

## **WIC: registering an innovation or improvement idea**

### **WIC aims and purpose**

The ACT Workforce Impact Collective (WIC) aims to increase choice and control of people living with disability by improving the quality, capacity and sustainability of the ACT disability workforce. That involves improving how the workforce is attracted, retained and sustained.

Challenges addressed by WIC pilot projects so far have included improvements and innovations to:

- Trusted relationships between people living with disability and support workers
- Worker's job support and satisfaction
- Career pathways, including entry to the sector
- Retention of workers
- Increasing diversity of the workforce.

The WIC project ceases at 30 August 2019. However, project evaluation includes informing the ACT Government and other stakeholders concerning future directions. So, to ensure that good ideas are captured, including improvements that could not be funded under the project, WIC is recording details of innovation and improvement ideas in a central register. This form is intended to help people provide enough summary information to enable their idea to be considered in future.

### **Registration process**

Registering a WIC idea involves three main steps

1. Document your idea, using this form
2. If your idea seems likely to fit with WIC aims, the idea, together with this form, will be registered for future consideration
3. The WIC team will send you an acknowledgment of your idea.

## Assistance with registering an idea

A hard-copy version of this form (e.g. to do a handwritten proposal) can be provided upon request. Please contact the ACT Workforce Impact Collective (WIC) team if you would like further information or support, including help to complete this form:

Email: [wic@nds.org.au](mailto:wic@nds.org.au)

Phone: (02) 6283 3208.

<b>Date of registration:</b>	16 <sup>th</sup> May, 2019
<b>Organisation or individual proposing the idea:</b>	Diffability - Supporting Difference in the Community
<b>Primary contact person:</b>	
<b>Position / Job title:</b>	
<b>Email:</b>	
<b>Phone No:</b>	

<b>Alternative contact person (if applicable):</b>	
<b>Email:</b>	
<b>Phone:</b>	

<p><b>Describing the issue or problem</b></p> <p>What issue is your idea intended to address?</p> <p>How do you know that an opportunity for improvement or innovation exists?</p>	<p>People with disability from Culturally and Linguistically Diverse (CALD) backgrounds experience disadvantage and challenges to accessing appropriate disability support services due to:</p> <ul style="list-style-type: none"> <li>• Language / communication barriers</li> <li>• Lack of information</li> <li>• Isolation from community</li> <li>• Cultural concerns / stigma</li> </ul> <p>Local advocacy groups have been pushing for more diverse and culturally appropriate disability support / services for people from CALD background. The need for a more culturally diverse workforce (especially support workers) has been identified.</p> <p>Also, there are young people from CALD backgrounds who are undertaking tertiary study in the field of health care and community support. University students are often seeking part-time work to support themselves while they study.</p> <p>By linking these students to part-time work opportunities in the disability sector there is the opportunity to boost the disability workforce as well as expose these students to the idea of seeking rewarding work in the disability sector once they have graduated.</p>
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<p><b>Describing your idea</b></p> <p>What is your idea and how would it address the issue?</p>	<p>To encourage tertiary students from a CALD background to join the casual and part-time disability workforce, thus providing valuable on-the-job experience in the disability sector for those who are studying to become health care and community support professionals, and improving the capacity of the frontline disability workforce. As well as increasing capacity in the short-term, this experience will assist in attracting tertiary students from CALD backgrounds to a full-time career in the ACT disability sector upon graduation.</p> <p>Students from a CALD background may require additional information and support to find employment opportunities. The pilot will address this as follows:</p> <p><b>Part 1: Information for Students from a CALD background</b></p> <ol style="list-style-type: none"> <li>1. Creating information and resources describing:             <ul style="list-style-type: none"> <li>○ current demand for support workers to grow the disability sector</li> <li>○ the need for diverse support / services for people with disability from CALD backgrounds (matching people from a particular cultural background to people with a disability of the same or similar ethnicity).</li> <li>○ requirements for joining the workforce (capability, capacity and the right attitude)</li> </ul> </li> <li>2. Providing information about working in the disability sector and providing links to online resources that will assist in orientating students to working on a casual basis in disability support work sector.</li> <li>3. Facilitating networking opportunities for potential employees and employers (connecting students with a CALD background to ACT Disability Service Providers).</li> </ol> <p><b>Part 2: Promoting a Career Pathway</b></p> <ol style="list-style-type: none"> <li>1. Coordinate with ACT education providers/ institutions and universities to promote the opportunity for CALD student employment (casual and/or part-time) in the disability sector that will lead to a career in the Disability sector. Courses related to Allied Health, Disability, Mental Health, Nursing or Home and Community Care will be targeted.</li> <li>2. Utilise/ exhibit at Open Days and Student Orientation. Involve existing support workers from CALD backgrounds for Q&amp;A.</li> <li>3. Facilitate meet and greet/ networking information sessions with ACT disability service providers, CALD people with lived experience of a disability and people with CALD backgrounds working in the disability sector.</li> </ol>
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<p><b>What change are you aiming for?</b>                  What would change or improve as a result of your idea being put into practice?</p>	<p><b>Key Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Encourage tertiary students with a CALD background who are considering taking courses related to Disability, Allied Health, Mental Health and Community Services, to consider working in the disability sector when studying.</li> <li>2. Create a stronger and more diverse disability workforce that can support people with disability from CALD backgrounds</li> <li>3. Increase the number of support workers from CALD backgrounds joining the sector</li> </ol>
<p><b>Who would be involved?</b>                  What is your idea and how would it address the issue?</p>	<p><b>Responsibility</b>                  Our organisation would run the pilot but would link up with other organisations and networks as detailed below:</p> <ul style="list-style-type: none"> <li>ACT Disability Support Providers</li> <li>People with Disabilities ACT</li> <li>Ethnic Disability ACT</li> <li>Carers ACT</li> <li>CALD people with lived experience of disability</li> <li>CALD Disability Support Workers</li> <li>CALD Allied Health Professionals, Nurses, Community Service Workers currently working in the Disability Sector</li> <li>ACT Tertiary Education Providers/ Institutions and Universities</li> <li>Multicultural Student Organisations</li> <li>International Student Associations</li> </ul>
<p><b>Additional Information</b>                  Would you like to provide any further information?</p>	<p>We anticipate that this would be a 12 month pilot.</p>