

## General Manager Employment

### What are Employers Looking For?



**"In my experience the single most important quality that employers look for is a Good Attitude".**

A person's attitude can be defined as how they think, act and react to various situations.

There are many things that you have no control over such as weather, the economy, spouse or family. The one thing you do have total control over is your attitude by choosing how to react to what is happening around you. People who have a good attitude tend to be optimistic and they look on the bright side of the event or circumstance and are confident that things will get better. While people who have a poor attitude tend to be pessimistic and are consumed with doom and gloom and know that things will only get worse.

In the process of employing someone, employers attempt to satisfy themselves that the applicant also has the following key qualities:

**Appropriate Dress And Image:** The applicant is dressed appropriately for that particular job or industry. Employers make almost instantaneous decisions about a person's employability based on their dress, grooming and presentation. Remember the old saying "You only get one chance to make a good first impression".

**Punctuality:** This is an indication of a person's ability to organise themselves. People who are punctual usually have less time off work as well. Poor punctuality and absenteeism are amongst the most common reasons that people lose their jobs.

**Good People Skills:** Employers also make decisions about an applicant's perceived people skills and whether they would fit in with others at that organisation.

**The Skills To Do The Job:** Verifying that the applicant has the skills to do the job usually comes further down the list of desirable qualities. The people who get jobs usually not only can do the job, but also want the job, enjoy the job and are pleasant people to work with; that is, they have the right attitude.

**Other Desirable Qualities Include:** Enthusiasm for the work, the clients and the company, trustworthiness, value for money, commonsense and loyalty.

So, irrespective of the job, employers are looking for staff who have the right attitude, who are well organised, punctual, dressed appropriately, have appropriate skills and most importantly are able to get along with the people they work with. This includes the Boss, co-workers, subordinates, customers, clients and so on, because if they can't, no matter how good they are at their job, the employer won't keep them on.

**John Conway**  
General Manager Employment

### **WHAT'S NEW?**

#### **STEPS Have Opened A New Office In Townsville!**

**Where:** Shop 7,  
358 Flinders Street  
Townsville City Qld 4810

**Contact:** Our friendly staff on  
(07) 4771 2840

Participants now have access to either the Townsville or Aitkenvale office, whichever is more convenient for you.

## Disability Service Standards

STEPS must provide a service that meets the 12 Disability Service Standards.

Let's learn more about Standards 4 & 9.

### Standard 4 - Privacy, Dignity & Confidentiality

STEPS Disability Qld Inc recognise and respect your right to privacy, dignity and confidentiality in all aspects of your life.



**STEPS must ensure that:**

- You are being treated with honour, respect and dignity, reflecting your culture, community and positive influence for your self esteem
- Your information is kept secure and private.

### Standard 9 – Employment Conditions

STEPS Disability Qld Inc must ensure that you have the same rights at work as everyone else.



**Employment Conditions are things like...**

- Wages
- Sick Leave
- Holiday Pay
- Safety

**When you start a new job, STEPS must explain...**

- Your employment conditions
- How your wages are worked out.

## Quality Assurance

On the 1 July 2008 Impact Employment Services merged with STEPS Employment. This increased our participant numbers significantly, which is very exciting. So to all our new participants **'Welcome to STEPS'**.

Feedback from our participants and employers is encouraged. This provides us with the opportunity to hear what our stakeholders think of the service we are providing. One way for our participants to let us know is to complete 'Share Your Thoughts Surveys...' Participants receive these surveys at different stages of the programme. STEPS appreciate the time participants take to complete these surveys. While it is always satisfying to receive compliments about our staff members it is just as important to hear about the things we can improve on.

We did note that some participants are not happy when there is a change to their consultant. This change could be due to a number of reasons but remember all STEPS staff are committed to providing a quality service to achieve participants' employment goals.

**Participant Email Survey:** In the last SteppingStone newsletter we advised that we would be reporting our email survey findings. A decision was made to send our first Email Survey out to all our participants just before mailing out this newsletter. Although, we could only send to participants who have provided us with their email addresses.

If you have an email address and have not received a Participant Email Survey please contact me directly on [krish@steps.net.au](mailto:krish@steps.net.au) so I can forward this survey to you. Then you too can be part of the first STEPS Email Survey!

Our Survey Closing Date will be 30 September 2008. I look forward to receiving your surveys soon.

Good luck with your job searching!

## **Kris Hobbs**

Business Excellence Unit Advisor.



Remember to contact me on [krish@steps.net.au](mailto:krish@steps.net.au) if you would like a survey sent out to you.

## **Aitkenvale**

This month we would like to showcase Nerida Lampton. Nerida came to STEPS Employment in February 2008 after being with the Job Network for two years. Nerida had a long proud history of volunteering her services with St Teresa's Community Centre completing gardening projects and delivering community connection services to the elderly indigenous community.

Initial discussions determined the need to establish an opportunity for Nerida within the current environment that Nerida had been volunteering in. After approaching and discussing Nerida's situation, STEPS Employment negotiated with Len Horner from St Teresa's to secure a paid role within St Teresa's.

Nerida is now implementing plans and actions relating to Pastoral Care Projects, assisting with the preparation for funerals, baptisms and other sacramental programs, including visitation to families and individuals. She also maintains the booking register for people using the Community centre and assists with general maintenance and cleaning of the centre.

Nerida was fortunate enough to be part of a local contingent from St Teresa's to go to World Youth Day in Sydney recently, fulfilling a once in a life time opportunity to witness the Pope in person.

## **Nerida was ecstatic to hear the Pope read from the Bible in latin.**

We would like to congratulate Nerida on her success to date as she has taken ownership of her role, and is very proud to be a paid working member of St Teresa's. We would also like to thank Len and his team at St Teresa's, whom without their support, we would not have been able to make this opportunity possible.

We would also like to take this opportunity to welcome our new participants to STEPS and look forward to assisting you into the workforce.

## **Lee-Anne Whalley**

Branch Manager

## **Alice Springs**

STEPS Employment Alice Springs would like to welcome some new staff members to our team. We now have Mister Shaun, Andrew Garoni and Joanne Lukehurst as Employment Consultants and Denise Murray is our Branch Secretary.

Alice Springs has been rather busy with remote trips and welcoming new clients on the programme. We have been involved with the Alice Springs Careers Expo held at St Phillips College, this was an extremely successful way of letting the community of Alice Springs know who we are, and how we can assist people with disabilities into employment. It also gave us an excellent opportunity to meet potential new employers and jobseekers.

We would like to congratulate **Doris Inkamala from Hermannsburg** (a community 125kms from Alice Springs). Doris recently commenced in her position as Indigenous Culture Support Officer with Tjuwanpa Outstation Resource Centre. Jane Rosalski (CEO) of Tjuwanpa Outstation Resource Centre secured funding through the highly competitive 2 year programme known as Indigenous Culture Support 08/09, which is fantastic work on her behalf.

*"We're with you every step of the way!"*



## CONGRATULATIONS DORIS YOU'RE A STAR!

To give Doris the support she requires to fulfil her duties, STEPS Employment Alice Springs assisted by applying for a Work Modification for a supportive chair so Doris is able to sit comfortably whilst working. We have been successful in doing this and would like to wish Doris all the best in her new and exciting position.

**Katrina Whan**  
Branch Manager

## Bowen

Welcome from the Bowen team. A lot has been happening in recent months and the team want to congratulate all of you who were able to obtain employment since the last newsletter. Yes, all 25 of you, well done!! Remember to continue to speak with your Employment Consultant if you require any extra assistance. We are here to make it easier for you and your employer.

Remember if you are still looking for employment, keep in contact with us, weekly visits are the best to take advantage of our service. Speak with your Employment Consultant about a short course that may assist you in upgrading your skills further.

The whole team of Bowen, Collinsville & Ayr are looking forward to working with you to assist you in achieving your employment goals.

**Greg Cummins**  
Branch Manager

## Bundaberg

Congratulations to all our participants who have been successful in gaining employment. It has been a very busy period with lots of new work opportunities, training programs and work projects. We are welcoming some new staff in the Bundaberg Branch who are looking forward to meeting everyone.

Our staff are involved in the preparation for the upcoming DisAbility Action Week – See Beyond the Disability and would love to see as many folk attend as possible. Nominations for the Excel Awards have been rolling in. Don't miss it.....

DisAbility Action Week is being held 14 – 20 September 2008 and this year's theme is **"See Beyond the Disability"**.



In celebration of this State-wide event, Bundaberg will be hosting a number of events to highlight the experiences, aspirations and contributions of people with a disability.

The main event will be the Annual Expo which is being held at the Civic Centre on Wednesday 17 September between 10am and 2pm. The Expo will highlight services and activities available to people with a disability, displays of living assistant aides, motivational speakers and performances by disabled groups.

*"We're with you every step of the way!"*

The expo will be attended by our local Mayor who will also be announcing the winners of the Excel Awards.

The Excel Awards are designed to recognise individuals who have made a contribution to their workplace and also the employers of people with a disability. This can be for either paid or volunteer work and we know that many of our participants and their employers have been nominated for these awards.

STEPS will be having a stall at the Expo so if you do attend, don't be shy – come up and say hello to us and good luck with your Award Nomination.

**Glynn Eiser**  
Branch Manager



## Caloundra

The Caloundra Team would like to advise our participants we are still running GET THAT JOB certificate course in Work Readiness once every three to four weeks, if you have not completed the course and are currently not working please speak to your Employment Consultant for more information.

We would like to also remind Job Seekers that we are still running Facilitated Job Search on Monday's – Wednesday from 9am – 12pm. If you are a Job Seeker not being sent a letter with a time for Job Search please speak with your Employment Consultant.

The Caloundra Team would like to congratulate all the job seekers that have been placed since the last newsletter. We have had 20 job placements from April to the end of July with 17 of those still placed in employment.

Also, the Caloundra team would like to wish Ricky Cox Good Luck as he has started his massage course at Nambour TAFE. Ricky is visually

impaired and has been since 1999. Ricky is aspiring to have his own business in the hopes to help himself, and others with visual impairments.

Ricky was having a difficult time getting into a massage course; however with his own determination as well as his families; and the STEPS team, we have assisted him in getting into his desired course.

The Caloundra team would also like to advise all participants and employers to look out in the Caloundra Weekly as we have started submitting articles in more detail about our success stories.

I would also like to remind participants who are having a difficult time in accessing our branch in Caloundra and would find accessing the Maroochydore branch easier, just speak to your consultant as in certain cases it might be possible for you to receive your services from STEPS Maroochydore offices.

Working with you.

**Steven Chand**  
Branch Manager

### **WE NEED YOUR HELP!**

**STEPS are creating  
'A New Look SteppingStone  
Newsletter'...**

- \* **Do YOU have any suggestions?**
- \* **What would YOU like to see included?**
  - \* **What interests YOU?**

**Please pass any ideas or suggestions  
onto your Employment Consultant.**

**We look forward to receiving your ideas!**

## Hervey Bay

Hervey Bay staff would like to congratulate all who have found employment since our last newsletter and also welcome our new participants.

It is with much sadness that we say farewell to Carla Blacklock, Branch Manager of STEPS Hervey Bay. Her dedication to working with participants will be greatly missed. We wish her all the best in her future pursuits.

We would like to welcome the new Branch Manager Martin Heneker who commenced on the 18<sup>th</sup> August, 2008. Martin has a lot of experience in Disability Employment and Community Services, so a big welcome to Martin!

It has been wonderful to see the enthusiasm demonstrated by our jobseekers when they come in weekly for Job Search. The progress is evident in that many are now job searching independently these days and gaining self-confidence. If you have seen a position advertised and need any assistance in writing letters or resumes, or approaching the employer on your behalf, please speak to your Employment Consultant. In this way, we hope to support you to take that first STEP towards employment.

Every day we see how positive outcomes in employment change people's lives for the better. There are many benefits in being employed including increasing your income and self confidence, developing your skills and expanding your social networks. We encourage you to focus on your skills and abilities and apply these to a chosen area of work. Keep up the enthusiasm.

Once again, well done and keep up the good work!

**Isabel Hooper**  
Acting Branch Manager

## Maroochydore

Since the 1<sup>st</sup> of July, 23 of our participants have commenced in employment. Fantastic news! Congratulations to all of you.

Jake Manns, started working at Eagle Boys in Caloundra. His Employment Consultant Jacky Cartwright, was providing job support for Jake when it became apparent that it would benefit Jake to have a GPS in the car, that way he would not have to use a refidex as the GPS can store multiple addresses and is voice activated. Both Jake and Cameron from Eagle Boys agreed it would really help Jake.

Jacky then applied through Workplace Modifications and with the help of STEPS Jake was using his new GPS within two days. Since the installation of the GPS, Jake has found that his delivery speed has improved and his employer is really happy and very positive regarding Jakes future with Eagle Boys.



We are here to support and assist you into employment and keep you there, so no query is too small to bring to our attention. If you require any assistance please speak to your Employment Consultant.

**Trish Cameron**  
Branch Manager

## Nambour

A participant from Nambour who was determined to get work in his chosen field decided to take the plunge and look at other avenues for finding employment.

As his family were moving, they required a removal van to transport their furniture and belongings. As the removalists were working, he took the initiative and asked about employment opportunities within the company. The participant was told at this point in time that there were no positions available but to stay in touch.

Along with regular job search appointments and checking the local papers and internet, the participant did keep in touch with the removal company. Then one day he was told an opportunity was now available and he was given a work trial. The trial went well and the position was filled. Both the removal company and the participant are happy with the employment outcome.

It is important to remember employment opportunities not only come from looking on the internet and in the papers, but also through taking the initiative and becoming creative in the way you pursue your search for employment.

**Nikki De Jonge**  
Branch Manager

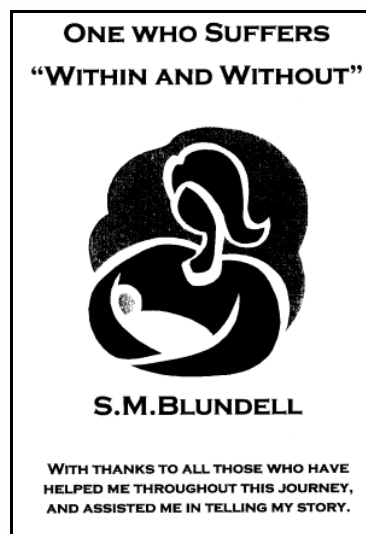
## Townsville

We would like to commend a very inspiring lady – Suzan Saville. With the assistance of many support workers and her own sheer determination Suzan has really come a long way - following a family history of abusive behaviour.

This year, Suzan commenced a Certificate III in Disability Work and is completing all her assessments with huge success.

This course has culminated in Suzan also attaining full-time employment as a personal carer at the Good Shepherd Home in Townsville.

Further to these commendable achievements Suzan has also just finished writing a book which to her credit has recently been published.



Congratulations Suzan and all the best of luck for your Book Launch being held at 10.30am, on 5 September 2008 at SOLAS in Townsville.

**Joanne Wittmaack**  
Branch Manager

### NEW STEPS WEBSITE!

How do you keep up to date  
with all the latest  
STEPS News & Information?

Easy...


Visit our new and improved website at

[www.steps.net.au](http://www.steps.net.au)


## Office Locations

### Far North Queensland


#### **Aitkenvale**

Level 1 281-285 Ross River Road,  
Aitkenvale  
 (07) 4727 2600


#### **Ayr (Outreach Branch)**

139B Young Street  
 (07) 4783 4811


#### **Bowen**

Shop 4/36 Powell Street, Bowen  
 (07) 4786 9700

#### **Collinsville (Outreach Branch)**

Shop 1/45-47 Railway Road, Collinsville  
 (07) 4785 5900

#### **Townsville**


Shop 7/358 Flinders Street, Townsville City  
 (07) 4771 2840

### Wide Bay Region


#### **Bundaberg**

Shop 3/ 2 Bourbong Street, Bundaberg  
 (07) 4150 1900

#### **Hervey Bay**


Suite 2 / 17 Torquay Street, Pialba  
 (07) 4194 3900

#### **Maryborough (Outreach Branch)**


Shop 1/373 Kent Street, Maryborough  
 (07) 4120 2800

### Sunshine Coast Region


#### **Caloundra**

37 Bowman Road, Caloundra  
 (07) 5438 5500

#### **Maroochydore**

78 Duporth Avenue, Maroochydore  
 (07) 5409 9000

#### **Nambour**

Shop 29 Centenary Square, Nambour  
 (07) 5453 8700

#### **Noosa**

Suite 2 / 3 Lanyana Way, Noosa Fair  
Shopping Centre  
 (07) 5447 2711

### Northern Territory

#### **Alice Springs**

Shop 9/16 Hartley Street, Alice Springs  
 (08) 8950 7600