



Tursa Employment & Training

WELCOME TO *TURSA*

BOOKLET

TURSA Disability Employment Services (DES)

INFORMATION ABOUT OUR SERVICE

TURSA Employment & Training is a regional, non-government, not-for-profit, independent organisation founded in 1994, for the express purpose of addressing unemployment and alleviating disadvantage suffered by people of the region.

TURSA's core business activity is all about work: finding work for people who need work, addressing the issues faced by individuals in achieving paid work, finding workers for businesses that need workers, and preparing and training participants for work through its status as a Registered Training Organisation (RTO).

Additional background information is available on our website: <https://www.tursa.com.au/>

TURSA'S VISION

TURSA was established in early 1994 for the express purpose of assisting the unemployed and under-employed through the provision of high quality employment and training services for employers and workers in the regions in which we are contracted to deliver services.

TURSA'S MISSION

TURSA aims to auspice, manage, develop, and deliver innovative employment and training programmes to assist to alleviate unemployment and under-employment and minimise the marginalisation of these groups, assist them to gain access to the Labour Market, and assist the growth of the human capital necessary to grow and develop commercial and social enterprise.

QUALITY SERVICE PROVIDED

TURSA will deliver to you a quality service as set out by the *National Standards for Disability Services* (These are included in your *Welcome to TURSA* folder).

CHILD SAFETY

TURSA is committed to creating environments, which are safe and friendly in line with our Vision, Mission and Core Objectives. We respect, value and support the rights of all children and young people and acknowledge the particular needs arising from their cultural and linguistic background, sexuality, gender diversity, disability, or as a result of domestic and family violence or other trauma, ensuring all children and young people are safe and can participate equally.

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.

YOUR FEEDBACK IS ESSENTIAL

It is part of *TURSA's* **Continuous Improvement charter**, to involve our clients in the provision of client services. We value your input at any time, and we will also like you to complete a Survey Questionnaire at different points during your time with us. Also, if you are interested, please ask your Disability Employment Advocate more about attending our **Customer Focus Groups** where clients have the opportunity to give feedback and make suggestions to improve the services provided.

CONTACT US ANYTIME WITH YOUR QUERIES

Free Call 1800 670 914

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/>

Please be advised that private interview rooms are available upon request

Ask your *TURSA* representative for more details



PRIVACY AND CONFIDENTIALITY OF PERSONAL INFORMATION

TURSA is committed to providing you with the highest levels of customer service. This includes protecting your privacy. We are bound by the Australian Privacy Principles and the Privacy Act 1988, which set out a number of principles concerning the protection of your personal information.

Collection and Use of Personal Information

In the course of delivering our employment, training and assessment services, *TURSA* collects certain personal information about you, such as your name, address, telephone number, date of birth and employment status etc. This happens when you are referred to us by government departments or agencies, or when you request to use our services.

We use your information to enable us to:

- Provide employment and training services to you;
- Comply with relevant government contract and Grant Agreement conditions or legal requirements.

Information collected as a result of people browsing the *TURSA* website is used for monitoring and security purposes only. Cookies may be stored on a website user's computer to assist them to use the website. These are not used for any type of tracking purpose outside of the *TURSA* website.

Providing Your Personal Information to Other Organisations

In providing services to you it may be necessary for us to supply information about you to employers, educational institutions and State Governments and the Australian Government that contract and regulate our employment and training services.

Your information is only provided to the extent necessary to enable us to provide our services to you and as required by contractual obligation or law. Otherwise we will only give your information where you have been consulted or would reasonably expect us to do so (such as providing your details to employers for potential job placement).

Security

Your information is kept in secure filing cabinets and/or password protected computers and is only available to staff on a need-to-know basis to deliver our employment, training and assessment services.

Accuracy of Information

We take all reasonable steps to ensure that your information is complete, accurate, and up to date by consulting with you on a regular basis. If you believe *TURSA* holds inaccurate information about you or your circumstances change, please notify us 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 (and this may 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.

Your Rights

Under the Privacy Act 1988 you have the right to access personal information we hold about you. If the information is incorrect or incomplete, you have the right to ask us to amend the information.

TURSA has a Privacy Policy that is available upon request and a copy is on our website <http://www.tursa.com.au>

Further Information

Should you require further information about our Privacy Policy or access to your personal information, please contact your nearest *Tursa Employment & Training* on 1800 670 914



CODE OF CONDUCT

Who is the Code for?

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.

If you do not speak English:

- Call the Telephone Interpreter Service on 131 450.

If you have a complaint:

- Ring us anytime on **Free Call 1800 670 914**
- We strive to deliver you the best services possible.
- **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.

This can include issues such as:

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

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

This is a free service.

Unhappy customers of Disability Employment Services (DES) can contact the service which will act as a mediator or facilitator between you and the DES service provider.

If someone at your service or job is hurting you:

You can contact the **National Disability Abuse and Neglect Hotline** on





- Phone: 1800 880 052 - 8am to 8pm 7 days a week
- Email: hotline@workfocus.com

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.

<https://www.tursa.com.au/feedback-form/>

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" value="Insert"/>	<input type="text" value="Insert"/>
<i>TURSA</i> Office	Employment Adviser Name
<input type="text" value="Insert"/>	<input type="text" value="Insert"/>



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 Newstart Allowance, Youth Allowance or Parenting Payment (with participation requirements)?

If you are receiving support from DHS through Newstart 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



DISABILITY EMPLOYMENT SERVICES CODE OF PRACTICE

Organisations contracted to deliver Australian Government funded Disability Employment Services (DES) have agreed, and are committed, to observe the DES Code of Practice. This Code of Practice sets out the principles and standards that underpin the delivery of DES and other services, to increase employment outcomes and participation in economic activities in Australia especially for disadvantaged client groups.

We commit to working with our clients, employees, sub-contractors, and other providers to deliver quality employment services by:

- Ensuring staff have the skills and experience they need to provide quality and culturally sensitive services to job seekers¹, employers and local communities
- Working in collaborative partnerships with stakeholders and communities to identify needs and how they can be met
- Behaving ethically and acting with honesty, due care and diligence
- Being open and accountable
- Avoiding any practice or activity, which a provider could reasonably foresee, that might bring Disability Employment Services into disrepute
- Sensitively managing any information collected

We commit to helping each job seeker find their pathway into employment by:

- Meeting the Service Guarantees
- Tailoring assistance to the job seekers' personal circumstances, skills, abilities and aspirations
- Using available Government funding appropriately to support job seekers
- Treating every job seeker fairly and with respect
- Providing a fair and accessible feedback process

We commit to assisting employers meet their skill and labour shortage needs by:

- Working with employers to identify job and industry specific training needs and how they can be met
- Referring the most appropriately qualified and experienced job seekers available
- Providing a timely response to employer inquiries

The Australian Government will support Disability Employment Services providers in achieving these standards by:

- Evaluating and sharing best practice to enable continuous improvement in the delivery of DES
- Providing a customer service line, free call 1800 805 260, for job seekers to raise any concerns or problems they have with their provider
- Also providing a Complaints Resolution and Referral Service, free call 1800 880 052, an independent complaints resolution services for people using Australian Government funded disability employment and advocacy services.

¹ The term 'Job seekers' also refers to participants as may be applicable

HOW TO LOOK FOR WORK

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

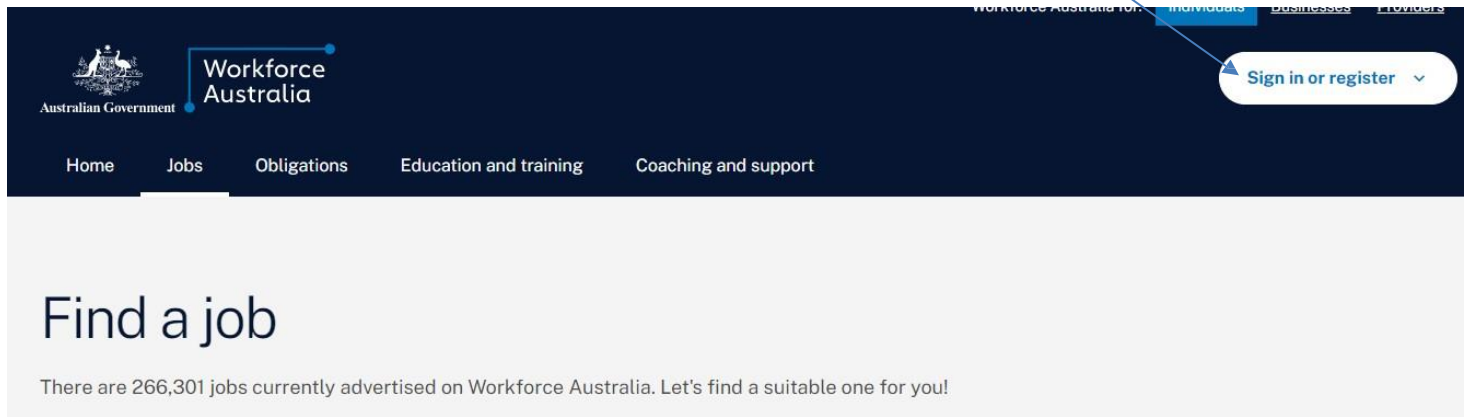
1. Click on **Jobs** at the top left of the screen

The screenshot shows the Workforce Australia homepage. At the top, there is a dark blue navigation bar with the Australian Government logo and the Workforce Australia logo. The navigation menu includes Home, Jobs, Obligations, Education and training, and Coaching and support. A 'Sign in or register' button is visible in the top right corner. Below the navigation bar, there is a large banner with the text 'Find your next job. Use our services.' and an illustration of four people in professional attire. Below the banner, there is a search bar with 'Keywords' and 'Location' input fields, and a 'Search 266,295 Jobs' button. Below the search bar, there 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'.

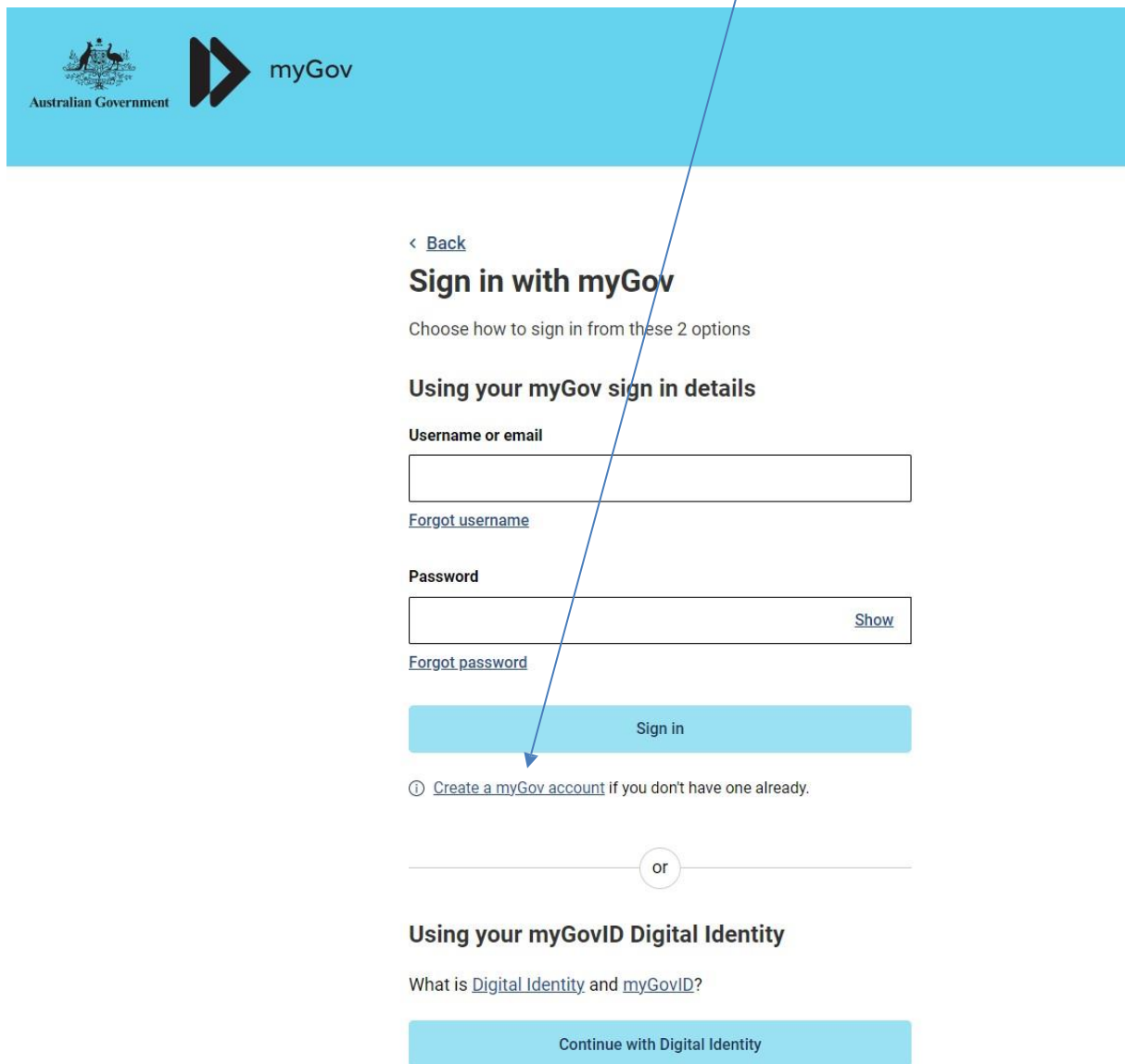
2. Enter **keywords** and **location** to assist you in your search

The screenshot shows the 'Find a job' page on Workforce Australia. The navigation bar at the top includes Home, Jobs, Obligations, Education and training, and Coaching and support. The main heading is 'Find a job' with the text 'There are 266,301 jobs currently advertised on Workforce Australia. Let's find a suitable one for you!'. Below the heading, there is a search bar with 'Keywords' and 'Location' input fields, and a 'Search 266,301 Jobs' button. The 'Jobs' tab is highlighted in the navigation bar.

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



1. If you do not have a myGov then you can create one here.



2. Sign in using your myGov sign in details or using your myGov Digital Identity.
3. If you forget your username, click "Forgot username" or "Forgot password" and follow the prompts.

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

If you want to know what you should be paid (Award wages):

Go to the website for Fair WorkAustralia 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.

Who determines minimum wages?

Every year, the Fair Work Commission's (the Commission) 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, a National Minimum Wage Order is made which will 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 minimum wage for award and agreement-free employees.

The National Minimum Wage Order must set the following wages for award or 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.

What is the current National Minimum Wage?

From 1 July 2024 the National Minimum Wage is \$24.10 per hour or \$915.90 per 38 hour week (before tax).

This is the adult minimum rate for employees with no award or enterprise agreement. Lower rates may apply to juniors, apprentices and trainees. They also may apply to employees with disability if their disability affects their productivity.

Casual employees covered by the National Minimum Wage also get a 25% casual loading.

For award and agreement-free trainees and apprentices, the percentage scale in the Miscellaneous Award is applied to the National Minimum Wage.

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. You can't agree to be paid less than the minimum pay rates that apply for your job.

For further information on awards, see our Modern awards fact sheet at fairwork.gov.au/factsheets.

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

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 2024
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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 practices
- ☒ 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 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 standards are for all Disability Service Providers in Australia.

There are six (6) standards say what your Disability Service Providers should do.

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

The standards help your Provider to:

- run a good service
- make your service better
- understand what you want.

Standard 1: Rights - a fair go for everyone

Your Disability Service Provider must treat you with dignity and respect no matter:

- what disability you have
- what culture you come from
- whether you are married or single
- what language you speak
- your religion.

People with disabilities should have the same rights at work as everyone else. You have the right to fair employment conditions, same as a person without a disability.

Your Disability Service Provider must provide assistance to ensure that nobody can:

- harm you
- abuse you
- neglect you
- disrespect you because of your disability.

You have rights to freedom of expression, individual choice and a say in decision making.

Your Disability Service Provider can work with you, your family, your carers and your advocate if you want them to.

Your personal information must be kept secure, private and confidential by your Disability Service Provider.

Your Disability Service Provider must address any breach of your rights promptly and, if needed, arrange access to an advocate or legal advice.

Standard 2: Participation and Inclusion – Being part of your community

Your Disability Service Provider should help you to be part of your community by:

- supporting you to take part in the community
- working with outside organisations if that is what you need
- understanding and respecting your cultural background
- helping you to find jobs
- helping you find work experience
- helping you to use services in the community
- helping you to learn new skills to get jobs
- helping you to keep your skills up to date
- building your confidence in your skills and abilities.

Standard 3: Individual Outcomes – You have your say about what you want

Your Disability Service Provider should help you the way that is best for you and not just in a way that is easiest for them.

You have the right to make choices about what you want to do and the services you use should let you make your own decisions about:

- what you want to do
- how you will reach your goals.

Your Disability Service Provider has to listen to you about:

- the kind of jobs you want
- how your provider can do things better.

You can have a support person or advocate with you when you talk to your Disability Service Provider.

External advocacy services can be found at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Your Disability Service Provider should help you:

- to think about your work goals e.g. what kind of work you want or how many days a week you can work
- to work out a plan to help you meet your goals
- to follow your plan and keep your plan up to date.

Standard 4: Feedback and Complaints – Tell your service provider what you think

Good or bad feedback is ok. It is important to tell your Disability Service Provider what you think. This helps the Service Provider to keep improving their services for your benefit. The Service Provider should regularly seek feedback from you about the services provided.

When you first join a Disability Service Provider, they should tell you how to make a complaint if you have a problem.

If you make a complaint, your Service Provider should:

- be happy to help you
- listen to you
- try to fix your problem
- tell you about other people or places you can talk to about your complaint
- keep your complaint private and not discuss with fellow staff members.

Standard 5: Service Access - What sort of help you can get from a service

Your Disability Service Provider should make sure that there are no barriers to you using their services. One service may not meet all of your needs.

Your Disability Service Provider must:

- tell you about other places that may be able to help meet your needs
- support you to contact other places.

Your Disability Service Provider must give you information fast and in a way that you understand e.g. using forms and letters that are easy to read.

Standard 6: Service Management – Running the service well

Your Disability Service Provider should:

- be well organised and managed
- be up to date with the best ways of working with you
- keep making the service better
- have trained and skilled staff
- have fair rules and staff should follow these rules
- have a plan for running the service in the best way that meets your needs
- listen to what you and other service users say



Australian Government



It's OK to talk about abuse and neglect

Contact

National Disability Abuse and Neglect Hotline (The Hotline)

The Hotline is a free, independent and confidential service for reporting abuse and neglect of people with disability.

Anyone can contact the Hotline, including family members, friends, service providers or a person with disability.

The Hotline works with callers to find appropriate ways of dealing with reports of abuse and neglect of people with disability.

The Hotline is not a crisis service. In case of life-threatening situations, call 000 for attendance by Ambulance, Fire or Police services. If you think a crime has been committed or is being committed, contact your local police.



Call (toll free)
1800 880 052



Email
hotline@workfocus.com



Visit
jobaccess.gov.au/complaints/hotline



National Relay Service
1800 555 677



Translating and Interpreting Service
13 14 50

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.

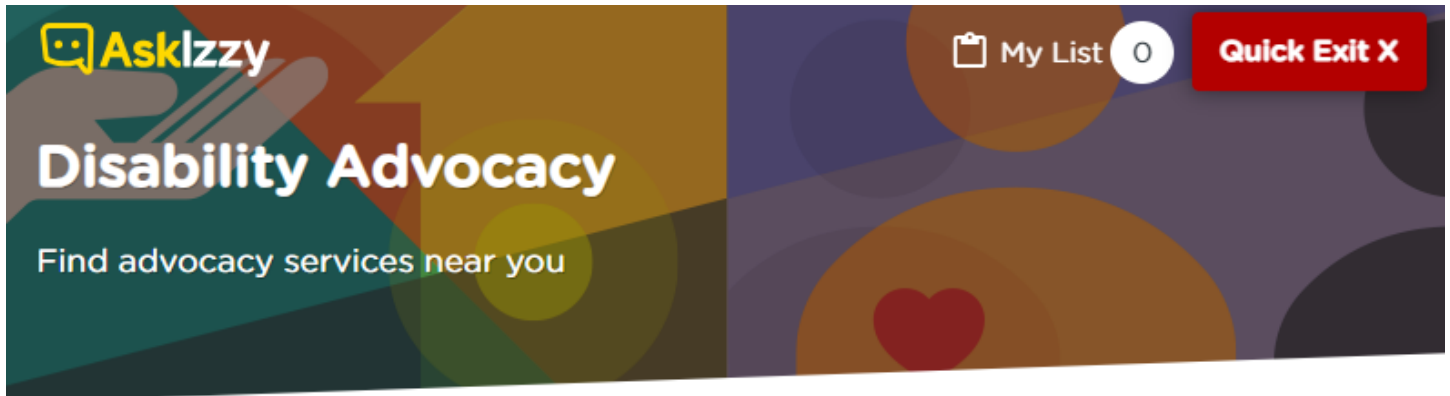
Other resources

- [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 7 days 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

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counseling, 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'

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 >](#)



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