



# The Insider

Western Vocational Association,  
Jobs West

Issue 11

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## Story Of The Month

KFC Altona Meadows has been employing Jobs West clients for the past four years. Two clients who have been outstanding workers, receiving "employee of the month" Award, are Anthony Severino and Sophana Sim.

Anthony who has worked at KFC for almost four years, is very proud to have received the 'employee of the month' Award twice, in the past two years. KFC Assistant

Manager Sarah Pell puts it down to Anthony's "reliability, he is organised, honest and always neat and in uniform. He is an asset to our team". As the Cook at KFC Altona Meadows store, Anthony says "I am never late or sick, and I enjoy helping the new trainees". Sarah agrees, and adds that his speed has improved during his time at KFC, so he is a very deserving employee for the Award.



Anthony Severino and Manager Sarah Pell



Employees of the month! Anthony & Sophana.

Employee of the month is "based on the previous month overall performance, the Managers judge our best team member based on their shifts", says Sarah. The Award is handed out at staff meetings and their name goes on the wall plaque and on posters at the back of the house for all staff to see.

One of the newer team members, Sophana Sim has progressed very well with training. As a Customer Service assistant, she has gained cash handling experience. Of her first paid employment, Sophana says

"I was very nervous when I first started, I didn't think I could do customer service very well, I thought I wouldn't be able to talk to customers".

Sarah says that Sophana "never stands around, and always offers help to other staff. Her confidence and speed have really improved over the past few months, and she is a really good worker".

KFC Management are proud of their "employees of the month".



Manager Sarah and Sophana Sim

## Who do I talk to, when I call Jobs West?

Your Employment Consultant (EC), is the person to talk to when you call Jobs West. Each client has their own EC, this is the first person that you should contact. Sometimes EC's are out of the office, or not available; if that is the case, then you can talk to any of the other EC's that are available.

Whether your circumstances change, or stay the same, it's important that you continue to contact Jobs West.

Jobs West expects clients to contact them every few weeks to update them on their Employment program, be they Job Seeking or Working.

# Disability Service Standards

Disability Service Standard 10



Service Recipients Training & Support

## Disability Service Standard 10

This is about the service giving you the help you need to get and keep the sort of work you want

Disability Service Standard 11

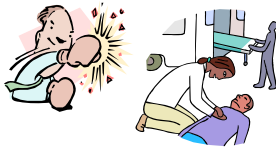


Staff Recruitment, Employment & Training

## Disability Service Standard 11

This is about the service staff having the skills to be able to help you

Disability Service Standard 12



Protection of Human Rights & Freedom from Abuse

## Disability Service Standard 12

This is about you feeling safe with the people that are helping you.

# May Movie night



Waiting patiently for the movie to start



Lachlan won the door prize



"Happy Birthday Vicki"  
Vicki is our  
Client Liaison Officer.



# Picnic in the (Car) Park



Any suggestions for the next event?  
Let us know what YOU want to do!!!



Clients, family, friends and Staff having a go for goals in a friendly game of soccer. While others prefer to enjoy the hotdogs and drinks. Some prizes were won by some lucky clients. All had fun on the night... Hope to see you at the next social event!!!

## *The Insider*

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## A Word from Brian

Once again the end of financial year has come around!!

As I have mentioned previously, Jobs West is now a fee for service agency. This means that we must have on-going contact with our clients on a regular basis. If we do not, Jobs West has been informed that they must tell clients that they can not be with the agency if they do not keep in touch.

It is very important that clients and Jobs West keep in touch with each other.

## CLIENT QUALITY ASSURANCE GROUP

Some clients have been asking about the Client Quality Assurance Group (CQAG), and who better to answer these questions than members of the group.

### **Q. 1. Why are you a member of the CQAG?**

"It is important for us as clients to have input into the service that Jobs West provides and to be able to give our own feedback and recommendations. Also to learn more about the organisation, meet new people and see different points of view to make sure Jobs West is treating people fairly and that things are done the right way."



*The Client Quality Assurance Group in action.*

### **Q. 2. What do you enjoy about the group?**

"We enjoy the group's diversity and Brian makes every one feel relaxed and comfortable and gives us a lot of input into what's happening with the organisation."

### **Q. 3. What do you get out of it?**

"We get satisfaction in helping Jobs West, learning more about certain procedures, which keeps us informed and involved."

### **Q. 4. Would you recommend more people to attend the CQAG meeting?**

"Yes we would recommend that more people join CQAG because it allows us, as clients, the opportunity to have our say while enjoying delicious Tim-tams in a friendly atmosphere. The larger the involvement the better the group could be."

To join the group call Jobs West and ask when the next meeting is going to be held.