



Westside Community Services Newsletter

February 2019

Message from Ms Lien Smith, Westside's CEO



Lien Smith

Welcome to our newsletter!

Owning a business, whilst rewarding, is a lot of hard work! So, Westside was happy to help recognise the efforts of the many wonderful Redlands' businesses at the 2018 Redland Business and Retail Awards. Congratulations to everyone who entered them!

I am always impressed with the care and respect our employers show our clients. In this newsletter, we have stories of two of them: The Renovators Barn and Best & Less Capalaba.

As always though, our true "stars" are our clients. This newsletter has the stories of several of them, namely: Patrick Dillon, Jamie Carroll, Angel Leigh Cheetham and Luciana Restucciana. Their hard work and perseverance is paying off for them!

Sadly, we have ended our School Based Traineeship program. Government funding changes made it financially unviable for us to continue. We will continue to work with schools through our "mainstream" Comepass program and our NDIS (Life Skills) team.

We have relocated our head office to Yeerongpilly, whilst retaining an office at Acacia Ridge. Details are further on in this newsletter. The extra office will help us better serve our clients and employers.



Patrick's Story



Patrick Dillon & Mike Vaggelas

Patrick Dillon's story is one of determination and drive.

He had an accident 10 years ago, which left him paralysed from the neck down. But he has not let this accident stop him from leading a full life and being an inspiration to many people.

Comepass helped Patrick find employment. Kim Newell from Comepass assisted Patrick, and had this to say:

"...One of my clients taught me about the triumph of the human spirit! When Patrick came to my office three years ago, I wondered why he was looking for work, as he had a sever disability. But I was wrong! Now he is working and in his free time, he visits local schools and shares his inspiring life story. So in this case, disability teaches ability. Thank you Patrick, you are a true hero!..."

Please go to Patrick's website: patrick-dillon.com to read more about his story and his work with schools and other groups.

The photo shows Patrick with one of his former teachers, Mike Vaggelas, when he gave a talk at Capalaba High School in November 2018.

2018 Redland Business & Retail Awards



Aaron Meyers, Victoria Meyers & Kim Newell



Julia Wallace, Kim Newell, Victoria & Aaron Myers & Harley (the canine concierge)

Each year, the Redland City Chamber of Commerce sponsors the Redland Business and Retail Awards (www.redlandbarawards.com.au). Over 700 people attended the 2018 awards.

Comepass greatly appreciates the ongoing support of over 30 employers in the Redland area who employ our clients.

In 2018, Comepass sponsored the trophy for the best Medium Business. The finalists were:

- Alexandra Hills Suites & Conference, Alexandra Hills
- Home Instead Senior Care (Redland), Birkdale
- Redlands Sporting Club, Wellington Point

Home Instead Senior Care (which also operates at Logan) won the award. Kim Newell, from Comepass, presented the award to Victoria and Aaron Meyers from Home Instead Senior Care. The company then went on to win the Redlands Business of the Year award.

The company (ph 3245 5517; www.baysidehomestead.com.au) provides support services for older people. These services help enable them to stay in their homes, instead of moving into residential accommodation.

Congratulations to all of the businesses which entered the awards.

Jamie's Story



Jamie Carroll

(Written by Alana Cignarella with input from Jamie himself, and his Facilitator Kenneth Cullinane).

This young man started our 3-day Life Skills and Independence program around this time last year. He was excited for the new year and what was to come. Jamie was always excited for the program to begin, he was always on time and eager to learn. He was never afraid to ask any questions, and was very polite towards our Facilitators and other group members.

Since starting with us at Westside, we have seen a huge growth in Jamie's confidence. He never says no, he is always willing to try new things and to help others out.

When I spoke with Jamie, I asked what his favourite thing about Westside was. He could not pick, he said he absolutely loves everything about the program.

Jamie was doing so well in the 3-day program that he eventually linked up with Comepass Employment to look for work. Jamie is now working 2 days a week at Stretton College. He works 9 hours per week. He is currently completing his Certificate II in Business Administration.

Jamie has said that he is very happy to be working alongside the wonderful staff at Stretton College, who are always helpful and friendly towards him.

Jamie is often complimented by the staff for all of his hard work. He strives to do his best and to complete each and every task he is given, with very high attention to detail.

Can we
help?

We would love to help you, or someone that you may know, achieve the outcomes achieved by Patrick, Jamie, Tuyet, Angel-Leigh & Luciana.

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

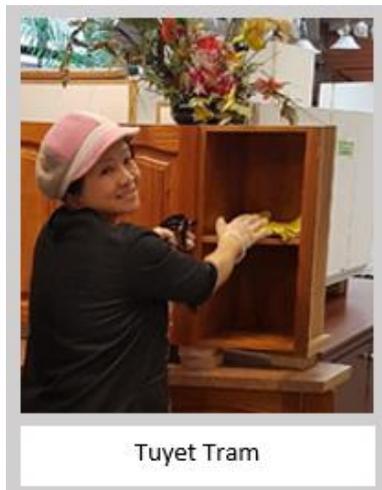
The Renovators Barn

The Renovator's Barn (ph 3274 5663; www.therenovatorsbarn.com.au) is located in Salisbury. It is a "treasure trove" of recycled building supplies and other items.

Through their manager, Alf Lisio, the Renovator's Barn has employed seven Comepass' clients over the last three years. Currently, they employ five clients. We very much appreciate their support, and the chance they are giving our clients to lead more fulfilling lives.

Leann (Operations Manager) appreciates the support and assistance provided by Comepass. She especially likes the efforts of Comepass staff to quickly and politely resolve any issues around the work performance of Comepass clients.

The photo shows Tuyet Tram working at the Renovator's Barn. She is one of Compass' clients who recently gained a job there.



Thank you Best and Less Capalaba



Angel-Leigh Cheetham & Robert
Ireland

Over the last three years, Best and Less Capalaba, through their store manager, Robert Ireland, have employed seven Comepass clients.

Comepass has received a lot of feedback from our clients on how incredibly supportive the Best and Less team, and especially Robert, is of them.

For example, Angel-Leigh Cheetham has been undertaking a traineeship with Best and Less since August. Because of her good work, and the support from Richard and his team, she is now also working on Thursday nights or the weekend as a “fully fledged” staff member. Angel-Leigh said that the money she is earning will help her buy a car. This opportunity is also helping her decide what she wants to do in the future.

Luciana's Story

Just prior to Christmas, Luciana Restuccia dropped into Comepass' Capalaba office, to give the team a box of chocolates and a Christmas card. (The Comepass team worked with Luciana to help her find a job, and is now helping support her in it).

At 61, Luciana thought she was too old to find a job, but the Comepass team helped her build her skills and self-confidence, and support her in her search for a job. (Thank you to My Cake Place for providing the job!)

She is very happy and said that those people who think age is a barrier to getting a job, should think again!

Thank you Luciana, and all the best for the future!



Luciana Restuccia & David Cornish

We would love to help you, or someone that you may know, achieve the outcomes achieved by Patrick, Jamie, Tuyet, Angel-Leigh & Luciana.

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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 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, 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 Westside's 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

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



We are proud to announce that we have moved to a new Head Office location to accommodate our growth.

Our new address is Level 2/973 Fairfield Road, Yeerongpilly QLD 4105.

Our office/fax numbers will remain the same.

We look forward to seeing you at the greatly improved office surroundings.

We thank everyone for their support through the years and with the move.



Our Offices

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

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| <p>Head Office Yeerongpilly <u>New Location!</u> Level 2 / 973 Fairfield Rd Yeerongpilly, QLD 4105</p> | | <p>Boonah Fassifern Community Centre 4 Little High Street Boonah, QLD 4310</p> |
| <p>Capalaba Suites 3-4 / 27 Mt Cotton Road Capalaba, QLD 4157</p> | <p>Coopers Plains 14 / 1048 Beaudesert Rd Coopers Plains, QLD 4108</p> | <p>Esk Somerset Civic Centre Lyceum Meeting Room 35 Esk Hampton Road Esk, QLD 4312</p> |
| <p>Goodna Unit 13 / 59 Brisbane Road Redbank, QLD 4301</p> | <p>Lowood Lowood Community Centre 1 Peace Street Lowood, QLD 4311</p> | <p>Inala Located within Sarina Russo Shop 27, Inala Plaza Shopping Centre 156 Inala Ave Inala, QLD 4077</p> |
| <p>Ipswich 22 South Street Ipswich, QLD 4305</p> | <p>Oxley / Darra Suite 11, 1 Westlink Court BTP Hub Westlink Green Darra, QLD 4076</p> | <p>Stones Corner 433 Logan Road Stones Corner, QLD 4120</p> |
| <p>Upper Mt Gravatt Located within Sarina Russo Job Access Network House / Level 3 57 Sanders Street Upper Mt Gravatt, QLD 4122</p> | <p>Victoria Point Located within Southern Cross Accounting Suite H26, Cineplex Building High Street Victoria Point, QLD 4165</p> | <p>Wynnum 3 / 182 Bay Terrace Wynnum, QLD</p> |