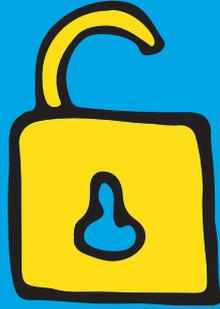




wdea works
Unlocking potential. Building ability.



THANK YOU FOR CHOOSING
WDEA WORKS AS YOUR
PREFERRED EMPLOYMENT
SERVICE PROVIDER

Hello!

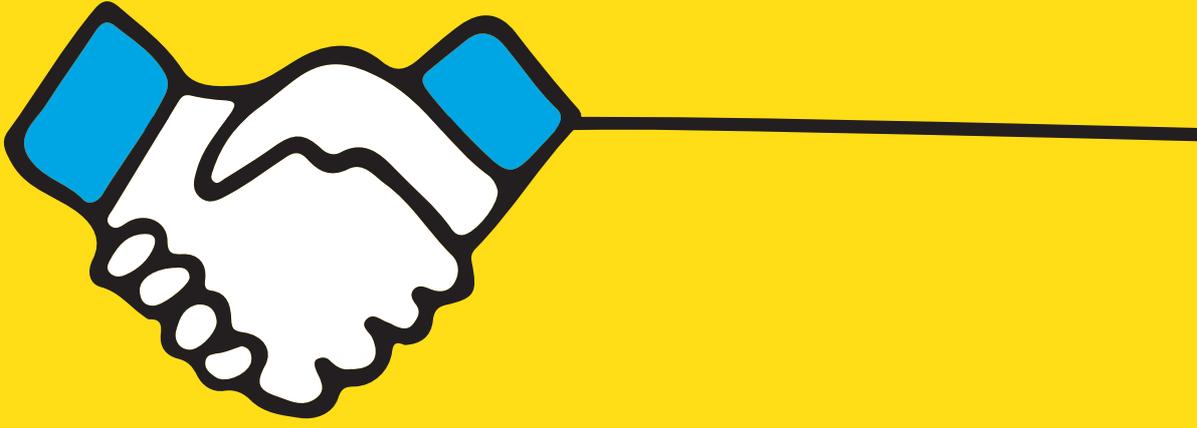
WHAT DOES WDEA WORKS DO?

The main role of WDEA Works Disability Employment Services (DES) is to help people with disability or health conditions find and keep a job.

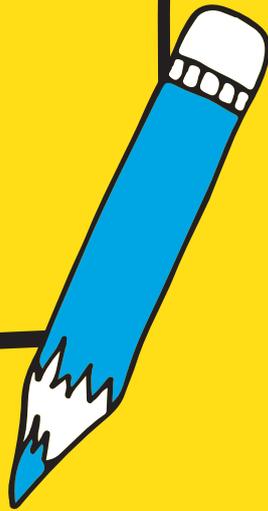
We make sure our clients are ready for work by building skills and addressing barriers to employment. We source job opportunities and provide on-the-job training and long term support for both employers and employees. In partnership, we will work with clients at a suitable pace to find employment which best matches their needs and capabilities.



Upon request all information included in this booklet can be made available in alternative formats including: large print, audio or electronic. Interpreters will be made available when required.



WDEA Works
DES Client Handbook
Welcome!



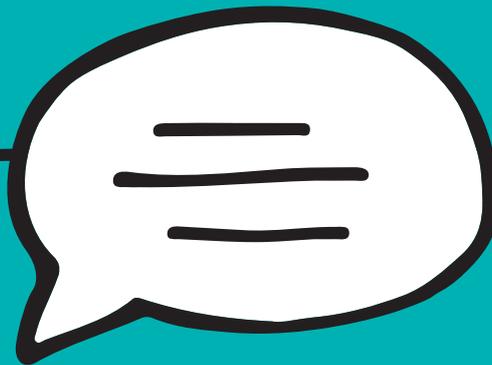
STAGE ONE

GETTING STARTED

Most of our clients access WDEA Works through a Centrelink referral or by directly registering with us. You can directly register by simply contacting your closest WDEA Works office and a friendly Consultant will help you through the process.

In most cases you will have had your ability to work assessed by Centrelink through an Employment Services Assessment to determine the minimum hours of employment you are able to work each week.

If you have not had an Employment Services Assessment, our staff can help to arrange one for you and advise you of what to expect. We can even attend the assessment with you to help you answer questions or provide further information.



STAGE TWO

GETTING TO KNOW YOU

Once we start working with you, you will be assigned an Employment Consultant who will work with you to understand the types of assistance you may need and the most suitable jobs. Your Employment Consultant will discuss with you your interests, skills, qualifications, experience and required assistance in order to help you set achievable goals and work towards them.

Your Employment Consultant will work with you every step of the way from when you commence in our service, through to helping you prepare for work, and then liaising with employers on your behalf to help you get and keep a job. This way you can get to know and understand each other and we can help provide the assistance that should be best for you.



STAGE THREE

HELPING YOU PREPARE AND FIND A JOB

We understand that sometimes before people are ready to take on a job they need assistance in areas of their life that aren't directly related to work. We work with a wide range of services so we can help you overcome any personal challenges you may be facing. We will talk to you about any difficulties we can help you with by providing access to the right services.

If you are unsure of the right career for you, we will work with you to develop a career profile so we can identify the best industry and career path for you.

We provide a range of assistance tailored to each of our clients which may include:

- Regular meetings (at least every fortnight).
- Assisting you with job applications
- Assessing your strengths and skills
- Assisting you with your resumé
- Conducting practice job interviews
- Offering career guidance
- Helping you access other services that provide support for issues that aren't employment related
- Speaking to employers, on your behalf, about possible jobs
- Using our existing network of employers to find you a job
- Offering you relevant training
- Offering education and training to your co-workers (if required)
- Helping you understand how to search for jobs using all means, including face to face and online

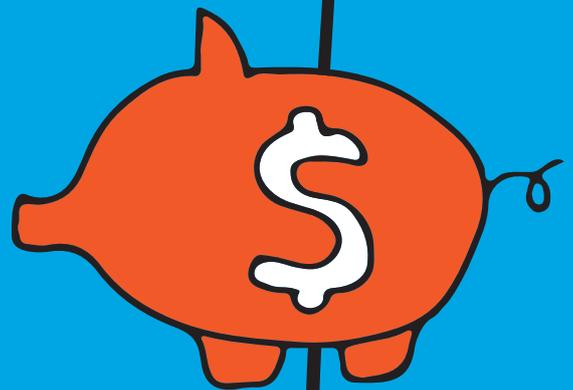


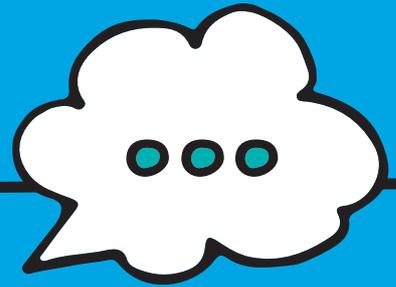
CONGRATULATIONS!

STAGE FOUR

WHEN YOU HAVE A JOB

Once we have helped you find a job you will then receive as much or as little support as necessary to make sure things are going well in your job and that you will be able to keep **working in that job for as long as you like.**





ONGOING SUPPORT

You will continue to see your employment consultant who will make sure certain things happen such as;

- You are being paid at the correct rate and receiving entitlements such as superannuation, sick and annual leave, meal breaks, penalty rates etc
- You are working in a safe and supportive environment
- Your employer and colleagues receive any training necessary for you to successfully manage your job
- You understand the need to declare your earnings to Centrelink and the effect this may have on your payment/pension
- You are managing your employment and working toward future independence in the workplace
- You have any necessary modifications provided to assist you to do your job to the best of your ability
- You can talk to your Employment Consultant about how you are feeling at work, including future aspirations, and we can help you achieve them.
- Your Employment Consultant will discuss any of your concerns with your employer to help resolve them.

Your WDEA Works Employment Consultant will liaise with your employer to make sure your pay and conditions are appropriate, however you can check your wages and conditions yourself by phoning **Fairwork Australia**.



For information on pay, leave, awards, work place rights and obligations:

FAIRWORK AUSTRALIA

Phone 13 13 94

www.fairwork.gov.au

ASSISTANCE

OTHERS WAYS WDEA WORKS CAN ASSIST YOU

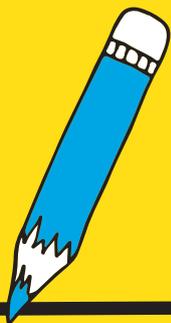
We will maintain your privacy, dignity and confidentiality.

All employees and clients of the service are expected to abide by the same code of behaviour. WDEA Works adheres to the Privacy Act 1988, the Information Privacy Act 2000 and the Health Records Act 2001. When requested this agency is required by law to pass on employment details to;

- [Centrelink - Department of Human Services](#)
- [the Australian Taxation Office](#) and
- [Department of Social Services \(DSS\)](#)

We will honour your right to make a complaint about our service and help you to make the complaint

If you have a complaint to make you have the right to have someone with you to help you explain your complaint. This could be a friend, parent or advocate. WDEA Works can help to find an advocate for you with a service local to your area. We will use the valuable information provided by your complaint or feedback to continuously improve our service to you.





This is how you can go about making a complaint.

- Talk to your WDEA Works Employment Consultant or local Site Manager
- Contact **WDEA Works Head Office** on **03 5561 2579** and one of our employees will be able to advise you on how we can help to resolve your complaint
- Contact the **National Customer Service Hotline** on **1800 805 260**
- Contact **Disability Services Commissioner** who can assist you in making a complaint www.odsc.vic.gov.au or **1800 677 342**



Other services you can contact for assistance with a complaint:



Job Access – access for people with disability	1800 464 800 jobaccess.gov.au
National Disability Abuse and Neglect Hotline	1800 880 052
National Relay Service (NRS)	1800 555 677
Victorian Privacy Commissioner	1300 666 444
Translating and Interpreting Service (TIS)	13 14 50
Health Services Commissioner	1800 136 066
Disability Services Commissioner	1800 677 342

NATIONAL STANDARDS FOR DISABILITY SERVICES (NSDS)

WHAT ARE THESE STANDARDS AND HOW DO THEY AFFECT YOU?

WDEA Works are dedicated to providing you with the best possible service that we can offer. All our work is framed around the National Standards for Disability Services (NSDS).

The National Standards for Disability Services are a framework that directs how we should best manage a high quality DES program.

There are six National Standards for Disability Services. They are listed in the table opposite.



THE NATIONAL STANDARDS FOR DISABILITY SERVICES

MAKING SURE THAT PEOPLE WITH DISABILITY RECEIVE GOOD QUALITY SERVICES

STANDARD 1: RIGHTS:

The service at WDEA Works promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence

We will treat you with dignity and respect while protecting your rights and let you make choices about your goals in collaboration with the important people in your life

STANDARD 2: PARTICIPATION AND INCLUSION:

The service at WDEA Works, works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society

We will help you to engage with your community through employment and help you to develop networks of people in your life

STANDARD 3: INDIVIDUAL OUTCOMES:

Services and supports at WDEA Works are assessed, planned delivered and reviewed to build on individual strengths and enable individuals to reach their goals

We will plan with you to reach your goals and regularly revise what you think about your progress and achievements

STANDARD 4: FEEDBACK AND COMPLAINTS:

Feedback is sought and used by WDEA Works, to inform individual and organisational-wide service reviews and improvement

We will ask for your opinion on our services and recognise your need to feel safe to make a complaint or provide negative feedback. All of this helps towards service improvement

STANDARD 5: SERVICE ACCESS:

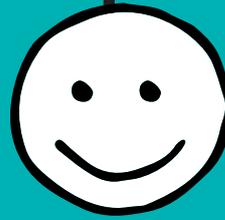
The service at WDEA Works manages access, commencement and leaving a service in a transparent, fair, equal and responsive way

We will give you the support and guidance to help you access the services offered by WDEA Works and other providers

STANDARD 6: SERVICE MANAGEMENT:

The service at WDEA Works has effective and accountable service management and leadership to maximise outcomes for individuals

We will strive to regularly improve our services, be clear in our messages and always follow regulations



TIPS TO GET THE BEST JOB FOR YOU

- 1** **Decide what type of job you want to do.** WDEA Works will help you by exploring your interests, skills and career guidance tools to help you decide on the right job for you.
- 2** **Understand which employers in your local area might have the right job for you.** WDEA Works uses local information gathered from employers, government databases and our own internal labour market data to provide a clear picture on the jobs available in your area.
- 3** **Make sure public profiles represent you in the best possible way.** WDEA Works helps clients to review everything from resume's through to social media pages to ensure employers hold you in the best possible regard.
- 4** **Use multiple avenues to find your job.** WDEA Works will help you to look for jobs through traditional advertised sources as well as approaching employers directly to negotiate the right job for you. You can also make sure friends and family know you are looking for work.

Once you have an interview you can increase your chances of success by following these Interview Tips:

- Research the opportunity before your visit
- Prepare a list of questions to ask at your interview
- Dress professionally and be well-groomed
- Take a few copies of your resumé, a note pad and pen (that works!)
- Arrive a few minutes early
- Be aware of your body language and make eye contact with everyone involved in your interview
- Don't discuss money in your first interview. This should be done before applying or when an offer is made.
- At the end of your interview, thank your interviewer and shake the hand of each member of the panel



WANT TO FIND OUT MORE?



CONTACT YOUR LOCAL WDEA WORKS TEAM:

Ararat

68 High Street Ararat 3377
Phone (03) 5352 3611
ararat@wdeaworks.org.au

Ballarat

219 Mair Street Ballarat 3350
Phone (03) 5331 6566
ballarat@wdeaworks.org.au

Bendigo

14 King Street Bendigo 3550
Phone (03) 4400 9777
bendigo@wdeaworks.org.au

Castlemaine

161 Barker Street Castlemaine 3450
Phone (03) 5462 5252
castlemaine@wdeaworks.org.au

Colac

178 Murray Street Colac 3250
Phone (03) 5231 3411
colac@wdeaworks.org.au

Corio (Corio Central)

Bacchus Marsh Road Corio 3124
Phone (03) 5292 1640
corio@wdeaworks.org.au

Geelong

37 Malop Street Geelong 3220
Phone (03) 5292 1640
geelong@wdeaworks.org.au

Hamilton

82 Brown Street Hamilton 3300
Phone (03) 5571 2443
hamilton@wdeaworks.org.au

Horsham

31 Wilson Street Horsham 3400
Phone (03) 5382 6100
horsham@wdeaworks.org.au

Maryborough

87 Napier Street Maryborough 3465
Phone (03) 4410 7060
maryborough@wdeaworks.org.au

Mildura

138 Lime Avenue Mildura 3500
Phone (03) 5065 3050
mildura@wdeaworks.org.au

Mount Gambier

1/2 Mitchell Street Mt Gambier 5290 SA
Phone (08) 8707 9920
mountgambier@wdeaworks.org.au

Portland

35 Bentinck Street Portland 3305
Phone (03) 5521 7959
portland@wdeaworks.org.au

Shepparton

74 Wyndham Street Shepparton 3630
Phone (03) 5899 9101
shepparton@wdeaworks.org.au

Stawell

152 Main Street Stawell 3380
Phone (03) 5358 2799
stawell@wdeaworks.org.au

Swan Hill

118 Curlewis St Swan Hill 3585
Phone (03) 4026 0010
swanhill@wdeaworks.org.au

Warrnambool (Head Office)

52 Fairy Street Warrnambool 3280
Phone (03) 5561 2579
warrnambool@wdeaworks.org.au

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wdeaworks.org.au 1300 521 511