



Welcome to *TURSA*

Inclusive Employment Australia



Finding careers for people with disability

1. About *TURSA*

TURSA's History, Objectives, Services and Mission Statement

TURSA's Code of Conduct and Privacy Policy

About Inclusive Employment Australia / Service Guarantee

2. How *TURSA* Supports You

Information about our Services and what you can expect.

3. Getting ready to look for work

Goal Setting, Study & Upskilling

4. Looking for work

Making a Resume and looking for work

5. Starting a Job

Safe working conditions Working Credits, Job Access, Reporting income

Minimum Wage. Fair work statement, Supported Wage System

6. Connecting Jobseekers with Employment Opportunities through Employer Support

Resources from employers, *TURSA*'s services explained.

7. If things don't go to plan

Mental Health Resources, Feedback and complaints

TURSA is a not-for-profit organisation that helps people find and keep jobs. It started in 1994 in Lismore, NSW, to support people who were unemployed—especially those facing extra challenges.



At *TURSA*, we believe everyone has the right to a great job — including people with disability, injury or health conditions.

We are here to support you every step of the way. Our employment services delivered under the Inclusive Employment Australia Program are designed to help you find work that suits your strengths and goals.

These services are tailored for people living with a disability or long-term health condition.

Our friendly team has already helped thousands of people start new jobs and build brighter futures. We're ready to help you do the same.

TURSA offers:

- Help with finding a job
- Support after you start work
- Training to build your skills
- Programs for young people, people with disability, Indigenous Australians, and people who have been in prison

TURSA is committed to:

- Helping people find **meaningful, long-term jobs**
- Supporting local communities and businesses
- Providing **face-to-face, tailored support**
- Making services **accessible and inclusive** for everyone
- *TURSA* is committed to helping you reach your **employment goals**—now and in the future.

TURSA's Code of conduct

The *TURSA* Code of Conduct means treating everyone fairly, acting honestly, and giving safe, respectful, and helpful support to people looking for work or training.

What You Can Expect from *TURSA* Staff

- Respect and fair access for everyone
- Clear, accurate, and current information
- Professional and honest behaviour
- Protection of your personal information and commitment to your safety

What Happens with Your Feedback

- We treat your feedback as private and fair
- We aim to respond within 5 working days
- We will let you know if we need more time to investigate or if a detailed response is required, allowing up to 30 days.

National Standards for Disability Services

As an Inclusive Employment Australia provider, we must meet 6 *National Standards for Disability Services* to ensure you get the quality of service you need:

1. **Rights** - You have the right to be treated fairly when you use disability services.
2. **Participation and Inclusion** - You can take part in the community and feel included when you use disability services.
3. **Individual Outcomes** - Your service supports you to make choices about what you want to do. You can work toward your goals.
4. **Feedback and Complaints** - You can tell people what you think about the services you receive.
5. **Service Access** - Finding and using services is fair. You can access the services you need.
6. **Service Management** - Disability services should be managed well.

Disability Inclusion Act

To protect people with disability, their families and carers, the *Disability Services and Inclusion Act 2023* seeks to improve the quality and safeguarding arrangements and the safety of services for people with disability. All Inclusive Employment Australia Service Providers are required to comply with the DSI Code of Conduct. This means *TURSA* is required to:

- act with respect for the individual rights of people with disability to freedom of expression, self-determination and decision making, in accordance with applicable laws and conventions
- respect the privacy of people with disability
- provide the activity in a safe and competent manner, with care and skill
- act with integrity, honesty and transparency
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of the provision of the activity to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

[Click here to see the *TURSA* Code of conduct on our web page.](#)

TURSA's Privacy Policy

TURSA respects your privacy. We follow Australian laws to protect your personal and sensitive information.

- **We collect, use, share, and store your information safely.**
- **You can ask to see your information or request changes.**
- **We update our privacy policy on our website when changes happen.**



Who this policy covers:

- All TURSA staff, including managers, Board members, and contractors.
- It does not cover government staff—please contact government departments for their privacy policy.

Your rights:

- You have the right to know how your information is used.
- You can make a privacy complaint if needed.

[Click here to see TURSA's Privacy Policy on our web page.](#)

About Inclusive Employment Australia

Inclusive Employment Australia is a government program that helps people with disability, injury, or health conditions find and keep jobs. It gives people more choice, more support, and more time to reach their work goals. You don't need to be on Centrelink payments to join, and you can stay in the program as long as you need.

- **No time limits** – stay with your provider as long as needed.
- **Flexible entry** – available even if working only a few hours or not receiving income support.
- **Tailored support** – services designed around individual needs and circumstances.
- **Inclusive access** – open to people with disability, injury, or long-term health conditions.

Inclusive Employment Australia Service Guarantee and Code of Conduct

The Service Guarantee and code of conduct tells you what help you can expect from your provider and what you need to do too. It makes sure everyone is treated fairly and gets the right support to find and keep a job.

Click here to see a copy of the [Service Guarantee](#) and [Code of Conduct](#).

Under the Inclusive Employment Australia program, you have the right to:

- Be treated with respect and fairness.
- Make choices about your services and goals.
- Give feedback or make complaints at any time.
- Have your privacy protected under the Privacy Act.

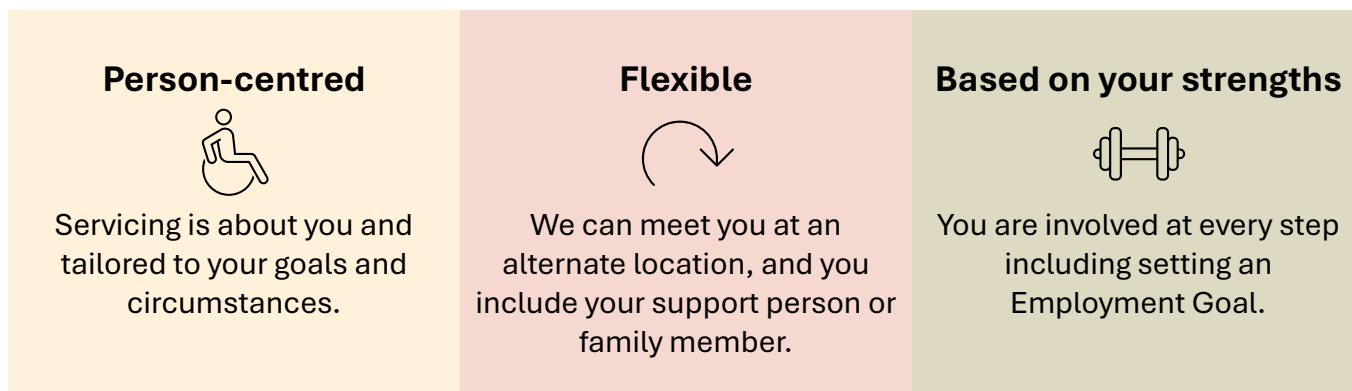


Finding careers for people with disability

How *TURSA* Supports you

We have developed the **Ability @ Work** model, which explains how *TURSA* supports people with disability to find and keep a job.

The *TURSA* **Ability @ Work** model is:



And delivered over 6 Steps:

1. **Connect** – We meet you where it suits you and help you register and feel supported
2. **Discover** – Understanding your goals, strengths, and what support you need.
3. **Activate** – Helping you get ready for work with training, experience, and the right level of support.
4. **Review** – We regularly check how things are going and change your plan if needed.
5. **Place** – Helping you find a suitable job and support you and your employer at work.
6. **Advance** – We support you to build skills and grow your career after you start work.

TURSA aims to provide:

- A culturally safe environment for Aboriginal and Torres Strait Islander peoples.
- Inclusive support for individuals from culturally and linguistically diverse backgrounds.
- Inclusive support for individuals with disability, injury, or health conditions.
- A safe and accessible environment for children and young people.



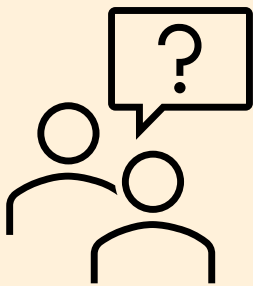
TURSA adheres to the National Principles for Child Safe Organisations and complies with relevant state legislation and regulations, promoting a consistent national approach to child safety and wellbeing across all sectors in Australia.

For more information, please request a copy of the relevant policy from a Staff member.

Getting Ready to look for Work

Before you start applying for jobs, it's important to set your goals and improve your readiness. Planning ahead will make your job search smoother and more successful.

- Think about your career goals. What kind of work do you want to do? It's good to dream big about your ideal job, but also think about the steps to get there. For example, if you eventually want to be a chef, a first step might be to find a job as a kitchen hand or take a cooking course.
- Set detailed goals. For instance, instead of saying "I want a job someday," a goal would be: "Within 3 months, I will get a part-time job in retail."
- Break down your plan. Once you have a main goal, break it into smaller steps. For example: *"This week I will write my resume, next week I will apply to 5 jobs, and within a month I will attend at least one interview."* By creating an action plan, you give yourself a clear path to follow.
- Improve your skills (upskilling). Do you need additional skills or qualifications for the job you want? We can help you find training courses or workshops. This might include improving your computer skills, getting a driver's licence, or earning a certificate needed for a certain industry.



How we help you: Goal Setting and Upskilling

- *TURSA* Staff will guide you through this process by conducting an assessment of your Strengths, Goals and helping you develop an Action Plan, as included in your regular service.
- *TURSA* runs WELLS Sessions (Learn WELL, Live WELL, Spend WELL and Work WELL) that focus on skill-building.

- Use self-assessment tools. It helps to know your strengths and interests. You can try career quizzes or interest tests on sites like Job Outlook or MyFuture to discover what types of jobs might suit you. The results aren't absolute, but they can give you ideas and reveal options you hadn't considered. Share your results with us – we can discuss them and help you decide on a direction.
- Stay positive and flexible. Looking for work can be challenging, and it may take time. Don't be discouraged by setbacks. If you aren't having luck with one approach, we can adjust your plan (for example, try a different kind of job or another strategy. The key is to keep trying and learn from each experience. Setbacks happen to everyone; it's how you respond that matters. We're here to keep you motivated and moving forward.

Remember, *TURSA* is here to support you every step of the way. From setting your goals to achieving them, we will provide guidance, resources, and encouragement. Talk to your *TURSA Disability Employment Advocate* about your plans and any worries you have – together, we will make a solid plan for your job search.

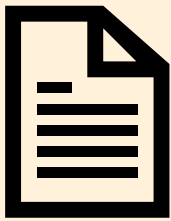
Looking for work

Writing your resume

Your resume is your first impression—keep it clear, honest, and tailored to the job.

Include:

- Contact Info: Name, suburb, phone, professional email.
- Career Objective (optional): Brief statement of your goals and experience.
- Work History: List jobs (or volunteer/work experience), with employer, title, dates, and duties.
- Education/Qualifications: Schools, certificates, licenses, and completion years.
- Skills: Technical and soft skills relevant to the job.
- Personal Attributes (optional): Qualities like reliability, teamwork, independence.
- Referees: 1–2 contacts (with permission), or “References available on request.”



Tips for a great Resume:

- ✓ **Keep it short** (1–2 pages), use bullet points and clear headings.
- ✓ **Tailor it to each job**—use keywords from the ad.
- ✓ **Proofread carefully**—*TURSA* staff can help.
- ✓ **Be honest**—focus on real strengths.
- ✓ Ask *TURSA* to help you make a resume.

Searching for Jobs

Use multiple methods to find opportunities:

- **Job Websites:** Seek, Indeed, Jora, CareerOne, and government portals.
- **Networking:** Let friends, family, and the community know you're job hunting.
- **Cold Calling/Walk-ins:** Visit or contact businesses directly with your resume.
- **Job Fairs/Events:** Attend expos and employer days—*TURSA* will notify you.
- **Workforce Australia via myGov:** View job suggestions and apply online.
- **Track Your Applications:** Keep a list of where you've applied, dates, and feedback.

Using myGov / Workforce Australia

If receiving JobSeeker or another allowance, you may need to meet mutual obligations:

Log Job Searches: Record each application in your myGov account (or in person at appointments)

Report Activities: Confirm attendance at training or appointments.

Check for Tasks: Review your account and inbox for updates or actions.

Ask for Help: *TURSA* can assist with digital literacy and system navigation.

Tip: Set a daily routine—e.g., 2 hours each morning for job search and updates.

Starting a Job

TURSA's support does not end once you get a job – we're here to help you adjust to your new role!

Minimum Rates of Pay and Fair Work



Your employer has an obligation to pay you a minimum amount of pay. This amount is set by the National Minimum Wage or by an “Award” for the type of job you do.

As of July 2026, the current National Minimum Wage is \$26.44 per hour for a Permanent employee, or \$33.05 for a Casual employee. If you are covered by an Award, this amount might be different.

See more information about Fair Wages here: [Minimum wages - Fair Work Ombudsman](#)

Post Placement Support

TURSA will stay in contact with you after you start your job.

- We'll call you regularly to see how you're doing, usually each week at first and then less often as you settle in.
- Feel free to tell us any issues – whether it's something like “I'm struggling with the early start time” or “I'm not sure how to handle a task I was given.” We can offer advice, or even talk to your employer (with your permission) to suggest solutions.

Even though you're employed, you're still part of our program for a while. Keep your *TURSA's* contact information and don't hesitate to reach out. Also know how to contact Centrelink in case of changes (for example, if your work hours change significantly, let Centrelink know as it may affect things like income reporting schedules or eligibility).

Fair and Safe Working conditions

The Fair Work Information Statement is a document that explains your basic rights at work. Every new employee in Australia must receive a copy when they start a job. It includes things like:

- Your right to fair pay and conditions
- Rules about working hours and breaks
- What to do if you have a problem at work
- How to get help from the Fair Work Ombudsman

See more information by clicking here: [Fair Work Information Statement - Fair Work Ombudsman](#)

Career Development

Once you've settled into your job, you might start thinking about progression (like moving from part-time to full-time, or going for a promotion or further training). *TURSA* can provide you with guidance on how to approach those conversations with your employer, or assist in finding additional training to help you progress in your career.

We're not just here for job entry – we want to see you grow in your career if that's your goal.

Further Support at Work

Job Access

JobAccess is a free Australian government service that helps people with disability find and keep a job. It gives advice, support, and funding for things like workplace changes, special equipment, or help at work.

JobAccess also helps employers make their workplaces more inclusive. You can get support through Disability Employment Services, and there are Easy Read pages on the JobAccess website to make information simple and clear. If you need help, you can contact JobAccess directly or ask *TURSA* for support.

See more information about Job Access here: [Welcome to JobAccess - your guide to disability employment | Job Access](#)

Supported Wage System

Many people with a disability work under normal conditions but the Supported Wage System is an option if extra support is needed.

If you have a disability that affects how much work you can do, the Supported Wage System (SWS) lets employers pay a fair wage based on your work ability.

For example, if you can do 70% of the job, you may be paid 70% of the full wage. This only happens after a formal assessment and signed agreement. *TURSA* can help you find out if SWS is right for you.

Connecting Jobseekers with Employment Opportunities through Employer Support

As an employment services provider, *TURSA* helps jobseekers access meaningful employment by working directly with businesses to identify staffing needs and match them with suitable candidates—at no cost to the employer.

Employers simply let *TURSA* know the type of worker they're looking for, and *TURSA* takes care of the rest: advertising roles, screening applicants, coordinating interviews, and assisting with onboarding. We also support employers with essential paperwork, background checks, and ensuring new hires have the required training or certifications.

For jobseekers, this means greater access to opportunities that align with their skills and goals. *TURSA's* collaboration with employers ensures that candidates are placed in roles where they can thrive and contribute effectively.

When businesses hire someone with a disability, *TURSA* provides guidance on workplace adjustments and helps access funding support. Eligible employers may also benefit from wage subsidies, with *TURSA* managing the application process.

By supporting employers in their recruitment efforts, TURSA creates pathways for jobseekers to enter the workforce, helping build strong teams and stronger communities.

If things don't go to plan

Life can be unpredictable, and sometimes things don't work out as expected. Whether you're struggling in your job search, facing difficulties at work, or unhappy with our services, remember *TURSA* is here to help you through it. Here are some situations you might encounter and what to do:

Job searching can be stressful. It's normal to feel upset if you get rejection letters or if it's taking a while to find a job. If you're having a tough time emotionally – feeling very stressed, anxious, or depressed – please reach out.

Taking care of your mental health is important. There are professional services available, often free or subsidised, to help you cope. There's no stigma in asking for help; many people need support at different points in life. We can also connect you with mental health resources. This might include referring you to a counsellor, suggesting you see your GP, or providing info on support services.

If you encounter problems on the job, such as bullying, harassment, or other unfair treatment, know that you have rights.

You have the right to a workplace free from harassment or discrimination. If something or someone at work is making you feel unsafe or uncomfortable (for example, a coworker is behaving inappropriately towards you, or you feel you're being treated unfairly because of your disability or background), take action. Depending on the situation, you could:

- Talk to a trusted person at work, like a supervisor or the HR department, about the issue.
- Keep notes of incidents (what happened, when, who was involved).
- If it doesn't resolve or you don't feel safe reporting at work, talk to your *TURSA* Advocate - We can advise you and even act on your behalf if appropriate.
- In serious cases, there are external bodies that handle workplace complaints (like the Fair Work Commission or Australian Human Rights Commission for discrimination issues, or even the police if it's something like assault).

If you or someone you know is facing abuse or neglect in personal life please reach out. *TURSA* can connect you with the right support services to ensure your safety and well-being.



Additional Resources

If you, or someone you know is subjected to Abuse or neglect, you can contact the National **Disability Abuse and Neglect Hotline** Confidentially on by calling **1800 880 052**.

Feedback about **TURSA**

We aim to give you excellent service, and we welcome all feedback—positive or negative. If you're happy with something we've done, we'd love to hear about it. If you're ever unhappy or feel you're not getting the help you need, you have the right to speak up. You can give us feedback:

- In person or over the phone
- In writing, via our website - [Feedback Form | Tursa Employment & Training](#)

We take all feedback seriously and use it to improve our services. You won't be penalised for making a complaint—your feedback is kept private and handled fairly.

When you provide feedback to us, we will acknowledge it within 5 business days.

Where an investigation is required, it will be objective, impartial, clearly documented and managed in accordance with *TURSA's* Privacy Policy.

and we'll let you know if it takes longer. If you're not satisfied with our response, you can also take your complaint further outside of *TURSA*.

What we ask of you

To help us support you, we ask that you do your best to **be engaged and participate**. Please attend your appointments and activities or let us know in advance if you can't. Treat our staff and other job seekers with the same respect we give you. By working together openly and honestly, we can achieve the best outcomes for you.

Version Control Information