

Committed and skilled staff for Bella Vista Hotel

When Fiona MacRobert engaged NOVA Employment to help her with job seeking, she had extensive experience in the hospitality industry but had been poorly paid for her efforts.

Seeing the depth of her experience, Neena Sood, the manager of one of NOVA's St Marys outlets, was sure that if Fiona could dedicate herself to a poorly paid job, she would have no trouble committing to properly paid employment. 'From day 1, I knew she would get a good job, despite her quite obvious physical disabilities,' Neena says.

And that's exactly what she's done! Starting as a part-time kitchen hand at Bella Vista Hotel in August 2015, Fiona's skills and aptitude soon shone through and she's now working full time in charge of the dessert section. Clearly her employer is pleased with her work, stating that her best qualities are reliability and punctuality.



Fiona enjoys working in a team environment where she is appreciated. Her reputation as a hard worker has opened up opportunities

for other NOVA job seekers at Bella Vista. Her conscientious attitude and consistent quality work have helped change her employer's mind about employing people with a disability.

Outlet manager at NOVA Campbelltown, Julie Multari, explains that successful placements come from getting to know job seekers. 'Once we really understand our job seekers' strengths and interests, finding suitable, sustainable employment is the logical next step,' Julie says. 'Our employers appreciate that we put time into matching candidates to roles. We don't just launch a job seeker at a job and hope for the best.'



A WORD FROM MARTIN

Welcome to NOVA's first issue Working Together

Have we had cause to write this month!

The *Canberra Advertiser* ran a piece on how much better off people with a disability are in China and a new book on finding a job for people with disability eloquently explains how to offside employers!

We could do better in Australia but if we didn't improve for 25 years, we'd still be well ahead of China.

It's surely more constructive to say that more than 1000 people with significant disability entered the workforce via NOVA Employment in 2016. We're already on track to better this in 2017. These are real jobs with business owners who pay fairly and are open to a good deal.

Smart business owners know that the right person in the right place equals a good business decision. They also react poorly to threats. And discrimination legislation as a means of opening doors could leave you with a very sore foot!

Martin Wren, CEO NOVA Employment martin.wren@novaemployment.com.au

EMPLOYER TIPS & TOOLS:

SORTED!

The approach - art of cold calling

At NOVA, we understand sales techniques.

After all, in general, society thinks that people with disability make lesser workers than their able bodied peers. NOVA staff know differently, but this knowledge doesn't translate by ESP into a potential employer's head!



So here are Mohamed Bah's tips for how to approach a prospective client. Having been an Employment Consultant for five years and now comanager at Penrith NOVA, Mohamed knows a thing or two about the cold call.

"Research is the key. Knowing your own personal strengths and the benefits of your business to their business is paramount to an effective approach.

Equipped with a good understanding of your personal style and experience, you're much more likely to be your best self. Not that you barge in with this front of mind.

The most important person in the meeting is them, not you."

Of course, you can't sell your message unless you know the strengths of your business. For example, Mohamed makes sure potential employers hear that NOVA, as a specialist disability employment service, has been finding award-wage jobs for people with disability since 1990. This longevity provides instant credibility in an industry where many services have come and gone.

Learning about the prospect's business, including what they do, the number of staff, the geographical reach, their successes and time in business all mean you a) know who you're relating to, b) can genuinely praise their performance and, most importantly, c) better understand how you can help them.

Gathering this data takes some time and effort, but is worth it.



DID YOU SAY 100 CANDIDATES?

The 100 Jobs in 100 Days Campaign is here again!

'100 jobs in 100 days' gives local employers a little over three months to pick up their new staff member from 100 keen and motivated canditates with disability. Previous years have seen an A-Z of work opportunities offered by savvy employers don't miss out, call us today!

1300 ABILITY



February Events:

13 July 2017 Arsenal FC V Sydney FC ANZ Stadium

15 July 2017 Arsenal FC V Western Sydney Wanderers ANZ Stadium