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Dear << Test First Name >>

Welcome to the final ESNLC Newsletter for the decade! We are all feeling a little worried about how quickly 2019 has gone but are very excited for 2020!



## Made In Port Phillip Social Enterprise

Our social enterprise has launched!

MADE IN PORT PHILLIP (MIPP) - beautifully created greeting cards and bookmarks. Supporting local artists with all proceeds going into training programs for disadvantaged adult learners of Port Phillip.

Support this wonderful grass roots initiative for Christmas!

Get your MIPP products [online](#) or at Elwood Neighbourhood House - 87 Tennyson Street ELWOOD - Open Monday - Thursday 9.30-4.30pm

### MIPP PRODUCTS:

- ☐ The designs are by local artists. Capturing their vision of Port Philip.
- ☐ The products are planet friendly.
- ☐ They are printed on 100% post consumer recycled card and use recycled

☐ They are printed on 100 % post consumer, recycled card and use recycled brown envelopes.

☐ Protected in plant-based cellophane sleeves.

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## Christmas Closure

Our Office will close on Thursday 19th December at 12pm and reopen on Monday 13th January 2020 at 9.30am.

We would like to thank everyone who has come through our House in 2019. We love being here with you and are so grateful for all of your support. Happy Holidays and New Year to you all.

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## House getting painted!

Our House will get a much needed new coat of paint inside over the Christmas break. She will be fresh and beautiful ready to greet you in 2020.



## Zero Waste Kids Party Hire

Elwood Neighbourhood House is taking steps to go plastic free and by doing this we have created party packs for hire when you book space for a kid's party!

The idea was born due to the amount of single use plastic that was in the bins at the end of the weekends.

We love that we can help you save time and money and having everything you need! And even better, doing your bit to save the planet for the future.

To find out more please call Simone on 9531 1954.



# CUSTOMER SERVICE

## Free Training & Work Experience!

### Applied Reception & Customer Service Course (ARCS)

It is very difficult to get a job without experience but how do you get experience if you can't get a job?

This course is designed to provide the on-the-job skills and experience required to undertake a range of tasks and procedures required to work as a receptionist/office administrator. This is a great opportunity to get practical work experience in an office on your resume. A commitment of 8 hours per week will be required for training over approximately a 6-month period, this includes 3.5 hours on-the-job, 3 hours classwork and up to 1.5 hours of homework. Students will be given a training manual and required to complete a series of tasks covering the following topics under the daily supervision of a trainer.

General skills covered by the course include:

- word-processing
- telephone skills
- interaction with clients
- use of business technology
- workplace safety procedures
- financial documents
- handling mail
- time management

Many students have gone on to employment or further training after completing this course and learning the skills required.

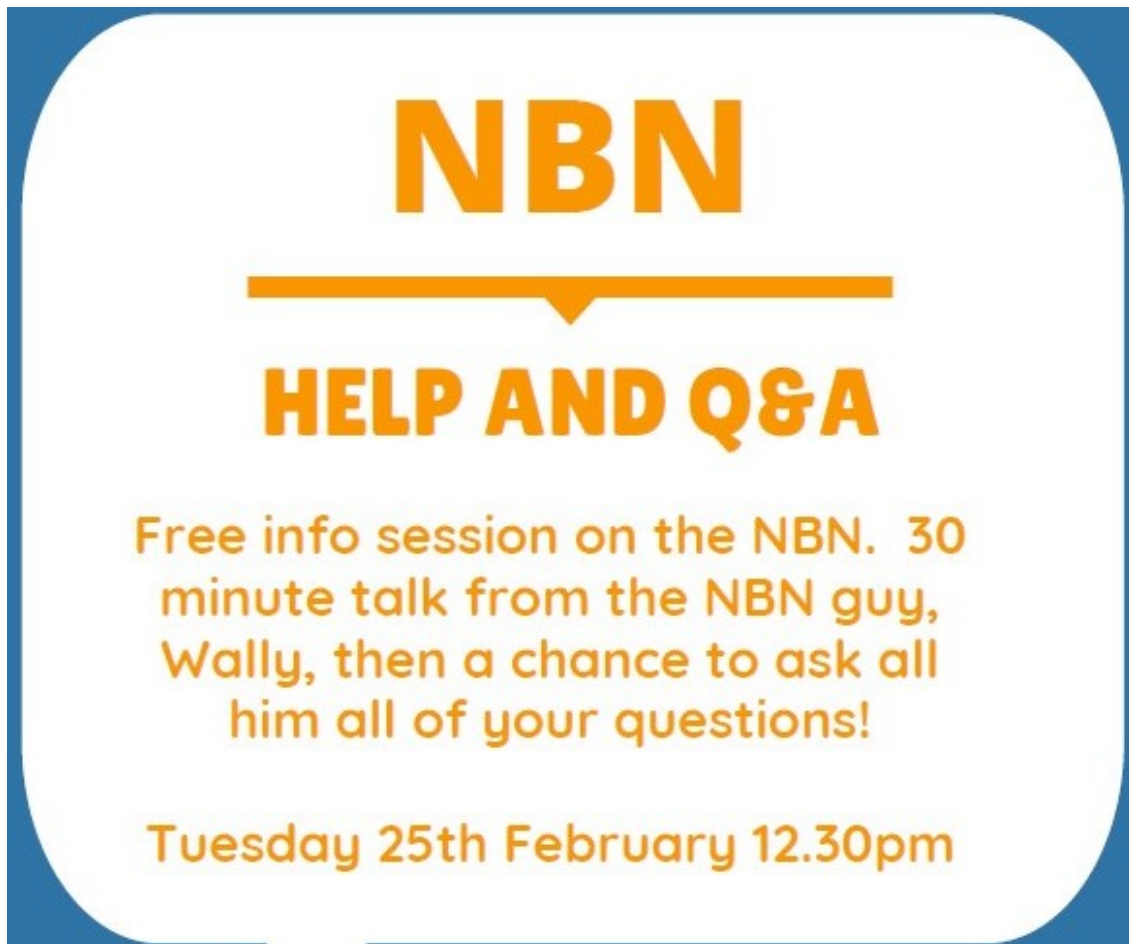
For more information please contact Simone Jamieson on 9531 1954 or [manager@esnlc.com.au](mailto:manager@esnlc.com.au). This course is free for Australian Permanent residents.

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#### COURSE DELIVERY

There are three components to this training package. It will be delivered between 20-24 weeks and you will be expected to have at least a 75% attendance rate.

1. Starting **29th January 2020!**
2. Weekly On-the-job training in the reception area of the Elwood St Kilda Neighbourhood Learning Centre- 87 Tennyson Street Elwood for 3.5 hours plus lunch break (available either Monday, Tuesday or Wednesday from 10am – 2pm).
3. Classroom delivery for 3 hours weekly (Thursday 9:30 am – 12.30pm)
4. Homework for up to 1.5 hours a week.



**NBN**

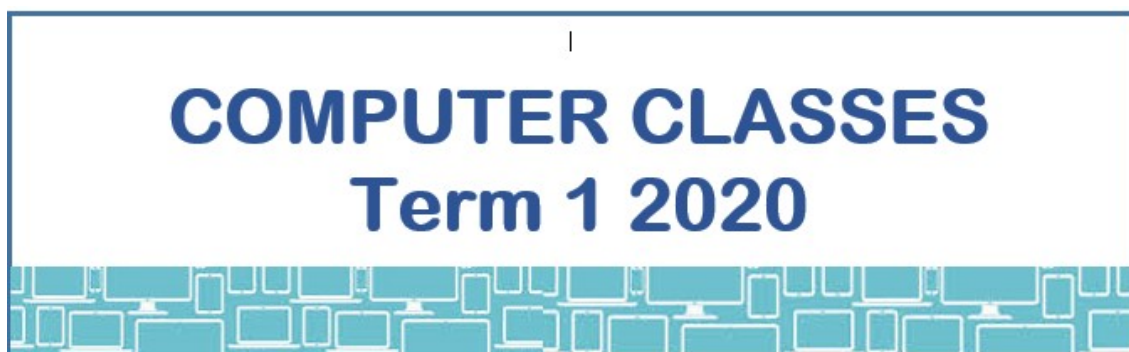
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**HELP AND Q&A**

Free info session on the NBN. 30 minute talk from the NBN guy, Wally, then a chance to ask all him all of your questions!


**Tuesday 25th February 12.30pm**

To come along to this free NBN Q&A at 87 Tennyson st Elwood, please phone 9531 1954 or email [esnlc@esnlc.com.au](mailto:esnlc@esnlc.com.au).



**COMPUTER CLASSES**

**Term 1 2020**



#### **Beginners Computers Course**

Starting 6<sup>th</sup> February for 7 weeks. No experience required.

**Thursdays 3.30pm to 6.30pm**

Cost \$50 (\$35 concession)

#### **LEARN COMPUTERS IN RUSSIAN**

Technology for Beginner taught in Russian. For absolute beginners.

**Monday 12pm to 2pm** Starting 3<sup>rd</sup> February



### Intermediate Computer Course

Get that job: A more advanced class learning Excel, Word, PowerPoint and Online.

Starting 28<sup>th</sup> January for 10 weeks.

**Tuesdays 9.30am to 3.30pm**

Cost \$100 (\$70 concession)

### Learn to use your iPad and / or Smartphone

Starting 28<sup>th</sup> January for 10 weeks.

**Tuesdays 3.30 to 5.30pm**

Cost \$50 (\$35 concession)

February  
Cost \$5 per term

Desktop Computer class taught in Russian.  
Some knowledge required.

**Mondays 10am to 12pm** Starting 3<sup>rd</sup> February  
Cost \$5 per term

Smartphones and iPad taught in Russian. Any level welcome.

**Wednesdays 10am to 12pm** Starting

Wednesday 29<sup>th</sup> January

Cost \$5 per term.



Follow us on Facebook, to keep up to date on the latest news!



To find out more about courses and to learn more visit our website:

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