

INFORMATION FOR CLIENTS

Welcome to Communicare. We are pleased to be your provider in jobactive or Disability Employment Services. Contained in these pages is information that may be useful in your time with us, as we work together towards your employment goals.

ABOUT US

Communicare has been providing employment services since 1991. We operate the jobactive, Disability Employment Services-Employment Support Services (DES-ESS), Work for the Dole Coordinator and Transition to Work programmes on behalf of the Australian Government in over nine sites in Western Australia. Find out more about us and our many services on our website www.communicare.org.au

OUR COMMITMENT TO YOU

You will receive ongoing personalised employment services. These services will be culturally sensitive to your circumstances and background as well as tailored both to your needs and to the job opportunities available.

The Service Guarantee and Service Delivery Plan detail the manner in which we deliver our services and our commitment to you when you are in the jobactive programme.

The Service Guarantee and Code of Practice commits us to deliver a service that is respectful and appropriate when you are in the DES-ESS programme.

Online copies of the documents are available, please approach our team members for assistance. You may also enquire with them about eligibility for jobactive or DES-ESS.

MANAGING PERSONAL INFORMATION

We collect your personal information so we can provide employment services to you. We are committed to protecting your personal information in accordance with the Australian Privacy Principles in the Privacy Act 1988 (Cth). We share your information with government agencies who have a role in administering employment services (including the Department of Employment, the Department of Human Services, and the Department of Social Services), between jobactive or DES-ESS to help provide you with the most appropriate services to meet your needs. We only tell employers things about you that are related to job opportunities, not your personal circumstances. If you ask, we are usually able to show you the information we hold about you. If you have any concerns about the way in which your information is being managed, you can discuss your concerns either with us, Department of Employment, Department of Social Services, or the Office of the Australian Information Commissioner. Visit <http://www.employment.gov.au/privacy> for more information and information on the Australian Privacy Principles is on www.oaic.gov.au

GIVING FEEDBACK

We appreciate the feedback given on our service. Whether it is a complaint or compliment, our job seekers have an opportunity to help improve our service. We value and appreciate all types of feedback. Some opportunities to give feedback include evaluation of activities, verbal feedback to our staff, client surveys, and consumer consultation forums.

If you have a complaint, we want to assure you that there is no fear of reprisal. We may speak with you to understand the source of your dissatisfaction so that we can improve our service. At any point of the process, you may have an advocate such as your friend, parent or guardian present. While we appreciate that you first raise your concerns with us, you may go to an external body. These are the options if you wish to raise concerns about how you are serviced:

1. Try to sort out the problem with us by first speaking to your Consultant or team member assisting you.
2. If you are unable to find resolution or are not able to speak about it with the team member, you may request to speak to a senior member of staff, usually the Site Manager.
3. If you are still unable to find resolution, you may contact the Customer Service Line on 1800 805 260, the Complaints Resolution and Referral Service on 1800 880 052 or the National Disability Abuse and Neglect Hotline on 1800 880 052.

NATIONAL STANDARDS FOR DISABILITY SERVICES

CommuniCare is certified to the National Standards for Disability Services. In general, the standards address the following areas:

1. **Rights** - promoting individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
2. **Participation and Inclusion** - working with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
3. **Individual Outcomes** - Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
4. **Feedback and Complaints** - Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
5. **Service Access** - managing access, commencement and leaving a service in a transparent, fair and equal and responsive way.
6. **Service Management** - effective and accountable service management and leadership to maximise outcomes for individuals.

If you wish to read more details on the standards or need a translated version, please visit the Department of Social Services website on <https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/new-national-standards-for-disability-services/national-standards-for-disability-services-translations>, otherwise we can arrange a translator for you.

ASSISTANCE AND SERVICES AVAILABLE

To find out more about eligibility for jobactive or DES-ESS and also about exiting the service, please visit the Department of Employment or Department of Social Services websites. Your Consultant or Department of Human Services may also provide useful advice.

At Communicare, we pride ourselves in building our programmes around the needs of our clients. As our job seeker, your Consultant is able to access services in your journey towards employment. Most of these services may be funded, but there are occasions where the job seeker may have to meet some part of the expense. Your Consultant shall discuss this with you when such a need arises.

The Job Plan is an important document that records such assistance and activities in your journey towards your employment goals. This document is reviewed at a progress meeting (usually fortnightly) with your Consultant. These are formal appointments that need to be kept. The more contacts with your Consultant, in general, the better the chances of finding employment.

You will have a Consultant assigned to you when you commence with us. Working in partnership with you and keeping to programme requirements, your Consultant may:

- Assess your interests, abilities and needs
- Help you decide on employment within your work capacity, or, in some cases, a combination of education and training
- Recommend or refer you to courses, programmes, services and resources that will help you reach your goal. We may help negotiate with providers on your behalf.
- Develop and update your resume and Job Plan when required
- Have dedicated post placement support for you and your employer when you start work

We will deliver services and engage with Aboriginal and Torres Strait Islander job seekers in a way that acknowledges and respects these cultures. We will ensure our staff are appropriately trained and that we are committed to getting the best employment opportunities for Aboriginal and Torres Strait Islander job seekers.

Interpreting services are available upon request by job seekers from culturally and linguistically diverse backgrounds as well as job seekers with special requirements (eg. Auslan). Where possible, please let your Consultant know of such requirements beforehand. Some printed materials are available in other languages or formats as well.

CLIENT-PROVIDER EXPECTATIONS

The purpose of this code of conduct is to provide a safe and positive environment for job seekers, employees and visitors to the office. Communicare does not tolerate the following behaviours whilst on the premises:

- Obscene language
- Harassment, violence or threats of any kind towards clients, visitors, or staff
- Breaking the law
- Discrimination on the grounds of gender, race, religion, disability, sexual orientation, age or cultural background
- Use or possession of illegal substances on the premises
- Alcohol consumption whilst on the premises
- Smoking in the buildings and/or non-designated areas
- Accessing and/or sending or receiving pornographic, other illicit or illegal material via Internet or other medium

Alcohol and Other Addictions: Should a job seeker arrive on the premises under the obvious effects of alcohol and other addictions, he/she will be advised of our code of conduct relating to substance use. They may also be asked to leave and return on a day when he/she is not affected by substance use. The job seeker may also be referred back to Department of Human Services for reassessment if there is a serious problem.

Use of Internet for Unauthorised Activity: Job seekers are not to use computers, Internet or other facilities for purposes of pornography and/or other illegal activities. This including accessing unauthorised sites. Non-compliance could result in exclusion from use of the facilities and/or report to authorities.

In the event of a breach in the code of conduct, the job seeker will be required to attend an interview with a Communicare staff member and the incident will be documented. In the event that a further incident occurs, the job seeker will be required to attend a second interview with the Site Manager or senior staff at site. If there is a further breach and/or serious incident, the job seeker may be excluded from services until further notice. In this case, Department of Human Services is usually advised of this matter as well.

It is your right as a job seeker to:

- Be treated with courtesy, understanding and respect by our team members
- Have personal information treated as confidential, released only when authorised by law or written permission by you
- Operate within the job seeker compliance framework
- Have us assist and support you to look for work
- Complain if you are not happy with the service and not fear retribution should you do so
- Not be discriminated against on the basis of gender, race, religion, disability, sexual orientation, age, cultural background
- Have your legal and human rights upheld

When you register with us, there are some responsibilities on your part as a client. You are expected to:

- Comply with the job seeker compliance framework
- Actively participate in your assessment and Job Plan
- Keep all appointments with us and Department of Human Services
- Advise us if you cannot attend before the appointment to arrange another time
- Provide true and accurate information for your resume
- Make every effort to get a job and accept any suitable employment
- Do your best at every job interview
- Carry out the activities as per your Job Plan
- Advise us of any change of circumstance that will affect your participation in the programme
- Let us know if you are entitled to compensation or damages from someone for your disability, injury or illness