Commonwealth games. Simone is now highly sort after in the Security industry due to her ongoing tenacity, commitment, and drive to succeed.



# Work Experience Success!

## Coles, Newcastle NSW

Damon started his journey with Job Centre Australia Choice and Control in our School Leavers Employment Supports program. As part of this program, Damon was placed into a work experience position with Coles. Proving himself to JCAL and Coles, Damon was moved into our Disability Employment Supports program where he was assisted into an open employment opportunity with Coles. Damon works 2 shifts per week and with the on the job support from both Coles and JCAL has improved his speed and aptitude for the role.

In addition to his working, Damon was recently selected in a NSW AFL side for people with a disability. Damon will be playing a state-based competition in Tasmania later this year in which the winners will play a curtain raiser before a Hawthorn AFL game. Well done Damon!





# Change of Career

## Sheehan's Sunnyside Bakery, Young NSW

Leigh worked for 9 years as an Assistant in Nursing until she injured her shoulder and could not return to her role. Leigh was then referred to Job Centre Australia by workplace rehabilitation provider, Concept Rehab, who JCAL have a great working relationship with.

JCAL worked closely with Leigh and, in a matter of weeks, placed her in employment as a Cook with Sheehan's Sunnyside Bakery. Leigh is loving her role and says how fantastic Ron and Sharon are to work for. Leigh has taken the position in her stride and enjoys the challenges it can bring. Well done Leigh!



# Confidence Boost

## Gosford, NSW

Chelsea started attending Choice & Control at Gosford in 2017 through School Leavers Employment Supports. Chelsea's main barrier to employment was her anxiety and confidence surrounding employment. With lots of encouragement and support, Chelsea started building confidence and soon started a work placement demonstrating her fantastic work ethic. Chelsea was excited to start job searching and secure a career path within the retail industry. Chelsea completed a Cert III in Retail and was assisted in updating her resume and completed resume drops in the local area.

Chelsea received a call back soon after and was coached through interview preparation and strategies to assist in staying calm. Chelsea received a trial shift from that interview and is now employed casually and working 2 days per week.

Chelsea continues to access the program for extra support and social skills and is loving her new job!





# Disability Service Standards

- 1 Rights:** The service promotes individual rights to freedom of expression, self-determination & decision making & actively prevents abuse, harm, neglect & violence.
- 2 Participation & Inclusion:** The service works with individuals & families, friends & carers to promote opportunities for meaningful participation & active inclusion in society.
- 3 Individual Outcomes:** Services & supports are assessed, planned, delivered & reviewed to build on individual strengths & enable individuals to reach their goals.
- 4 Feedback & Complaints:** Regular feedback is sought & used to inform individual & organisation-wide service reviews & improvement.
- 5 Service Access:** The service manages access, commencement & leaving a service in a transparent, fair, equal & responsive way.
- 6 Service Management:** The service has effective & accountable service management & leadership to maximise outcomes for individuals.

**All new JCAL clients receive a Disability Service Standards Client Guide in their Welcome to JCAL Pack at their initial interview. Please see a JCAL staff member if you have not received one.**

Disability Employment Services is an 'Australian Government initiative' which is being funded and otherwise supported by the Australian "Government".

