



How are your standards?

Some people have very high standards, others not so.

Disability Employment Network services (like NOVA) have to meet the Disability Service Standards, these are designed to ensure that when you come to NOVA we provide a level of help that is consistent and protects job seekers from abuse or neglect.

You can read about the standards here:

<http://www.novaemployment.com.au/dss.asp> .



Martin Wren
CEO NOVA Employment

Some of the things the standards cover include a right to privacy, the ability to make individual choice, how to handle complaints, having valued status and so on.

In order to ensure that NOVA meets these standards we are given an audit or review each year. For this review an independent auditor, assisted by a person who has a disability themselves, come to five NOVA offices. At these meetings they speak with our job seekers, with staff and they review some of the records we keep.



This is part of the process that leads to Quality Assurance certification.

What does that mean for the people who come to NOVA?

It means we meet a minimum standard. However, what we want to achieve goes further than just making sure we don't do anything that might harm people and that's where we need your help. If you think of a way in which we can improve the things we do or you think we should change something we are doing right now, could you let us know?

There's a suggestion box on our website: <http://www.novaemployment.com.au/feedback.asp> , you can write to us at P.O. Box 795, St Marys, NSW 1790 or you can always give me a call at St Marys – 1800656537.

At NOVA ,we really appreciate the importance of ensuring the staff who support our job seekers have the best resources to help them achieve success – this includes a professional development program that is overseen by our own registered training organisation – NOVA Training.

August is a very important month for the training team as we are adding some new courses to those we offer staff. New training includes a Diploma in Disability Work and a Diploma in Management. All staff at NOVA are required to obtain formal qualification and these new programs will ensure that we are able to build on our already high standards.

Disability Service Standards

What are the Disability Services Act 1986 and associated Disability Services Standards?

The Disability Services Act was passed in 1986 with the aim of providing a coordinated approach to assisting people with disability gain and maintain employment. Prior to 1986, people with disability had more limited opportunities to participate in the open labour market, with their primary employment option being 'sheltered' employment, now known as Disability Business Services.

The key objective of the Disability Services Act was to de-institutionalise long-established segregated services, increase the range of service options and to include people with disability in the wider community life.

The Disability Services Act provides a legislative and funding framework for a range of disability services, most significantly employment services. Disability Employment Network, Vocational Rehabilitation Services and Disability Business Services are all funded under the Disability Services Act 1986 to support job seekers and workers with disability.

The Disability Services Act also provides for a set of guiding standards for the delivery of quality services known as the Disability Services Standards. These standards, in conjunction with the associated objectives for service provision, remain in place today and are underpinned by social justice values.

There are 12 Disability Services Standards, supported by 26 Key Performance Indicators which outline the Australian Government's expectations of service quality and link directly to core organisational processes and outcomes. All Australian Government employment service providers delivering Disability Employment Network or Vocational Rehabilitation Services are required to be certified as complying with the standards.

Service compliance with the standards is regularly assessed by independent third party auditors. When auditors are not satisfied that the Disability Employment Network member or Vocational Rehabilitation Services provider has provided adequate evidence of meeting the standards, an auditor may issue the service with a 'non-conformance' rating. Non-conformities that are not resolved can result in serious consequences for service providers, culminating in the withdrawal of government funding.

What are the Disability Services Standards?

The Disability Services Standards 'define the Government's requirements for service quality' (Department of Families, Community Services and Indigenous Affairs 2003).

There are five main areas that the standards fall into:

- values and principles (having the right approach)
- service outcomes (having the right end result)
- service delivery (having the right organisational processes in place)
- service management
- staff recruitment, employment and training (having the right staff).

The standards are:

- Standard 1: Service access
- Standard 2: Individual needs
- Standard 3: Decision making and choice
- Standard 4: Privacy, dignity and confidentiality
- Standard 5: Participation and integration
- Standard 6: Valued status
- Standard 7: Complaints and disputes
- Standard 8: Service management
- Standard 9: Employment conditions
- Standard 10: Service recipient training and support
- Standard 11: Staff recruitment, employment and training
- Standard 12: Protection of human rights and freedom from abuse

Multi Award-Winning

Dahlsford Grove is Australia's premier Lifestyle Village. Located in the heart of Port Macquarie famous for its congenial climate, natural beauty and relaxed, coastal living, Dahlsford Grove is close to many attractions that bring visitors from all over the world. Meticulously designed for people over 50, it is the natural choice for those who want a secure, private community with a superior quality of life at an affordable price.



These high standards are also reflected in their choice of employees and Laurie is without doubt no exception. He has been employed by Dahlsford Homes for 6 months and works full time building homes for retirees in the village. His workmates Ian, Max and Rick have stated on many occasions how easy going and hard working he is.



Laurie's employment is due to the assistance, support and dedication of the staff at NOVA in Port Macquarie. Laurie can be seen second left in the photograph above which clearly shows the support and friendship of his workmates and supervisors.

Robert Brett Employment Consultant

Safety First....



Safety first a vital requirement in Tarza's role as a maintenance person for Thumbs up Property Services. Hard hat, reflective vest, gloves, safety signs and a harness are just some of the items Tarza uses to perform his job.

A recent school leaver, Tarza was supported into employment by Robert Brett an Employment Consultant for NOVA in Port Macquarie.

Tarza feels that one of the best things about his job is that it allows him to travel and stay overnight in some

of the most beautiful areas along the Mid North Coast of New South Wales.

Tarza came to Nova Employment wanting to work out doors in the construction industry. Robert sought a position that matched Tarza's job choice with the hours he wanted to work.

This match was obviously a good one as Tarza has now been working for 6 months and is looking forward to a long career with his employer.

Robert Brett Employment Consultant



Cafe 64

Since December 2005, Cafe 64 in Walgett has been an opportunity for people who have a disability and reside in the Walgett Shire to experience paid work in a great environment.

So where is Walgett and why is Cafe 64 so important?

Walgett is found 691kms north west of Sydney at the junction of the Barwon and Namoi rivers and the Kamilaroi and Castlereagh Highways. Walgett Shire covers an area of 22 000 kms²

The population of Walgett town is 2 300, 48% being indigenous. Walgett is a regional hub for the wool, wheat and cotton industries and is the gateway to the New South Wales opal fields. Like many other remote communities, Walgett has been greatly disadvantaged by the recent drought conditions.

Cafe 64 exists to provide two vital services to the community, the first is employment for people with disability and the other a comfortable place for people to come in, sit down and have a great meal.



Don Lillyman
Client and Promotion Manager cafe 64

The Cafe is managed by two extraordinary people. Melissa Hickey works tirelessly to ensure that the day to day running of the cafe maintains the high standard the community and travellers have come to expect and the Client Promotion Manager Don Lillyman. Despite the fact that Don was injured as a young man in a football accident which left him a quadraplegic, he works closely with the indigenous community, he speaks and teaches both aboriginal languages of the region and has an obvious love for Walgett and its people.

When interviewed Don stated that "the changes to the people when they get a job at Cafe 64 is enormous because the fact that they have a disability means their self esteem and self confidence can be low.... when they come to Cafe 64 and prove they can do a job, and they get paid for it, and they wear their uniform, it makes an enormous difference to their pride and self confidence.... I know it effects not only them but also their family and friends. It's great for a small town like ours where everybody knows each other to see people who have disability working . Its good to be able to say, if we can get work why can't able bodied people".

The General Manager of Walgett Shire Council, Ray Kent, stated that "Cafe 64 is infact the only dedicated, stand alone restaurant in town. Apart from providing a valuable food service, it is the only operation in town that specifically targets the employment of the disabled. In fact Cafe 64 is very much an essential community service for Walgett".

One of the most important roles of Cafe 64 is the way it breaks down barriers . The Cafe employs indigenous and non indigenous staff, young and more mature employees , disabled and abled bodied workers. Regular customers and community members have become more familiar with disability and travellers to the area seem to enjoy not only the great coffee and food but the service and staff.

So if you are travelling through Walgett take a well earned rest at Cafe 64, you'll always be welcome !

If you have a disability and reside in the Walgett Shire we'll find a spot for you at Cafe 64. You'll learn new skills (Cafe 64 is presently working with TAFE to get formal qualifications for cafe staff), be part of a great team and make a real contribution to your town.

More money, more skills, more friends - you'll make more than great food at Cafe 64!