



WELCOME TO *TURSA*

TURSA Disability Employment Services (DES)



This is an Easy Read version of the *TURSA* Welcome Booklet.

If you would like a copy of the non-Easy Read version, contact your *Disability Employment Advocate*.

ABOUT *TURSA*



Tursa Employment & Training is a **non-government, not-for-profit organisation** and started in 1994.

Its purpose is to help unemployed people get jobs.

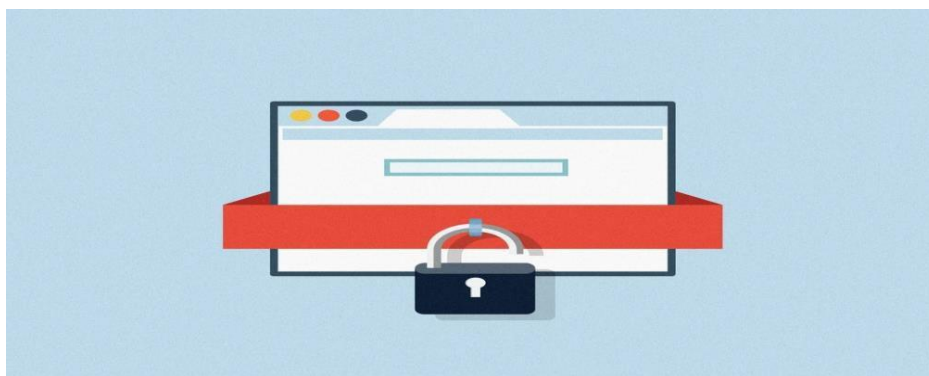
TURSA employs over 450 staff from 58 sites across NSW and South East Qld.

It is one of the largest regional Disability Employment Service agencies in Australia.

You can find out more about *TURSA* on our website:

<https://www.tursa.com.au/about/about-us/>

PRIVACY AND CONFIDENTIALITY



We are committed to protecting your privacy.

We are required to obey the Australian Privacy Principles and the Privacy Act 1988, which set out a number of rules about the protection of your personal information.

TURSA has a Privacy Policy that is available to you and a copy is on our website <http://www.tursa.com.au> or you can ask for a paper copy.

Private interview rooms are available if you need them. Just ask your *Disability Employment Advocate*.

Collection and Use of Personal Information

TURSA collects certain personal information about you, such as your name, address, telephone number, date of birth and employment status.

Your information is only provided to help us deliver our services to you and as required by contracts or law.

Information collected if browsing the *TURSA* website is used for monitoring and security purposes only. This is not used for any type of tracking purpose outside of the *TURSA* website.

Disability Disclosure to Employers

It is **YOUR choice**, whether or not you disclose to your employer information about your disability, health, or injury. There is no legal reason to disclose your disability to your employer, unless:

- ✓ it affects your performance (how you do your job to the level expected)
- ✓ to keep the workplace safe for you and co-workers
- ✓ you need your employer to make adjustments to carry out your job

What to disclose

The only information that is important to disclose is:

- ✓ how the disability may impact on some aspects of the job requirements
- ✓ any adjustments that you may need to undertake the job

Employer's responsibility once you disclose

Your employer is obligated under the Commonwealth Disability Discrimination Act 1992 to:

- not discriminate in any way, in the selection process or once you get the job
- make reasonable adjustments for you where it is required
- avoid and prevent harassment of you

Any information given to an employer must remain confidential and not given to anyone else, without your written approval.



Information Security



Your information is kept in secure filing cabinets and/or password protected computers.

It is only available to staff on a need-to-know basis to deliver our services.

Accuracy of Information

We try to ensure that your information is complete, accurate, and up-to-date by consulting with you on a regular basis.

If you believe we hold inaccurate information about you, please let us know immediately.

What if you do not wish to provide us with Information?

If you do not supply us with the information requested, then we may not be able to deliver certain services. This could also result in potential penalties to you from government departments.

We do not use your information for any other purpose than allowing us to deliver our employment, training and assessment services.

Accessing your Personal Information

Under the Privacy Act you have the right to access personal information we hold about you.

Child Safety

TURSA is committed to creating environments, which are safe and friendly in line with our Vision, Mission and Core Objectives.

TURSA takes a preventative and proactive approach to the safety and wellbeing of children and young people, that everyone understands and where everyone feels confident to have a say and raise any concerns. The organisation and staff responsibilities are detailed within our Code of Conduct, organisational policies and procedures.

Reporting Child / Young Person Abuse and/or Neglect

NSW – *Department of Family and Community Services*
Child Protection Helpline - 13 21 11

QLD – *Department of Child Safety, Youth and Women*
Child Safety Line - 1800 177 135

A QUALITY SERVICE FOR YOU



We will deliver to you a quality service as set out by the ***National Standards for Disability Services.***

What else can you expect?

- You will have your own ***Disability Employment Advocate (DEA)*** to work with you
- A minimum of fortnightly appointments
- Our staff are courteous and professional – they will listen and respond to your needs in a timely manner
- The opportunity for you to give regular feedback to us about our services
- We will help you with Goal Setting and Planning



Who is the Code for?

CODE OF CONDUCT

This code is for training and/or employment services recipients (hereinafter called 'Participants'), employers, funding bodies, wider community and staff, and represents the minimum standards to be applied in the conduct of training and employment related activities.

The aim of the Code

The aim of the Code is to produce the best possible learning and/or employment outcomes for Participants by developing a quality service with standards of ethical behaviour between all parties concerned.

TURSA staff will be expected at all times to:

Demonstrate respect and equitable access for
Participants Recognise Participants' particular
needs and circumstances

Provide accurate and up to date
information Act with
professionalism and integrity

Ensure Participants' privacy, confidentiality and safety

TURSA will provide:

The best quality training and employment services conducted in accordance with contractual and Australian Government requirements and applicable Regulations Legislation and Standards.

Access to a complaints process

How to give feedback:

To give positive feedback, make a complaint, or express a concern about the quality of services, please contact us and ask to speak to a Manager.

1800 266 425 (*for Training*) or **1800 670 914** (*for Employment Services*)

Alternatively you can:

- go on-line www.tursa.com.au and complete the electronic Feedback Form.
- complete a *Customer Service Feedback Form* available at the Reception Desk at each site.

Write to:

Confidential

Customer Feedback

Tursa Employment and Training
PO Box 241
TWEED HEADS NSW 2485

What happens with your feedback:

Your feedback will give *TURSA* an opportunity to address any concern and provide you with quality services. All feedback will be dealt with:

- in a confidential manner and with impartiality.
- within 5 working days of receipt of the complaint; or
- up to 30 days if complaint requires investigation or detailed response.

YOUR FEEDBACK IS IMPORTANT



- We value what you think about our services to you.
- You can tell us about this in person, by phone, mail or email.
- We have feedback forms on our website and in all of our offices.
- We will also ask you to complete a **Survey Questionnaire** at different points during your time with us or attend our **Customer Focus Group** to share your feedback to improve our services.



Feedback may include issues such as:


- Not getting the right pay
- Unsafe or poor employment conditions
- Not being respected and valued at work
- Abuse and neglect
- Not getting a service or support that you should be provided with
- Not being allowed to make a complaint or ignoring your complaint
- Being unfairly exited from a service

HOW TO PROVIDE FEEDBACK OR A COMPLAINT



1. Ring us anytime on **Free Call 1800 670 914** or
2. Fill in a feedback form at reception or below and mail to PO Box 241, Tweed Heads 2485 or
3. Give feedback on our website <https://www.tursa.com.au/contact/>

We Appreciate Your Feedback



Your feedback is important to us. It helps us measure where we are doing great and areas we can continue to improve. Thank you for taking the time to let us know a little about your experience with Tursa.

Your Tursa Experience

Did you find your Tursa Employment Adviser listened and understood your needs? ☐ Yes ☐ Somewhat ☐ Not So Much

Would you recommend Tursa to other people looking to find employment? ☐ Yes ☐ Somewhat ☐ Not So Much

Did our services meet your needs? ☐ Yes ☐ Somewhat ☐ Not So Much

Can you provide a little detail on your above responses?

Your comments:

Your Feedback is important and is reviewed. If you would like to be contacted, please include your name, email, the Tursa Office you attended and the name of your Employment Adviser.

Name	Email
<input type="text"/>	<input type="text"/>
Tursa Office	Employment Adviser Name
<input type="text"/>	<input type="text"/>

Mailing Address

PO Box 241, TWEED HEADS NSW 2485

If you had a great experience, we want to be sure your Employment Adviser/Advocate are recognised for their diligent efforts in assisting you into employment. If your experience did not meet your expectations, we want to acknowledge that and, look at ways we can continue to improve.

Submit Feedback

CUSTOMER SERVICE FEEDBACK

TURSA strives to provide excellent customer service, so your feedback is important to us. It helps us measure where we are doing great and areas we can continue to improve.

When providing feedback, complete and lodge your feedback online at our website www.tursa.com.au Alternatively, you can complete this feedback form, place it in a sealed envelope and hand it in to any local *TURSA*

Office or place it in a sealed envelope and mail it to PO Box 241, TWEED HEADS NSW 2485. Sealed envelopes are available at the reception desk of all *TURSA* sites.

Your *TURSA* experience

Did you find your *TURSA* Adviser/Advocate listened and understood your needs?

j Yes j Somewhat j Not so much

Would you recommend *TURSA* to other people looking to find employment?

☐ Yes ☐ Somewhat ☐ Not so much

Did our services meet your needs?

☐ Yes ☐ Somewhat ☐ Not so much

Please provide a little more detail on your above responses or if you have an idea or suggestion that can help us improve our service to you, we welcome your feedback.

Please use this space to provide your comments (Attach additional pages if space is insufficient)

We strive to deliver the best services possible to you.

Please contact us if you have any issues or problems with our services. You have the right to transfer to another provider at any time but we would first like the opportunity to discuss and resolve any issues you may be experiencing.

Do you have your Disability Employment Advocate's business card?

You can keep that with you to ring anytime in business hours.

For site locations and contact details please visit

<https://www.tursa.com.au/locations/>

You can also contact the **Complaint Resolution and Referrals Service** on 1800 880 052 or EMAIL crss@workfocus.com

COMMUNICATION & PERSONAL SUPPORT



English Language Support:

If you would like our services explained in another language, we can arrange an interpreter with the Telephone Interpreter Service.

Deaf Services:

If required, we can arrange an interpreter with NABS.

Other Communication Support:

If you have any other communication needs, please contact your Disability Employment Advocate who will be able to support you.

Personal Support:

If you wish you can have a support person, friend, family or an advocate with you when you talk to your Disability Service Provider. External advocacy services can be found at <https://askizzy.org.au/disability-advocacy-finder>



DISABILITY EMPLOYMENT SERVICES - SERVICE GUARANTEE

Disability Employment Services – Your Service Guarantee

As your Disability Employment Services Provider:

- We will clearly explain to you what services you can receive, what we will do for you, and what you have to do, including how often we will meet.
- We will provide help for you to find and keep a job including contacting employers directly on your behalf about suitable jobs. This includes giving you ongoing support once you get a job, if you need it.
- We will treat you fairly and with respect, in line with the National Standards for Disability Services.
- We will be sensitive to your individual needs when helping you, including any impact that your disability, injury or health condition might have on your ability to find and keep a job. This could also include any parenting or caring responsibilities you might have.
- We will deliver services that are culturally appropriate.

What help can I expect?

We will work with you to agree on a plan with assistance and activities to help you find and keep a job. This is called your Job Plan.

We will work with you to help you deal with any issues that might be making it hard for you to look for work. Some of the ways we might do this include:

- looking at what work you have done before, and what work is available in your area
- looking at what skills and education you have and what skills and education might help you get work
- working with prospective employers to match your skills to their needs
- providing you with help which may include training, work experience or services to help you overcome any issues that are making it difficult for you to find and keep a job
- helping you to be ready for a job
- helping you to access other support services you may need
- helping you to write a résumé
- providing you with advice on the best ways to look for work
- providing you with information about computer and internet facilities relevant to helping you to find and keep a job, including access to the employment services [jobsearch website](#) and the [JobAccess website](#)
- providing you with access to an interpreter if you need one
- checking that work is suitable for your condition or injury.

Once you have a job, we will continue to support you and will develop a plan with you to help you keep your job. This may include:

- support to help you settle into your job
- on-the-job training
- information, support and training for your employer and/or co-workers

- help to resolve any problems you may have at work
- ongoing support appropriate to your needs, which may include meeting with you regularly, or giving you more intensive support when you need it.

Depending on your circumstances, we can also help you and your employer access a range of other support services which may include:

- modifications for your work area
- help to purchase specialised technology
- financial help for other services, available through a fund called the Employment Assistance Fund
- access to extra help if you are at risk of losing your job.

For Aboriginal and Torres Strait Islander Peoples

We will deliver services and engage with Aboriginal and Torres Strait Islander participants in a way that acknowledges and respects these cultures.

We will ensure that staff are appropriately trained and that this organisation is committed to getting the best employment opportunities for Aboriginal and Torres Strait Islander participants.

What are my responsibilities?

If you can't do an activity listed in your Job Plan or can't attend an appointment that has been arranged for you, contact us as soon as possible. If you do so we may make another time for you to attend your activity or appointment.

If you don't contact us beforehand when you are able to do so, your income support payment may be suspended even if you have a good reason for not being able to attend.

Your payments may also be reduced or cancelled if you do not attend several appointments or activities without a good reason.

To make sure you get the right support, you should let us know if something in your life changes, like your health, your parenting responsibilities, whether you're doing voluntary or paid work or undertaking education, or if you experience a personal crisis.

What if I receive Jobseeker Allowance, Youth Allowance or Parenting Payment (with participation requirements)?

If you are receiving support from DHS through Jobseeker Allowance, Youth Allowance or Parenting Payment (with participation requirements), there are some extra things that you will have to do. If you want to keep receiving income support, you need to:

- make every effort to get a job, and accept any suitable job you are offered
- do your best at every job interview
- do everything that you have agreed to do in your Job Plan. This includes going to all appointments.

What happens to the information I tell you?

We will collect information about you for the purpose of providing disability employment related services to you. We will keep all information about you in accordance with the *Privacy Act 1988* (Cth).

If you ask, we will usually be able to show you the information we hold about you. If you have any concerns about the way in which information about you is being managed, you can discuss your concerns with us. Complaints about acts or practices in relation to the use and disclosure of your personal information can also be investigated by the Information Commissioner.

More information about the *Privacy Act 1988* (Cth) and the powers of the Information Commissioner can be found on the Office of the Australian Information Commissioner's website at www.oaic.gov.au

National Standards for Disability Services

The National Standards for Disability Services set out the quality of services we will deliver to you. We will let you know about these standards, and they can also be found online on [the DSS website](#).

All Disability Employment Services Program Providers have been assessed by independent auditors as meeting the National Standards for Disability Services.

Connections for Quality

Choosing a provider to help you find work is an important decision.

To assist you, information about providers in your local area can be found through Connections for Quality on the employment services [jobsearch website](#) or the [JobAccess website](#).

When you are looking for a provider, Connections for Quality information about the services they provide is available on each Provider Site Detail page. This information will answer your questions about who will work with you and how they will help you find employment.

What can I do if I'm not happy with the service I receive?

If you think you aren't receiving the right help, you should first try to talk to us. We will provide a feedback process which is fair and we will try to resolve your concerns.

If you feel you can't talk to us about your concerns, or you are still not happy, you can access the National Customer Service Line on 1800 805 260 (free call from land lines).

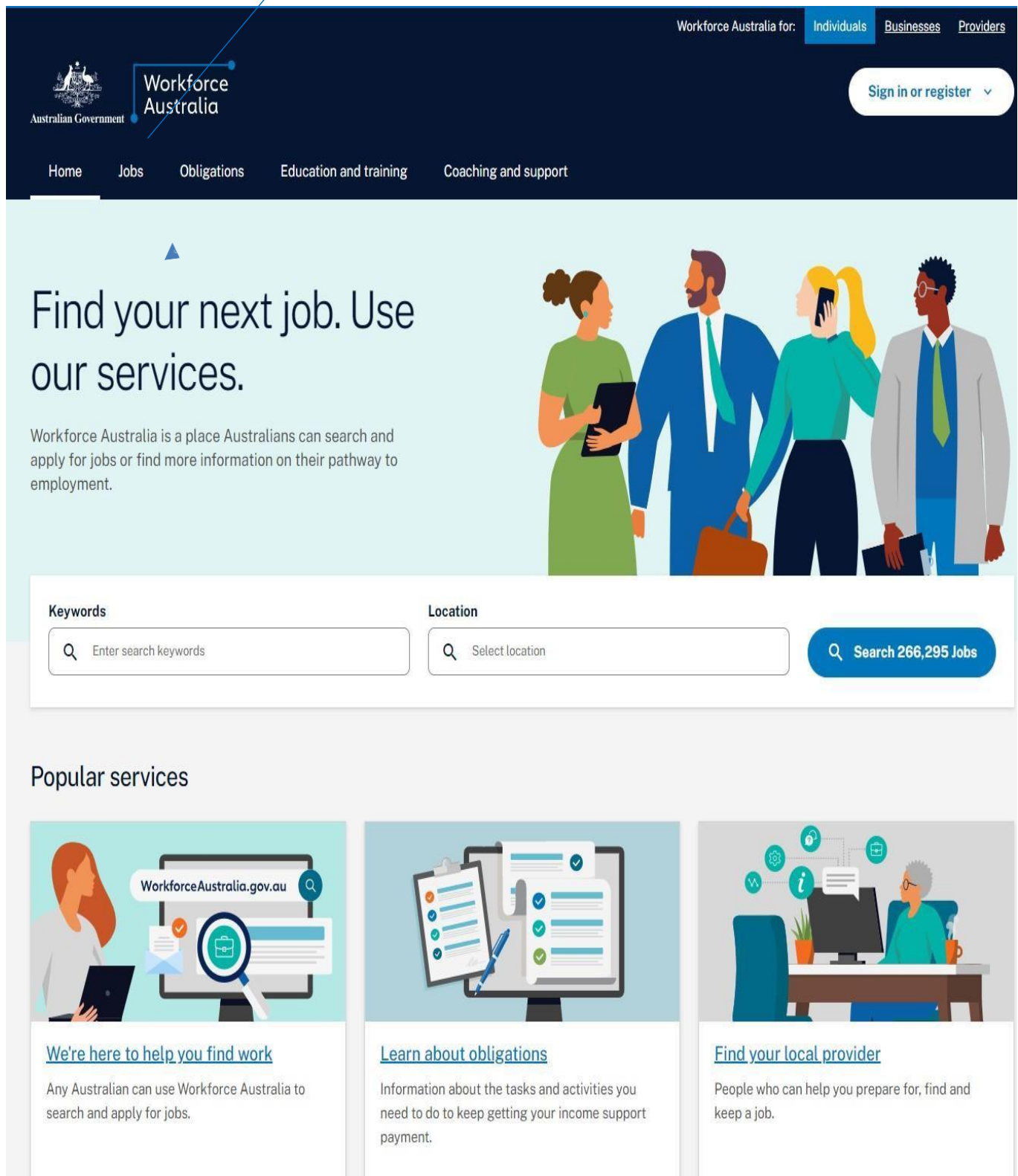
If you think that a provider is not complying with the National Standards for Disability Services, you can call the Complaints Resolution and Referral Service on 1800 880 052 (free call from land lines), or on the:

- TTY number: 1800 301 130 (free call from land lines)
- The National Relay Service: 1800 555 677 (free call from land lines)
- Fax: 02 9318 1372

HOW TO LOOK FOR WORK

TO LOOK FOR WORK: log onto www.workforceaustralia.gov.au

1. Click on Jobs at the top left of the screen



The screenshot shows the Workforce Australia website. At the top, there is a dark blue header with the Australian Government logo and the Workforce Australia logo. To the right of the logo, there are links for 'Individuals', 'Businesses', and 'Providers'. Below these links is a 'Sign in or register' button. The main navigation bar includes links for 'Home', 'Jobs', 'Obligations', 'Education and training', and 'Coaching and support'. The 'Jobs' link is highlighted with a blue line pointing to it from the instruction above. Below the navigation bar is a large banner with the text 'Find your next job. Use our services.' and an illustration of four diverse people. Below the banner is a search bar with 'Keywords' and 'Location' fields, and a 'Search 266,295 Jobs' button. Below the search bar is a section titled 'Popular services' with three cards: 'We're here to help you find work', 'Learn about obligations', and 'Find your local provider'.

Workforce Australia for: [Individuals](#) [Businesses](#) [Providers](#)

Sign in or register

Home Jobs Obligations Education and training Coaching and support

Find your next job. Use our services.

Workforce Australia is a place Australians can search and apply for jobs or find more information on their pathway to employment.

Keywords: Location: [Search 266,295 Jobs](#)

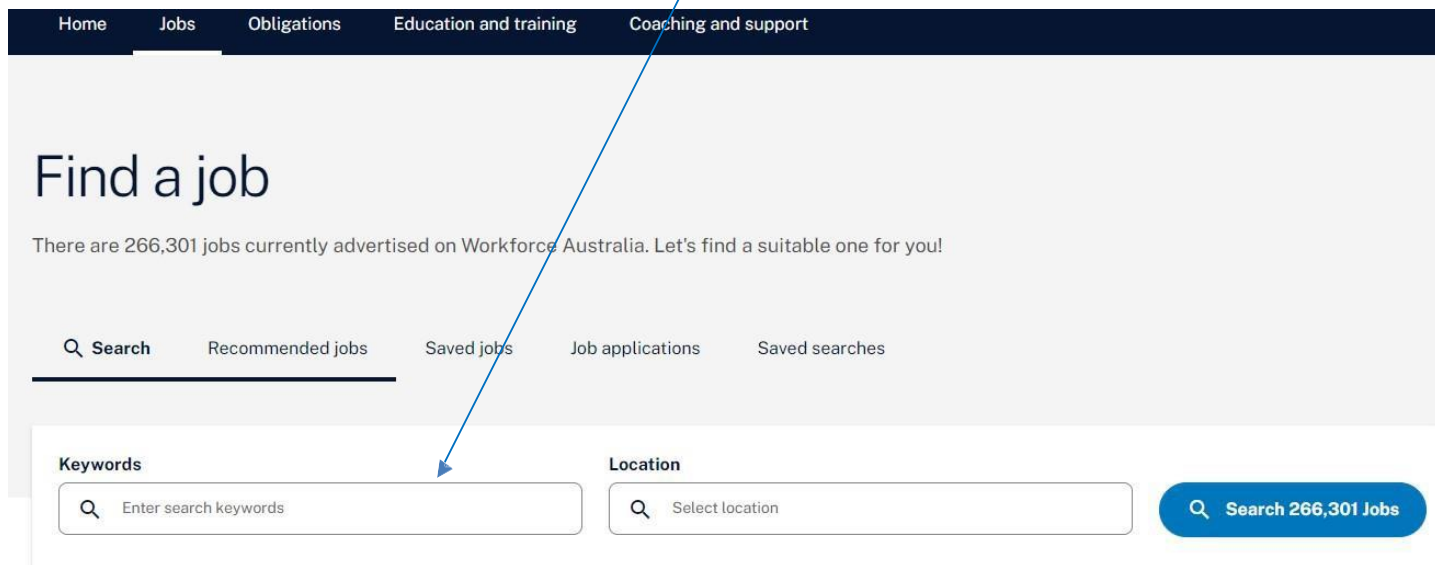
Popular services

[We're here to help you find work](#)
Any Australian can use Workforce Australia to search and apply for jobs.

[Learn about obligations](#)
Information about the tasks and activities you need to do to keep getting your income support payment.

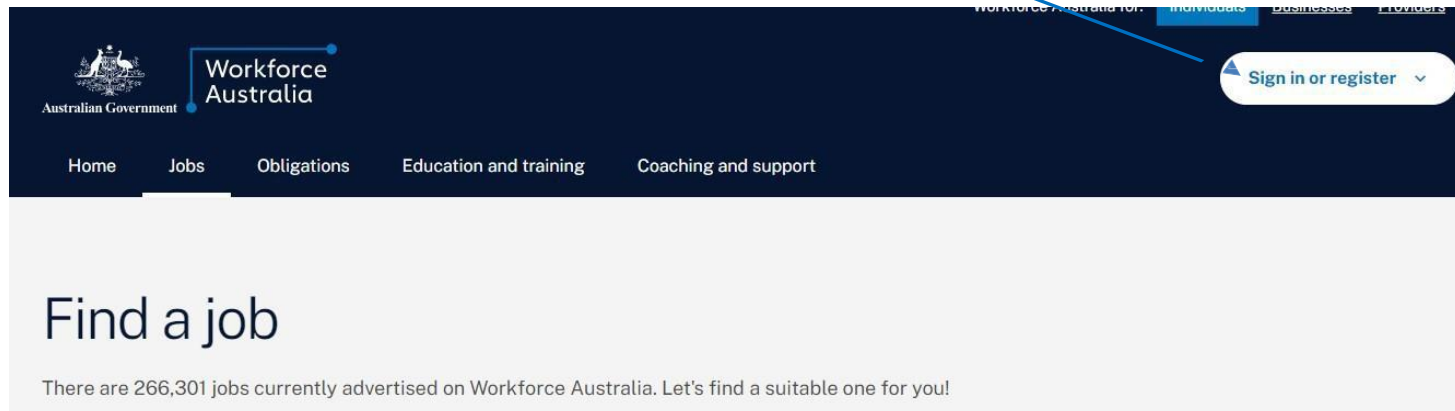
[Find your local provider](#)
People who can help you prepare for, find and keep a job.

2. Enter **keywords** and **location** to assist you in your search





The screenshot shows the 'Find a job' section of the Workforce Australia website. At the top, there is a dark blue navigation bar with links: Home, Jobs, Obligations, Education and training, and Coaching and support. Below this, the heading 'Find a job' is displayed, followed by the text 'There are 266,301 jobs currently advertised on Workforce Australia. Let's find a suitable one for you!'. A horizontal menu contains links: Search, Recommended jobs, Saved jobs, Job applications, and Saved searches. The 'Search' link is underlined. Below the menu, there are two search input fields: 'Keywords' with a placeholder 'Enter search keywords' and 'Location' with a placeholder 'Select location'. A blue arrow points from the text 'Enter keywords' in the instruction above to the 'Keywords' search box. To the right of these fields is a blue button with a magnifying glass icon and the text 'Search 266,301 Jobs'.

3. TO SIGN INTO YOUR PERSONAL PAGE: click on the Sign in or register on the top right-hand side of this website.



The screenshot shows the top of the Workforce Australia website. On the left, there is the Australian Government crest and the 'Workforce Australia' logo. To the right of the logo, there are links for 'Workforce Australia for:', 'Individuals', 'Businesses', and 'Providers'. Below these links is a white button with a blue arrow icon and the text 'Sign in or register'. A blue arrow points from the text 'Sign in or register' in the instruction above to this button. Below the navigation bar, the heading 'Find a job' is displayed, followed by the text 'There are 266,301 jobs currently advertised on Workforce Australia. Let's find a suitable one for you!'.

If you do not have a myGov account, you can create one here.



[< Back](#)

Sign in with myGov

Choose how to sign in from these 2 options

Using your myGov sign in details

Username or email

[Forgot username](#)

Password

[Forgot password](#)

[Show](#)

[Sign in](#)

[Create a myGov account](#) if you don't have one already.

or

Using your myGovID Digital Identity

What is [Digital Identity](#) and [myGovID](#)?

[Continue with Digital Identity](#)

WHAT YOU CAN EXPECT IN THE WORKPLACE

FAIR WAGES

You have the right to receive fair wages for a fair day's work



- **AWARD WAGES** – if you are capable of 100% productivity, compared to most other workers in the workplace, you can expect to receive the same pay as others, according to Fair Work Australia's Modern Awards.
- For more information on awards, please contact the Fair Work website on www.fairwork.gov.au
- **SUPPORTED WAGE SYSTEM (SWS)** – if you are not capable of keeping up the same level of production, as most other workers, you may be required to undertake a Supported Wage System assessment.

With your approval, this is conducted by an independent assessor who will be appointed for this task.

Your wage will be determined on a pro rata basis. For example, if you can work at 50% or half the pace as the average worker, then you can expect to be paid 50% or half of the relevant Award wage.

If you have any concerns with the SWS process:

- * Please make sure you discuss this with your *TURSA* Disability Employment Advocate or the SWS Assessor, or
- * Ask to have your advocate speak on your behalf, or be present throughout this Assessment process

Minimum wages

Overview

A minimum wage is an employee's base rate of pay for ordinary hours worked. It is generally dependent on the industrial instrument that applies to their employment. For example, an award or enterprise agreement.

Employees cannot be paid less than their applicable minimum wage, even if they agree to it.

What is the current National Minimum Wage?

From 1 July 2025 the National Minimum Wage is \$24.95 per hour or \$948.00 per week before tax.

This is the adult minimum rate for employees not covered by an award or enterprise agreement. Casual employees covered by the National Minimum Wage also get a 25% casual loading.

Different types of minimum wages

Employees with disability may receive a lower rate if their disability affects their productivity. Lower rates may also apply to juniors, apprentices and trainees.

Pay rates for award and agreement free apprentices and trainees are based on the Miscellaneous Award. All other entitlements come from the Fair Work Act, including the National Employment Standards.

Employees covered by an award

Most employees in the national workplace system are covered by an award. Awards contain the minimum wage, as well as other terms and conditions, for employees in particular industries and occupations.

Minimum wages under awards may include:

- pay rates for adults, in some cases, at different rates according to experience and qualifications
- pay rates for juniors, employees with disability, and employees to whom training arrangements apply
- casual loadings
- piece rates.

Award rates are sometimes lower than the National Minimum Wage. For example, introductory rates might apply for a limited time after an employee starts their job.

An employee can't agree to be paid less than the minimum pay rates that apply for their job.

For further information on awards, see our Awards section at fairwork.gov.au/awards

To find the minimum wage under an award, you can use our Pay Calculator (PACT) at fairwork.gov.au/pact

Who determines minimum wages?

Every year, the Fair Work Commission's Expert Panel reviews the minimum wages received by employees in the national workplace relations system.

The review considers:

- written submissions from interested organisations and individuals
- consultations before the Expert Panel
- research commissioned by the Expert Panel.

At the conclusion of this review, the Fair Work Commission issues their Annual Wage Review Decision, which includes a National Minimum Wage Order. Any required changes to employees' pay apply from the first full pay period on or after 1 July each year.

What is a National Minimum Wage Order?

A National Minimum Wage Order outlines the National Minimum Wage for that year. It only applies to award and agreement free employees.

The National Minimum Wage Order must set the following wages for award and agreement free employees:

- a National Minimum Wage for adults
- a special National Minimum Wage for:
 - trainees, apprentices and junior employees
 - employees to whom training arrangements apply
 - employees with disability
- a casual loading.

For further information about the Annual Wage Review and the National Minimum Wage Order, see sections 285–299 of the Fair Work Act.

Contact us

Fair Work online: fairwork.gov.au

Fair Work Infoline: **13 13 94**

Need language help?

Contact the Translating and Interpreting Service (TIS) on **13 14 50**

Help for people who are deaf or have hearing or speech difficulties

You can contact us through the National Relay Service (NRS).

Select your [preferred access option](#) and give our phone number: **13 13 94**

The Fair Work Ombudsman is committed to providing you with advice that you can rely on. The information contained in this fact sheet is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.

Last updated: July 2025

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SAFE WORKING CONDITIONS



You have the right to feel safe at work

It is the employer's responsibility to have a safe work place in which you can work and supply you with appropriate training to undertake the job safely. Your workplace should be free from

- Unsafe work practice
- Unsafe machinery
- Harassment and bullying
- Discrimination

By law you can expect your employer to take out Worker's Compensation Insurance for all employees, which provides protection for you and your employer in the event of a work related injury or disease.

REASONABLE ADJUSTMENT



You have the right to some changes so that things are fair for you at work

Adjustments to our work environment that enable you to do your job are known as 'reasonable adjustments'. Reasonable adjustments may include changes or adjustments to:

- interview arrangements
- equipment
- communication and work practices
- work schedules
- work rules
- transfers or promotions staff training

Some examples of reasonable adjustments to equipment could be as follows

- ✓ provision of an adjustable height desk for a person using a wheelchair
- ✓ arranging telephone typewriter (TTY) access for a person who is Deaf or has difficulty speaking
- ✓ screen reading software for employees who are have low vision

The limit on reasonable adjustments:

In some circumstances it is not reasonable to ask the employer to make adjustments. An adjustment becomes unreasonable, when it results in '*unjustifiable hardship*' to the employer. This is usually caused by prohibitive costs but sometimes it is through lack of physical space or infrastructure.

These details would be discussed at time of interview, or even before that, and you may decide not to continue with an application for the job, in these cases. You can of course, draw the employer's attention to the free advice offered by Job Access Advisers on 1800 464 800 and possible financial assistance to make necessary modifications in the workplace.

DISCLOSURE AND PRIVACY

You have the right for information about your disability to be kept private

It is **YOUR choice**, whether or not you disclose to your employer information about your disability, health, or injury. There is no legal obligation to disclose your disability to your boss, unless:

- ✓ it affects your performance (how you do your job to the level expected)
- ✓ to keep the workplace safe for you and co-workers
- ✓ you need your boss to make reasonable adjustments to carry out your job

What to disclose

The only information that is important to disclose is:

- ✓ any adjustments needed to ensure a fair and equitable selection process
- ✓ how the disability may impact on some aspects of the job requirements
- ✓ any adjustments that you may need to undertake the job

Employer's responsibility once you disclose

Your employer is obligated under the Commonwealth Disability Discrimination Act 1992 to:

- not discriminate in any way, in the selection process or once you win the job
- make reasonable adjustments for you where it is required
- avoid and prevent harassment of you

Privacy

Any information given to an employer must remain confidential and not given to anyone else, without your written approval.

More Information

If you would like more information to help you make a decision about disclosure, including reasons for and against disclosure, how to disclose and when to disclose, please ask your Disability Employment Advocate.

NATIONAL STANDARDS FOR DISABILITY SERVICES

What are the Standards?

The 6 standards are for all Disability Service Providers in Australia. The standards say what your Disability Service Providers should do.

The standards help you know what Disability Services you should get.

Standard 1: Rights



You have the right to be treated fairly when you use disability services.

Standard 2: Participation and Inclusion



You can take part in the community and feel included when you use disability services.

Standard 3: Individual Outcomes



Your service supports you to make choices about what you want to do. You can work toward your goals.

Standard 4: Feedback and Complaints



You can tell people what you think about the services you receive.

Standard 5: Service Access



Finding and using services is fair. You can access the services you need.

Standard 6: Service Management



Disability services should be managed well.

national disability
abuse and neglect
HOTLINE
1800 880 052

Fact sheet

The **National Disability Abuse and Neglect Hotline** is a free, independent and confidential service for reporting mistreatment of people with disability.

Anyone can contact the Hotline – family members, friends, service-providers or the person with disability themselves.

Abuse is not to be tolerated and comes in many forms:

- Physical abuse, where someone hits or beats a person with disability
- Mental or psychological abuse where someone is called names, yelled at or ignored
- Financial abuse where money is taken from a person with disability or they are denied access to their funds
- Sexual abuse where an individual is forced to have sex or subject to unwanted touching.

People with disability are also vulnerable to **neglect**:

- Being denied basic things such as food, medicine, clothes or making them feel unsafe
- Being confined to their room or not being allowed visitors.

You can contact the Hotline if you are unsure what is happening is actually abuse or neglect and we can help clarify the situation

The hotline also accepts anonymous reports

CALL US TODAY
1800 880 052

**TTY and NATIONAL RELAY
SERVICE (NRS)**
1800 555 677

**TRANSLATING AND INTERPRETING
SERVICE (TIS)**
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We listen and we care.

WORK FOCUS
AUSTRALIA
part of the Work Focus group



This service is delivered by Work Focus Australia and funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs

It's ok to talk
about abuse
and neglect



MENTAL WELLBEING RESOURCES

For young people

- eHeadspace – phone, online and email support for young people between the age of 12-25, including work and study support programs for 15-25 year olds.
- #YouCanTalk – national suicide prevention campaign which aims to empower and increase confidence when it comes to talking about suicide.
- Smiling Mind – mental health and meditation app for young people to boost calmness and contentment.
- Youth Beyond Blue – Beyond Blue's dedicated site for youth. Information, resources and support for young people dealing with depression and/or anxiety.
- Bite Back – online positive psychology program aimed at improving overall wellbeing and resilience.
- QLife – a nationally-oriented counselling and referral service for LGBTIQ+ people.
- ReachOut – practical digital support tools, resources and tips for young people and their parents.
- Kids Helpline – phone and online counselling service specifically for young people aged between 5 and 25.
- The Butterfly Foundation – free and confidential phone, text and email counselling and treatment referral for eating disorders, disordered eating, body image and related issues.
- 1800RESPECT – national sexual assault, domestic and family violence counselling service available 24/7.

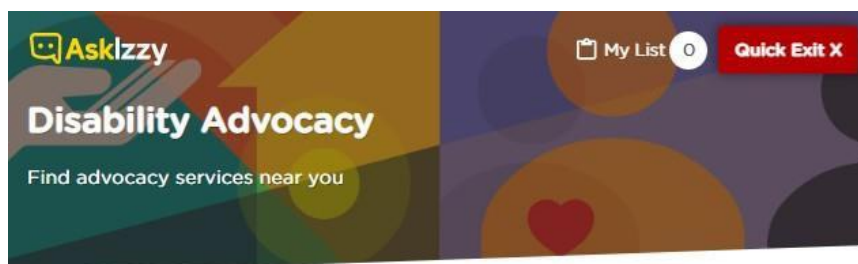
For parents, teachers and carers

- ReachOut – tailored practical resources for carers, parents and teachers to help them support young people.
- Relationships Australia – support services for individuals, families and communities.
- Black Dog Institute – evidence-informed school resources, presentations and programs.
- Emerging Minds – online education resources for professionals who work with children and families to help them identify, assess and support children (0–12 years) at risk of mental health difficulties.
- The Brave Program – a free online psychological program for the treatment of childhood and adolescent anxiety with resources for parents and children.
- Child Protection Helpline – 132 111 – call if you are concerned that a child or young person is demonstrating suicidal or self-harming behaviours and their parent/carer is neglecting their mental health care.
- Mental Health Carers – has a range of supports for carers of people with a mental illness.
- SANE Australia – information about mental illness, treatments, where to go for support and help for carers.
- Carers Australia – short-term counselling and emotional and psychological support services for carers and their families.
- Parent Line - Parent Line is a free telephone counselling and support service for parents and carers with children aged 0 to 18 who live in NSW.

Other resources

- National Indigenous Critical Response Service – 1800 805 801 – 24/7 support for individuals, families and communities impacted by suicide loss.
- Being Supported – 1800 151 151 – a mental health support line staffed by qualified peer workers who have a personal lived experience of mental health issues. The line operates 7days a week between 10:00am and 4:00pm, and again between 6:00pm and 10:00pm.
- SANE Australia – information about mental illness, treatments, where to go for support and help for carers.
- Lifeline – 24-hour crisis support and suicide prevention services. NSW Mental Health Line – 1800 011 511 – 24/7 mental health telephone access service.
- Suicide Call Back Service – 24/7 telephone, video and online professional counselling.
- Mindspot Clinic – online and telephone clinic providing free assessment and treatment services for Australian adults with anxiety or depression.
- MensLine Australia – telephone and online support, information and referral service for men.

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and other vocational and non-vocational services to providers of these services in their local area. It is free and anonymous. The Disability Advocacy Finder has moved locations and is now part of the Ask Izzy website. <https://askizzy.org.au/disability-advocacy-finder>



Using Ask Izzy to find a Disability Advocate

People with disability who need someone to speak up for them can use Ask Izzy to search for independent Disability Advocacy providers in their area. These services provide access to professionals who can ensure the choices and rights of people with disability are respected and they are being treated fairly.

What kind of advocacy are you looking for?

For example: 'NDIS Appeals' or 'Disability Royal Commission'

Unsure what kind of advocacy services will help you? [Browse all disability advocacy services](#)

Want more information about disability advocacy?

[See the Department of Social Services website](#)

Other support services on Ask Izzy

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more.

It is free and anonymous, with over 400,000 services listed across Australia.

[Browse all support services](#)

[Return to The Disability Gateway website](#) >

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Ask Izzy is powered by [Infoxchange](#), a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years.

Infoxchange acknowledges the traditional custodians of the land and pays respect to Elders both past and present.

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Your Job. Your Future.

Job Jumpstart offers resources and activities to help you work out what jobs might suit you.

We provide practical tips to help you tailor your job search to employers you want to work for.

Let's get started! Where are you at?



I'm looking for
a job



I'm at school



I'm on a gap
year



I'm at uni or in
training



I've just
graduated
from study



I'm already
working

AUSTRALIAN APPRENTICESHIPS

Are you interested in an Apprenticeship or Traineeship?

For information on finding an Australian Apprenticeship or Traineeship talk to your Employment Adviser. You can also use the following link to find out how the Australian Apprenticeship Support Network can help you find an apprenticeship or suitable training pathway. The Apprenticeship Network will work to ensure you are well suited and 'the right fit' for the job.

www.australianapprenticeships.gov.au