

Disability Inclusion in the Workplace: The Café Mojo Experience

Video transcript

Hi, my name is Joe and I am a co-owner with my husband role for Cafe Mojo up in.

And my name is Ronald. I own the cafe together with my wife. And we're both active members of the Mundaring Chamber of Commerce as well.

Question: Why do you work towards creating an inclusive environment?

Our goal is to increase capacity all the time. Everything that we work towards is working towards independence and increasing people's capacity.

And that goal is being discussed as well. So when we sit in the beginning of the process with the carer, we actually say, "what is the goal?", "What would you like to achieve here?". And we'll build on that goal in our processes and our procedures. So that way we're all prepared on what's coming our way. That's not only for us, that's for the candidates. Of course.

Question: What practices do you have in place to support staff with disability at Cafe Mojo?

So we have a couple of things that we have put in place over the years. One is an extended work experience opportunity so that we can build people's capacity with their support workers. The support workers are very much part of the Mojo team so their name badges say Mojo Makers. .

Actually makes no.

So all of our badges say Mojo makers and then the support workers on Mojo Maker makers identified certain jobs that the regular team wouldn't necessarily get to. They're important to maintain the running of the business. And allowed our team that have varying abilities to take up the ones that they particularly good at, so you might have somebody that has a

keen attention to detail. And then when they fill the fridges with the drinks, every single label is facing front. All of those very specific things are taken care of, and we also do things in we do our learning in different. But umm. Modality. So we've got photographs of exactly how tables need to look. We've got photographs of, you know, greeting a table with a smile. So everything is in picture form as well as in written documentation. In the scullery everything is drawn up on the. So this is the way the procedure works. We also have a like a cartoon matrix of how all the roles interact with each other. So that people can actually watch a little movie of these little characters going. The scullery person. And if I don't do my dishes nicely and cleanly, then the chef doesn't have plates to serve the customers.

So he explained to every candidate what what part of the team they play a role in and what that impacts. Everybody is crucial in it. Everybody. And by explaining to them what that means in relationship to other people. They often understand what's expected from them, and that's important.

We also have quite a strong buddy system that we will work together with. So we're very conscious of who we put with one of our new team members that have varying abilities and it's one of our questions that we do when we employ people. So we'll ask them if they have any experience or if they're comfortable working with people that have varying abilities. And if the answer is no. Then they're not a Mojo maker. If they're willing to learn or be open to. Absolutely fine. We work a lot with young people and people with varying abilities, so. all of our senior teams need to be teachers and coaches and nurturers. We in our interviews will ask people how they like to be supported, like if it's somebody that has an anxiety disorder. Or might have panic attacks. We'll discuss with them what that look like, how we will be able to identify that, that that's happening to them, how we identify the earliest warning signs and then how they like to deal with those situations. So do they need time? Do they need somebody to talk them through it? And and we sort of educate the team around identifying things before it becomes difficult.

And how to deal with it when it occurs.

You know when to call myself because I am mostly the one that will deal with situations.

Question: Do you have a specific employee story that you can share?

So what one of my cooks used to be a chef and then she had a stroke. And basically, took her seven years to rehabilitate her body. And she came to us when she was ready to be into the workforce. It was quite important to her that she didn't use any support funds or anything like that. And so we work together with her and her OT to build different features

into her working practice that we could work around her cognitive deficits that were still present. She always goes above and beyond way above and beyond and I pretty confident that she would. She will be loyal to our business for, you know as. As we care. And she's in a real asset to the team.

And what's fantastic about that story is that we can see her progress almost on a daily basis, just little tasks which she does a little bit better, remembers a little bit longer. It's been more consistent, but you can see the progress.

Yeah, yeah.

In what she's doing, just by actually doing. Not talking about it, not making any plans, just actually doing it. Support framework in place. But it's amazing to see her progress over time, it's very, very rewarding.

Question: Is your cafe physically accessible, and what difference does this make?

So I guess it's also a little bit easier. For us to employ people that have varying abilities because we are accessible as a cafe. So we have ramp access. We have flat access to a number of our tables. We have disability access, accessible toilets.

Question: What about accessibility for your customers? What else do you do?

Community knows, like if they have somebody that needs a quiet space, they can book tables that are specifically out of the way and quiet. We're also quite understanding as far as if people need to have specific dietary, like if they, if they can't have, if they got liquid food, then they can bring it along. Not going to say anything about that, that carer or their friend, whoever they're with might order something. But if they have specific needs, it's OK like one of our customers only eats subway. The only thing that he eats. So he can come and eat his subway, you know? That's okay, that's textural thing. And something to him. And my girls will actually go around the counter if somebody's in a wheelchair so that they can gesture to the cake fridge what they want and be able to actually have autonomy in their in the ordering process we have. Menus for visually impaired people.

I think being welcoming as well, really being welcoming to people because often they have been bad experiences, so you've almost got to make up for that and allow people to feel like they they're really welcome in a space.

Question: Is there anything else you'd like to add?

I think it's important to mention that one of the things we do is catch up with the carers and the people with varying abilities on a very regular basis to see how we're tracking those goals of what they're trying to achieve. But also to see how we can have opportunities to either accelerate that or to go into a different area. So what we find often is about structure for people. So one of the things we did was we created cards with pictures, which has examples of those. So the mechanisms we put in place as a business is basically touching base very, very regularly with people.

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