



FIRST IMPRESSIONS

CLOTHING EXCHANGE

Friends of F.I.C.E Newsletter ~ August - September 2021

Hello and Welcome to our August-September Issue

It's certainly been a challenging time with entering into lockdowns and restrictions through June and July, a challenge that the team at FICE face head on and continue to look at other ways to support our community. Whether that's a zoom link up, one on one calls, reaching out on our socials or sending us an email, we are here to help and support our community. If it's a wardrobe top-up you need, we also have our online store available as well and are updating it regularly.

Over term 2 we rolled out our successful Roadshow event, I would like to personally thank all those involved for making this a success and to watch this space for our term 4 Roadshow event. We have welcomed new volunteers at FICE - Petra, Lucinda, Elizabeth and her carer Alex, it's been a pleasure having you at FICE and working towards your individual goals. We still have spaces left in our volunteer/mentor program and we really do appreciate referrals, it's a fantastic way to build on self-confidence, personal goals and career or study pathways, not to mention the opportunity to work within your community.

On other exciting news FICE is growing and we are excited to announce the upcoming launch of YJ FICE. Our Yarra Junction hub will convert one of its training rooms to a micro FICE, we are so excited and cannot wait to present this to the community. We have also been on a bit of a sponsorship drive, to deliver these very important programs, community support is integral, please have a look at our new sponsorship packages and feel free to contact me directly with any queries. Our Friends of FICE (FOF) program is another way to support what we do and we have set ourselves a little target of 100 FOF members by the end of September, becoming a FOF is a great way to support us supporting women in the community and all memberships are tax deductible.

Thankyou again for all the donations coming in , we really appreciated the quality of clothing & accessories so generously given. Please continue to spread the news about us, we are now supporting a rack at our CPCH and YJH, these Hubs are also drop off points for donations, along with our Lilydale office and Seville Community house.

We are currently having a sale on jackets and coats, we have now extended this due to lockdown until the end of August, at 50% you can't go wrong, so pop on line or visit us in store now that restrictions have eased. We couldn't run this fabulous program if it wasn't for the support of our wonderful community and followers, so once again thank you , stay safe and pop in store when we are back up and running for a cuppa and a chat , oh and of course to pick up a bargain !

Much Love
The FICE Team

Our Supporters

First Impressions supporters include:

- Yarra Ranges Shire Council,**
- Voices of Women (VoW),** a not-for-profit organisation based in the Yarra Valley that provides advocacy for women in the region,
- Pinchapoo,** Australia's number one, Not For Profit hygiene supplier,
- The Australian Women Donors Network,**
- Selby and Seville Community Houses,**
- Healesville Living and Learning Centre,**
- The Rotary Club of Wandin**
- and **Good360** and its network of partners including **L'Oreal, Big W** and **Yarra Trail.**

**WE ARE MORE
POWERFUL
TOGETHER**

SAM BLOOM



FICE aims to connect women with the support needed to reach their employment goals. Whether you're new to the work force, or are looking to return to work, our team is here to help break down the processes to make you experience a positive one.

The new FICE Sponsorship Program!

We're so excited to finally announce the new FICE sponsorship program. By becoming a FICE Sponsor you will support the ongoing delivery of our programs and services. We understand that goodwill should go both ways, which is why we have designed four sponsorship packages to support those who support us.

If you are interested in becoming a FICE Sponsor please get in touch via our DMs or email firstimpressions@cire.org.au

All funds raised through sponsorship enable FICE to continue providing a range of services, programs and events designed to provide training, and empower women to achieve their employment goals.

We understand that goodwill should go both ways, which is why we have designed these sponsorship packages to support those who support us.

Download a flyer to learn more today:
<http://ow.ly/IGCM50Fxcma>

Cire Services Inc. is a registered non-for-profit and charity. All donations over \$2 are tax deductible



	Plantinum \$5000	Gold \$2000	Silver \$1000	Bronze Under \$1000
Acknowledgement on Cire social media and FICE newsletter	✓	✓	✓	✓
Acknowledgment in-store on the FICE community board	✓	✓	✓	✓
Invitation to all FICE events	✓	✓	✓	
Advertising in-store through display of business cards	✓	✓	✓	
Invitation to hold in store training/sessions at FICE	✓	✓		
Quarterly acknowledgement of sponsorship on social media. (Facebook and Instagram)	✓	✓		
Listed as sponsor in all FICE event marketing material	✓			
Listed as a sponsor on FICE's website	✓			

Winter Sale!



Winter Sale on now 50% off coats and jackets in store and online, sale extended until August 27th

Can you please help with donations?

We are seeking donations of good quality clothing for everyday and work wear, shoes and accessories

If you are planning a wardrobe clean out, please get in touch or drop your donation at one of our location points.

Donation Locations:

- Yarra Junction Community Hub
- Chirnside Park Community Hub
- Seville Community House
- **FICE Store, Mooroolbark**

Open: Wed - Fri 10am - 3pm
Shop 7, Mooroolbark Terrace Shopping Centre
66/74 Brice Avenue, Mooroolbark
Call Cire 1300 835 235
Email: firstimpressions@cire.org.au



Connect with us!



@firstimpressionsclothes

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Scan here

to visit our website





"I have been a part of the First Impressions Clothing Exchange Program and Cire for over a year. During this time, I have regained my confidence on a personal and professional level. My confidence has grown whilst volunteering in the FICE shop. I have also been able to refresh my customer service skills, resume writing and learning to write cover letters. I have since enrolled in Cire's Diploma of Community Services and the support from both FICE and Cire Services has been instrumental.

There is such a real community feel in the store and the support is ongoing. I have met some amazing people who have and continue to support me. They work tirelessly to help people in the community". – Maria, FICE Volunteer

If you want to join our volunteer program please get in touch today.

Volunteer Opportunity

The volunteer program at FICE offers women an opportunity to gain on-the-spot retail and customer services experience in a safe and welcoming environment.

If you are looking for an opportunity to re-engage with employment, or you're looking to support the community get in touch and learn more about our work experience opportunities today!



FRIENDS OF FICE



Memberships now available!



The Friends of F.I.C.E membership has been created for our loyal customers, so you can receive information on our promotions, special discounts and our newsletter to keep you up to date with our work.

What's included?

- A Bi-monthly newsletter
- First access to all sales, promotions and events
- Member-only sales
- \$10 Birthday voucher
- 10% off all purchases on presentation of your membership card

Membership annual fee (Tax deductible)
\$25 or \$15 for concession cardholders

To register:

email us at firstImpressions@cire.org.au or
call the FICE line on 0499 221 150 or
Pop in to the store: Wed - Fri 10am - 3pm

Need support finding employment?

Call 1300 835 235
Email firstimpressions@cire.org.au
Visit www.cire.org.au

SHOP VOUCHER

Shop Vouchers are available to 'Friends of FICE' Members only
Please see page 2 for the benefits of becoming a member and how to join!



T&C's apply.
Voucher is valid for Friends Of FICE members, until 30 November 2021
One use per voucher
One voucher per Friends Of FICE membership



Thank you for your support!

Friends of FICE members, this is your discount voucher for the shop.

Also as a member you are entitled to get 10% off all your FICE purchases. You can use your code when shopping in the online store, to get your 10% discount.





First Impressions Roadshow

The FICE roadshow was well received in the community, with stops at Yarra Junction, Healesville and Selby, unfortunately we couldn't attend Warburton due to lockdown restrictions at the time.

We met so many amazing women in our community and were excited to be able to assist them with affordable fashion and chat about future goals and aspirations, we look forward to revisiting the program in term 4, so stay tuned for locations.



5 ways to manage your interview anxiety

You've got an interview coming up and those butterflies in your stomach are really starting to take flight. It's very normal to feel nervous before a job interview. And in times where just getting an interview is a challenge, there can be added pressure to perform perfectly.

But if you do land an interview, there are things you can do to prevent that nervous energy from getting the better of you. In fact, feelings of anxiety can actually help your performance in an interview if you learn how to harness them, says SEEK's Resident Psychologist Sabina Read.

According to Read, there are five effective ways to handle your feelings of anxiety and nervousness before or during an interview.

1. Reduce external pressures

One of the easiest ways to bring your anxiety level down before an interview is to minimise any external pressures. "Things like working out what you're going to wear and how you're going to get to the interview sound really simple, but they go a long way to alleviating additional stress," Read says.

2. Prepare for success

Getting organised is a great way to help you feel calm and confident going into an interview. There are lots of aspects involved in interviewing for a position, but there are simple ways to feel on top of what's to come. One of the best ways to prepare is by practising answers to common interview questions. You can use SEEK's practice interview builder to see the different types of questions employers tend to ask. Use the days leading up to your interview run your answers by a friend or family member and hone your responses.

Researching the organisation or business beforehand helps you feel more confident about what they do and what they look for in their employees. There are different factors to look into when researching a company, but generally you'll want to have an understanding of its history, culture, mission, achievements and hiring process.

Finally, you want to familiarise yourself with all aspects of the role. Read through the job description carefully and make sure you understand what's expected. If you're not sure about anything in particular, you can always ask some questions at the end of the interview.

3. Release your nervous energy

In order to make sure that you don't let your nervous energy get the better of you on the day of the interview, Read suggests doing an activity that's calming or will help you let that nervous energy go. "Go for a run, meditate or do something that you really enjoy," she says. This will help you relax and refocus.

4. Breathe

"If you feel nervous in the middle of the interview stop and take a deep breath," Read says. It might sound overly simple, but it can really help calm you down. Breathing deeply helps slow down our thoughts, reduces their intensity and quiets our nervous response.

5. Take perspective

While you may have your heart set on one particular role, Read says it's important to take a broad perspective, rather than putting pressure on yourself to around this one interview or opportunity. "There are always new opportunities, so even if you don't get the role, you will have gained experience and your network will have broadened as a result," she says.

It's totally normal to feel anxious or nervous before or during an interview. While there's no single best way to manage feelings of anxiety, implementing these simple strategies can help you prepare to face your interview with a little more ease and confidence

Source: <https://www.seek.com.au/career-advice/article/handling-interview-anxiety>

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to visit our
website



FICE is expanding it's reach

We are excited to announce that FICE is growing ! Plans are in place to replicate FICE at our Yarra Junction Community Hub. YJ FICE will be a micro version of the Mooroolbark store, but will still have all the qualities and services on offer. The front training room at Yarra Junction will be converted to a mini FICE, with a selection of quality clothing, shoes and accessories available at affordable prices. We will also be offering our volunteer/mentoring program as well as assistance with the job application process, career and study pathways. Stay tuned for a soft launch in the coming weeks and an official opening scheduled for September 1st.



Volunteering with FICE

My name is Donna and I have been a volunteer with First Impressions Clothing Exchange (FICE) since November 2020. I first came to hear about the volunteer program through one of the many Facebook Lives that FICE do and reached out to learn more. The Team at FICE listened to my needs and concerns, tailoring a program that would suit me and my personal life. Through my time at FICE I been involved in many events and have gained confidence and skills to help me get back into the workforce through social and professional interactions. The events include a fashion show and taking the shop on a Road Show to outer communities including Yarra Junction. This involved serving and interacting with the local community.

There was such great interest and support from locals, that we are now replicating the Mooroolbark FICE shop in Yarra Junction. This will be of great benefit to the local community as there is little access to good quality affordable clothing and employment services. Other benefits would be the fantastic support given to women through the opportunity to volunteer in the shop and the support with resume writing, interview skills, social and professional skills. I'm so glad that I stepped out of my comfort zone, meeting other amazing women who volunteer at the shop and being a part of such a wonderful community initiative. I highly recommend FICE for anyone who needs support and assistance with personal and career or study pathways, you have nothing to lose and everything to gain



Friends of FICE Member's Birthdays

We would like to wish our Friends of FICE all the best for their birthdays in the near future:

Carol Bellman - 4 August

Tina Keene - 8 August

Sue West - 18 August

Rosemaree Allison - 20 August

Helen Plunkett - 3 September

Tanya Holmes - 6 September

Rita Thomas - 14 Sept

Anne Grellin - 15 September

Yolande Pickett - 23 September

Julie Byrne - 23 September

A member of our FICE Team will contact you regarding your \$10 voucher for your birthday!



Our Sponsors



We understand that it is a challenging period for all however, some may need to seek legal advice to assist them through these uncertain times.

Johnstone and Reimer Lawyers are based in Lilydale and are able to help you with a whole range of legal issues.

Specialising in family law, workplace injuries including transport accidents, Will and estate planning, they handle many types of claims and seek the best possible results to get you back on your feet again as quickly as possible or give you peace of mind.

For all your legal needs, please call Johnstone and Reimer Lawyers to set up a free initial consultation in-person, telephone, or video appointments on (03) 8658-0040

Need support finding employment?

Call 1300 835 235

Email firstimpressions@cire.org.au

Visit www.cire.org.au



Phone Interview Hints & Tips

Employers usually receive a large number of applications. Many candidates can look very similar on paper, so hiring managers often revert to phone interviews for preliminary screening. This process helps to narrow down the pool of talent prior to face to face interviews.

Here are some handy tips and hints to help you prepare yourself:

- Make sure your phone is charged, your phone has good reception and you have confirmed the scheduled time with the interviewer
- Make sure you are in a quiet environment that allows you to concentrate. Let friends and family know you are unavailable during the time of the interview.
- Eliminate distractions. Turn off the TV, sit down and have all your phone interview materials handy.
- Use proper etiquette. Answer the phone by introducing yourself, speak clearly, know who will be calling you and always smile. Smiling during your interview can promote a positive tone in your voice.
- Look over the job description and have an understanding of what the employer is looking for. Knowing the key job criteria can help you tailor your answers to various interview questions.

Video Interview Hints & Tips

As with phone interviews, video interviews can be tricky, although at least with a video interview, the hiring manager can see you. Videos are a great way to connect and can save both parties the hassle of travel

- Make sure your technology is up to date and working and batteries or equipment charged.
 - Ensure your internet connection is stable
 - Test your computers webcam
 - Check that your computers audio is working
 - Close any unnecessary web browsers and applications
 - Put your mobile phone on silent
- Take the time to make sure your surroundings are clean and tidy
- Position the camera so that you are looking up slightly and centred on the screen
- Do some practice video calls with family and friends, ask them for feedback about your appearance and eye contact
- Appearance is important and you should still dress the part as if you are in a face to face interview, research the company and tailor your outfit to suit.
- Maintain eye contact throughout interview and let the interviewer finish before giving your answers.
- Have your resume close, notes and questions ready and always remember to smile
- As with any job interview, you should conclude by thanking the interviewer for their time. Send a follow up thankyou email either that day or the next day, this may help to build a stronger rapport with your potential employer.

The following tips are useful in the event things don't go according to plan.

If your video or audio stops working:

Before the interview, ask the interviewer for a phone number where you can reach them if you experience technical difficulties. If the video cuts out, call them and ask to continue by phone or reschedule.

If noise interrupts the conversation:

If noises(sirens, construction etc.) interrupt your video call, apologise for the interruption and ask for a few moments until the noise has subsided, you may also want to mute the microphone.

If someone enters the room unexpectedly:

If family members, housemates or pets enter the room while you are being interviewed, apologise and ask for a few moments, mute your microphone and turn off your camera to deal with the interruption

If you don't have the resources for a video interview, consider the following:

- Ask friends or family if you can borrow the equipment
- Renting equipment
- Explore where applicable using resources at the public library (when possible)

Remember, the team at First Impressions are here to help guide you through your job application process. If you have any questions please contact us.

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