



Jobs West

Western Vocational Association Inc.

Volume 1, Issue 1
April 2004

Your Newsletter Your Say

This is the new Consumers Newsletter. Here is your chance to let Jobs West know what types of stories or information you would like to read about, in your Newsletter. Your input will shape the Jobs West Consumers Newsletter. The 1st thing Jobs West would like to know is, how would you like your Newsletter sent to you?

Would you like your copy posted, or emailed to you?
The 2nd thing Jobs West is looking for, is a catchy name for this Newsletter. Can you think of any catchy names? See the box to the right for more details.
The 3rd thing is, would you like to be involved in the production of this

Newsletter? Contact Jobs West for more information.
PS. We even want to know if you don't want a copy of the Newsletter.



Inside this issue:

Who is Who at Jobs West?	2
Spot the difference	2
Familiar Faces	3
QA What is it?	3
COM	4
History of QA	4

Can you Name the Newsletter?

- Can you give the Jobs West Newsletter a title?

Some of the suggestions received so far are; "Western Times", "Jobs West News" & "JW News".

We are looking for an eye catching name. So be creative.

- Send your suggestions to: Jobs West, Attention Rebecca, 72a Lincoln RD Essendon 3040

Or Email
info@jobs-west.com.au

The best suggestion will receive a **mystery prize**.

Hurry-suggestions will be received up until the end of April 2004



Work or Interview Clothes at DISCOUNT \$\$\$

These places may be able to help find the clothes you need at prices you can afford.

SMITH FAMILY

SUNSHINE

128 Hampshire Road, Sunshine

Service is located close to the Sunshine Train Station

Ph: 9312 6900

Hours: 9:30am-4:00pm

Welfare Supervisor: John

This service may provide shirts, pants, suits, work clothes. Please contact John before hand to see if he has the right sizes and clothing. Jobseekers and Workers need to take their Health Care Card.

SALVATION ARMY

City office: 69 Bourke Street, Melbourne

Ph: 9653 3259

Welfare Manager: John

Jobseeker/Worker must arrive on any week day

before 10am. An appointment will be given for a time to come back and see a caseworker who will assess the needs. A clothing voucher may be given, the voucher amounts may vary. This voucher can be used at any Salvo's Family Store. Please take a Health Care Card with you.

If these services do not cover the suburb you live in, please ask them for a store/location, in an area you live in

Who is Who at Jobs West

General Manager

Brian Paterson

Looks after the external affairs of the business, e.g. deals with the Department of Family and Community Services, Centrelink, etc. Looks after the internal affairs of the service, e.g. finances, staff recruitment etc. Works with the COM (Committee Of Management). Makes sure the staff follow the guidelines of the policies and procedures.

Tip

*"When you
1st meet
someone
always
shake
hands"*

Coordinator

Simon McDowell

To support consumers through the registration process. Have discussion with Centrelink. Supervise all the EC's. Provide the General Manager with reports from the data base. Looks after the consumer and employer data base, on computer system. As well as the duties of an EC. (Employment Consultant)

Office Manager

Vicki Maitland

Records and tracks the flow of money into and out of Jobs West, eg banking, pay rolls, etc. Responsible for ordering all office supplies.

The current Office Manager is also the client liaison officer. This is the person consumers can speak to about any concerns they may have about Jobs West or the staff.

"Vicki Maitland is the Client Liaison Officer"
This is the person to speak to about any concerns to do with Jobs West or it's staff.

Spot the Difference

Can you spot 6 things that are different in these pictures?



Familiar faces

Employment

Consultants

Warren Marsh

Mellie Pantalleresco

Joanne Falcone

Joseph Sleigh

Rebecca Cassar

Yesim Ali

Main tasks are the Assessment of applicants. Developing individual Employment Action Plans, (EAP). These plans help

Consumers to see, on paper, the actions to take to reach their employment goals. To help consumers with job seeking, either individually or at AJSG (Active Job Search Group). Search for employers with suitable job vacancies and to discuss the tasks involved. This will help the consumer once they commence work. When a job starts, the employee and employer are in contact with the EC, to make sure all issues and concerns they have

are sorted out, and provide on the job training.



From Left; Yesim and Rebecca, the most recent additions to the Jobs West staff.

Quality Management System QA, What is it? QA = Quality Assurance

It is a system that is in place to make sure Jobs West gives the best service to you.

One of the things Jobs West does to help maintain ongoing quality service, is to send out a Consumer Evaluation Survey, around July each year.

These surveys help Jobs West to know that you the consumer, are happy or unhappy with the service.

Jobs West can then do things to improve or continue the service.



Tip

"When you are at an Interview always remember to smile and always keep good eye contact."

Jobs West

72a Lincoln Road
Essendon
3040

Phone: (03) 9379 0477
Fax: (03) 3979 0470
Email: info@jobs-west

► **Employment in the
North and West**

Check out the web site
www.jobs-west.com.au



Jobs West is governed or overseen by the Western Vocational Association Inc. Committee of Management, commonly known as the WVA COM.

This is a group of members that meet at least once a month and has been doing so since 1986.

The Department of Family and Community Services fund WVA. The COM is made up of past and present consumers, parents, advocates and / or members of the community.

Positions held at present are:

President	Raylene Ryan
Vice President	Jim Byass
Secretary	Carol Burnett
Treasurer	Joseph Raudino
Ordinary members,	

Carol Sorbello
Michael Gaylor
John Golding
David Rosel

**Brian Paterson; the General
Manager**



The COM has a very important job to perform. They have to make sure Jobs West is giving a quality service to its consumers.

At the meetings, the COM meets with the General Manager of Jobs West, Brian Paterson, to oversee the business and financial reports.

The COM discusses issues and makes decisions on how to provide the best service for the Jobs West staff and consumers.

History of Quality Assurance

Previously the Department of Family and Community Services (F&CS) would visit Jobs West at least once every 3 years and audit the Policies, Procedures and Processes, against the 9 Disability Service Standards (DSS). In the years Facs did not visit, Jobs West would conduct an audit them-selves and send it to Facs.

Since then the Disability

Standards have been upgraded and added to, now there are 12 DSS. All employment Services must be audited before December 2004 against the new 12 DSS.

Each Employment Service must have a quality assurance system. Jobs West gained certification in September 2003. Jobs West now has a full



working QA system in place.

In the next edition of the Jobs West Newsletter some of the DSS and explained.