

# Diversity: Katoomba Mitre 10 nails it!

Katoomba Mitre 10 laid the foundation for their inclusive workforce when they hired their first worker with disability from NOVA Employment in 2018.



**T**oday, Mitre 10 has a team of 40 strong who range in age from 21 to 57 years, three of whom live with disability. "If you can do the job, you are reliable and you want to work then nothing else really matters," store manager, Rhonda Steed said.

Katoomba Mitre 10 began as a family run business 30 years ago and is now owned by Independent Hardware Group, but Steed said it still maintains a proud local identity with many original employees.

"As a business, it is in our interest to employ a broad mix of people from different backgrounds and beliefs that represent our community and provide a greater connectivity to our customer base," she said.

NOVA Employment Katoomba manager, Lyn White whose team has secured scores of jobs since opening their doors in 1991 said all it takes is for business owners to keep an open mind and "we do the rest".

"We support both the employers and the workers, and we are there from the interview stage through to learning the tasks and upskilling or retraining if necessary." Business is busy for the hardware store, and it has been since the Covid pandemic broke last March when people started spending more time at home.

In response, Steed said she has promoted two casuals to full-time employees and needed to increase the hours of the sales team.

"We've got Wayne, who works as a yard-hand and Justin who does deliveries, which were both made full-time employees this year. Plus, we've asked Oscar, one of our retail assistants, to do a longer shift so we can keep up with demand," referring to all three workers with disability, whose roles are an essential part of the business.

"Each of them has shown a thirst for new knowledge and skills, they have real pride in their work and are an integral part of our work family," she said.

If your business is looking for staff in Greater Sydney or the Southern Highlands, get in touch with NOVA Employment today via: 1300ABILITY or visit: [www.novaemployment.com.au](http://www.novaemployment.com.au)