

celebrating 20 years



“ At Interwork, we’re proud of the diversity that reflects our clients, employers and the community. ”



1986 In the early 1980s, largely due to pressure from the community, the Australian Government began a review of services for people with disabilities, which led to the *Disability Services Act 1986*



1992 The *Disability Discrimination Act* was established.



1991 Interwork established under a tri-partite management arrangement.



Established in 1991 to implement the objectives of the Disability Services Act 1986, Interwork was a bold experiment on all levels. The belief was that a person with a disability could be employed within mainstream business, allowing for the opportunity to make a positive contribution to the workplace and to the community. Interwork was considered innovative as it aimed to work with all types of disability in an era of highly specialised service delivery based upon disability type.

Interwork was established under a tri-partite management arrangement between the South Australian Chamber of Commerce and Industry (now known as Business SA), the United Trades and Labour Council, and the funding body, known as the Commonwealth Department of Family and Community Services. The project received State and Federal government support and representation on its Management Committee.

The initiative sought to establish a new approach to service delivery, based upon flexibility and service tailoring to meet individual needs. The focus on service development was one

of collaboration, innovation and creative problem solving to assist people with disabilities throughout South Australia achieve their personal goal of open employment.

Within the first 10 years, Interwork had much to celebrate. It had become one of the largest open employment services for people with disabilities in South Australia, operating from one metropolitan, four regional offices and two specialist service outlets. The service over the past 10 years had built its reputation on flexibility and innovation and identifying new ways to meet the employment service needs of people with disabilities.

Over the years, Interwork proved to be a dynamic collaboration between employers and workers. There remained an understanding that employment is the most effective means of community engagement for people experiencing isolation within society. The routine and responsibilities of work provided people with a sense of purpose and a sense of self. The workplace environment offers resources and interaction with others who care and affirm an individual's value and contribution.



2001 Interwork went under considerable growth and expanded services to regional communities.



1996 Incorporated as Interwork Limited and retaining Board representation by Business SA, the United Trades and Labour Council and consumers.



2005 Funded programs were transferred from the Department for Family and Community Services to the Department of Employment and Workplace Relations.

The key to success was about forming partnerships with employers to assist them to create a diverse workforce by matching both the job seekers and employers needs. This period had a profound impact on cementing Interwork's culture of stewardship and community contribution, shaping it with a commercial acumen and intimate knowledge of workplace culture, practices and change management.

While operating in an ever changing environment, Interwork has retained its capacity to flexibly meet individual requirements in service type, location and employment.

In the last 10 years, Interwork has grown considerably. Starting in 2001, Interwork encompassed one metropolitan office and extended its programs and services to five regional offices in the South East, Riverland, Eyre, Barossa and Yorke Peninsula.

Change and growth continued to shape Australia's approach to employment for people with disabilities. In 2005, the program was transferred from the Department for Family and Community Services (FaCS) to the Department of Employment and Workplace Relations (DEWR).

For Interwork, a second growth period followed, with the company expanding its state presence from five to 18 offices across South Australia. As Interwork continued to expand its service, there remained a strong focus on increasing accessibility, linking to the community and supporting employers.

In September 2009, Interwork merged with UK-based Shaw Trust. Shaw Trust is the UK's largest not-for-profit provider of employment services to disabled and disadvantaged people.

This partnership is the alignment of two successful organisations from across the world working together to more effectively support employment for people with a disability. Interwork and Shaw Trust, created opportunity to share and develop experiences and best practices in supporting disadvantaged people in employment nationally and internationally.

Interwork is one of SA's largest specialist disability employment agencies providing employment services and support.

2009 Interwork merged with UK based organisation Shaw Trust.



2011 Interwork is recognised for its outstanding high performance of employment outcomes including;

5 Star Sites

- Mile End
- Ceduna
- Port Augusta
- Berri
- Mount Gambier (incl. DMS)
- Port Lincoln

5 Star ESA

- Riverland
- South East (incl. DMS)
- Port Lincoln/ Ceduna



2011 Interwork operations span the whole of SA across 22 branches and now extend into Sydney and Victoria.



Now 20 years later, Interwork Ltd is one of South Australia's largest specialist disability employment agencies, providing employment programs, services and support to people who experience disability, long-term injury or other life disadvantages.

Working with over 5000 job seekers per year, Interwork continues to partner with over 500 employers and community organisations of all sizes, across all industry sectors.

Interwork is committed to metropolitan and regional South Australia and operates from 22 offices with 130 staff located statewide.

Interwork clients achieve sustainable employment outcomes. This was recognised in the DES Star Ratings awarded in February 2011. An outstanding result due to the efforts and collaboration of all employees within Interwork's three divisions; Employment Services, Corporate Services and Strategic Development, as well as the determination and commitment of the job seekers, the employers and the local communities.

Interwork partners with over 500 employers and community organisations.

Interwork continues to demonstrate the ability to embrace the Disability Service Standards and achieve high levels of service of employment.

The long term strategy remains unchanged Interwork continues to invest in people and service delivery systems that will enhance social capital through education, integration and collaboration.

Into the next 20 years Interwork will continue to champion the benefits of a diverse workforce supporting job seekers, workers and employers. We will provide an integrated service combining the key business pillars of a competent 'fit for purpose' workforce through learning and development, workforce planning and productivity growth, workplace assessment and rehabilitation. At the heart of our vision is the future of sustainability for employers by creating and supporting a diversity of pathways for employment.



Contact

Freecall: 1800 851 262

Phone: 08 8416 6500

TTY: 08 8416 6525

www.interwork.com.au

