

Customised Employment Strategies

Find your next superstar!

Tuesday 19 March 2023

Empowering disability inclusion in the tourism industry



Acknowledgement of Country

BUSY Ability acknowledges the Traditional Owners as the custodians of the land and recognises their connection to the land on which we work.

We pay our respects to Australia's First Peoples, and to Elders, past, present and emerging.



Agenda

Customised Employment Strategies

- Introduction and Housekeeping & Acknowledgement to Country
- **Session 1 : Recap**
 - Roundtable – Recap from Session 1
 - Workforce Australia
 - QTIC Workforce Planning
 - BATON – BUSY Ability Tourism Opportunity Navigator
- **Session 2: Accessibility**
- **Session 3: Customised Recruitment**
- **Session 4: Resources**
- **Session 5: Closing and Feedback**

Session 1: Recap

- Roundtable – Recap 1 Nov 23
- Workforce Australia
- QTIC Workforce Planning
- BATON – BUSY Ability Tourism
Opportunity Navigator

The good, the bad and the ugly of workforce challenges

Questions for employers to discuss

- Do you currently employ staff with a disability? If yes, what works. If no, why not?
- What is or has stopped you from employing staff?
- Do you feel that DES/NDIS or employment services are sending the right people?

The good, the bad and the ugly of workforce challenges

Questions for employment tables to discuss

- What are the challenges you are facing in getting people into employment?
- What obstacles are you finding?
- What works and what doesn't



Australian Government
Department of Employment
and Workplace Relations

Build your workforce

INFORMATION AND SUPPORTS

19 MARCH 2024

SANDEE HARRIS
EMPLOYER LIAISON OFFICER

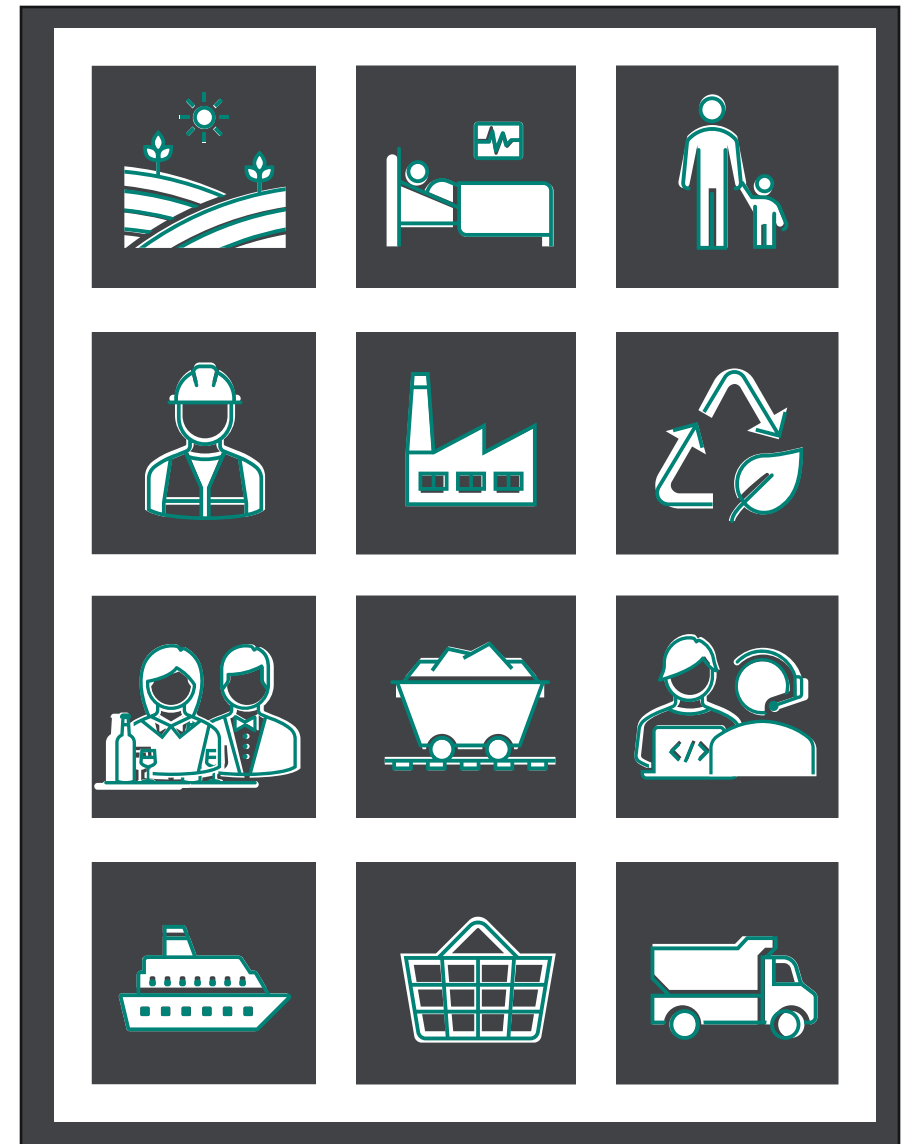
Industry Engagement Team

The **Industry Engagement Team** help large businesses and priority industries to find the staff they need by:

- helping them to understand and use government services
- designing solutions to benefit them and whole industries
- connecting them to people, services and programs that meet their needs
- informing participants about the industry, the employer and the available jobs.

While we work with all industries, we do have priority sectors:

- Agriculture
- Care and support
- Childcare
- Construction
- Manufacturing / Emerging Industries
- Hospitality and Tourism
- Information Technology and Gaming
- Mining
- Maritime and Defence
- Retail services
- Transport and logistics



Workforce Australia

Workforce Australia is the employment service delivered by the Department of Employment and Workplace Relations.

It includes:

- an online service and platform – Workforce Australia Online
- a network of employment services providers delivering tailored support



“

Workforce Australia is a government employment service open to all Australian individuals and businesses

www.workforceaustralia.gov.au



- Recruit for your business
- Find and hire staff using our free services

Workforce Australia for Business

Workforce Australia provides businesses with access to free information and services to help them advertise job vacancies and recruit staff.

Businesses can access services to help them:

- advertise a job free of charge
- find an employment services provider to help them find the right candidates

On Workforce Australia for Business you can also:

- Explore the latest data and information to help you plan your future workforce needs.
- Get help to start and grow your business.
- Explore articles and resources to help with recruitment.
- Tap into our networks and programs to hire one person or a whole team.

[Workforce Australia – information for businesses factsheet.](#)

www.workforceaustralia.gov.au/businesses/

How an employment services provider can help

Our providers can help you find and hire suitable individuals based on your needs. You can work with providers to help participants understand your business or industry.

Choose a provider from our national network.

- They can help to identify suitable candidates.
- They will work with you to understand your skill and staffing needs.

All businesses are eligible for free support from our employment services providers.

- End-to-end recruitment support
- Identification of skills and training opportunities to suit your specific business
- Pre-employment programs
- Post-placement support for new employees
- Financial incentives of up to \$10,000 to help with hiring and training costs may be available*

* Conditions apply

[Find your local provider](#)


www.workforceaustralia.gov.au/businesses/help/hire/providers/



Workforce Australia Providers can deliver tailored recruitment services to suit your business needs

Workforce Australia Caseload Statistics

www.dewr.gov.au/employment-services-data/workforce-australia-caseload-data



	National	Queensland	SEQ	Somerset Emp. Region
Total Caseload	660,240	153,620	91,660	23,955
•Digital Caseload	177,880	42,660	30,235	7,900
•Provider Caseload	482,360	110,960	61,425	16,055
Youth (15 to 24)	18.8%	20.5%	11.8%	7.1%
Mature age (55 +)	20.7%	12.1%	21.0%	5.1%
Persons with a disability	26.5%	25.9%	25.9%	3.7%
Parents	16.5%	16.7%	17.0%	3.8%
Indigenous	14.4%	19.2%	12.9%	2.2%
CALD	18.3%	11.1%	15.2%	11.5%
Time in Employment Services 24+ months *	50.9%	49.9%	47.2%	46.0%
Partial capacity to work #	19.6%	18.3%	19.4%	20.9%

*may be/been employed, but not exited from employment services# assessed to be unable to work 30 or more hours per week

Recruiting?



55% of employers reported difficulty in recruiting #



4.1% Unemployment rate *



6.6% Underemployment rate *

Recruitment Experiences and Outlook Survey | Jobs and Skills Australia

* <https://www.abs.gov.au/statistics/labour/employment-and-unemployment/labour-force-australia/jan-2024>

Why inclusive recruitment?



The talent case

Increase the quality and size of the candidate pool.



The business case

Diversity fosters innovation and creativity, ultimately improving business performance and the wellbeing of employees.

Employee value proposition

“
Be an
Employer of
choice!

- Good for employees
- Good for customers
- Good for business

Candidates and Employees are more focused on their individual experience at an organisation than ever before
- Impacts attraction AND retention-

1. Reputation

Commitment towards social responsibility and shared values. What do candidates believe and hear on the ground?

2. Remuneration

Salary, incentives and benefits; are they market competitive to attract and retain people?

3. Growth

Environment and support to learn, develop and progress in a role.



4. Experience of Work

How work is done, flexibility and autonomy. Is the work environment safe, collaborative and compelling?

5. Values and Culture

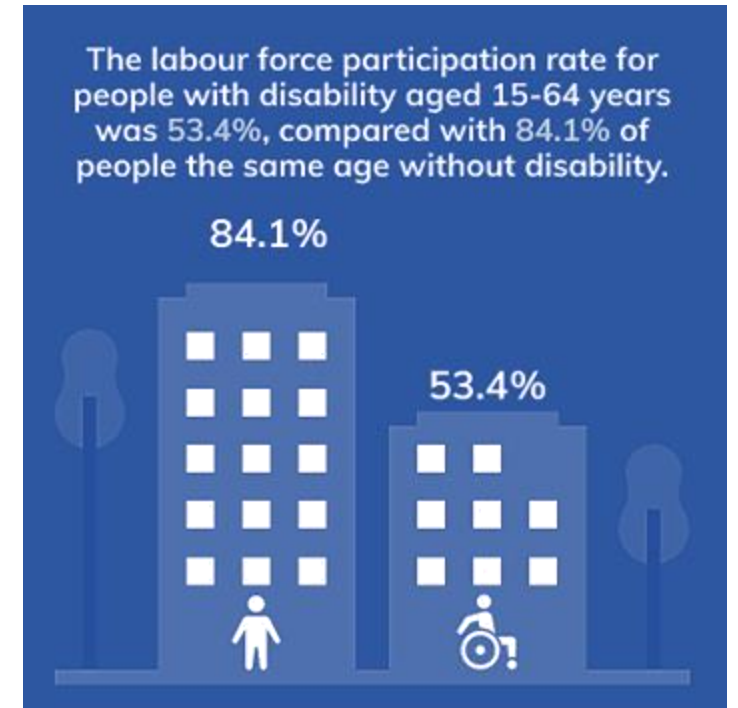
Do the people feel valued, understood and cared for?

6. Wellbeing

The physical and mental health of staff and what role do leaders play in staff feeling supported, valued and welcome?

An EPV is the unique value you offer as an employer to your employees in return for their skills, experience, and commitment to your company.

Disability and Employment in Australia



Disabilities are not always obvious....

It's important to remember that no one expects you to be an expert, so don't be afraid to ask what your new employee needs.

By learning about the various types of disabilities, you can help create a more inclusive and understanding world for everyone.

*Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics (abs.gov.au)

Nor limiting...

There are many types of disabilities, including:

- Physical disabilities
- Mental or Intellectual disabilities
- Developmental disabilities

Labour force participation by disability status*

- 59.3% of those with a mild limitation
- 45.6% of those with a moderate limitation
- 27.2% of those with a profound or severe limitation

Benefits of hiring someone with a disability

- People with disability have diverse perspectives, experiences, skills and talents.
- Positive work attitude and work ethos = boost in productivity and morale in the workplace
- Research published in 2018 demonstrates that the benefits of hiring people with disability extend across the organisation or business
- A better reflection of a business's surrounding customer base may enhance a business's image and brand among its staff, community and customers.



More benefits of hiring people with a disability

- Lower sick days
- Lower WHS incidents
- Lower workers compensation incidents
- Workers are more punctual, reliable and conscientious in their work
- Lower turnover rate*



Department resources

Workforce Australia for Business

- www.workforceaustralia.gov.au/businesses/
- www.dewr.gov.au/workforce-australia/resources/workforce-australia-business-factsheet

Inclusive recruitment

- www.dewr.gov.au/employing-and-supporting-women-your-organisation/inclusive-recruitment

Local Jobs Program and Employment

- www.dewr.gov.au/local-jobs/employment-facilitators

Hiring Outside the Box

- www.dewr.gov.au/employment/hiring-staff/hiring-outside-box

Factsheets

- [Inclusive recruitment](#)
- [Specialist Supports for Business](#)

Ability resources

[IncludeAbility](#)

- <https://includeability.gov.au/>

[Workforce Australia - Hiring opportunities for people with disability](#)

- <https://www.workforceaustralia.gov.au/businesses/help/advice/hiring-opportunities>

[Disability Employment Services](#)

- <https://www.workforceaustralia.gov.au/businesses/help/hire/disability-employment-services>

[Employers guide to employing someone with a disability](#)

https://www.dss.gov.au/sites/default/files/documents/09_2014/employers_guide_to_employing_someone_with_disability_0.pdf

Hiring Outside the Box

Build your recruitment toolkit

Join us in our webinar series **Hiring Outside the Box!**

You'll learn about alternative recruitment practices to develop your workforce.

Hear from industry experts and employers about practical strategies they've used, including the benefits of tapping into new pools of talent, and hiring a diverse and inclusive team.

Upcoming webinar

- ***Facilitating an inclusive workplace #neurodivergent talent***
 - 12 midday - Wednesday 27 March 2023
 - Register now:
[Registration \(gotowebinar.com\)](https://gotowebinar.com)



Watch on Demand

- [Launch – inclusive recruitment](#)
- [Mature Age Workforce: investing in experience](#)
- [Apprenticeships and Traineeships: attracting and developing talent](#)
- [Effective job ads, finding great staff](#)

Want to find great staff?
Our webinar series can help.



**HIRING
OUTSIDE
THE BOX**

www.dewr.gov.au/employment/hiring-staff/hiring-outside-box

Supports for your Business

Recruitment contacts and more



Workforce Australia
Online for Business



Workforce Australia
Employment Services
Providers



Complementary
Services

Self-manage your recruitment process

Advertise jobs and find candidates
across Australia

- Use our tools, designed to help you find and hire the right people.
- Shortlist applicants quickly and easily.
- Create candidate pools for upcoming jobs
- Manage wage subsidies

www.workforceaustralia.gov.au/businesses

Get help from our national network

Use our free recruitment services - all at no cost to you.

- Personalised help for training, placement support, screening and selection, pre-employment programs to support training of suitable individuals
- post-placement support
- financial incentives to help with hiring and training costs of up to \$10,000

www.workforceaustralia.gov.au/businesses/help/hire/providers/

Larger scale recruitment needs and strategies

Launch into Work



Local Jobs
Program
AN AUSTRALIAN GOVERNMENT INITIATIVE



Workforce
Australia
Workforce Specialists



www.dewr.gov.au/employment/resources/hiring-outside-box-specialist-support-business

Questions?

Sandee Harris
Employer Liaison Officer
Retail

Anthony Allardyce
Employer Liaison Officer
Tourism & Hospitality

Workforce Australia for Business | Employment and Workforce
Group | Industry Engagement
Australian Government Department of Employment and
Workplace Relations
Email: engagement@dewr.gov.au
www.dewr.gov.au





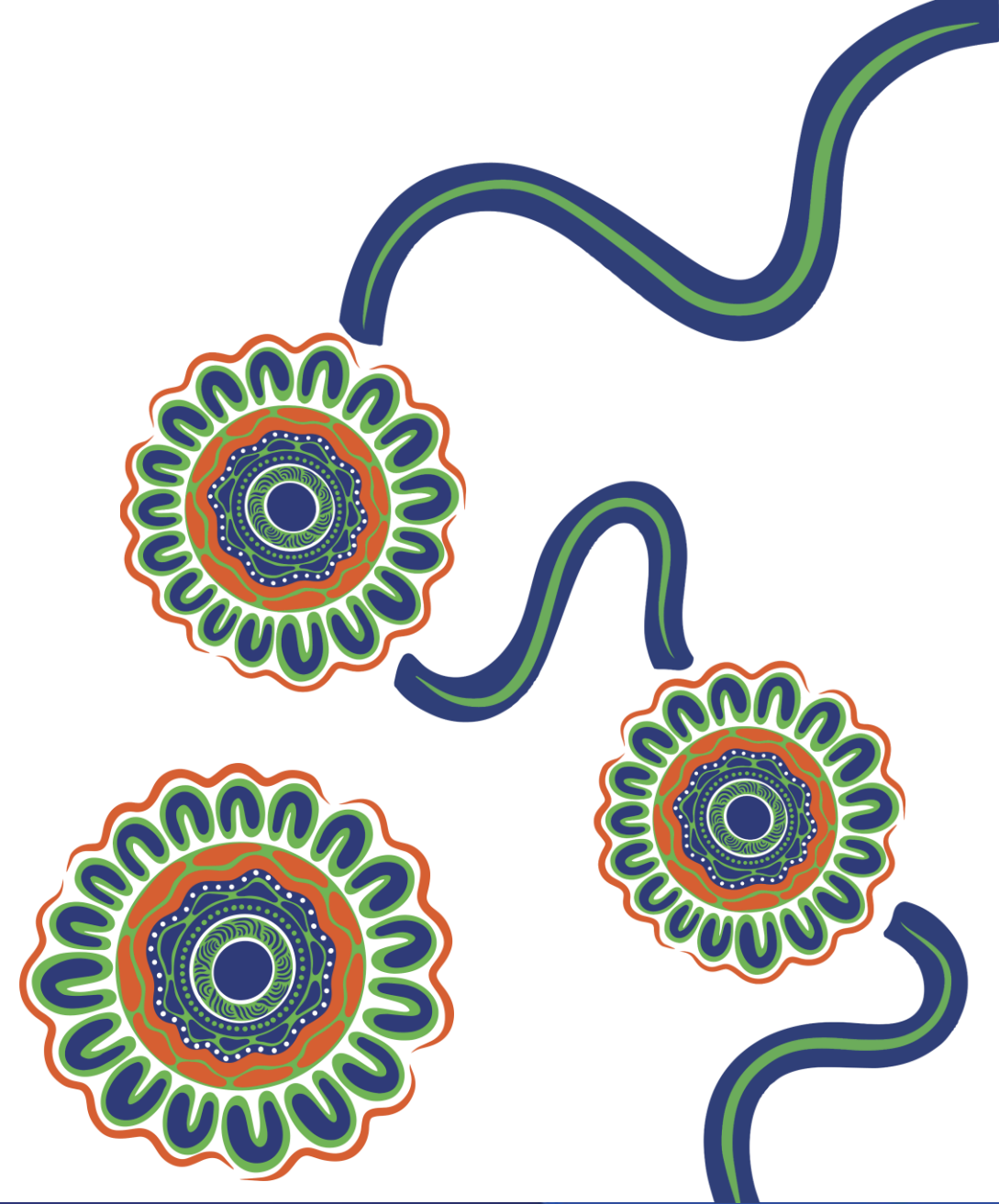
QUEENSLAND
TOURISM INDUSTRY
COUNCIL

Industry Workforce Advisor program

“Empowering Tourism Success Through Strategic Workforce Planning”



QTIC acknowledges the Traditional Owners and Custodians of Country throughout Queensland. We recognise those who shared stories, welcomed guests on Country, and were stewards of the earth for millennia before us, and their continued connection to land, waterways, and culture.



QTIC IWA Program Overview

- **Dedicated Support:**
 - Personalised assistance for tourism and hospitality businesses facing workforce challenges
- **Strategic Planning:**
 - Tailored workforce plans to address recruitment, retention, and skills development
- **HR Support Grants up to \$5,000**
 - Access to funding opportunities for eligible businesses to enhance workforce capabilities
- **Industry Insights:**
 - Guidance based on industry-specific knowledge and trends to inform strategic decision-making
- **Collaborative Approach:**
 - Partnering with businesses, industry stakeholders, and regional organisations for collective impact
- **Future-Ready Workforce:**
 - Building resilience and adaptability in the tourism and hospitality sector for long-term success

The QTIC IWA program is funded by the Department of Employment, Small Business and Training (DESBT) and was established under the [Good People. Good Jobs: Queensland Workforce Strategy 2022–2032](#).

Its primary purpose is to assist employers in small and medium-sized businesses.



Importance & Benefits of Workforce Planning

- **Strategic Alignment:**
 - Aligning workforce planning with business goals and objectives to ensure sustainability and growth.
- **Efficiency and Productivity:**
 - Optimising staffing levels and skill sets to improve operational efficiency and productivity.
- **Talent Retention:**
 - Developing strategies to attract, retain, and develop skilled employees, reducing turnover and associated costs.
- **Adaptability:**
 - Anticipating and preparing for changes in market demand, industry trends, and regulatory requirements.
- **Risk Management:**
 - Mitigating risks associated with workforce shortages, skills gaps, and unexpected disruptions.
- **Micro, Small & Medium Businesses:**
 - Supporting 'mum and dad' and 'family' operated businesses in managing workforce challenges while preserving their unique culture and values.
- **Long-Term Success:**
 - Investing in workforce planning as a key driver of long-term success, resilience, and competitiveness.



How the QTIC IWA can support your business

- **Customised Workforce Solutions:**
 - Tailored assistance and advice to address specific workforce challenges facing your business.
- **Recruitment Support:**
 - Guidance on effective recruitment strategies and accessing skilled talent for your business needs.
- **Staff Development:**
 - Assistance in identifying training and development opportunities to upskill your workforce.
- **Retention Strategies:**
 - Advice on implementing retention strategies to foster employee loyalty and reduce turnover.
- **Connection to External Supports:**
 - Facilitation of access to external resources and support services to address a wide range of business needs.



Thank you and Q&A

Adam Stephen

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**Register for Workforce Planning
support and advice here**



**QUEENSLAND
TOURISM INDUSTRY
COUNCIL**

BUSY Ability Tourism Opportunity Navigator



BATON is a specialised service that links tourism businesses in Moreton Bay North with jobseekers living with disability.

- **Testing a new approach to supporting tourism employers by:**
 - providing expert advice in supporting small and medium sized businesses
 - leveraging existing networks and connections with employers at the local level
 - utilising JobAccess resources and support
 - connecting small and medium sized businesses to local employment service providers and potential jobseekers with disability.

Why BATON?

BATON Is a FREE Service that allows you to build your network and capacity to employ people in your organisation.

- ✓ Build a culture of benefits
- ✓ Attract people living with a both a visible and non-visible disability,
- ✓ Talent Attraction from diverse backgrounds brings new and culture fit employee's,
- ✓ Objective & be clear in your goals
- ✓ Network to find that STAR

“

**Determination
has no
disability.”**

- Robert M. Hensel

Workforce Challenges

MYTH 1

The cost to employ people with disability is too costly and high.

BUSTER - The cost to accommodate employees with disability is no more than that to support those without disability.

Workforce Challenges

MYTH 2

Employees with disability have a high turnover rate.

BUSTER - Employees with disability stay on the job longer (on average) than those without disability.

Workforce Challenges

MYTH 3

Employees with disability
won't fit in.

BUSTER – Staff turnover is lower by up to 30% when a well-run disability community outreach program is in place.

Workforce Challenges

MYTH 4

Productivity for people with disability is lower.

BUSTER - In the hospitality industry, most employers reported that people with disability could be as productive as any other employee.

Workforce Challenges

MYTH 5

There is a higher risk of injury for employees with disability.

BUSTER - People with disability have 34% fewer accidents than other employees.

Workforce Challenges

MYTH 6

Disability only includes someone who has a physical or an intellectual impact.

BUSTER - Disabilities can be physical, intellectual, sensory, developmental, or mental, and can vary in severity and impact.

WHAT IS A DISABILITY?

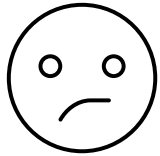


Disability: 1.: a physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions.

Source: "Disability." Merriam-Webster.com Dictionary, Merriam-Webster, <https://www.merriam-webster.com/dictionary/disability>. Accessed 29 Oct. 2023.

Different types of disabilities

There are four main categories that define disabilities.



Behavioural or emotional. Psychiatric or otherwise known as Hidden



Sensory impaired disorders. Vision



Physical.



Developmental. – Speech, Intellectual

What are invisible disabilities?

Invisible Disability, or hidden disability, is an umbrella term that captures a whole spectrum of hidden disabilities or challenges, primarily neurological.

Invisible disabilities, or hidden disabilities, are defined as disabilities that are not immediately apparent.

Hidden Disabilities

What do they all have in common?

- ✓ One is unable to “see” the disability
- ✓ There are no “visible” supports to indicate a disability i.e. a wheelchair
- ✓ It is a permanent disability that they cope with on a daily basis
- ✓ The person may be on medication
- ✓ The person needs to have that documented to be gaining assistance

Session 2:

How accessible are you?

- Self-assessment
- Group discussion

How accessible is your business?

- Website
- Policies & Programs
- Existing Staff and Team members
- Processes & Procedures -
Selection and recruitment
- Advertising, interviewing and selection
- Induction & training
- Culture and Workplace
- On Going Support

Accessibility Discussion

SOME DISABILITIES LOOK LIKE THIS



SOME LOOK LIKE THIS



Session 3: Finding your next superstar!

- Inclusive communication
- Recruitment practices
- Workplace conversations
- Resources and tools for business owners

Inclusive Communication

What is inclusive communication?

- **Inclusive communication is effective communication – respectful, accurate, accessible and relevant to all**
- **Person-centred approach**
- **Language, processes and words that are free from stereotypes and biases**

Inclusive Communication

Why use Inclusive Communication?

The language we choose is vital to enabling everyone in our organisation to feel like they belong.

When we use the words that others use to describe themselves, we create a workplace where everyone feels valued and is welcome to be themselves.

How do you demonstrate inclusivity?

7 ways to be more inclusive at work

1. Be yourself – be your professional authentic self. Be brave enough to show up at your workplace.
2. Speak up about inclusion.
3. Think about how you communicate.
4. Respond from a place of personal experience.
5. Pronouns.
6. Challenge stereotypes.
7. Support your co-workers' differences.

How do you demonstrate inclusivity?

- ✓ Be clear and concise in what you communicate
- ✓ Don't expect 'small talk'
- ✓ Be specific
- ✓ Avoid metaphor, sarcasm or idiom
- ✓ Adjust your expectations regarding the meaning behind some non-verbal communication
- ✓ Adjust your expectations regarding listening
- ✓ Do not ask 'open' questions
- ✓ Use visuals to reinforce spoken communication.
- ✓ Make your written communication dyslexia-friendly

Tips on Inclusive Communication

- ✓ The term 'blind' should only be used to describe someone who has no sight at all, otherwise say person with low vision
- ✓ The term 'deaf' should only be used to describe someone who has no hearing at all.
- ✓ When a capital 'D' is used for 'Deaf', this is to describe the Deaf community which uses Australian Sign Language (Auslan).
- ✓ Saying 'disabled parking space' or 'disabled toilet' implies these things do not work!

Source: http://guide.disabilityemployment.org.au/resources/language_and_communication

Tips on Inclusive Communication

- ✓ Never describe people solely by their impairments
- ✓ Avoid collective nouns such as 'the disabled' or 'the blind';
- ✓ Avoid phrases with negative connotations
- ✓ Also try to avoid patronising language that implies people with disability are overly courageous, special, or superhuman
- ✓ It's OK to use common expressions such as 'See you later' or 'I've got to run'
- ✓ Always ask the person with disability if they'd like any help, before rushing in to assist them
- ✓ Try to relax, and just focus on the person, rather than their disability

Source:

http://guide.disabilityemployment.org.au/resources/language_and_communication

Six Principles of Inclusive Communication

1. Communication accessibility and physical accessibility are equally important
2. Every person has different communication needs
3. Communication is a two-way process
4. Be flexible in your communication
4. Effective user involvement
5. Keep trying

5 reasons to employ someone with a disability



Enriching Lives

It's an enriching experience for both the individual and organisation.



Unique Perspectives

Individuals living with disabilities often bring unique perspectives and problem-solving skills to the workplace.



Boost Team Morale

It fosters a more inclusive and positive work culture, which can boost team morale and overall job satisfaction.



Loyal Workers

Studies show that employees living with disabilities tend to have higher levels of job satisfaction and loyalty.



Untapped Talent Pool

Actively recruiting individuals with disabilities allows organisations to tap into a talent pool that is often overlooked.

Empowering disability inclusion in the tourism industry

5 diversity recruiting strategies to implement

- ✓ Strategy #1: Re-evaluating job descriptions.
- ✓ Strategy #2: Expanding sourcing channels.
- ✓ Strategy #3: Cultivating a strong culture.
- ✓ Strategy #4: Train your Team.
- ✓ Strategy #5: Enhance the interview process.

Strategy #1: Re-evaluating job descriptions/Ads

There are always various ways to write Job Ads but to ensure that your ad and description is inclusive here are a few tips

- ✓ Language should be simple, straightforward and used everyday
- ✓ Avoid italics and none standard fonts
- ✓ Keep text in 12pt or larger or have an accessibility access point
- ✓ Avoid jargon like FSA or RSA (Food Safety Certificate or Responsible Service of Alcohol)
- ✓ Keep text short in sentences
- ✓ Keep it clear and easy to read

If in doubt check your ad by using the Inclusive Language Tool ([Inclusive Language Tool](#))

Strategy #2: Expanding sourcing channels

- ✓ Use Recruitment Videos
- ✓ Reach out to past applicants
- ✓ Start an employee referral Program
- ✓ Look into other Job Boards
- ✓ Use Social Media
- ✓ Use your local Disability Employment Service
- ✓ Treat your Customers like they are your Candidates
- ✓ Join diverse online communities in your industry.
- ✓ Proactively ask for referrals from your network

Strategy #3: Cultivating a strong culture

- ✓ Create a work culture where all employees feel safe to discuss their disabilities freely.
- ✓ Embrace Unbiased Hiring.
- ✓ Provide Equal Opportunities.
- ✓ Foster Diversity from the Top Down.
- ✓ Create a culture of Inclusion
- ✓ Communicate the Value of every employee
- ✓ Hire a wide range of people
- ✓ Provide everyone with the resources to support the individual needs of employees
- ✓ Be an Advocate for those With Disability, Both Inside & Outside the Workplace

Strategy #4: Train your Team

- ✓ Set Expectations
- ✓ Leverage Individual Strengths
- ✓ Provide Diversity Training & Tools
 - ✓ Workplace Diversity
 - ✓ Managing Unconscious Bias
 - ✓ Microaggressions
- ✓ Cultural Competency
- ✓ Religious Sensitivity
- ✓ Value All Team Members' Input
- ✓ Focus on Building With Your Team

Strategy #5: Enhance the interview process

- ✓ Legal or NOT to Disclose a Disability
- ✓ Right or Wrong ?
 - ✓ All of our applicants can request a reasonable adjustment at any stage during the requirement process?
 - ✓ Do you have a disability ?
 - ✓ Do you require any accommodations to be able to participate in the interviews ?
 - ✓ Do you require a support person to attend with you ?
 - ✓ Do you take medication for your disability ?
- ✓ Sending Candidates questions in advance
- ✓ Contact via multiple methods

Recruitment Inclusive Communication

- ✓ Making documentation available in a variety of accessible formats
- ✓ Making sure written information is clear, concise, accurate
- ✓ Offering alternatives to traditional interviews.
- ✓ Ask candidates if they require any specific adjustments

How to implement effective recruiting strategies

- ✓ Understand your businesses recruitment needs.
- ✓ Review your current recruitment strategy
- ✓ Don't try to do everything at once.
- ✓ Continuously collect, analyze, and act on candidate feedback.
- ✓ Be Consistent

Employ and retain

- ✓ Be Open to hiring people with a disability
- ✓ Be accommodating
- ✓ Provide Training
- ✓ Train your staff to think ‘abilities’ rather than ‘disabilities’

What is culture in the workplace?

- The work culture definition is the attitudes and behaviors of employees within an organisation. Many things influence the company culture, ranging from the work environment, policies, leadership, goals, values, and mission.
- The most meaningful aspects of culture to employees are purpose, opportunity, success, appreciation, wellbeing, and leadership.

Reasonable Adjustments

Sometimes, people with disability need reasonable adjustment during the recruitment phase. Adjustments could include:

- ✓ making all recruitment materials available in accessible or alternative formats
- ✓ scrapping medical tests or aptitude tests that are unrelated to essential job requirements
- ✓ providing alternatives to written tests
- ✓ ensuring the interview process caters to the access needs of all candidates.

Reasonable Adjustments

Free workplace assessments for eligible people with disability:

- A free workplace assessment through the EAF is available to help work out what modifications or equipment will best meet your needs and help your employee do the job. This is called a Workplace Modification Assessment.
- The assessment is done by a qualified professional. The Assessor will look at your workplace and any barriers that may exist; and talk with you and your employee to find solutions to make your workplace more flexible and accessible.

What is Autism Spectrum Disorder (ASD)?

Autism or autism spectrum disorder (ASD)

“a broad range of conditions characterized by challenges with social skills, repetitive behaviors, speech, and nonverbal communication.”

There are a variety of subtypes of autism, and each person has their own set of challenges and strengths.

Top tips: Working with an autistic person

The following points are not recommendations for a 'typical' autistic person, as no such person exists. However, these suggestions are good for any working environment, but may be of particular help to an autistic person.

1. Be clear in instruction, by using clear and simple language.
2. Remove barriers to receiving instruction;
3. Be methodical in your approach – don't confuse timelines
4. Someone you're talking to may have a lot more going on in their mind than just your conversation.
5. No-one likes surprises!
6. Be mindful of the needs of others and actively seek to change your approach
7. If someone becomes overwhelmed or agitated, speak to them in quieter moments.
8. Ensure people take the breaks they are entitled to providing a rest from ongoing interactions if needed.
9. Don't take offence if an autistic person is unwittingly rude or inappropriate as social situations can be exceptionally challenging for some.
10. Be adaptable and vigilant.

Again, these suggestions are simply good practice, but may be particularly helpful to someone who is autistic.

What is mental illness?

Mental illnesses are health conditions involving changes in emotion, thinking or behavior (or a combination of these). Mental illnesses can be associated with distress and/or problems functioning in social, work or family activities.

Mental illness is nothing to be ashamed of. It is a medical problem, just like heart disease or diabetes.

Top tips: Working with someone with mental illness

1. Recognise the symptoms of Mental Illness
2. Understand that depression is a chronic condition
3. Realise that words can have a profound effect on someone living with mental illness
4. Know that you cannot "fix" the person
5. Understand that a person with mental illness may have difficulty with social interaction
6. Resist the urge to pass judgement
7. Keep them in the workforce
8. Be flexible and accommodating.
9. Clarify roles and responsibilities.
10. Reduce workplace stressors

Again, these suggestions are simply good practice, but may be particularly helpful to someone who may have a mental illness.

What is Epilepsy?

- ✓ Epilepsy is a disorder of the brain, and seizures are caused by a temporary disruption of the electrical activity in the brain.
- ✓ Epilepsy is diagnosed when someone has a tendency to have recurrent seizures.
- ✓ Approximately 3% to 3.5% of Australians will be diagnosed with epilepsy at some point in their lives and over 250,000 Australians currently live with epilepsy.

Top tips: Working with someone with epilepsy

1. Reasonable adjustments
2. Making their workspace safer in case they have a seizure.
3. Avoiding lone working, so that someone else can help if they have a seizure.
4. Exchanging some tasks of the job with another employee's tasks.
5. Adapting or providing equipment or support to help them do their job.

Again, these suggestions are simply good practice, but may be particularly helpful

What is Anxiety?

Anxiety disorders are the most common group of mental health conditions in Australia. They affect 1 in 4 Australians at some stage in their life.

- Generalised anxiety disorder
- Social phobia or social anxiety disorder
- Panic disorder
- Agoraphobia
- Specific phobias
- Obsessive compulsive disorder (OCD)
- Post-traumatic stress disorder (PTSD)

Top tips: Working with someone with Anxiety

Things to watch out for include:

- Increased sick leave
- Drop in performance
- Struggling to make decisions
- Changes in eating habits
- Excessive smoking/drinking

Supporting your employee

- Adopt an open door policy
- Be Flexible
- Have a Conversation
- Get trained
- Champion a mental health-friendly culture

Again, these suggestions are simply good practice, but may be particularly helpful

Session 4: Finding your next superstar!

- Resources and Tools for Business owners
- Guide Dogs QLD

RESOURCES: What can you do NOW!

Actively work to build your disability confidence through resources:

- ✓ JobAccess – free, expert support from disability employment specialists. (<https://www.jobaccess.gov.au/>)
- ✓ IncludeAbility – online resources and information for employers. (<https://includeability.gov.au/>)
- ✓ Australian Network on Disability – builds disability confident employers through education, networks and support. (and.org.au)
- ✓ Diversity Council of Australia – expert advice, resources and programs to build diversity and inclusion in the workplace. (dca.org.au)

RESOURCES: Supporting Staff with a Disability

Actively work to build your disability confidence through resource:

- ✓ Disability Employment Services (DES)
- ✓ Employment Assistance Fund (EAF)
- ✓ Employer Incentives and Financial Assistance

RESOURCES: Writing great job ads

How to write a great job ad (workforceaustralia.gov.au)

- ✓ www.workforceaustralia.gov.au/businesses/help/advice/write-job-ad

Employee Value Proposition Toolkit (dewr.gov.au)

- ✓ <http://www.dewr.gov.au/employing-and-supporting-women-your-organisation/employee-value-proposition>

Job ads – (Fair Work Ombudsman)

- ✓ www.fairwork.gov.au/starting-employment/job-ads

Guidelines for writing and publishing recruitment advertisements (Australian Human Rights Commission)

- ✓ <https://humanrights.gov.au/our-work/publications/guidelines-writing-and-publishing-recruitment-advertisements>

Gender Decoder (inclusionhub.com)

- ✓ www.inclusionhub.com/diversity-equity-inclusion/genderdecoder

Inclusive AI at Work: Unconscious bias and artificial intelligence in recruitment and selection (dca.org.au)

- ✓ <https://www.dca.org.au/wp-content/uploads/2023/11/Inclusive-AI-at-Work-in-Recruitment-Infographic.pdf>
- ✓ <https://www.dca.org.au/wp-content/uploads/2023/12/DCA-Workshop-Brochure-Unconscious-Bias.pdf>
- ✓ https://www.dca.org.au/wp-content/uploads/2023/06/inclusive_recruitment_infographic_online_final_0.pdf

Source - <https://www.dewr.gov.au/employment/hiring-staff/hiring-outside-box>

RESOURCES: Templates and Guidelines

- ✓ Human Rights Commission (<https://humanrights.gov.au/education/employers>)
 - Anti-discrimination
 - A step-by-step guide to preventing discrimination in recruitment
 - Guidelines for writing and publishing recruitment advertisements
- ✓ Fair Work (<https://www.fairwork.gov.au/starting-employment/job-ads#:~:text=Job%20ads%20can%27t%20include,an%20award%20or%20enterprise%20agreement>).
 - Job ads can't include pay rates that are less than employees' minimum entitlements This means that job ads can't include pay rates that breach:
 - the Fair Work Act, or
 - a fair work instrument (such as an award or enterprise agreement).
- ✓ Pay and Conditions Tool - <https://calculate.fairwork.gov.au/.gov.au>
- ✓ Downloadable job advertisement template from
 - Fair Work Ombudsman:
 - Job advertisement template - <https://www.fairwork.gov.au/tools-and-resources/templates>
 - Source - <https://www.dewr.gov.au/employment/hiring-staff/hiring-outside-box>

RESOURCES: Department resources

Workforce Australia for Business

- ✓ www.workforceaustralia.gov.au/businesses/
- ✓ www.dewr.gov.au/workforceaustralia/resources/workforce-australia-businessfactsheet

Inclusive recruitment

- ✓ www.dewr.gov.au/employing-and-supportingwomen-your-organisation/inclusive-recruitment

Local Jobs Program and Employment Facilitators

- ✓ www.dewr.gov.au/local-jobs/employmentfacilitators

Hiring Outside the Box

- ✓ www.dewr.gov.au/employment/hiringstaff/hiring-outside-box

Factsheets

- ✓ Inclusive recruitment - <https://www.dewr.gov.au/employment/resources/hiring-outside-box-inclusive-recruitment>
- ✓ Specialist Supports for Business <https://www.dewr.gov.au/employment/resources/hiring-outside-box-specialist-support-business>

Source - <https://www.dewr.gov.au/employment/hiring-staff/hiring-outside-box>

What you can do NOW!

Actively work to build your disability confidence through resources:

- ✓ Sign up to have a Workforce Planning session with QTIC and BATON
- ✓ Reconsider recruitment processes to ensure they are inclusive
- ✓ Consider Micro credential TAFE Courses for you and your team
- ✓ Discover untapped talent by Passing the BATON to find your next superstar.

Contact Us

How to register for more
BATON support

Call:

Nicole Tinney - 0427 041 501

Website:

www.busyability.org.au/tourism-opportunity-navigator

Email:

navigator@busyability.org.au



**Department of Youth Justice,
Employment, Small Business and Training**

Employment Small Business and Training supports the states workforce by connecting all Queenslanders to quality training and employment opportunities and by helping small businesses to start, grow and thrive.





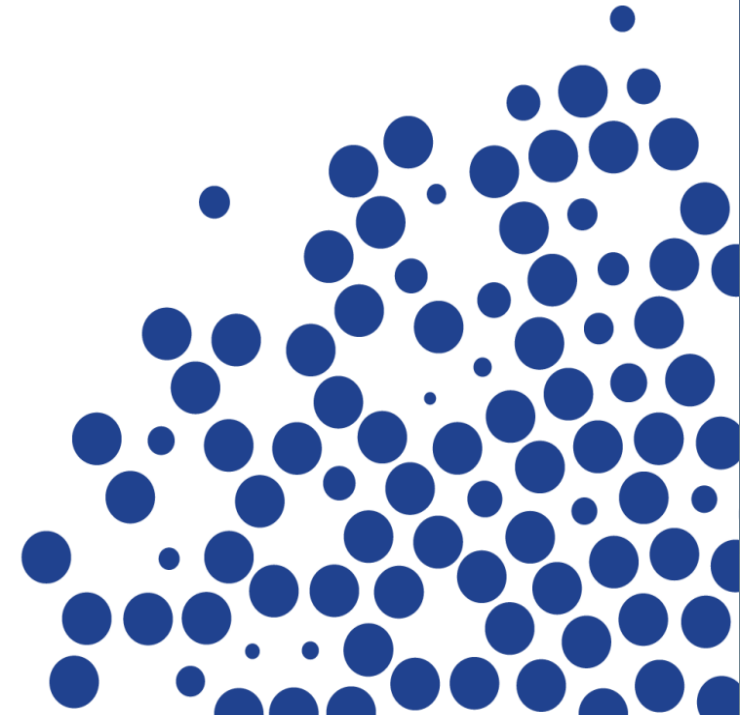
Delivering programs to get people back to work and support business to employ and assist job seekers



Our employment initiatives

Back to Work

- Payments of up to \$20,000 for eligible employers who hire eligible unemployed job seekers from identified target groups in an eligible region.
- Target groups include
 - Aboriginal and Torres Strait Islander peoples
 - People with disability
 - Long term unemployed people
 - Young people aged 15–24.
- Additional financial and non-financial support for small businesses to manage and support employees to retain employment.



Additional Employer Support Programs

Small Business Support Pool

For existing applications, a payment of \$2000 to assist with ongoing retention of employee. For example: -

- Training, tickets, licences
- Specialised software
- Workplace Fit out and modifications
- Professional Consultancy

Harrison Tool for Retention

For BTW Supported employees

- **Engage** and build a strong working relationship with their employee by starting meaningful conversations.
- **Manage** and understand their employee's strengths to provide effective leadership.
- **Develop their** employee's skill set, potentially securing a valued asset for their business.
- **Retain** to reduce employee turnover and the need for additional recruitment processes.



Additional Jobseeker Support Programs

Pre-Employment Support Program

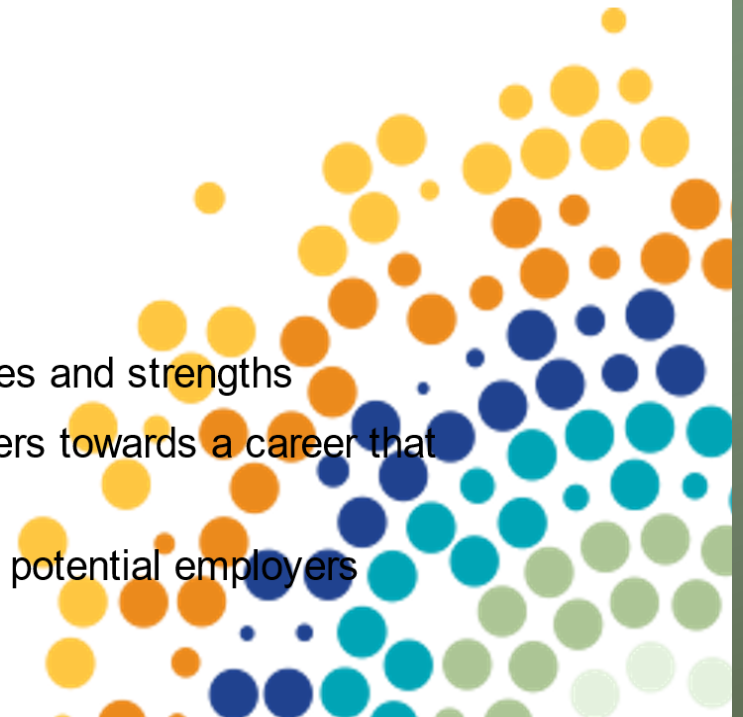
Delivered by the BTW Jobseeker Officers to unemployed or "at risk" employees

- One on one discussions on career goals and employment pathways
- Resume writing, interview skills and online profile assistance
- Understanding on how to navigate the job market
- 2nd chance funding through C3G Plus

Harrison Career Assessment Tool

Delivered by BTW Jobseeker Officers to unemployed or "at risk" employees

- An in-depth Questionnaire which will identify an individual's interests, task preferences and strengths
- Reports will also identify potential de-railers and work preferences to guide jobseekers towards a career that suits their strengths
- Jobseekers will get access to reports that can be quite motivational and shared with potential employers



Small Business Short Courses

Free and available for **all Queenslanders** to access. Suitable for anyone working in small business who is seeking professional development opportunities. Courses include:

1. *Effective workplace leadership*
2. *Workplace resilience and wellbeing*
3. *Recruitment for small business*
4. *Communicating effectively with people with disability*
5. *Cultural inclusiveness: Aboriginal and Torres Strait Islander culture in the workplace*
6. *Cultural responsiveness: Aboriginal and Torres Strait Islander culture in the workplace*





Training Incentives

Apprenticeship and Traineeship Incentives

- **Training costs (user choice)**
Pre-approved RTOs are funded to provide training for most apprenticeships and some traineeships at a reduced cost.
- **Fee Free Tafe**
Access a range of qualifications through the initiative from TAFE, Queensland, CQUniversity and Mater Education.
Aligned to Australia's and Queensland's skill priorities, in-demand areas and emerging industries.
- **Federal Government Employment Incentives and wage subsidies.**
Contact an Australian Support Agency to further discuss.



Federal Government employment incentives and wage subsidies

Employment Assistance fund

- Financial help to eligible people with disability and mental health conditions and employers to buy work related modifications, equipment, Auslan services and workplace assistance and support services.
- Available to eligible people with disability who are about to start a job, are self-employed or who are currently working
- Help to buy work related modifications and services like.
 - modifications to work vehicles
 - specialist services
 - disability awareness training
- Contact Job Access Advisers
1800 464 800
[Employment Assistance Fund \(EAF\) | Job Access](#)

Disability Australian Apprentice Wage Support.

- DAAWS is a weekly payment to employers who employ apprentices with disability
- You can receive \$104.30 each weeks for 12 months or the length of a temporary disability
- Claims are processed through the Apprenticeships Data Management system.
- Contact Australian Apprenticeship Support Network provider.
[Financial support for employers | Australian Apprenticeships](#)

Wage Subsidies

- Financial support up to a maximum of \$10,000 may be available to businesses that hire new staff.
- If you fill an ongoing position with the help of
 - Workforce Australia
 - Workforce Australia : Transition to Work
 - ParentsNext providerThe provider may offer you a wage subsidy.
- To help with some of the initial costs of hiring an employee and help ensure the success of their employment.

Request further contact with a Departmental Field Officer
Email: ncoasttraining@desbt.qld.gov.au

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newsletter

Visit the Business Queensland
website www.business.qld.gov.au

Connect and contact





Queensland
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www.desbt.qld.gov.au