



Exciting New Opportunities

A New Trend Valuing Consumer Feedback Creates New Jobs for Clients

Recently an exciting job opportunity has come up for two Catapult clients. Vicky Sorenson and Kerry Poff have been interviewed by LifeLinks about becoming Survey Interviewers for their organisation.

The job will involve Vicky and Kerry surveying clients of LifeLinks to ascertain how people are finding LifeLinks' service. The surveys will provide LifeLinks with valuable information on how their clients see the service and this will enable them to make effective changes to best meet the needs of their clients.

Vicky and Kerry are both people who have life experience that means they can relate well to the needs of many of LifeLinks' clients. This makes them ideal people to be connecting with the organisation's client base and encouraging those clients to relax and speak more easily about how they perceive the service.

This is part of a new initiative coming up for many social services whereby consumers take a much more active part in the collection and collation of feedback on services. Pauline Freeman and Jane Simpson from LifeLinks have been instrumental in developing this process for the organisation.



The interviewer roles will provide new challenges for Vicky and Kerry. They are both very excited to have an opportunity to be working in this area and the job will give them experience in developing many skills such as effective communication and recording of information. In recent

week they have been practicing their interview skills through role plays with support from Catapult and at home with their families. This has been fun as well as a great way to know the job well before they start.

Their first 'real life' interviews for LifeLinks were at Independence House on November 14th and went very smoothly. This is the start of regular work for them in both face to face and telephone interviews.

Catapult Congratulates Vicky and Kerry (pictured above) in taking on this exciting new opportunity.

The Cylinder King

The Advantages of Recycling

The advantages of recycling are well known, as are the benefits to the environment of reusing goods that in the past would have been discarded.

The Cylinder King, also known as Canterbury Cylinder Testing, applies environmentally responsible solutions to the problem of unwanted gas cylinders.

Russell Bishop, known as The Cylinder King, has developed an innovative response to the problem of unwanted gas cylinders. Russell collects the unwanted cylinders through various depots and degases, devalues and retests them. If the cylinders are up to a certain standard he repaints them with recycled paint and certifies them. This gives them a further 10 year life span, which is comparable to the life span of a new gas cylinder but is up to 40% cheaper. Once a cylinder is re-commissioned they are distributed to wholesalers and service stations around Canterbury.

Over the last eight months our client John has been employed full time at Canterbury Cylinder Testing as a gas cylinder recycler. During John's employment with Canterbury Cylinder Testing, Catapult has provided support initiatives such as job coaching and weekly meetings with John and the employer. The result of this has been that John is an integral part of Russell's business and is now managing a recycling depot situated within one of the Christchurch City Council's Refuse Stations.

Russell has also provided the opportunity for other clients from Catapult to gain work experience at Canterbury Cylinder Testing. This has been a valuable experience for clients wishing to gain work in the recycling industry. Several clients that have done work experience with Canterbury Cylinder Testing have gone on to be employed within other areas of the recycling industry.

Catapult appreciates the support that Russell at Canterbury Cylinder Testing has provided to our clients and we hope this relationship can continue in the future for the benefit of all involved.

For more information regarding products at The Cylinder King contact Russell at Canterbury Cylinder Testing, 105 Coleridge Street, Sydenham or phone 03 366 5610.

Catapult Begins Transition for Students Programme

In our March newsletter we outlined our emerging focus on Transition for Students into employment. This clearly is an area of major need in our society.

Youth with disability and health issues in particular are at high risk on missing out on the benefits of working and a flexible and client focused service is needed to support them in navigating the tricky changes from the world of education and training into the open paid job market. Relationships need to be well developed on both sides of the process; both with teachers, trainers and schools and with employer networks. With all this in mind we have begun rolling out our Transition for Students programme.



Student's preparation for moving from school to work and community life.

Over the years, Catapult has had steady numbers of school leavers entering the service direct from secondary schools and tertiary education. Some schools and tertiary institutes such as CPIT, Mairehau High School, Allenvale School and another local high school already have a close liaising process with Catapult for referrals and follow up support and this has meant that we have clear lines to develop our Transition service on.

Teachers at Allenvale for example have been involved as team members with Catapult staff providing job coaching support for students in new employment and their input in the process has been invaluable, often helping fill in some key information about the person's needs to help them succeed in work. The process is flexible however to allow for keen young people to have a go at a job that interests them. Recently a young school leaver from another local high school surprised everyone by making very quick progress with work goals despite some initial concerns regarding the suitability of open paid work.

As well as this steady group of school leavers, Catapult now has two specialised contracts to work with specific groups of young people. The first is for transition for school students who are funded under the Ongoing and Reviewable Resourcing Scheme (ORRS). These are students assessed as having the highest level of need for special education. The second is with Youthworks at Canterbury Development Corporation and is to provide support for youth who are having difficulty attending mainstream secondary education and for whom formal schooling has become an unrealistic option.

We have begun the process of developing transition plans for the first clients coming through under these new contracts. This has often involved close consultation with clients and their families around making sure the next step is the right step to best fit the needs of the person. Many of Catapult's existing employer networks are very supportive of creating suitable opportunities for young people and often we find that once a person finds something they

enjoy and can do well, it can quickly lead to many life improvements for them.

For more information or for Brochures on the *Transition for Students* service please contact Catapult on 03 365 7005 or view our website at www.catapult.org.nz

Catapult Employment Services Trust

111 – 115 Cashel Street

PO Box 730 Christchurch 8140

Telephone: 03 365 7005 Fax: 03 365 7006

www.catapult.org.nz

Supported by



Members of

