

## LWG MEETING 2 OUTCOMES SUMMARY

This report provides a summary of discussion points shared during SA Local Working Group Workshop 2

### OVERVIEW OF PRESENTATIONS:

#### PROJECT: TOUCH A TRUCK

Feros Care and The FARM are holding an inclusive event for the Light/Barossa community to get together and strengthen connections.

With family friendly activities including a petting zoo, face painting, sensory play room and BBQ. There will also be local community organisations showcasing what they do giving an networking opportunity to bring the local community together.

#### COHORT: EDUCATION AND EMPLOYMENT (E&E): SA- CATHOLIC EDUCATION – COLLABORATIVE PARTNERSHIP

The purpose of the Partnership is to enable activities in which Feros Care and Catholic Education South Australia (CESA) collaborate in their provision of services that support students with disability, their families, and their school communities.

To assist students and their families to gain access to and engage with relevant disability supports and services, including the National Disability Insurance Scheme (NDIS), in response to the challenges faced by students, families and schools.

## 1 REVIEW FEROS CARE POLICY'S & PRACTICES

### Touch a Truck Project:

#### ACCOUNTABILITY & TRANSPARENCY

- “Feros Care do a good job in this area”, “Good to talk to”, “Take of feedback” “Encourage feedback through community events”.

#### INCLUSIVE & ACCESSIBLE DESIGN

- The group felt the project took this into consideration, making sure venue and event itself was inclusive and accessible.
- Suggestion to consider other accessible factors such as food i.e. Halal

## **COLLABORATION**

- Group felt Feros Care had collaborated well, working with Belgravia and the F.A.R.M

## **SAFE SPACES & SPACE PEOPLE**

- “Project seems very open and inclusive, with free or low-cost activities”. LWG loved idea of sensory room and hour.
- Suggestions: rental/ hiring of headphone for people while attending event- LWG member has seen this at another community event organised recently.

## **CIRCLE OF SUPPORT**

- Great- family fun day, activities for adults and children, low cost, localised in rural location.
- Location both positive and negative- great that event is outside of metropolitan to cater to residents from area. However, also a long way from a large portion of Fero Care’s participants.



## **CHANGING THE NARRATIVE**

- New/ different project than other Feros Care projects

## **INVESTING TIME**

- LWG group felt Feros Care do a good job investing time, listening to the community. -Cheap event for local residents to attend, encouraging more to be involved.

## **Education and employment (E &E) Cohort: SA Catholic Education – Collaborative Partnership**

### **ACCOUNTABILITY & TRANSPARENCY**

- “Feros Care do a good job in this area”, “Good to talk to”, “Take on feedback, well” “Work with schools to create solutions”.

### **INCLUSIVE & ACCESSIBLE DESIGN**

- The group felt this had been taken into consideration- offering multiple locations, times, along with have safe guards and practices in place to support the entire school community- students, teachers, parents/care givers etc regardless of if person if Feros Care participant or not.

## **COLLABORATION**

- Group felt Feros Care were collaborating well, partnering with Catholic Education SA. It was noted Feros Care also work with the Dep of Edu, however separately to Catholic Education SA partnership.

## **SAFE SPACES & SPACE PEOPLE**

- Offered at a comfortable, familiar location in students school

## **CIRCLE OF SUPPORT**

- LWG members felt this was being demonstrated well in the fact open to family/parents etc and not just student

## **CHANGING THE NARRATIVE**

- Promoting feedback/ suggestions through partnership

## **INVESTING TIME**

- Group felt this was being demonstrated well by being available to help and support from a variety of locations and willingness to support everyone regardless of if a Feros Care participant or not.
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## **2 CO-DESIGN RESOURCE ACTIVITY**

**Discuss the 4 stages of employment (recruitment, onboarding, career development and everyday) with group and guest employer (retail)- including inclusivity and accessibility, positive, negative potential solutions/suggestions.**

### **Insights / Feedback from activity**

The group discussed current programs retailers offer to support better inclusion in the community-

- Rewards program
- Providing additional stock to organisations such as 2nd Bite or Food Bank
- Some have a charity they run as well
- Ability to work across different retail departments
- Ability to work across different industries- i.e warehousing, transport, administration, hospitality
- Career development programs for staff
- Staff discounts

The group then discussed the 4 stages of employment, how they work within retail, if it is inclusive and any suggestions. The group found a lot of the positives may be a negative for others and more individual discretion would be extremely beneficial.

For example: Some people with a disability, would prefer this. Whilst to others it's very limiting and may be a barrier.

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## **3 GENERAL OUTCOMES & SUMMARY**

LWG 3 information provided – informed group LWG would include a celebration and filming (video).

- A copy of potential video question has been provided.

LWG 3 – 2nd May 4–6pm

## Everyday

- Customers (e-)
- managing customers expectations
- abusive customers (especially when low stock)
- Flexibility - shift days, times
- generally close to public transport
- Scope of roles - varied
- able to relocate
- ability to work in multiple departments
- lots of staff → friends
- Security always a need (job security)
- depends on managers as to work environments
- more casual roles
- financial security

## Recruitment

- supported wage ↑
- online application (no alternatives)
- Group interviews (scary)
- interview questions
- accommodations prior to onboarding
- Jobs available continually
- Job role - understanding (PD)
- Wage

## Onboarding

- Job access info to be provided induction
- Accessible for everyone
- Support to understand paperwork
- Will support / individualise for each worker
- New people all the time
- Connection to community
- Support to learn
- Wage
- Casual conversion

## Career Development

- opportunities
- graduate program
- new locations / growth
- Skills development across areas
- belief, supportive environment to progress
- diverse skills - office, admin, transport, warehouse, food handling
- Self driven opportunity - doesn't require qualifications or specific skills
- Creating leaders not managers

- cross-over - departments
- retail, hospo, f
- rewards program
- online & in store ability
- SMART / data collection → more inclusive
- Charity
- School - food truck,
- 2nd bite
- live skill programs
- PRIDE, inclusion.

# Employer Case Study

