

MSAC Employment Survey 2012 - Appendix

Here are the free text answers given in response to the questions “Was there anything especially useful the DES did for you?” and “Was there anything the DES could have done to meet your needs better?”. All answers are included, exactly as they were given.

Was there anything especially useful the DES did for you?

Thirty eight people answered this one and gave the following comments:

- A cooling vest and neck ties .due to outside duties in the heat
- A different, positive way at looking at things with the workplace.
- Advice about access to centrelink support and my options
- advice on mobility allowance from centrelink
- Aids to make my job easier
- assistance to get a mobility allowance and a health care card. They listened and asked appropriate questions that helped with organising my! current position.
- Assistance with home help that has helped with fatigue issues I have and lessened my anxiety of those jobs building up at home while I am at work.
- Assisted me to get into a course to obtain a Diploma I needed for the job i wanted
- Automated doors and modifications for disability toilet
- Catchuops to discuss how I am going...first time I dont have to hide lie be ashamed of my illness
- Chair. floor mat.. cooling vest an cap
- Confidence which lead to oppportunity to prove to myself and my employer that i could do the job if given the chance.
- Cooling Vest
- ESS they are known as to me 'Employment support servises, though MS Australia have been extremely helpful, I could not faultier them, they have given myself support to make my working day easier, therefore I am less fatigue and more dynamic at my work.
- financial assistance for cleaning help but only if I was working permanently, bad luck for job searching or for contract work
- Government assistance available
- Government assisted cleaning
- Having someone read through potential job applications and give great suggestions - having jobs emailed that I may be interested in
- help with cleaning my house, and paying for regular massage to keep me in the work force.
- Home visit to my small rural town
- HOMEHELP AND STRENGH TRAINING
- I did courses which helped do less stressfull work. I now teach youth with dissabilities how to cook.
- I returned to my previous place of employment after diagnosis and the DES manager attended

the meeting I had with Management prior to returning to work.

- no
- No
- No
- No
- Nothing.
- Paid for services eg housekeeping
- Reassurance that I was doing everything in my ability to maintain employment.
- Setting up a home office so that I could sometimes work from home.
- Support
- The facilities to work from home
- There were jobs available but the DES did not find one for me, I did it all myself and than told them I had been employed.
- Tips on how to handle fatigue and a wheeled computer bag.
- Visiting my workplace to assess where improvements could be made to assist with my duties to avoid so much fatigue
- Written recommendations about the type of modifications required for me to equitably participate in study examinations, that were provided to the faculty I am enrolled with.
- Yes, hope that if disability strikes, that there IS employment options for me.

Was there anything the DES could have done to meet your needs better?

Thirty three people answered this one and gave the following comments

- Assist in finding a new job, even when I still have a job (it has been difficult at my work)
- been more aware of m.s. limitations
- better understanding of disability and needs and level of work required. they did not tailor to my needs and classified all disabilities as the same.
- fast access of equipment through work place mods
- Got the job I do through a friend - ideal because it's close - keeps me connected to the field I trained in - keeps my mind ticking over instead of turning to mush!
- I felt they could have been a lot more active in finding employment interviews for me.
- invasive - wanted to unnecessarily know medical details
- n/a
- no
- no
- No
- No
- No

- No
- no
- No as it is still a 'work in progress'
- No outstanding support
- No, DES were very helpful
- No, the service was appropriately helpful for my needs.
- No.
- None I can think of
- Not at all.
- Not sure what their capacity is for specific job otoiions within companies.
- Not that I can remember.
- Possibly retraining courses that have funding.
- Probably not, they were restricted by the complexities of the area we lived in at the time.
- Provide real assistance rather than platitudes
- Staff support has been fantastic..they helped me with center link issues
- They could have been stronger advocates (even later on) as they witnessed discrimination and the lies Management espoused in the course of the meeting. The DES support person was quite shocked by what she observed (I was subsequently forced to resign fro the job due to discrimination in the workplace)
- They have been brilliant, and exceptionally helpful.
- They helped me rewrite my CV, but other than that, did nothing to help me retrain for a job that would have been suitable given my MS specific needs.
- To have a regular case worker. The staff changed every couple of months.
- Told me about these support programs earlier