



GROUP
AUSTRALIA



skills for
education and
employment

An Australian Government Initiative



COMMUNITY NEWS

SPRING EDITION 2023

*better skills, better job
better life*

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We welcome new and returning students.
Get in touch today.

1300 131 965

YOUR NEWS

Learn at STEPS and open yourself up to a world of opportunities.

Whether you want to find work, further your studies, or improve your English – we can help you achieve your goals.

Get in touch today.

Cairns – 07 4034 5400
Casuarina – 08 8925 5600
Palmerston – 08 7922 5700
Alice Springs – 08 8950 7600

see@stepsgroup.com.au
stepsgroup.com.au

*better skills, better job
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WELCOME

Welcome to the first STEPS SEE newsletter for 2023!

I Would like to personally congratulate the students and educators across the region for their efforts and engagement over the past few months. Across the region we have celebrated many successes. From fashion parades, NAIDOC events, Open Days, and many other activities our students have had some wonderful experiences. A massive shout out to the students and teachers who were a part of the fundraising drive for the STEPS Pathways College; it was an enormous effort from all those involved.



Cassie Stanley
General Manager – STEPS SEE/AMEP

LOOKING TO START OUT IN AN ENTRY LEVEL BUSINESS OR ADMINISTRATION ROLE?

A BSB30120 Certificate III in Business could be the ideal course for you.

This qualification will teach you how to:

- Confidently use digital technology
- Design business documents
- How to prepare for a job interview
- Communicate effectively and problem solve
- Organise information
- Engage with customers and provide outstanding customer service.

Learning and developing these skills will equip you with the knowledge that will make you an asset in a variety of workplaces.

Career opportunities include:

- Receptionist
- Office administrator
- Administration assistant
- Customer support officer
- Cashier/retail shop assistant.

Course Delivery

STEPS offers a flexible and self-paced option to ensure you get the best possible learning experience. All students enrolled in the course are provided with an Individual Learning Plan which is tailored to you, helping you stay on track throughout your studies.



Students must be able to attend face-to-face classes or regular virtual lessons with your trainer.

Course Duration

12 to 18 months depending on your weekly participation, as outlined in your Individual Learning Plan.

When can I start?

You can start your course any time throughout the year.

This course is **fully funded for eligible participants** through the Skills for Education and Employment program.

Speak to us today to find out if you're eligible.

Alice Springs 08 8950 7600
Casuarina 08 8925 5600
Palmerston 08 7922 5700

STEPS SKILLS FOR EDUCATION AND EMPLOYMENT (SEE) LEARNER DRIVER PROGRAM

By Peter Floyd,
Business Manager, Alice Springs

Our STEPS team in Alice Springs has been passionately working alongside the Tangentyere Council to launch the Learner Driver Training program. Not having a licence is one of the biggest barriers to gaining employment and the STEPS SEE Program stepped in to provide support.

Since commencing in April, the program has seen huge success with eight Indigenous men completing our program. These local men were supported by their trainer Peter to understand road rules and practice online test questions, preparing them well for the theory component of the learner's licence test. The men approached the 8-week training program with enthusiasm and absolute dedication.

We are incredibly proud to hear that to date, four of these men have gained their learner licence. The men have

talked about how this achievement has made them feel a sense of pride. One participant said, 'my family is so proud of me'.

The program has received wonderful feedback from the participants, as well as Tangentyere Council staff.

Tangentyere Council and STEPS are now looking forward to continuing the program and running a sister program encouraging local women to also 'get behind the wheel'.

To learn more about the STEPS SEE Learner Driver Program, call us today.

Alice Springs – 08 8950 7600



“Very enjoyable.”

“Good fun to be involved in.”

“My family is so proud of me.”

STEPS SEE TEACHER PROFILE: ANGELA MURPHY



Where do you teach?

In the city of Cairns – at our site at 46–50 Spence Street.

What do you love about your job?

That we have a great atmosphere here.

We are like a big family and look after each other.

Oh! And there is never a dull moment!

What is the most valuable thing that you have learned in your role?

That anybody can learn new skills, including myself!

What do you enjoy teaching to your students?

How to enjoy their studies, but also to work hard.

“The students teach me so many things! They teach me about achievements, people skills, diplomacy, stories, new foods, and recipes... the list can go on, and on!”

To learn more about our STEPS courses in Cairns, call us today.

Cairns – 07 4034 5400



Connect with us on Facebook and Instagram for up-to-date SEE news and events.

 www.facebook.com/STEPSGroup

 www.instagram.com/stepsgrouppaustralia/

IN THE CLASSROOM

WEEKLY ACTIVITIES – CAIRNS

By Frances Mintrom, SEE trainer

Every Thursday, STEPS SEE students in Cairns take part in different activities.

Room 6 students have a choice of sewing, painting, gardening, or bookwork.

GARDENING

We grow our garden in planters and pots. We have six plastic planters and four wooden planters made from recycled pallets. The original planters were designed and cut by Ruth Bickhoff and myself, Frances Mintrom.

Lauren Mesch and her partner cut pallet timber for two planters and a potting bench. Students assembled and painted the tubs.

They have planted vegetables, herbs, pineapples and pawpaw.

SEWING

The sewing group has been making large floor pillows. The fabric was donated by Cairns Upholstery Works. These pillows take a European pillow insert and are great for children.

We have made bags of various sizes with the most popular being phone bags, paneled skirts, pillowcases, and patchwork quilts.

Our quilt-making at STEPS began with a wall quilt. I coordinated the making of the quilt and supplied fabric from my stash of material. Fabrics represent the countries staff and students hail from. There are Indigenous fabrics, hand-printed fabrics from the Torres Strait, fabrics from PNG, China, Japan, Africa, India, New Zealand and many other countries. Wendy, Ruth and Karen helped. Students used a stencil to paint a handprint on fabric. This quilt has been signed by staff and students. The quilt was unveiled when the building was opened in 2018. Carmel signed the quilt at this time and was presented with another quilt to take to STEPS Pathways College.

Students are encouraged to make their own patchwork quilt top. These have

Our classroom is more than just a space to learn, it's the centre of our SEE community.



L: Indie watching Lucy assemble a planter box. R: Charles, Phil and James assembling a trolley, donated by Bunnings.



been quilted by me. So far 10 students have finished their quilts with four students working on their pieces.

The students have also made the blocks for two quilts for STEPS Pathways Charity.

Jewel-box Quilt raised over \$800 for STEPS Pathways Charity.

Our latest quilt is Our Heart. Students made different sized blocks; and I assembled the quilt top, quilted and finished the quilt.

The centre of the quilt represents the rainforest, and the edges represent the coral reef, Our Heart.



Students arranging the blocks for Jewel-box raffle quilt

This quilt was displayed at the Mossman Airing of the Quilts. It won first prize in the Group Project at the Cairns Show.

It will soon be raffled off and money raised will be donated to STEPS Pathways Charity.

I have donated fabric and coordinated the making of:

- Cairns wall quilt
- Gift quilt for Steps Pathways College
- Quilt for Grand Winter Ball Raffle 2022
- 2 raffle quilts – Jewel-box and Our Heart
- 10 student quilts



Quilt displayed at Mossman Airing of the Quilts event.

IN THE CLASSROOM

REGIONAL FINALIST AWARD FOR TRAINER TRACEY WYER



STEPS trainer Tracey Wyer from STEPS Cairns was recently recognised as one of the top three regional finalists out of over 800 nominations for 2023 Queensland Training Awards in the VET Teacher or Trainer of the Year award category.

This award recognises innovation and excellence by a vocational education and training (VET) teacher/trainer providing nationally recognised training to students at a registered training organisation (RTO), or in partnership with an RTO.

Tracey Wyer is an LLND (Language, Literacy, Numeracy and Digital skills) Trainer for the SEE program at STEPS. Her students describe her as patient and empathetic with a light-hearted sense of humour, qualities that put them at ease and create a safe learning environment.

"This award means a great deal to me, as it was nominated by my students first and seconded by my manager. To feel appreciated and acknowledged in this way is very important and empowering!"

Working with up to 25 students a day, Tracey assists them with interpersonal skills, resilience, accountability, and self-confidence as well as helping them hone their skills in job search, communication, and career planning.

"We not only focus on improving educational and employability skills but offer a holistic approach to our students' learning, considering their physical, emotional, social, and spiritual wellbeing."

Tracey's students come from a range of cultural backgrounds and learning abilities, requiring her teaching style to be flexible and adaptive.

I love working as a Trainer at STEPS because it is a warm, friendly, culturally rich environment, where everyone's feelings matter.

Tracey's greatest joy is hearing the success stories as students confidently attend job interviews and obtain their desired employment or pursue further study. In the past six months she has assisted over 30% of her students obtain sustainable employment. Many students return to SEE classes with Tracey week after week and enjoy learning essential skills under her guidance.

"Almost every week outside of our normal training, we offer a variety of training workshops, encourage volunteers at our market stand at the infamous Cairns Rusty's markets and are always reaching out to industry leaders to offer Volunteerships for our students, which can lead to paid employment."

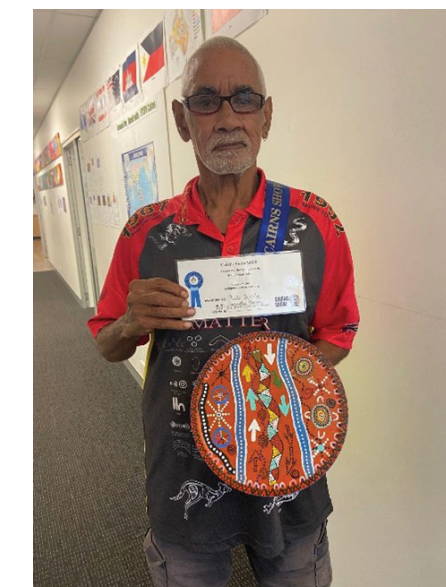
ART

When not in the garden, many students paint. They have painted and decorated terracotta pots, tissue box covers, trays and other wooden objects.

This year, for the first time, we entered students' work into the Cairns Show. Charles Singleton won 1st place and Michael Barba won 3rd place in the Indigenous Art section.



Ruth and Millie and Our Heart quilt, at Mossman



Charlie with his winning artwork

MEET MECKI



Mecki (R) joined the SEE program at STEPS Mossman in 2020 and quickly became our 'garden boss.' From the Highlands of PNG, Mecki has taught us so much about what we can grow, eat and weave.

Recently, she completed her first unit of FSK Measurement for Work, achieving ACSF Level 1 in Numeracy. We specifically applied the units of measurement to gardening and cleaning, helping Mecki in her job search. Today, Mecki is a busy lady with jobs tending to local gardens and cleaning tourist accommodation.

On top of this, Mecki will be welcoming her first little girl in to the world, having already had three boys. However, Mecki is adamant that she will continue her regular SEE classes and has already flagged a spot for the baby in our classroom. There is no stopping her!

OUR STUDENTS

MEET THI DOAN: STEPS SEE STUDENT



Let us know how your experience with STEPS has been?

Thank you STEPS school, teacher Yvonne, teacher Tanya and teacher Hassi help me study and finished individual support course.

Were you satisfied with the training you received?

During the course I always get support from school and teacher. My barriers now are language but teacher Hassi and Teacher Tanya are very patient, find the easy way to explain until I can understand. I am very appreciated.

Tell us what worked and what you think didn't work very well for you?

In this course I deeply understand about individual support career, support worker's roles. I study how to take care of clients properly and have appropriate action with clients and issues happening at workplace. I understand about the law and policy to protect clients and care worker. It is useful in my life and future career.

What did you like most about this mode of delivery or training received?

The best in this course with me are the time practicing at work placement. I had the chance to meet real clients, the person have many issues in health. Thereby I understand cons and pros in individual support role, I find what I need

study and review which help my career in future.

Do you have any suggestions for improvement that you think would be beneficial for our future delivery and for other students?

I hope in course we have more time in workplace, disability facility and age care as well. Now I only do work placement disability. I would like to have more manual practice because it very important in career. Some mobility equipment need be training because I have never seen it. Nether my classmates.

“ One more time, thank you STEPS school and teachers help me and other students have opportunity to study, work for good life in Australia.”

Thi Doan, SEE student, Palmerston

STUDENT SPOTLIGHT

TEEGAN CHAMBERS, SEE CERTIFICATE III IN BUSINESS PALMERSTON

Teegan is a busy mum who has been participating in the SEE Certificate III in Business (BSB30120). She did extremely well and was a fantastic student.

She has now completed the course and got a job as an administration officer, three days a week.

In early September, Teegan celebrated her graduation and employment with her classmates and trainers with a round of mini golf and pizza for lunch.



MEET MARY AHMED: STEPS SEE STUDENT

Can you tell me about yourself?

I am Mary. I came from Hong Kong. I settled down in Cairns about 12 and a half years ago.

What do you enjoy learning through the SEE program?

I learn a lot of new words!

I never used to watch movies, but now I can enjoy watching them with friends while using English subtitles.

What have been your biggest challenges during your learning journey?

Sometimes, I don't know how to answer some questions.

But I can ask my trainer and classmates for help.

What achievement are you most proud of?

Learning more English! Improving my English! My Speaking and my Writing!

What are your goals for the future?

I hope I can find a similar job like I had before COVID – in Live Seafood Exporting.

Because I have got a Working With Dangerous Goods licence.

And I have over 30 years' experience!



STEPS COURSES

To learn more about our SEE courses, call us today.

Alice Springs	08 8950 7600
Broome	1300 131 965
Cairns	07 4034 5400
Casuarina	08 8925 5600
Palmerston	08 7922 5700
Townsville	07 4727 2600

OUR STUDENTS



DEVELOP YOUR SKILLS FOR WORK & EVERYDAY LIFE

STEPS training can develop your confidence and improve your future with this practical course!

COMPUTER CLASSES FOR EVERYONE

- Learn computer basics, perfect for beginners, as well as more advanced computer skills.
 - BSBTEC201 - Use business software applications
 - BSBTEC202 - Use digital technologies to communicate in a work environment
 - BSBSUS211 - Participate in sustainable work practices

**FREE
TRAINING**

WHAT YOU WILL LEARN

- Internet - navigation and internet security
- Emails - everything you need to know about writing and sending emails
- How to create documents in Microsoft Word, Powerpoint and Excel
- How to write and design your own resume

LITERACY SKILLS

- Help with your reading, writing and numeracy skills

FUN STUFF

- Cooking • Dance Lessons • Class Excursions

**INTERESTED IN JOINING
THIS FREE COURSE?**

CONTACT STEPS TODAY

1300 131 965

stepsgroup.com.au



The Skills for Education and Employment (SEE) program is funded by the Australian Government Department of Employment and Workplace Relations.