

Client Profile

Jonathon Pursell

Jonathon lives in Hobart and is a client of Disability Employment Service, JobMatch, which is a division of WISE Employment. He works for Juicy Isle Pty Ltd, a company that manufactures and bottles fruit juice. Jonathon has been working in production for the last seven months but is now preparing for his forklift assessment. His employer describes him as "a very loyal employee, who's always at work at the drop of a hat, always on time and always raring to go."

Looking for work was very difficult...

nothing in the paper and nothing in the computer. I looked and looked and came up with nothing. JobMatch was my only hope and they came through.

I heard about JobMatch through...

Centrelink and they helped with my resume and interview readiness.

On my first day of my new job...

I was very nervous and worried about how to get there – the same as anyone else.

The best part about working at Juicy Isle...

is how pleased that I am the same as others having a job.



What would you say to someone who was thinking about looking for work, but was still a bit nervous about taking the first step?

I would tell them not to worry so much. We are all the same. The first step is the hardest and once they find someone to help them things get easier.

A unique partnership that promotes indigenous health outcomes in the northern territory

Trish Di Natale has just returned from the trip of a life time as the WISE Employment winner of The Fred Hollows Foundation "See the World" challenge.

As Human Resources Coordinator in the Food & Beverage department at Crown Entertainment Complex, Trish has employed a job seeker from the WISE Disability Employment Network. This put her into the running with other WISE employers to win a trip with The Fred Hollows Foundation to visit some of the many Indigenous communities that the Foundation works with in the Northern Territory.

WISE Employment understands the challenges that many people with a disability face when looking for a job and together with The Fred Hollows Foundation they have forged a relationship through the "See the World" challenge that has assisted job seekers with a disability to find meaningful employment, assisted employers to find the right person for the job, and donated much-needed funds to the Foundation's work to eradicate avoidable blindness in developing countries and to improve the health outcomes of Indigenous Australians.

Crown has employed several staff from the WISE Disability Employment Network over the last few years. The employees work in different areas of food and beverage service in Crown's many restaurants.

"Crown has a Diversity Taskforce and a Disabilities Management Team and supporting policies and procedures, which highlight that we do not see disability as a barrier to employment at Crown," said Trish.

"With our association with WISE it's about matching the right person to the job."

Trish enjoyed the opportunity to visit a part of Australia that she had never seen before, visit the Hollows' clinics, and learn about Australian Indigenous culture.

"Any time with the local community was a highlight – they were so friendly," she said.

"The trip is something I definitely would recommend – but be prepared for a cultural experience, not just a holiday."

Contact WISE

If you would like to get in touch with a WISE office, ring us on our Freecall number: 1800 685 105 and our receptionist will put you in touch with the office nearest you.

Victoria New South Wales Tasmania
Freecall: 1800 685 105
Head Office
Phone: 03 8329 8800
TTY: 03 9326 6658
Fax: 03 8329 8801
Email: enquiries@wiseemployment.com.au
Website: www.wiseemployment.com.au

WISE offices located in Victoria - Broadmeadows, Cranbourne, Dandenong, Flemington, Frankston, Newport, Northcote, Prahran, St Albans, Werribee, West Melbourne; **Tasmania** - Devonport, Hobart, Launceston, Ulverstone; **New South Wales** - Burwood, Hornsby, Katoomba, Liverpool, Mt Druitt, Parramatta, Penrith, Springwood, Windsor.



WISE Employment News

July 2006

empowerment through employment

WISE Mission Guiding and inspiring people to realise their potential to achieve fulfilling vocational goals

From the CEOs

It doesn't seem possible that it is time for another edition of the WISE Employment News. It has been an extremely busy and productive few months at WISE as we prepare to open new offices, including moving some existing sites to bigger premises, in Tasmania - Devonport, and Victoria - Frankston, Werribee, Richmond, Broadmeadows and Cranbourne. We are also very excited as we move towards our merger with Active Employment on 1 July with new WISE offices in New South Wales - Penrith, Katoomba, Windsor, Liverpool, Hornsby and Burwood.

Other highlights of the last few months have been our official launches of our Launceston office in Tasmania and our Northcote office in Melbourne as WISE Employment.

Both sites offer Disability Employment Services. The teams in each of these offices have been working with their respective local communities for many years and have a great knowledge of their local labour markets. Still staffed by the same experienced people, they will continue to bring a quality service to their job seekers and employers.

We would also like to mention the work of the Make It Work team and their participants with the recent reading of the "Straight to Work" radio play. With the help of "Somebody's Daughter Theatre Company", the participants wrote and performed a play based on their own experiences dealing with drug and alcohol issues, their involvement in the justice system and their journey to find work and become part of their community again. It was a fantastic night. The play incorporated drama, comedy and song into a highly emotional performance and story.

"Straight to Work"

Bailees explore breaking the cycle of addiction and struggling to reconnect with their community.

"Straight to Work" is a 20 minute radio play developed by participants in WISE Employment's Make It Work (MIW) program. A public reading of the play was held on Tuesday, 30 May 2006 at 6.30pm at WISE Employment's Head office Level 3, 200 Arden Street, North Melbourne.

Their stories are often left untold or unheard. Through their addiction to drugs or alcohol they have found themselves separated from the rest of their community – friends, family and the ability to find and keep a job.



“Straight to Work” Continued

The MIW program provides early intervention, specialist vocational and mentoring services to people on bail aged 25- 40 who are at risk of a cycle of long-term unemployment. The program, solely funded by WISE is unique to Victoria and aims to assist adult offenders on bail to successfully reintegrate into the community and workforce.

Working with Somebody’s Daughter Theatre Company and with funding from the City of Melbourne, several MIW participants volunteered to use their experiences to explore some of these issues in a radio play.

The play centres on the participants’ active addiction and their struggle to reconnect with society. Each scene of the play is loosely based on one of the participants’ own stories. We follow their journey as they explore the impact of their addiction on their family and friends, their ability to find employment and their attempts to break the cycle of addiction and offending.

If you would like a recording of the play, please contact Noelene Gration on ngration@wiseemployment.com.au.



WISE successful in Australian Achiever Awards

We are very happy to announce that WISE Employment has again been highly recommended in the Australian Achiever Awards. The Awards are an independent award system based on comments from a business’s own customers. WISE’s customers were asked to rate WISE’s performance in a variety of customer service areas.

In Victoria and New South Wales, WISE achieved an overall score of 95.55% for customer relations and service. This was a decrease from a score of 97.88% in 2005 but considering all the changes WISE has been going through over the last year, this was still a spectacular result.

In Tasmania, WISE achieved an overall score of 91.95% for customer relations and service. Taking into account that this was the first year that WISE Tasmania had taken part in Awards and the WISE name is still relatively unknown in Tasmania, this was an excellent result.

WISE Employment also offers a two day course in Customer Service which helps participants to identify customer needs, deliver service to customers and to provide customer needs. For further information, please contact WISE Learning and Development Services on **1300 782 898**.

WISE Launches Launceston Office

Launceston job seekers with a disability will now have access to greater resources to help them find employment as Equity Intowork merges with WISE Employment. His Worship the Mayor Ivan Dean launched the new Launceston office at Archer’s Manor on Wednesday, 12 April 2006 at 4.00pm. The new office is located at Suite 20, Coulter Court.

Regional Manager Northern Tasmania, Billie Hicks, believes that the merger with WISE will allow her team to provide Launceston job seekers with more resources and opportunities to aid them in their job search.

“One of the reasons we felt so strongly about merging with WISE is that they share our vision and passion for helping people with a disability to reach their vocational goals,” she said.

Studies by Deakin University have shown that employees with a disability averaged one-sixth the recorded occupational health and safety incidents of employees without a disability. They also have lower rates of worker’s compensation claims and lower absenteeism rates. As employees, they can provide a number of benefits to an employer by providing much needed diversity in the workplace.

“At WISE we believe a disability should never stand in the way of your ability to get rewarding work.”

“It has been our experience that people with a disability are an under-utilised and often undiscovered source of talent in the workforce.”



L to R: Billie Hicks, Mayor Ivan Dean & WISE CEO John Bateup

“We also know how challenging it can be finding good staff to help run your business, and managing a workforce and remaining competitive in today’s market place is a difficult juggling act for any employer.”

“The WISE Launceston office is still staffed by the same high quality individuals who will continue to provide a free high quality service to job seekers and employers.”

Becoming part of WISE Employment means more resources for job seekers, more opportunities for our staff in areas of training and development and an even better service to local employers and business owners.

Upcoming National Careers & Employment Expo

Tasmania is holding its second National Careers and Employment Expo at the Derwent Entertainment Centre in Hobart on 14 – 16 July.

WISE will be taking part for the first time ever and it will be a great opportunity for WISE to showcase the wonderful staff we have and the services we offer. Last year over 4000 people attended including students from metropolitan and regional areas and the event was a huge success.

This year, they are expecting even more attendees and exhibitors and we are excited to be a part of our first Tasmanian Employment Expo.

WISE Launches Northcote Office

WISE celebrated the merger of WISE Employment and Work Force Placement Services as Cr Chris Kelly from the Darebin City Council launched the new WISE Employment Northcote office at 336 High Street, Northcote VIC 3070 on Tuesday, 16 May 2006.

Work Force Placement Services, a Disability Employment Service, merged with WISE Employment in November 2005. The Service was established in Northcote by the Apostolic Church of Australia to build a locally based organisation that would service some of the most marginalised members of the community. Managed by Life Care Services, it was primarily an employment program for people with a psychiatric disability and also provided Personal Support Program.

Now as the WISE Northcote team they specialise in working with people with a psychiatric disability, including people from non-English speaking backgrounds, Aboriginal and Torres Strait Islanders to gain and maintain employment.

The service to job seekers includes:

- Career guidance
- Assistance with resume preparation
- Coaching in interview presentation skills and techniques
- Approaching and negotiating with employers on your behalf
- Ongoing support once employment is secured (on or off site)
- Assistance in organising workplace modification
- Interpreter assistance

Northcote Site Manager, Judi Stevens, believes that the merger with WISE will help the team to provide local job seekers with even more assistance.

“The WISE Northcote office is still staffed by the same dedicated team who will continue to provide an individual needs approach to supporting the employment goals of people with mental health issues,” she said.

“We will now have access to greater resources to help our clients to reach their goals.”

