

eQUALITY NEWS

Jobs West
newsletter
for Employers

**Do you have a vacancy you
need filled?
Contact us on 03 9379 0477**

Issue 28
November
2009

Great Work Matt.

Matthew Farrell is from Wagga Wagga and in 1995 he had a serious car accident that left him with extensive head injuries and limited mobility. Matthew found it very hard to find employment in Wagga Wagga and was grateful when his aunt in Melbourne offered him a place to live and the help needed to find employment.

Matthew was referred to Jobs West through Centrelink and began working at Overtonleigh Aged Care almost as soon as he moved to Melbourne.

Some of Matthews tasks include data entry, filing, collating footy tips and other duties as required.

Matthew is a popular member of staff with his quick wit and wicked sense of humour Matthew said "I am thankful to the staff at Arcare for giving me the job for my abilities and for seeing beyond my appearance".

Matthew would also like to thank the staff at Jobs West for their continued help and support in helping him to maintain his job.

Matthew said "it is great living in Melbourne, I love the football and I have a purpose to get out of bed in the morning".

Everyone I know has commented on how my speech has improved since working".

"Working has made a big difference to Matt, he is a lot more confident and outgoing, his speech has improved and is clearer. He is happier now because he has a job".

Well done Matt keep up the good work.



Job seeker of the month: Kylie Green

Seeking hospitality work in either a bar café or fast food outlet.

Certificate 2 in Hospitality.

Responsible Service of Alcohol Certificate.

Will consider unpaid work experience to learn new skills and gain experience.

Prefer to work in Sunshine or the Western Suburbs.

Please contact Eileen on 9379-0477 if you have a suitable vacancy for Kylie.



Myth Busters

MYTH:

People with disability have low income and can't or don't want to work.

FACT:

The ABS reports that over a million Australians with all sorts of disabilities are already in the workforce. Australians with disability work, pay taxes, purchase products and services and go on holidays.

**For enquiries and information
please contact :-
Jobs West
72a Lincoln Road
Essendon Vic 3040
Phone: (03) 9379 0477
Fax: (03) 9379 0470
www.jobs-west.com.au**



**Jobs West would like to
thank the following
companies for their support:**

**Bakers Delight—Niddrie
Bunnings—Coburg
The Reject Shop—Brimbank
Mantra On Jolimont
Safeway—Airport West
Fergusson Plaire Bakehouse—
East Keilor
Doughnut King— Watergardens
KFC—Altona Meadows.**

Hints & Tips for Welcoming Customers with Disability

- When approaching a customer, be polite, introduce yourself, and ask how you can help.
 - Wait until your offer is accepted before trying to assist someone.
 - Be considerate of the extra time it may take some customers to do or say some things.
 - Don't patronise or talk down to a person with disability, or assume that they won't understand you.
 - Be aware that some people may need written information to be provided in different formats, such as electronic, large font, Braille or audio. Verbal instructions can also be very helpful.
 - If a person is blind or has a vision impairment, consider describing the layout of the area to them, especially any obstacles like stairs or furniture.
 - Don't distract a guide dog or assistance animal by patting it or giving it food.
 - Speak directly to the customer, even when they are accompanied by an interpreter or assistant.
 - Always make sure you're facing the customer when you speak to them, so that they can read your lips if they need to. Don't cover your mouth or speak when your back is turned
 - Don't shout, use big hand gestures, or speak extra slowly to someone who is hard of hearing or has difficulty understanding - just speak clearly.
 - Try and put yourself at eye level with a customer who is a wheelchair user, and speak directly to them
 - Don't push a person's wheelchair if they haven't asked you to, and never lean on or hang things from a person's wheelchair.
- Try and make sure sign-in counters are low enough to be reached by a wheelchair user. If that's not possible, come around to the front of the counter to talk to the customer, and offer a stable surface for them to write on if needed.

Sourced from: www.disabilityconfidence.org.au



**Disability
Employment Network**
AN AUSTRALIAN GOVERNMENT INITIATIVE

Visit www.jobs-west.com.au