

SteppingStone

January – March 2009



Welcome to Everyone!!

Welcome to our first edition of the Newsletter for 2009! This year (2009) marks the 20th anniversary of STEPS Disability Qld Inc. A significant radio advertising/public relations campaign is proposed as part of the year's celebrations. Going under the title of "**20 jobs in 20 days**" the campaign is being proposed to cover all regions where STEPS branches are currently located. As suggested by the title, the strategy of the campaign is to generate 20 jobs in 20 (working) days within each region where STEPS currently has a branch. To help with our celebration for this campaign STEPS Employment Bundaberg had organised a 20/20 Cricket Match. To hear more on how successful these activities were be sure to check out the results by accessing our website www.steps.net.au.

Aitkenvale

This month Aitkenvale would like to showcase Rosslyn Passerini. Rosslyn came to STEPS in January 2008 & was very keen to enter into the workforce. Rosslyn had a strong work history and work ethic and various skills which could be transferred into a new work environment.

With STEPS assistance we approached "The Outback Pie Co." and obtained an interview for Rosslyn as a Packer in the production line of the locally run business.

Rosslyn started work for the Outback Pie Co. in April 2008 and has been a valued team member of the organisation since she has started. The Outback Pie Co. has also been a valued employer and has been able to support Rosslyn along her journey of becoming a long term valued employee. STEPS have also supported Rosslyn with workplace modifications thus enhancing Rosslyn's abilities to perform her job effectively.

This month Rosslyn will become an independent worker. STEPS would like to wish Rosslyn all the best for her future & would also like to thank The Outback Pie Co. for their on-going support for Rosslyn.

Lee-Anne Whalley
Branch Manager

Alice Springs

Hello from STEPS Employment and the new Training Team at Alice Springs.

New Changes

STEPS Alice Springs branch now have an Employment and Training Department. Katrina Whan will now be co-ordinating this department along with George Hanna and Tim O'Dea who have also joined the Training Team as Trainers in the STEPS Language, Literacy and Numeracy Program. This team will be working in 7 communities in the Alice Springs area. We wish them much success in their endeavours "out bush."

A familiar face back in the office is Joel Crawford who is joining the Employment Team as an Employment Consultant (Support).

Good News Story

Congratulations to Tony Barnden who came to STEPS on the 12th September 2008. He was successful in a position at the Alice Springs Hospital as a Ward Clerk in the Emergency Department. Tony assists with a variety of duties ranging from the retrieval of records to making Flying Doctor patients comfortable when they arrive at the hospital.

Isabel Hooper
Acting Branch Manager

Quality Assurance

The response from our first participant email survey was fantastic!

A brief summary of responses was that a majority of participants:

- found joining our programme easy;
- believe that STEPS is managed well; and
- understand the purpose of their Activity Agreement.

Your Activity Agreement is a vital document as it provides a plan of activities of what you and STEPS will do to achieve your employment goals.

Just a reminder, James Drake is your Participant Representative. Full details of his role can be found in your *Information Booklet*. If you would like to contact James, his mobile number is 0407 694 941.

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



If you need a copy of the *Information Booklet* please contact your STEPS office.

At STEPS we are continually trying to improve our service to you. By providing us with your comments and suggestions on our internal survey forms you are helping us to improve. We will be conducting another email survey mid-year, so make sure we have your current contact details including your email address.

Kris Hobbs

Business Excellence Unit Advisor

Disability Service Standards

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

Let's learn more about Standards 6 & 10.

Standard 6 – Valued Status

STEPS Disability Qld Inc ensures each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.



STEPS must ensure that:

- They give you the chance to develop your skills.
- Give you the chance to do things that are valued in your community.
- Encourage you in your community role.

Standard 10 – Service Recipient Training & Support

STEPS Disability Qld Inc provides or facilitates access to relevant training and support programs that are consistent with your employment goals.



STEPS must ensure that:

- They help you get the sort of training and support you need to get and keep a job.

Bowen

Changes are happening within STEPS Bowen, first off, we would like to welcome Simone Stacey. Simone has taken the role of Employment Support Consultant and will no doubt prove to be a valuable addition to the team.

Also most of the Bowen participants would be aware that over the Christmas break the office was damaged by water overflowing through our ceiling. We would like to send a big thank you to Lynette who was able to assist us for the period of time, to continue to be able to support our jobseekers from the very wet office. Also thank you to Joy Short and the staff of the Bowen Neighbourhood Centre for being able to assist us with a temporary office. And a Very Big Thank You to all of our participants, employers and visitors for your understanding and patience while we had the office repaired.

Which leads to the next change for STEPS Bowen, on March 11 we will begin the transformation of the new office, same location but more practical space for us to assist you with your support needs. This includes a large training room which we will be able to provide short courses and group Job Club sessions.

As you may have already read during the newsletter this year marks STEPS 20th Anniversary. The best part is everyone gets a chance to enjoy the celebration. As part of the festivities we are having a 20 jobs in 20 days promotion. To all local employers new and old, give us a call or drop into the office and we may be able to assist you find the right person to aid you in reaching your business potential. As well as getting the STEPS specialised support.

The team in Bowen are looking forward to working with our participants in helping gain suitable employment. We encourage you to actively search for suitable work, use our facilities and book a time to use the jobseeker computer. Speak to your Employment Consultant if you have seen a position advertised and need any assistance in writing letters, resumes or approaching the employer on your behalf.

Well done to all our participants who are now working, keep up the good work!

Greg Cummins
Branch Manager



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

Bundaberg

What an exciting few months it's been here in Bundaberg with so many successes and activities. Many of our participants have been attending fortnightly job clubs organised by Rebecca. This is proving a great way for all participants to interact and share. The sessions cover an introduction, preferred place of work, application letters, interview techniques, jobsearching, and mock interviews. It has been great to build self esteem and give our participants a hands on approach to jobsearching.

We have now sent out our first group email to our participants who have provided us with an email address. This is a great way to be kept up to date with upcoming events etc. Next time you are talking with your Consultant make sure you provide your email address if you have one so you can receive this information.

Our biggest wish is to have heaps of employers with vacant positions so our participants can choose from a variety of jobs. Geoff has been busy contacting prospective employers by email, post, phone and face to face contact and our rapport with local business is growing. He is getting lots of positive responses and this will provide us with further job vacancies for the future.

We would like to congratulate all our participants who have been placed into employment since the last newsletter and those who have been working closely with their Employment Consultants. Everyone has abilities that can be so valuable to an employer and we are here to help you find that right employer. Remember to utilise our Jobsearch facility anytime between 8.30am and 4.30pm. Look for the 'tips' provided and jobsearching information to give you an edge when applying for jobs.

Glynn Eiser
Branch Manager

Caloundra

The Caloundra Team would like to wish our participants and employers a very Happy Easter and



we look forward to seeing you after the break.

We would like to also remind Jobseekers that Facilitated Job Search is being held on an Individual basis now, this however does not mean that you can not come in during work hours to jobsearch on your own. If you are a Jobseeker not being sent a letter with a time for Jobsearch please speak with your Employment Consultant.

The Caloundra team would like to congratulate our artists from the STEPS art night held on the 22nd of January. This was a great night for all; our artists mingled with the crowd and discussed their art. We had a representative from Sunshine Coast Regional Gallery who spoke about the art being presented and the art night has been in the local papers. If you are interested in hearing more about the art night please go to our website www.steps.net.au.

Also the Caloundra team would like to thank all our participants who attend the Getting to Know You brunches we have been holding for the last few months. This is a vital part of our engagement in looking for work with you, we would like all jobseekers to continue to attend. Also workers who are able to take some time off we would like to see you as well.

The Caloundra team would 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.

Steven Chand
Branch Manager

Hervey Bay

The first of many Get that Job Courses have started at Maryborough/Hervey Bay for 2009. The course is held over 3 full days with mock interviews held at the end. Our Marketers then organise a time to take the participants out canvassing where they can put into practice their new skills they have acquired. Get that job polishes interview skills and resume writing, whilst looking at the right career path for you.

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

Three participants from Maryborough had a few things to say about the course: Anita Brigg said "this course is fun and you meet new people, I'm learning new things and trying to understand it, I hope I'll get a job when I am finished doing my course". John Laycock commented that "I am enjoying meeting new people and the course is very good", and Nathan Rowe said that "I am meeting new people and I hope to get a job with my new skills".



Since I have been teaching this course I have watched these three participants grow in confidence and learn many new skills that are needed to find employment. I want to comment on John's confidence as on the first

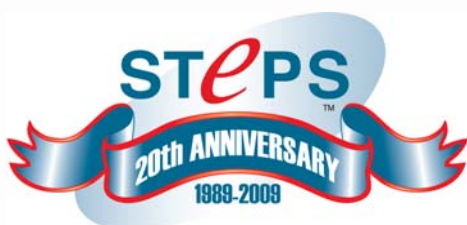
day he was very shy and didn't answer questions and is now calling out the answers with confidence. Nathan who had done similar courses at school used this as an opportunity to polish his skills and has also gained confidence as he has shown himself and others just how much he knew. Anita whilst finding the course challenging has pushed through and is growing each day. They all are getting lots of practice with interview skills and cover letter writing and by the end of the course they will all have the confidence to apply for positions themselves and know that they can answer the questions asked of them in interviews. Anyone wanting to attend "Get that Job" please contact your Employment Consultant who can sign you up for the next course.

Martin Heneker
Branch Manager

Maroochydore

We have had lots of new participants that have joined our programme in the last three months, we would like to extend a big welcome to all of those people. Please feel free to drop in or call anytime you have a query.

If you have seen a position advertised that you would like us to follow up on for you, don't hesitate to call your Employment Consultant. Happy job hunting!!



Good News Story



Nathan's previous experience has been in a café, making all the slices and cakes. He wanted to increase his skills in the kitchen, so STEPS helped Nathan to get a job at Hungry Jacks at

Maroochydore. He is now working up to 25 hours each week making burgers and maintaining the public areas in a clean and tidy state.

This experience has increased not only his skills, but Nathan's knowledge of how a busy kitchen operates and the importance of being organised and working as a team. His confidence and self esteem have escalated and he is happy to be saving up to buy his first car. Proof of Nathan's dedication is that he has not had one day off since starting work – well done!!!! Nathan's boss is very impressed!!

Congratulations Nathan on your achievement!!!!!!

Trish Cameron
Branch Manager

Nambour

Congratulations Peter!

STEPS Employment Nambour would like to congratulate Peter Goodrich in being named 'Employee of the Month' at KFC - Nambour for the month of December 2008. Peter has been a valued employee of KFC - Nambour for many years and continues to contribute to the professional team. Keep up the fantastic work Peter!!

Facilitated Jobsearch (FJS)

Jobsearching is carried out in a number of methods, including the jobseeker and Marketing Consultant cold calling businesses, applications and selection criteria completed, specific industries targeted and previous employers contacted.

Nambour Office - Monday 9.00am - 12.00pm

There are currently 20 jobseekers attending FJS in Nambour on a fortnightly basis.

Maroochydore Office - Tuesday 9.00am - 12.00pm

There are currently 22 jobseekers attending FJS at Maroochydore. There have been several very good interviews this month. However with each interview participants increase their interview techniques and gain a better understanding of employer expectations.

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

Noosa Office - every second Monday 9.00am - 12.00pm

There are currently 9 jobseekers attending FJS at Noosa. All jobseekers are keen and looking forward to securing paid employment.

Nikki de Jonge
Branch Manager

Townsville

We would like to welcome to our STEPS Townsville Branch Ros Chippendale, she is our new Branch Administrator and she is already an asset to our branch. Please let yourself be known to Ros when you next come in and visit our office.

We would like to let our participants know that STEPS is a member of NQ Community Transport. Which means that our participants now have access to additional transport. Great for the times and places Sunbus do not operate. Please talk with your Employment Consultant for more information on this service.

On a social side, NQ Community Transport runs day trips to many attractions around North Queensland: Burdekin Dam, Murray Falls, Magnetic Island, Wallaman Falls, Harvey's Range Tea Rooms and Charters Towers. These activities are provided by this service to help prevent social isolation and improve wellbeing for those people in the community that have no or limited transport. If you are interested please ring (07) 4755 0645 to make this booking.

Joanne Wittmaack
Branch Manager

Office Locations

Northern Territory


Alice Springs

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




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

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

Wide Bay Region


Bundaberg

Shop 3/ 2 Bourbon 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

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