

Newsletter October—December 2023



# NQ Employment

In our previous edition newsletter we asked for your feedback about our service and the number of responses we received was fabulous. A number of participants also participated in our Annual Quality Assurance Audit and provided one on one feedback to our auditors.

As a client focused organisation your feedback is integral for continued growth and guides us in how we deliver a quality service that provides what our clients need.

After reviewing the feedback provided we were humbled to know that we are providing quality service which meets the expectations of our clients. We also identified some area's for improvement and have implemented strategies on how to improve in these area's.

The two most notable area's for improvement were employment consultant retention and the need to update our Client Satisfaction Survey to make it more streamlined and less repetitive. We have streamlined our client satisfaction survey and you can request a copy from reception at any time.

You will also see a fresh new motivated and passionate team when you visit our Townsville office. We have restructured our recruitment process and our recruitment criteria to ensure that we are hiring the best staff possible and ensure long term tenure.

We would like to take this opportunity to thank all of our clients for your continued support and are very excited to continue working with you long into the future.

**Thank You!**





## Need to use a computer?

Remember all our clients have access to computers here at the NQ Employment office.

You are able to access the internet and printer for work related purposes between the Hours of 8.30am and 4pm Monday to Friday.

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## Opening Hours

Just a friendly reminder that our opening hours are Monday to Friday from 8.30am to 4.30pm. If you ring outside of these hours please leave a message and we will return your call.

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## Are your contact details up to date?



Your contact details are the gateway to communication. Here are some of the most important locations to ensure your details are always updated.

- Resume
- Services Australia (Centrelink)
- Doctor Surgeries
- Online platforms such as seek & other job search engines

If you are not sure how to update these details be sure to ask for assistance from your Employment Consultant.

## Struggling with the expense of vehicle registration?

### One-month Rego is now available!

You now have the option of making smaller, more manageable payments if you choose to renew your registration for a one-month registration period. You can do this by using the direct debit online service where you have the choice of 1, 3, 6 or 12-month registration periods.

### About the direct debit online service

Direct debit is an online service offered by the Department of Transport and Main Roads that lets you set up recurring registration renewal payments from a nominated bank account or credit/debit card (surcharges may apply). Payments are then processed automatically from the nominated account which helps you pay your registration on time and stay insured.

### How to start

You can access the one-month registration period by enrolling in direct debit and following the service prompts. You will also need to sign up to receive email and SMS from department of transport, so they can let you know important information like reminding you your payment is due and if a payment fails.

### Already enrolled in direct debit?

If you are already enrolled in direct debit you can change to a one-month registration period at any time by making a change to your registration. The change will be effective for your next registration renewal period.

The department of transport also have a quick step-by-step video to show you how to change your registration period in the online service.

Find out more about this payment option by visiting

<https://www.qld.gov.au/transport/news/features/one-month-rego-now-available!>

The Townsville Community Information Centre is a live website that is updated regularly with many different services information. As listed below:

Be sure to check out their website

<https://www.cictownsville.com.au/community-directory/>

to see if there are any services relevant to you that you don't know about yet.

>	ACCOMMODATION & RELATED SERVICES
>	AGED CARE SERVICES
>	EMERGENCY SERVICES
>	EMPLOYMENT AND ECONOMIC DEVELOPMENT
>	ENVIRONMENT/NATURAL RESOURCES/ANIMALS
>	GOVERNMENT & GOVERNMENT SERVICES
>	HEALTH RELATED SERVICES
>	INFORMATION & SUPPORT SERVICES
>	LEGAL SERVICES/CONSUMER PROTECTION/CRI...
>	MEDIA
>	MENTAL HEALTH SERVICES & ORGANISATIONS
>	NDIS PROVIDERS
>	RELIGION & PHILOSOPHIES
>	SERVICE & COMMUNITY GROUPS AND FUNDING

#### General Community Support Services

Mensline Australia.....	1300 789 978
Relationships Australia.....	1300 364 277
Beyond Blue Info Line.....	1300 224 636
Lifeline Telephone Counselling.....	13 11 14
Kid's Help Line.....	1800 551 800
DV Connect Womensline.....	1800 811 811
DV Connect Mensline.....	1800 600 636
Gambling Help Line.....	1800 858 858
Parentline.....	1300 301 300
Australian Red Cross Emerg Relief.....	1800 733 276
Seniors Enquiry Line.....	1300 135 500
Homeless Hotline.....	1800 474 753

#### Workplace Services

#### Employment Services Information.1800 464 800

#### Services Australia

Information Services.....	13 24 68
Family Assistance Office.....	13 61 50
Medicare – General Enquiries.....	13 20 11
Centrelink Australian Apprenticeships.....	13 36 33
Centrelink Employment Services.....	13 28 50
Centrelink Older Australians Line.....	13 23 00
Farmer Assistance Hotline.....	13 26 16

#### Legal and Advocacy Services

Legal Aid Queensland.....	1300 651 188
Basic Rights Queensland.....	1800 358 511
Australian Financial Complaints Authority.....	1800 367 678

#### Financial Counselling

UnitingCare Community Financial Care Line.....	1800 007 007
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#### Consumer Advice

Office of Fair Trading.....	13 74 68
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#### Department of Communities, Housing & Digital Economy

General enquiries.....	13 74 68
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#### Health

#### Health information and advice

Queensland Health.....	13 43 25 84
Townsville Aboriginal and Islander Health Service (TAIHS).....	4759 4000

#### 24 hour Specialist Mental Health Care

Advice, Referrals, Crisis and Support.....	1300 MH CALL (1300 642 255)
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#### Community Services

Townsville West Community Centre (Garbutt).....	4779 7268
Centacare NQ Townsville.....	1300 672 273
Upper Ross Community Centre.....	4774 0144
North Townsville Community Hub.....	4751 6511
Prospect Community Services (Charters Towers).....	4787 4797
NQ Rural Community Support.....	4787 4518
....Country Call Back.....	1800 543 354
Uniting Care Community Townsville.....	4775 9127
Hinchinbrook Community Support Centre.....	4776 1822
Burdekin Community Association.....	4783 3744
Burdekin Neighbourhood Centre.....	4783 4243
Palm Island Community Company.....	4721 2277
NQ Domestic Violence Resource Service (Townsville).....	4721 2888
The Women's Centre Townsville.....	4775 7555
Rollingstone & District Community Association.....	4770 7855
Bluewater Community Centre.....	4788 6333
OASIS – Townsville.....	0432 597 864

#### Tarping of your Home

State Emergency Services.....	13 25 00
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#### Clean-up Assistance or Rubbish Collection

Townsville City Council.....	13 48 10
Hinchinbrook Shire Council.....	4776 4600
Burdekin Shire Council.....	4783 9800
Charters Towers Regional Council.....	4761 5300
Richmond Shire Council.....	4741 3277
Palm Island Aboriginal Shire Council.....	4770 0200
Flinders Shire Council.....	4741 2900

#### Accommodation

Department of Housing and Public Works - Townsville Housing Service Centre.....	13 74 68
Red Cross Homelessness Hub.....	4795 2980
Family Emergency Accommodation Townsville (FEAT).....	4772 1450

#### Insurance Advice or Information

#### Insurance Council of Australia

General Enquires.....	02 9253 5100
.....	1300 728 228

#### Housing and Tenancy Advice

Residential Tenancies Authority.....	1300 366 311
Tenants Qld.....	1300 744 263
Homeless Persons Information Qld.....	1800 474 753

#### Business/Primary Producer Advice Assistance

Queensland Rural and Industry Development.....	1800 623 946
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#### Material Goods

Lifeline (Townsville warehouse).....	4775 6962
Lifeline Ingham.....	4776 6804
Lifeline Ayr.....	4775 9170
St Vincent de Paul Brisbane.....	3010 1000
St Vincent de Paul Townsville.....	1800 846 643
St Vincent de Paul Ingham.....	1800 846 643
St Vincent de Paul Ayr.....	1800 846 643
St Vincent de Paul Charters Towers.....	1800 846 643
Salvation Army Ayr.....	4783 4447
Salvation Army Townsville Faithworks.....	4779 3791
Salvation Army Townsville Riverway Recovery Mission.....	4723 5607

#### Employment / Income

#### Services Australia

Employment Service.....	13 28 50
Financial Information Service.....	13 23 00
Youth and Students.....	13 24 90
Families and Parenting.....	13 61 50
Child Support.....	13 12 72
Disability Sickness and Carers.....	13 27 17
Older Australians Line.....	13 23 00
Indigenous Services.....	1800 136 380

#### Employment Services Information

Job Services Australia.....	1800 805 260
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#### Assistance for people or family members with a disability

National Disability Insurance Service (NDIS).....	1800 800 110
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#### Interpreter Services (Language)

Translating & Interpreting Service.....	13 14 50
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# WHAT'S ON

Celebrate Halloween on the Green at Kirwan Sports Club!

Saturday 28th October, 6-10pm

- Jumping Castle
- Face Painting
- Sausage Sizzle
- Live Entertainment starring Diva
- Kids Trick-Or-Treating
- Prizes for Best Dressed Kids, Family & Individual

No booking required. Call 4729 7110 for more information. See less



## Details

7 people responded

Event by Bushland Beach Tavern

Bushland Beach Tavern

Duration: 3 hr

Public · Anyone on or off Facebook

🌞👨‍👩‍👧‍👦 Dive into a day of sun, sand, and smiles at the Bushland Tavern's Free Family Fun Day - Beach Day Themed event on November 19th!

🎨 Let your creativity shine with sand art, get adorned with glitter tattoos, and enjoy the thrill of beach volleyball.

🕒 The fun kicks off at 12 PM and lasts until 3 PM. Bring your friends and family for a fantastic day at the "beach" right in our backyard. We can't wait to see you there! 🍷🍷 #FamilyFunDay

High Vista Park

Duration: 4 hr

Public · Anyone on or off Facebook

🌳 Market Stalls

🍷 Food Vendors

🏰 Free jumping Castle

👶 Meet Santa

🍦 Ice Cream

🎨 Free Face Painting

🌟 Show N shine

PLUS MORE! 🎄🍷



TUESDAY, NOVEMBER 28, 2023 AT 10:30 AM - 11:20 AM

## Christmas Baby Rhyme Time - Tuesday

Townsville Stadium

Duration: 50 min

Public · Anyone on or off Facebook

🎄👶 Join us for the last two weeks of term as we sing Christmas songs and rhymes, designed to develop your child's pre-emergent literacy skills 🍷

The session begins with 30 minutes of play and chat time from 10:30am, then we jump into 20 minutes of songs and rhymes from 11am.

Free program, no bookings required.

A First 5 Forever program.



» MOVE IT NQ.



SUNDAY AT 10 AM – 12 PM

## Birds on a Wire Painting - Grandparents Day

Free event, bookings required.

Bring along someone big or small to help you paint Birds on a Wire to celebrate Grandparents Day on Sunday 29 October 2023.

Join the Topsy Doodle team as they step us through the instructions to paint while we enjoy the company of our family members 🍪🎨

Visit: <https://whatson.townsville.qld.gov.au> for more info

SATURDAY, NOVEMBER 4, 2023 AT 3 PM – 3:45 PM

## Free Zumba Sessions - Anderson Gardens

Anderson Gardens

📍 Anderson Gardens

🕒 Duration: 45 min

🌐 Public · Anyone on or off Facebook

Townsville City Council and Move It NQ are hosting FREE outdoor fitness classes to help you get active and healthy!

Enjoy Zumba sessions in Anderson Gardens on Saturdays and Sundays each fortnight 🎉

📅 Saturdays & Sundays, fortnightly from 26 August - 5 November 2023

🕒 3 - 3.45pm

📍 Anderson Gardens, via the Gulliver Street entrance.

These sessions are hosted by Latin Vibrations.

TUESDAY, OCTOBER 31, 2023 AT 9 AM – 10 AM

## Free Yoga Sessions - Anderson Gardens

Anderson Gardens

📍 Anderson Gardens

🕒 Duration: 1 hr

🌐 Public · Anyone on or off Facebook

Townsville City Council and Move It NQ are hosting FREE outdoor fitness classes to help you get active and healthy!

Enjoy morning yoga sessions in the quiet of Anderson Gardens 🧘‍♀️

📅 Tuesdays & Fridays, from 15 August - 3 November 2023.

🕒 9 - 10am

📍 Anderson Gardens, via the Gulliver Street entrance.

These sessions are hosted by Skilful Living.



SATURDAY AT 6 PM – 7:30 PM

## Jellyfish Moon Full Moon Drum Circle

The Strand Amphitheatre

📍 The Strand Amphitheatre

🕒 Duration: 1 hr 30 min

🌐 Public · Anyone on or off Facebook

The weather is warming up in North Queensland and this means Stinger Season is just around the corner.

Join us in this month's Full Moon Drum Circle aptly named the "Jellyfish Moon Drum Circle". We'll stay nice and safe out of the water and drum together as a community on dry land. Drums and percussion instruments will be provided for people to use and everyone is welcome to join in and make in-the-moment rhythms.

# HALLOWEEN WORD SEARCH

R F E F P R Y M G H Y O Z A Q B F H O H  
 A D C S E A E E O N Y V L K U X X T W I  
 A V S O M F C Z J U L W O F R Z E Q I J  
 M H C Q U G V E L S Q S P A M Q N Z T U  
 I C V R T L E S U O H D E T N U A H C L  
 T D H D S A T H X G L A P U F X F M H A  
 R T U Z O O C S T D E J S P S A B Y Y I  
 V H R S C A R Y N I O O K X W X K A W T  
 V E R I P M A V L E W S E W P F Q M A T  
 U B B C Y C C Y N D Q P L G U A Y J O R  
 H T N A M C A N D Y S R E Y M M U M O I  
 R C J X J R R J T A T X T A P U N E T C  
 H A L L O W E E N D Z H O Z K S G X M K  
 G K Z O N Y T C T L Y H N B I K Q X K O  
 U I N Y J N O S K S S E I P N R B Y N R  
 M W R G G S R T O H N R X Q M Y Z G M T  
 J X X Q N F J W Q H H O R I M P D Q L R  
 F D Z U A I W R X Z G J M U H W Y A O E  
 T A B K O Y K O O P S O W A B B T U E A  
 Z F S H L F U Q Q P I T G J X N M N D T



Bat  
 Pumpkin  
 Halloween  
 Mummy  
 Vampire  
 Witch  
 Spooky  
 Trick or Treat

Fun  
 Ghost  
 Costume  
 Skeleton  
 Candy  
 Scary  
 Monster  
 Haunted House



THAT WAS AWESOME! THEY LET US  
 HANG OUT ON THE PORCH ON HALLOWEEN,  
 AND NOW THEY SAY THERE'S GONNA  
 BE PIE!

UH-OH.



# Spider cookies for Halloween

SERVES 24 • PREP 0:30 • COOK 0:15

## Ingredients

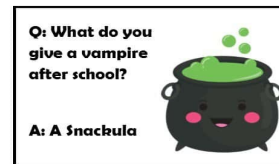
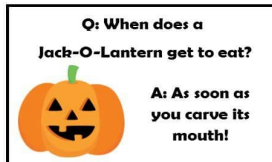
- 125 g unsalted butter (softened)
- 3/4 cup brown sugar
- 1 egg
- 1 tsp vanilla essence
- 1 3/4 cup plain flour (sifted)
- 1/2 tsp McKenzie's Baking Powder
- 1/2 tsp McKenzie's Bi-Carb Soda
- 1 cup milk chocolate chips
- 3/4 cup McKenzie's Moist Flakes Coconut
- 40 Maltesers
- 200 g dark chocolate
- 40 candy eyeball

## Method

- 1) Preheat oven to 180C. Line oven trays with baking paper.
- 2) Beat butter, sugar, egg and vanilla essence in a bowl with an electric mixer until combined.
- 3) Slowly stir in sifted flour, baking powder and bi-carb. Add milk chocolate chips and coconut flakes.
- 4) Place 1 tablespoon dollops of mixture onto the trays, each 5cm apart.
- 5) Bake cookies for approx. 12-15 minutes. Allow to cool on trays.
- 6) Use a bit of melted chocolate to glue on two Malteser's per cookie to form the spider's body.
- 7) Using a piping bag, create four lines of melted chocolate on each side of cookie to form the spider's legs.
- 8) Stick on candy eyeballs with remaining melted chocolate.



## HALLOWEEN LUNCH BOX JOKES



## HALLOWEEN EDITION ARTS AND CRAFT

Paint or colour your old toilet roll holders and make your very own Halloween family display.

You can be adventurous or as simple as you like.

## National Standards for Disability Services

Making sure that people with disability receive good quality services.



### Standard 1: Rights

You have the right to be treated fairly when you use disability services.



### Standard 2: Participation and Inclusion

You can take part in the community and feel included when you use disability services.



### Standard 3: Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals.



### Standard 4: Feedback and Complaints

You can tell people what you think about the services you receive.



### Standard 5: Service Access

Finding and using services is fair. You can access the services you need.



### Standard 6: Service Management

Disability services should be managed well.

dss.gov.au



## How to use my.gov.au

How to agree to a job plan:

- Sign into my.gov.au
- Click on the job active link
- Click on the job plan button at the top of the page
- Click on the green box that says I agree

How to report job search efforts

- Click on the job search effort
- Click on add a job
- Enter the details
- Click submit and the job has been recorded
- Make sure your number in the circle is before the due date

How to apply for a job in my.gov.au

- Scroll to the bottom of your dashboard page
- Enter criteria into the find a job box and click search
- Follow the instructions

To exit the job active site click on account and click return to my.gov. This will take you back to your my.gov home



You may have seen that we have a suggestions box in the reception. This box is there for our participants and visitors to write down any suggestions that they think can help us better the service we deliver.

Alternatively if you would like to provide a suggestion in person please always feel free to advise our friendly staff.



We have a qualified JP on site. To make an appointment for work related purposes contact the office on (07) 4775 1113.



## 24/7 Mental Health Services



Is it an emergency?

If you or someone you know is at immediate risk of harm, call triple zero (000)

### Suicide Call Back Service

Anyone thinking about suicide

- 📍 [suicidcallbackservice.org.au](http://suicidcallbackservice.org.au)
- ☎ 1300 659 467

### Lifeline

Anyone having a personal crisis

- 📍 [lifeline.org.au](http://lifeline.org.au)
- ☎ 13 11 14

### Beyond Blue

Anyone feeling anxious or depressed

- 📍 [beyondblue.org.au](http://beyondblue.org.au)
- ☎ 1300 22 4636

### Kids Helpline

Counselling for young people aged 5 to 25

- 📍 [kidshelpline.com.au](http://kidshelpline.com.au)
- ☎ 1800 55 1800

### MensLine Australia

Men with emotional or relationship concerns

- 📍 [mensline.org.au](http://mensline.org.au)
- ☎ 1300 78 99 78

### Open Arms

Veterans and families counselling

- 📍 [openarms.gov.au](http://openarms.gov.au)
- ☎ 1800 011 046