

**annual  
report  
2008-09**

*Advance*  
PERSONNEL

MEETING YOUR EMPLOYMENT NEEDS

# mission statement

“TO OFFER QUALITY EMPLOYMENT SERVICES TO ELIGIBLE PEOPLE, IN A NON DISCRIMINATORY MANNER IN RESPECT OF AGE, RACE, CULTURE, RELIGION OR DISABILITY”

## Executive Committee

Graeme Howieson, Chairperson  
David Doherty, Treasurer  
Janet Rickwood, Secretary

## Board Members

Sam Webster  
Gillian Marsh  
Sue Salthouse  
Lara Radik  
Sue Taylor (Resigned 21/10/08)

## Advance Personnel Staff (as at 30 June 2009)

Kerrie Langford, CEO  
Karen Pennell, Operations Manager  
Tina Longhorn, Administrative Officer  
(Retired 31st March 2009)  
Hayley Pearce, Customer Service/  
Administrative Officer

## Employment Services

Sonia Wickham, Program Manager  
Rebekah Conway, Senior Employment Consultant  
Heather Irons  
Charles Wood  
Thomas McDonald  
Stephen Baker  
Megan Carr  
Jennifer Anderson  
Jenny Sturgess  
Tegan Bailie  
Petra Kallay  
Toni Arena  
Megan Hartney

## Job Placement Services

Leanne Alexander, Program Manager  
Alison Barton  
Shea Hanson  
Rebekha Melville

# advance personnel

ADVANCE PERSONNEL HAS BEEN ASSISTING PEOPLE TO FIND CAREERS, OBTAIN JOBS AND MAINTAIN EMPLOYMENT SINCE 1989 AND BELIEVE THAT WE PROVIDE A QUALITY SERVICE BASED ON EACH PERSON'S INDIVIDUAL EMPLOYMENT NEEDS. WE ARE IN OUR 20<sup>TH</sup> YEAR OF PROVIDING EMPLOYMENT ASSISTANCE TO PEOPLE WITH DISABILITY AND EMPLOYERS.

## Where do we operate?

Our office is situated in the Woden Town Centre – we assist people who are living and/or working all over Canberra and Queanbeyan.

## What is our funding structure and core eligibility?

The Australian Government funds a range of employment and employment related services.

Advance Personnel is funded by the Department of Education, Employment and Workplace Relations (DEEWR) and is a Disability Employment Network (DEN) provider.

Our Agency is currently funded under two program streams: Capped and Uncapped. The assistance given to each person registered with the Agency however, remains consistent with their individual needs.

**Capped Stream:** this is for people who have disability and require on-going support (for more than 2 years) to obtain and maintain employment, or who may be unable to work at an award wage, or who are eligible as a “Special School Leaver”, or who volunteer for Employment Assistance.

A capped capacity means that a place only becomes available when a current participant suspends or exits their program. As we are a people organisation, this can be hard to predict.

**Uncapped Stream:** this is for people who have disability and have part-time participation requirements with Centrelink, who have an assessed work capacity of between 15-29 hours per week and require support for up to two years to find and maintain employment.

**Basic eligibility** requirements for DEN is that a person:

- is able to work at least 8 – 10 hours per week;
- is not receiving employment assistance from another Government funded employment agency;

- is not currently working more than 8 hours per week for capped, 15 hours per week for uncapped (unless assistance is required to keep this job) and
- meets the basic disability criteria (as set by Government Guidelines)

## How can Job Seekers or Workers access our service?

Regardless of how people access Advance Personnel, our aim is for everyone to be provided with the highest level of quality assistance. This assistance is based on individual needs and is regularly negotiated with each person as requirements change.

There are 4 pathways to registering with Advance Personnel:

### DIRECT REFERRAL

The majority of people registering with Advance Personnel contact us directly. At this initial contact, a staff member will discuss eligibility and assist the person to make the required connections. Job seekers require a current Job Capacity Assessment; if necessary this can be arranged through Advance Personnel or Centrelink.

### CENTRELINK REFERRAL

Job seekers may also be referred to Advance Personnel following a Job Capacity Assessment (this is usually organised by Centrelink) where it has been determined that the person has a disability and will most likely require on-going support to find and keep a job.

### SPECIAL SCHOOL LEAVER

*School Leavers* who meet eligibility criteria are also able to access employment assistance (often without having to have a Job Capacity Assessment).

## JOB IN JEOPARDY

The final way of accessing Advance Personnel is if a person with disability is already working and they are at risk of losing their job if they don't receive some additional assistance (this can be arranged through either the worker or the employer directly). The person does not need to have a Job Capacity Assessment to be eligible in this situation.

## What Programs are available?

### JOB SEEKERS AND WORKERS

Advance Personnel offers four programs of employment assistance for job seekers and workers: Registration and Referral, Employment Preparation, Job Search and Employment Support.

To assist individuals progress from *Intake to Independent Employment* there are a variety of activities and services that are offered to people as they progress through our programs; these are undertaken as required.

- Developing a resume
- Designing an individual action plan
- Undertaking career counselling
- Identifying realistic job options
- Assistance with Centrelink and other agencies
- Participating in a work experience placement
- Assisting with self-development activities
- Being a part of intensive job searching programs
- Receiving assistance with applications
- Support for job interviews
- Participating in a job trial
- Accessing employment assistance
- Access to various Government Schemes (eg: Supported Wages, Workplace Modifications, Auslan for employment)
- Confirming job details (job negotiation and wage monitoring)
- Receiving training and support (on-the-job)
- Accessing advice and support (off-the-job)
- Referring to community services for support as required
- Reducing support to assist with independence if appropriate

## EMPLOYERS

There are a range of services tailored to meet the needs of employers including:

- Advance Personnel individually job searches to match a person with a job. Our Job Search team will find out about your business requirements and match a suitable employee to meet your needs. Advance Personnel primarily assists people with disability who are capable of achieving award wage employment with support. Our goal is to assist the employee to become as independent as possible and maintain productive employment
- we provide on-the-job training when your new employee commences work. The length and manner of support is negotiated with you and the new employee, and is individualised to suit each person
- we can provide assistance to you in preparing detailed duty statements
- we can provide advisory support on disability to you and your workplace
- if new duties are introduced, re-training and ongoing support is available to the employee
- regular contact is maintained with the supervisor and the employee to discuss work performance and/or productivity, changed duties, workplace change and job transfers.

## What is our future?

This year there have been some major changes to the way generic employment services operate. This did not affect the Disability Employment Network; however some changes will come into effect in 2010. The major change to the way Disability Employment Services do business is the lifting of the cap – this means that whoever is eligible for specialist employment assistance should be able to access this.

There are a range of services tailored to meet the needs of employers.

# chairperson's and treasurer's reports

This has been another year of growth and diversification for Advance Personnel. We have implemented a management restructure appointing Kerrie Langford, the General Manager, as our Chief Executive Officer and moving our Coordinators to the role of Program Managers for their respective areas. Our Operations Manager has continued in the same role. Reluctantly we farewelled Tina Longhorn into retirement after over 18 years of dedicated service to Advance Personnel. Thanks so much Tina, enjoy your retirement fully.

Direct service staffing levels have increased due to additional numbers of job seekers and workers being assisted, principally through the Uncapped stream. However the global financial upheaval saw a 20% decline in the number of positions Advance Personnel secured compared to the previous year.

To extend our services and catchment area we have developed an informal partnership with the Canberra Institute of Technology to provide employment opportunities for people with a disability. We have also been able to access additional Capped places through the Special School Leaver allocation.

Staff training has been an emphasis of the year, with a broad range of opportunities available. This is in response to the widening range of client characteristics we are now dealing with. Some of the training provided includes:

- National Brain Injury Foundation;
- Conflict Management;
- Secondary Stress;
- Conflict Resolution Training;
- Understanding Challenging Behaviours;
- Job Search Improvement Workshop;
- Difficult Caller Toolbox;
- Certificate IV Training and Assessment.

Where possible staff are encouraged to train to achieve nationally recognised qualifications.

We were again successful in our DES QA audit against the 12 Disability Services Standards and thus have achieved re-certification for a further 3 years. A well deserved achievement. Our new 3 year Strategic Plan was developed and implemented during September 2008 and is providing valuable guidance. All our financial administration services have been outsourced following the retirement of our Administration and Financial Officer.

In support of strengthening our industry involvement we have participated in a number of consultations and prepared submissions focused around the new funding arrangements for the Disability Employment Network (DEN). To allow the government and DEEWR time to develop the new funding structure all the DEN contracts were extended to the end of February 2010. Our CEO has been appointed Chair of the National Committee on Open Employment for National Disability Services (NDS).

We have achieved a lot over the year and this has been recognised. It has been a team effort which is ongoing. Many thanks to the Management team, Staff and my fellow Board members, for an outstanding year and their dedication on into the future.

**Graeme Howieson**  
Board Chair.

Advance Personnel achieved a sound financial result for 2008-09. It continues to have a strong net asset position, composed of cash and the motor vehicle fleet. Liabilities are few and short term in nature. The Board continued with a conservative approach to budget management to maximise revenue available for core services. Remuneration for staff continues to be closely monitored to ensure Advance Personnel pays highly competitive salaries and other benefits to retain and encourage staff to enthusiastically contribute to outcomes for customers.

I thank the Chief Executive Officer and staff and WalterTurnbull, our Accountants and Auditors, for their work in ensuring Advance Personnel has sound financial management of resources. My thanks also to my fellow board members for their sound advice.

**David Doherty FCPA**  
Honorary Treasurer

Advance Personnel achieved a sound financial result for 2008-09.

# employment services

The programs within Employment Services are designed to best meet individual employment needs.

## Employment Services is comprised of 3 programs:

1. **REGISTRATION and REFFERAL**
2. **EMPLOYMENT PREPARATION**
3. **EMPLOYMENT SUPPORT**

## REGISTRATION:

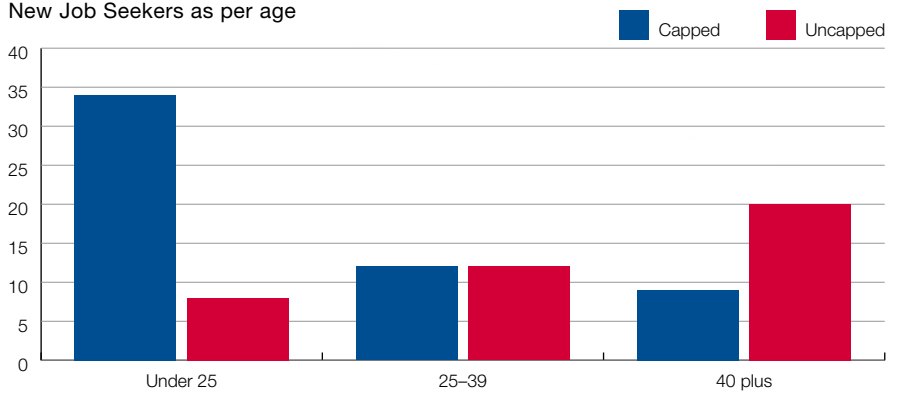
THE PURPOSE OF REGISTRATION IS TO DETERMINE AN APPLICANT'S ELIGIBILITY AND ESTABLISH HOW ADVANCE PERSONNEL CAN BEST MEET EACH INDIVIDUAL'S EMPLOYMENT NEEDS.

Advance Personnel's intake team have had a busy and productive year. This year there were 214 referrals to the organisation, this is a 25% increase from the last financial year. Of the 214 referrals, eligibility of 119 was underdetermined- subsequently assistance was provided to determine eligibility for the program.

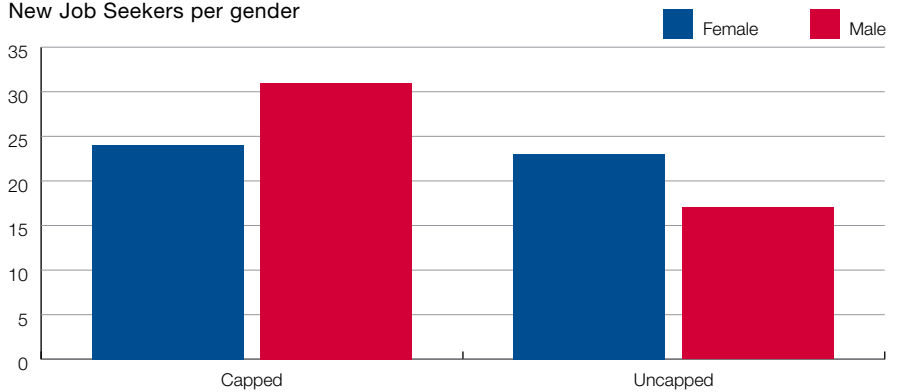
Of the 214 people referred 48% went on to register.

## DEMOGRAPHICS:

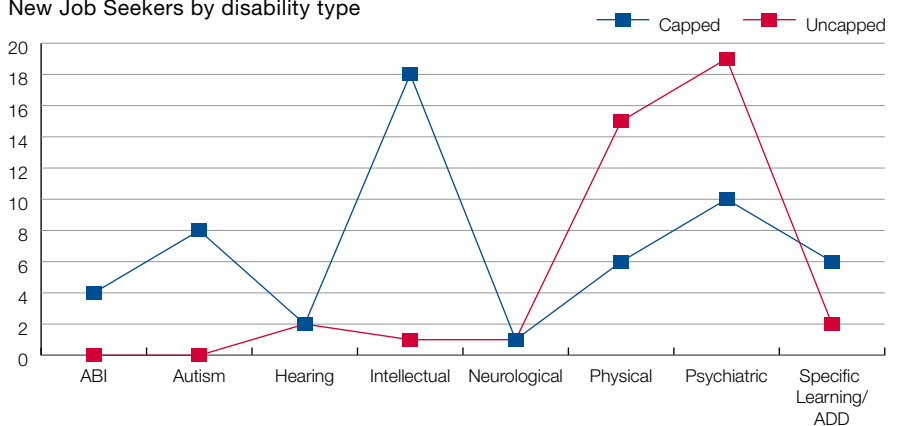
New Job Seekers as per age



New Job Seekers per gender



New Job Seekers by disability type



## EMPLOYMENT PREPARATION:

THE EMPLOYMENT PREPARATION PROGRAM IS DESIGNED TO ASSIST INDIVIDUALS TO GAIN KNOWLEDGE, SKILLS AND EXPERIENCE TO ENTER PAID EMPLOYMENT THROUGH DEVELOPING FAMILIARITY OF DIFFERENT TYPES OF JOBS AND THE REQUIRED SKILLS; KNOWLEDGE OF EMPLOYER EXPECTATIONS; AND DEVELOPMENT OF JOB SEARCH SKILLS.

This year the Employment Services team provided a number of formal and informal activities to assist job seekers to prepare for active job seeking. An average of 55 participants per month were assisted in the Employment Preparation Program. A break down of some the activities are listed below:

### FORMAL ACTIVITIES

#### Certificate I Employability Skills

Employability Skills is designed for people planning to enter the workforce who have never been employed; or have been unemployed for lengthy periods of time; or for people who have experienced barriers to employment and/or for people who are considered disadvantaged job seekers in some respect.

The training is focused on developing skills necessary for entry into employment, where there is likely to be further training on the job.

This year 15 people participated in the training with 5 people gaining the full Certificate I and 10 people gaining a Statement of Attainment.

#### Road Ready

Road Ready is an intensive fully supported course aimed at assisting participants to become familiar with the ACT Road Rules. At the conclusion of the training participants are eligible to sit the "Knowledge Test" and

if successful are able to gain their ACT Learners Licence.

**External Training courses** were accessed through a number of Registered Training Organisations including: Capital Careers, CMA and CIT

The courses people participated in varied and included:

- Information Technology
- Customer Contact
- Frontline Management
- Retail Customer Contact
- Public Service Entry Preparation (Kick Start your Career)

#### Group Employment Preparation Sessions

Group sessions are conducted on a regular basis utilising the skills of our own team members as well as external guest speakers. Topics this year have included

- Anger Management
- Self Esteem and Confidence Building
- Interview Techniques
- Stress Management
- Personal Presentation
- Effective Communication and Positive Thinking Strategies

We would like to extend our thanks to the following people and organisations who volunteered their very valuable time:

- The Vikings Group
- TaMS (Territory and Municipal Services)
- Kevin Norton (Nurturing Nortons)
- Woden Community Services
- Welfare and Legal Rights
- CMA
- Career Information Centre
- Canberra Men's Centre
- National Brain Injury Foundation
- Care Financial Services
- ACT Human Rights
- Legal Aid
- Paragon Printers

## INFORMAL ACTIVITIES

On a regular basis, a wide a number of activities aimed at the skill enhancement of the job seekers are undertaken, including but not limited to:

- Work training placements (26 were conducted)
- Industry Profiling
- New Directions / Career Counselling
- Career Information Centre visits
- Transport Training
- Unpaid / paid job trials

## EMPLOYMENT SUPPORT:

THE EMPLOYMENT SUPPORT PROGRAM IS DESIGNED TO ASSIST WORKERS (AND THE WORK PLACE) WITH INITIAL TRAINING, EMPLOYMENT SUPPORT (ON-GOING SUPPORT) AND INDEPENDENT/INTERMITTENT WORKER ASSISTANCE.

In 2008-2009 Advance Personnel has had a successful year, attaining above the national average result for achieving sustainable and quality employment opportunities. On average 140 people were assisted each month through the Employment Support Program. Support is individually tailored to the worker and the employer and is provided in a manner that is non intrusive and aimed at the person becoming as independent as possible. The tables below demonstrate the Agency's performance against the national average in the key areas monitored by the Department of Education, Employment and Workplace Relations (DEEWR).

### PERFORMANCE SUMMARY

Please note the following tables demonstrate the percentage of new job seekers attaining employment outcomes as per DEEWR contractual requirements.

# job placement services

## PROVIDES INTENSIVE ASSISTANCE TO JOB SEEKERS TO LOCATE AND SECURE SUITABLE EMPLOYMENT OPPORTUNITIES.

The Job Placement Services team has had an extraordinarily busy year in 2008-2009, largely influenced by the impact of the global financial crisis. Whilst the unemployment rate remained remarkably stable in the ACT it did not clearly reflect what was happening in the unskilled end of the market. For a number of years the Canberra region has experienced a period of skill shortage in the executive level, highly technical and qualified trade areas. Very few of the positions vacant in the last 12 months have matched the current skill level of a large percentage of job seekers assisted by Advance Personnel. Positions we would normally access were simply not available. This is clearly demonstrated by the amount of activity undertaken by staff to attain the results demonstrated below:

### Statistics

- Jobs negotiated: 86 (31% decrease from 2007-2008)
- Applications submitted: 375 (27% decrease from 2007-2008)
- Selection Criteria completed: 67 (100% increase from 2007-2008)
- Interview obtained: 121 (20% decrease from 2007-2008)

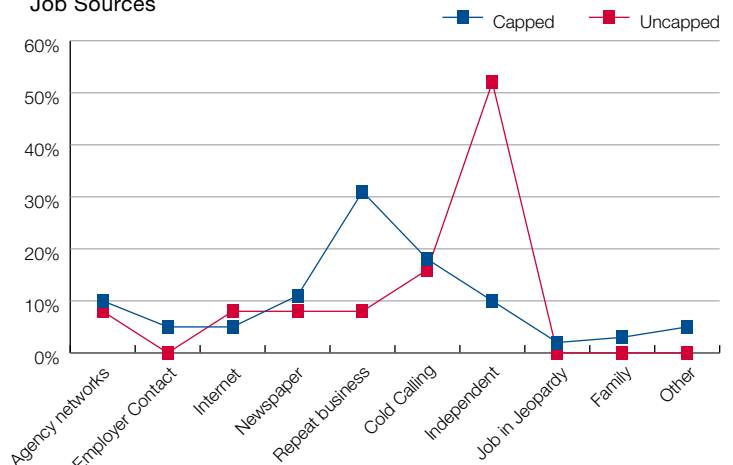
### SOURCING OF JOBS:

The sourcing of jobs is varied and covers a broad range of techniques. The techniques used are directly related to the skill level of each individual and can be largely influenced by the level of informal supports surrounding each individual.

The difference between the skill level of people in the Capped and Uncapped streams is evident. A large percentage of participants in the Uncapped stream secure jobs independently after receiving a comprehensive Job Search program.

Repeat business and cold calling continue to be the most successful avenue in locating sustainable employment for participants in the Capped stream.

### Job Sources



### Capped Stream:

Employment Milestones	Site %	Nat Avg. %
4 week employment milestones	46.73%	43.79%
13 week employment milestones	39.22 %	38.87%
26 week Outcomes	39.59%	34.29%

### Uncapped Stream:

Employment Milestones	Site %	Nat Avg. %
4 week employment milestones	32.91%	28.12%
13 week employment milestones	28.95%	22.07%
26 week Outcomes	23.08%	17.53%

Advance Personnel performs particularly well in terms of the quality of employment attained which is measured by the number of hours each person is employed for and the hourly rate. The results are demonstrated in the tables below.

### Capped Stream:

Quality of Employment	Site	Nat. Avg
Average hours per week	24.2	19.5
Average wages per week	\$443.10	\$309.50

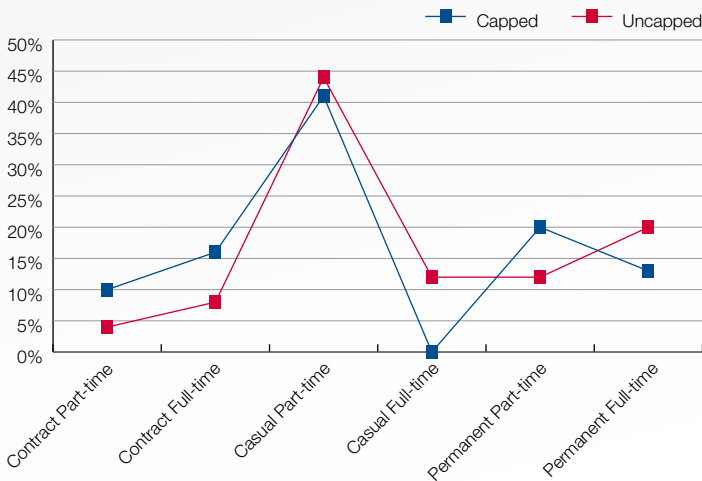
### Uncapped Stream:

Quality of Employment	Site	Nat. Avg
Average hours per week	25	20.32
Average wages per week	\$632.50	\$352.20

Advance Personnel performs particularly well in terms of the quality of employment attained.

## TERMS OF NEGOTIATION

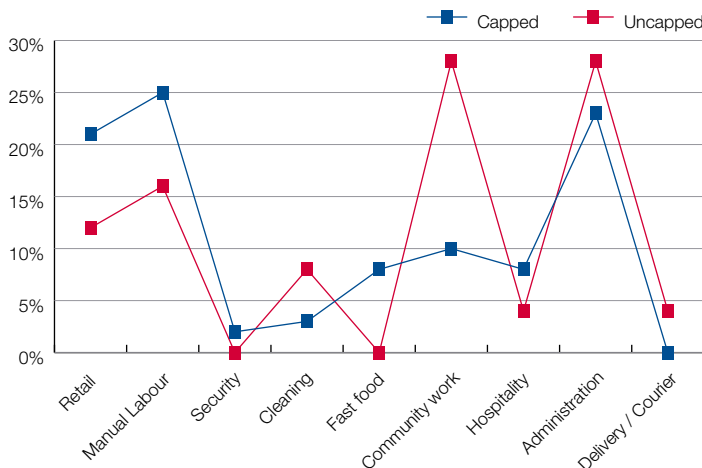
The casualisation of the work force continues to be very evident, with over 40% of positions secured this year, negotiated on a part-time casual basis. This trend is evident on a broad level and not just refined to the Disability Employment Network.



## INDUSTRIES

Industries that positions were located in, were varied with Administration and Manual labour accounting for the largest number of opportunities secured.

Please note the percentage variations between the Capped stream and Uncapped stream in a number of the listed industries. This is predominately due to the differing skill levels and support requirements of the individuals within the programs.



## MARKETING:

The Job Placement Services team successfully secured 78 marketing meetings with employers from the public and private sectors. The response to our marketing activities has been varied due to the impact of the global financial crisis. It needs to be noted the financial crisis appears to have had a larger impact on small businesses, which as a result have tended to have a more conservative approach in their recruitment objectives. Less employment opportunities have been made available with less hours attached.

An informal partnership has been developed with the Canberra Institute of Technology with the aim of increasing the participation rate of people with disability in their pool of employees. This is an exciting opportunity and we look forward to further developing a strong and productive relationship that will result in a number of employment opportunities for people with disability.

The team continue to support the Chamber of Commerce monthly networking event, Business after Business. Similar alternative events have been investigated but at this point it has been decided that this particular event provides an excellent opportunity to network and keep abreast of current trends.

In February and March the Job Placement Services team participated in some industry specific marketing training. The team have adopted many of the suggested strategies and have noted as a direct result an increase in successful marketing meetings and negotiations.

## EMPLOYER RECOGNITION

Advance Personnel recognises that without the support of a large number of our key stakeholders; public and private employers (both large and small), Registered Training Organisations and support networks that the number of successful employment opportunities attained would not be possible. Hence in 2008-2009 Advance Personnel nominated the following businesses / people for their on going and outstanding commitment to providing employment and training opportunities for people with disability:

- CMA Training Group
- Territory and Municipal Services (TaMS) – The Graffiti Team
- Disability Housing and Community Services (DHCS) -Record Services
- Tuggeranong Valley Rugby Union Club (The Vikings Group)
- Australian Bureau of Statistics
- ZOO Communications

We would like to congratulate TaMS, DHCS and the Vikings Group who were the successful winners in each of their categories.

# disability services standards surveillance audit

The Tri Annual Disability Services Quality Assurance Audit was conducted in May 2009. As this was a full certification audit the entire 12 standards and 26 key performance indicators were reviewed. No non conformities were identified and the lead Auditor (Christine Cuthbertson) and Consumer Technical Expert (James Bennett) highly commended Advance Personnel.

*"The Consumer Technical Expert (CTE) would like to congratulate all of the Support Staff Members and Senior Management to the commendable effort that they put into their Duty of Care towards their Clients. This was made very evident through the interview process as all of the interviewees regarded the Support Staff Members with great respect.*

*The CTE was most impressed with the Program Summary Form in the Client's Personal Files.*

*The CTE wishes to congratulate Senior Management in their ability to select dedicated and capable Support Staff Members. The attitude and abilities of the Team are a total credit to the Service."*

#### **Recommendations:**

*I recommend that Advance Personnel receive Re-Certification and also that the Management and Support Staff of this Service be highly commended for their commitment to the way that they support and care for the Clients of this Service."*

J.S. Bennett, Business Review Report DES-R-4  
Advance Personnel 2009

Advance Personnel would like to take this opportunity to thank all the job seekers and workers who participated in the audit process for their invaluable time and effort.

# industry participation and development

The past 12 months has seen an entire review of the structure of Employment Services models funded by the Department of Education, Employment and Workplace Relations (DEEWR) The reviews included both The Job Network and the Disability Employment Network. Due to the direct impact of these reviews on the current and future operation of Advance Personnel, the agency has participated in a very proactive manner attending a number of public consultations, industry development groups and submitting formal responses.

The CEO through her role as Chair of the National Committee of Open Employment (National Disability Services) attended a number of meetings with the Minister, his advisors and senior DEEWR bureaucrats.

As a consequence of the reviews, consultations and industry feedback, an entire new generic Employment Service (Job Services Australia) was introduced on 1 July 2009. The Disability Employment Network has been redesigned and the new model will be introduced on the 1 March 2010. A positive outcome for the Disability Employment Network is the proposed uncapping of the program - which will allow all eligible participants to access the service of their choice. Advance Personnel will spend a large amount of time during 2009-2010 preparing for the new funding model.

Advance Personnel continues to participate in a number of industry specific committees including but not limited to: NDS ACT, NDS National, ACE and the Interagency Transitional Committee.

## conclusion

Advance Personnel currently has 19 staff members who are all committed to the principles of social justice and to providing a quality service to all people who access our Agency. We will continue in our endeavours to provide quality employment related services aimed at assisting each individual to play an active, integrated and valued role within our community.

# acknowledgements

Advance Personnel would like to acknowledge the following Canberra businesses which have provided employment and work experience opportunities for people with a disability in 2008 – 2009

## Employers

A WHITE DRAGON PAPERCRAFT  
ABLE LANDSCAPING  
ABORIGINAL HOSTEL LIMITED  
ACADEMIC QUALITY BUILT IN WARDROBES  
ACHIEVE CORP  
ACT GOVERNMENT SHARED SERVICES  
ACT PALLETS AND WHOLESALE HARDWOOD  
ACT REVENUE OFFICE  
ACTEWAGL  
ADECCO  
ALL STAFF AUSTRALIA  
ALLCORP PROPERTY SERVICES  
ANISE RESTAURANT  
ANTHONY CURTIS AND CO CHARTERED ACCOUNTANTS  
ANU JOHN CURTIN SCHOOL OF MEDICAL RESEARCH  
ATTORNEY-GENERALS DEPARTMENT  
AUSTRADE – PROPERTY SERVICES  
AUSTRALIA POST-CANBERRA SOUTH DELIVERY CENTRE  
AUSTRALIAN BUREAU OF STATISTICS  
AUSTRALIAN FEDERAL POLICE  
AUSTRALIAN GENERAL PRACTICE NETWORK  
AUSTRALIAN MEDICAL COUNCIL  
AUSTRALIAN PHARMACY GROUP  
AUSTRALIAN PUBLIC SERVICE COMMISSION  
AUSTRALIAN TAXATION OFFICE  
BARRINGTON GROUP  
BELCONNEN BOWLING CLUB  
BELCONNEN SOCCER CLUB-MCKELLER  
BIG W-CVIC  
BIG W-WODEN  
BLACKBURN CHAMBERS  
BLINKY BILL EARLY CHILDHOOD CENTRE  
BLISS GARDEN AND GIFTWARE  
BUPA CARE SERVICES  
BURGMANN COLLEGE  
C & K EARLY CHILDHOOD CENTRE  
CAFÉ GAUDI  
CALVARY RETIREMENT COMMUNITY CANBERRA  
CALYPSO CAFÉ  
CANBERRA HORTICULTURE  
THE CANBERRA HOSPITAL  
CANBERRA IMAGING GROUP  
CAPITAL OFFICE FURNITURE MANUFACTURERS  
CAREERS UNLIMITED  
CATHOLIC CARE  
CENTRELINK-QUEANBEYAN  
CHILDCARE STAFFING  
CISAC  
CITIZENS ADVICE BUREAU  
THE QUALITY SUITES CLIFTON ON NORTHBOURNE  
CODESS  
COLES-GUNGAHLIN  
COLES-QUEANBEYAN  
COLES-CHISHOLM  
COLES-MANUKA  
COLES-WODEN  
COMCARE  
COMMUNITIES @ WORK  
CONTEMPORARY KITCHENS  
CONVERGA  
CORPORATE EXPRESS  
CPS CREDIT UNION  
DEFENCE TRAVEL SERVICES  
DEFENCE IMAGERY AND GEOSPATIAL ORGANISATION  
DEPT OF FINANCE AND DEREGULATION  
DEPT OF HOUSING AND COMMUNITY SERVICES  
DEPT OF URBAN SERVICES  
DEPT OF DEFENCE-BRINDABELLA PARK  
DEPT OF DEFENCE-CAMPBELL PARK  
DEPT OF DEFENCE-QUEANBEYAN  
DEPT OF DEFENCE PUBLISHING SERVICE  
DEPT OF EDUCATION, SCIENCE AND TRAINING  
DEPT OF ENVIRONMENT, WATER, HERITAGE AND THE ARTS  
DEPT OF FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS  
DEPT OF FOREIGN AFFAIRS AND TRADE  
DEPT OF HEALTH AND AGED CARE  
DEPT OF DISABILITY, HOUSING AND COMMUNITY SERVICES  
DEPT OF TERRITORY AND MUNICIPAL SERVICES  
DIPLOMAT HOTEL  
DISABILITY ACT  
DISCOUNT PHARMACY-MACQUARIE  
DOMINOS  
ELECTIONS ACT  
ENDEAVOUR CARPETS  
ERINCOLE PTY LTD  
EUROSPORT  
FADDEN PRIMARY SCHOOL AFTER SCHOOL CARE  
FROZ-PAC  
GASTROTRACT  
GO TROPPO FRUIT MARKET  
GOODWIN VILLAGE  
GREATER SOUTHERN AREA HEALTH SERVICE  
GREENLEIGH CENTRAL MOTEL  
GTP AUDIO VISUAL  
GUNGAHLIN LAKES GOLF CLUB  
GUNGAHLIN REGIONAL COMMUNITY SERVICES  
HAMPERESQUE  
HELLENIC CLUB OF CANBERRA LTD  
HIGH COMMISSION OF THE REPUBLIC OF SINGAPORE  
HOMEART-BELCONNEN  
HUNGRY JACKS-GUNGAHLIN  
HUNGRY JACKS-BELCONNEN  
HYGIENE PLUS CLEANING SERVICES PTY LTD  
IGA-CHAPMAN  
INFORMARK PTY LTD  
INFORMED SOURCES PTY LTD  
JENNY WREN CHILDCARE AND EARLY LEARNING CENTRE  
JOHN MCGRATH FORD-BELCONNEN  
JURKIEWICZ ADVENTURE STORE  
KFC-WODEN  
KFC-FYSHWICK  
KMART-TUGGERANONG  
LANDSCAPE DIRECT  
LIFE WITHOUT BARRIERS  
LIONCOM  
MADDISONS RESTAURANT  
MCDONALDS-MANUKA

# tenure

WE WOULD LIKE TO TAKE THIS OPPORTUNITY  
TO CONGRATULATE THE FOLLOWING PEOPLE AND  
THEIR EMPLOYERS.

MCDONALDS-WESTON  
MCDONALDS-TUGGERANONG  
MICHEL'S PATISSERIE-CANBERRA CENTRE  
MILLERS RETAIL LTD  
MOCCA ESPRESSO LOUNGE  
BCS MORLING LODGE  
NAATI  
NATIONAL ARCHIVES OF AUSTRALIA  
NATIONAL CAPITAL AUTHORITY  
NATIONAL LIBRARY OF AUSTRALIA  
NIPPERVILLE EARLY LEARNING CENTRE  
OSH KOSH-DFO  
OZ FURNITURE  
PA JOBS PTY LTD  
PARAGON PRINTERS  
POSSUM MAGIC CHILDCARE CENTRE  
PRIME TV  
QUEANBEYAN AUTO DISMANTLERS  
RIVERS-DFO  
ROYAL AUSTRALIAN MINT  
SCHIAVELLO PTY LTD  
SENTINEL PTY LTD  
SERCO SODEXHO-RUSSEL  
SERCO SODEXHO-WESTON  
SHAW POSSIBILITIES  
ST ANDREW'S VILLAGE  
ST VINCENT DE PAUL  
STAR Q DELI  
STS SECURITY  
SUPER CHEAP AUTO-BELCONNEN  
TARGET-TUGGERANONG  
TARGET-MITCHELL  
TARGET-WESTON  
TEATRO VIVALDI  
TECHNI-CLEAN  
THE BRASSEY OF CANBERRA  
THE BENT SPOON-WODEN TRADIES  
THE SALVATION ARMY-ADMIN OFFICE  
YARRALUMLA NURSERY  
URSULA COLLEGE  
VIKINGS CLUB-CHISHOLM  
VIKINGS CLUB-ERINDALE  
VORTEX INDUSTRIES  
WALTERNBULL  
WAVES CAR WASH  
WEST BELCONNEN LEAGUES CLUB  
WESTON CREEK CHILDRENS CENTRE  
WIFFENS  
WILSON'S SERVICES INC  
WODEN COMMUNITY SERVICES INC  
WOOLWORTHS-KIPPAX  
WOOLWORTHS-CONDER  
WOOLWORTHS-CALWELL  
WOOLWORTHS-DICKSON  
WOOLWORTHS-KAMBAH VILLAGE  
WOOLWORTHS-MAWSON  
WOOLWORTHS-TUGGERANONG  
WOOLWORTHS-GREENWAY  
YMCA ARAMANG AFTER SCHOOL CARE  
ZOO COMMUNICATIONS

## 5 years

Kris de Courcy Brown—June 2004  
Australian Bureau of Statistics

Brad Darley—November 2003  
Department of Education, Science  
and Training

## 6 years

Edward Radziwanowski—February 2003  
Hellenic Club of Canberra Ltd

Shahzad Sheikh—September 2002  
ZOO Communications

Nathan Lowe—September 2002  
Catholic Care

Jarrad Bursell—August 2003  
Ursula College

## 7 years

Jonathon Gray—November 2001  
Shaw Possibilities

Paul Millyn—July 2002  
Burgmann College

## 8 years

Phillip Christie—June 2001  
Vikings Club-Erindale

Tamara Hone—May 2000  
Greater Southern Area Health Service

## 9 years

Michael Beeson—March 2000  
Vortex Industries

## 10 years

Jurdan Deghenghi—June 1999  
Vikings Club-Erindale

## 12 years

Bruno Costaganna—May 1997  
Corporate Express

## 14 years

Gary Taggart—October 1994  
The Canberra Hospital

## 16 years

Anthony Alley—June 1993  
Target

Gordon Brown—August 1992  
Department of Urban Services

## 18 years

Scott Greagg—April 1991  
Dept of Families, Housing, Community  
Services and Indigenous Affairs

Caroline Brunner—May 1991  
Department of Disability, Housing and  
Community Services

## 19 years

Ben Rehak—October 1989  
Woolworths-Mawson

Sally Mostyn—November 1989  
ACT Revenue Office

## 24 years

Juliette Robin—October 1985  
Yarralumla Nursery

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