



# Employment



## May Newsletter

Dear Valued Client,

Welcome to the May edition of the Key Employment newsletter. With April behind us we can look back at a number of things. The Royal Wedding, Easter and ANZAC Day to name a few. Not to mention the rain! Still we can look forward to some beautiful Autumn days if history repeats itself. Hope you enjoy this edition with some interesting items included.

- [CEO Welcome](#)
- [training @ Key Employment](#)
- [KiKASS](#)
- [Good News Stories](#)
- [Careers Expo - Coffs Harbour](#)

---

## CEO Welcome

We have just implemented some major changes here at Key. A new management/leadership structure, new performance management system and new training. We have started 6 people and are putting them through a new and rigorous induction process. We are confident they will all make it and that you will soon be seeing them as they introduce themselves to the market.

We are implementing these changes with an internal marketing approach and branding them under the banner of “a Fresh Approach”. This has relevance for our whole team as we agreed in recent meetings that we were a bit stale and something as important as this can be best supported as a new initiative if it is “sold” internally with as much force as we “sell” new programs to customers.

This “fresh approach” will see real benefits to all of our job seekers and to our Employers. It will also influence our bottom line and help us to reach the 5 Star pinnacles that demonstrate best practice in disability employment service.

[Back to top](#)



Chris Worboys - CEO

---

## training @ Key Employment

### KEY TRAINING HAS MOVED OFFICES!!!

Key Training is now located in the Coffs Harbour Office, Level 1/43 Gordon Street, Coffs Harbour.

To contact the Training office, call 6691 9999 or

## ATTENTION ALL RETAILERS!!!

### What Can Training at key Employment offer you and Your Staff?

Many retail sales people only sell what the customer asks for, and in so doing they serve no one. With proper retail training, the sales person learns to establish rapport, build trust, identify needs, build value, overcome objections, and close the sale.

In the process, the sales person suggests relevant and related items that the customer may not know about or didn't think about. Often the customer is happy to receive the information and makes an additional purchase.

**Our training will address this issue. We can offer your staff a range of Retail Training from 1 day stylised packages to the accredited Certificate II and III level**

### Why choose Training at Key Employment?

We have used our intimate knowledge of the training and assessment arena and can develop courses that are user friendly.

We can tailor a program to suit any individuals work commitments and this can include a mix of self paced and face to face delivery or attending some days on one course and other days on a subsequent course.

When you undertake training with us our trainers are on tap to provide you with any assistance you require, email, telephone or in person - and **we will help you.**

We believe that **great trainers** have a **confident, clear and engaging** style of delivery.

**Quality, Flexibility, Customer Service, Support, Positive Learner Experiences and Outcomes** are the things that make **Training at Key Employment** stand out.

**FOR ALL YOUR RETAIL TRAINING NEEDS  
CONTACT - Training at Key Employment  
6691 9999 Web: [www.keyemployment.com.au](http://www.keyemployment.com.au)  
Email: [training@keyemployment.com.au](mailto:training@keyemployment.com.au)**

[Back to top](#)

---

## KIKASS

### Kids in Key Apprentice Support Scheme

The KIKASS Program (Kids in Key Apprentice Support



Scheme) proved to be a great success in 2010.

The scheme involves working closely with the 22 secondary schools in the region and the business community to identify students with the potential to make excellent apprentices.

**Under this fantastic program Key Employment provide the wages for the first 12 months of an apprenticeship and provide generous subsidies and support until trades qualified.**

Over 100 students from 22 schools registered for the program in 2010 and nearly 40 school leavers were placed and supported in apprenticeships.

The program has proved to be a very effective way for students to make the transition to the workforce and receive the level of support required to successfully complete a trade qualification.

In 2011 the KIKASS program is aiming to identify 200 school leavers looking for apprenticeships.

We plan to have a number of business community partnerships secured for when school students in Years 10, 11 and 12 complete their studies in 2011.

Key Employment will again provide the generous financial and personal support to help achieve the employment aspirations of young school leavers and help meet the needs of the business community.

[Back to top](#)



---

## Good News Stories

### **David Langler - Breaking Work Barriers...**

Key Employment client, David, having Down Syndrome doesn't stop him from being active in the workforce!

The 32-year old, who started with work experience at Woolworths Park Avenue while still at school, recently celebrated his 10 year anniversary with Woolworths.

"My main responsibilities are packing and labelling. I work three days a week and enjoy myself. It's a bit of fun." David told the Coffs Coast Advocate.

Doing 10 years in the same job is an achievement for anyone and with extra obstacles to overcome, David's milestone is all the more admirable.

Congratulations David and keep up the good work!!



David Langler happy at work!!!

## **Damian Phillips - Update**

From the latest tournament held in April 2011, Damian Phillips attended the Intellectual Tennis Championships and has been ranked **NUMBER 1** in Australia with a combined ranking score of 67.25.

Congratulations Damian and all the best for the future!!!

[Back to top](#)



Damian Phillips at the Tennis Championships!!

---

## **Careers Expo - Coffs Harbour**

The Coffs Harbour Career Expo is a significant local event currently in its fifth year of operation and will be held on the **24th May at the Coffs Harbour Race Club from 9.00am to 3.00pm.**

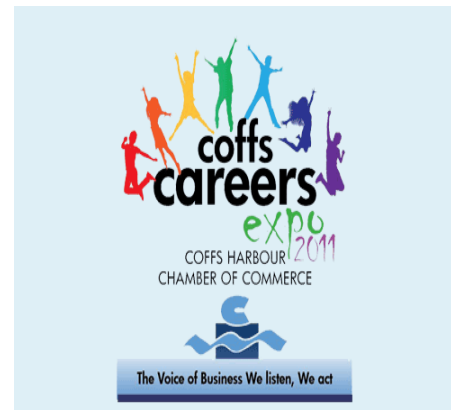
Exhibitors at the Expo include local business and industry, government departments, registered training organisations and Job Services Australia (JSA) providers. The diversity of exhibitors provides an excellent opportunity for young people, their families and teachers to investigate a range of career and employment options.

The Expo provides the opportunity for local businesses to make a step towards addressing skills shortages by offering training, employment, traineeships, and /or apprenticeships to school leavers and job seekers.

The Expo is open all day to the public to help target the whole community, jobseekers, parents, sea changers and tree changers. School students and teachers from Macksville to Woolgoolga will be continually bused in throughout the day.

Last year fourteen hundred students from across the Coffs Coast attended the Expo giving Businesses great exposure across all areas.

Key Employment welcome the opportunity to meet with you on our stand. We can clearly define our role in the market place and assist you with finding energetic, capable young staff.



Any enquiries prior to the Expo, please call Stewart  
on 6691 9999 or email  
[stewart@keyemployment.com.au](mailto:stewart@keyemployment.com.au)

[Back to top](#)

---



Disability  
Employment  
Services  
AN AUSTRALIAN GOVERNMENT BUSINESS

training@**KEY**  
**Employment**  
Specialised and Accredited Training

Visit us online at [www.keyemployment.com.au](http://www.keyemployment.com.au)