IDEAL Placements Assoc. Inc. 2016-2017 Annual Report
About IDEAL Placements

IDEAL Placements is a Not for Profit Community organisation that has been helping people achieve their employment goals for over 20 years.

Established in 1996 to provide participants with choice of service delivery providers, IDEAL Placements has grown into a diverse and dynamic company that provides a wide range of services to people living in the Mackay, Whitsundays and surrounding areas.

Focusing on meeting individual needs while still providing choice and control when considering employment options, IDEAL Placements now delivers multiple programs across five office sites as well as flexible delivery options in outreach services to the more remote areas.

IDEAL Placements recognises that everyone has a right to be employed and works quickly to meet local employer needs in the changing market. We realise no matter how hard we work, we will not be effective if participants don’t choose us to provide the services they need. IDEAL prides itself in meeting participant and employer needs. The last twelve months has again demonstrated that we can deliver what the region wants with the additional Transition to Work, NDIS and multiple Skilling Queenslanders for Work programs added to our already successful employment support programs.
ORGANISATIONAL SNAPSHOT

- 22 Years of Service
- 55 Employees and Growing
- 5 Office Locations
- 2016-2017 Income Breakdown: Over 700 Customers
- 23 Million Dollars in Turnover
CHAIRPERSON’S REPORT

Our community programs such as Ticket to work (T2W), Transition to work (TtW), Disability Employment Services (DES) and Your Life Your Choice (YLYC) programs continue to be strong and we have gone to great detail over the last year to plan for future growth.

Our star ratings have seen little movement up and down and we continue to hold our 3 star rating. The Strategic Planning day was well attended by staff and committee. Such dedication and enthusiasm by staff not only provides to better assist the people we serve, but the greater community in the benefits it attains from those efforts. We continue to positively connect with our community, and this year proudly donated $40,000 to Orange Sky, who will provide a free mobile laundry service for the homeless in Mackay.

The NDIS has seen a big change not only to Ideal Placements, but to the entire Mackay region. Our organisation worked tirelessly to position itself for these significant changes, and as a result we were thoroughly prepared for these new challenges. We still continue to avail ourselves of whatever workshops, forums and information sessions we can attend. The predictions from test areas have come to fruition in our organisation, experiencing substantial growth in the past year. Although presenting employment growth and stability for our staff, this has created some office space problems and other ‘teething’ problems. Some issues are always to be expected with such big growth in such a small time and the organisation is committed to addressing these concerns and to continue to adapt as necessary. That said, the committee congratulates all staff on their perseverance and dedication to providing life-changing supports to our participants.

In preparation of the new system in previous years, our financials suffered somewhat, although always within the range we planned. All that preparation and hard work is now paying off and our financial position is improving positively. If we continue to invest in the organisation we will continue to provide great staff and great services to all our participants. Everyone involved in Ideal Placements, including our employers, participants, and, especially our hard working staff, should be extremely proud of our achievements to date. It is an exciting time for our industry and I speak on behalf of the entire committee that we are privileged to be part of such a wonderfully inclusive and successful organisation.

Thank you all.

Kate Bone
NARELLE’S STORY

Narelle came to IDEAL Placements (IP) in June 2010. Narelle had to overcome some confidence and communication barriers from her health issues. With the help of IP enrolled in a Cert III in Aged Care course as she expressed a desire to work in the community sector. As Narelle progressed in the course her confidence grew and she was very proud of her achievements but as circumstances unfolded she was unable to complete her studies. Narelle continued to battle with her health and with the help of IP gained casual employment with Pink Hygiene.

Knowing the assistance IP provides, Narelle returned to IP for support and enrolled in the Skilling Queenslanders for Work program. Narelle updated her skills to the new Individual Support Qualification and completed her placement at the Sarina Aged Care home where she loves the residents and the workload.

Narelle in consultation with IP gained the confidence to apply for a relief position at the nursing home and since gained Part time employment. Narelle is very comfortable in her new role and is ecstatic that she has completed her qualification and is now working in the industry that was her goal for over 10 years.

“I can’t thank IDEAL Placements enough for helping me reach my life goal. I always wanted to work in this industry”
CEO’S REPORT

Chief Executive Officer,
Kathy Dine

I am a firm believer in the power of employment to offer a sense of dignity, independence, and to create a feeling of self-worth. The knowledge that you are making a contribution to the community you live in cannot be overstated and as I hardly need to tell this audience, the impact of employment can be transformational for people with disability as is for all of us. This is the whole and sole reasoning for my being with IDEAL Placements for over 18 years. When I started with IDEAL we had one program “Disability Employment Services” with 74 clients and one office. Now we have over 5 programs assisting towards employment with over 600 participants in 5 offices though out our region.

This year we have been very busy starting two new programs for IDEAL Placements

• TtW (Transition to Work) youth area of training and employment which is not disability.
  Transition to Work is a new service to support young people aged 15-21 on their journey to employment. The service will provide intensive, pre-employment support to improve the work-readiness of young people and help them into work (including apprenticeships and traineeships) or education. In Transition to Work young people can get intensive pre-employment support to help them set and achieve their employment and education goals.

• NDIS (National Disability Insurance Scheme)
  The introduction of the NDIS in Mackay in November 2016 is a new way of providing disability support services. The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to enjoy an ordinary life.

The NDIS will help people with disability achieve their goals. This may include greater independence, community involvement, employment and improved wellbeing.

As an insurance scheme, the NDIS takes a lifetime approach, investing in people with disability early to improve their outcomes later in life. The NDIS also provides people with disability, their family and carers with information and referrals to existing support services in the community. By 2019, the NDIS will support about 460,000 Australians with a disability. The support provided through the National Disability Insurance Scheme (NDIS) should increase the number of people with disability who are able to join the workforce.

The future of disability employment services

From July 2018, the new Disability Employment Services program will change. Providers with a 3 star or above will not need to tender. More providers will be able to offer services with participants having more choices who can provide these services, this will bring competition and a greater need to perform. There will be many changes and we need to stay focused at all times.

Over the past year we have lost a couple of our greatest assets Pam Ackerman had worked for IDEAL for over 14 years and was part of the family. Pam has decided to have an early retirement and we wish her all the best. Rhiannon Minniecon our Operations Manager moved on to a new career path. Rhiannon will be sadly missed at IDEAL but with change comes new exciting horizons. We welcome Nancee Myers to the IDEAL team as the Employment Services Manager. Nancee has a history of participant and employer engagement within the apprentice and trainee field and we look forward to her input and direction with future growth.

The other will be sadly missed by myself especially as he had been my rock. Craig Joy our chairman decided to move on and his absence has been noticed every single week but we wish him well and thank him for his support over the years. Craig helped to build me up to the position I have as CEO and I will always be grateful for this. As always, my role is made only possible by all the amazing staff that support us to make IDEAL the agency it is today. Thank you once again to all the committee for freely giving up your time for the direction and support for the ongoing needs of the agency.

Last but nowhere near least obviously the staff in all programs that do all the hard work; thank you.
EMPLOYMENT SERVICES MANAGER REPORT

Employment Services Manager, Nancee Myles

When I was asked to prepare a report for the AGM which covered the last Financial Year of Disability Employment Service (DES) and Transition to Work (TtW), I was truly daunted. How can I provide a meaningful summary of programs I was not directing at the time? How can I presume to summarise the efforts of a superb and talented Operations Manager, whose really big shoes I am attempting to flop around in?

Once again, my colleagues at IDEAL Placements provided me with guidance and support - just talk to your future direction for the programs, and make sure it is from the heart. Thank you, Sue Thompson!

And, in the last three months, I have learned that this is the core of IDEAL Placements – the staff across all programs work from the heart. It is my task, moving forward, to help them take that passionate connection to their programs and participants and translate it into profitable outcomes for our organisation, so that IDEAL Placements can maintain its place as a quality provider of employment solutions in the local market. I am excited and honored to be part of that journey.

Last year, Disability Employment Service performance in revenue generation and star ratings was patchy, with 134 Job Placements recorded across the regions for the DES program. Conversation to 13 week and 26 week outcomes was under par at, 61.5 and 44.3 respectively, but we performed above National parity for 52 Week Sustainability.

Star ratings increased in some regions, and dropped to a dangerous low in others, and the overall average, as at the end of June 2017, has led to an Invitation to Treat for ESS, and the necessity of tendering for the DMS contract in our Employment Services Area.

With strong guidance and support from management I am tapping into the well of knowledge that comes with years of experience in an industry and with one organisation. Utilising advice and support from knowledgeable Industry consultants, I am looking forward to using the next few months to roll out a program of work that will commercialise our DES business, while retaining our true point of difference – individualised support for people with employment barriers.

Transition to Work has performed very well over the financial year, and continues to provide excellent results, both financially to IDEAL Placements as an organisation, and to our local community. The decision to select Youth Coordinators who truly align with the cohort was brilliant and continues to provide benefit to our organisation. Recent feedback on the performance of IDEAL’s TtW program has highlighted a few areas which need to be brought up to speed, such as increased Group 3 referrals and inclusion of more participants who identify as Culturally And Linguistically Diverse, but overall performance continues to impress our Contract Manager. The team are young, knowledgeable, and energetic, and most of all, dedicated to the IDEAL motto – employment improves lives.

IDEAL Employment Services will be positioned as a one stop provider of employment solutions, that being customer focused and driven. We will provide motivation and inspiring guidance in the choices made by our customers.

Our direction is to help our participants (future customers) to CHOOSE WORK, GET WORK, KEEP WORK.

Our focus is ABILITY, AMBITION, and ATTITUDE.

Our direction is onwards and upwards!

Nancee
WHITSUNDAY AREA MANAGER REPORT

Sam Dine

It gives me immense pleasure to present my Area Managers report for IDEAL Placements Assoc. Inc. for our 2017 Annual General Meeting. Another year and what a year it has been. As IDEAL moves into its 22nd year and myself into my 8th, I am glad to still be representing such a community focused organisation.

This year has been a year of big changes so far. Rhiannon Minniecon left her position as Operations Manager to move onto bigger and better things within the ATSI field. Nancee Myles has come on in the new role of Employment Services Manager, With her background in Traineeships and Apprenticeships we are looking forward to seeing an expansion in this section of the business.

Some of the staff have been given additional responsibilities and new roles were developed for the Team Leaders. The elected Team Leaders were as follows –

Mackay –
Tonie – TtW Team Leader
Leanne – DES Team Leader

Whitsundays -
Karyn – Bowen Team Leader

We congratulate these people on the new roles and hope that the additional responsibilities assist with increasing business and outcomes within the agency.

With the release of the 2018 DES Reform IDEAL Placements is currently working towards preparing for these massive changes to ensure that we are maintaining our community focus and gaining suitable long-term employment options for the local community. Stay tuned to see how these changes will bring new innovative ideas to the agency.

One of the massive undertakings we have been working on over the past 12 months is going paperless; we are trying to do this as much as possible. The upgrading and updating of our online services has been a huge part of it and this system is getting great feedback on the ease of use and availability.

I would also like to take a minute to thank my amazing staff. It’s good to know that we have a great team looking after our participants and each other.

Sam Dine
Area Manager

Cannonvale Office

Bowen Office

Proserpine Office
NDIS REPORT

National Disability Insurance Scheme

With the National Disability Insurance Scheme (NDIS) –
People with a disability are achieving their goals, inspirations and dreams...

On 1 November 2016, the National Disability Insurance Scheme (NDIS) rolled out in Central Queensland. The NDIS has been the biggest government reform since Medicare in 1984. The implementation was swift with many service providers as well as IDEAL being inundated with new participants with approved NDIS plans.

IDEAL Placements had the foresight to assist people with a disability with pre-planning. This made their transition from blocked programs such as Your Life Your Choice or being a participant who never had funding, a smoother process. Their packages have been reflective of their support requirements. Providing this free advice and assistance placed IDEAL Placements in good stead in the competitive world of NDIS.

To say the implementation of the NDIS has been challenging would be an understatement but that was to be expected with such a major change in providing support to people with a disability in Australia. To the credit of the service providers, we have worked together to ensure the participants have gained the necessary support to achieve their goals as listed on their NDIS plan.

With IDEAL Placements good reputation in the community, we have been able to secure a new market. Under the NDIS, we are providing three distinctive services:

- **Support Coordination** – Tracy Woods assists people find the best and most appropriate service to meet their needs. This service coordinates complex plans and manages service provider’s relationships on behalf of the participant. This is a totally non-biased service.

- **Plan Management** - Sue Thompson coordinates these services for participants and undertakes all the financial activities. This service manages a participant’s budget, bills, pays their invoices and manages the whole NDIS support package finances.

- **Service Delivery** – Hayley Ridley assists with the provision of support workers. This service considers carefully the participants support needs and matches them with the most appropriate staff member. Hayley has a profile book on all her support workers and if available, a participant can have the worker of their choice. This service truly supports ‘Choice and Control’ and assists participants to have a say on how, when, where and who will be providing these supports.

Currently, IDEAL is delivering the Becoming A Worker (BAW) Program. The objective of the program is providing meaningful and sustainable work experiences to participants that may lead into employment opportunities. Below are the latest recruits for the program. The most exciting news… Shanna and Michael have gained paid employment!

L to R: Diane (Service Delivery Coordinator), Shanna, Michael, Teena (trainer), Nathan and Tracy (Support Coordinator)

IDEAL looks forward to providing ‘better choices, improving lives and creating futures’ for our current and future participants of these programs. For more information regarding the NDIS, please ring Tracy Woods on 07 4957 8177.

Tracy Woods – National Disability Support Coordinator (NDIS)
BECOMING A WORKER

In the past financial year IDEAL Placements has been conducting the Becoming a Working program for NDIS participants. The program runs over 20 weeks and consists of the following techniques to apply and to grow personal skills to be then able to apply and gain employment.

- Course overview
- What is work and what do I want to do
- Building a Resume
- Interview skills – what do I say?
- Cost of Work Clothing
- Managing Work Life Demands
- Developing Workplace Awareness
- Conduct Job Search
- Rights and Responsibilities’
- Team communication
- Use Safe Work Practices
- Employer and site visits outlining the differences between job types

The program has been very successful with two participants, Michael and Shanna gaining employment at Carroll’s News and one participant, Tahlia gaining employment at Walkerston Day Care. IDEAL Placements has also had success with participants gaining the confidence to apply and attend interviews.

A motto IDEAL Placements uses is; “Look at what a participant can do, not what they can’t do”.

This has been very successful in assessing the participant’s skills and knowledge and together finding a successful workplace for them to work.

IDEAL Placements is looking forward to many more successful programs to assist participants reach their goals for an independent life through learning and support.

TICKET TO WORK

Ticket to Work is a collaborative approach to placing local high school students with identified barriers into School Based Apprenticeships and Traineeships (SBATs) so that they are able to prepare for life after school as independent workers.

It has been shown that students who are participating in a school based traineeship are 50% more likely to complete schooling. They are also 400% more likely to be engaged in open employment after school. IDEAL Placements is the lead agency for this initiative in Mackay, Sarina, Bowen and the Whitsundays. Ticket to Work takes a partnership approach to improving the employment and education outcomes of young students with a disability. Ticket to Work brings together a range of local partners such as:

- MRAEL
- Central University/TAFE QLD
- National Disability Coordination Officer (NDCO)
- Mackay District Special School
- Dept Catholic Education
- Education Dept

These organisations bring their various skills and expertise together to collectively address youth disability employment and transition issues in their local community.

The Ticket to Work team has been successful in placing six high school Students from six different high schools in the region:
Currently, IDEAL Placements is seeking local businesses to support this program by providing the opportunity for these young students to gain experience, confidence and skills in the workplace.

If you require any further information regarding Ticket to Work and school based traineeships, please contact Tracy Woods on 0749 578177
SKILLING QUEENSLANDERS FOR WORK (SQW)

The 2016/2017 year has been a very busy year for Skilling Queenslanders for work programs at IDEAL Placements. IDEAL Placements have delivered the following programs:

**CQ-1620 Employment Pathways for Everyone**

The training delivered under this service agreement was Cert II Kitchen operations, Cert III Individual Support and Cert II Business. Some clients underwent foundation skills prior to starting their training to build skills and prepare for study. IDEAL assisted 33 participants prepare for employment or further education and training. 26 Participants completed the program, 19 commenced employment, 3 participants returned to school, and 3 participants went on to further education. Media attended the graduation and celebrated the successes of the program.

https://www.facebook.com/IDEAL-Placements-Mackay-373742796048844/?ref=br_rs

Clients are still being supported by IDEAL Placements to gain skills to apply and gain employment.

**CQ-1893 Youth Moving Forward**

Funding was approved under the Youth Skills program and 11 participants were assisted in gaining skills and building capacity to enter into the workforce. 2 participants gained employment with 1 participant obtaining a chef apprenticeship. This program is exceptionally hard considering the cohort of participants and the barriers they have to overcome in their day to day life. This is also the most rewarding project as small steps have been the most rewarding and seeing the growth of the participants. The challenges some of participants have overcome is truly awe inspiring.

**CQ-2375 Simple Solutions for Sarina**

This Ready for work program has been very successful with some great outcomes recorded. Young people have changed their lives and now look forward to their new careers. IDEAL Placements has been successful in helping 10 young people to gain skills and confidence and 70% of the young people have gained employment in the following industries; 2 x Hospitality, 1 x Retail, 1 x Business Administration Traineeship, 1 x Youth Coordinator traineeship, 2 x Cleaning and maintenance positions and further studies. The growth in this group that IDEAL Placements has observed, even though a shorter program has been truly amazing.
CQ – 2327 Caring People Caring Workforce

IDEAL Placements recognised the need to train more support workers in the disability field and applied for funding under the SQW funding. We were successful in gaining the funding. This course enrolled 20 participants who commenced training in April under the new CHC33015 Cert III Individual Support course. The enrolments varied from young people, mothers returning to work, clients with a disability themselves and participants that just wanted a new career path. The program built confidence and skills and the participants have already started applying for and gaining employment with ten as disability support workers and three in the hospitality field whilst completing their studies. The participants are completing placement and are really enthusiastic about gaining employment in the new field they have trained in.

First Start traineeship program

IDEAL Placements had the opportunity to apply for funding for the First Start Traineeship program and were successful in gaining funding to offer 3 young people a traineeship with IDEAL Placements to help them achieve their career goals. IDEAL Placements takes great pride in helping young people achieve their career goals. Not always smooth sailing but is a learning curve for both the young person and IDEAL Placements.

Of the young people:
David Franklin was successful in gaining the position of Administration Traineeship to improve his skills in Business.
Bayden Barrett was successful in gaining the Support Worker traineeship and is completing the Cert III in Individual Support course. This is a foundation for his future goal as an Occupational Therapist when he attends university next year.
Harry Malligan was successful in gaining the Youth Coordinator role and is studying the Cert III in Communities traineeship.

Skilling Queenslanders for Work - Programme Outcome Reports

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OUR AMAZING EMPLOYERS OF 2016-2017

IDEAL Placements values the partnerships we have with our Employers and in doing so proudly recognises the importance of employer engagement to achieve successful outcomes for all.

121 Child Care
AB Sellers Pty Ltd
Adams Seafood
Airlie Action Scaffolding
Airlie Beach Pizza Pty Ltd
Airlie Bright Spark
Anytime Fitness Mackay
Apex Home Construction Pty Ltd
AWR Transport Services
Banjo’s Bar & Bistro
Baromu Pty Ltd
BBC Painting Qld Pty Ltd
Bec & Call Removals
Big4 Airlie Cove Resort and Caravan Park
Boost Juice (Mackay)
Born Farms Pty Ltd
Bowen Stationery & Computers
Bowen Supa IGA
BP Cannonvale
BP Proserpine
Peter Burns Contracting
Caltex Barrier Reef
Roadhouse
Carsley Enterprises
Century 21 Property Specialists
Chick A Dee Gourmet
Food Bar
Civeo Pty Ltd
Coffee Club
Concrete Products
Australia Pty Ltd
Coral Sea Vista
Apartments
Crossley Group Services Pty Ltd
Crossroad Arts Pty Ltd
Daily Care Maintenance Pty Ltd
DBS Plant Hire Pty Ltd
Deering Industries Pty Ltd
DGH Engineering Pty Ltd
Dolphin Blue Mackay
Domino’s Pizza Sarina
Doval Constructions (Qld.) Ltd
E.L Corry & R.J Corry
Eagle Eyes Group Pty Ltd
East Coast Traffic Control Pty Ltd
Elite Personal Protection
Events by Ramona
Extrastaff
Ezi Tax
Factorie
Fellows Fish Shop
Finch Hatton General Store
Global Food and Wine (Mackay) Pty Ltd
Global Product Search Pty Ltd
Green Energy Technologies
Hamilton Island Enterprises Limited
Hamilton Island General Store
Haynes Mechanical Pty Ltd
Hays Specialist Recruitment (Australia) Pty Ltd
Hinschen Harvesting Co
Mykka Ivy Jean Hinton
Hornicks Furniture Removals Pty Ltd
Hotel Metropole Proserpine
Humphries Pty Ltd
Hungry Jacks Pty Ltd
IDEAL Placements Assoc. Inc.
IGA The Avenue
Incredible Edibles
Incredible Ltd
JLCM Trading Trust
JNC Services Pty Ltd
JPL Freight Pty Ltd
Judith Cook
JW Electrical NQ
Key Masters Mobile
Locksmiths
Kinneally Enterprises Pty Ltd
Kirisit Nursery
KRB Logistics Resources
L&F Mine Transfers Pty Ltd
Le Sorelle The Sisters Coffee House
Let the Children Play
LiveLife Pharmacy
Cannonvale
Mac-Fleet Pty Ltd
Mackay Northern Beaches Bowls Club Inc.
Mackay P.C.Y.C.
Mackay Training and Employment Association Inc
Mackay Truck Parts and Repairs Pty Ltd
Machmahon Holdings Pty Ltd
MACS Engineering
Marian State School
Mark Maunard Plumbing Pty Ltd
Noel William Maunard
McDonalds Family Restaurant
Mc Dowells Panel Works
Mercy College
Montes Reef Resort
Morgans Fish Market
Morris Corporation
MRAEL Limited
MT. Ossa Harvesting Pty Ltd
Brendan Murray
Shane Murray
Netherdale Foods Employment Pty Ltd
Nick’s IGA
Night Owl Convenience Store
North Qld Coffee and Slush
Northern Communications Group Pty Ltd
Northern Suburbs Leagues Club (Mackay) Ltd
O’Hara Super Air mart
One Key Workforce Pty Ltd
MORE AMAZING EMPLOYERS OF 2017

One Tree Community Services Inc
ORIGIN Group (Qld) Pty Ltd
Overland Removals Whitsundays
Palmview Village Pty Ltd
Paratus Group Pty Ltd
Pepper Berry House
Qbar On Sydney
Qld Painting and Coatings
Ray White
Red Rooster Mackay
Reef Resort Motel Mackay
Reef Safari Diving Pty Ltd
Reef Safari Diving Pty Ltd
Rugby Farm Pty Ltd
Rumble Boatbuilders
Sanity Music Stores Pty Ltd

Sarina Leagues Club Inc
Scissor Snip Its Hair Studio
Scissor Snip Its Hair Studio
Seabob Jet
Seiland Takeaway & Cafe
Sirius Mining Solutions Pty Ltd
Squeaky Clean
‘Whitsundays’
Stellar Personnel - Perth
Structured Earth
T D Painers
Cootharinga
Craig Emmerson Family Trust
Good Shepherd Lodge
Jacole Trust
Ralph Family Trust

Toomey Building Solutions Pty Ltd
Top End Consulting
Tourism Whitsundays
Tourist Parks Australia Pty Ltd
Vassailo Constructions Pty Ltd
Vella’s Civil Construction
Whitsunday Doctors Service
Whitsunday Property Maintenance
Whitsunday Rent a Yacht
Whitsunday Sailing Club
Graham Wilson
Woolworths Cannonvale
WorkPac Pty Ltd

2016 AGM
Todd Goodwin came to IDEAL Placements in November 2016 and IDEAL Placements (IP) started working with Todd to support him in his career goals. Todd had a back injury preventing him from working in his trade as a qualified mechanic. This made him quite depressed and unmotivated. He was very unsettled and unsure of where life would lead him.

Todd has a drivers licence but doesn’t own a car. His last career he held a position of management and was in charge of several staff. Working with Todd, IP built a strong relationship of trust that together he would be able to reskill and gain meaningful employment.

Todd with the help of IDEAL Placements gained more confidence and was soon ready to start looking at different areas to reassess his work abilities. In early July 2017 he was interested in completing a business course to gain more skills in communication, teamwork and to build his computer skills. Upon checking he had completed a Certificate III and wasn’t eligible for the Cert III funding, IP helped him complete the Certificate III in Boost funding. He was successful in this application and he commenced his classes – although unsure at first.

When Todd came to the class the trainer and Todd had a discussion about career goals, his skills and how he could utilise them in a new role without further injuring his back. The trainer contacted the local Ford franchise and a connection was made for Todd and the dealership to think about where he could utilise Todd in the business.

He continued to come to class and built his communication skills and became a very helpful student in the class. In July 2017, the trainer in discussions with Todd, put him forward for the vacant support worker position that was available at IP. Todd came for the interview and was successful in gaining a shadowing role for a few shifts.

His confidence grew and his whole demeanor changed and he was confident to continue to talk to Ford and pursue roles in the company that would suit his goals and his current situation.

At the end of July Todd applied for a role at Mackay City Ford and was offered the Warranty Service Supervisor role and his package included a company car.

“This job has literally changed my life.”
SNAPSHOT OF 2016-2017

Training Partnership
IDEAL Placements formed a partnership with AURORA Training Institute. This allows participants to receive the individual support they need to successfully complete their course of study and move into their chosen career. For more information contact Teena at the office. She will be able to let you know when classes are running. Currently we offer:

- CHC33015 Cert III Individual Support
- CHC32015 Cert III in Community Services
- BSB30115 Cert III in Business
- BSB30415 Cert III in Business Administration
- SIT30616 Cert III in Hospitality
- CHC52015 Diploma in Community Services
- SIT50416 Diploma of Hospitality Management
- Foundation Skills

Skills and Satisfaction Survey
Recently, the Department conducted a survey of Transition to Work (TtW) participants, which aimed to measure their skills development and satisfaction with TtW. Early findings show that TtW has had a positive impact on participants’ soft skill development and that participants are satisfied with the services being provided.

Over 80 per cent of participants surveyed felt that the TtW services had increased their chances of gaining employment. More than three quarters of participants were also satisfied or very satisfied with the services provided. Finally, the majority of TtW participants felt that Providers gave relevant information and discussed their individual skills, goals and circumstances.

Microsoft Philanthropies
At Microsoft, we believe technology can do amazing things. That’s why we partner with thousands of organisations like yours around the world to help each one achieve its mission. Through Microsoft Philanthropies, we provide technology tools, training, and resources that can help create opportunities and transform communities. Congratulations on being part of our global community!

Donation Details
Microsoft is pleased to support Ideal Placements with a Microsoft software donation valued at US$24,090.00*. The donation includes the following (the fair market value is listed after each item):

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Total Estimated Fair Market Value: USD $24,090.00
Disability Action Week

IDEAL Placements hosted a job shadowing initiative during Disability Action week. The funding provided an opportunity for IDEAL Placements to work with local employers of the region to experience the benefits of an inclusive workforce. This week gave the participants of our Disability Employment Service to “come and try” employment to see what it involves and employers had the opportunity to see how including people with a disability in their team could benefit the business as a whole.

The Job Shadowing for Disability Action Week was advertised on our Facebook Page which we have 230 people following. This event was advertised on the ABC where they interviewed Kathy Dine, IDEAL Placements CEO, about the benefits of employing someone with a disability. I have also included the flyer which was sent out to numerous networks via email.

The following employers came on board for the event but numerous others were approached where IDEAL Placements was able to discuss the benefits of employing a person with a disability:

- Esprite Cleaners
- John Donnelly - The Good Guys
- BB Print
- United Chemists
- IDEAL Electrical
- Victoria Park State School
- Inner Labyrinth
- IGA The Avenue
- Mackay Turf Club
- Whitsunday Transit
- Mackay Regional Council
- Snap Fitness- Northern Beaches
- Off Road Auto
- Jenmar
- Best and Less Mt Pleasant
- Northern Beaches Bowls Club
- The Cutting Room
- Mackay Screen Repairs
- Franks Country Gardens
- Coco Cabano
- Century 21 Bowen

From the job shadowing event we were able to place 5 jobseekers into employment that may not have had this opportunity previously.
INTERESTING FACTS

2017 Industry Placements

Particpant Disability

Participants Education Achievement Breakdown
WORKING TOGETHER – Networking

IDEAL Placements staff proudly works with other community organisations to benefit our participants. Without these close links, we would not be able to achieve the results that we do.

These relationships involve disability advocates, other community organisations, allied health Professionals, employers, government, training bodies and academics.

IDEAL Placements shares information and resources with all likeminded organisations to help empower our participants and help them gain employment. Just as it takes a village to raise a child, it takes a community to support participants in employment.

We attend as active and receptive partners. Here are some of our connections in 2016-2017

- Central Queensland Training Reference Group
- The Tall Door
- YIRS One Stop Youth Shop
- Mackay Training and Employment
- ASSI Arts & Cultural Group
- Club House
- Community Links – RCDC
- Community Rent Scheme
- Northern Beaches Bowls Club
- Incredible Tip Shop
- Slade Point Rugby Union Club
- Mackay Drop in Centre
- Mackay Regional Trainers and Assessors
- Mackay Regional Chamber of Commerce
- Mackay Interagency Group
- Men’s Shed
- Mackay Pain Management Group
- Flexicare
- Tourism Bowen
- Girudala
- PCYC
- Salvation Army
- SKAL
- Mental Health
- Headspace
- Whitsunday Housing
- BING
WHAT THEY SAY ABOUT US

Hi Banitska,

Just an update on how our Ideal Placement Ivy McAulay is going.

Ivy is a delight and is catching on really quickly. On her 3rd day she just about knocked me out of the way to answer the phone! She has taken to making our outgoing calls to let customers know their work is ready, really well. Ivy is listening to everything we’re telling her and seems to be remembering quite a lot. Her customer service is great, and in fact a customer commented to me on how enthusiastic Ivy was on the phone. Customers don’t leave the shop without Ivy telling them to have a lovely day.

I’m enjoying her being here with us and so far so good.

Have a great day!!

Maureen
Embroidery In Stitches

Our school has been using Tracy Woods NDIS Coordinator from IDEAL Placements for the past 2 years. We have used the services of Tracy Woods for various different reasons. Tracy has always been very helpful and knowledgeable with all areas of disability services. We have accessed Tracy for the following services:

Sincerely,
Andrea Curd
Head of Special Education Services

Hi Di, Thanks for the chat – it was lovely. I have a one off booking I would like to make for a Saturday night for my daughter. We would like Hannah to be able to be the support worker for this service. It would be for an in home support. They could go out to the movies or a bite to eat or stay home – we are flexible with the support that takes place.

I hope you have a lovely day and I truly appreciate the support and understanding I have been given.

Thank you - Alfina
RECOGNISING MILESTONES

All clients commence their journey with IDEAL Placements with the goal of achieving employment. For some it is an easier journey than others. Tonight we would like to congratulate everyone on achieving significant employment milestones.

Exiting as Independent workers

- Melissa
- Shane
- Claire
- Xan
- Russel
- Ashley
- Matthew
- Andrew
- Darren
- Lyndon
- Tammy
- Brett
- Stephen
- Andrew
- Amy
- Aaron
- Mark
- Scott
- Sumi
- Paul
- James
- Jason
- Glen
- Katie
- Bill
- Tanya
- Susan
- Greg
- Sarah
- Richard
- Susan
- Shirley
- Richelle
- Rory
- Sylvia
- Kevin
- Alana
- Jennifer
- Shane
- Melanie
- Ben
- Peter
- David
- James
- Cheryl
- Jean
- Kevin
- Maria
- Richard
- Michael
- Rebecca
- Noel
- Judy
- Elaine

5 YEARS WORKING FOR THE SAME EMPLOYER.

- Helen Pritchard  Coles Northern Beaches
- Robert Moyle  Coles Northern Beaches
- Stacie Casado  Coles Northern Beaches

10 YEARS WORKING FOR THE SAME EMPLOYER.

- Daniel Powell  Austchrome
- Errol Malcolm  Mackay Regional Council Sarina
- Bill Pascoe  Taylors Hotel
- Sean Wotley  Jennmar
- Gary Chetcutti  Jennmar
# PREVIOUS AWARD RECIPIENTS

IDEAL Placements proudly recognises clients and employers every year.

## DES Previous Employers of the Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Company Name</th>
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<tbody>
<tr>
<td>2000</td>
<td>Owen Fraser</td>
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<tr>
<td>2002</td>
<td>Taylors Hotel, Elkins Mini Mart</td>
</tr>
<tr>
<td>2004</td>
<td>Fishing World Mackay</td>
</tr>
<tr>
<td>2006</td>
<td>Coles Sydney Street, Bullivants</td>
</tr>
<tr>
<td>2008</td>
<td>Walkers Retravision</td>
</tr>
<tr>
<td>2009</td>
<td>Austchrome</td>
</tr>
<tr>
<td>2010</td>
<td>Enduring Memorials (Mackay)</td>
</tr>
<tr>
<td>2011</td>
<td>Hungry Jacks (Mackay)</td>
</tr>
<tr>
<td>2013</td>
<td>Kennards Hire (Mackay)</td>
</tr>
<tr>
<td>2014</td>
<td>Blacks Beach Tavern (Mackay)</td>
</tr>
<tr>
<td>2015</td>
<td>BB Print (Mackay)</td>
</tr>
<tr>
<td>2016</td>
<td>IGA The Avenue</td>
</tr>
<tr>
<td>2001</td>
<td>C Q Pathology, Batrosa</td>
</tr>
<tr>
<td>2003</td>
<td>St Francis Xavier School</td>
</tr>
<tr>
<td>2005</td>
<td>Jennmar QLD</td>
</tr>
<tr>
<td>2007</td>
<td>Cartridge World</td>
</tr>
<tr>
<td>2009</td>
<td>BiLo Supermarket</td>
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<tr>
<td>2011</td>
<td>McDonalds Bowen (Whitsundays)</td>
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<tr>
<td>2012</td>
<td>Advanced Whitsundays (Whitsundays)</td>
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<tr>
<td>2013</td>
<td>Barrier Reef Linen (Whitsundays)</td>
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<tr>
<td>2014</td>
<td>Backpackers by the Bay (Whitsunday)</td>
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<tr>
<td>2015</td>
<td>Bowen Flexicare (Whitsunday)</td>
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<tr>
<td>2016</td>
<td>JASCO Automotive</td>
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## DES Past Employees of the Year

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<thead>
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<th>Name</th>
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<td>Ray Wegner</td>
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<tr>
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<td>Stacey Paskins</td>
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<tr>
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<td>Chris Frazer</td>
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<tr>
<td>2007</td>
<td>Brian Hurren</td>
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<td>James Bailey</td>
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<td>2011</td>
<td>Andrew Bennett (Mackay)</td>
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<td>John Mills</td>
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<td>2016</td>
<td>Andrew Neville</td>
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<td>2002</td>
<td>Michael Jamieson</td>
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<td>2004</td>
<td>Tyson Wilson</td>
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<td>2006</td>
<td>Galina Downman, Stewart Daniell</td>
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<td>2008</td>
<td>Kim Bowden, Chad Johnston</td>
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<td>Amy Drew</td>
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<td>2011</td>
<td>Daniel Dowson (Whitsunday)</td>
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<td>2012</td>
<td>Doug Connors (Whitsunday)</td>
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<td>2013</td>
<td>Brett Breeze (Whitsunday)</td>
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<tr>
<td>2014</td>
<td>Kevin Mooney (Whitsunday)</td>
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<tr>
<td>2015</td>
<td>Samantha Berghahn</td>
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<tr>
<td>2016</td>
<td>Sylvia Grewer</td>
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## Transition to Work Past Employee of the Year

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<tr>
<th>Year</th>
<th>Name</th>
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<tr>
<td>2016</td>
<td>Maureen Killeen</td>
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## Transition to Work Participant of the Year

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<tr>
<td>2016</td>
<td>Daniel White</td>
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## Past Committee Members

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<tr>
<th>Year of Election</th>
<th>President</th>
<th>Treasurer</th>
<th>Secretary</th>
<th>Committee Members</th>
<th>Manager</th>
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<tr>
<td>1995</td>
<td>Lance LeRay</td>
<td>Debbie Mills</td>
<td>Gail Toohey</td>
<td>Darren Sekac, Nicole Mackay, Grif Davies, Val Crawford, Debra Sutherland, Allan Sutherland</td>
<td>Diane Ware</td>
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<tr>
<td>1996</td>
<td>Lance LeRay</td>
<td>Laurence Manning</td>
<td>Gail Toohey</td>
<td>Margaret Chataway, Debra Mills, Jacqui Le Ray, Debra Sutherland, Frank Venselaar, Paul Rouse</td>
<td>Diane Ware</td>
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<tr>
<td>1998</td>
<td>Gail Toohey</td>
<td>Scott</td>
<td></td>
<td>Terry Schiffke, Tony Orr, Jill Hasker, Bill H asker, Rick Bentley, Kay Brodie</td>
<td>Katie Coombs</td>
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<td>Scott Penola</td>
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<td>Tony Bennett, Tony Orr, Jill Hasker, Bill Hasker, Terry Schiffke, Rick Bentley, Kay Brodie</td>
<td>Katie Coombs</td>
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<td>Tony Bennett</td>
<td>Kay Brodie, Ann Cameron, Jill Hasker, Leanne McDowall, Ross Cruikshank</td>
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<td>Tony Bennett</td>
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<td>Chris Gibbs</td>
<td>Tony Steains, David Conway, Kathy Dine, Kate Bone</td>
<td>Kathy Dine</td>
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</table>
LOOKING AHEAD
Disability 2016-2017

Last year Disability Employment Australia (the Peak Industry Body for Disability Employment) designed a circular diagram to capture the way they envisaged the future at that point in time.

This is a useful diagram to help reflect what Disability Employment Australia might focus on to represent, support and resource organisations such as IDEAL Placements. It acts as a compass, and as a means to direct our energies in the direction that we can best perceive disability employment is heading.

Disability Employment Australia identifies disability employment as the central focus, making DES one of the 5 key elements of that focus – albeit the most significant element, for sure!

As Disability Employment Service providers move through the procurement process toward the 2018 version of DES, Disability Employment Australia will represent, support and resource their members on that journey. They will also provide stewardship to take their disability employment best practices and capability into other sectors, programs and schemes.
ANNUAL GENERAL MEETING 2017

AGENDA

Wednesday 27 September 2017

Welcome and Opening of Meeting
Apologies – as per register
Guest Speaker – Nekea Blagoev
Minutes of 2016 AGM
Business arising from 2016 AGM Minutes
Presidents Report
CEO Report
Participant Representative Report
Auditor’s Report
Committee Positions Declared Vacant
   Nominations for Executive Members
   Nominations for Committee Members
   Appointment of Auditor
Presentation of Awards
   Employee of the year
   Employer of the year
   Special Recognition Awards
Meeting Closed - Light Supper Served
NEKEA BLAGOEV'S SMASHING HISTORY!

Nekea Blagoev is a Local, State, National & Internationally recognised artist and award winner from Mackay Qld Australia. Nekea is known as an Inspirationist and Imaginist.

Neeka’s most recent achievement in 2017 is: Two of her artworks have been chosen to be published in the upcoming text book "Educating students with Autism Spectrum Disorder: Partnering with families with positive outcomes" by Sage Publications. Neeka will also be designing the Image for the APAC merchandise bags and exhibiting her art at the Asia Pacific Conference.

Neeka was invited to the 2016 Aspect National Recognition Awards in Sydney held at the Radisson Blue Plaza Hotel. Neeka stood alongside famous football players, doctors, teachers, authors and musicians just to name a few and Neeka was the National overall winner for the Individual and significant achievement award.

For Australia Day 2016 in Mackay QLD, Neeka was nominated for the Australia Day Citizen of the year and the Arts and Cultural award. Neeka was presented with the Arts & Culture "Encouragement award" by the Mayor of Mackay.

One of her artworks, The Butterfly Effect is now a part of the Mackay Regional Councils art collection.
Neeka has also shared her ability with the younger generation on the spectrum by doing workshops and was even a judge at one of the junior art exhibitions and donated all the prizes as well.

Her latest piece of art "In-disguise" from her "Off ya tree" series has become an overnight internet success with over 10,000 likes, 2000 shares and thousands of people commenting and wanting to buy her work in just 24hrs! It has sold to collectors in Australia, USA, Canada, & UK. Collectors are still ordering and purchasing these prints to this day.

Most of her communication has been expressed through her artwork. Nekea Blagoev said she is so relieved since she was diagnosed with Aspergers/Autism at the age of 28 in 2011. Finally she had the answers to why she felt and experienced life in a way that she thought was so different to everyone else! Nekea now realises she is not different, just unique in so many ways! Just a different kind of normal.

And powering forward and using her creative abilities & talents as a reason, not an excuse to succeed! Nekea is proof that if the dream is big enough, the facts don't count!

You can find out all about her & order online prints and paintings and loads more on her website www.getsmashedart.com

She also has her own face book site https://www.facebook.com/getsmashedartbynekeablagoev
STAFF & COMMITTEE

Committee

Chris Gibbs
Secretary

Andrew Duck
Treasurer

Kate Bone
Committee Member

Kathy Dine
Committee Member

David Conway
Committee Member

Tony Steains
Committee Member

Staff

Mackay Office

CEO
Kathy Dine

Employment Services Manager
Nancee Myles

Corporate Services Manager
Sue Thompson

Hayley Ridley

Carmen West

Tracy Woods

Ray Trotter
Roger Loo

Sarina Office

Kameeka Mye

Alf Maher

Charity Mudimu-Mtombo

Proserpine Office

Josh Crosby

Travis Morley

Cannonvale Office

Sam Dine Area Manager
Whitsundays

Banitska Ford

Lionel Kennedy

Jodie Sweeney

Bowen Office

Karyn Power

Torii Kelly

Casey White
Mackay
2/5 Peel Street  Mackay  QLD  4740
Ph:  07 4957 8177 Fax: 07 4957 8199  Email: admin@idealplacements.com.au

Airlie Beach:
Shop 18, 228-230 Shute Harbor Road  Cannonvale  QLD  4802
Ph:  07 4948 2123 Fax: 07 4948 2218  Email: admin@idealplacements.com.au

Bowen
Shop 3/36 Powell Street Bowen  QLD  4805
Ph:  07 4786 6729  Fax: 07 4786 6297  Email: admin@idealplacements.com.au

Sarina
3/33 Central Street Sarina  QLD  4737
Ph:  07 4943 0594  Fax: 07 4943 1148  Email: admin@idealplacements.com.au

Proserpine
34 Chapman Street Proserpine  QLD 4800
Ph:  07 4945 2591  Email: admin@idealplacemetns.com.au

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