



# Work Venture Newsletter



## A day in the life of an Employment Consultant

DECEMBER 2011 ISSUE



**6.00am**—Up early this morning, but no time for a run, it is breakfast and get changed into my work boots and gardening clothes to go and help a client with their first day at their new job.

**7.00am**—Part of my role is on-the-job support so I help my client weed, pick up rubbish and make sure that he and the employer are happy and everything is running smoothly (and yes.... it is hot, sweaty and dirty – and I fell over in the garden bed – much to my client’s amusement).

**9.30am**—Race home, shower, wash my hair (because I had leaves in it), make up, blow dry my hair, business attire and heels and it’s off to the office.

**10.30am**—A little bit of time for a coffee and to catch up on the endless paperwork, emails, booking appointments, and my favourite – chasing people up.

**12pm**—Drive a client to his interview. I helped my client fill in his paperwork – ensuring that he understood what he was filling in and interpreting the questions and answers. In this case I also attended the interview to help the client as there was a possi-

acted as a go-between for my client and the interviewer to ensure that both understood each other. Fingers crossed the client gets the job.

**1.00pm**—Back to the office - more paperwork, follow ups, phone calls, emails, inhale some lunch.

**1.45pm**—My next client has arrived to attend an information session about some training. But it is raining!!!! So I grab my umbrella, kick off the high heels and we run.... arriving at the information session looking like a drowned rats. But the information session is really informative and my client registers to take part in the training.

**3pm**—Walk back to work, and yes it is still raining although not as bad, I can actually wear my shoes. But when I get there the lift is broken because of the rain... so I hike up 5 flights of stairs, still dripping from the rain, only to be asked, “what happened to you – you look terrible”. More paperwork, more emails, more phone calls, but I am dry.

**5pm**— Wooo Hooo – home time, it has been a great day though, busy but what a great feeling, helping all those clients, meeting lots of new people (even though I was slightly soggy). I wonder what tomorrow will bring?



### INSIDE THIS ISSUE:

A day in the life.....	1
Message from MD	2
Fiona	2
Ashley	2
Jamie	3
Audit result	3
Achievements	3
Training	4
Contacts	4

### Closed for Xmas



Please be aware that Work Venture will close its office at 2pm on Friday 23rd December and will open again for business at 8am on Tuesday 3rd January 2012.

If you require urgent employment related assistance during this period please phone Freecall 1800 641 537 or 3813 9777

## Message from the Managing Director

Congratulations to our clients on their many achievements during 2011. Many have commenced new positions, whilst many have continued on in their current jobs. Well done also to those that have completed courses and good luck to the ones that are still to complete their studies. Remember to keep a positive outlook those that are job searching and work closely with



**Alison McGrath**  
Managing Director

your Employment Consultant.

On behalf of the Work Venture Board of Directors I would like to wish all our clients, their families, employers, employees and friends a very happy, safe and blessed Christmas.

## Fiona & her Team



Fiona has been with Work Venture for approximately 13 years and in that time Fiona has participated in education and other activities. Her latest achievement was participating in a recent charity event that raised money for the disabled and disadvantaged in China, called "Walk the Wall". This was a personal achievement by Fiona as she is also disabled but has never allowed her disability to stand in her way once her mind is set. Work Venture supported Fiona by walking every step with her and her family.

Fiona was determined to walk the full distance and raise money to support those that were less fortunate. She completed the 10 km without taking a break. What helped Fiona to remain focused on the task were her family, her friends from Work Venture and the smell of Kentucky Fried Chicken. Congratulations Fiona on your outstanding achievement. Your determination and courage are to be admired. You leave a great impression on everyone who meets you. Well Done!

## Ashley

Ashley came to Work Venture with some personal barriers and low self confidence, however Ashley worked with his consultant and was keen to get back into the work force after being out of work for some time.

Ashley has overcome many barriers to secure a casual position working 8 to 15 hours a week as a delivery driver. With the help of his support consultant he has managed to step out of his comfort zone to become an awesome delivery driver. His employer is very happy with his attitude and the more Ashley delivers, the more his confidence grows.

Ashley reports regularly to Work Venture on his progress and how he has used his initiative and some tips from his consultant to improve in his new job. It has been a real pleasure to watch Ashley make a success of a job that at first seemed a little overwhelming. Ashley's persistence and drive to succeed is what makes the difference. Congratulations Ashley on a job well done.



## Jamie

Jamie has had quite a journey since commencing with Work Venture. He started working with the Salvation Army’s Caanan House at Riverview which helped Jamie to gain skills in a nursery as he helped build their first green house through a program offered to indigenous clients. This helped to confirm his love of working outdoors on the land, however he didn’t know the steps to take to get to his dream job.

Work Venture helped Jamie with interview techniques and then finding and assisting with his application for a suitable traineeship with the Ipswich City Council. Jamie was supported through the program and he successfully obtained a Cert. II in Horticulture. This kick started his passion for land conservation and he has since gone on to obtain a traineeship in land conservation through an indigenous program with Murra Innovations. Jamie’s confidence has grown along with his knowledge of plants and the environment. We can all take a leaf from Jamie’s book and understand that by setting a personal goal, staying focussed and working hard, anything is achievable in life.

## Disability Standards Audit

In November an independent audit of Work Venture was conducted to see how well we operate in relation to the Disability Service Standards. Files and documents were examined and clients, staff and management interviewed. After three days the auditors reported that they were happy with what they saw and heard. The auditors made special mention of the cooperation and friendliness of those clients they talked to who had volunteered to be part of the audit process and who related their experiences with Work Venture to the auditors. A huge thanks is extended to you.

## Achievements

### **Congratulations to the following for their success in gaining employment.....**

James	Trainee Field Officer	Peter	Night Fill Assistant
Adyn	Administration	Michael	Labourer
Jacob	Labourer	Taye	Cleaner
David	Boilermaker	Dean	Traffic Controller
Suzanne	Cleaner	Ashley	Delivery Driver
Penny-Sue	Travel Survey Field Officer	Andrew	Stable Hand
Mathew	Store Associate	Caitlin	Food Process Worker
Martin	Filing Clerk	Mitchell	Gardener
Wendy	Office Admin	Rick	Labourer
Lance	Labourer	Jacob	Labourer
David	Welder	Nathan	Traffic Controller
Amie	Customer Service		

### **Congratulations to the following for their success in training.....**

Ian	Cert III Security	Amy	Cert III Aged Care
Tanya	Cert III Beauty		



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### OFFICE HOURS

**Mon—Fri**

**08:30am — 5:00pm**

**Friday**

***If you need to see a  
consultant—ring first and  
make an appointment***

**We're on the web**

**[www.workventure.org.au](http://www.workventure.org.au)**

***Are you aware of any job  
vacancies?***

*Please inform your consultant or  
let us know by calling  
1800 641 537*

### **RING FIRST**

*You are welcome to visit our offices at  
any time during business hours,  
however should you wish to speak to a  
consultant please ring first and make an  
appointment*

## Training

We continuously run job skills training in our office on a number of topics that will assist you to become job-ready and prepare you for interviews, employment and more. Some of the topics covered are:

### **Are you job ready?**

Choosing a Career \* How to Prepare for any Job Role \* Communication in the Workplace \* Rules and Legal Requirements.

### **Working Attitude**

Attitude and Personality \* Your Attitude and Others \* Good Workplace Habits \* Teamwork and Co-operation \* Addressing Attitude

### **Self Esteem**

Self Esteem Reflection \* Self Esteem Activity \* Personal Hygiene Checklist

### **First Impressions—Winning over the Boss**

Preparing to Start Work \* Induction and Training \* Working with Others \* Dealing with Problems

### **10 Things not to do at an Interview**

Punctuality \* Bad Presentation \* Bad Preparation \* Lack of Research \* Poor Communication \* Bad Body Language \* Negativity \* Anxiety \* Not Being Yourself \* Not Having any Questions

### **Mock Interview**

You choose a position that you would like to apply for and we will provide a mock interview for that position.

If you think you would benefit from any of these courses please talk to your consultant to arrange attendance at the next scheduled session.

## Helpful Contacts

<i>Organisation</i>	<i>Phone</i>	<i>E-mail</i>
St Vincent De Paul	3282 8259	
Mission Australia	3812 2984	
Lifeline	13 11 14	
Beyond Blue	1300 22 46 36	
Mensline Australia	1300 78 99 78	
Goodna Youth Services	3818 1050	
Smith Family	3812 2297	
Tenancy Advice Advocacy Service	3281 5409	irasi@bigpond.net.au
Disability Advocacy Service	3281 6006	idas7@bigpond.com
Salvation Army	1300 363 622	
Womensline	1800 811 811	
Legal Aid	1300 651 188	
Disability Abuse Hotline	1800 880 052	email@disabilityhotline.org
Centrelink	13 27 17	