



ENQUIRER

Your disability
employment
specialist

Welcome

to the Spring edition of the
EPIC Enquirer

In this edition you'll read a collection of stories that show our job seekers are as diverse as the roles that they fill.

You will also read about the soft skills employers value most.

Flip to the back for a full list of upcoming EPIC events and recognition dates.

EPIC Enquirer is distributed to connect and inspire more than 3,500 job seekers across Australia who are being supported by EPIC on their employment journey.

You can also connect with EPIC Assist through our social platforms for more job seeker success stories.



Jolleen celebrates 15 years at Woolworths and counting

What began as a small job in 2006 has evolved into a 15-year EPIC journey for Woolworths Narangba employee Jolleen.

The team at Woolworths recently threw a party for Jolleen to recognise her achievements and mark 15 years of service.

Jolleen has become somewhat of a star at the store, with many customers seeking out her friendly smile so they can say hello.

During every shift, an EPIC Assist support worker works beside Jolleen to assist her to complete her tasks for the day. Ryan Vogler, one of Jolleen's support workers, says the job has transformed her independence in both the workplace and life.

"Jolleen has grown in leaps and bounds since she first started at Woolies all those years back," said Ryan.

"It's been amazing to see her confidence and independence continue to build. She's always happy to be there, and that happiness is contagious."

Ryan says it's her loyalty, kindness, and commitment to excellent customer service that has kept her working at the store for so many years.

"She's an incredibly valued member of the Woolworths family. 15 years is no small feat, and her dedication to the job always shines through."

"She does a spectacular job, and the customers love her."



CEO Message

Dean Graham

Diversity and inclusion are an important part of any quality place of employment. It is vital that businesses mirror the diversity that is within society.

We are very fortunate at EPIC that our job seekers are as diverse as the roles that they fill.

The skills and abilities that our job seekers bring to their roles are valued, respected and most of all required.

Attention to detail in spotting anomalies in a product, troubleshooting and developing key metrics for reports, making that perfect cup of coffee or being responsible for repairing

small appliances are just some examples of the different types of roles our job seekers perform.

Each of these roles require a diverse and specific skillset and by EPIC working with thousands of people with various abilities and skills each year, we can find that right match for the employer and for the individual.



Job seeker tips

Soft skills that employers value most



Strong work ethic

Employers want to hire people that will work to the best of their abilities. This isn't about being perfect; it's about being dependable and professional.



Team work

When we are able to work in a team, we show that we respect the opinions of others, and can negotiate to reach an outcome. Being a team player means you recognise that everyone has a valuable contribution to make.



Problem Solving

For many people with disability, problem solving is a part of everyday life. These skills are developed from living in a world not often designed with diverse needs in mind. Reflect on how you've overcome societal and environmental hurdles. How did you adapt your approach to achieve results?



Communication

Some communication methods are outside of our skill set, and that's okay. Using the communication skills we have to engage with others in an honest and constructive way is what counts.



Inclusion is on the menu at McDonald's



Samantha working at McDonald's Ballina

Thanks to the support of EPIC, Samantha was successful in her application at McDonald's Ballina. She has now been working as a Team Member for over six months.

In her role, Samantha ensures the restaurant is clean. Wiping down tables and chairs, emptying the rubbish, and cleaning the bathrooms are just some of the duties Samantha completes during her shift.

When asked why she likes working at McDonald's, Samantha put it simply:

"It is happy work."

The restaurant Licensee, Scott Campbell, has been impressed with the progress Samantha has made.

"She has become more comfortable and attentive. Overall, her performance has improved a lot since she started working," says Scott.

Daniel's passion has developed into a career

When Daniel first approached EPIC for help finding paid work, he had a clear goal: to one day become a Disability Support Worker. Having had the opportunity to access support himself, Daniel felt that with the right opportunity and the right employer, he could work with others to help them achieve their goals.

After completing a short work trial with Coastal Residential Service in Burnie he was offered a permanent position as a Disability Support Work - his dream job.

Daniel's day-to-day is very different, as it depends on the needs and wants of his clients. Common duties include cleaning, cooking, supporting clients with personal care, and other domestic duties.

"My favourite part of the job is ultimately knowing that I am making an impact with the clients through positive feedback. Seeing the clients develop helps my self-esteem and growth as well," said Daniel.



EPIC helped Daniel find his dream job

Luke's niche skill set leads to permanent work



Luke with his Manager Delilah

There are many reasons why someone may consider their job meaningful.

For job seeker Luke, meaningful work was a job that allowed him to utilise his vast skill set and niche interests.

Luke has many different qualifications including a pyrotechnician licence, a drone pilot's licence, and various electrical and lighting licences.

EPIC helped Luke source and set up an interview for an editing role at The Memory Bank in Lismore.

However, during the interview when Luke mentioned to co-owner and manager Delilah that he knew how to fix small appliances a new role was created for him on the spot.

"When he mentioned he can also fix small appliances and we were like, 'YES! You are the man we need,'" says Delilah.

Luke now has consistent, permanent work at The Memory Bank as a technician where he repairs broken machines and film equipment.



Notices

Dates

SEPTEMBER

1 - 7 September

Spina Bifida Awareness Week

6 - 10 September

Women's Health Week

10 September

R U OK? Day

Suicide Prevention Day

20 - 26 September

International Week of the Deaf

OCTOBER

Mental Health Month

1 - 7 October

Borderline Personality Disorder Awareness Week

6 October

World Cerebral Palsy Day

10 October

World Mental Health Day

NOVEMBER

14 November

World Diabetes Day

Events

EPIC is proud to be part of the following events:

16th September

Sunshine Coast Disability Expo - Caloundra Indoor Stadium

29th September

Moreton Bay Small Business Expo - Southpine Indoor Sports Centre

15th October

Hervey Bay Disability Expo - PCYC Pialba

15th - 16th October

Brisbane Disability Expo - Royal International Convention Centre

Feedback

"My EPIC consultant is trustworthy, understands my abilities and **helps me prepare for and find suitable work.**" – Maree, Lismore

"Excellent communication and **helpful advice from staff.**" – John, Bribie Island.

"**EPIC has been nothing but kind and understanding** and has gone out of their way for me many times." – Ebony, Darra.

"Very supportive and understanding of my health issues and they are **committed in supporting me achieve my goals .**" – Nada, Woodridge.



If you know someone whose future could benefit from connecting with the EPIC team, tell them to get in touch by calling 13 EPIC (13 3742) or emailing us on hello@epicassist.org

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