



## We need a new name for Access Mildura?

Our new direction will mean that our services will extend beyond Mildura. Accordingly our current business name "Access Mildura" will not reflect our newly extended service area. We are seeking suggestions for a new business name. The only rule is that the word "Access" must remain in the title.

**The winning suggestion will win a \$200 fuel voucher from Tasco Inland.**

### Having trouble finding that perfect gift for someone?

Why not get them a gift voucher from Access Mildura Inc.

- Gardening
- Cleaning
- Catering
- Carwash
- Recycling



Make someone's day call us on (03) 5051 0900

### **Have you had a look at the new café at Bunnings?**



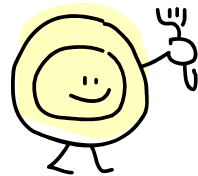
It is situated near the gardening section and playground and is open 7 days a week.

For a coffee, cool drink, snack or light lunch drop in and see Michaela and the girls at Bunnings Café.

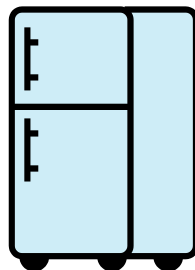


Bunnings café support Access Mildura Inc so support the team at Bunnings.

Knock-knock.  
Who's there?  
Dishes.  
Dishes who?  
Dishes the police!  
Come out with your hands up!



Knock! Knock!  
Who's there?  
Eddy!  
Eddy who?  
Eddy idea how I can cure this cold!



Q: Where can you find an ocean without any water?  
A: On a map!

What did the mayo say to the refrigerator?  
"Close the door I'm dressing"



# ACCESS ALL AREAS

Access Mildura

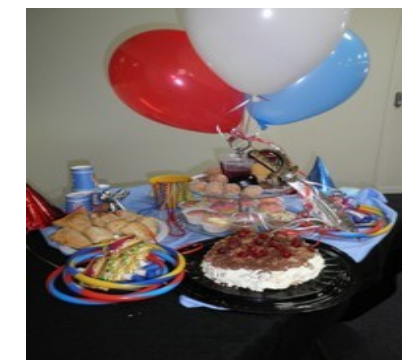
2011



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:53 EIGHTH STREET UPDATE:



### OUR TEAM

- Graeme Loison**  
Chief Executive Officer
- Nikki Wilson**  
Corporate Services Manager
- Shenae Murray**  
Quality Assurance, RTO & Marketing Officer
- Melissa Pitt**  
Accounts Payable & Receivable
- Perin Tavo**  
Reception
- Cindy Saris**  
Administration Assistant
- Toni Stone (Maternity Leave)**  
Administration Officer
- Lisa Bailey**  
Manager of Open Employment Services
- Matthew Scott**  
Employment Consultant
- Shane Johnston**  
Employment Consultant
- Cherie Timmis**  
Employment Consultant
- Karyn Kalamaras**  
Training Officer
- Russ Mason**  
Programs Manager
- Brendan Cockfield**  
Gardening Supervisor
- Stephen Fletcher**  
Gardening Supervisor
- Angela Halton**  
Catering Supervisor
- Chris Dommersnes**  
Cleaning Supervisor
- Kurt Roberts**  
Cleaning & Carwash Supervisor
- David Barnes**  
Carwash Supervisor
- Peter Christian**  
Recycling Supervisor

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53 Eighth Street  
Mildura

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ALL ENQUIRES TO :-  
admin@accessmildura.com.au



## CEO Chat



I started my new role as Chief Executive Officer on Monday the 2<sup>nd</sup> May. I came into this job knowing that there would be many challenges facing me and the organisation and I thank the Board of management for the confidence they have shown in me. I am a great believer in reflection, that is not to say that we dwell on the past, alternatively we need to look at what we have done and where we have come from in order to plot our new course.

Vince Lombardi was once quoted as saying **"The measure of who we are is what we do with what we have."** We have an opportunity to work hard as a team to promote the very good name that Access Mildura has in the wider community. I have been buoyed by the positive comments I receive about our staff, the workers and the organisation. That is not to say that our reputation is not bruised. We have some bridges to rebuild and that will come with team work, honesty and a willingness to push through the boundaries.

My early observations suggest we have a talented and committed group of people who can get the job done. It is important to remember that no one person is any more important than anyone else. We all have important roles to play and we need to work to a common goal. I am meeting on a regular basis with the managers and I will ensure that everybody is made aware of what is happening. If you have any thoughts on how we can move forward please share them. I do want to thank everybody for their input since my arrival and for making me feel so welcome. Finally, I want to leave you with a quote by Babe Ruth who said:

**"The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime."**

**Graeme Loison**  
**Chief Executive Office**

## Disability Enterprise Report

There have been many changes within ADE in the past few months. Russ Mason has returned to Access Mildura as the Programs Manager. This new role includes the management of both ADE services and our Registered Training Organisation (RTO) services. As well, we now have a new team of Enterprise supervisors and case managers. Each of these new supervisors has settled into their new roles and many of the service issues recently experienced have been addressed and I believe we are now again able to supply high quality services to all of our clients.

### Recycle Services

Recycling has been very busy under the direction of Peter Christian, our new recycling supervisor. Peter has introduced an improved and efficient pick up schedule and has developed new procedures to ensure safe work practices are observed at all times. The team is also looking at other areas of recycling that will be of benefit to both the environment and Access Disability Enterprises.

### Car Wash Services

David Barnes has returned as the Car Wash Supervisor three days a week after his recent knee operation. Kurt Roberts supervises the Car Wash team on the fourth day (Tuesday). The Car wash team completes a 'mini' detail clean each time we clean a car producing a sparkling finish both inside and out with all door openings and the little hidden bits cleaned and polished. We use environmentally safe cleaning products and are able to 'dry wash' a vehicle using special chemicals or wet wash using our recycling plant to conserve water. Access Disability Enterprises Car wash will undertake your vehicle cleaning either on site at your home, at your business premises or pick up the vehicle and complete the job at our purpose built facility in Eighth Street Mildura.

### Cleaning Services

Kurt Roberts and Chris Dommersnes are our new cleaning supervisors and are able to make sure that your domestic or commercial cleaning is carried out to the highest standards. We have a group of experienced and skilled supported workers able to complete all tasks required. We specialise in window cleaning and are able to do basic carpet cleaning.



## Committee of Management Profile



**Name:** Graeme Loison (Chief Executive Officer)

**Hobbies?** Martial Arts – Practicing for 36 years & Gardening

**If you could take a holiday anywhere in the world where would you go and why?** France – To meet an Auntie I have never met

**Favourite Food?** Roast Lamb

**What do you think is the most enjoyable part of life?** Being with my family

**Animals?** I have a cat named Tom and a dog named Goldie

**Favourite Band?** Coldplay

**How long have you been a member of the Access Mildura committee for?** 6 weeks

**Motto for life.....** Be true to yourself



## Job Seeker Profile



**Name:**

**Brooke**

**Qualifications:**

Certificate I Retail  
Certificate II in Hospitality  
Certificate III in Hospitality (Commercial Cookery) – Currently Studying  
Responsible Service of Alcohol (Vic.)

**Work History:**

Hospitality (Back and Front of house)

**Desired Employment:**

Hospitality (Front or Back of House)  
Retail (Food Industry)  
Customer Service

**If you are interested in employing Brooke, or require further information**

**Please call Shane Johnston at Access Mildura on (03) 5051 0900**



## Staff Profile



**Name:** Kurt Roberts

**Department:** Cleaning & Carwash Supervisor

**How long have you worked at Access Mildura?** 3 Months

**Funny moment at work?** Watching Lisa Topp & Nikki freak out after a mouse was discovered in Nikki's office.

**Favourite Food?** Chicken Schnitzel & Chips. Sweet & Sour Meat Balls

**Any Pets?** No

**Hobbies?** Baseball & Cricket

**Favourite TV show?** Futurama, Family Guy, UFC & Ice Road Truckers

**Do you like summer or winter?** Winter

**Favourite Sport to Watch or Play?** Baseball

**If you could take a holiday any where, where would you like to go?** Camping anywhere on the Murray River

**Favourite Movie:** Enemy at the gates

**Favourite Music:** None



## Worker Profile

**Name:** Josh Miller

**Department:** Cleaning

**How long have you worked at Access Mildura?** 6 Months

**Funny moment at work?** Supervisor locking their car keys in their car

**Favourite Food?** Pizza

**Any Pets?** 3 dogs, 2 cats and 2 birds

**Hobbies?** 10 pin bowling, camping, fishing & 4Wheel Driving

**Favourite TV show?** Home & Away, Ice Road Truckers & Sea Patrol

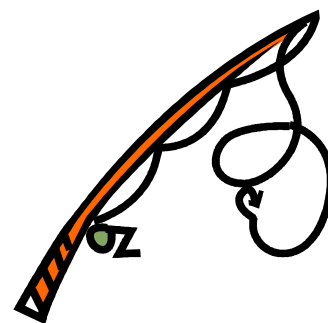
**Do you like summer or winter?** Summer

**Favourite Sport to Watch or Play?** Car Racing

**If you could take a holiday any where, where would you like to go?** Ulladulla (New South Whales)

**Favourite Movie:** Black Dog

**Favourite Music:** Country & Western



## Disability Enterprise Report



Our supervisors are also trained in floor stripping for commercial businesses. We are able to offer cleaning services employing our supported workers between the hours of 6:00 am and 4:30pm Monday to Friday. We are also able to offer **After Hours** cleaning services completed by our independent cleaners seven days a week between 6:00am and 11:00pm any day. All of the chemicals we use are environmentally safe and approved. We specialise in oven cleaning and will take on the most daunting task in ovens that have been neglected for a long time.

### Gardening Services

Stephen Fletcher and Brendan Cockfield are our new gardening supervisors and they bring many skills with them. Stephen is a qualified sheet metal worker and Brendan is an ex broad acre farmer. Together they have many practical skills that are being put to great use at Access Disability Enterprises. Our teams are now doing nearly all our equipment maintenance saving many dollars along the way. In great shape ready for the Spring growing season. We have addressed all of the quality and service issues and are now meeting customer's expectations. As we are now entering the winter period the demand for services reduces somewhat. Therefore we have the capacity to quickly respond to any work enquiry. Therefore if you need any gardening services please contact Access Disability Enterprises and we will arrange a quote and be able to complete your job fairly quickly. Access Disability Enterprises Gardening Services is able to prune your roses and fruit trees, complete general winter clean ups and garden maintenance to keep your property looking nice and maintained.

### Catering Services

Access Catering Services are once again under the management of Access Disability Enterprises. Angela Halton has taken over the supervision of our kitchens and Quickbite canteen. In recent times we have catered for a number of larger events and the feedback from customers has been very complementary. We have produced high quality food, delivered where and when required (hot too if necessary). We also undertook the providing food services at the recent Horticultural Field Days and it was very successful. We sold many buckets of chips and sold out of our home made sausage rolls and pasties with many compliments received. We are examining the possibility of developing our own catering van and providing catering at a number of other events in the area. This has the potential to generate increased work opportunities for our supported workers. We are now able to provide catering for children's birthday parties with an emphasis on fun food for the kids. We also supply Bunnings with a number of the food items they sell at their new café. New sales lines have been developed for our Quickbite canteen and we are selling lots of rocky road, chocolate slice and decorated biscuits and cakes.

### What is an Australian Disability Enterprise?

Australian Disability Enterprises are part funded by the Commonwealth Government department of Family, Housing, Community Services and Indigenous Affairs (FAHCSIA) to provide supported employment opportunities for adults with long term disabilities. Under the service model small businesses are established in which supported workers are able to work safely and participate in a workforce operating within a general business environment. Government funding helps pay for the supervision required. All other operating costs must be met by the individual enterprise just as in any other business venture. Access Disability Enterprises therefore relies on the support of the Sunraysia community to remain viable and be able to contribute to the wellbeing of our supported employees. The jobs we are able to provide mean a lot to our employees and greatly enhances their self esteem and ability to interact with the community at large. Community members are able to assist Access Disability Enterprises in this endeavour by choosing to use our services. Please contact us to discuss any of your needs in the areas of cleaning, gardening, recycling, car washing and catering. In choosing our services you will be directly contributing to social inclusion and development of our community.

**Russ Mason**

**Programs Manager**



## Employment Biz

Well again we have had a few interesting months for the open employment team. Our team structure has changed with Lisa Topp leaving to further her career options. We all wish Lisa well in her new employment. Lisa Bailey is now Manager of Open Employment Services with Shane Johnston and Matthew Scott filling the Employment Consultant positions. Cherie Timmis has returned from her travels and has again joined the Open Employment Team and will be fronting the marketing side for our open employment team.

We have again had success with return business from a very prominent local company taking on several of our Open Employment jobseekers to assist in successfully completing a job for them. This is not only great experience for our jobseekers but also the feedback from the company has been fantastic. We hope to continue this relationship long into the future as you never know what employment opportunities this may bring for our jobseekers. I again congratulate the people involved in a job well done.

As always we continue to look for Employers who have suitable positions available for our jobseekers, so if you are such a business and you have a position that could be a little as 8 hours a week or more we encourage you to give us a call on (03) 5051 0900 to speak to one of our friendly Employment Consultants who would be more than happy to assist you with your staffing needs. Don't forget that there are financial incentives and other assistance available to both Employers and Employees to ensure that a placement is a success.

**Lisa Bailey**  
**MANAGER OPEN EMPLOYMENT SERVICES.**

### Having a go, not giving up, leads to opportunity!!!

This has been true for one of Access Mildura Open Employment's jobseekers. Brooke is a determined young lady that has proven that Study, Work Experience and Job Applications lead to potential Employers giving interviews and trial periods that may lead to permanent paid employment.

During the past year Brooke has been studying Basic Computers and since early 2011 has been undertaking Certificate III in Hospitality (Commercial Cookery). Brooke was selected to represent TAFE Sunraysia at the recent Mildura Agriculture & Machinery Field Days. Brooke cooked food for sale, and also took samples of her own & her colleagues food around the complex offering it to visitors & exhibitors. An additional sign of Brooke's amazing courage is her recent registration & current preparation to participate in the 2011 Chefs of the Future cooking competition that occurred in early June at Sunitafe.

In between studying and having her fortnightly appointments with her Case Manager at Access Mildura, Brooke continued to participate in job seeking & applications on her own as well as with assistance from her Case Manager. Brooke has even been dropping off resumes & applications in person to potential Employers. Brooke along with the support of her Case Manager & family continues job seeking and studying for her Certificate III study schedule. Just this week Brooke has had a job interview with a potential Employer in the Sunraysia area, and is patiently waiting for the result.

Brooke is a fine example of the kind of jobseeker that Access Mildura helps develop professionally, get qualified, support & motivate, so she is job ready for employment placement in the Sunraysia Community.

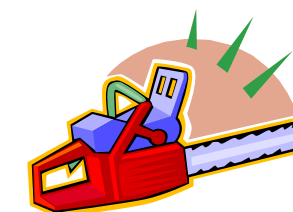
Congratulations to Brooke for all these achievements & opportunities. Good luck Brooke in the cooking competition, and all the best in getting more opportunities.



## Gourmet Gardening



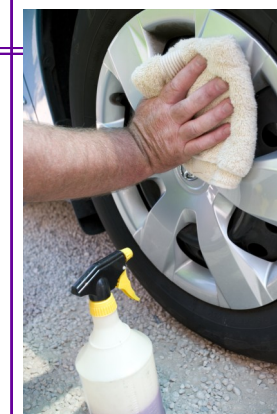
With the changes taking place, the gardening supervisors are focusing on the importance of training their staff in new tasks and have implemented a program on services the equipment. This means that when the time allocated to maintenance falls due to one team member at a time is selected to spend time with the supervisor and learn as much as possible in relation to the care and maintenance of all the gardening equipment. This has been a success to date and has been met with enthusiasm by worker's.



## Disability Enterprises

### PRICE LIST FOR CAR WASH

<b>MOTORCYCLES</b>	\$22.00 including GST
<b>CARS</b>	
Interior	\$23.10 including GST
Exterior	\$17.35 including GST
Both	\$40.45 including GST
<b>4 WHEEL DRIVES</b>	
Interior	\$23.10 including GST
Exterior	\$23.10 including GST
Both	\$46.20 including GST



Access Carwash division has the new **Spin clear Recycling Plant**. This plant now allows us to offer a **wet** washing and also the Environ-clean dry chemical process should they choose that method of cleaning their vehicles.

**Call (03) 5051 0900 to make a booking**  
**Pickup available in the local CBD area**

WE HAVE EFTPOS  
FACILITIES

### ACCESS MILDURA CLEANING SERVICES

Offices, Commercial Shops and Showrooms, Private Residences, End of Lease and Carpet Cleaning.

- ◆ Kitchen
- ◆ Ovens
- ◆ Bathrooms
- ◆ Floors
- ◆ Windows inside and outside, sills, and tracks
- ◆ Dusting
- ◆ General Tidy

**Now doing removal of graffiti!!**

After Hours Cleaning available for Commercial Offices and Shops

### ACCESS GARDENING SERVICES

All your landscaping needs are taken care off by our experienced crews.

No job too big or too small

- \* Lawn mowing and edging
- \* Pruning - trees, roses, hedges, bushes
- \* Weeding - Spraying
- \* Blower Vac your paths
- \* Replanting and landscaping garden beds

Private Residence, Office and Shop fronts, Schools (ovals and around buildings), End of lease tidy up and refresh,



## Cleaning Capers

### Cleaning Tips for the Kitchen:

1. Cleaning coffee maker: Pour straight vinegar into it as if you are making the coffee, no filter is need. Turn coffee maker on as if you were making a pot of coffee. Repeat this with a new batch of vinegar until it runs clear of calcium deposits.
2. Odour producing mould and bacteria in garbage cans: sprinkle 1/2 cup Borax in the bottom of the garbage can.
3. Removing kitchen and food odours: Soak pure vanilla on a cotton ball and place in a saucer. Put the saucer in the car or refrigerator to remove odours. Keep cotton ball out of reach of children as it contains some alcohol.
4. Kitchen surfaces: Mix in spray bottle, 1 part ammonia to 3 parts water. Or try diluted bleach solution in a spray bottle. It will remove stains AND disinfect.
5. To keep your plastic containers from getting stained from tomato based foods, rub the inside with vegetable oil before placing the food in the container
6. To remove skid marks on linoleum rub the spot with toothpaste before washing the floor
7. To whiten an old stained sink, pour a half cup of salt in it and then scrub it with a lemon. Let it stand for a few minutes and rinse
8. To remove mineral deposits in a tea pot or burnt spots on a coffee pot, put some ice cubes, cut-up lemon, and salt with tap water and swish around and let sit overnight.
9. To remove hard-water and lime build-up in a teapot or kettle, pour in two cups of vinegar and bring to a boil. Let simmer for about 10 minutes, then rinse well
10. To disinfect smelly sponges, wash sponge thoroughly, then microwave it while it is wet, for a short period. When you see steam from the sponge, the bacteria in the sponge will be dead. Remove carefully, it will be hot! Wash the sponge thoroughly before use. **\*\*Make sure the sponge has no metal components! \*\***
11. To clean up spills in your oven, sprinkle the spills immediately with salt. When the oven has cooled, brush away the burnt-on food with a damp sponge.
12. For more effective dishwashing, add a few tablespoons of vinegar along with the dishwashing detergent when washing dishes. The vinegar cuts the grease and leaves dishes sparkling.

Happy Cleaning

Next News Letter will be tips for the bathroom and laundry area.

**Chris Dommersnes**  
Cleaning Supervisor

## Catering Chinwag

Quickbites would like to welcome our new staff back in the kitchen Brian Summers, Kate Schmidt, David Brown & Colleen Milstead. Quickbites is now catering for birthday parties and have new packed biscuits and party cupcakes. Great for kids lunch boxes, motels and offices just a great snack to tire you over . We cater for all functions and can cater for your needs . Our cafeteria has great daily homemade specials and can take lunch orders and deliver. We specialise in platters for your special functions or just a simple platter to share with friends .

**Angela Halton**  
Catering Supervisor



## Training Talk

Access Mildura RTO offers a range of nationally accredited courses including retail, hospitality, horticulture, Asset maintenance and short course for Food handlers and RSA.

All courses are delivered in a supportive environment and tailored to suit the learning styles of the individual.

Ongoing throughout 2011 we are delivering a 5 week short course in basic computer skills. This course covers 'computers for learning' and 'Internet and email' and is free to referred job seekers that meet

eligibility requirements. Many students benefit from this course in their job search by learning new computer skills, learning about goal setting and to enhance self confidence.

For more information about the courses on offer please call Karyn Kalamaras on (03) 50510900.

**Karyn Kalamaras**  
Training Officer

### On a less serious note test your general knowledge with these trivia questions.

1. How many countries are larger than Australia?
2. Australia has the world's largest sand island. What is the name of the island?
3. In what year was Advance Australia Fair named as our national anthem?
4. What animal featured on the 2 cent coin?
5. Which Australian has been awarded the young Australian of the year and Australian of the year?

Answers

1. 5...Russia, Canada, China, USA, Brazil

2. Fraser Island

3. 1984

4. Frill neck lizard

5. Cathy Freeman

## Recycling Ramblings

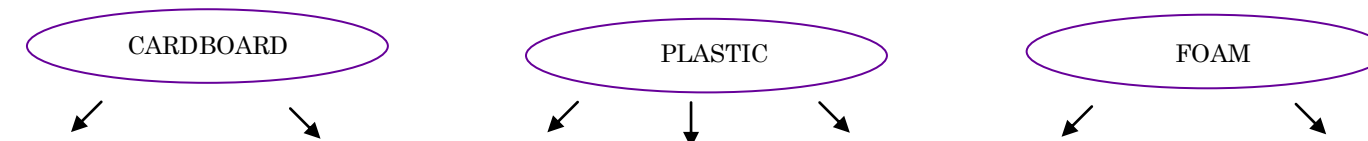
As of 1<sup>st</sup> of April 2010 the fees for pick up of recyclable materials have been set as follows

Small bag [Wool bale size]- \$7.25 (incl. \$0.65 GST)

Large bag [Bulk Bag] -\$13.50 (incl. \$1.23 GST)

Trailer Load [4.5 M<sup>3</sup>]-\$60.50 (incl. \$5.50 GST)

Hard Rubbish can also be picked up subject to a quote and MRCC tipping fees. Each type of material to be collected for recycling must be separated into its own bag. Bags are available as part of service. Stands to hold the Bulk bags are available at \$50 Purchase/Deposit



**PICKUP DAYS**

**ARE NOW MONDAY & FRIDAYS**

To arrange a pick up please call (03) 5051 0900

**Cardboard:** All types, Paper

**Plastic:** Bottles Bags, Wrapping

**Foam:** Cups, Packagin

\* We can also pickup from residential properties

\* Just moved and have a stack of empty boxes taking up space? We can collect them for you



## Quickbites on Eighth



### Access Mildura Inc's Homemade Biscuits!



Melting moments  
5 for \$2.50

Hundreds & Thousands  
biscuits 4 for \$2.50



Baked fresh upon request for  
pick up or delivery!



Rocky Road 5 for \$2.50

Contact Angela on  
Phone: (03) 5051 0900  
Fax: (03) 5021 4845  
E-mail:  
admin@accessmildura.com.au

**Give our friendly team a  
call today to place your  
order!**



## NO TIME TO BAKE FOR THE PARTY?



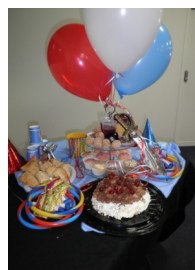
- Hot food
- Cup cakes
- Fruit Platters
- Sandwiches



Quickbites on Eighth have now answered all your problems! Offering catering for children's birthday parties in the old fashioned way with a modern twist. Home made hot food such as sausage rolls, party pies, mini pizzas, cup cakes, fairy bread, sandwiches, and fruit platters. We can have it made and ready for you to join in the fun. Pick up or delivery. Can't find the food you wanted on our menu? Don't hesitate to ask! We're here to make your child's day special!

Contact Angela or Sheneae on:

(03) 5051 0900 or  
admin@accessmildura.com.au



## Fabulous Fun



### Fantastic Facts:

- Dolphins keep one eye open whilst sleeping
- Sobicphobia is the phobia of being afraid
- An ostrich's eye is bigger than its brain
- A chameleons tongue is twice as long as its body
- When you sneeze your heart stops
- It is impossible to sneeze with your eyes open
- A pork chop will be left to dissolve if sat in a bowl of coca—cola
- A rat is able to live longer than a camel without water
- The strongest muscle in your body is your tongue
- The dot above the letter **i** is called a 'tittle'
- A lightening bolt is up to 4 times as hot as the sun
- In a deck of cards the King of Hearts is the only king without a moustache



### Trivia Quiz!

1. Prior to its amalgamation with General Motors, what was the name of Holden's business?
2. In which year did Cyclone Tracey hit Darwin?
3. Which department store opened its doors on the corner of George and Barrack Sts. Sydney in 1838?
4. Where would you find the 'Big Banana'?
5. When was daylight saving first introduced to Australia?
6. In which year did TV begin transmission in Australia?
7. How long can giant earthworms grow?
8. What was the first newspaper to be published in Australia?



1. Holden and Frost
2. 1974
3. David Jones
4. Coffs Harbour
5. 1917
6. 1956
7. Up to 3.5m

Access mildura

## Gift Certificate

This certificate entitles:

---

**10% Off Your purchase at the Quickbite on Eighth Shop**

---

From: Access Mildura Inc

---

*Certificate must be shown upon purchase*

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Expires: 01.07.2012 *Not redeemable for cash.*

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Please be advised that this certificate MUST be presented to redeem goods/services & only ONE certificate to be used per purchase

**access**  
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**incorporating**  
access business services  
access employment services  
access training services  
access homecare services