

New EPIC service centres welcome job seekers



Sonya cuts the ribbon to open Cairns' new service centre

On 2 July, EPIC opened 23 new service centres across Queensland, New South Wales, Australian Capital Territory and Victoria. With our new locations comes exciting new opportunities to help more job seekers with disability find a job they love.

At EPIC, we know the value of employment in the lives of our job seekers. A job gives people a strong sense of self, provides structure to someone's day, and helps them feel included in their community. While a job isn't everything, it is a lot.

While EPIC is helping people on their employment journey, it's essential that every job seeker enjoys a 10/10 experience with us. Part of the way we do this is through seeking feedback from all EPIC job seekers, via phone call and text message. At various times throughout the year, everyone receives a text message or phone call asking them to rate their interactions with EPIC, and inviting them to provide more in-depth feedback.



The EPIC cake is cut

So far, we have used feedback from over 5,000 job seekers to improve our services, and give people what they need to succeed. We know these improvements are working, as we are consistently getting higher ratings and better feedback every year. Our job seekers are the reason EPIC exists, and they deserve the best from us. We are proud of our achievements so far, and look forward to helping more job seekers from our new service centres!

To find out more details about our new service centres, and which of our service centres have moved, flip to page three.

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To connect with your local
EPIC Service Centre
call 13 EPIC (13 3742)
or email us on
info@epicassist.org
epicassist.org

 EPICAssistAU

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CEO update by Bill Gamack

I'd like to extend a warm welcome to the job seekers who have joined us through our new service centres. It's an exciting time for EPIC, and for the communities where we have opened our doors. We gave a lot of thought to where we wanted to open new EPIC service centres, and the 23 locations we chose are areas where there is a need for disability employment services, and where we know we can make a difference.

To make a lasting difference in our job seekers' lives, having the right team behind us is vital. We need a team with the skills, knowledge and passion to help our job seekers succeed. And EPIC has that team. We have recently compiled a video which features a number of our staff sharing their 'WHY' - that is, why they love their job and what drives them. It's a touching and engaging snapshot of what EPIC is all about, and is well worth a look. If you visit epicassist.org/about-us, the video is available on the right side of the page. As CEO of EPIC, I feel proud to know that our work helps so many people.



"It feels amazing to have a job." - Emily

Now And Not Yet Café is an iconic part of the community in Warrandyte, Victoria. As a social enterprise, the café's profits go back into local group initiatives, housing and employment opportunities.

Now And Not Yet's commitment to diversity sets a prominent example to other businesses. The café's team, which includes six volunteers with disability, bring assorted skills from their different life experiences.

Emily joined the team this March, after being introduced through EPIC. Emily has experience working in cafés and is enjoying her volunteer role immensely.

"It feels amazing to have a job. I feel good that I am working and have a busy week," she says.

Now And Not Yet's Volunteer Director Lisa says Emily has flourished in her role and has a desire to spend more time working for the café.



Emily working at Now And Not Yet

"I am really happy to be starting my first ever job." - Sonya

Sonya has begun part-time work in administration at the Department of Natural Resources, Mines and Energy. This is an exciting step for Sonya as it is the first time she has had paid employment.

"I have just finished school and am so excited about being employed. I am really happy to be starting my first ever job with such a lovely group of people," says Sonya.

For Sonya, her first job is just another thing to add to her already long list of achievements. With a passion for dance and drama, Sonya's drive and determination have led to a number of exciting opportunities.

"One of my highlights has been performing on stage at the Royal Ballet in Cairns last year. I was also part of a troupe who did Wacky Sports on the Esplanade for the Commonwealth Games this year," says Sonya.

"I love to do dance and drama. I've been going to dance and drama classes since I was young. I've also done classes with JUTE and NIDA."

With so many achievements at the age of 17, the future is certainly looking bright for Sonya!



Sonya with her colleagues and EPIC job trainer Clinton

Endless savings just for you

Did you know that as a member of the EPIC family you're able to join our exclusive loyalty and rewards program, Club EPIC? Once you've joined Club EPIC, you'll be able to start saving with amazing discounts from Australian retailers including Coles, Kmart, Target, EB Games and Dymocks. The range of benefits provided is just one of the ways we aim to thank you for choosing EPIC.



To join Club EPIC please visit epicassist.ewallet.com.au or email us clubepic@epicassist.org

Ask about joining club EPIC today

Testimonials

I've never had an employment agency this kind and caring, you guys actually care about your customers and it sets you aside from every other provider.

Brittany
Caloundra

I was treated like a customer and not a number like I have been treated by previous providers. They make me feel really welcome when I go into EPIC.

Glen
Upper Mount Gravatt

Thanks to the skills of EPIC, I now have the best job in the world and have been nominated for employee of the year!

Gary
Southport

The staff are practical and helpful, and I found paid employment which included ongoing support from EPIC.

Keith
Burnie

Funding now available for your community!

EPIC's new Community Grants program will open in September 2018, with funding available across Queensland, New South Wales, Australian Capital Territory, Victoria and Tasmania!

Our Community Grants program focuses on creating inclusive communities and greater opportunities for people with disability. They are available to:

- not-for-profit organisations
- community groups
- schools
- sporting clubs or teams

Visit epicassist.org/get-involved/community-support/ to find more information and apply.

Where are EPIC's new service centres?



Kallangur, QLD
Ipswich, QLD
Goodna, QLD
Campbelltown, NSW
Camden, NSW
Bankstown, NSW
Campsie, NSW
Milperra, NSW
Parramatta, NSW
Hornsby, NSW
Baulkham Hills, NSW
Canberra City, ACT
Tuggeranong, ACT
Thomastown, VIC
Heidelberg, VIC
Narre Warren, VIC
Pakenham, VIC
Cranbourne, VIC
Ringwood, VIC
Boronia, VIC
Rowville, VIC
Dandenong, VIC
Moorabbin, VIC

If you know someone in these areas who would benefit from EPIC's services, tell them to get in touch by phoning 13 EPIC (13 3742) or emailing hello@epicassist.org

Please note:

Cairns' office is now located at 1/128 Spence Street, and Upper Mt Gravatt's office is now located at Suite 29A, Level 4, Hyper Centre, 50 - 56 Sanders Street.

A World Of Difference Art Exhibition

EPIC's art exhibition is now in its fourth year. For many of our artists, this event sparks a passion for art, and helps launch their career as artists. The exhibition will showcase the artworks of emerging and professional artists with disability.

Email marketing@epicassist.org to submit your artwork to join the exhibition.

December
Graydon Gallery

29 Merthyr Rd, New Farm QLD 4005

EPIC Events

BRISBANE PARTICIPANT EVENTS

Our dinners are a great way to connect with other job seekers and members of the EPIC community, relax and have some laughs over a casual meal. Bring a friend or family member and join the fun.

Please call the Windsor office on (07) 3857 5085 to confirm your attendance

Meals cost around \$15.
Dinner starts around 5:30pm.

Thursday 4 October
Aspley Hornets Football Club
50 Graham Road, Carseldine 4034.

CHRISTMAS LUNCH

Unbelievable as it is, Christmas is almost upon us again! Mark your calendar for EPIC's annual Christmas luncheon. We have a fun event planned for all including carols, lunch and a visit from a special guest.

Saturday 8 December
12pm - 2pm (Doors open at 11.30am)
Kedron-Wavell Services Club
21 Kittyhawk Drive (off Hamilton Road),
Chermside South.



GLOBAL DATES

20-26 August

Brain Injury Awareness Week

10 September

World Suicide Prevention Day

13 September

R U OK? Day

6 October

World Cerebral Palsy Day

October

Down Syndrome Awareness Month

10 October

World Mental Health Day

11 October

World Sight Day

20-26 October

National Week of Deaf People

PERSONAL ACTION PLAN

Goals which are not written down risk remaining just ideas. Putting pen to paper makes them physical and important. Write them down.

To give your goals the best chance, consider making them SMART. This means they are:

Specific
Measurable
Achievable
Relevant
Timely

Prioritise your goals

Now that you've got your goals written down on a piece of paper, put them in order of importance.

Mini Goals

Break your goals down into smaller SMART goals.

Example: "When the next edition of The Enquirer is published I want to have"

Tips from EPIC

Health

Regular exercise promotes the production of our 'happy chemicals', including serotonin. Serotonin improves our mood, appetite, digestion, sleep and memory. When our serotonin levels are low, we don't feel like exercising. By forcing yourself to exercise, you'll instantly boost your mood.

Wellbeing

Try to limit your intake of alcohol. Alcohol depresses the central nervous system which can cause a person's mood to fluctuate. Alcohol decreases the levels of the 'happy chemicals' in the brain. This increases feelings of anxiety and depression.

Work

Practice pausing when upset. Strong emotions create urgency which can drive someone to make rash decisions which they later regret. If you become upset at work, take a deep breath and resist making a decision until you have calmed down.

Finance

It is important to plan for bills and expenses. Consider creating a budget which includes upcoming expenses, and make sure you have funds set aside to pay them. This should take away the stress expenses may bring, and give you the best chance of reaching your savings goals.

Self care

Be aware of your frame of mind. Stop being so hard on yourself. Take a slow deep breath, exhale for seven seconds, and repeat three more times. During this exercise, think about something you have done in the past three months which makes you proud.