

(07) 3710 2011

Westside Community Services Newsletter



Providing Disability Services for over 30 years



November - December 2018



Message from Lien Smith, Westside's CEO



Welcome to our latest newsletter!

In this edition, we have the stories of several of our clients, such as Reece Hollands, Nasrin Karim and Nerissa Lowe. Their stories show that success comes in various forms, but always involves their hard work and determination. We wish them every success for the future.

Of course, our clients could not succeed without the support of our many employers (currently over 180). Roccoco Botanicals is one of them. Its owner has told us about her experiences with Comepass, a division of Westside. She also mentioned that she “shared” on her Facebook page, one of Westsides’ recent Facebook posts about one of her employees Aiden King. It generated a great response for her.

Comepass’ Ipswich team recently hosted an employer appreciation event. It was enjoyable, and humbling, experience for me to meet them and hear their stories.

We are always happy to promote our employers, which we did in this issue with the Goodna RSL Club.

Thank you to Mangrove Housing for inviting us to talk with some of their clients. We welcome the opportunity to co-operate with them.

We often receive emails and letters from clients thanking Westside/Comepass staff for their support. We have published several of them in this newsletter. They show what dedicated staff we have and the support, often “above and beyond the call of duty”, they provide for our clients. I am very appreciative of their efforts.

Finally, I wish George Videla, a Comepass staff member, every success with his fundraising efforts for the Mater Hospital Foundation.

I hope you all have a great Christmas and New Year. I look forward to meeting many of you in 2019.

Lien



Comepass: a great provider of motivated and loyal staff

(Jacine Greenwood related her story to Robert Reilly from Westside)

Jacine is the founder of Roccoco Botanicals, a supplier of botanically based skincare products. Their website is: www.roccocobotanicals.com.

Jacine has been utilising Comepass' services for the last two years. During that time, she has employed, through Comepass, five people with disabilities. They are: Lachlan Kennedy, Cara Watkins, Peter Knight, Tanya Bunkum and Aiden King.

She has found Comepass Employment Consultants, especially Kim Newell, great to work with, because:

- When she has a position to fill, Comepass staff are quick to find someone for her to consider, if they have someone suitable (which they usually do);
- They take the time to fully understand the positions requirements, so they only recommend people who will be a good "fit" for the job;
- People recommended by Comepass have proven to be hard working, reliable, and loyal;
- Comepass staff support Jacine and new staff members, by helping Jacine and them to quickly resolve any issues that may arise; and
- Some new staff members are eligible for government financial support. Comepass staff are always happy to help arrange this support.

Overall, Jacine would recommend Comepass to any employer.



Emma Taylor: Awesome

(Comepass Employment Consultants, such as Emma Taylor, assist clients in many ways, in addition to helping them find suitable jobs. Robin Chant, one of Emma's clients, recently wrote to Comepass giving her thanks for Emma's efforts).

Good Afternoon

I would like to take this opportunity to let you know what an incredible job Emma Taylor has done in the role of my job service provider.

As a special needs' single mother, I feel that I have been under constant, enormous pressure by staff from various Government and Health agencies. It had gotten to the stage that I had developed severe anxiety and panic attacks because of their actions.

Emma has connected with me in such a beautiful and comforting way. She has managed to settle my anxiety. She has made me feel safe.

I would love for my appreciation of her to be acknowledged. You have an amazing employee in Emma Taylor. Thank you for the service provided to date.

Yours sincerely
Robin Chant

Reece's Story

(Written by Alana Cignarella from the Life Skills and Independence program – with input from Reece Hollands)

Two years ago, Reece Hollands joined our one-day Life Skills and Independence program. I remember him being very shy, too shy to engage in conversation.

He was committed to the program for almost two years, then at the beginning of this year he moved onto the 3-day Life Skills and Independence program.

We have watched him blossom and grow into a confident young man. He has made new friends, and, not only is he engaging in conversations, but initiating them too!

As his confidence grew, his personality started to show; he has a friendly, kind and cheeky type of personality and it never fails to put a smile on our faces.

This year Reece has smashed his savings goals, he was able to purchase himself a new hat and also some new socks, while using his ATM card for the first time. His next goal is to buy Christmas presents for his family. I have no doubt that he will be able to achieve this by the end of the year.

Once Reece is more confident in himself he will start to look for a job, he would love to mow lawns.

Reece also works out at the gym twice a week with his support worker. We have seen a huge difference in him physically and mentally. We could not be prouder of you Reece! You have come such a long way and we cannot wait to help you smash some more goals!



Nasrin's Story



Kim Newell & Nasrin Karim

(Nasrin told her story to Kim Newell, a Comepass Employment Consultant. Her story also illustrates how Comepass Employment Consultants often provide much more assistance for clients than just helping them find a suitable job)

I came to Australia 20 years ago as a refugee and did not speak English at all. I had my secondary education in Australia. Then I worked as a cleaner and interpreter for Afghan and English for some time. I had a heart operation and hurt my back when I was working as a cleaner. I was looking for work but what could I do? (I did not have any Australian tertiary qualifications and I was unable to go back to my previous job because of my health).

I remember I was very frustrated with myself, as I had no idea what I could do due to my physical health conditions. I spoke to Centrelink and they linked me with Comepass Employment, around 2014. Meg Freer was my Comepass Employment Consultant.

Meg was very friendly and understanding, listening to my story from day one. It was a very customised service. She treated me like a human being, not just a number.

Meg saw that I have a passion for helping people. She told me about social worker jobs and getting university qualifications. I was afraid of going to university but Meg did not give up on me. If it wasn't for her support, I would not have started. She even helped with the application and then went through all the subjects with me, when I doubted my ability to do them.

Her encouragement and support was real. **It was just the one person who changed my life, and it was Meg – I will always remember her help.**

I was getting some interpreting jobs as I can speak Afghan. All I wanted was to find work where I can speak my language and help people. Now I am in the third year of my university course. My goal is to finish my university course and start work as a social worker in a hospital. Then I can help people like myself with a multicultural background.

Whenever I have the chance, I tell people about Comepass. Some people ask me how I am studying to be a social worker and I say: *"...I had no idea but Comepass helped me to find my path and here I am..."*

I would encourage anyone with a disability, and especially those with a multicultural background, to give Comepass a try.

I currently have a work placement at Mangrove Housing which helps find low cost accommodation for people, often with disabilities. I told Mangrove Housing management that Comepass would be a great organisation with which to partner, given how Comepass supported me. They were impressed and have started discussions with Comepass to see how the two organisations can work together to better support people with disabilities.



Can we help?

We would love to help you, or someone that you may know, achieve the outcomes achieved by Peter, Cara, Lachlan, Aiden, Reece, Nasrin and Nerissa.

If you would like to have a chat about our services please ring us on (07) 3710 2011, or email us at: info@westside.org.au



A Big Thank You to Mangrove Housing

Mangrove housing is a not-for-profit organisation that assists local communities to access affordable housing solutions. It offers tailored services and solutions to a range of people in need.

Annually, it assists over 2,000 people with their housing needs, through the management of over 750 properties across Brisbane and south-east Queensland.

Recently, staff from Comepass and Mangrove Housing met. It is clear that the two organisation offer complementary services to people with disabilities.

Mangrove Housing invited Comepass to attend a BBQ, on 23 October, at the Birkdale housing complex. The day was to provide residents with information on how to achieve their employment goals.

Over 30 people requested information about Comepass' services.

We appreciated the opportunity to talk with them; and the interest they, and Mangrove Housing staff, showed in our services. Comepass will continue to work with Mangrove Housing to help meet the needs of people with disabilities.



Paula, Nasrin and Mel



Thank you Comepass!



Nerissa Lowe

(Nerissa Lowe, a Comepass client, recently wrote to Comepass about her experiences with Comepass, and, in particular, her Employment Consultant, Dominic Nguyen. We would like to share her comments with you)

I would like to say thank you to the team at Comepass for their support, guidance and help whilst I was seeking employment, particularly Dominic.

Dominic has been a great help, he went above and beyond in being of assistance in my search for new employment.

He boosted my confidence and ability that I could get employment. This really aided me, as these insecurities were something that I had to overcome so that I could get a job!

He was always just a phone call away; and never let me down, giving me lifts and advice without a second thought. For this help, I owe him immensely!

I am very happy to say that I am now employed. I am so grateful that Dominic put me up for this job, as it was an opportunity that wouldn't have come my way without him.

I couldn't have asked for more from Dominic and am grateful that he was my case worker and was able to assist me.



Ipswich Employers' Appreciation Event



Mark Emsley and George Videla



Sandra Sumner, Annette Taylor
and Pamela Brock



Phil Wren and Fiona Stott

On 7 November the Comepass team in the Ipswich region, led by George Videla, held a celebration event.

It was for the many employers in the Ipswich region who have supported Comepass' clients with support over the last year. Over 15 employers were able to attend, with many others unable to come because of prior commitments. As well as certificates of appreciation, each employer received a small gift from the Comepass Ipswich team, as tokens of our appreciation for their efforts and commitment to Comepass' clients, during the year.

All of our employers have had, and continue to have, a major impact on our clients' lives. It is a great example, of helping people to change their lives, one person at a time.

Then employers present appreciated the thoughtfulness of George and the Ipswich team, in arranging the event. Many spoke of their commitment to helping people with disabilities to change their lives, and their willingness to help more of them in the future, when they can.

Thanks you to everyone involved!

George at the Bridge to Brisbane Fun Run



George Videla

Fundraising for the Mater Little Miracles

George Videla, who is a Comepass Employment Consultant, recently raised \$579.98 for Mater Little Miracles.

Many of the donations and contributions made to George came from his co-workers at Westside, family and friends.

George said that other people who made donations or helped were:

"...Kyrsten at Osmac Apprenticeships, Vicki from Hitachi Constructions. Phil from the Utter Training School (<http://uttertraining.com.au/>) was supportive through his genuine personal contact and shared my events on his business page. Also, Paula (Business Development Manager) from the Quest Hotel (Springfield Central) donated the raffles first prize. Family members cooked chicken pies and caramel horns which were used for fundraising efforts..."

As well as being sponsored to walk in the Bridge to Brisbane event, George raised money through "chicken pie and caramel horn drives" and other community events.

George will be raising more money for the Mater Hospital Foundation through next year's team efforts in the Climb for Cancer and the Mater Little Miracles events.

If you would like to donate some money, or sponsor George; please contact Westside, and we will put you in touch with him. Or you can donate by following this link: <https://b2b2018.everydayhero.com/au/george-videla?fbclid=IwAR2-2S16ET4ldWZfSWbnvmXO1PJ8id7tYyLT39aAL50-YXTG9cWbDR5nt5M>



School Leaver Employment Support (SLES)



School Leaver Employment Support (SLES) Under NDIS Funding

Westside Community Services Limited (Westside), a registered NDIS Provider, will be delivering SLES training courses to eligible participants from **January 2019**.

Westside SLES training courses are:

- ✓ customised to meet the needs of individual participants
- ✓ ongoing until participants become Work-Ready
- ✓ linked with work experience of participants' choice and desired industry
- ✓ directly linked with a Disability Employment Support (DES) service (this service is Comepass Employment Services)
- ✓ designed with the intention that employment is the main goal of the training program

The training course will include:

- Identification of participants' skills and interests
- Workplace expectations and understanding of how to meet them
- Helping participants understand work-related matters such as Occupational Health and Safety, Tax and Superannuation.
- Handling potential workplace conflict and emergencies
- Resume and job interview preparation
- One-to-one individual tutoring and support; for example public transport training, banking and shopping for work clothes
- Work experience in the preferred areas
- Mentoring participants to be ready for Westsides' Disability Employment Support program

If you are **committed** to fully participate in Westsides' SLES training course, we are **committed** to work with you to find you a suitable job



2019 NDIS Independent Life Skills Training Programs



2019 NDIS Independent Life Skills training programs

Westside Community Services Limited (Westside), a registered NDIS and Disability Employment Support provider, is offering the following programs in 2019:

- 1- Employment Preparation program, 2 days a week (ongoing)**
 - Understanding work-related matters such as Occupational Health and Safety, Tax, Employers' expectation, time management, communication, managing changes etc...
 - Resume and job interview preparation
 - One-to-one individual support; for example public transport training, budgeting and shopping for work clothes
 - Understand and manage personal challenges in a work environment

- 2- Life Skills and Independence program – 3 days per week (ongoing)**
 - ✓ Interpersonal, communication skills and Managing personal challenges
 - ✓ Independent living skills (shopping, cooking, transport and budgeting)
 - ✓ Health and Nutrition
 - ✓ Safety and Emergencies
 - ✓ Team work and work readiness

- 3- Life Skills and Independence program -1 day per week (ongoing)-** A condensed version of the 3-day program

- 4- Special Interest programs – 1 day a week (ongoing)**
 - Ladies' Power: Female Health and Well-being, friendships etc...
 - Men's Group: Male Health and Well-being, friendships etc...
 - Creative Mind: Be Creative and learn artistic skills, friendships etc..

- 5- Physical Fitness Hour – 2:00pm -3:00pm, Tuesday to Friday (ongoing)**

- 6- One-on-One support – Individual client support (ongoing)**

For more information, please contact **Michelle Kaiser** on 3710 2011 or at mkaiser@westside.org.au



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Our Offices

Westside has offices at the following locations. Office opening hours, and the services provided at them vary – please phone (07) 3710 2011

	Acacia Ridge – Head Office 1/243 Bradman Street Acacia Ridge, QLD 4110	
Boonah Fassifern Community Centre 4 Little High Street Boonah, QLD 4310	Capalaba Suites 3-4 / 27 Mt Cotton Road Capalaba, QLD 4157	Esk Somerset Civic Centre Lyceum Meeting Room 35 Esk Hampton Road Esk, QLD 4312
Goodna Unit 13 / 59 Brisbane Road Redbank, QLD 4301	Lowood Lowood Community Centre 1 Peace Street Lowood, QLD 4311	Inala 12 Sittella Street Inala, QLD 4077
Ipswich 22 South Street Ipswich, QLD 4305	Oxley / Darra Suite 11, 1 Westlink Court BTP Hub Westlink Green Darra, QLD 4076	Stones Corner 433 Logan Road Stones Corner, QLD 4120
Upper Mt Gravatt Located within Sarina Russo Job Access Network House / Level 3 57 Sanders Street Upper Mt Gravatt, QLD 4122	Victoria Point Located within Southern Cross Accounting Suite H26, Cineplex Building High Street Victoria Point, QLD 4165	Wynnum 3 / 182 Bay Terrace Wynnum, QLD 4178



07 3288 3916
INFO@GOODNASERVICESCLUB.COM.AU

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Westside Community Services and Comepass Employment Services are on Facebook and Instagram!

We post regularly across the two platforms and accounts so please go and check out our pages and give them a like and follow to see regular posts and updates.

Facebook:

<https://www.facebook.com/ComepassES/>
<https://www.facebook.com/WestsideCSL/>

Instagram:

Find us by searching: comepassememployment or westside_CSL



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