



CONSUMER REVIEW GROUP UPDATE & DISABILITY SERVICES TRAINING

The last CRG and Disability Services Training was held in Toowoomba on the 7th of December 2010.

ITES had high attendance rates at this event and it was a great opportunity for clients to come along and have a chat to staff and other ITES clients.

Training was provided in the Disability Service Standards 10-12, which included:

- Standard 10: Client Training and Support**
- Standard 11: Staff Recruitment, Employment and Training**
- Standard 12: Protection of Human Rights and Freedom from Abuse**

Our next meeting will be held in Toowoomba on Thursday 17th of March 2011.

This is our first CRG Meeting for the year and will be a great opportunity for clients to come in and catch up with ITES staff and meet some new people.

We will be delivering training on the Disability Service Standards 1-3 during this meeting, which include:

- Standard 1: Service Access**
- Standard 2: Individual Needs**
- Standard 3: Decision Making and Choice**

All clients are invited to attend this meeting and we have enclosed an invitation for all clients to come along.

If you require assistance with transport to attend this meeting please phone the office and let us know.



JOB CLUB - TOOWOOMBA

The Job Club Program for 2011 commenced at the Toowoomba office on Tuesday, the 22nd of January.

We had great attendance at this session and covered the following topics: Introduction to Job Club, Why work, How to return to work after an absence from the Work Force and Goal Setting.

Dates and topics for Job Club 2011 are as follows:

- 29th March** Employment and Training Options
- 19th April** Job Searching Techniques
- 24th May** How to write a Resume and Cover Letter
- 28th June** How to promote yourself to Employers
- 26th July** Disclosing you Disability to an Employer
- 30th August** Successful Cold Canvassing
- 27th Sept** Job Interview Techniques
- 25th October** Job Interview Techniques continued

- 29th Nov** Important Information for when you get a Job
- 20th Dec** FUN FUN FUN!!!

ITES encourages all clients to attend Job Club as it is a great way to develop new skills and meet new people.

STAFF CHANGES

We would like to advise that Anita Hassett, ITES Manager, has commenced Maternity and will return to the service in January 2012.

Corinne McPhee has commenced the position of Toowoomba Manager and Tahnee Baker has commenced the position of Ipswich Manager.

Emma Thomas has commenced the position of Service Coordinator, providing support to both offices, and Chris Padgett has commenced working full time hours.

Lisa King resigned from her position as Employment Consultant with her last day being the 25 of January 2011.

Helen Weldon was hired as an Employment Consultant to replace Lisa, however Helen decided not accept the job offer after completing one week of training.

Delmae Gleeson has been hired as our new Employment Consultant and will commence work with ITES on March the 7th 2011.

Delmae's employment background includes School Principle and teaching students within the Special Education unit. ITES would like to welcome Delmae to our Toowoomba Team.



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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

