IDEAL Placements Assoc. Inc.

2014

Annual Report
OUR MISSION
IDEAL Placements will provide quality employment services that improve the lives of people with a disability.

OUR VISION
Externally — to be the preferred employment service for:

- People who require assistance to achieve their career goals
- Employers requiring effective employment solutions

Internally — committed to the realisation of the external vision by:

- Celebrating and respecting our diversity
- Acknowledging each other’s contributions
- Directing our efforts towards the goals and objectives rather than working for personal or parochial advantage
- Manage and lead by personal example

OUR VALUES
We aim to encourage independence in our clients that requires integration of physical, emotional, social and environmental aspects.

We understand independent employment requires a holistic approach on an individual basis to achieve independent integration.

The corporate values governing IDEAL Placements development will include the following:

- Promoting IDEAL Placements Code of Conduct ensuring staff apply the underlying intent in all activities undertaken
- Fostering a climate which encourages innovation and diligence amongst staff and rewards accordingly
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About IDEAL Placements

IDEAL Placements is a Not for Profit Community organisation that has been assisting people with a disability, injury, illness or health condition to not only help them find the job of their choice but to help them keep that job by providing support in the workplace if needed.

Commencing in 1996, IDEAL Placements is a dynamic organisation committed to supporting our clients in open employment, developing innovative programs to meet the diverse needs of our employers as well as contributing to the local community.

Whether it is training clients in job seeking skills, delivering accredited training courses or supporting employers with our onsite services, we are passionate about improving the lives of people that experience barriers to gaining open employment.

Each year, IDEAL Placements assists hundreds of clients to improve their knowledge, skills and confidence in applying for jobs they want.

Many have used the training they receive from IDEAL Placements to gain traineeships and apprenticeships. Some have gained employment for the first time.

We believe in resilience. We believe in empowering people to help themselves and we believe in advocating for someone to ensure they get a fair deal. By being reasonably self-reliant in these times, we build more resilient communities better equipped to cope when things get tough.

IDEAL Placements is built on a foundation of staff that are passionate about the work that they do and about giving back to the community. Some provide these services at the front line while others provide the services in the background but all work together to move IDEAL Placements forward.

We believe in resilience, we believe in empowering people to help themselves and we believe in advocating for someone to ensure they get a fair deal.
2014 Governance Committee

Executive

Craig Joy
Chairman

Chris Gibbs
Secretary

Andrew Duck
Treasurer

Committee Members

Bill Hasker

Jill Hasker

Tony Steains

David Conway

Kathy Dine
It’s déjà vu – all over again. Another year has flown by and again I’m looking at last year’s report about how quickly that went.

Again we have produced a result where our financial situation has gone backwards, following on from last year. The previous year’s loss was largely the result of positioning the organisation for the new order of things, and this year’s is largely due to outgoings aimed at bolstering our star rating, which is largely what determines whether we retain contracts or not.

Essentially the committee had to decide whether to maximise earnings or maintain the ratings, and clearly we could not do both. We elected to secure the star ratings as best we could, and the latest ratings just released confirm that we have increased our ratings in virtually all areas.

We still have a sound financial position and can afford to invest in securing our contracts, but that can’t go on forever. Consequently during this past term we have instigated a budget sub-committee to focus on the financial performance of the organisation. That sub-committee has resulted in some restructuring of the business, a review of various expense areas and reviewing options for potential income growth.

It is tempting to look at the balance sheet and conclude that we could actually have finished the past year in profit, and that was an option. The risk that goes with that is that potentially we could have lost our contracts in the process, so we would have more money in the bank, and no staff, no clients and no business. This is the balancing act that is required of the committee, and we believe that the outcome we have achieved is much preferable to all concerned.

In light of the difficult conditions that businesses generally have encountered around this region over recent times, the committee is of the view that we are in a position that many others would find highly desirable.

Craig Joy - Chairman

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Craig Joy - Chairman
“Delivering services in today's ever changing environment requires us to be strongly engaged in collaborative partnerships with other agencies, government and with our community members and businesses.”

Chief Executive Officer – Kathy Dine

IDEAL Placements continues to develop innovative approaches to deliver the best possible outcomes for our clients and community. Delivering services in today's ever changing environment requires us to be strongly engaged in collaborative partnerships, with other agencies, government and with our community members and businesses. I’m proud to say we strive in this department with all staff having close links in most areas of the local community from Collinsville to Sarina. Our methods of service delivery may change, however our motivation to provide exceptional service to our participants and our community remains the same.

This annual report publishes our highlights and achievements. For me, it is also an opportunity to celebrate the commitment and dedication of our employees in their daily support of our programs and services. As you would all know our staff work in and out of office hours including weekends in their own time to assist all clients to achieve their goals. I thank them all for this dedication to their jobs and to all clients’ needs.

Key Achievements and New Initiatives

- ATSI - Job coordinator - AJ Minniecon has established networks within the Aboriginal and Torres Strait Islander community gaining many referrals for clients to IDEAL Placements in a culturally appropriate manner.

- School to Work Transition - All schools are in the process of being contacted. The changing nature of family needs, government funding and a reduction in the number of Educators available to provide this form of training and support has seen a decline in the use of IDEAL’s Becoming a Worker program locally. This increased complexity in the regulatory and industrial landscape has led IDEAL to conclude that in the longer term there is not enough scope in the industry to sustain the current number of classes we once held. We are keen to obtain funding in the future to overcome this issue.

- Reconciliation Action Plan or ATSI IDEAL forum - IDEAL launched our ATSI IDEAL Forum in July 2012. Our first ATSI IDEAL Forum reflects the journey that IDEAL Placements has embarked upon: to learn, listen and contribute positively to reconciliation between Aboriginal and Torres Strait Islanders and other Australians and to closing the gap in the future for all employment needs. We gratefully acknowledge the generosity and wisdom of the Aboriginal and Torres Strait Islander organisations and individuals who have helped us to shape our vision and form our plan. In the near future we will report on our progress and refresh our ATSI progress reflecting on our lessons learnt.

We Thank

IDEAL Placements is supported by many friends. The ongoing support we receive from our partners is essential to our effectiveness as an organisation. I wish to thank all of our supporters for their continued trust and commitment. These collective efforts make us confident that what we are doing today will make a difference.
It is hard to believe that another year is over but I certainly can look back at the last year and appreciate the experiences that I have had in this role.

We survived our DMS business reallocation at the end of last year and are now focusing our energy on ensuring that we are successful in moving through the ESS reallocation. By being successful in both these reallocations, we will see our service confidently being able to provide a service until 2018 when we will again be required to tender.

Building knowledge and education in staff about the program that we deliver has certainly been a focus for my role over the last 8 months. By staff being confident in the program they are delivering we have started to see our performance increase. The focus on sustainable employment continues to grow and as a result the staff of IDEAL continue to change and improve many lives of people with a disability and create diverse workplaces in our community. Our last star rating release saw the majority of our sites increase in both programs.

This year our motto has been an outcome for everyone and we are working so hard to ensure that we can achieve this. In the 2013/2014 financial year we have seen 189 placements for people with disability, injury, illness or medical conditions through our service. We are now seeing more employers wanting to work exclusively with our service to assist with their recruitment needs. These statistics have not come without a lot of hard work and a true focus on the development of our marketing strategies.

We now have designated marketers whose role is solely to market clients to employers in the local area. Through these roles we have been able to capture the attention of more employers who are now much more aware of the service that we deliver. We are also continuing to ensure that all staff sees marketing our clients and organisation as a responsibility to their positions.

Thank you goes to our Program Manager, Sam in Whitsundays and Pam, our team leader in Mackay who are on the ground working with the Job Coordinators to ensure that they are providing the best possible service to our clients and employers. Lastly I would like to express my gratitude to our Job Coordinators and employers who work closely with our clients to ensure successful placements and outcomes. I recognise the hard work, passion and dedication that you give to this organisation and the clients that we assist.

We look forward to a progressive and exciting year ahead and aim to continue providing a high level of service to our employers and jobseekers in the future.

Rhiannon Minniecon - Operations Manager
Whitsunday Program Manager –
Sam Dine

It gives me great pleasure to present my Whitsunday Program Manager’s report for IDEAL Placements Assoc. Inc. for our 2014 Annual General Meeting. Another year and what a year it has been. As IDEAL moves into its 19th year and me into my 5th, I am glad to still be representing such a community focused organisation. During the past year we have experienced so much, thankfully most of it was positive. We have a whole new group of staff in the Whitsundays which brings life into the offices and a bright new outlook on the options for the clients. We have had some great job placements with some great employers over the past year. Since the last AGM we have achieved 34 job placements and most of these clients are still with these employers. We have donated time and money into our local community not only to help out the local businesses and residents but to give our clients further on the job experience to increase employability.

Last year we completed the Airlie Main Street Upgrade Project, which assisted in our clients gaining new skills and helped out our local community with upgrading a couple of small areas on the street. Most of the clients that completed work on this project gained employment from their efforts. I would like to thank the ever changing IDEAL Whitsundays team for their efforts throughout the year. Without their high standards and work ethics we wouldn’t have had the same experiences and the compassionate nature shown towards our job seekers and employers.

ATSI Job Coordinator Report –
AJ Minniecon

In January this year I took on the position as Aboriginal and Torres Strait Islander Job Coordinator. This has been such an experience for me coming from previously working in the construction industry. I have found the position to be rewarding and challenging but have really enjoyed being able to place clients into employment and support them to ensure that these placements are sustainable. I have found that Aboriginal and Torres Strait Islander clients have appreciated me and the culturally appropriate service that I am able to deliver.

One of the highlights of the year was our participation in the annual NAIDOC parade and family fun day. IDEAL Placements had a car decorated with streamers in the traditional Aboriginal & Torres Strait Islander colors and was represented by a number of our staff. I am continuing to build on my networks with employers and other community organisations and look forward to the next year ahead with anticipation.
IDEAL Placements Assoc. Inc.

ANNUAL GENERAL MEETING 2014

AGENDA
Wednesday 17 September 2014

Welcome and Opening of Meeting
Apologies – as per register
Minutes of 2013 AGM
  Business arising from 2013 AGM Minutes
Chairman’s Report
CEO Report
Guest Speaker -
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
IDEAL PLACEMENTS ASSOC. INC.

MINUTES OF THE 18TH ANNUAL GENERAL MEETING

DATE: Tuesday 17th September 2013

VENUE: Flinders Room, Mackay Grande Suites, Wood Street, Mackay

The Meeting was opened at 6pm by Kathy Dine.

Kathy welcomed the attendees then handed over to the Chairman, Craig Joy, who announced the apologies and attendance lists.

APOLOGIES:

Carmel T, Daveson AM, Gary O'Brien - Kennard’s Hire, Julie Agnew, David Conway

PRESENT:


Motion: That the attendance and apologies lists as announced be accepted

Moved: Craig Joy  Seconded: Sue Thompson  Carried

Minutes of the Previous Annual General Meeting

The Minutes of the 2012 Annual General Meeting were published in the 2013 Annual Report provided to attendees. Those present who were in attendance at the 2012 AGM were asked to review the Minutes and note any amendments. No amendments were tabled.

Motion: That the minutes be accepted as a true and accurate record of the meeting.
**Moved:** Tracey Bachmann   **Seconded:** Rhonda Danastas   **Carried**

**Business arising from the Minutes**

Attendees were asked if there was any business arising from the minutes. No business arose.

**Chairman’s Report**

Craig Joy referred attendees to the President’s Report, a copy of which is in the 2013 Annual Report. Craig spoke of the Agency’s past financial position, and mentioned that the vast changes happening through the disability sector which has affected the organisation in the past 12 months. Other items mentioned by Craig included the significant involvement in a proposed Drop In Centre for homeless people in Mackay and the financials spent on this project.

Craig thanked the Chief Executive Officer, Kathy Dine, for her efforts throughout the year, and extended the thanks to all staff.

**Chief Executive Officer’s Report**

Kathy Dine welcomed another amazing year with IDEAL Placements and then went on to speak about our vision to be the preferred employment agency by forging partnerships to create better referral and linking services. Kathy explained that there has been a lot of compliance issues which has caused a lot of stress on a ground level, Kathy thanked the Job Co.’s for their hard efforts through all of the changes happening within the organisation.

Kathy spoke about the non-funded programs that IDEAL has been involved with for clients, as follows; School to Work Transition, New release from Prison, Aboriginal and Torres Strait Islander Services, Rehab/Return to Work & our extensive training programs. Kathy noted the past financial years donations back to the local community from Bowen to Sarina was around $70,000.

Kathy introduced Don Leckenby from Uniting Church to all attendees; she spoke about how Sam Dine had phoned him this morning to see if there was any bedding we could find for a homeless man in Airlie Beach. Kathy had called Don to see if he could help and he happily agreed to donate swags to IDEAL Placements so we can provide for people less fortunate. Don presented the swag to Sam Dine and Kathy thanked him for his generous donation. Kathy then welcomed Lauren to submit her presentation of our clients achievements.

**Guest Speaker – Theodore** Frescon spoke about his struggle through life having a disability. He delved into his life and spoke about how he came to be with IDEAL Placements. At school he wasn’t very well accepted and found it hard to stay motivated after finishing school to look for employment. Theodore spoke of the success in obtaining his driver’s license through IDEAL Placements and his success of finding a job that he enjoys. He thanked IDEAL placements for their efforts and contribution to his successful career.
Presentation of the Auditor’s Report

The Chairman, Craig Joy, introduced Laurence Manning of Manning Corporate Advice to present the Auditor’s Report.

Laurence addressed his Financial Report that was provided to financial members of IDEAL Placements. Income for the 2013 year was down considerably on that of 2012, while expenditure for the year was up on the figure for 2012. There has been a decrease in funding while an increase in donations and taking that into account IDEAL continues to provide a great service throughout the community. Laurence notes that it has been a difficult year but the balance sheet is still strong with assets in excess of 1.4 million. Laurence wishes that goes well for the future and is a reflection of successful previous years.

Motion: That the Auditors Report be accepted.
Moved: Chris Gibbs  Seconded: Bill Hasker  Carried

Appointment of the new Auditor

It was put forth that Manning Corporate be appointed auditor for the 2013–2014 financial year.

Motion: That Manning Corporate Advice be appointed the new Auditor
Moved: Andrew Duck  Seconded: Craig Joy  Carried

Committee Positions Declared Vacant

Kathy Dine declared all Committee positions vacant.

Nominations for Executive Committee Members

Nominations for positions of Executive Committee places were tabled. As there was a full complement for executive committee position nominations tabled, there were no nominations called from the floor, Kathy Dine announced the following as the incoming 2013–2014 Executive Committee Members:

President – Craig Joy  Nominated: Lauren Maidens  Second: Sue Thompson
Treasurer – Andrew Duck  Nominated: Sue Thompson  Second: Craig Joy
Secretary – Chris Gibbs  Nominated: Craig Joy  Second: Andrew Duck

Nominations for Committee Members

Nominations for positions of Committee members were tabled. As there was a full complement for committee position nominations tabled, there were no nominations called from the floor. Kathy Dine announced the following as the 2013–2014 Committee Members.
Jill Hasker Nominated: Andrew Duck Second: Lauren Maidens
Bill Hasker Nominated: Kathy Dine Second: Andrew Duck
Kathy Dine Nominated: David Conway Second: Lauren Maidens
Tony Steains Nominated: Kathy Dine Second: Craig Joy
David Conway Nominated: Susan Thompson Second: Kathy Dine

Presentation of Awards

Kathy Dine asked Pam Ackerman to make the following presentations.

Employer of the Year (Mackay): Kennards Hire
Employer of the Year (Whitsundays): Barrier Reef Linen
Employee of the Year (Mackay): Simon Brand
Employee of the Year (Whitsundays): Brett Breeze
Client of the Year (Mackay): Theodore Frescon
Client of the Year (Whitsundays): Agnes Robinson
Training Award (Mackay): Daniel Chetcuti
Training Award (Whitsundays): Anastasia Daniels
Volunteer of the Year: Dylan Locke

Kathy Dine presented each of the committee members with a gift in appreciation of their contribution throughout the year.

With no further business, the Chairman declared the meeting closed at 7.13 pm
What we do

In 2015, IDEAL Placements will have been helping people with a disability find employment for almost 20 years. An important indicator of quality employment is the capacity of the employer to provide a supportive work environment.

Over the last twelve months IDEAL has experienced a significant increase in the number of employers that are now willing to take on employees with a disability. This can certainly be attributed to the hard work of the Job Coordinators and Marketers getting out there and advocating for our clients but is also a result of the national push for employment, the changes to the Disability Support Pension eligibility requirements and clients motivation to be employed long term.

IDEAL’s own research has identified that over 90% of employers in Mackay have been impacted by the mining downturn and are appreciative of being informed by IDEAL staff about the government incentives available when employing new staff.

This research has also identified the changes in employment strategies that are applied across the region include providing more flexible working arrangements, creating a diverse workforce and access suitable training for employees that align with their industry.

IDEAL Placements has always worked within a people first framework that encompasses a holistic approach to supporting clients. Goals are identified in every Employment Pathway Plan and our Job Coordinators use this as their road map to clients reaching their goals.

*The most effective means of finding jobs for our clients is not through advertised vacancies but by cold canvassing employers for the jobs that our clients want*

So that we can continually provide this level of service, IDEAL staff are encouraged to network with other community organisations and strengthen the links between the many agencies in the region. To support staff in this, IDEAL Placements has many formal agreements in place with other organisations such as:

- Mental Illness Fellowship NQ
- Mackay Training and Employment
- Headspace
- Mackay Women’s Centre
- HRD Consulting Australasia Pty Ltd
- Mackay Drop In Centre
- College of Australian Training
Our business strategy

With employers setting new goals and reinventing their workforce, IDEAL Placements is always seeking to diversify and expand the services we can deliver to our clients. We have developed new strategies and alongside employment support provide a range of programs to assist clients into employment.

Your Life your Choice Host Provider

Your Life Your Choice is Queensland’s approach to self-directed support for people with a disability. IDEAL Placements is a Host Provider and supports clients and their families to exercise greater choice and control over the support and services that they want to receive.

Self-Direction is all about your selected services working for you. This model supports you in driving your own future and working towards your personal goals. You have the ability to choose who supports you and when you receive that support.

IDEAL Placements offers a choice of support models that the client and their families can choose from. This is a great way to see what the NDIS will bring and how you can adapt it.

Aboriginal and Torres Straight Islander Employment

IDEAL Placements plays a key role in developing projects specifically designed for indigenous jobseekers that engage with our service. These projects provide the opportunity for participants to develop their problem solving and team building skills as well as provide hands on experience with tools, materials and WH&S practices.

We are keen to continue running these projects and are always on the lookout for community projects that we can take on.
School to Work Transition

At IDEAL Placements we recognise that young people with a disability leaving school need additional assistance in preparing for employment.

Our Pre Employment program is offered throughout the year and is delivered by qualified trainers or as informal workshops where participants just want to improve their skills.

Improving employment opportunities

The program develops a client’s skills and/or qualifications needed to successfully secure and sustain employment. It provides services to young people with a range of support needs but is primarily targeted to young people with moderate to high needs.

Many school leavers with disability will go directly to employment, vocational educational and training, or higher education but for those who need additional support this is the IDEAL program to link into.

Accredited Training

With the government training initiatives available those who do not embrace these opportunities may find that without useful vocational skills they will be consigned to mostly menial, poorly paid and casual jobs.

IDEAL has identified that traditional learning environment is not conducive to the successful completion of courses for the majority of our clients.

To meet this need in the last twelve months the following graduates have achieved their qualifications through training conducted or supported by IDEAL team members. The majority of this training has been completed with negotiated agreements with Registered Training Organisations.

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cert II in Hospitality</td>
<td>20</td>
</tr>
<tr>
<td>Cert II in Business</td>
<td>7</td>
</tr>
<tr>
<td>Cert II in Security Operations</td>
<td>19</td>
</tr>
<tr>
<td>Cert III in Security Operations</td>
<td>4</td>
</tr>
<tr>
<td>Cert III in Transport and Logistics</td>
<td>4</td>
</tr>
<tr>
<td>Cert IV in Community Services</td>
<td>4</td>
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<tr>
<td>Cert IV in Disability</td>
<td>6</td>
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<tr>
<td>Cert IV in Training and Assessment</td>
<td>9</td>
</tr>
<tr>
<td>Cert IV in Frontline Management</td>
<td>8</td>
</tr>
<tr>
<td>Diploma in Community Services Coordination</td>
<td>4</td>
</tr>
<tr>
<td>Diploma in Business</td>
<td>4</td>
</tr>
<tr>
<td>Diploma in Management</td>
<td>20</td>
</tr>
</tbody>
</table>
Busy at Work ...

Brett Claridge at Tandara Hotel - Gardner

Theo at My105 FM DJ

Daniel Powell - Austchrome Cleaner

Thomas Raines – Enduring Memorials Labourer

Sarah Thornley - Entwistles Service Assistant

Willy Ki and Kyle Wallace - Gardeners

Chris Frazer - Jennmar QLD Labourer

Linda Jones - South Mackay Supermarket Service Assistant
Success Stories

Daniel

Daniel came to IDEAL Placements in November 2012 after being unemployed for almost two years. He had just moved to Mackay from interstate where he was training to be a locksmith. Daniel became unwell but participated on a voluntary project where he was able to demonstrate his high work ethics. With his experience in the locksmith industry, IDEAL Placements approached local businesses to see if he could continue in his trade. After proving himself in his new position, Daniel is now completing his traineeship and will soon become a qualified tradesman. Daniel has overcome many challenges in his workplace including building up confidence when speaking to customers on the phone and serving them in the shop.

John

John registered with IDEAL as he required assistance with finding employment and building his skills as he had never previously worked in a paid position. When John commenced with our service he started doing volunteer work one day per week with a local non for profit organisation. Within 16 weeks of service John was placed into a cleaner position with a local tavern. John works 5 mornings per week and has now been in this position for 18 weeks. John really enjoys his position and is regularly visited on the worksite by IDEAL Placements support staff to assist him with his tasks.

Scott

Scott commenced with IDEAL Placements last year after having a stroke. Scott had already been through extensive rehabilitation but was unable to return to his previous position as an Electrician. Scott had never previously been unemployed prior to having the stroke so was eager to retrain and return to the workforce. Scott was assisted by IDEAL Placements with career guidance, work experience and marketing to suitable employers. In May this year Scott was successfully placed with a local company as an Electrical Technician and has now been with his employer for 17 weeks. Scott is also an excellent motivational speaker and is currently undergoing training in this field.

Scott as guest speaker at IDEAL Placements 2011 AGM
Our Employers – Thank You
Who we help

Participants by Age

<table>
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<tr>
<th>Age Interval</th>
<th>Number</th>
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<tr>
<td>21 years and under</td>
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<tr>
<td>22-30 years</td>
<td>73</td>
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<tr>
<td>31-40 years</td>
<td>81</td>
</tr>
<tr>
<td>41-50 years</td>
<td>96</td>
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<tr>
<td>51 - 60 years</td>
<td>128</td>
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<tr>
<td>61+ years</td>
<td>52</td>
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Participants by Office Location

<table>
<thead>
<tr>
<th>Office Location</th>
<th>Number</th>
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<tbody>
<tr>
<td>Bowen</td>
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<td>Cannonvale</td>
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<td>Mackay</td>
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<td>Proserpine</td>
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<tr>
<td>Sarina</td>
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Participants by Gender

<table>
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<th>Number</th>
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</thead>
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<td>Female</td>
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<tr>
<td>Male</td>
<td>275</td>
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Participants by Disability

<table>
<thead>
<tr>
<th>Disability</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquired Brain Injury</td>
<td>21</td>
</tr>
<tr>
<td>Alcohol</td>
<td>9</td>
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<tr>
<td>Autism Spectrum Disorders</td>
<td>22</td>
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<tr>
<td>Cancer</td>
<td>18</td>
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<tr>
<td>Cerebral Palsy</td>
<td>4</td>
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<tr>
<td>Downs Syndrome</td>
<td>9</td>
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<tr>
<td>Health Conditions</td>
<td>131</td>
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<tr>
<td>Hearing</td>
<td>6</td>
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<tr>
<td>Intellectual disability</td>
<td>65</td>
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<tr>
<td>Learning Disability</td>
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<tr>
<td>Limb Deficiency</td>
<td>56</td>
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<tr>
<td>Mental Illness</td>
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<tr>
<td>Physical</td>
<td>271</td>
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<tr>
<td>Psychological Disorder</td>
<td>16</td>
</tr>
<tr>
<td>Vision</td>
<td>12</td>
</tr>
</tbody>
</table>

Barrier to Employment

- Acquired Brain Injury: 21
- Alcohol: 9
- Autism Spectrum Disorders: 22
- Cancer: 18
- Cerebral Palsy: 4
- Downs Syndrome: 9
- Health Conditions: 131
- Hearing: 6
- Intellectual disability: 65
- Learning Disability: 35
- Limb Deficiency: 56
- Mental Illness: 219
- Physical: 271
- Psychological Disorder: 16
- Vision: 12
How We Help Employers

I first found out about IDEAL Placements when approached by Kym in 2012. With support from Kym I employed my first IDEAL Placements job seeker at the Yacht Club Mackay as a cleaner working 8 hours a week. With support given by both Kym and Alf, he was able to complete all tasks set out. Unfortunately the club had to close down and we could no longer continue with his employment past 29 weeks.

I started managing the Blacks Beach Tavern and was in need of staff. Remembering the support and services received from IDEAL Placements I contacted Kym to see if they could assist in my recruitment process.

Since meeting with Kym and the client support offered by AJ we now employ 7 clients from IDEAL Placements though all areas of the Tavern and Rural View Bottle shop, Soon to employee 5 more in upcoming Bottle shop in Evans Ave.

Again with support from the staff at IDEAL Placements I have been able to place staff that are hardworking, reliable and keen to learn and build new skills.

Blacks beach Tavern as part of the Queensland Hotels Group will continue to work with IDEAL Placements to secure better futures. Thanks again.

Scott Churchward
Venue Manager

One thing we liked was their one on one service to ensure our needs were met. We would recommend IDEAL Placements for any business looking to give an opportunity to people from our local community with disabilities a chance to improve their quality of life – Kathy Farren-Price

In the 2 years that I have worked for Jennmar Queensland as Mackay Plant Manager we have 4 employees working for our company under the assistance of IDEAL Placements. In this 2 year period IDEAL Placements have been very professional with the way they have supported the guys. In this time 3 of the 4 employees skills have developed to a level that they are no longer in need of the support and the last guy is also just in the process now.

To us this is a great outcome for these guys and shows the support and guidance given has put them in a great position to continue to be valuable employees in our business.

I will defiantly continue to utilize the services of Ideal Placements in the future, and will not hesitate in recommending to other companies looking for employees to engage Ideal Placements

Keith Coburn - Mackay Plant Manager

I’m just wanting to write to you to thank you for your support with our organisation and our employee Theo Frescon.
It is wonderful working with you and Ideal Placements and we appreciate how you go out of your way to ensure Theo has a fantastic work experience.
Your support is greatly appreciated and makes Theo’s work progression smooth and rewarding. We know that Theo wouldn’t be where he is today without your support.
I’m looking forward to our continued working relationship now and into the future.
Daniel Webster - General Manager
How We Help Clients

Jake, my son who has Asperger’s Syndrome as well as physical disabilities is now ensconced in a career with Magpies League Club, all thanks to one of your dedicated employees Leanne Matheson.

I had reached a point of despair for my son, the likes of which I had not experienced, when I sought the assistance of Ideal Placements. Jake and I had tried other support agencies in town to no avail. I was seriously considering moving to another town for the sake of Jake. You were truly my last resort.

I know Jake and I can now thank your organisation, but what is an organisation without personnel who genuinely care and support their clients. Leanne from the on start took the time to understand and listen to both myself and Jake. This resulted in Jake feeling that he had value and was contributing to his future.

During the six months we were with Ideal, Leanne gave us a service above and beyond any of our expectations. She would call me regularly with updates of Jake’s progress. Her feedback was always positive and constructive. I found Leanne to be a very warm, kind and compassionate person who had the best interest of my son at heart. She genuinely cared about the well-being and employment of my son. This was very reassuring to me knowing that Jake had someone of Leanne’s caliber looking after him.

Along with this has come peace and hope into both mine and my son’s lives. Jake has blossomed under the guidance of Leanne and with the support and responsibility of meaningful employment. He feels that he now has value other than the unconditional love that I have always had for him.

Jake now socializes, can you imagine that!? My son is having meaningful relationships with people outside of our immediate environment. This is a comment only a mother could say of her son. Jake has found his niche and his second home at Magpies Sporting Club. Incidentally, he recently won Employee of the Month. The result of Leanne’s warmth and dedication is Jake now has renewed self-esteem, independence, self-confidence and self-worth. Saying thank you to Leanne does not seem adequate, but thank you from the bottom of my heart

Sincerely – Yvonne Edwards

To IDEAL Placements
Thank you for your support and help in teaching me about computer skills. That has helped me feel confident in applying for new jobs. Also in helping me gain work experience at New Pioneer Holden and Woodman’s Mitre 10 that has given me valuable work experience.

Thank you – Tammy H

Leanne Matheson (Job Co) helping Annette prepare for a job interview. Annette said she felt more professional, confident and excited about her two interviews that she had that day.
12th September 2014

Testimonial report for Ideal Placements, Bowen

Since the office opened in Bowen we have maintained a professional relationship with this service and worked together to provide quality services within the Bowen community.

Ideal Placements offer a very unique and innovative employment service, and we have used them on a number of occasions. We have worked together for employment placements and to assist with advice for additional supports for people with disabilities finding employment. Over the years we have had a number of very positive outcomes for employment placements in the Bowen region.

I commend the commitment and dedication of the current staff and feel we have a very respectful relationship.

As we are an accredited organization, it is refreshing to know that Ideal Placements complies with a Certified Quality Management System for the provision of Disability Employment Services.

Bowen Flexi Care Inc is a non-government community organisation, delivering services to people with disabilities and their carers, services have been provided throughout the Whitsunday Regional Shire since being incorporated in 1995. Throughout this time, we continually work closely with all relevant services in the shire to identify the need, register and provide support to clients and families, and to develop best practice in service delivery with a range of approaches to family needs. The target group of the service is to people with intellectual and physical disabilities of all ages, and their carers who may require respite. We provide life skills development, training & support for people with disabilities, & respite for carers.

Thank you for your acceptance of this report

Yours sincerely

Amanda Edwards
Manager
Grants Received

Mackay Foundation - $3000 –

**Words and Numbers my Way**

This project funded the development of a series of five workshops where clients with limited numeracy and literacy skills could learn about everyday transactions and increase their opportunity for employment. The workshops developed were:

- Travel and Timetables
- Employment Applications
- Banking and Budgets
- Forms

Mental Health Association of Australia - $1000

This project funded a free event at the Bowen Men’s Shed. (There were various activities and a craft station where attendees created their own mosaic tiles as an expression of what mental health means to them. The craft station and competition encouraged self-expression and self-recognition of ‘inner superpower’ in a positive and engaging way, while at the same time teaching new skills.)
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.

5 YEARS WORKING FOR THE SAME EMPLOYER.

James Bailey  Kristy Bourke
Michelle Hard  Michelle Wilson
Robert Moyle

IDEAL Placements encourages independence in our clients which requires the integration of physical, emotional, social and employment areas of life.

IDEAL PLACEMENTS WOULD LIKE TO CONGRATULATE THE FOLLOWING CLIENTS WHO HAVE EXITED OUR SERVICE AS INDEPENDENT WORKERS IN THE LAST TWELVE MONTHS.

Andrew  Angela  Annette  Ben
Brad  Cassie  Chloe  Daniel
Darlene  David  Deborah  Gary
Gordon  Helen  Ian  Jackson
Jacqui  Jake  Jesse  John
Kate  Lucy  Margret  Mariah
Matthew  Mervyn  Nikolas  Peter
Peter  Peter  Peter  Phillip
Richard  Ross  Ryan  Ryan
Shane  Steven  Steven  Stuart
Tammy
Previous Award Recipients

IDEAL Placements proudly recognises clients and employers every year.

Previous Employers of the Year

2000  Owen Fraser
2002  Taylors Hotel, Elkins Mini Mart
2004  Fishing World Mackay
2006  Coles Sydney Street, Bullivants
2008  Walkers Retravision
2009  Austchrome
2010  Enduring Memorials (Mackay)
2011  Hungry Jacks (Mackay)
2013  Kennards Hire (Mackay)

2001  C Q Pathology, Batrosa
2003  St Francis Xavier School
2005  Jennmar QLD
2007  Cartridge World
2009  BiLo Supermarket
2011  McDonalds Bowen (Whitsundays)
2012  Advanced Whitsundays (Whitsundays)
2013  Barrier Reef Linen (Whitsundays)

Past Employees of the Year

2001  Ray Wegner
2003  Stacey Paskins
2005  Chris Frazer
2007  Brian Hurren
2009  James Bailey
2011  Andrew Bennett (Mackay)
2012  Peter Millett (Mackay)
2013  Simon Brand (Mackay)

2002  Michael Jamieson
2004  Tyson Wilson
2006  Galina Downman, Stewart Daniell
2008  Kim Bowden, Chad Johnston
2010  Amy Drew
2011  Daniel Dowson (Whitsunday)
2012  Doug Connors (Whitsunday)
2013  Brett Breeze
Get to know us, the team at IDEAL Placements

**CEO**

Kathy Dine

<table>
<thead>
<tr>
<th>Program</th>
<th>Support Services</th>
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<tbody>
<tr>
<td>Operations Manager: Rhiannon Minniecon</td>
<td>Corporate Services Manager: Sue Thompson</td>
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<tr>
<td>Program Managers: Sam Dine (Whitsundays)</td>
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<tr>
<td>Team Leader: Pam Ackerman</td>
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<tr>
<td>Job Coordinators: Carmen West, Casey White, Kim Montgomery, Kym Fletcher, Leanne Matheson, Lee-Anne Squibb, Lesley England, Malinda Crozier, Maria Pickett, Nathalie Blomme, Nathan Osborne, Stewart Larkings, Ray Trotter, Rhonda Danastas, Richard Kris</td>
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<td>Training Coordinator: Jackie Maxwell</td>
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<td></td>
<td>Trainer: Alf Maher</td>
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<td></td>
<td>Senior Accounts Officer: Quzie Fatnowna</td>
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<td></td>
<td>Administration Assistant: Brooke Ramsamy, Michelle Evans</td>
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<td></td>
<td>Cleaner: Lionel Kennedy</td>
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<tr>
<td>Intake Coordinator</td>
<td>Tracy Woods</td>
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<tr>
<td>ATSI Job Coordinator</td>
<td>AJ Minniecon</td>
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</tbody>
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2013 AGM
IDEAL Placements Team – 2014

MACKAY OFFICE

Kathy Dine  Rhiannon Minniecon  Sue Thompson  Pam Ackerman

Alf Maher  AJ Minniecon  Brooke Ramsamy  Carmen West

Kym Fletcher  Kim Montgomery  Leanne Matheson  Lee-Anne Squibb

Michelle Evans  Ray Turner  Richard Kris  Rhonda Danastas

Stewart Larkings  Sue Fatnowna  Tracy Woods
SARINA OFFICE

Nathan Osborne
Malinda Crozier

WHITSUNDAY OFFICES

Sam Dine
Casey White
Lesley England

Maria Pickett
Nathalie Blomme
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