

Board of Directors



I am excited to announce that from the 1st June 2008 whilst watching TV you might hear that well known jingle "STEPS it's all about you, STEPS it's all about you. It's all about you, it's your time, for you to shine....."

We have once again embarked on a new TV advertising campaign to heighten awareness on the benefits of employing people with disabilities.

Our purpose is to send positive messages to the general community and we are focusing on employers who are looking to think outside the square.

The primary messages are:

- People with a disability are not only valuable employees, but can add long-term benefits to businesses;
- There are many employers who have had positive experiences from employing a person with a disability so why not give it a go!

The new advertisements feature real people who are employers of STEPS participants and are eager to share how much value people with a disability have brought to their organisations.

These ads will feature exclusively on Channel Ten beginning on the Sunshine Coast and Wide Bay areas; and as the year passes on we hope to introduce them throughout all the areas that STEPS services.

I would also like to remind all our participants that you can contact James Drake, your Participant Representative to the Board of Directors, if you would like to express any concerns, issues or ideas regarding STEPS Employment. James is happy to

help and provide assistance wherever possible.

You can reach James by calling 0407 694 941.

Carmel Crouch
President

Did you know?

What does Disability Employment Network (DEN) mean to you?

The Disability Employment Network (DEN) is a network of specialist employment services supporting people with a disability to get work in the open labour market.

STEPS Disability Qld Inc. is one of those organisations providing expert support and services to people with a disability and employers. STEPS provides a range of specialist services individually tailored to meet **your** employment needs.

These services include:

- help to prepare for work, including training in specific job skills
- job search support, such as résumé development,
- interview skills training and help to look for suitable jobs
- support when first placed into a job, including on-the-job training and support for your co-workers and employers
- ongoing support in a job if you need it, and
- vocational training and other assistance.

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

Disability Service Standards

STEPS must provide a service that meets the 12 Disability Service Standards. Let's learn more about Standards 1 & 3.

Standard 1 – Service Access

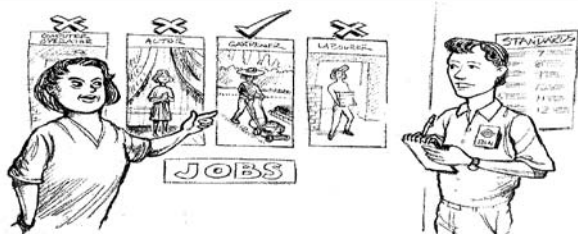
Service Access – STEPS Disability Qld Inc adopts and applies non-discriminatory entry rules in respect of age, gender, race, culture, religion or disability and consistent with the contractual obligations of STEPS. STEPS Disability Qld Inc entry and exit procedures are fair and equitable and consistently applied.

- STEPS must treat you right no matter what.
- STEPS should have fair rules that must be written down so you can see them if you want to.
- You can ask to see the rules at any time.

Standard 3 – Decision Making and Choice

Decision Making and Choice – STEPS Disability Qld Inc provides appropriate and flexible opportunities for each individual to participate in decision making at all levels, including:

- individual choices in pre-employment and employment planning, and
- service delivery planning and corporate and business planning.



STEPS has to give you choices.
STEPS has to listen to you about...

- how STEPS can do things better, and
- what kind of jobs you want.

General Manager Employment



The steps towards job satisfaction

Today I thought I would examine three steps towards achieving job satisfaction, and improving your chances of getting and keeping worthwhile employment. These steps are: building drive, enthusiasm and momentum.

Building drive: When applying for a job, the hardest part is starting with a blank piece of paper. This of course happens to all people looking for work. At some stage you need to start with this blank page and create something that will get you noticed and into an interview.

Building drive is all about focusing on the reasons why you are applying for a certain position, and what you will be able to contribute to the employer, to improve his/her business.

Building drive is not so much purely promoting your skills, but rather detailing how your skills and expertise can value add to the position, the company or organisation. It is important that you take the time to answer, 'Who is the company or organisation?'; 'What do they do?'; 'What is the position?'; and 'What type of skills are required?'. Use your answers as the basis for your application.

Enthusiasm: This point revolves around two basic premises. Firstly, knowing and understanding your strengths, abilities and interests. In all seriousness, why apply for a job that you hope you don't get. And secondly, enthusiasm relates to the heart of all job seekers.

How enthusiastic you are in finding a job is reflected through your whole application. The approach, body language in an interview and effort, will determine the strength of commitment to

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

finding employment.

Momentum: Building drive and enthusiasm will lead to momentum. Harnessing the ability to achieve, creates belief in yourself and ensures confidence.

Day after day we see the transformation of job seekers in our office. Often job seekers who I meet for the first time lack self-esteem and have low levels of confidence. Through guidance, patience and perseverance, a transformation occurs. The momentum builds to a stage where opportunities are not so much hidden, but are created through greater self-awareness, understanding and belief.

All job seekers go through these steps on the way to gaining self-confidence, and improving the chances of finding quality and enjoyable work prospects. You can be one of these people too!

John Conway
General Manager Employment

Quality Assurance

The way we communicate has certainly changed over time. Face-to-face, phone calls, letters and in more recent time emails!

Throughout the time you are on the STEPS Employment programme you receive '... Share Your Thoughts' surveys. The feedback from these surveys allows us to hear from you, our customers, and then look at our processes and see if / how we can improve.

In the near future, you will be asked to participate in an email survey. This will be the first time you will be able to let us know what you think of the service we provide to you via email. Full instructions on how to complete the survey will come with the email. The completion of the survey will not be compulsory though as always, we encourage everyone to take part and your feedback will be invaluable

For this survey to be worthwhile we will need to

receive responses from as many participants on the programme as possible. So in the coming weeks, STEPS staff members will be reviewing your contact details including email address.

However, if you do not have an email address, you will still be able to take part in the survey. Hardcopies will be available at all our STEPS' offices or let us know and a copy will be mailed to you.

Also, your current email address may provide another way your consultant will be able to contact you.

In our next SteppingStone Newsletter I hope to be able to provide the results of this email survey. Hope you can be part of it.

Remember, at STEPS we continually strive to improve and if we can understand what you, our participants, value is definitely one way we can improve! So by completing our surveys and feedback forms is one way we can hear from you and of course by talking to your consultant.

Good luck in achieving your employment goal!

Kris Hobbs
Business Excellence Unit Advisor

Aitkenvale

Townsville would like to say farewell to Kristina Burr who has left to complete her antipodean journey in the UK. We wish Kristina all the very best and hope she has a wonderful time. We would like to welcome Heather Goldstein who started in May as an Employment Consultant for the Townsville team. Heather was fortunate to spend sometime with Kristina before she left for overseas and has had the opportunity to meet many of the participants. Heather is very excited about continuing the work with her participants and workers. Please join us in welcoming Heather.

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

The Townsville Team would like to congratulate all the participants who have found employment since our last newsletter. We have successfully seen people move into various roles in the following industries:

- * Hospitality
- * Retail
- * Security

We would like to take this time to welcome our new participants to STEPS and look forward to assisting you into the workforce in 2008.

Well done to all of our participants who have moved into work. Congratulations on your achievements!

Lee-Anne Whalley
Branch Manager

Alice Springs

What a busy few months it has been in Alice Springs. Our team would like to welcome all those that have recently commenced on the programme, and congratulate those that have commenced employment!

We have been working hard for some time now with Mark Robertson, a participant who has been trying to complete his Certificate II in Horticulture. STEPS and Mark have been trying to find employment for Mark, where he would be able to get Workplace Assessments done, instead of block session. The National Road Transport Hall of Fame came to the rescue, offering Mark 8 hours paid work per week, and have tailored Mark's duties around what's needed to complete his course.



So far, Mark has been recognised with his Certificate I in Horticulture, and with the help of the National Road Transport Hall of Fame and Charles Darwin University, it looks like his Cert II will be completed by the end of the year. Congratulations Mark, and thank you to the National Road Transport Hall of Fame!!

Katrina Whan
Branch Manager

Bowen

STEPS Bowen would like to welcome Julie Finch & Sarah Thompson to our team. Julie commenced recently and comes to us with many years of experience within the employment industry. Sarah who is also a Employment Consultant who also comes to STEPS with many years of experience in the disability industry. They are both proving to be valuable additions to the team.

It is also the commencement of the farming season for both Bowen & Ayr, we are looking forward to a prosperous farming year. STEPS Bowen, Ayr & Collinsville have been very busy in obtaining sustainable employment. We have filled 19 positions in the past few months. These jobs were in various fields such as: Packaging, Farming, Parks & Gardens, Rural Sales Assistant, Backpacker Accommodation, Salvage Operator, Shop Assistant, Storeman, IT Technician, Office Administrator, Aged Care Assistant, & General Labours.

Workplace Modifications assisted with the funding which is provided by the Department of Education, Employment & Workplace Relations (DEEWR). We were able to assist Robyn Stitt employed at Sunset One Group farm with an orthopaedic chair to be able complete her position of Office Administration with reduced pain. Gayle O'Keefe

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

has also been supplied with a similar chair for her position with Queens Beach State School. Gayle is employed as a Teacher Aide. Gayle has Cerebral Palsy and has been struggling with severe back pain in recent months as her previous chair didn't give her appropriate support.



It is with great sadness that we will announce Bowen's long standing Branch Manager Jill Knight has resigned from STEPS. Jill has made a very difficult decision to stand down due to ill health. Jill has been exceedingly involved in Disability Employment for many years and has had a considerable amount of impact on the industry with her involvement with ACE National Network Inc – the peak body association representing organisations that provide employment assistance and post-placement support to people with disabilities in Australia. It is our hope that you return to good health will be steady and positive.

The Team in Bowen are looking forward to working with our participants in helping gain suitable employment. We are committed to obtaining employment for all of our participants. We encourage you to actively search for suitable work and speak to your employment consultant if you have seen a position advertised and need any assistance in writing letters or 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

Bundaberg

The Bundaberg Team has settled into their new premises in the main street and enjoying having more space and resources for clients to access. You can't miss us now, our signs let everyone know where we are.

We are very pleased to welcome Karla McKenzie and Andrea Bax who have recently joined our team and bring with them contagious enthusiasm and experience.

What we see every day is how working can change people's life and provide such positive outcomes. With the support of STEPS staff the scariness of taking that first step is made easier. We encourage all our participants to get involved with their job seeking activities and work closely with us to make it happen.

We hope to see you all taking the opportunity to access our job searching activities as well as other short courses now available.

The Bundaberg team would like to congratulate all participants that have been placed into employment since the last newsletter. We have some great employers in Bundaberg who work with us to provide places for our participants and it is rewarding for all involved.

With the opening of the new Bargara store Woolworths the Human Resource Officer co-ordinates recruitment for the local stores and believes it is important to source the best available people. She has placed four of our participants in the last month.

Natalie is one who has secured employment with Woolworths is a bright young lady with a partial hearing loss. Natalie is studying financial services and recently commenced working at Woolworths. Natalie believes the customer service experience and training she is receiving will prove invaluable in

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

her career. Woolworths Store Manager says "Natalie is proving to be a valuable addition to our team and we are very pleased to have her on board. Well done Natalie.

Well done to all our participants who are now working and enjoy the benefits.

Glynn Eiser
Branch Manager



Caloundra

The Caloundra Team hope all our participants had a wonderful Easter and 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 and not receiving 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 21 job placements from January to the end of March with 16 of those placed are still in employment.

The Caloundra Team would also like to thank our employers that attended our first Business Breakfast where we had one of our employers Leigh Hemming from Didgeridoonas as well as academic and professional business woman Gerrie Carr-MacFie speak.

Leigh spoke about STEPS services and how it can benefit a business hiring someone with a disability as well as the ups and downs of working with a person with a disability. Also discussed was how

STEPS services assist an employer/business in recruitment. Leigh's speech was a well rounded view of working with people with disabilities.

Gerrie spoke about employment in the Caloundra sector, the skilling shortage in the area and how a person with a disability can fit the gap in skilling and benefit a business. Gerrie also spoke of job trends and analysis of employment in the region and where it will go in the future. Gerrie gave a very informative view of employment in our local area which I am sure our employers soaked up. STEPS also would like to thank Gerrie and Leigh for taking time out of their days to present at our Business Breakfast.

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.

A reminder for some of our participants we have not seen for a while due to work we have moved offices to 37 Bowman Rd Caloundra please contact us on 5438 5500 if you are having difficulties finding our new premises.

Working with you.

Steven Chand
Branch Manager



Hervey Bay

Hervey Bay has begun a staff reward initiative that recognises and rewards our Participant's by sending the Employment Consultant and you to lunch on STEPS. Jouni has been on the program since the beginning of the year. He began attending facilitated job search on Monday's in Hervey Bay. Jouni with the encouragement of his Employment Consultant and the Marketer began

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

coming in twice a week applying for a variety of positions. Each time Jouni came into STEPS his confidence grew. One of Jouni's biggest problems was transport but he wasn't going to allow that to stop him. Again perseverance and gaining confidence has paid off. Jouni is now working at Australiana Tourist Park as a Garden Maintenance Worker

Carla Blacklock
Branch Manager

Maroochydore

There has been changes in the staffing in all Sunshine Coast branches. The staff based at Maroochydore but servicing the whole of Sunshine Coast are:

Branch Manager: Trish Cameron
Branch Secretary: Jacky Cartwright
Employment Consultant: Scott Baker
Employment Consultant: Craig Miller
Employment Consultant: Darren Hilliard
Employment Consultant: Toni Usher
Employment Consultant: Dot Walkington

15 of our participants have started paid employment in the last few weeks. Congratulations to all of you, and remember your Employment Consultant is here to support you in the job and assist with any queries. Please don't hesitate to contact with any concerns.

For those still looking for work, facilitated job search will be run in Maroochydore, Nambour, Caloundra and Noosa offices every Monday. If you have not already been given a time, expect a letter soon. The Employment Consultants will assist you with your resume, applications and letters.

Trish Cameron
Branch Manager

Nambour

A big 'Hi' to all! This is my first SteppingStone Newsletter article since becoming Manager of the Nambour Branch. I am very excited to be situated at the Nambour Branch and am looking forward to meeting those of you who I have not previously met. The new Nambour team consists of:

Branch Manager: Nikki de Jonge
Branch Secretary: Yvonne Higgs
Employment Consultant: Andy Spencer
Employment Consultant: Lori Stokes
Employment Consultant: Jerome Tueta-Nicholls
Employment Consultant: Hazel Innes
Employment Consultant: Rose Dale
Employment Consultant: David Lindsay
Employment Consultant: Gleyne Warren (Casual)
Employment Consultant: Lee Shea
Employment Consultant: Martin Heneker

A number of STEPS participants have gained new skills over the past 3 months by attending courses in:

- Construction Blue Card
- Security Guard
- Traffic Control
- Senior First Aid
- STEPS 'Get That Job'
- Courses run by Skill Centred including Aged Care, Child Care and Office Administration.

A number of these participants have since been successful in gaining paid employment in their chosen field. A big 'Congratulations' to all those participants that have secured paid employment over the past 3 months!

The whole team at Nambour are looking forward to continuing to work with you to assist you to achieve your Employment Goals.

Nikki de Jonge
Branch Manager


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

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

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