

FAIR WORK COMMISSION

4 Yearly Review of Modern Awards

Supported Employment Services Award 2010

Matter No: AM2014/286

STATEMENT OF ANNE LYNETTE CONSTABLE

I, Anne Lynette Constable, of 20 Christian Street, Maryborough, Victoria, state as follows:

BACKGROUND

1. I am the Chief Executive Officer of ASTERIA Services Incorporated (**ASTERIA**), which operates ASTERIA Business Services (**ABS**), an Australian Disability Enterprise (**ADE**) situated in Maryborough in the Central Goldfields Shire Victoria.
2. ABS provides supported employment services to support the paid employment of persons with disabilities pursuant to the definition in section 7 of the *Disability Services Act 1986* (Cth) (**the Act**). The Board, CEO and staff are passionate about providing supported employment opportunities for the people with a disability that we support.
3. ABS is an eligible organisation under the Act and provides employment to people with a disability (in this statement referred to as **supported employees**) in three key work group areas, namely:
 - (a) Garden Maintenance;
 - (b) Packaging and Labelling work for business enterprises; and
 - (c) Car Washing.
4. Our supported employees also undertake other works as requested.
5. ABS has undertaken the ISO and NDS maintenance audit last month.
6. ABS operates from one main site located at 167-171 Railway Street, Maryborough in the Central Goldfields Shire in Victoria and offers offsite work within a 60km radius of Maryborough.
7. We have 64 employees at ABS with a breakdown as follows:
 - (a) 58 supported employees; and
 - (b) 6 general staff members comprising:

- (i) 1 manager;
- (ii) 1 trainee administration worker; and
- (iii) 4 support staff.

ABS WORK GROUPS

8. Details specific to each of our work groups is set out below.
9. Assisting our supported employees in each work group are Disability Support Workers (DSWs) and supervisors.
10. In each ABS work group, the DSWs and supervisors:
 - (a) Lead by example and demonstrates exemplary customer service;
 - (b) Complete documentation efficiently;
 - (c) Delivers on the job training and provides induction to supported employees as required;
 - (d) Mentor supported employees;
 - (e) Ensure supported employees adhere to OH&S policies and procedures;
 - (f) Provide behaviour support management;
 - (g) Provide quality review for customers jobs and quality requirements training to supported employees;
 - (h) Ensure all Supported Employees understand and follow the workplace policies and procedures;
 - (i) Ensure adequate nutrition and hydration is offered;
 - (j) Prompt supported employees to take prescribed medication;
 - (k) Provide financial support;
 - (l) Provide basic counselling; and
 - (m) Link supported employees into other services and agencies.
11. All supported employees are also designated a Case Manager who monitors and reviews their goals and outcomes (both work related and personal) and supports the supported employees to understand the NDIS transition and planning.

PACKAGING

12. ABS supported employees undertake a wide range of packaging type work for businesses in the Central Goldfields Shire.
13. Specific tasks performed by our supported employees include:
 - (a) Packaging of manufactured goods, including:
 - (i) the counting and placing of drills into containers; and
 - (ii) packaging compost and mulch into bags;
 - (b) Labelling of packaged goods;
 - (c) Pre-production packaging work; and
 - (d) Packaging work for a local book manufacturer, including packaging, counting and collating books.
14. ABS sources this work via applying for tenders, word of mouth, advertising in local newspapers, our repeat customers and also via social media.
15. Packaging work activities are broken down into individual tasks (from a job requiring multiple tasks) to allow supported employees to be productive and for the jobs to be completed. Two or more employees are generally required to complete a job that is comprised of multiple tasks.
16. ABS' ratio of supported employees to DSWs is four-eight supported employees to one DSW.
17. The areas of interaction and support between supported employees and DSWs in the packaging work group is very intensive within supported employment teams. The DSWs do a great deal of work to assist the supported employees.

DAY IN THE LIFE OF A SUPPORTED EMPLOYEE IN THE PACKAGING GROUP

Transport to and from work

18. As there is no public transport available in our area, all supported employees are reliant on their own mode of transport such as driving, using push bikes to get to work, walk to work, taking a taxi or having family provide the transport to and from work.
19. Supported employees living in supported accommodation are transported to work via taxis and or other DSWs or support staff.
20. On the occasion a supported employee is unable to travel to work due to car or financial issues, ABS staff will collect the employees and bring them to the work site. Usually in wet

weather, ABS staff will give supported employees a lift home to avoid them having to walk in the rain.

21. Sometimes, staff at ABS will transport employees to and from work sites in company vehicles.
22. Where supported employees require assistance to travel to and from work. This support will typically come from their parents and/or ABS staff and DSWs, or private taxi services.
23. A typical day for a supported employee in the Packaging group is illustrated below by reference to one of our supported employees who has an intellectual disability and epilepsy. This information provides a greater understanding of the work performed by the supported employee and the assistance they may require during the day from the DSWs. The supported employee is referred to below using of the anonymous acronym "SM".

Time	Job Tasks & Staff Support
8.30am	SM arrived at work by taxi (taxi was late should drop off at 8.25am at the latest)
	SM walks into staff office to talk to the Manager Staff direct SM to make his way to the packaging workroom
8.35am	SM refused to leave office and the Manger needed to speak to him about listening and following directions
8.40am	Staff Direct SM to the workroom and supported SM to Sign on and assisted him to write the time and sign his name SM wanted to tell staff about what happened the previous night in his Supported Accommodation – staff reminded him about privacy and not to talk about others
8.45am	Staff directed SM to the work table he was assigned to. SM didn't want to sit at this work table because he doesn't like one of the workers. SM refused to sit there and became agitated. SM left the work room
8.55am	Staff directed SM to return to the work room and set up a job for him to do on a table on his own SM stopped staff to talk about his father and mother and how he works as hard as his father did. SM worked on a panel drill job where he needed to count 10 drills and place them in a shell. Then a header card was placed on the shell in the correct position and the shell closed. SM used a counting board to help him count 10 drills. Staff support and guide SM to use the counting board and to make sure SM has no more or no less than 10 drills in each case. SM would not accept that he made mistakes with his counting and closed the shells (Packaging) and became argumentative with staff and other supported workers Staff directed SM to only count the drills and place into the shells and he then passed them onto another Supported Employee to place the header

Time	Job Tasks & Staff Support
	<p>card in and close correctly.</p> <p><i>Staff needed to support SM to understand that the other employee wasn't "stealing" his work but was instead helping him</i></p> <p>When SM understood what was required of him he was able to perform this job</p> <p><i>Staff needed to check SMs counting and praised and encouraged him when he was doing it correctly</i></p> <p><i>SM continually stopped working to talk to staff about his father and mother and to seek praise with how he was performing his job</i></p>
10.00am	<p>Morning Tea</p> <p>SM required support to make a cup of coffee and to choose a table to sit at.</p>
10.15am	<p>Staff needed to prompt SM to return to the work room and he refused to leave until he had finished his coffee</p>
10.30am	<p>SM returned to the work room after going to the toilet after his morning tea break</p> <p>Staff direct SM to go back to his job</p> <p>SM was angry because the other worker had been doing his part of the job</p> <p>SM yelled at the other supported worker and threw the shells on the floor</p> <p><i>Supervisor discussed with SM about correct behaviours at work and explained that the other Supported Employee was only helping him</i></p>
10.45am	<p>SM went back to his job task</p>
11.00am	<p>The job SM was working on was nearly finished and another supported employee came to get some drills from SM container. SM snatched the container and yelled at the other supported employee.</p> <p>Staff intervened and explained to SM that the job needed to be finished off.</p> <p>Staff discussed with SM on how to communicate with his co workers</p>
11.15am	<p>SM was directed to work on a drill line job where he was required to sit at a long table as part of a process line. SM was required to place 3 drills in a case in a correct position.</p> <p>Staff prompted SM to put on his gloves.</p> <p><i>Staff supported SM to understand where he needed to place the drills and explained that each drill was a different size and they needed to be placed in the correct order</i></p> <p><i>SM became confused and placed the drills incorrectly. Staff stood with him to guide him and he remained confused. Staff took one drill size away to allow SM to place 2 different sizes in. SM kept talking about his father and the work he had done with him. Staff continued to redirect SM back to the job task.</i></p> <p><i>SM could perform the job with guidance from the staff, however once left on his own SM became confused and could not select the drills in the correct order</i></p>

Time	Job Tasks & Staff Support
11.45am	<p>Staff took the second drill size away and SM was able to place one drill at a time in the case. SM was happy that he could do this job and be left. SM left the work line and went into the office to tell the Manger he was doing a good job The Manager praised SM and redirected him back to the work room</p>
11.55am	<p>SM left the work room to go to the toilet. Staff asked him if he could wait until after the lunch break and he said he had to go then.</p>
12.00pm	<p>Lunch SM told staff he wanted to buy his lunch from the shop. The staff reminded him he had his lunch from his Supported Accommodation.</p>
12.35pm	<p>Staff directed SM to return to work SM said he couldn't because he was still eating his lunch.</p>
12.45pm	<p>SM returned to the workroom Staff directed SM back to his position on the drill line. Staff prompted SM to put on his gloves The supervisor stood beside SM to again demonstrate how to place the drill in the case and to pick the drill up correctly</p>
1.05pm	<p>SM left the workroom to go to the toilet when he had not returned in 5 min staff went looking for him and found him talking to Supported Employees in the car wash area. SM was redirected back to the workroom</p>
1.15pm	<p>SM asked to have a go at 2 drills again Staff supported SM to place the 2 drills in the case in the correct position. SM was able to focus on this task for 10min and was proud of himself for not making a mistake. SM received numerous prompts from the supervisor to complete this task correctly</p>
1.30pm	<p>SM lost focus and asked to stop doing this job. Staff allowed him to move to another job.</p> <p>SM started completing the blank job where he had to place pieces of small steel rods into a tub. SM enjoys this job and after being reminded of what he needed to do he worked happily on it alone for the rest of the shift</p>
2.10pm	<p>SM left the room to go to the toilet. SM returned when expected Prompt SM to help tidy up his work area and to place rubbish in bins and close the drills cartons for the night</p>
2.30pm	<p>Staff directed SM to sign off and supported him to write the correct time. Staff prompted SM to collect his bag and to wait in the admin area for his taxi.</p>
2.35pm	<p>SM demanded that a taxi pick him up. Admin explained that he needed to wait for the taxi and be patient while waiting. SM told administration staff</p>

Time	Job Tasks & Staff Support
	<p><i>that he had worked well and was the fastest worker in the room. SM gloated to other supported employees who were waiting for the taxi. Staff intervened and spoke to SM about work not being a race and being nice to other employees</i></p>
2.45pm	<p>Admin directed SM to hop in the taxi.</p>

GARDEN MAINTENANCE

- 24. ABS operates two gardening crews which consist of a supervisor and three to four supported employees with varied skill sets. The gardening crews perform commercial and private work throughout the Central Goldfields Shire and four surrounding shires.
- 25. ABS Garden Maintenance is a registered NDIS provider.
- 26. ABS sources this work through tenders, word of mouth, advertising in local and external newspapers, repeat customers and social media sites.
- 27. The work group team is comprised of one Supervisor and four supported employees with varying knowledge and skills. Supported employees undertake specific tasks within the job role to enable the team to complete the individual jobs to the customer’s requirements. The Supervisor is required to make up for any shortfall of skills to enable the job to be completed to an acceptable standard.
- 28. The ratios of supported employees to DSWs in this work group is one supervisor to three or four supported employees. The team is evaluated via the skill mix to ensure competency is obtained that is required for each job.
- 29. The interaction and support between supported employees and Disability Support Workers in this work group occurs continuously during the work. ABS uses an interactive model approach with supported work teams.

DAY IN THE LIFE OF A SUPPORTED EMPLOYEE IN THE GARDENING GROUP

Transport to and from work

- 30. As there is no public transport available in the Central Goldfields Shire, all supported employees in the Gardening group are reliant on their own mode of transport such as driving, using push bikes to get to work, walk to work, taking a taxi or having family provide the transport to and from work.
- 31. Supported employees living in supported accommodation are transported to work via taxis and or other DSWs or support staff.

32. On the occasion a supported employee is unable to travel to work due to car or financial issues, ABS staff will collect the employees and bring them to the work site. Usually in wet weather, ABS staff will give supported employees a lift home to avoid them having to walk in the rain.
33. Where supported employees require assistance to travel to and from work. This support will typically come from their parents and/or ABS staff and DSWs, or private taxi services. Sometimes, staff at ABS will transport employees to and from work sites in company vehicles.
34. A typical day for a supported employee in the Gardening group is illustrated below by reference to one of our supported employees who has a learning disability. This information provides a greater understanding of the work performed by the supported employee and the assistance they may require during the day from the DSWs. The supported employee is referred to below using the anonymous acronym "BH".

Time	Job Tasks & Staff Support
8:15am	<i>BH is dropped off at work at for an 8:30am start by his father BH stood into the administration area and talked about football to staff</i>
8: 15am	<i>Staff gave verbal prompts to wait outside with the other supported employees</i>
8.25am	<i>BH returned to the administration area and staff assisted him sign by prompting him to find his name on the list, to write the time correctly and sign his name in the correct area. BH kept discussing the AFL and what happened with his team Geelong and needed numerous prompts to stay focused and sign on</i>
8:30am	<i>Explain to BH which work crew he is with for the day and prompts to go to the correct ute</i>
8:35am	<i>Staff supported BH to place his bag in the back of the ute and follow safe work practices around the vehicle and to do up his seat belt once he is in the ute. BH only wanted to sit in the front and became upset when he was directed to sit in the back. Staff need to check that BH had his morning tea and drink with him</i>
8:45am	Job 1 <i>Staff prompt BH to get out of the car Staff support to motivate BH to start work and to stop talking about football with the other employees</i>
8:50am	<i>Staff Instruct and guide BH which PPE he requires for the job Staff assist BH to put on his gloves, goggles and ear plugs Staff prompt BH to unload his mower from the trailer Prompt to unload his mower and to stop talking about football Staff prompt and assistance BH to check mower fuel level BH directed to mow designated grass area</i>

Time	Job Tasks & Staff Support
9.30am	<p>Staff Prompt and guide BH to mow straight lines and to stay focused when another employee came past his work area.</p> <p>Staff needed to continue to prompt BH to keep working when he became distracted.</p> <p>Staff had to rework BH's area as his work did not meet the quality standard for the customer</p> <p>Staff instructed BH to load his mower onto the trailer in the correct position and to take off his PPE</p> <p>BH stood back and waited for the other employees to load his mower, staff prompt to encourage BH to load his own mower.</p> <p>BH left area without loading mower to go and sit in front seat of the work car.</p> <p>Staff reminded to direct BH to return to the back of the ute to load his mower. BH did this reluctantly</p>
9.45am	<p>Staff directed BH to get into the ute and sit in back seat of ute,</p> <p>Staff reminded BH to do up his seat belt</p> <p>BH became upset because he couldn't sit in the front and staff explained to him that he needed to follow the seat rotation and would have his turn in the front after the 3rd job.</p>
9.50am	<p>Leave Job 1 and travel to Job 2</p>
9.55am	<p>Morning Tea – the work crew stopped at a park to have morning tea</p> <p>Staff guided BH to choose his snack for morning tea and stopped him from eating all of his food in his lunchbox</p> <p>Staff support to assist BH to refill his water bottle</p> <p>Staff gave direction to return to the ute and sit in same position as BH was in before</p>
10.00am	<p>Job 2</p> <p>Staff prompt BH to get out of the car</p> <p>Staff support and motivate BH to get out of the ute and to stop talking about football with the other employees</p>
10.25am	<p>Staff Instruct and guide BH as to which PPE he requires for the job</p> <p>Staff assist BH to put on his gloves, goggles and new ear plugs</p> <p>Staff prompt BH to unload his mower from the trailer</p> <p>Prompt to unload his mower and to stop talking about football and follow correct manual handling techniques</p> <p>Staff prompted BH to check mower fuel level and refill fuel tank. Staff assistance to refill tank</p>
10.30am	<p>Staff directed BH to mow designated grass area</p>
10.35am	<p>Staff Prompt and guide BH to mow straight lines and to stay focused when other employees and the customer came past his work area.</p> <p>Staff continue to prompt BH to keep working when he becomes distracted</p> <p>BH stopped mowing to talk to the customer (who he knew) about football</p>
10.40am	<p>Staff had to rework BH area as his work did not meet the quality standard for the customer</p> <p>Staff instructed BH to load his mower onto the trailer in the correct position and to take off his PPE</p>

Time	Job Tasks & Staff Support
11.00am	<p>BH left trailer without loading the mower to go and sit in the front seat of the Ute. Staff needed to direct BH to return to the back of the ute to load his mower. BH did this reluctantly and laughed when another supported employee had already loaded his mower and went back to sit in front of ute</p> <p>Staff directed BH to move to the back seat of ute, BH became upset because he couldn't sit in the front and staff explained to him that he needed to follow the seat rotation and would have his turn in the front after the next job</p>
11.05am	<p>Staff assisted BH to do up his seat belt</p>
11.10am	<p>Leave job and travel to Job 3</p> <p>BH said he needed to go to the toilet Staff stopped at public toilets (where they had morning tea) and BH refused to use them. Staff then took BH to McDonalds to use the toilets.</p>
11.20am	<p>Job 3</p> <p>Staff prompt BH to get out of the car</p> <p>Staff Instruct and guide BH which PPE he requires for the job BH was told he only needed gloves for this job. BH insisted on putting on his goggles and ear plugs</p> <p>BH went to unload his mower and was advised that this was not required for this job. BH became confused and staff explained that this was a weeding job and he did not need his mower at this job</p> <p>Staff demonstrated to BH what he was required to do and he said he would not do weeding because he only wanted to mow.</p> <p>Staff counselled BH and explained that he needed to do all of the jobs when working with the gardening crew. BH refused again and become upset and sat in the car for the duration of this job – 30min</p> <p>The supervisor tried to reengage BH in the work activity every 10 min and BH continued to refuse to undertake weeding saying "I don't like that job I only like mowing"</p>
11.50am	<p>When the job was finished the crew packed up and returned to the ABS site to have lunch. BH participated in this job. BH also was happy because he was able to sit in the front of the ute.</p>
12.05pm	<p>Lunch Break</p> <p>Staff supported BH to toast his sandwich</p>
12.35pm	<p>Staff told BH he needed to return to work</p> <p>BH said he needed to go to the toilet and will be a long time (Note BH will not go to the toilet during his breaks, he says that he needs to eat his lunch during this time)</p>
1.00pm	<p>BH came to the admin area looking for his work crew after his toilet break Admin called BH's Supervisor and was advised he would be collected at 1.15pm. BH sat in the foyer to wait for his pick up and spoke about the AFL constantly</p> <p>BH missed job 3</p>

Time	Job Tasks & Staff Support
1.20pm	<p>BH was directed to get into the work ute. <i>BH remembered it was his turn in the front and would not get into the ute until the other supported employees had moved to allow him to sit in this position</i></p>
1.30pm	<p>Job 4</p> <p>Staff prompt BH to get out of the ute <i>Staff support and motivate BH to get out of the ute and to stop talking about football with the other employees</i></p> <p>Staff Instruct and guide BH which PPE he requires for the job <i>Staff assist BH to put on his gloves, goggles and new ear plugs</i></p> <p>Staff prompt BH to unload his mower from the trailer <i>Prompt to unload his mower and to stop talking about football and follow correct manual handling techniques</i></p> <p>Staff prompted and assisted BH to check mower fuel level and explained why the fuel tank did not need filling. BH directed to mow designated grass area <i>Staff Prompt and guide BH to mow straight lines and to stay focused</i> <i>Staff were required to continue to prompt BH to keep working when he became distracted</i> <i>BH stopped mowing to go back to the ute to have a rest and drink</i> <i>Prompts to recommence mowing</i> <i>Staff had to rework BH's area as his work did not meet the quality standards</i></p>
2.20pm	<p>BH was asked to get the blower and blow the paths. <i>BH became confused and the Supervisor got the blower for him and showed him what to do. BH was unable to blow the clippings back onto the lawn and became frustrated and said he couldn't do this job</i> <i>Staff continued to encourage BH to undertake this job and he was proud of himself when he was able to blow the clippings in the correct direction</i></p> <p>BH's mower was loaded in the trailer by staff as he had become tired by the end of the day. <i>BH was allowed to sit in the front seat again as he was tired and Staff directed BH to move to the back seat of ute.</i></p>
2.30pm	<p>When the work crew arrived at the work site staff direct BH to collect his bag from the back of the ute and wash his hands Staff directed BH to go and sign off <i>Staff supported BH to find his name and write the correct time.</i> <i>Prompt from staff to stay focused and to stop talking about the AFL</i></p>
2.30pm	<p>Staff organised BH a taxi and explained to him he needed to wait for the taxi <i>BH was talking to other supported employees about the football and staff had to remind him the taxi was waiting</i></p>

CAR WASH

35. ABS has a group of supported employees that wash cars daily for both private and commercial customers.
36. As with our other work groups, we source work for the car wash team via tenders, word of mouth, advertising in local newspapers, repeat customers and social media sites.
37. The ratio of supported employees to DSW in this work group is two-five supported employees to one DSW.
38. The DSWs and Supervisors use an interactive model approach with supported work teams.

DAY IN THE LIFE OF A SUPPORTED EMPLOYEE IN THE CAR WASH GROUP

Transport to and from work

39. As discussed above there is no public transport available in the Central Goldfields Shire, all supported employees in the Gardening group are reliant on their own mode of transport to and from work.
40. Supported employees living in supported accommodation are transported to work via taxis and or other DSWs or support staff.
41. On the occasion a supported employee is unable to travel to work due to car or financial issues, ABS staff will collect the employees and bring them to the work site and this will usually occur during wet weather.
42. A typical day for a supported employee in the Gardening group is illustrated below by reference to one of our supported employees who has a learning disability. This information provides a greater understanding of the work performed by the supported employee and the assistance they may require during the day from the DSWs. The supported employee is referred to below using the anonymous acronym "AP".

Time	Job Tasks & Staff Support
8.10am	AP arrives at work by taxi Prompt AP to have a cuppa as he has plenty of time before starting work Staff support AP to make a cup of tea
8.25am	Staff prompt AP to go to his work area
8.30am	Staff support AP to sign on and write the correct time and find his name/picture on the sign on sheet
8.35am	Staff support AP to set up his work area Prompts and directions to collect cloths and buckets AP can only be given one direction at a time so that he can remember

Time	Job Tasks & Staff Support
8.45am	<p>Wash outside of car AP assisted to wash the outside of the car with another Supported Employee</p> <p><i>Staff need to prompt him to start at the highest point and to rework where he missed spots and Staff prompt AP to put more soapy water on his sponge Staff prompt AP several times to walk to the bucket and place his sponge into it to get more soapy water</i></p>
9.00am	<p><i>AP left the washing area and went to buy a can of soft drink Staff explained to him that he can not drink soft drink on the job and needed to put the drink in the fridge for later</i></p>
9.15am	<p>AP stood back and watched the other employee rinse off the car as he is unable to do this task– Staff prompt AP to move away from the spray</p>
9.30am	<p>AP was directed by staff to chamois car dry <i>AP kept forgetting to squeeze the water out of his chamois and required directional prompts to understand what to do. AP found this task difficult and needed to bring his chamois to the Supervisor to have the water squeezed out of it.</i></p>
9.40am	<p>Staff prompted AP to move to the vacuuming area to help clean the inside of the car. AP was directed to clean the 4 car mats. <i>AP sat on the bench and watched the other 2 employees vacuum the car. Staff directed AP to start cleaning the car mats.</i></p>
9.45am	<p><i>AP left the work area to go to the toilet</i></p>
9.55am	<p><i>Staff prompted AP to return to work</i></p>
10.00am	<p>Morning Tea</p> <p>AP was able to get his soft drink from the fridge and requested a Supervisor to unwrap his sandwiches from the cling wrap</p>
10.15am	<p>Return to work AP was directed to finish cleaning the mats When AP felt that he had finished cleaning the mats he sat on the bench and required prompts to continue to help the other employees to clean the car <i>AP said he was tired and needed to rest and he sat on the bench for 10 min. AP had not cleaned the mats correctly and they had to be reworked by the Supervisor</i></p>
10.45am	<p>Start to clean car 2 <i>Staff directed AP go to the wash area and assist to wash the car AP required prompts to collect the sponge and begin washing. AP laughed and joked with the other supported employees and enjoyed the task he was given Staff needed to rework AP's area as he had missed dirt on the car.</i></p>
11.10am	<p>Staff directed AP to the inside cleaning area and asked him to wipe the dash.</p>

Time	Job Tasks & Staff Support
	<p><i>AP became confused and wiped the inside of the window Staff directed AP to the dash board and he undertook this task. The dash needed to be reworked as AP had left dirty marks.</i></p>
11.35am	<p>AP went to sit on the bench saying that he was tired. Staff allowed AP to have a rest.</p>
11.45am	<p>When AP stood up staff noticed that he was incontinent. AP began to cry and staff consoled him. The Supervisor took AP to his supported accommodation where he changed his pants and returned to work</p>
12.15am	<p>AP returned to work and went to lunch</p>
1.00pm	<p>AP returned to the car wash area and assisted others to pack up for the day AP was prompted to return the equipment to correct location Staff prompted AP to lift and carry equipment safely</p>
	<p><i>AP stood back and waited to be directed to complete the clean-up tasks</i></p>
1.30pm	<p>Sign off of car wash time sheet – Staff supported AP to sign off correctly</p>
	<p><i>AP went to the packing room with Supervisor and worked on a packing job Staff supported AP to sign on in the packaging room.</i></p>
2.30pm	<p>Staff directed AP to wait in the admin area for a taxi Admin directed AP to his taxi when it arrived</p>

ABS' REVENUE AND OPERATIONS

43. ABS' funding comes through via the National Disability Insurance Scheme, the Department of Social Security and through sales via the work performed by our work groups/business units.
44. The viability of our revenue streams against your baseline has become challenging for the following reasons:
 - (a) we are currently in the early stages of our NDIS transition phase; and
 - (b) our supported employee productivity and attendance can impact on our revenue.
45. This is closely monitored by our Finance Manager to ensure our expenses do not exceed income. Our CEO and ABS Manager continue to access other markets that could present opportunities for further growth.
46. The nature of the supported employment industry is such that the revenue from a job is compromised when supported employees can only undertake certain tasks in a "whole of job

process". This means that there is a line of supported employees required to complete a job that could be completed by one individual without a disability.

47. The supported employees' skills development and training must be worked around the needs of the job requirements as set out by the customer. The capacity of the supported employment crews need to be determined by the job requirements set on a daily basis.
48. In my view, the introduction of the Work Value Classification Tool (**WVCT**) would not impact ABS' service negatively as it largely mirrors the tool that we are currently using. ABS believes that the WVCT is the best option for the future of Supported Employment.
49. The WVCT is transparent and a fair assessment tool. It is an assessment tool that will be able to be used across all of our business units.
50. Many of the tools in the *Supported Employment Services Award 2010 (SESA)* are structured for one particular service and therefore do not suit other service needs and are difficult to understand and implement.
51. As the Supported Wage System (**SWS**) was not originally set up for Supported Employment, rather for open employment, it is not suitable to measure the competencies of our complex supported employees.

IMPACT OF SUPPORTED WORK ON THE LIVES OF OUR SUPPORTED EMPLOYEES

52. Supported employment enhances the lives of all our supported employees, as it provides them a sense of purpose, contribution and wellbeing.
53. Many of our supported employees state that they would struggle in their lives without the supports they receive on a daily basis from staff and co-workers at ABS.
54. Having a meaningful job enhances anyone's self esteem and in particular persons who have a disability.
55. At ABS the interaction between employees, DSWs and other staff creates a positive environment with a "can do" attitude and it is this sense of achievement and pride that boosts our supported employees' self-esteem and feeling of belonging.
56. In addition, the social support that is provided through work is a positive influence of the wellbeing of employees.
57. Family members and carers have a strong relationship with staff at our ADE. With an open door policy the family and carers feel welcome to give feedback, which is always both positive and constructive.

INTERACTION WITH INTEREST AND ADVOCACY GROUPS

58. ABS has a good working relationship with external disability advocacy services from Bendigo and utilise their service on occasions to assist supported employees with personal and family issues.
59. One of our supported employees has undertaken Advocacy Training. Advocacy is available throughout our organisation, as this is an integral part of what we do.
60. ABS staff provide supported employees with advocacy contact details via handbooks and will contact Advocacy services for employees whenever the need arises.


Anne Lynette Constable

21st September 2017

Date