



CONSUMER REVIEW GROUP & DISABILITY SERVICE STANDARDS TRAINING

DSS training and CRG meeting was held on the 7th December 2010. This meeting had high attendance rates from clients and was a celebration of the year that had past.

Training was provided on the following standards:

Standard 10: Client Training and Support

Standard 11: Staff Recruitment, Employment and Training

Standard 12: Protection of Human Rights and Freedom from Abuse

If you were not able to attend the meeting but would like a refresher on any of the standards please talk to your Employment Consultant.

We will be holding the next CRG and DSS training on **Wednesday 23rd March**. This is our first meeting for the year so please feel free to come along and catch up with the team at ITES and learn more about the standards that we have to follow to provide you with a high quality service.

During the meeting we will be delivering training on the following standards:

Standard 1: Service Access

Standard 2: Individual Needs

Standard 3: Decision Making and Choice

Please find enclosed an invitation for the meeting with more details.



www.ites.com.au

JOB CLUB

ITES are running job club to assist our clients to look for work opportunities. We aim to enable our clients to build a network of friends, become empowered and learn new job seeking skills. This week we concentrated on ways to find those jobs that are not advertised, where they are and how to make contact with the employers. Teaching the group to focus on potential positions that they would enjoy doing so they would stay at their jobs for longer and enjoy the working experience. By using stepping stones we demonstrated how to get to their Dream job, this grabbed the attention of this weeks group.

During the next few weeks we hope to motivate, empower and assist Job club participants to realise their potential and strive to improve their quality of life by teaching them and working with them to find that position that will make all the difference to their lives.

FLOOD RECOVERY

The thoughts of all the ITES team are with clients affected by the recent flood. There were many homes, belongings and lives lost during the course of this disaster and the community has been able to pull together to start the road to recovery.

If you were affected by the flood and require assistance please talk to your Employment Consultant who will provide you with information on services and assistance that are available.

STAFF CHANGES

Anita Hassett the Manager at ITES has commenced maternity leave and will return to the service in January 2012.

Whilst Anita is on leave Tahnee will be managing the Ipswich office and Emma has commenced in the position of Service Coordinator.

Mike resigned from his position of Employment Consultant in January.

We would like to welcome Dennis and Trevor to the team at ITES, two new Employment Consultants who have recently commenced with the service.

Next time you are in the office feel free to say hello to Dennis and Trevor and welcome them to ITES.



CONTACT US

TOOWOOMBA OFFICE

3 Finchley Street, Toowoomba Q 4350
PO Box 1715, Toowoomba Q 4350
P: (07) 4688 3900 F: (07) 4688 3911
E: ites.admin@lccq.org.au

IPSWICH OFFICE

Ipswich Corporate Centre
Level 6, 14-16 East Street, Ipswich Q 4305
PO Box 611, Ipswich Q 4305
P: (07) 3432 6170 F: (07) 3203 1224
E: ites.admin@lccq.org.au

COMPLAINTS

Just a reminder to all clients if you are not happy with the service that you are receiving from ITES to discuss your concerns with ITES staff to get the issue resolved. We appreciate feedback from clients and will address any concerns promptly. Please see the back of this newsletter for further information on the ITES complaints process.

OUR SHARED VALUES Compassion | Respect | Justice | Working Together | Leading through Learning

HOW TO MAKE A COMPLAINT

