



Australian Government

Department of Education, Employment
and Workplace Relations



CDS

Centre for
Disability
Studies

Disability Employment News

Hello and welcome new and old recipients of this newsletter alike. Please be advised that not all of the information in this newsletter will be important to you but feel free to email shanesmith@med.usyd.edu.au if you wish some particular information related to employment, disability, support strategies, business specific information or something specific to be added.

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SOMETHING FROM POSITIVE
PSYCHOLOGY RESOURCES

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[A WORD FROM KEN WARREN](#)

[POSITIVE PSYCHOLOGY NEWS DAILY](#)

7 Keys to Becoming More Likeable

My wife, Christy, recently had to see a new doctor about a few questions she had. When she came home, I asked what the doctor had to say. She said that she couldn't remember. All she could remember was that she liked him.

If you work with people, the likeability factor plays a huge part in how much people want to work with or do business with you. That is, unless you impress them so much they forget what you had to say.

For those of us in helping roles, the research says that the strength of our connection with people accounts for 30% of any changes that occur. So how do you get people to like you or at least to want to work with you?

Here are what I believe to be the top 7 keys for likeability.

1. **Who you are.** Sometimes it will be your age, occupation, appearance, or even gender that makes you the right person to connect with. But these things you don't have much control over - you are who you are. But you do have control about making sure you are coming from a good place. People tend to be attracted towards others who are happy and confident. So what you do to be happy at home and work will also affect how well you connect with others.
2. **Being real and genuine.** If people think you are simply relating to them with your work hat on, rather than as a real person, then they will be kept at some distance. If you work in a counselling role, for example, and relate to your friends or family in that manner, you will be sure to irritate them. Genuineness is especially important with men. The research says that men have a slight edge on women on detecting genuineness or the lack of it in others. Some blokes call this ability a 'bull.... detector'.
3. **Make people feel good about themselves.** People love other people who help them to feel good about themselves. Examples include using people's names, genuine compliments, and connecting with others around food. Even the way you greet people can make a difference. People who are well-liked tend to greet others with warmth and enthusiasm.
4. **Common factors.** We are also attracted towards people who are similar to us in some way, though if you are stubborn and opinionated you probably won't be attracted to people with the same qualities. It is easier, however, to connect with others who have similar interests or children around the same age, for example. Shared backgrounds, education, values, manners, and even body language (when it is a friendly interaction) can also help us to connect well with others. Even shared adversity or challenges can bring many people closer together.
5. **Emotional connection.** Demonstrating understanding or empathy for the challenges another may be having is one example. But so is laughing with others. When done naturally and sincerely, laughter between people is always a sign of a good emotional connection..
6. **Balancing genuine interest and self-disclosure.** Even if you don't have many things in common, you can at least be genuinely interested in what is quality in the other person's life - perhaps their children, their interests, or passions. Self-disclosures also have to be appropriate, of course. You wouldn't want your doctor, for example, saying to you, "Well, let me tell you about my health problems now!" But you probably wouldn't object to the doctor letting you know that he has similar-aged children. Unless you have the balance right, people will either feel you know nothing about them or they know nothing about you.
7. **Being on the same page.** By this I mean talking about what others want to talk about before

letting it flow naturally onto another topic. For business relationships, it could be to work with what the customer is wanting or needing. We have all had the experience of a salesperson trying to sell us something we do not want, even when we have been clear about what we did want.

So where to from here? You could review the strategies above and see which you can work on. You can also notice those around you who are especially good at connecting with others and what they do that works for them. By improving your likeability, you improve the likelihood people will want to work co-operatively with you, not to mention a few extra friends.

You need to be realistic though. The research says that even people with great people skills will only ever connect well with 85% of the people they meet. Although we can all improve our relating, we can't be liked by everyone.

[Business News](#)



This Article first appeared in

http://rossclennett.com/docs/Web_InSight/2010/InSight159043789767619.html

[The Skills Shortage \(Part 3\): Workers with a Disability](#)

As I was going through the checkout at my local Coles today, I noticed a sign taped to the register. '***I am a hearing impaired person. Thanks for your understanding when I am serving you'***.

It reminded me that this Friday, 3 December, is **[International Day for Persons with a Disability](#)**.

Recruiters might be interested to know how the **Department of Education Employment and Workplace Relations** (DEEWR) assists disabled people and their communities, in the areas of education and employment.

One of my South Australian InSight subscribers, **Monica Leahy**, who works in the field, recently enlightened me:

The **National Disability Coordination Officer Program** is funded by DEEWR to improve transitions for people with disabilities from school through higher education and training and ultimately into employment. It also provides a service for people with disabilities who live in the community and want to join the workforce. There are 31 of us around the country, so we're stretched pretty thin.

We don't case manage clients, but instead are funded to improve connections between

service providers and to help them do their jobs better. Using my Region as an example, I work with 89 high schools, 9 campuses of TAFE, 3 public and 1 private universities, 18 Disability Employment Service Providers, more than 200 RTOs (mostly through their peak body ACPET) and 4 School, Community, Business Partnership Brokers as well as a huge number of disability specific organisations such as Autism SA and the like.

Our main focus is on people who can or have achieved a qualification at Certificate 3 or above, as the rationale is that people who cannot achieve that level of education or training are serviced by **Australian Disability Enterprises** or other programs. The rationale for the NDCO Program is based on the fact that about 50% of people on Disability Support pensions could be (and want to be) working in some capacity. Their work would not only bring economic and health benefits to them directly, but benefit the economy by freeing up carers in some instances and at the very least by turning the person with a disability into a tax payer rather than a tax consumer.

The other group we try to engage is recruiters and employers, who are the biggest barrier to this cultural change. It is really hard to get the message across that statistics show, on average, that people with disabilities take no more sick leave than anyone else and in fact have fewer OHSW reportable incidences and generally stay in the same position for longer, saving on recruitment and training costs. Also, that any costs associated with modification of a workplace are met by the Australian Government.

I won't even go into some of the financial incentives available to employers who employ a person with a disability.

It's all about flexibility of thinking. I often tell the story of my brother-in-law, who owns and operates a really successful turf management and landscaping service. He has only ever known my mother as someone with a disability (spinal injury) and as a young married man often reaped the benefits of her being in paid employment.

He has always known me as someone with a hearing impairment, but has seen me gain my masters degree and speak at international conferences. And yet when I put the idea to him that he should make one of the 2 apprentices he took on the next year a young person with a disability, he said that he wasn't sure he could because he needed someone who could drive - or be trained to drive - heavy machinery.

I looked at him in amazement and replied that his 9 year old daughter was deaf and I had seen her drive a bobcat. Not only that, but his receptionist had dyslexia! If he was that unaware, it is a real uphill battle with other recruiters and employers.

My experience this morning at Coles was not an accident. **Coles** were a winner in the 2010 National Disability Awards (NBA) category of **Business Award - Large Business focus.**

Here's an extract from the Coles citation on the NBA website:

Coles has developed a partnership with **Disability Works Australia** and over the **last six years** has employed almost **2500** people with a disability across its stores nationally. This partnership helps Coles to develop and implement long term systemic and cultural change to maximise the employment prospects of people with disability.

Coles is an equal opportunity employer, ensuring that all employees are treated fairly, including receiving the same flexible employment conditions and entitlements.

Coles has also developed several initiatives to assist employees with disability, including an alternative recruitment process.

I'll leave the (second to) last word to Monica Leahy:

I think it is an untapped resource for recruiters where recruitment of skilled employees are involved and lack of progress is not about prejudice, it's about lack of knowledge. Because when you say the word 'disability', people's first thought is a wheelchair or an intellectual disability.

Whereas Microsoft understands that it is so mainstream that they have built disability features like screen reading software and zoom text into its mainstream products like Word.

Twenty per cent of Australians have some form of disability (about 17% between the ages of 16 and 65). A bit more than half of those should be working in open employment. About 70% of those are capable of achieving Certificate 3 or above.

That's a big - untapped - talent pool that could be paying tax instead of consuming it. I'm not an altruist. I'm like every other Australian who doesn't enjoy supporting people who could be (and want to be) paying their own way.

The recruiters who know how to effectively bring supply and demand together in these markets, using this 'hidden' workforce are going to have a big advantage over their competitors.

Featured Business of the Month!!!!



BRIAN FOX

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02 9693 6000 ONLINE & INSTORE

JOBS!!!!

Would you like assistance or a person to come out and view your business for potential opportunities to add a staff member, how by working with a Disability Employment provider you may be able to increase productivity, look at the job creation or simply fill that job that you have available

If so contact:

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shanesmith@med.usyd.edu.au

FAMOUS POPLER who have/ had a disability



Stephen Hawking - Professor Stephen Hawking is a well-known example of a person with MND, and has lived for more than 40 years with the disease. Stephen Hawking: The internationally renowned Physicist, has defied time and doctor's pronouncements that he would not live 2-years beyond his 21 years of age when he was diagnosed with amyotrophic lateral sclerosis (ALS); also known as Lou Gehrig's disease. The symptoms are very similar to those of CP, Hawking cannot walk, talk, breathe easy, swallow and has difficulty in holding up his head. Hawking, 51, was told 30 years ago, when he was a not-very-remarkable college student.

Read more: <http://www.disabled-world.com/artman/publish/cp-famous.shtml#ixzz18bhMiZUs>

Cerebral palsy (CP) is an umbrella term encompassing a group of non-progressive, non-contagious diseases that cause physical disability in human development.

Cerebral refers to the affected area of the brain, the cerebrum (however the centers have not been perfectly localised and the disease most likely involves connections between the cortex and other parts of the brain such as the cerebellum) and palsy refers to disorder of movement.

The incidence of cerebral palsy is about 2 per 1000 live births. The incidence is higher in males than in females.

All types of CP are characterised by abnormal muscle tone, posture (i.e. slouching over while sitting), reflexes, or motor development and coordination. There can be joint and bone deformities and contractures (permanently fixed, tight muscles and joints). The classical symptoms are spasticity, spasms, other involuntary movements (e.g. facial gestures), unsteady gait, problems with balance, and/or soft tissue findings consisting largely of decreased muscle mass.

Read more: <http://www.disabled-world.com/artman/publish/cp-famous.shtml#ixzz18biWMOKj>

Events

Australian Chambers Business Congress June 1-3 2011



Business Chamber.

Dynamic program

Consider an event where over a thousand of Australia's business leaders, executives and owners will converge on the Gold Coast to network, address and debate the most telling issues facing business today and tomorrow.

"There has never been an annual [Business Congress](#) of this kind in Australia, and I am very proud that the Chambers from around the country have united to produce this landmark event," says Stephen Cartwright, CEO of NSW

Sessions will address the megatrends that impact global business, sustainability issues facing the Australian business environment, new business models and best practice for business today.

Leading international speakers

See world renowned University Professor Michael Porter from Harvard Business School, a leading authority on company strategy and the competitiveness of nations and regions.

Quality exhibition

There will be great networking opportunities and an exhibition for businesses to showcase their services and value.

Stay tuned for exciting program and speaker announcements!

[Calls for Expressions of Interest and Input](#)

If there is anything that you would particularly like to see in the Newsletter please feel free to contact Shane Smith at Shanesmith@med.usyd.edu.au

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The Disability News Archive can be found at <http://www.cdds.med.usyd.edu.au/ndco/DisabilityNews/>

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The NDCOs for Region 1 and 3 are Hosted at [the Centre for Disability Studies](#)

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