**Case Study**

Employment Transition for People with Disability

Employability before Disability

Elias Joslin – Trolley Collector

Busselton who is working as a trolley collector while preparing for his future.

After leaving school, Elias secured a work trial at Mitre 10 with the help of Forrest Personnel, a local Disability Employment Service. Through this work experience he learned the value of customer service, attention to detail and use of equipment, which subsequently helped him secure his job as a trolley collector at the local shopping centre. His salary means he can save towards his goal to study Information Technology and pay for his driving lessons. Once he has his driver’s licence, he hopes to work as a courier which will provide a source of income to support him while studying.

A Valuable Employee

Elias prides himself on doing his job well and has created a game to keep him motivated. To win the game he must have more collected trolleys in the trolley bays than uncollected trolleys in the car park. This game demonstrates Elias’ impressive work ethic and encourages his productivity. Subsequently his hours have been increased by his employer. Elias enjoys learning, and is very careful to follow required Occupational Health and Safety practices. He is known and appreciated by customers, who have provided positive comments to the supermarket.

His pathway from School to Work

Elias’s success is a result of his willingness to learn, plan and work hard. While at school he experimented with his studies, changing from accounting to Structured Workplace Learning at Mitre 10. He developed skills in warehousing, using machines and working as part of a team. He also found that he enjoyed helping customers. Through discussion with his family, friends and his employment support service, Elias identified that courier work would suit his interest in customer service, and sees his current job as a stepping stone to this goal and eventually studying Information Technology.

Did you know - Employees with disability have less OHS incident, and lower workers compensation.

The WA NDIS My Way focuses on planning for the current and future needs of people with disability. Along with their families and carers they may choose to be supported by their My Way Coordinator to create a plan tailored to their unique needs and goals (including work). They can also choose to develop their own plan independently. To find out more, call 1800 996 214 or email [myway@dsc.wa.gov.au](mailto:myway@dsc.wa.gov.au)

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Sarah Wardle – Serco

Sarah enjoys working in the HR department for Serco at Fiona Stanley Hospital. Sarah has worked for Serco since September 2014 for four days a week in a role that was specifically designed to maximise her skills and abilities.

The job involves a range of tasks including the assembling of induction packages and greeting new staff. As a ‘Count Me in Ambassador’, Sarah has demonstrated that hard work, determination and getting the right support can help you get your dream job. Sarah’s advice to other job seekers with disability is “be involved, don’t lose heart, take every opportunity and see what happens.”

A Valuable Employee

Sarah says that every day is a new day and considers her work valuable. Whether it is attending to induction packages, training packages, or general administration, Sarah is there to help. In doing so, Sarah has helped reduce the workload of the entire HR department and her colleagues are able to focus their attention on their areas of specialisation.

Her pathway from School to Work

Sarah’s journey to her dream job began at Leeming Senior High School Education Support Centre, where she learned many important skills including public speaking, using public transport and money handling. Following work experience placements at various worksites in the retail and social services sectors, Sarah realised that she wanted a job where she could help people. Further discussions with her family, school and LAC revealed Fiona Stanley Hospital as the place she wanted to work.This meant that Sarah was so well prepared that during a chance meeting with Fiona Stanley, she proudly said, “I want to work at your hospital.” Thankfully, Fiona recognised how great an employee Sarah would be and facilitated a meeting with her employer, Serco.

Did you know – People with disability take fewer days off than their colleagues without disability (Deakin University, 2002).

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Jessie Butcher – Hungry Jacks

Her job involves preparing food, pouring drinks, and cleaning. Jessie secured her job at Hungry Jacks after a three week ‘work trial’ organised by Forrest Personnel, a local Disability Employment Service. Her manager places high expectations on Jessie, encouraging her to learn and extend herself. As Jessie is unable to drive, Hungry Jacks easily adjusted her roster to accommodate the public transport timetable for her 25 hours of employment each week. Jessie hasn’t yet decided what she wants to do in the future, so is focusing on increasing her skills in food preparation and learning as much as possible. Forrest Personnel continues to work with Jessie to improve her communication and people skills, in preparation for her future career advancement.

A Valuable Employee

Jessie enjoys doing the jobs that many young people her age tend to avoid. Working at Hungry Jacks is a perfect fit for her as her difficulty with speech and shyness means relating to customers is still difficult. Jessie has some on-the-job support from Forrest Personnel which assists with any job training she needs.

Her employer is so impressed by the job support experience that they have now asked Forrest Personnel to find them five more young employees with disabilities.

Her pathway from School to Work

Jessie worked hard to prove she had the skills and abilities to get a job. During her time at Naturalist Education Support Centre, she took part in work experience and structured workplace learning in the retail industry including Best and Less and Target. After finishing school in 2014, she was already connected with her local Disability Employment Service Provider. Together with Jessie and her family they considered her experience, skills and abilities and subsequently secured her current position at Hungry Jacks.

Did you know – Disability Employment Service Providers can help you recruit staff, and provide training, guidance and support.

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Jason Nicholls – Hanson’s Hot Bread Shop

As a qualified baker, Jason gets up each morning at 1am to start his shift. Jason started working at the bakery at 15, when he left school.

Although he found some aspects of the job challenging, his reliability and dedication to his job was fantastic. To help this valuable worker learn his job, Jason’s employer made workplace adjustments to standard measuring equipment and instruction sheets. Jason now makes everything from bread to sweets but he especially loves making pies. Jason’s pies are so good that he won third place in this year’s Great Aussie Beef Pie competition resulting in business turnover increasing by 30%.

A Valuable Employee

Jason has been employed with Hanson’s Hot Bread Shop in Bridgetown for more than six years. The bakery has had difficulty finding and retaining bakers due to the work hours required by the job. Many qualified bakers from the region have left the industry for jobs in mining, making recruitment challenging. Jason works independently, and requires little assistance thanks to the adjustments made to the workplace. Employing Jason reduced the load on Alf, the store owner, who was doing it all himself.

His pathway from School to Work Jason’s family supported his decision to leave school and learn ‘on-the-job’ but also encouraged him to have a plan and commit to completing his qualification. He signed up through an Apprenticeship company and completed three years of practical work, however he struggled with the theory. Two years later, his family with the help of the My Way Coordinator found a training service to provide the necessary support once a week to assist him in his studies and complete his training. He will complete his apprenticeship in 2015.

Did you know – The completion rate for apprentices with disability is 50% and for those without a disability is 56% (NCVER, 2011).

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