

Presentation to the DEA Conference

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Topic

What do employers want?

What are they investing in?

What are the implications for future DES services?

AND Member Logos



AND members generally want four things:

- ⦿ To hear and learn from other employers
- ⦿ Information and advice about engaging with people with disability
- ⦿ Help to know what's required or expected
- ⦿ Opportunities to engage with people with disability who are pipeline talent

Employer requirements fall into three categories:

- ⦿ Engage
- ⦿ Equip
- ⦿ Deliver

Engage:

- ⦿ Demonstrate the business case _{(1),(6),(7)}
- ⦿ Demonstrate success stories from other employers ₍₂₎
- ⦿ Create linkages and networks to other employers _{(2),(6)}
- ⦿ Demonstrate relevance – of the barriers that jobseekers experience
- ⦿ Gain senior leadership commitment to project ₍₈₎

Equip:

- ◉ Gain an understanding of the employers workforce requirements and priorities ^{(3),(7)}
- ◉ Gain an understanding of the work environment and specific barriers to inclusion of jobseekers with disability ⁽⁷⁾
- ◉ Ascertain key skills and competencies required for selected/identified roles ⁽³⁾
- ◉ Make recommendations to the employer re relevant talent pools including for graduates with disability, semi-skilled and unskilled jobseekers as well as opportunities for customised roles ⁽⁸⁾

Equip (continued):

- ⦿ Provide training on managing and accommodating employees with disability to line managers and human resources staff ⁽²⁾
- ⦿ Prepare a detailed project plan which identifies key employer requirements and draft Service Level Agreement for potential Employment Support Services ⁽²⁾
- ⦿ Broker partnerships with suitable providers with clearly outlined roles and responsibilities ⁽⁵⁾
- ⦿ In partnership with employer and employment support service develop and deliver pre-employment training program to suitable jobseekers ⁽⁹⁾

Deliver:

- ⦿ Provide work-ready candidates with high level employability skills who are suitable for the roles identified ⁽⁷⁾
- ⦿ Assist with the implementation of employment support plans for each job seeker and supervisor ⁽⁷⁾
- ⦿ Facilitate workplace adjustments ⁽²⁾
- ⦿ Provide on call coaching support for supervisory staff
- ⦿ Assist supervisors to solve issues or challenges

Walgreens USA:

- ◎ Walgreens Anderson South Carolina distribution centre was a new large facility which was designed with a view to hiring a large number of employees with disabilities. Walgreens say it is successful and that in early 2013, 42% of employees are PwD (never been <35% since 2007).
 - Less accidents
 - 50% lower turnover
 - Slightly higher productivity

Walgreens USA (continued):

- ◎ Model: Job description for agency job coaches written by Walgreens
 - 9 week 'transitional work' with agency job coach providing strong support, paid as temporary/casual worker during this time, if meet job standard before 9 weeks, hired then. Only take on trial if there are vacancies, if candidates don't meet 100% of job standard, they are not offered job.
 - Once hired, pays \$14 per hour (min wage \$10) offers 40 hours per week plus benefits
 - Integrates people with disabilities and those who are not

Learnings from Walgreens:

- ⦿ Most successful intermediary agencies spend two whole days on site learning the job roles
- ⦿ A lot more opportunities in new greenfield sites
- ⦿ No consistent service from agencies – either govt or non profit or even within own network
- ⦿ Addresses internal concerns pro-actively by running anonymous ‘what if’ sessions with site managers to calm fears where managers were encouraged to speak their minds and their concerns were answered

The National Inquiry into Employment and Disability :

The National Inquiry into Employment and Disability Interim Report, August 2005 found that employers need:

1. Help to remove the fear factor and see the business benefits of hiring people with disability
2. To have information that makes it easy to hire and retain people with disability
3. Know that it is not going to cost too much to hire and retain people with disability
4. To know that it is not too risky to hire and retain people with disability
5. Small business may have additional needs when hiring people with disability

Questions?
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