



February 2011



NOVA OFFICES

NSW

- Bankstown
- Blacktown
- Bourke
- Broken Hill
- Camden
- Campbelltown
- Canterbury
- Caringbah
- Cobar
- Forster
- Hurstville
- Ingleburn
- Katoomba
- Penrith
- Port Macquarie
- Richmond
- Rockdale
- Rouse Hill
- Springwood
- St Marys
- Taree
- Windsor

QLD

- Beaudesert
- Beenleigh
- Logan

CEO Comment— Martin Wren

The Star Ratings for Disability Employment Services have been released and I am pleased with NOVA's results. You can have a look yourself at: http://www.novaemployment.com.au/ceo/Star-Ratings_565/.

What do they mean?

These compare the performance of our outlets with local competitors and should therefore enable potential job seekers to make an informed choice about the service on offer. These numbers (this time) have been released to us but not the general public, however, I think if we can see them you should be able to as well.

You can see that most of our new outlets (those open for less than a year) are lower in the rankings than our older sites. That's because the Star Ratings use performance measures like 'number of jobs that have lasted more than 6 months' and our newer offices need more time to accurately reflect their performance.



We check different data sets and are very confident that all new sites will improve upon their already excellent results when the first 'open to public' figures are released in August (ish). The real judge of quality comes from you as a NOVA job seeker or friend and we really value your opinion – that's why we send out feedback forms and, I know they can be a pain and we very much appreciate your comments and ideas for improvement – so please keep them coming.

I hope you enjoy this month's Ezine which has some really encouraging stories to tell.

TUNCURRY WORK EXPERIENCE HIGH ACHIEVERS FOR 2010

Blown Away Hair Design

Some NOVA links

Watch the results video on NOVA's Youtube channel



Become a fan of NOVA on Facebook. Recommend us to your friends.



What's news at Can-Do-Ability?



What made you decide to seek employees through Nova Employment?

One of my clients works for Nova and I had mentioned to her that I was thinking about employing an apprentice and she told me she worked for Nova and that her colleague had a client/job seeker who was interested in hairdressing.

Who is your Nova Employee and what is their job?

Amanda – Apprentice Hairdresser



Did you have any initial reservations about employing a person with a disability? How did you overcome these obstacles?

Yes! As at that point I didn't know what the person's disability was and if they were suitable to work as an apprentice hairdresser, I interviewed 5 other candidates for the position and offered a work trial to both (Amanda) was one of them and I decided on offering the job to Amanda and I have not regretted that decision. I discussed with Amanda's EC about her disability and suitability for this industry.

What do these employees bring to your company?

Having Amanda here allows me more time to do the hairdressing and while she is learning she can help out on reception/phones and cleaning etc and by doing this my business is growing all the time. Being new to the industry I have been able to train Amanda to do things the way I want my business to run.

What has your overall experience with Nova been like?

Excellent/very good/very happy my business has grown as the staff at Nova Blacktown have also been using my salon and bringing their families along.

Forster/Tuncurry Transition to Work has had tremendous support from local employers to enable trainees to gain valuable work experience opportunities. This is highlighted by the fact that two second year and one first year trainee have been included in Nova's Transition to Work Top Ten for actual work placement hours.

Katie, who was 5th in the Top Ten of 33 second year trainees, completed 297 hours of on the job work experience hours and is now working for Forster Bowling Club.

Sarah, who came 7th in the Top Ten of second year trainees, completed 275 hours of on-site work experience. Sarah is working in Aged Care at GLACIA House.

Jackson in his first year with the Transition to Work program came in 2nd out of 39 first year trainees with 215 hours of work experience. One of those work experience placements at a local Aged Care facility resulted in Jackson being offered a position as a Care Services Employee.

All trainees at Forster/Tuncurry Transition to Work have benefited from a comprehensive and diverse program meeting their individual goals.



10 Tips For Talking To Someone In A Wheelchair

Jodie De Ruvo

'Wheels for a day', is a campaign that is organised through Paraquad in Australia. It has been running for five years so far, and is held in November, during Spinal Cord Awareness Week.

It gives high profile Australian's, such as CEO's, Athletes and Celebrities a chance to see what it's like to be in a wheelchair. 'Wheels for a day's' main aim is to raise awareness about spinal cord injuries and how to prevent them, it also raises the issue of wheelchair accessibility.



Some people think it's not such a great idea because it depicts that being in a wheelchair, is a novelty.

I think it's a great initiative to raise awareness of what life is like for the millions of Australian wheelchair users, and also to open the eyes of those who don't realise how difficult getting around in a wheelchair can be.

On the 'Wheels for a day' website, there is a short article, which includes some wheelchair etiquette tips. It's a great read, so if you are faced with talking to someone in a wheelchair, you'll know exactly what to do, without patronising them. Some of the tips are quite funny to me and probably most other wheelchair users, as I can relate to them so well, I can't help but to have a giggle at some people's ignorance. Even though, it's mostly unintentional.

1. Speak directly to the person, not to someone else nearby
2. If a conversation lasts for more than a few minutes, consider sitting down
3. When greeting a person, it is appropriate to shake hand. If they are unable to shake
4. Focus on the person first not the disability
5. Don't shout, speak patronisingly or force enthusiasm. Forget the 'speed limit' jokes.
6. Always ask the person if they would like your assistance
7. Accept "no" for an answer and don't hover. People using wheelchairs have their own unique way of achieving everyday tasks
8. If unsure, ask and follow instructions given
9. A wheelchair is part of a person's body space, don't push it, lean on it or tap it, respect the wheelchair as you would another person's limbs
10. In a work environment people using wheelchairs require turning and circulation space. Keep pathways and corridors clear

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