

Appendix 1

ClubSafe Responsible Conduct of Gambling Policy

Prepared by:



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IMPORTANT NOTICE

Machine Playing Conditions



These Conditions regulate and limit the rights and obligations of anyone who plays a gaming machine in the Club. You should read them before playing any machine. Do not play any machine if you do not understand and accept all of these Conditions.

1. No patron is required to participate. Any playing of machines is at your sole option, discretion and risk.
2. Player information brochures are available. Please ask if you would like to know how to get one. Player brochures are for general information only and if there is any inconsistency with these Conditions, then to the extent of the inconsistency these conditions prevail.
3. You should not play any machine unless you completely understand -
 - (a) how you have to play it, and
 - (b) the combinations that you would have to get to win a prize.
4. If you disagree with anything done by the Club in connection with a prize or the playing of a machine, please ask about the Club's complaint handling procedures.
5. Machines must not be played by anyone under the age of 18 years.
6. These Conditions cannot be varied for you personally except by a document that sets out the change(s), expressly refers to these Conditions and is signed by an authorised Club officer.
7. These Conditions apply even where there are separate conditions stipulated for a particular machine or promotion or prize, except only where (and to the extent that) the Club expressly states in writing that it is amending these Conditions.
8. Payment may be withheld and the Police called if in the Club's opinion a machine or the circumstances show any sign of use of or interference with the machine which is unlawful or in breach of these Conditions or the Club has any reasonable suspicion of play in breach of these Conditions or which is otherwise improper.
9. A prize or purported prize will not be paid or awarded where in the Club's reasonable opinion it arises as a result of a machine malfunction; or as a result of any aspect of the operation, working, use or performance of the machine that was not intended or not reasonably anticipated by the Club (even if that aspect of the operation, working, use or performance of the machine was otherwise predictable); or (without limiting the previous general words), where the winning combination showing has not been registered in the machine. The Club's decision is final.
10. Various legal requirements binding on the Club in some circumstances are mandatory and cannot be varied. If any such requirement is inconsistent with these Conditions then the legal requirement prevails but only to the extent of the inconsistency.
11. You must not play any machine which the Club has marked as malfunctioning or otherwise in some way marked or indicated as withdrawn from play. The Club will not pay any prize won on any such machine.
12. At any time when requested by the Club a player must provide their full name and address plus details of the basis on which they are on the Club's premises, with such documentary proof as the Club reasonably requires. The Club may prevent you from playing or continuing to play any machine if you do not satisfactorily comply with this requirement.
13. Club employees and former employees, and contractors and suppliers to the Club (and their officers and staff) must observe all relevant restrictions imposed by the Club from time to time regarding such persons. Without limiting those general words, an employee must not play machines whilst on duty nor during meal or rest periods or other breaks from duty. Prizes won by an employee or former employee, or by a contractor or supplier (or one of their officers or staff) when playing a machine in breach of this Condition, will not be awarded or paid.
14. Only coins and notes of Australian legal tender are to be used to play gaming machines and that must be in accordance with the particular requirements of any particular machine as noted on that machine.
15. You may reserve not more than one machine at a time and then for a maximum of 15 minutes. However, the Club may in any particular case decide in its discretion not to allow a machine reservation to continue. The Club has no liability to you if you reserve a machine but for any reason that machine is played by some other person. The Club may in its discretion but without limiting the other provisions of this condition, allow particular types of players to reserve more than one machine or to reserve a machine for a longer period.
16. The Club may reserve any number of machines for the exclusive use of full members or for a particular promotion or activity. If you are not entitled to play a machine under any such particular arrangement then you are not entitled to claim any prize won on the machine whilst it is so reserved.
17. A prize will not be paid unless the winning combination is seen by an authorised staff member of the Club and verified for payment according to the Club's standard procedure for paying prizes.
18. A prize will not be paid if it is won before the opening time of the Club, or after the announced closing time of the Club.
19. The Club has the right to ensure that every prize, short pay and machine refill is played off.
20. The Club may refuse any person the right to play or to continue to play a gaming machine in its discretion at any time without giving any reason.
21. You must immediately report to an authorised Club staff member, any machine that is able to be operated without using the correct legal tender or without reducing the credit meter by an appropriate amount or that is malfunctioning in any other way, and you must stop playing that machine.
22. You must also immediately report to an authorised Club staff member, any machine that overpays or pays other than the correct amount for a winning combination, and you must stop playing that machine.
23. Any property, including money, left by players in or on an unattended machine must be reported and returned to the Club for appropriate action.
24. If you do not report a malfunction as required then you may be liable to the Club for damages suffered by the Club as a result.
25. You must not tilt, rock, move damage or interfere with a machine or do anything calculated or likely to interfere with the normal operation of a machine, or do anything prohibited by law.
26. Cheating in relation to a machine is a very serious criminal offence carrying a maximum penalty of \$11,000.00 or imprisonment for 12 months, or both, for each offence.
27. Prizes are not payable to any player, and may not be claimed by any person, who is under the age of 18 years or who is not either a financial member, provisional member, temporary member or honorary member, or a bona fide guest of a member and on the premises in compliance with all requirements of the law and the Club's Constitution and playing the machine in the reasonable company of the member concerned.
28. Prizes or accumulated credits over \$2,000.00 will, and prizes of less than that amount may be paid by crossed cheque payable to the prizewinner, or by EFT where that is requested by the prizewinner and those means are available to the Club.
29. Monetary prizes and stored or accumulated credits will be paid within 48 hours of a request for payment from the prizewinner. The Club in its discretion may pay part of a prize or of a stored or accumulated credits, in advance of paying the balance.
30. A prize may be awarded in a non-monetary form. Where a prize is awarded in a non-monetary form there is no option to take the prize in any other non-monetary form except as the Club may have separately specified in writing for any particular machine or promotion. The prizewinner does have the choice of being paid instead. The prize will be awarded as stated in the Club's published information, or if no time has been specified then within 48 hours of a request from the prizewinner.
31. Where a prize is not awarded or paid immediately after the prizewinner has requested it, the Club will give the prizewinner a written acknowledgment of the prizewinner's entitlement to the prize.
32. For a monetary prize, the Club will pay the prizewinner an amount equal to but not exceeding the value of the credits accumulated by the prizewinner from playing the relevant machine.
33. Except as specified by the Club in writing or by legislation for any particular machine or promotion, all prizes are paid in cash. The Club keeps certain records in relation to machines and prizes. Players must cooperate with the Club regarding the keeping of those records.
34. If the Club offers any machine which is operated as part of an inter-club linked gaming system (no matter what that system is named) then -
 - (a) to the maximum extent permitted by law, progressive jackpots (and other similar prizes) are payable by TAB limited or other operator of the linked gaming system alone and the Club has no liability to pay, and gives no representation or warranty concerning, any such jackpot, prize or other benefit offered by that operator;
 - (b) any other specific Conditions applicable to the relevant linked gaming system, including those notified by the operator of the linked gaming system, apply. If there is any inconsistency, then as between you and the Club (except as any other Conditions promulgated by the Club may expressly provide) these Conditions prevail to the extent of the inconsistency to maximum extent permissible at law;
 - (c) the Club may if it chooses act as the representative or agent of the linked gaming system operator eg. to facilitate payment of a progressive jackpot or prize. However, that does not waive or affect these conditions all of which continue to apply.
35. The Club may immediately withdraw a machine or any progressive system from play if the Club in its absolute discretion suspects a malfunction. If the machine is of a progressive type then the Club will have the machine repaired as soon as practicable.
36. Only the actual prizewinner may claim or receive payment of a prize. They must do so in person at the club's premises. The Club may in its absolute discretion waive this condition.
37. If the Club in good faith pays or awards a prize to someone appearing to the club to be or to duly represent the prizewinner, then the maximum extent permitted by law that payment or award fully discharges the club from all liability to the prizewinner in relation to that prize.
38. If the Club provides any gaming machine ticket (as defined in the Gaming Machine Regulation 2002 as may be amended from time to time) then -
 - (a) The ticket may only be redeemed at the place or places at the Club's premises which are designated by the Club.
 - (b) The ticket may be redeemed at the Club's election in cash or by cheque or both.
 - (c) The Club may refuse to redeem the ticket if the Club is not satisfied that the person claiming in respect of the ticket or if that person does not provide documentary proof of identity and their signature and provide and let the Club take from that documentary proof of identity the following information - their full name and address; the identifying numbers or letters of the document proving their identity; and the full name, address and signature of the person claiming in respect of the ticket (if different to the person presenting the ticket).
 - (d) Claims may be made for unclaimed tickets at any time when the Club is open for trading.
39. The Club may still publish information relating to the type or value of any prize won and the venue or geographic location where it was won, even if the prizewinner requests in writing that nothing disclosing the prizewinner's identity be published.
40. By accepting or redeeming a prize, a prizewinner consents to use of their name and likeness for marketing purposes (until they request the Club in writing given to the Club or an employee of the Club that anything disclosing their identity not be published), based on the winning of the prize and without additional compensation.
41. Nothing in these Conditions affects anything contained in any self-exclusion deed which you may sign. The Club is entitled to rely on every provision in any self-exclusion deed signed by you (whether or not the deed is titled as a self-exclusion deed), despite anything in these Conditions.
42. Any other specific Conditions applicable to any particular machine, promotion or prize apply. If there is any inconsistency, then (except as those other conditions may expressly provide) these Conditions prevail to the extent of the inconsistency.
43. A member who breaches any of these Conditions is liable to disciplinary action by the Club in addition to any disqualification from claiming a prize and any other lawful penalty.
44. The Club may withdraw or amend these Conditions at any time in its absolute discretion. Any change becomes operative immediately it is displayed anywhere at the Club.

IS GAMBLING A PROBLEM FOR YOU?
G-LINE (NSW) IS A CONFIDENTIAL, ANONYMOUS & FREE COUNSELLING SERVICE
FREE CALL 1800 633 635



www.allpride.com.au

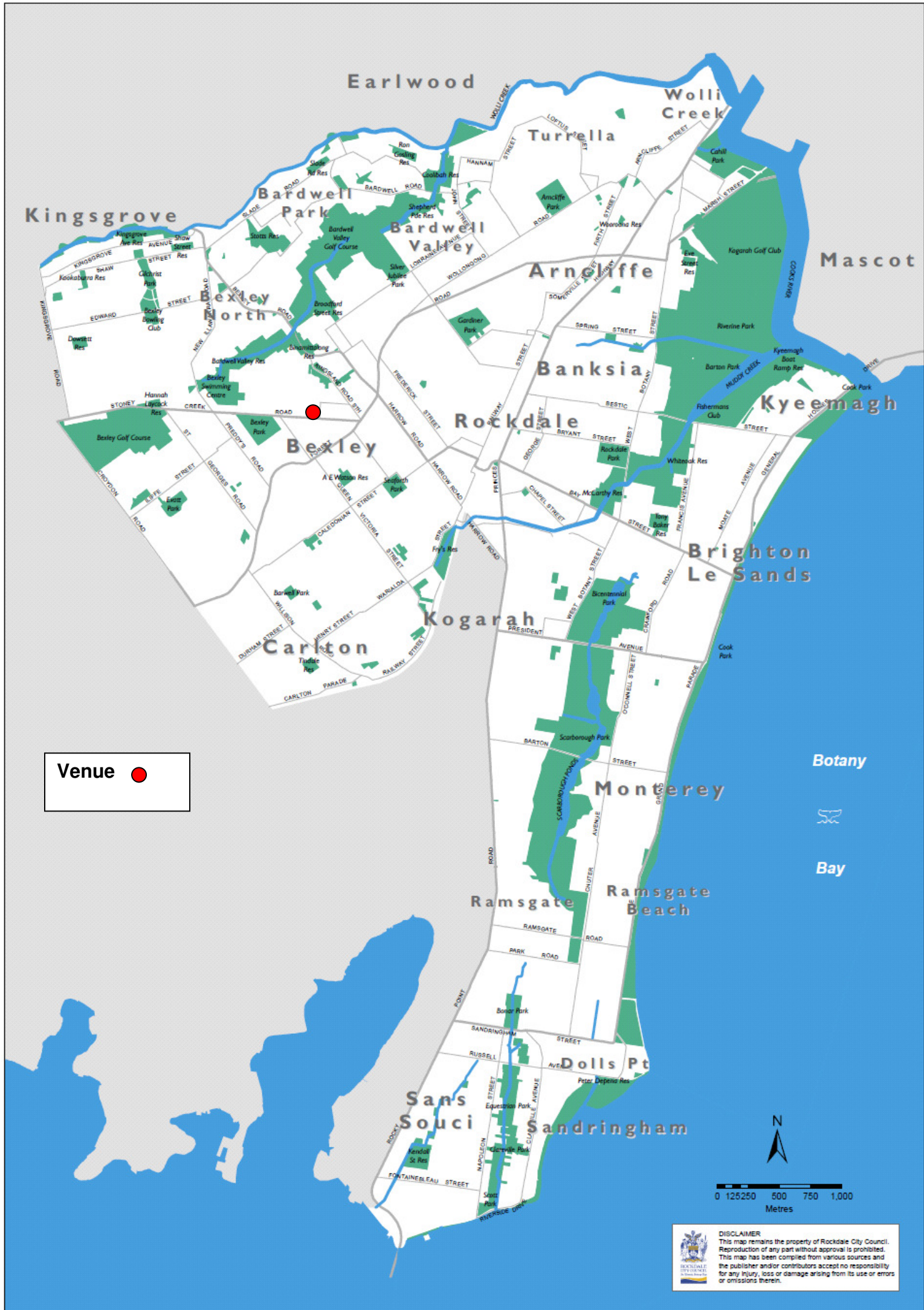
Appendix 2

LGA Map

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Venue



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Appendix 3

Local Community Map

Prepared by:

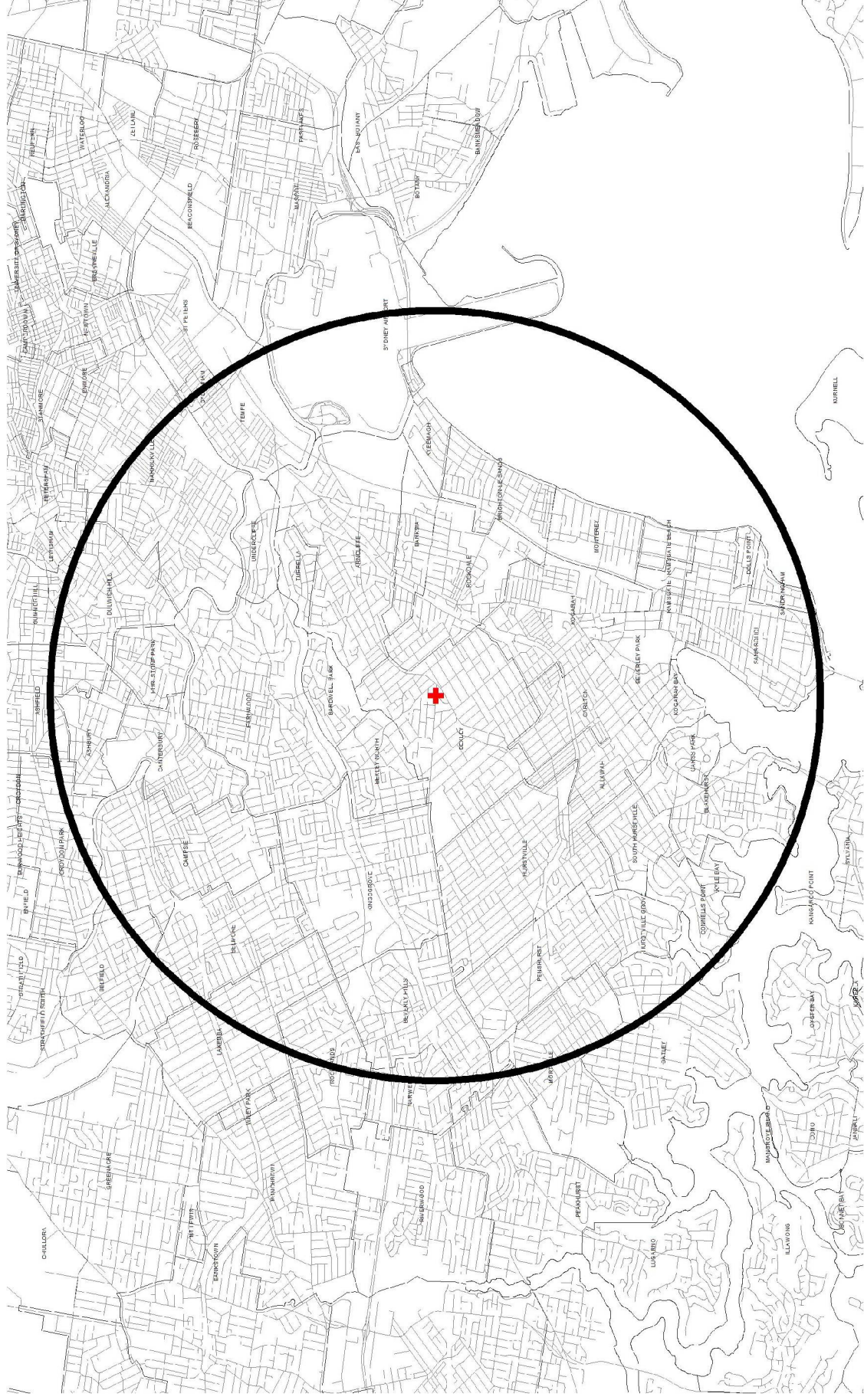


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Lawler Partners

5km Radius: Bexley RSL & Community Club



Appendix 4

Layout of Venue

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Appendix 5

Jobsupport correspondence and supporting information

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JOBSUPPORT INC.

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Email: sland@jobsupport.org.au
swest@jobsupport.org.au
Web: www.jobsupport.org.au

16 November 2009

NSW Office of Liquor, Gaming and Racing

Re: Bexley RSL support for Jobsupport programs

Dear Sir or Madam,

I am writing today to provide details of Bexley RSL's involvement with and support for Jobsupport. Bexley RSL has proposed to continue a strong partnership with Jobsupport through financial funding of our core program in the Rockdale LGA over the next 7 years. We are grateful for the opportunity to work with Bexley RSL and hope the partnership will come to fruition through the approval of Bexley RSL's application to OLGR.

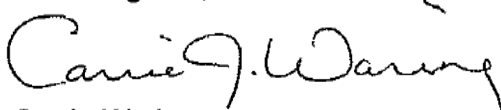
Bexley RSL as a Jobsupport employer

Jobsupport placed a client with a significant intellectual disability named Thomas into a position at Bexley RSL in March 2009. In his job at Bexley RSL, Thomas performs multiple tasks including washing glasses, restocking the Keno area, setting up the bar area, wiping the refrigerators, and setting out pokie chairs. Thomas was retrained for his job at Bexley RSL after a 3-year job with a local supermarket. In his old job, Thomas performed a single task of facing up (turning around and aligning) stock and he generally felt isolated. The transition to Bexley RSL has provided Thomas with more challenging varied tasks, ones he has happily risen to. Bexley RSL has provided Thomas with a stable job, the staff is supportive and they treat him like an equal. As a result, Thomas has shown everyone that he is much more capable than when first assessed and he is truly enjoying his work at Bexley RSL.

Please find attached a submission for the project Bexley RSL has offered to support over the next seven years.

Thank you for taking the time to review this submission. Please contact me if I can answer any questions.

Warm regards,



Carrie Waring
Fundraising Coordinator
0403 390 978
cwaring@jobsupport.org.au

Jobsupport Program and Bexley RSL Support

Background to Jobsupport

People with significant intellectual disabilities have limited options after school: business services (sheltered workshops), post-school activity ATLAS programs and open employment. Jobsupport was established in 1986 and specialises in placing people with significant intellectual disabilities (average IQ 49, max IQ 65) into open employment. Jobsupport now serves 500 clients across Sydney with over 50 clients who either live or work in the Rockdale LGA or close surrounds. Jobsupport operates both an open employment and a transition to work (CWO) program. Jobsupport began CWO to help address barriers that people had to trying open employment; over 70% of people who finish CWO achieve open employment. Jobsupport is the only service in NSW to specialise in clients with severe intellectual disabilities and high support needs and is skilled in dealing with specific problems with this client group (difficulty with travel, poor communication skills, poor grooming, etc.).

Jobsupport's client group is women and men (of all nationalities, religions, etc.) with a significant intellectual disability who have finished school are suitable for and desire to work in open employment. About 25% of Jobsupport's clients have Down Syndrome. Jobsupport's clients are mainly referred from 'IO' special classes in High Schools / Special Schools and by parents or advocates.

Jobsupport assesses each client individually and then seeks to find a position in open employment for that client that meets both their aspirations and abilities. Jobsupport analyses the chosen position and breaks it down into individual steps for the client to learn and follow. A Jobsupport client is trained on site in the job on a one-to-one basis for a period of 6 weeks or until they are confident and able in their tasks. They are then visited weekly, fortnightly or as required to support them in their job or train in new tasks for the duration of their employment. As skills are developed, confidence increases and the client feels valued.

Summary of Project:

Since 2006, demand for Jobsupport services has been increasing by 20 – 40 new clients annually as more students leaving school are encouraged to try open employment and they successfully work through the transition to work program. Jobsupport receives federal Department of Education, Employment and Workplace Relations (DEEWR) funding, which is capped at 500 clients until March 2010. Jobsupport now fundraises to self-fund waitlisted clients who desire work in open employment and works to get them a job when they want it.

When the funding cap is removed in March 2010, Jobsupport will be able to bring in all clients who desire work in open employment. But Jobsupport's clients, who have a more severe intellectual disability than other open employment services cater for, require a larger amount of jobsearch hours and training hours to successfully create and match the right job for the client. The result of the intense upfront work that Jobsupport performs means we achieve higher 26-week outcomes (Jobsupport achieves 76% vs 34% nationally), have higher retention rates and higher salaries for clients.

However, this intense upfront work finding and matching the right job for our clients means the placement funding provided by DEEWR doesn't match the real costs to Jobsupport, as the formulas are determined for job placement for people with milder disabilities. Jobsupport works to self fund the additional cost required when a new client comes into the program or a current client needs replacement and retraining.

Jobsupport receives \$19,500 per client from DEEWR for the initial placement but the true average cost is between \$27,000 and \$30,000, leaving between \$7,500 and \$10,500 per placement that Jobsupport fundraises for. Each year, between 2 – 4 clients living or working in the Rockdale LGA and surrounds requires placement or replacement into a new job. **Bexley RSL's donation to Jobsupport's core program of \$15,000 per year would allow us to place up to 2 clients in the Rockdale local area annually.** Jobsupport currently has 2 clients living in Arncliffe (one new, one replacement) and 3 clients living in Hurstville whom Jobsupport is working to place in jobs.

Impact for Clients, Community, Rockdale LGA and NSW Government

Jobsupport caters for people with a significant intellectual disability who are unlikely to access other open employment services. Jobsupport helps connect people with a significant intellectual disability to their community and offers them a chance to access a real job.

Benefits to Local Clients/Families

Some of the ways that open employment develops confidence in young people with a significant intellectual disability are:

- o Social benefits from integration into a normal work environment
- o A degree of financial independence (average salary is five times higher than in Sheltered Workshops)
- o Independent travel training leading to confident, independent travel on public transport
- o A feeling of 'belonging' to and being a valued member of the community

Benefits to Local Employers/Community

The benefits of this project will extend beyond Jobsupport's client group to employers and the wider community. Jobsupport clients help employers, as they are able to perform routine tasks effectively and efficiently. This frees up more experienced staff giving them more job satisfaction and therefore reduces staff turnover. Jobsupport clients have an annual job retention rate of over 85%. Jobsupport's clients stabilise high turnover positions.

This project has a direct impact on the Rockdale Council area as 30 clients live in the LGA and more work in the area. Examples of current employers include:

Bexley RSL	Lowes Manhattan, Arncliffe
Ramsgate RSL sub-branch Memorial Club	McDonalds, Bexley
City Ford, Arncliffe	McDonalds, Sans Souci
St George Bank Personal Lending, Kogarah	St. George Bank, Kogarah (2 clients)

The Plastics Centre, Arncliffe	Australia Post Delivery Centre, Kingsgrove
Big W, Rockdale	St George Private Hospital, Kogarah
Rockdale City Library	Pizza Hut, Kogarah
Spotlight, Rockdale	Woolworths, Rockdale
Woolworths, Kogarah	

Benefits to the NSW State Government and Taxpayer

Open employment for people with a significant intellectual disability is the most cost effective solution for the taxpayer. A 2005 Econtech report estimated Jobsupport's net annual cost to the government per client at \$1,692 vs \$6,358 for business services (sheltered workshops) and \$15,699 for ATLAS activity programs.

As the ATLAS activity programs are funded by the NSW State Government, it was estimated that the Jobsupport program saves the NSW Government approximately \$3 M annually when people with a significant intellectual disability in Sydney go into open employment instead of activity programs.

Who's Working Where

Tom MacLachlan, General Hand, Bexley RSL, Bexley

"I work at Bexley RSL Club.

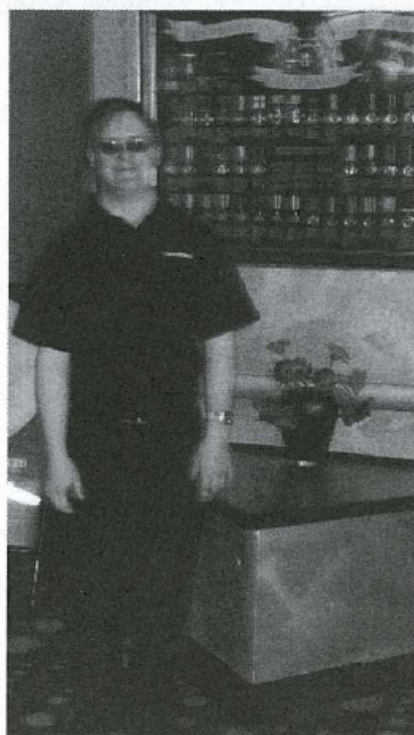
My favourite part of my job is putting the flag up out the front every morning.

I also wash glasses, put the chairs at the poker machines, put out tickets and pencils for Keno, get the ice from downstairs and on Fridays I move tables and chairs in the big room.



I work with Cheryl, James, Tommy, Sue and Anton.

Everybody is kind and helpful".



JOBSUPPORT INC

A brief history.....

Jobsupport Inc began in April 1986 as a demonstration project, to assess the viability of placing people with intellectual disabilities into open employment

Twenty-three years later, the employment of people with intellectual disabilities is a common practice and Jobsupport have placed more than 490 people into award or productivity based jobs. Jobsupport now have five offices servicing Sydney. In 2008 a branch was opened in Melbourne.

Jobsupport's clients are fully assessed in the areas of work skills, behaviour, ability to travel and any other issues relating to maintaining successful employment. Jobsupport offers one to one onsite training followed by on-going support for the **entire** duration of employment.

Jobsupport Inc's employer group includes but is not limited to

- | | | |
|----------------------------|--------------------------|---------------------------|
| ▪ Stockland Trust Group | ▪ Corrs Chambers | ▪ St George Bank |
| ▪ Bank New York Trust | Westgarth | ▪ Department of Public |
| ▪ The Parliamentary | ▪ Gadens lawyers | Prosecutions |
| Library | ▪ John Holland | ▪ Cannon Australia |
| ▪ Rohlig Australia Pty Ltd | Constructions | ▪ Australia Post |
| ▪ Intentia | ▪ Dibbs Abbott Stillman | ▪ Bankstown Library |
| ▪ Bulgin & Stockwell | ▪ Nexia Court & Co | ▪ Department of Land |
| International Pty Ltd | ▪ Commonwealth Bank | ▪ The State Library |
| ▪ IAG Services Ltd | ▪ Cochlear | ▪ Le Reve Cosmetics Int. |
| ▪ Goodman Fielder | ▪ Micropay | ▪ Capital Finance |
| ▪ Micropay Pty Ltd | ▪ Arthur J Gallagher | ▪ Gilbert & Tobin |
| ▪ Boeing Australia Limited | Reinsurance | ▪ Austbrokers |
| ▪ Atlas Copco Australia | ▪ The Law Society of NSW | ▪ Catholic Schools Office |
| Department of | ▪ Attorney General's | ▪ Audit Office of NSW |
| Corrective Services | Department | |

Thirty per cent of Jobsupport's employers have reused the service to acquire new staff. A substantial amount of other business is generated through good recommendations from these main employers.

Jobsupport Inc has won a National Safety Award for its systematic approach to occupational health and safety among its clients.

Commonwealth subsidies to Jobsupport Inc are offset by pension savings achieved by having people with intellectual disabilities in paid employment

Jobsupport Inc's method of calculating productivity based wages for clients was used as a model for the Federal Government's Supported Wages System.

Employers can contact Jobsupport on the following numbers regarding employment opportunities in the following areas: Southwest & Southern Suburbs - (9150 8888) Innerwest Suburbs and the CBD (9554 9555), Northern Suburbs & the City (9413 1633) Northwestern Suburbs (9831 4377). A member of the Jobsupport team would be pleased to come out to your workplace to discuss the program further and assess whether you can give someone a go.

JOBSUPPORT INC

Employer Benefit Summary

- ◆ Jobsupport Inc assistance in providing training for the employee on a one to one basis, at no cost to the employer.
- ◆ Training is structured to achieve the quality standards, productivity output and safety standards you require.
- ◆ The training period usually lasts 4-6 weeks.
- ◆ In the event of the employee not being able to meet the standard productivity rate of other co-workers, Jobsupport Inc can assist with the arrangements of a productivity-based wage with the Department of Industrial Relations.
- ◆ Once the employee has achieved the agreed quality, safety and productivity standards, support is adjusted according to the needs of the employee and in agreement with the employer. Support is provided on this basis, for the life of the job, monitoring that quality, safety and productivity standards are maintained. If further training is required over the life of the job, Jobsupport Inc continues to provide this service as no cost to the employer.
- ◆ The employer gives someone with an Intellectual Disability an opportunity to be a part of the general work force in the community.
- ◆ Employees with an Intellectual Disability work best with routine and repetitive task, this benefits other employees to focus on more demanding/higher skilled tasks. High turnover positions are therefore stabilised and ongoing recruitment cost reduced.

JOBSUPPORT INC

The Jobsupport Program

JOB ANALYSIS

Aim: *Jobsupport identifies and analyses suitable tasks and learns about your Company's structure and culture*

- ◆ Jobsupport staff learn the tasks at your workplace
- ◆ We will take the time to learn how you require tasks to be done and at what speed the work needs to be completed at
- ◆ Jobsupport assists in establishing routines if required

JOB MATCHING

Aim: *To provide your Company with the best candidate for the job*

- ◆ Jobsupport provides you with motivated, stable and reliable employees
- ◆ We seek to match the candidate's personality and ability to the work culture of your company and the skills required to do the job effectively

TRAINING

Aim: *To train the candidate to perform the job to your specified standards*

- ◆ Jobsupport trains the candidate on a one-to-one basis for a period of up to 6 weeks
- ◆ Jobsupport assists the candidate to integrate into the workplace

ONGOING SUPPORT

Aim: *To provide permanent ongoing support to you and your new employee*

- ◆ A qualified Jobsupport staff member regularly visits your new employee at your workplace to monitor their work performance
- ◆ We ensure the formal and informal aspects of the job work well
- ◆ Jobsupport provides further training assistance for any new tasks which may be introduced

JOBSUPPORT INC

Quotable endorsements from employers:

About the Jobsupport program...

Jobsupport is a great organization and it has been great to be part of the process in helping to find a job that utilizes his skills and being a valuable member of our team.

Best and Less
McCarthur Square – 2007

Our association to date is highly professional, positive and mutually beneficial, and the continuing support ensures that a high level of performance is maintained.

The Prince of Wales Hospital
Randwick – 2007

Through the development of both work and social skills, he is now a valued and important member of the team here at Harris Farm Markets. Customers have noticed the store is cleaner and staff have more time to complete their own tasks. If you have tasks which are consistently difficult to complete and want to employ a person who would otherwise not have an opportunity to work, I strongly recommend giving one of Jobsupport's clients a go in your workplace.

Harris Farm Markets – Penrith Westfields
2008

I would definitely recommend Jobsupport to any company that is looking for somebody to carry out routine/repetitive tasks. The training and support that they receive from Jobsupport is of a very high standard and the trainers have the technique and skill to integrate the candidate into the work place.

Nexia Court and Co – Sydney
2008

JOBSUPPORT INC

Suggested tasks for a Jobsupport client in a Clerical / Office Administration role

Filing:

- Alphabetical
- Numerical
- Clean / sort file areas
- Preparing files for storage
- Scanning documents

Faxing:

- Send external simple faxes
- Send broadcast faxes to multiple recipients
- Collate and distribute incoming faxes internally
- Replenish and maintain fax paper in all machines

Photocopying:

- Collating
- Binding documents
- Stapling documents
- Replenish and photocopy paper in all machines

Mail:

- Sorting
- Stamping
- Recording incoming / outgoing
- Distribute internal mail
- Mail merge
- Franking mail
- Mail outs, labelling and stuffing envelopes

Deliveries:

- Mail to post office
- DA mail to DX box
- Gopher b/w departments / other businesses
- Banking
- Purchase kitchen supplies (coffee / tea / milk etc)
- Errands

Data Entry:

- Basic word processing
- Basic data entry
- Packaging
- Make up resource kits

Labelling

- Binding of reports

Cleaning:

- Clean office reception areas
- Garden maintenance
- Empty bins
- Empty recyclable material
- Clean bathrooms
- Clean kitchen area
- Maintain boardroom and prepare meeting areas

Stores:

- Replenish stores as required
- Clear storage area
- Sort and maintain storage area
- Distribute stationery

Invoicing

- Preparing invoices to be sent to customers
- Sort and deliver cheques

Additional

- Clean board room
- Set up board room
- Take orders and make coffee / tea for functions
- Organise collection and delivery of couriers
- Shredding confidential documents
- Covering library books
- Archiving

21 January 2008

NEXIA COURT & CO



CHARTERED
ACCOUNTANTS

ABN 71 502 156 733

TO WHOM IT MAY CONCERN

We have had the pleasure of employing Sophie as our office junior since October 2007.

Sophie came to our attention through the Jobsupport program. After many unsuccessful attempts of retaining office juniors we were delighted to have Jobsupport assist us.

From day one we were impressed with how Jobsupport handled the process from analysing the role we had to training and providing ongoing support to Sophie.

Sophie's current tasks involve:

- Collection and distribution of mail
- Banking and general errands
- Franking and sending of outgoing mail
- Organising of kitchens, boardrooms and stationery storeroom
- Sending out of bulk mail outs
- Assisting in setting up for training/lunches etc
- Putting away stock when delivered

Sophie completes her daily tasks on time and always of a high standard. Sophie is always eager and willing to assist where ever she can.

She is a crucial member of the administration team and also to the firm. Sophie goes out of her way to always say "Good morning" to everybody (using their first name) and is always interested in what other staff members have done for their weekends or even how their day is going.

I would definitely recommend Jobsupport to any company that is looking for somebody to carry out routine/repetitive tasks. The training and support that they receive from Jobsupport is of a very high standard and the trainers have the technique and skill to integrate the candidate into the work place.

Yours sincerely

A handwritten signature in black ink, appearing to read "Kiri Brain".

Kiri Brain

Human Resources & Marketing Manager

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3 August 2007

To whom it may concern

JOBSUPPORT INC.

Gadens has been working with JobSupport for the last 10 months or so and we have found them to be very professional, friendly and extremely helpful at all times. JobSupport contacted me at a time where I was having difficulty finding a reliable and hardworking employee to join our client services team as a catering assistant/ kitchen attendant. Previous employees had stayed in the role for a few months and then wanted to transfer to other areas of the firm, usually without proving themselves in the client services role first.

For Gadens, we are always looking for employees who care about the work they do and have strong work ethics and the turnover in the client services area had been relatively high due to people taking on the role but not really caring about it or seeing the importance of the role being done properly.

JobSupport consulted with us about the aspects of the role and advised us about some of their clients that might be suitable for such a role. We were extremely fortunate that they placed Eliza with us and we haven't looked back since! Eliza has been with us since November 2006, she settled into the role very quickly and has undertaken the role without fuss or problems ever since.

Eliza is responsible for maintaining the cleanliness of the kitchen areas on each of the firm's 5 floors and ensuring they are all stocked properly. She also assists with the presentation of food for our Friday night social functions. We are also in the process now of discussing some more administrative tasks that Eliza can take on. Eliza has shown a real interest in getting involved in her tasks and has expressed an interest in doing some filing and/or scanning etc. We are very happy for Eliza to get involved in this and have no doubt she will do an excellent and thorough job.

The benefits of having the above tasks performed by a JobSupport client are that tasks are undertaken in a routine and structured way and all steps are followed, instead of people taking shortcuts! Not only that but the tasks are undertaken happily and quickly and we have a stable and long-term employee!

We have found the JobSupport trainers to be absolutely wonderful. They are fantastic in the way they assist and instruct their clients and they always keep me and Eliza's manager in the loop in relation to what she is up to, any concerns she might have or they might have. They are very pleasant to deal with at all times.

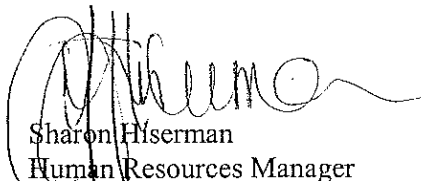
The end result for Gadens has been our decision to take on an additional JobSupport client and we now have George working with us also. George has been with us for a week, in a role very similar to Eliza's and already he is asking for more ways in which he can assist the firm with various tasks, including the delivery of mail etc.

Since Eliza started with the firm, we have really seen her come out of her shell and interact well with all of our staff. Her extended family has commented on how outgoing she has become at family social occasions and she seems to have a real confidence about her now.

I have already recommended JobSupport to my network of HR Managers in other law firms and I would be happy to recommend them to any employer who is looking for reliable, committed and hardworking employees. From our point of view, Gadens has been extremely lucky to have been approached by JobSupport and I think more employers would benefit from their service.

If you require any further information, please do not hesitate to contact me.

Yours sincerely



Sharon Hserman
Human Resources Manager
for GADENS LAWYERS

**FOR OVER 20 YEARS JOBSUPPORT
HAS SUCCESSFULLY PLACED
EMPLOYEES IN...**

- Offices and Mail Rooms
- Canteens, Restaurants and Kitchens
- Supermarkets and Retail Stores
- Hotels and Motels
- Manufacturing Companies
- Packaging Companies
- Warehouses
- Printing Companies
- Parks and Gardens
- Libraries

Independently supervised research shows a very high level of employer satisfaction with Jobsupport's training and ongoing support.

Jobsupport has trained hundreds of safe and competent workers on job sites throughout the Sydney metropolitan area.

We pride ourselves on our partnership with employers and an ability to work together to meet your recruitment needs.

Jobsupport is a Commonwealth Department of Education, Employment and Workplace Relations funded program established in 1986 to place, train and maintain people with an intellectual disability in open employment.



**Disability
Employment Network**
AN AUSTRALIAN GOVERNMENT INITIATIVE

FOR FURTHER INFORMATION PLEASE CONTACT:

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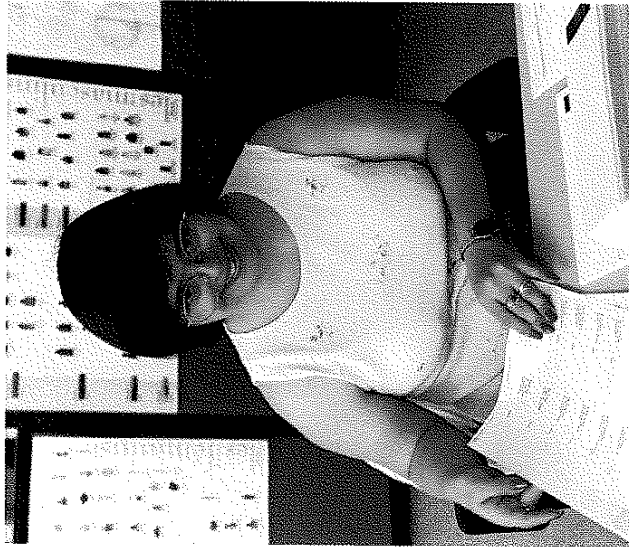
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RECRUITING WITH JOBSUPPORT MAKES FINANCIAL SENSE

Jobsupport works with employers to solve problems with routine or repetitive tasks.

For example, Jobsupport can tailor cost effective solutions to:

- stabilise high turnover positions
- release under utilised experienced staff.

Jobsupport can provide you with a motivated, stable and reliable employee.

Employees trained by Jobsupport have a job retention rate of over 80%.

Employees placed by Jobsupport have won many awards with companies including Coles, Woolworths and McDonalds.

Jobsupport has an Occupational Health & Safety management system certified to AS/NZS 4801:2001

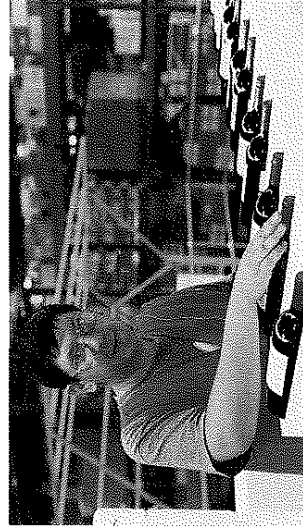
Jobsupport has won a National Safety Council Award for its systematic training designed to maximise safe work practices.



YOUR COMPANY CAN GIVE SOMEONE WITH A DISABILITY A GO

This is your opportunity to give someone with an intellectual disability the chance to have a satisfying job and greatly improve their quality of life.

The wider community respects and appreciates companies that give a person with an intellectual disability a chance to succeed.



JOBSUPPORT PROVIDES THE TRAINING AND SUPPORT TO ENSURE SUCCESS

Free recruitment, job match, job analysis, training and on-going support.

Jobsupport works with you to identify and analyse tasks suitable for a person with an intellectual disability.

Jobsupport provides one to one on-site training to maximise results:

- Initial training can be provided as an unpaid work trial
- Jobsupport can assist in obtaining any available government subsidies
- A productivity based Supported Wage can be arranged if an employee is working accurately but below the usual workrate.

Jobsupport's follow-up service monitors the employee's performance to ensure standards are maintained.

- Additional training is provided at no cost to adapt to workplace changes and/or growth within a position.