

Welcome

Welcome to the second edition of **talking solutions**, the newsletter from multiple solutions. In this edition we have some more updates on the DSP, some news from the National Disability Awards, information about domestic assistance available and the winners of our employee of the month award. If you have any comments or feedback from this newsletter, please email feedback@ms.asn.au

Changes to the Disability Support Pension (DSP)

Recent changes to the Disability Support Pension (DSP) will mean that people will need to demonstrate they have tried to get help looking for work before they can be eligible for the DSP.

These changes came into effect on September 3 2011 and will not affect people with a severe disability or illness.

People applying for the DSP will now need to provide evidence they have been unable to obtain employment through an employment service, a disability employment service or vocational rehabilitation. Previously people applying for the DSP did not have to demonstrate they had looked for work.

There will be further changes with the government committing to updating the Impairment Tables used to assess eligibility for the DSP, meaning people applying will be assessed on what they can do and not what they can't do.

A job provides more than just a pay packet - it gives dignity and purpose, provides security for

the future and connects people to their community. If you are affected by these changes and help with finding a job, Multiple Solutions may be able to help. As a specialist disability employment agency, we know the barriers faced by people with disabilities when looking for work and we can help you overcome them. Please contact Multiple Solutions if you require assistance on 08 7002 6500.

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Talking Solutions is a publication of Multiple Solutions:

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We welcome any feedback to:
feedback@multiplesolutions.com.au



Quick Links

www.myfuture.edu.au

myfuture is an online career service designed to help you explore and plan your career. mycareer has a personal career exploration and decision making tool and provides information about occupations, scholarships and study and training options.

www.aajobpathways.com.au

Find out where Australian Apprenticeships are available and follow links to job pathways charts and job descriptions.

www.govolunteer.com.au

All the information you need to know about volunteering and volunteer opportunities in your area.



National Disability Awards

The National Disability Awards are part of the Australian Government's celebration of International Day of People with Disability. These annual awards celebrate and acknowledge the achievements and contributions that individuals or groups with disability make to our community, and recognise individuals or groups within our community who have contributed to the disability sector. The National Disability Awards have been running since 2007.

Categories for the National Disability Awards are:

Minister's Lifelong Achievement Award – recognises people who have advanced the rights of people with disability over a prolonged period of time.

Young Disability Challenge Award – recognises young people aged 12-25 years who have advanced the rights of people disability.

Business Award – recognises organisations that have improved access to employment, or created increased employment opportunities for people with disability.

Local Government Award – recognises work in a community that provides opportunities for full inclusion of people with disability.

Social Inclusion Award – recognises schools, universities,

employment and training providers, and advocacy services that have enabled equal participation of people with disability in a range of areas in life.

Inclusive and Accessible Communities Award – recognises work by developers, builders and others in the building sector to create accessible buildings or facilities for people with disability.

Health and Wellbeing Award – recognises health and wellbeing services that are creating equal access for people with disability.

With the Business Award in mind Multiple Solutions submitted a Nomination for one of our supportive employers, Longford Cleaning. John Gibbie Owner and Manager of Longford Cleaning was overwhelmed about the nomination by Multiple Solutions and the recognition from a provider of disability service of his proactive approach to supporting and employing persons with a disability.

Longford Cleaning believes that the business sector has a responsibility to work with communities to support the disadvantaged and they fund ongoing social programs. Longford Cleaning facilitates the inclusion of persons with a disability within the recruitment and placement

process. Longford is an equal opportunities employer, with the organisation able to identify employment that would suit a person with a disability and seek assistance from Multiple Solutions in placing a person with a disability into this role.

Longford Cleaning an Multiple Solutions have been able to establish an effective partnership, in supporting and recognising the positive economic, social and health benefits that real employment can provide for people with a disability.

Unfortunately, Longford Cleaning did not make the national finalists this year but here at Multiple Solutions, we see them as a winner none the less!

The 2011 Finalists for the Business Award are:

Alcoa Aluminium Smelter – Point Henry, Geelong, VIC

Woolworths Ltd, Baulkham Hills, NSW

Ai-Media, Macquarie Park, NSW

Multiple Solutions extend out congratulations to all the finalists of the 2011 National Disability Awards.

Community Solutions

SUPPORT

Community Solutions has now begun delivering some exciting new services through our Community Care department.

Community Care assists our clients and our supporters within the community, with their home and garden maintenance requirements.

These services were initially designed to provide low cost home assistance to our clients, however we are delighted to be able to extend that assistance to the wider community with very competitive rates and delivery of a quality service.

The income generated from our work in the community, allows us

to offer more services to people living with a disability, illness or injury, enhancing independent living and their quality of life.

Our Garden and Home Maintenance service assists with lawn mowing, whipper snipping, weed control and light pruning; along with basic household maintenance such as installing handrails, changing light globes and other minor repairs to the home.

Our Domestic Assistance support consists of help with general home cleaning, vacuuming, dusting, removal of cobwebs in those hard to reach places, window cleaning, as well as coordinating an online grocery

shopping service.

These are services that certainly add value to our clients and their families, and the extra support at home with the day to day maintenance, assists in boosting wellness, energy and positivity.

If you would like to know more about accessing these services, either for yourself or a friend, family member or neighbour, please contact Sarah Milbank, Manager Community Solutions on (08) 8203 6600 or smilbank@ms.asn.au



Choosing your path.

Disclosure: It's a personal Decision

Disclosure of a disability presents a number of challenges and choices for people with a disability, particularly those participating in education and employment. Likewise, employers and educators may also be challenged in relation to their role and responsibilities when a person discloses their disability.

'Choosing your path. Disclosure: It's a personal decision' is a website that addresses these challenges by providing information about options and pathways that people with disabilities can use in disclosing their disability. The website also explains the role and responsibilities of employers and educators.

www.usw.edu.au/ndco/disclosure

Top job interview tips

- an interview starts from the first moment of contact so be aware of 'small talk'
- when arriving at an interview, introduce yourself
- shake hands with the interviewer or each panel member when you enter the room
- if you are asked a questions that you are not sure about, ask the interviewer to explain or clarify the question as this shows that you are not afraid to ask questions to get things right
- if you are not sure of how to answer a question, take a moment to think about it—pausing is perfectly OK and shows you don't panic under pressure
- be sure in your responses and avoid using 'I might' or 'I guess'
- when the interview is over, thank the interviewers for their time and shake hands again.

A job creation success story

Multiple Solutions had a candidate, James, who was being supported in his search for employment. James was working on a casual and voluntary basis with The City of Unley Council as a Library Assistant. He enjoyed his voluntary employment and was comfortable in an environment where he was familiar with the staff and if there was an opportunity he would be very enthusiastic if this could be negotiated into paid employment.

Our JCC (Job Creation Consultant) contacted the HR department at The City Council of Unley to enquire if there was an opportunity the voluntary employment to be negotiated into paid employment.

The City Council of Unley was advised of ongoing support available including, Supported

Wage and Wage Subsidies should there be a possibility of negotiating paid employment for James. They were very enthusiastic to find out more information and requested a proposal for consideration.

The City Council were keen to meet and discuss assistance and job specifications further to see if they would be suitable and able to create a paid position for James.

Following the meeting both parties advised they were very enthusiastic to proceed but would require financial approval from The Unley City Council Board.

After the Board gave financial approval for the new position, The City Council of Unley was able to create a job description for James and set a date for the commencement of his paid employment.

On the 24th October our JCC and employment coordinator met James at the library prior to his start time to ensure he was comfortable and confident in commencing his first day of paid employment. Both parties felt comfortable knowing that if they encountered any issues or had any queries that Multiple Solutions would be available to support them both.

Multiple Solution have appreciated the support of The City of Unley Council in particular the HR Advisor and Library Manager who have been very approachable and professional in the negotiation process and have made the transition from voluntary to paid employment a smooth and seamless experience. James is also very grateful for the opportunity and now through his paid employment feels a more confident person and a value to the community.

Employee of the month award

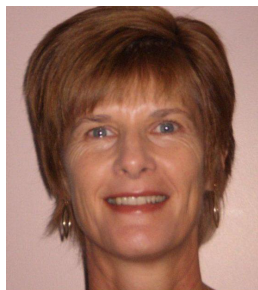
CONGRATULATIONS to the following people who are the winners of the inaugural Employment Services "EMPLOYEE OF THE MONTH" Award!

This award recognises & acknowledges employment staff who have either excelled in performance, demonstrated innovation in service delivery, or gone above and beyond for clients and/or colleagues.

And the Winners are.....



JULY – ADAM STOTT
Nominated for always going the extra mile for clients in his job creation role and supporting his colleagues in the Southern region.



AUGUST – MARY-ANNE EDGE & MELISSA O'BRIEN
Nominated for always supporting their fellow team members, helping out when staff are away and supporting new staff across both employment programs.



SEPTEMBER – LILY TRAN
Nominated as she is always happy to help her team at any time, particularly at the end of each month when the pressure is on to get our claims through on time.