

## LWG MEETING 2 OUTCOMES SUMMARY

This report provides a summary of discussion points shared during Mackay's Local Working Group Workshop 2

### OVERVIEW OF PRESENTATIONS:

#### PROJECT: TOWNSVILLE INCLUSIVE CAREERS AND EMPLOYMENT EXPO

Feros Care conducted a focus group and on-going discussion with remote communities has identified people with a disability living in the rural and remote areas of North Queensland face significant barriers to employment.

The Townsville Inclusive Careers and Employment Expo 2023 has been created as a centralised point for people who are looking for future career options inclusive of employment and education.

According to the NDIS Employment Strategy 2019 only 24% of working age NDIS participants were in paid work. We know that having a job brings significant social and wellbeing benefits along with economic independence.

This Expo building on the 2021 Townsville Self Employment Expo will expand to not only include self-employment but also apprenticeship and traineeships, mainstream disability employment, registered training organisations, school leaver employment support and business owners looking to employ staff.

#### COHORT: MENTAL HEALTH TASKFORCE AT FEROS CARE

The Mental Health Taskforce is one of 9 cohort teams formed at Feros Care. The cohort is made up of Local Area Coordinators (LAC) who support the community and staff members within the mental health sector across Northern Adelaide, Queensland and Barossa to build capacity and provide ongoing, two-way education to relevant stakeholders and the Feros Care LAC team.

The task force supports potential and prospective participants with gaining access and navigating their NDIS journey with a focus on increasing numbers of participants with psychosocial disabilities accessing support. The task force engages with various areas of the mental health sector to develop and build relationships while providing a point of contact for staff working within the mental health sector to better support their customers.

## 1 REVIEW FEROS CARE POLICY'S & PRACTICES

### Project: Townsville Inclusive Careers and Employment Expo

- Talked about co-locations in Townsville Region
- Most participants state that co-locations are integral to building community awareness

- More capacity building activities are needed for community
- Connections and opportunities can arise from attending community events and meetings
- The mental health cohort in Townsville attends the Townsville and Burdekin suicide prevention network meetings monthly
- The support builds capacity for NDIS support and community and mainstream supports
- LAC's attend other organisations in the community to assist people around NDIS and community supports, while also building capacity with staff to build NDIS awareness and knowledge
- Current Co-locations – head to health and Salvation Army



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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.

- How can Feros care be more inclusive?
- When advertise do we encourage people with disability to apply?
- Application with conversation instead of application with paper.
- Could people send in a video recording.
- Nick mentioned having the right skills on paper, but when in face to face, within 3 minutes made decision not to hire.
- Build capacity for employers to understand what is required, reduced fears in preconceived ideas of employers.
- Time poor managers require understanding, education on employment process, make it easy for them.
- LAC role in Feros care, manually read through all applications.
- Resource CHAT GPT great for writing cover letters

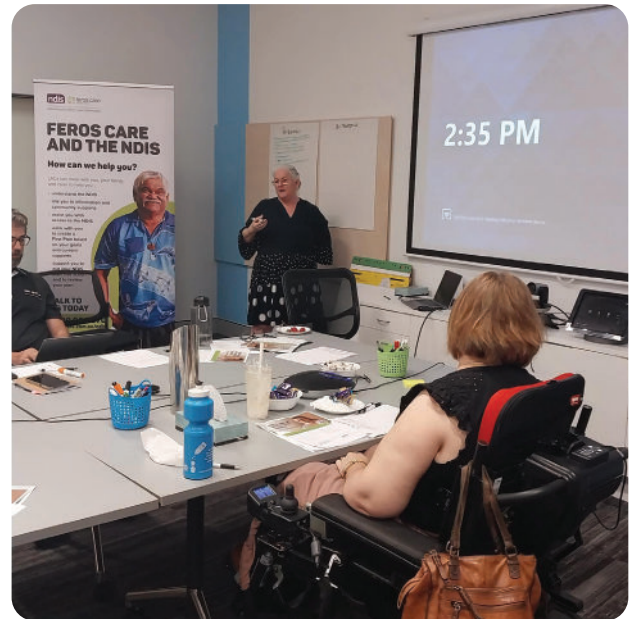
- NDIS resource helps with application in applying for jobs, there are platforms with disability preferred employer. The field – Dilian Allcot.
- Incorporate into flyers or packages
- Are Cover letters mandatory?

#### **EVERYDAY PRACTICES**

- I require equipment, for my disability, this has broken and I cant complete my job properly.
- Realistic KPI's
- Collaboration in KPI creation.
- Where Liz works there is a staged practice for KPI's, there is a flexibility in meeting KPI's, there is a KPI sharing program.

#### **CAREER DEVELOPMENT**

- Do employers have opportunities for growth.
- Can I have flexibility to study or can options.
- Relationship between employee and employer.
- Retention is pivotal, good sign of a good employer is people leaving to take on higher roles
- Develop stepping stones to progress.
- Horizontal promotion styles
- Project roles, which you can then access another role of experience and be supported to do so.



### **3 GENERAL OUTCOMES & SUMMARY**

LWG very excited for resource to be finalised and are open to being filmed in LWG3.

## EVERYDAY PRACTICES

ENCOURAGE PWD TO APPLY FOR LAC

COVER LETTERS MANDATORY

KEYWORD SEARCH IN RESUME'S

POSITIONS WITH FLEXIBLE WORKING ARRANGEMENTS.

'MY NEEDS' CONVERSATIONS ARE ONGOING

EQUIPMENT (NEED - MAINTENANCE)

REALISTIC FORMS OF MEASURING KPI - SHARE STAFF PERFORMANCE

JOB ROLE SHARE / JOB ROLE FLEXIBILITY

INDIVIDUAL KPI CAPABILITY / ABILITY

SUCCESS PUNISHMENT - PEOPLE CAN'T SAY NO

## RECRUITMENT

- \* advertise encouragement to apply eg lived experience
- \* Conversation resume vs traditional resume application
- \* Resume on paper vs disability (mode of application)
- \* Open mind to positives instead of deficit
- \* Systems - options for filtering criteria
- \* Transferable skills
- \* ~~then~~ Lived experience
- \* Manually shortlist, read interests / experiences etc.
- \* Cover letters mandatory
- \* The field - job network & disability ~~network~~
- \* Availability flexible jobs - hours  
- days  
- times  
- location

## ON-BOARDING

- 100 pts ID. + qualifications
- \* Guide to get through onboarding
- \* Understanding of additional needs + what is needed to support
- \* education on how to manage best support
- \* work environment set up
- \* Person recruiting + onboarding gap (handover)
- \* Tick box & disability - is this bad or not?
- \* Decoding needs due to stigma
- \* Psychometric testing - create a profile to support staff but need staff to be comfortable to disclose.
- \* Show vulnerability
- \* Safe place to feel like can be comfortable
- \* Actions vs Words
- \* Once safe after probation, people disclose than
- \* Induction process, training process
- \* Quizzes but with support to do job
- \* WHS employer responsibility

## CAREER DEVELOPMENT.

- DO I ASK OR DO I WAIT TO BE ASKED?
- WILL I BE OVERLOOKED BECAUSE OF MY DISABILITY?
- SHOULD I STAY SAFE AND BE GRATEFUL WITH THE JOB I HAVE?
- WILL A FLEXIBLE WORKING ARRANGEMENT HOLD ME BACK FROM GETTING A PROMOTION?
- ARE PROMISES OF ADVANCEMENT REALISTIC?
- RELATIONSHIP BETWEEN EMPLOYER/EMPLOYEE
- RETENTION IMPROVEMENT
- OPPORTUNITIES TO GROW IN AS WELL AS
- OPPORTUNITIES TO GROW OUT OF THE ORG.
- DEVELOP STEPPING STONES TO PROGRESS