

Workability Quality Assured!

Positive Findings made by International Standards Certifications

In a recent audit conducted by International Standards Certifications, Workability has maintained certification in relation to the Disability Employment Standards. It was also cited that management and staff provided an optimum level of support and service to their clients, and there were many examples of outstanding performances within Workability.

Client interviews with the auditor revealed a high level of satisfaction in the service provided by Workability. Clients felt supported in relation to areas such as job interviews, overcoming barriers and training options.

Similarly, staff interviews indicated that the service was supportive and promoted a positive working environment. Overall, an excellent rapport was observed by the auditor, both between staff and clients, and between other staff members.



The auditor also observed that Workability is focused on Continual Improvement, stating "The Internal Audit process is thorough and has been added as an input into the Continual Improvement log, with observations being actioned".

In conclusion, the auditor noted, "Workability is committed for continuous improvement of their services and practices. The Auditor observed that the management and staff were committed in providing their optimum support and services to the consumers".

The final recommendation was as such, "With no non conformances being issued, Workability is recommended for Recertification to the Disability Employment Standards".

Workability



Life Works



Disability Employment Network
AN AUSTRALIAN GOVERNMENT INITIATIVE



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*Workability is a
Public Benevolent Institution
and endorsed with
Deductible Gift Recipient Status*
Visit our website to make a donation
www.workability.org.au

New Website for Workability

In keeping with the Workability vision of setting the benchmark in our sector. Workability has recently developed a new website to provide a convenient "online shop front" for clients, employers and the wider community.

The site includes a new interface for improved access to program information, and has updated content in line with our existing information products.

We have also provided capacity for individuals, small business and corporate clients to make gift donations via the site, check out the latest news at Workability and access newsletters, reports and other material.

Workability acknowledges this is a 'living document' and as it grows, so too will its content, colour and outlook. We look forward to receiving your feedback.



Welcome to **Workability**
Specialised Personnel Service

[Home](#) [Programs](#) [Job Seekers](#) [Employers](#) [Network Links](#) [Contact Us](#) [Site Map](#)

Welcome to Workability!

Who we are

Workability is a successful charitable organisation that supports people with disabilities and those that are marginalised within the community. We offer broad based programs such as employment services, and offer comprehensive vocational and capacity building programs to enable people to participate in the community.

We are currently funded by members: Department of Employment and Workplace Relations, Disability Services Commission, Department of Employment and Training and Lotterywest.

We achieve quality assurance through the ISC Pty Ltd, and continually achieve high service standards to enable delivery of our services.

What we do

Workability will help **Clients** to:

- identify your employment requirements;
- provide employers with people who are keen and motivated to work;
- organise work experience or work trials to assess the suitability of a consumer;
- develop professional relationships with business organisations;
- assist with traineeships and apprenticeships;
- provide support and assistance to employees;
- provide on site support and assistance to employees;
- provide co-worker training and disability awareness; and
- work with employers in all industries and cover all areas.

Benefits of employing a person with a disability

Workability recognises the valuable contribution people with a disability make to the community. In fact, as part of the Deakin University "Making it Work-Employment Outcomes When Employing a Person with a Disability" (2000) it was shown that people with disabilities have less than 50% absenteeism and 25% less compensation claims when compared to the general workforce.

Workability is able to provide an **employer** with:

- people who want to work;
- people who want to work with a well recognised supportive employer;
- people who want to work with community minded corporate leaders;
- people who want to work and learn new skills; and
- people who want to work within a close knit team environment.

Help us now

Donations make a big difference.
Show your support today.

Latest News

Positive Findings made by International Standards Certifications

New Mental Health Initiative for Workability

New Website for Workability!

Life Works

Workability's Life Works Program

Workability is incorporated as EMTECH a Public Benevolent Institution and endorsed as a Deductible Gift Recipient.

Free movie tickets to be won!!!

We would like your comments and feedback on our new web site – there is a prize of two movie tickets to be won for the best submission. Closing date for entries 31st August, 2007. Please email either Mark (Mark.vandenhurk@workability.org.au) or Suzi (Suzi.reed@workability.org.au) with your entries!!
Good Luck



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An Australian Government Initiative

Workability Life Works 1st & 2nd Click Procedures

The purpose of these procedures are to expand current training opportunities to include basic computer literacy training to people with disabilities.

This will be a 2 year contract which will start 01/07/07 and conclude on 30/06/09 providing outcomes are achieved every six months to guarantee further 6 monthly funding.



First Click Computer Courses

Every Tuesday from July 14th – 31st
Every Tuesday from August 7th – 28th
Every Tuesday from September 4th – 25th



Prepare for work course

Tuesday 7th August – Friday 10th August
Tuesday 14th August – Thursday 16th August

Communications Course

Tuesday 4th September – Friday 7th September
Tuesday 11th September – Thursday 13th September

Prepare for work course (run monthly)

Tuesday 9th October – Friday 12th October
Monday 15th October – Thursday 19th October

Events Calendar

MONDAYS

JAG
9AM – 12.30 PM

TUESDAYS

LAUGHTER CLUB
5.30 – 6.00 PM

WEDNESDAYS

ORIENTATION
9.00 – 11.30 AM

THURSDAYS

COFFEE CLUB
10.00 – 12.00 NOON

24TH July

FIRST CLICK COURSE
COMMENCES
PERTH OFFICE
10.30 – 1.30 PM

25TH JULY

FIRST CLICK COURSE
COMMENCES
MANDURAH OFFICE, 63
ORMSBY TCE, MANDURAH
10.30AM – 1.30 PM

21ST SEPTEMBER

**ABILITIES CAREERS EXPO,
FORREST PLACE, PERTH**

David Arys is organising a booth for Workability at this Expo. Please contact him with any suggestions etc. you may have for this day.

Here comes the bride . . .

Spring Weddings for Workability Clients

Two sets of couples registered with Workability recently tied the knot, celebrating with a Spring Wedding.



Congratulations Emma and James!

Emma and James McAllister were married at Holy Rosary Parish Church in Nedlands with a reception at Cottesloe Golf Club in Nedlands. Both Emma and James have been registered with Workability for some years now and we have been proud to see them progress in their chosen career choices and can attest to the fact that they are both highly thought of by their respective employers.

Congratulations Karen and Sean!

Karen and Sean Cheyne, were married in a beautiful riverside ceremony on 1st April and followed this with an intimate lunch in the city with some close family and friends present. In this instance I was privileged to attend and have to admit to feeling somewhat misty eyed at seeing clients I have worked closely with have such a positive outcome aside from their employment achievements. There is more good news for this delightful young couple as they are expecting their first child later this year.



We at Workability would like to take this opportunity to wish both these couples every happiness for a long and happy life together.

Kathy Skipp
Client Services Manager

Human rights for all

Overview of human rights bill

Human rights are about the fair treatment of individuals and ensuring that everyone in the community is treated with dignity and respect. Human rights are everyone's responsibility. Individuals, families, businesses, non-profit organisations, and the media all have a role to play in ensuring that human rights are respected and observed. Governments, in particular, have a significant role to play in the protection of human rights.

The WA State Government has recently established a consultation process to seek input from the wider community on a proposed WA Human Rights Act.

Workability is currently in the process of putting together an "agency statement" for submission. A human rights consultant has met with both staff and clients in an open and honest forum to charge debate about human rights issues and the role of the proposed bill in addressing them.

A feedback coffee meeting has been arranged for Thursday 9th August commencing at 10.00am.

If you would like more information on the proposed bill and/or would like an opportunity to review it and contribute your feedback, please contact Human Rights Consultant, Damien Norris (0417 541 696 or dnorris@powerdsl.com.au) or Kate at Workability.

Good News Story



Bowra Panel and Paint is a well established quality smash repairer in Osborne Park that has been operating since 1972.

Danny has been with Bowra Panel and Paint for the past 2 years. After working in this very supportive work environment Danny gained enough confidence to move on and try his hand at a different career. Through the skills he gained at Bowra Panel and Paint he has decided to commence a Warehousing Course where he will be able to obtain a forklift licence.

Bowra Panel and Paint have been a fantastic supporter of Workability and have decided to take on another Workability client. A special thanks to Peter, Sue and the crew. We are looking forward to maintaining a strong working relationship with Bowra in the future.



Welcome to the newest additions of our

Suzi Reed

Hello everyone! Originally I was introduced to Workability with the help of Kathy and Cynda after a long and difficult period which culminated in the loss of my job of 13 years. However they say that things happen for a reason and I firmly believe this to be one of the times when it has been the case for me!

I arrived in Australia newly wed in September 1980. Unfortunately I am now a widow but I have a very special daughter and two lovely grandchildren who are the light of my life!

I have had a very varied career, working in public relations, PA and secretarial positions in the UK and Europe. I also spent several years on the high seas as a Cruise Director on Ocean going liners cruising world wide where I learnt a great deal about the need for tact and diplomacy in dealing with the demands and whims of finicky passengers who believed that they when they paid for their cruise they were entitled to round the clock services of the staff as well! I also worked as Sales Executive for both the Fremantle Esplanade and Tradewinds hotels during the time of the Americas Cup which was a memorable experience.

Due to a deteriorating but now stable health problem things have had to change over recent years but I am feeling very positive now. After initially commencing my association with Workability as a volunteer I now have a part time permanent position which is wonderful and a source of great motivation for me.

It is such a pleasure to be working with a great bunch of cheerful, positive and

sympathetic people - thank you all for making me so welcome and giving me the support I have needed to get really back on track!!

Ian Blackburne

There is an ambience, as one enters the premises of Workability, of warmth, engagement, caring and compassion. I felt this when I first walked in to face my interview panel. I now experience it every day as I walk through the door to begin my day. It is a privilege to work in such an environment and I greatly appreciate the opportunity given to me to contribute to such a committed staff that assist and support people to re-engage with life again in such a compassionate and caring way.

I have had 15 years teaching experience (Primary) including 6 years as a School Principal. This included a short time as Principal of the Pioneer Village School in Armadale. After volunteering with Communicare and studying Human Resource Management in 2000, I gained a position as Client Manager with Mission Employment, working with clients with multiple barriers, assisting them to gain employment. This was an extremely rewarding position which lasted for 2 years until the office (Spearwood) closed. I then spent a short time with Outcare as a Traineeship Officer, where I worked with Group Training Companies to assist ex-offenders in their transition from prison to employment or training on the 'outside.' I have spent the last 3 years as an Employment Co-ordinator with Options Employment, Cannington where I was exposed to the idiosyncrasies of the Disability

Workability team

Employment Network and thoroughly enjoyed the experience. I have completed a Cert IV in Counselling and plan to study the Masters (Counselling) from 2008.

I am married to Dawn and have 3 children (2 adults) and a grandson.

Maria Lloyd – Jones

Hi everyone! – My first introduction to Workability was by sheer chance, a casual meeting with one of Workability's employers led to an introduction to meeting Cynda Emsall. I initially started as a volunteer working with JAG groups on Mondays down in the Lifeworks centre; this then progressed to being offered a position as Lifeworks Coordinator/Client Manager.

Before emigrating to Perth I had 8 years extensive experience working as a Disabilities Employment Advisor for a government funded Company, this role involved working with people who had multiple barriers in getting back into the workforce.

What a journey! – After having spent all my life in Wales, my family and I decided to move to the other side of the world to start a new life down under. We arrived in Perth on March 1st 2007 (St. David's Day) and I knew from the moment I stepped onto the tarmac in 37 degrees that this was a good move!

I have always considered myself to be lucky but, I also consider myself to be fortunate to have had another opportunity once again, to be working with colleagues who are as committed and compassionate about what we do

here at Workability as I am. I am so looking forward to the future with Workability and more and more fabulous Friday's and marvellous Mondays. Cheers Guys!

Deborah Mason

I would like to introduce myself, my name is Deborah and I recently joined Workability as a Client Manager.

I have been working within the Human Services field for the past 25 years. My career started with Activ Foundation as a Employment Support Officer where I obtained my Social Trainer qualifications and Diploma of Community Services [Management]. From there I moved into accommodation where I was employed by Mofflyn Uniting Care as a Community Support Supervisor supporting 4 adult men with intellectual disabilities in a residential setting and a residential transition home with high support needs for 3 non verbal children with Autism/ Acquired Head Injury. My role was to support them with community integration, life skills training, employment, and recreational needs.

Prior to commencing with Workability I was employed with Intework as an Intake Officer preparing consumers for employment, seek employment and maintain employment. I am objective, honest with a good sense of humour and I believe that it is these attributes which have helped me succeed in this industry through out my career.

I would like to thank staff and consumers for making me feel very welcome and this has assisted me to settle into my role relatively quickly and I look forward to meeting more of you in the coming weeks.

Award winning employee

Well done David!

A Workability Employee Award for Excellence was awarded to David Arys on the 13th June.



Thank you

We would like to extend special thanks to speakers from the following associations who gave up their time to help educate, inform and raise awareness of the support services available in the local community.

- Blind Association
- ARAFMI (Association of Relatives & Friends of the Mentally Ill)
- WRAP (Wellness Recovery & Action Program) and
- Cerebral Palsy

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Workability

I wish to apply for membership of Workability. I agree to support the aims (objectives) of Workability. I have enclosed the annual membership of \$12 - Waged, \$5 - Unwaged, renewable in October of each year.

A receipt will be sent to you.

APPLICATION FOR MEMBERSHIP (Rule 4)

1 Brewer Street, Perth WA 6000

Tax Invoice

ABN: 41 775 694 792

Name: _____

Address: _____

Telephone: _____

Signature: _____

Date: _____