



Horses in Mind

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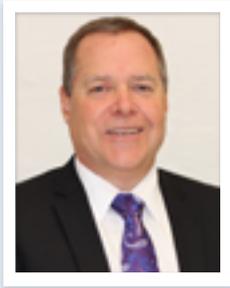
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Job Centre Australia Newsletter



Welcome to the 6th edition of our bi-annual newsletter.

Brian Yates | CEO

This edition highlights some of the wonderful successes our participants have achieved in both our DES and NDIS services, many of whom have transitioned from one program to the other, to make the most of the supports available to them. We invite you to take a look at these stories, and get in contact if you'd like to discuss your goals, and how we can help you achieve them.

Whether you need support to find a job, build your independence or hone your social skills, Job Centre Australia is here to help. Being both a Disability Employment Service (DES) and a registered NDIS provider, means we don't just help you to find work. If you have an NDIS plan, we can also work with you to achieve your goals in a range of other areas:

- » Social and Community Participation
- » Improved Daily Living
- » Improved Learning
- » School Leaver Employment Supports (SLES)
- » Finding and Keeping a Job
- » Assistance with Co-ordinating or Managing Life stage transitions

Speak to us today, to see how we can help you achieve your goals.



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Injury, Illness or Disability?

We're focused on finding the job that is right for you

We know it can be difficult to find work and even harder to find a Disability Employment Service Provider that delivers a quality service. With so many choices out there, how do you find the service that is right for you?

If you have a disability, health condition or injury and you're keen to work, we're here to help. After helping people with disabilities to gain and maintain work for over 28 years, we understand that no two people are the same. Every individual is unique, as are their employment goals. When you register with Job Centre Australia, we'll provide you with:

- » A personalised job plan, tailored to your needs. It may include training, in-house workshops, work experience and other activities to help you find work best suited to you and your abilities.
- » A free service with local consultants who know the job market and have relationships with local businesses and employers across varied industries.
- » 1on1 support both before and after securing work, to suit your needs.
- » Assistance to access workplace modifications, so you can do the job to the best of your ability.

Chat to one of our friendly team members today, to see how you can get started.

Let us help you find work that works for you.



From the General Manager's desk

“Our vision at Job Centre Australia is ‘Communities where all people can achieve their potential’.”

In 2019, this vision will be at the forefront of everything we set out to achieve for our participants, our employers and the communities that we live in and are a part of.

We appreciated the feedback offered to us from our consumer survey conducted in 2018 on how we can improve our services and programs. We look forward to implementing some of these suggestions that will continually improve what we deliver to you.

We want to continually celebrate the successes of our jobseekers, employers and the impact it has. Please visit our YouTube site to watch some of the great clips that showcase what we have achieved together.

It's important to us that we hear from you so please continue to let us hear your comments. Working together, we will achieve 'communities where all people achieve their potential'.

Sarah Stratford - General Manager, Operations



Upcoming Events

Closing the Gap - 21st March 2019: We'll be holding a number of Closing the Gap morning tea's and activities, such as fishing or art workshops, across our sites. Closing the Gap is the government campaign aimed at improving health, education and employment outcomes for Indigenous Australians. Call your local Job Centre Australia site to get involved. *Phone: 1800 466 046.*

NDIS Fitness Program: Looking to improve your fitness? Have an NDIS plan? Did you know all our Choice and Control sites run fitness sessions with varying activities? Our North Sydney NDIS Choice and Control team run a fitness program every Thursday between 9.30am – 3pm. Activities include going to the gym, swimming and walks along our local beaches. *Call our friendly NDIS team on 1800 826 119 to find out more!*

NDIS Social Days - All NDIS locations: Have an NDIS package with funding for Social and Community Access? Our NDIS Choice and Control program runs social days each Friday for people aged 17-25 years. Activities include a range of recreation, leisure and sporting activities that offer fun, friendship and empowerment. These activities are also a great, practical way to learn independent living skills in the community while having fun with friends.

For further information or to make a booking, call the NDIS Choice and Control office closest to you on 1800 826 119.

Overcoming Anxiety & Depression

18 year old Taleah moved from Chinchilla to Brisbane with her partner when she was just 14 years old. It was a big move having grown up with horses and living on a farm, shifting 6 hours away to inner city Brisbane. Taleah suffered from severe anxiety and depression, spending most of her days curled up in bed. She couldn't leave her front door without having panic attacks for fear of not fitting in with society. She visited her Dr for her regular appointment when the Dr mentioned a local employment partnership and how it might be able to help her to overcome her anxiety through working with horses.

Taleah was excited at the thought of interacting with horses again yet the thought of an interview, let alone employment made her sick to the stomach. With JCAL's support and encouragement she brought herself to go for an interview with Horses in Mind, to see if she could either volunteer or gain employment. "When I arrived, I just broke down, seeing the horses in the paddocks and being reminded of home." Taleah knew she wanted to spend time there and tried to show the owner, Cherrie, that she could be of help on the farm. However, she was so nervous that she was physically ill during in the interview. Cherrie could see Taleah's passion and recognised her anxiety immediately.



She gave Taleah a job on the spot believing she and the horses could help Taleah at the same time.

Horses In Mind is a not-for-profit community-based organisation, that supports young people living with mental health issues by providing a safe environment for people of all ages and abilities to visit, ride, interact and work with horses and other animals. It gives youth the opportunity to spend time at the farm, which they may otherwise never experience in Brisbane City, as an employee to groom, feed and train the horses. Through the partnership created between Job Centre Australia and Horses In Mind, several other young local people experiencing mental health concerns have also been able to overcome their barriers to employment with ongoing support and assistance.

Taleah has worked at Horses in Mind for over 8 months and says “it is the best thing that has ever happened to me. This has changed my life, I’m more social, I have a better relationship with my partner and I’m now completely off all medication for anxiety and depression”. She credits Cherrie and JCAL for changing her life, seeing potential in her, giving her a chance and supporting her to get where she is today. She dreams of one day opening her own facility and giving back to people in a position just like she was, when she suffered terribly with anxiety.

[📺 Watch Taleah's full story on our Youtube channel](#)



“This has
changed my
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off all my
medication”

Celebrating 10 years at McDonald's!

McDonalds West Gosford, Central Coast, NSW

Bringing positivity to all who meet him, Brad works in the dining area of McDonald's West Gosford and is a hit with all the regular customers. Brad, who has Down Syndrome, has just celebrated 10 years service with McDonald's. He celebrated this wonderful achievement with a morning tea with the McDonald's team and management, along with the team from Job Centre Australia, who support him in his employment.

'Brad has helped build customer relationships and ensure a positive experience for all who enter the restaurant. We have had a long standing relationship with Job Centre Australia and enjoy providing people with barriers an opportunity for growth, whilst increasing the diversity within our restaurants.'

Garry, Area Manager Saronbell Pty. Ltd. Central Coast.



"Brad's friendly nature makes him very popular with the customers"
JCAL's Ash MacKinnon

Waide's new lease on life

June Licorice & Chocolate Factory, June, NSW

After working for well over ten years within the construction industry, Waide developed persistent pain and arthritis in his back and shoulders and was unable to continue his work. Being unemployed for some time, Waide began to lose confidence in himself, his future and his ability to work again - until he was referred to Job Centre Australia.

Waide is employed as the Gardener at June Chocolate & Licorice Factory, but also helps out with various tasks throughout the factory. He describes his role as his dream job. "I was astounded, within the first month of signing up with Job Centre Australia, they took my needs onboard and fitted me with the perfect job here at June Chocolate and Licorice Factory. I can't believe it, I thought my career was over, I feel rejuvenated, I'm back and I love it!" [📺 Watch Waide's story on our Youtube channel.](#)



"I feel rejuvenated,
I'm back and
I love it!"

Quality team, quality products

Outdoor Furniture Online, Gold Coast, QLD

Outdoor Furniture Online is a Gold Coast family-owned business run by husband and wife team Howard and Lisa Battye. From modest beginnings, they've made a name as one of only a few Southeast Queensland timber furniture manufacturers still operating. Howard and Lisa are devoted to designing and crafting works of quality timber furniture using hardwood timber. They are a highly valued customer of Job Centre Australia and through their ongoing relationship with JCAL's Employment Consultant, Michelle, have provided multiple opportunities for our jobseekers over the years with amazing commitment to training and support. Job Centre Australia currently has three jobseekers at Outdoor Furniture Online who are valued members of Howard's team.

We spoke to Wayne and Douglas, both JCAL participants, and they can't speak highly enough of their employer, their roles and working with JCAL. Wayne said, "Having this job has given me stability, which I really needed, and motivation to always try to improve myself. JCAL has helped me feel supported and valued which my other provider didn't". Douglas said "Having this job has invigorated me!" "I feel my self-confidence has returned, and I love coming to work". "JCAL encouraged me to succeed at my job and they are always there to help with anything I need.



Drought hits our regions hard

Regional and Rural NSW & QLD

No doubt you've heard about the terrible drought our rural communities and farmers have been facing. As an organisation who prides itself in being an integral part of our local communities and relies so heavily on the success of local business, to provide employment for local people - we feel it is important to show our support and backing to farmers.

In October 2018 we ran a staff giving campaign, where JCAL matched every dollar donated. We were proud to hand over \$4320.00 to the Buy a Bale campaign which went toward purchasing feed and water for the cattle for the most in-need farms.

We also donated food supplies, hygiene products and other goods to various appeals in the Dubbo, Cowra and Wagga regions. Pictured below are police officers Senior Constable Anson & Senior Constable Kohlet with Cherine from JCAL, with bundles of drinking water to be delivered to the town of Walgett. Walgett literally means "the meeting of the two waters" - the Namoi and Barwon rivers, however neither is providing drinking water to this town in north-west New South Wales.



Leaving school this year?



Need help finding your first job?

Preparing to leave school can be an exciting time in life, though we understand it can also be very daunting. You will have learnt a lot at school, but might not quite be ready to go out and seek your first job on your own, and that is ok. We've been supporting young people with disabilities to transition from school to the workforce for over 15 years and have achieved wonderful successes with our participants.

Under the NDIS, we provide the School Leavers Employment Supports (SLES) package which is focussed on building independence and the skills to find and keep a job. We'll work with you to tailor a plan that best suits you, to help you achieve your goals. You'll have the opportunity to hear from various industry speakers, workplace visits, work experience placements, along with inhouse workshops and pre-employment training.

Where do I start?

With a range of different providers to choose from, you have the opportunity to seek out the service that best suits your needs, so ask questions, pop in and visit, or book in for a free sample day to see what we offer. We're always happy to help. We can even help you out with trying to navigate the NDIS and what funding may be available to you. We've supported many of our participants in their meetings with the NDIA to ensure they were able to best communicate their needs and goals, and get the most out of the funding available to them. Let us know if this is something you're interested in.

Try before you buy with a FREE sample SLES, social or fitness day!

Learn new skills, meet staff, see what we offer and have fun!

To register, speak to one of our NDIS Coordinators - 1800 826 119



My After School Employment Pathway!



Hi! My name is Jack. I'm in year 12 and I'd like to get a job when school finishes...

Your employment journey starts here...

At school/leaving school

If you're at school, or soon to leave, you might be wondering what you can do next.



What happens next?

- Do you have an NDIS plan?
- Or need help with the NDIS?
- Want to get a job?
- Like to build your confidence, social skills and become more independent? **#IAMKEEN**



We can help you!

- Identify & assist with goal setting
- Build on your strengths
- Plan your employment pathway **#IAMMOTIVATED**

Develop skills

- Employment workshops
- Travel training
- Communication activities
- Building independence **#IAMLEARNING**



Work experience

- Practice your skills
- Activities in the community
- Work experience in the industry of your choice **#IAMCONFIDENT**



Get a job

- When ready, transition to our Disability Employment Service
- Help with resumes, interview skills, work clothes and your career goals
- Help to get a job that's the right job for YOU and your pathway to independence **#IAMREADY**



Ongoing support

- Continue to grow and develop
- Regular workplace visits to make sure you're happy
- Extra training and support **#IAMEMPLOYABLE**



Work Experience builds confidence

School Leaver Employment Supports (SLES), Canberra, ACT

Gabrielle registered with JCAL in 2017 to participate in the highly successful School Leavers Employment Support (SLES) program. The program was a perfect fit for Gabrielle who's goal was always to gain the knowledge and experience needed to work in the education sector.

With the support of JCAL, Gabrielle began work experience as a Learning Support Assistant at Black Mountain, a local special education school in Northern Canberra. Gabi has been working in the classroom with students of very high complex care needs. "She is enthusiastic, helpful and always willing to take on responsibilities. She hopes to continue gaining skills in the education sector to one day secure paid employment as a Learning Support Assistant" said Hayley Murray, JCAL's NDIS Coordinator.



"Gabrielle has grown in confidence, learnt to travel independently and is now able to fulfill the placement requirements independently."

Hayley Murray

Caleb secures his first job

SLES to DES pathway, Charlestown, NSW

Caleb has always faced his challenges head on. He knew he needed some extra training and support after leaving school, to gain the skills required to achieve his employment goals. Through his NDIS funding, he accessed the School Leaver Employment Supports (SLES) package. After completing the SLES program with JCAL, he then moved on to our Disability Employment Service, where it was identified that his interests and skills were suited to a role in hospitality.

Working front of house in the restaurant at McDonald's Warners Bay, Caleb will be the friendly welcoming face for customers as he ensures the cleanliness and tidiness of the dining room. He's really excited about his first job and is looking forward to meeting his workmates and saving some money. The world is his oyster as he looks to the future and working towards achieving his goals.

SLES
to DES
pathway

"McDonald's are a fabulous inclusive employer and we're proud to partner with them to create a diverse workforce that is reflective of the communities in which we operate"

JCAL's Hunter Operations Manager, Anthony Workman

Pathway from School to Employment



SLES
to DES
pathway

McDonald's Bateau Bay, NSW

Jake successfully completed our SLES program and went on to receive employment support through our DES program. He has now been working in the kitchen at McDonald's Bateau Bay for 8 months.

His duties include cooking, working on the production/assembly line within the kitchen, in addition to helping unload goods from trucks and storing them in the appropriate areas - freezer, cool room and dry store.

Jake is well liked by his managers and fellow crew, has a strong work ethic and has gained confidence and great team work skills. Well done Jake.

Career Building



NDIS
to DES
pathway

McDonald's Wadalba, NSW

Aaron came to Job Centre to participate in our NDIS program and has successfully gone on to obtain employment at McDonald's. He has developed a range of skills in his role as maintenance person and was so keen to develop a pathway of employment, he rides his bike many kilometres at 5am to get to work.

Aaron works independently and is working toward further building his career. Wishing him all the best for his future!

Building Independence

McKayla gets her L's, Wyong NSW

Job Centre has been working with McKayla to develop job ready skills with training and work experience, in addition to helping and supporting her in obtaining her Learner Driver's Licence. This was an important goal for McKayla in helping to gain independence.

"Job Centre has helped and supported me in getting my L's! They practiced L's tests with me and checked up on my progress, as well as taking me to drop resumes out."

With McKayla's achievements so far, the sky is the limit!



SLES
pathway

Employee of the Month

Woolworths Chatswood, NSW

Raffi has an intellectual disability and completed our School Leaver Employment Supports when he finished high school.

He then continued on to receive employment support through our Disability Employment Service.

He is now a permanent employee at Woolworths and just received **Employee of the Month!**

Congratulations Raffi, well done.

SLES
to DES
pathway



An inspirational morning tea



Albury, NSW

Our female Albury Choice and Control NDIS participants enjoyed morning tea at Nine Canaries with the inspirational Emily Jane. Emily's vision is to assist women, especially young women, to discover who they are and to achieve their full potential. Emily spoke with the girls about self love and loving who they are, in the body they have.

It was a very inspirational morning with the ladies walking away ready to set goals, get in touch with their emotions, create a vision board, try new foods, write positive affirmations, show gratitude and celebrate accomplishments. What a wonderful way to kick start the year!

Qualifications in Screen & Media



Hamilton, NSW

Lochlann has recently completed his Certificate 3 in Screen and Media and is currently enrolled in Cert 4. He wanted to put his new skills to the test and asked if he could create an animated commercial for JCAL. He has been working incredibly hard on this and has created a story board with animation sketches, and did a wonderful job presenting this to our marketing department. Lochlann also did a fantastic job on his assessments, creating some wonderful artwork that is now part of his professional portfolio. With such an eye for detail and determination, nothing will get in the way of Lochlann achieving his goals for the future.

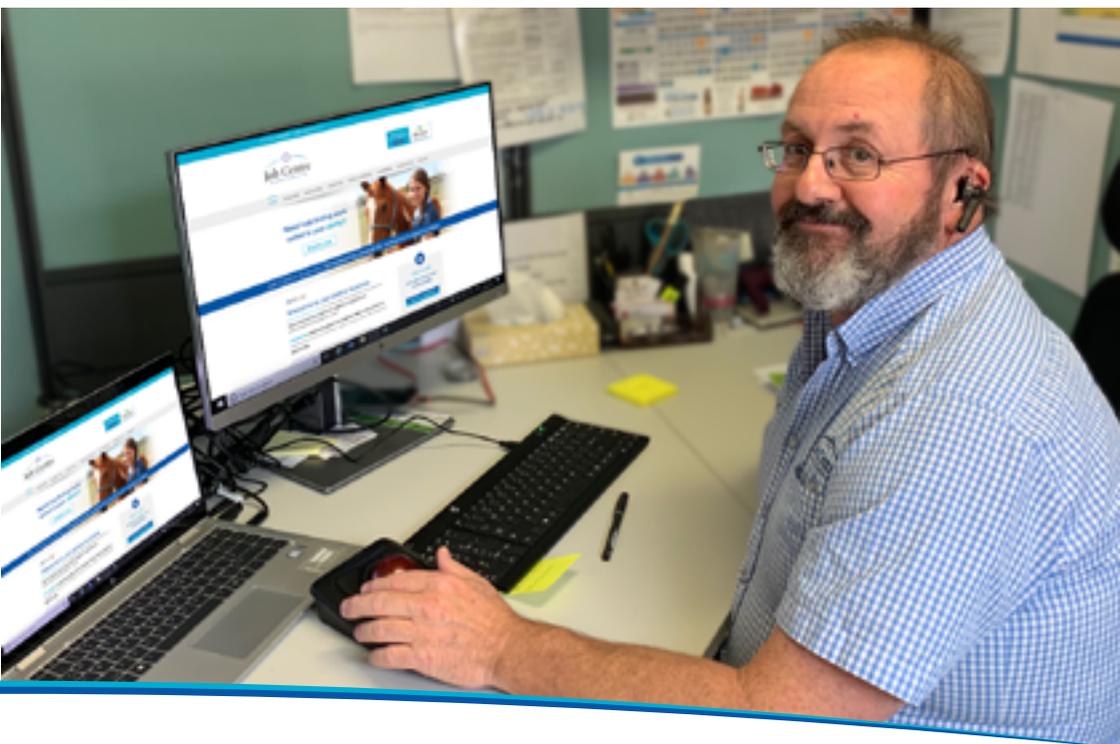
Workplace modifications

Job Centre Australia, Young

At just 19 years old, Darren was severely injured in a motor bike accident resulting in the loss of his right arm. Working as an employment consultant for Job Centre Australia in Young for almost 13 years, Darren is living proof that disability is no barrier to work.

There was however, some modifications to his work tools and environment, that would make things easier and more comfortable for Darren. He was suffering severe pain in his left arm due to having to hold a phone a certain way whilst typing. His mouse was also an issue for him and was slowing him down. With JCAL's support, Darren applied for workplace modification funding to ensure he could continue in his role, pain free, to the best of his ability. The great news is...Darren was successful in his application and is now equipped with new technology which allows him freedom of movement throughout his shoulder and arm, which greatly reduces his pain. We hope this technology will see Darren in his role for years to come!

If you think you could benefit from workplace modification funding, speak to one of our consultants today to ask more!





Disability Service Standards

- 1 Rights:** The service promotes individual rights to freedom of expression, self-determination & decision making & actively prevents abuse, harm, neglect & violence.
- 2 Participation & Inclusion:** The service works with individuals & families, friends & carers to promote opportunities for meaningful participation & active inclusion in society.
- 3 Individual Outcomes:** Services & supports are assessed, planned, delivered & reviewed to build on individual strengths & enable individuals to reach their goals.
- 4 Feedback & Complaints:** Regular feedback is sought & used to inform individual & organisation-wide service reviews & improvement.
- 5 Service Access:** The service manages access, commencement & leaving a service in a transparent, fair, equal & responsive way.
- 6 Service Management:** The service has effective & accountable service management & leadership to maximise outcomes for individuals.

All new JCAL clients receive a Disability Service Standards Client Guide in their Welcome to JCAL Pack at their initial interview.

Please see a JCAL staff member if you have not received one.

Disability Employment Services is an 'Australian Government initiative' which is being funded and otherwise supported by the Australian "Government".

