



# Worklink Newsletter



## Manager's Report



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Welcome to the final edition of the Worklink newsletter for 2007. It has been a very busy year with some excellent outcomes achieved for the clients of Worklink. In 2007 over 160 job seekers secured employment, many others undertook training, attended work experience, and were provided with a range of employment supports and financial assistance to assist them to reach their social and vocational goals. The service continues to grow to meet the ever increasing rate of referrals and as a result Jacinta Tam has recently joined our DEN team and Anna Maruna our PSP team. Anna has replaced Tanya Blundell who recently moved to Townsville due to family commitments.

The service recently underwent a Quality Assurance audit with Focus Integrated Services and received very positive feedback from the auditors. Both clients and employ-

ers contributed to the audit process and all comments received will be invaluable in ensuring the continuous improvement of our service delivery. A big thank you to everyone who contributed to this process.

On behalf of myself and the staff of Worklink I would like to extend our warmest greetings of the season and every good wish for the coming year.

The Worklink office will be closed from Monday 24th December 2007 and reopen Wednesday 2nd January 2008.

Dorothy Dunne  
Manager

### Emergency Numbers:

Worklink- **0403 883 263**

ACT Team- **4050 3100 (A/H) 4050 6333**

Lifeline- **13 11 14**

### Special points of interest:

- Wednesday 19th December, Worklink is holding their annual end of year client function.
- Worklink office will be closed for the Christmas break from 24th December and Reopen on 2nd January 2008.
- Welcome to the 2008 Management Committee.

## Personal Support Programme

Well it has been a very busy year for all involved in the Personal Support Programme. The Personal Support Programme (PSP) is designed to assist those on Centrelink benefits who are experiencing issues that are interfering with them from being job-ready. It is a transitional program with most participants's returning to being job ready by the conclusion of the 2 year period that PSP goes for.

Assistance is given to participants through PSP officers listening to participants and making recommendations that will assist them to become job ready. Some recommendations include referrals to specialist agencies – for counselling, assistance to gain accommodation, legal advice, training, skill upgrading, advocacy, (including assistance in communicating with Centrelink,) as well as support to attend

appointments.

Many participants have been assisted through the programme and have since returned to employment or have been referred to Job Network Members or Disability Employment Network to receive case management to assist them finding the right job.

2007 has seen the PSP staff provide service to participants from Mossman to Tully and they look forward to the challenges that 2008 will bring. The team- Kathy Martin, Anna Maruna, Lindsay Adams, Wolf Scott and John Ellis wish all a safe and happy time over the Christmas break. All participants will receive a letter advising them of office closure times over the Christmas period as well as a list of phone numbers that may be useful during this time.

## Annual General Meeting 2007

Worklinks Annual General Meeting was recently held in November. We extend a warm welcome to the Management Committee and a big thanks to those who continue to provide their ongoing support. The 2008 Management Committee is as follows:

Jodi Peters- Chairperson, Tracey Paterson-Treasurer, Bilinda Barney-Secretary, Christine Thurston, Adrienne Hicks, Suzanne Hockey, Garry Bourke, Mark Millard, Allan Griffiths, Frank Costa and Jo Ward.



## StressLess Day Luncheon

A bigger than ever *National Stress-less Day Luncheon* on October 10 was well attended by 240 people and we had a wait-list. As this is an annual event we will really have to put our thinking caps on next year so that at the very least match this year's event.

This year the event's guest speaker was Andrew Matthews, the international best-selling author of "Follow your Heart" and "Being Happy". For almost an hour Andrew gave an excellent presentation while drawing his fabulous cartoons while on stage. Andrew focused on happiness, how to achieve it, and left us all inspired to seek happiness and put some of his given strategies into place.

Andrew also gave a similar presentation for Worklink clients in the afternoon.

The feedback from both events was fantastic and people are still talking about it.



*"National Stress-less Day Luncheon on October 10 was well attended by 240 people"*



## Jobs Achieved between September & November

Well done to all.....



- Café Assistant x 2
- Coffee Barista
- Support Worker
  - Cleaner x 8
  - Retail Assistant
  - Stewards x 2
  - Accounts Clerk
- Taxi Driver x 2
- Service Assistant x 2
- Kitchenhand
- Admin Assistant x 2
- Store Person
- F & B Attendant
- Childcare Assistant
- Apprentice Electrician
- Chef
- Warehouse Assistant
- Gardening/ Maintenance
- Labourer
- Manager
- Checkout Sales Assistant
- Sales Assistant x 2
- ESL Teacher
- Trolley Collector x 2
- Receptionist
- Truck Driver
- Survey Assistant
- Night Fill Packer
- Wrought Iron Worker
- Removalist



## New Staff Recruits

There has been a lot of activity at Worklink since our last newsletter which has seen service growth in both programs and staff.

We have welcomed to the team:

Jacinta Tam, F/T Employment Development Officer. Jacinta has a wide array of experience in Retail, Retail Training, Infrastructure/ Blue Collar, Recruitment and Sales and Marketing. Her hands on Skills allows Jacinta to understand jobs and job expectations first hand.



## Andrew Matthews Cartoon©



You get motivated by *doing* things, not thinking about them.



Anna Maruna  
F/T Personal Support Program/Social Casework Intervention  
7 years experience in the Community Services Industry.  
Previous employment role was as Counselor/Community Development Coordinator.  
Extensive experience in the provision of individual and community support programs.

## First Aid Course

The next First Aid course will be held on Thursday 7th and Friday 8th of February 2008, in the Worklink training room, from 8.30 am to 5.00 pm. Please let us know if you are interested in attending the full course or would like to update your CPR, by contacting your Personal Support Co-ordinator or Employment Development Officer. This course will be free of charge to Worklink clients and morning and afternoon tea and lunch will be provided each day.



*“Please contact your Personal Support Co-ordinator or Employment Development Officer to book”*

## Christmas Recipes

### Christmas Cookies

Preparation time: 25 mins  
Cooking time: 15 mins  
Makes 24 cookies

100g macadamia nuts	1/2 cup caster sugar
125g dried apricots	1/2 tsp bicarbonate of soda
180g white chocolate	1 cup raisins
250g unsalted butter	2 1/2 cups rolled oats
1 cup brown sugar	2 tsp vanilla essence
2 eggs	2 cups plain flour



1. **Preheat oven** to 180 C. Line 2 oven trays with baking paper. Using a large knife, roughly chop macadamia nuts and put in a large mixing bowl. Roughly cut apricots with scissors and add to nuts. Roughly chop the chocolate and add to nut and apricot mixture.
2. **Chop butter** into small pieces and put in a mixing bowl. Beat with an electric beater until soft and creamy. Add brown and caster sugars and beat until the mixture has increased in volume and the sugar has dissolved. Add vanilla essence and eggs, one at a time, beating well between each addition.
3. **Sift flour** and bicarbonate of soda and add to the creamed butter and sugar mixture. Add prepared nut, fruit and chocolate mixture, raisins and rolled oats and stir with a wooden spoon until the mixture is well combined.
4. **For each biscuit**, measure two tablespoons of the mixture and press into a round shape. Put 8cm apart on the prepared trays to allow for spreading. Bake for 10-12 minutes. Remove cookies from the tray and stand on a wire rack until completely cold.

### Tiny Christmas Puddings

#### Ingredients

1 bought dark fruitcake approx 800g (a cheap one is fine)  
200/250g block dark chocolate  
125g butter  
2 tablespoons of brandy essence or orange juice  
optional: extra fruit or citrus peel, very finely chopped, or orange zest (finely grated peel)



#### To ice:

white glaze icing (1 cup icing sugar mixture and about 1 tablespoon water)  
**OR**

250g block dark chocolate  
silver cachous or glaze cherries

#### Method

Melt the butter and chocolate together in a bowl over very hot water. While it is melting, crumble the fruit cake into a large bowl. Add the rum/Grand Marnier/brandy/orange juice and mix it through. Stir the melted butter/chocolate mixture until it is combined and pour it into the cake mixture. Mix well until all is combined.

Prepare two swiss-roll size baking trays with greaseproof paper. Take one teaspoon of the mixture and roll into a ball, place on trays and continue until you have used up all the mixture. This size will make between 70 and 80 tiny Christmas puddings. Alternatively, divide the mixture into a dozen and make 12 larger puddings (the smaller mouthful-size ones are nicer). Put the trays into the refrigerator for 1-2 hours to allow them to set.

Prepare the white glaze icing or melt the dark chocolate. Ice the tiny puddings, allowing the icing/chocolate to trickle down the sides of the puddings. Put a small piece of glaze cherry or a silver cachou on top of each one and return to the refrigerator to set - a day or two gives the flavour time to develop. Store in the refrigerator (especially in the heat of an Australian Christmas!). These make excellent presents

## Worklink End of Year Function



You're invited to attend Worklink's  
End of Year

### FESTIVE BARBEQUE

Wednesday 19th December 2007

12.00 noon to 1.30pm

Worklink Training Room



Please RSVP to Worklink, if you would  
like to attend Ph: 4031 0877

