

EAST WORK

Client Handbook

With you every step of the way...



Quality
ISO 9001



**Disability
Employment Network**
AN AUSTRALIAN GOVERNMENT INITIATIVE



**DISABILITY™
SUPPORT
CERTIFICATION**

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Welcome to Eastwork

Eastwork Employment is pleased to welcome you to its employment program. We have been assisting people with disabilities, injuries and medical conditions to find and maintain employment since 1991. We hope that your experience will also be to find and maintain rewarding employment

This Handbook is a guide to some of the processes you will experience at Eastwork as well as inform you on the many services that we provide and your rights and responsibilities as one of our clients.

If you have any further questions or queries please do not hesitate to contact your Employment Consultant.

Our mission

Our mission as an organization is as follows:

“Eastwork supports people with disabilities to realise and achieve their vocational goals “

What happens next?

Many new clients are unsure of what to expect from their program at Eastwork. Below is a rough guide of the various stages through our program and what you can expect from each of them.

Intake and Acceptance

This stage includes your initial interview, your referral to or from a Job Capacity Assessor at Centrelink and your sign up to Eastwork. It may also include any assessments that we determine are required to get a better idea of where your skills and strengths lie.

Pre-employment

This stage is all about giving you the skills you need to get and keep that job. It includes Job Club and meeting regularly with a Pre-employment Consultant and also a Marketing Consultant to assist you with your job search. Further details on Job Club are mentioned later. It is at this time that you will also develop an Employment Plan with Eastwork. This is individually tailored to your requirements, so it is important for you to

have a say in what you would like to do and where you would like to work. You have the right to make decisions about all aspects of your employment needs and Eastwork will do its best to support you in this. You are welcome to have an advocate or parent with you to help you in this process. Your employment plan will be reviewed when needed or at least annually to ensure that your career goals are being met.

Starting a Job

This is when you commence your job. If you require it we will send an experienced Consultant with you to help you get familiar with your new workplace, learn new work tasks and ensure that the workplace is a safe, danger free environment. We will also liaise with the employer and iron out any problems or concerns that you may have. Its at this point we also check your job description and award details including your rate of pay and other entitlements and health and safety regulations. The consultant is able to help you in learning new job tasks; adjusting to the hours you work each week; organizing your travel to and from work; becoming familiar with work routines; working alongside your co-workers; ensuring you are treated with dignity and respect in the workplace; career advice and career counseling.

Staying in the Job

After you have settled into your job and no longer require an Eastwork Consultant with you to learn the job we will regularly keep in touch with you. This could involve us visiting you at the workplace or a phone call at least once a month or more often if you require it. This contact will help us to ensure that you remain happy in all aspects of your job, and ensure that if any issues arise we are fully aware of your situation and can act quickly. Whilst you remain with your employer, we will ensure that your employment rights are protected and that you are treated the same and have the same working conditions as your co-workers.

Independence and Exit

After a period of time, Eastwork and yourself may feel comfortable with the level of support and elect to become an Independent Worker, this means occasional contact with Eastwork. After a further period of time Eastwork may elect to Exit you from the program to make room for an-

other person to come through our program. Of course, you may elect at any time to exit from our program.

Intake Criteria

Before deciding to accept a new client Eastwork must determine that the prospective client meets the following criteria:

- Be referred or deemed eligible by Centrelink
- Be between 16 and 65 years of age with priority given to younger people.
- Be motivated to seek open employment
- Have a recognized disability or medical condition.
- Be unable to secure and maintain employment without assistance from Eastwork.
- Be able or willing to learn how to travel independently to a job site.
- Be willing to abide by decisions set out in Employment Assistance Plans
- Be willing to undertake a vocational assessment where necessary
- Grant access to, and release of, information about themselves that is relevant to their ability to work
- Not currently working 8 or more hours per week.

When two or more clients are equally qualified to receive service, service shall be provided to the one (s) who have the greatest overall need; i.e. school leavers, new job seekers, long-term unemployed, those in danger of losing their job.

When do I finish with Eastwork?

You or Eastwork may decide to close your program for the following reasons:

- You have gained independence in your employment and no longer need the services of Eastwork.
- You behave in a way that threatens or endangers staff, other clients or co-workers
- You are referred to a more appropriate agency

- You decide to leave of your own choice
- You have moved from the area
- You repeatedly fail to adhere to agreed responsibilities
- You leave a position and no longer require the services of Eastwork.

Termination or suspension of our services may also be considered if a client is consistently dangerous or threatening or persistently failing to meet agreed responsibilities. Eastwork will try to resolve such differences with you prior to suspension or termination taking place.

At all times, your exit from Eastwork will be a planned, consultative process. We will discuss your exit with you and/or your advocate.

What Eastwork expects from you

As a client of Eastwork we expect you to:

- Treat other people at Eastwork respectfully and in a way that you would like to be treated.
- Do what you have agreed to in your Activity Agreement.
- Keep appointments or let us know if you cannot.
- Maintain regular contact with us.

What you can expect from Eastwork

As an employment service, our focus is to provide you with a quality, personalized approach to help you achieve your career goals. Our efforts will be centered around providing you with the best possible support whether it relates to pre-vocational training, job searching or on the job support. It may also include working with other agencies to assist you in accessing community services that may be relevant to you.

Our staff come from a variety of backgrounds and possess a broad range of skills to help you. Staff are trained or have experience in employment placement, training, education, vocational counseling, working with individuals or groups and assisting clients with disabilities.

In line with our dedication to quality, Eastwork has been certified to the Quality Management System ISO 9001:2000 and the Commonwealth

Disability Services Standards and these are outlined for you below:

1. Service Access

We aim to ensure that everyone has equal opportunity to access our service. Our intake criteria is listed on page 6.

2. Individual Needs

Eastwork wants to help you to work out your individual career goals and reach them.

3. Decision Making & Choice

You have a right to be involved in all decisions that affect you, including the type of work that you do and where you work.

4. Privacy, Dignity & Confidentiality

Eastwork always seeks to treat our clients with respect. We keep your information private and only release it with your permission. Our full privacy policy is listed on our website.

5. Participation and Integration

Eastwork seeks to help you find a job in the community. Information to other relevant community services are available from your Eastwork Consultant.

6. Valued Status

Eastwork aims to increase your value in the community by helping you to develop new skills, build your confidence in your abilities and help you to find a job.

7. Complaints and Disputes

Eastwork always responds to a complaint promptly. We will listen to you and try to help resolve the problem. How to make a complaint is listed on page 10.

8. Service Management

Eastwork seeks to be well organized and managed. We have a business plan and monitor our progress in reaching our goals and keep up to date with the best ways of working with you.

9. Employment Conditions

You have a right to fair wages and employment conditions. For this reason Eastwork will check your new job and your payslip to ensure that you are being treated fairly.

10. Service Recipient Training & Support

Eastwork can give you access to formal training to get the skills you need to get and keep your job. We can also help you in learning new

tasks and helping you find a job you like. Refer to our website for further details.

11. Staff Recruitment, Employment and Training

Eastwork aims to employ staff you have the right skills to help you and keep their skills up to date.

12. Protection of Human Rights and Freedom From Abuse

Eastwork is committed to providing a workplace free of all forms of discrimination and harassment including bullying. This includes working actively to discourage discrimination whenever we discover it in the workplace. Discrimination and Harassment are not only unacceptable but it is against the law. You should feel free to raise a complaint and not be afraid of being penalised for raising concerns or complaints relating to discrimination or harassment. It is unlawful to discriminate on the following grounds:

- Age
- Disability/Impairment
- Industrial activity/inactivity
- Lawful sexual activity
- Gender identity
- Marital Status including de facto
- Physical features
- Political belief or activity
- Pregnancy/breastfeeding
- Race
- Religious beliefs or activities
- Sex
- Status as a parent or carer
- Personal association with someone who has one or more of the above attributes
- Irrelevant criminal conviction.

Discrimination occurs when a person considers they have been treated less favourably owing to an attribute listed above.

Harassment

Harassment may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or causes offence. You determine whether a behaviour towards you is welcome or unwelcome. If you feel:

- Offended and humiliated
- Intimidated or frightened; and/or
- Uncomfortable at work

It may be seen that you have been harassed.

Bullying

Bullying is when a repeated, unreasonable behaviour is directed towards you that creates a risk to health and safety.

Sexual Harassment

Sexual harassment occurs when a person makes an unwelcome sexual advance, or an unwelcome request for sexual favours to another person. It is nothing to do with mutual attraction or genuine affection between people. Sexual harassment may include such actions as:

- Leering, patting, pinching, touching or unnecessary familiarity
- Persistent, unwelcome demands or even subtle pressure for sexual favours or outings;
- Public display of pornography
- Dirty jokes, derogatory comments, offensive written messages or offensive telephone calls.

If you feel that you have been discriminated against, harassed or bullied:

- Do not ignore the harassment
- Inform the offender that the behaviour is offensive and unacceptable
- If you consider you have been discriminated against, raise your concerns with your support worker, manager or supervisor. These people should be able to help you.
- Seek assistance in having the behaviour stopped. This may involve making a report or a complaint.

How do I make a complaint?

There are several steps you should take in making a complaint.

1. Approach the person you have a problem with and try to resolve it.
2. If this is unsuccessful, talk to your Employment Consultant.
3. If you are still not happy, talk to the Manager at your local East-work Office
4. If the matter is still unresolved, talk to the Executive Director at

- Head Office.
5. If the matter is still unresolved, discuss it with the President of the Committee of Management.
 6. If you are unhappy with the result of this you can contact the Independent Complaint Resolution and Referral Service on 1800 880 052. This service has been set up by the Department of Family and Community Services to assist clients in the complaint process and to help them resolve any problems they have with Disability Employment Services.

What Training Eastwork can offer you

Eastwork Employment is an approved provider of Adult Community Education (ACE) and offers ACFE funded (Adult Community and Further Education) pre-accredited training to people with disabilities and special learning needs. Courses are varied and help to increase the employability skills of students. For full and current information please refer to the Eastwork website at www.eastwork.com.au and click on Training.

Eastwork Management Structure

Eastwork Employment is an Incorporated Association and governed by a voluntary Committee of Management. They make decisions on behalf of the organization including electing a paid Executive Director to take care of the day to day running of the organization. The positions on the committee are nominated, voted on and elected at the Annual General Meeting. Positions include President, Secretary, Treasurer, Client Representative and ordinary members.

Client Representative

The Client Representative is a nominated and elected position on the Committee of Management and is a current client from among the Eastwork client group. Their role is to represent the clients on the committee and give a client perspective towards committee decisions.

If you want to speak to your Client Representative please contact Head Office on 9583 7888.

Future Links Program

The Future Links Program is a transitional vocational program for school leavers with a disability. It aims to prepare young people for the work force with practical skills to become work ready. The program is primarily funded by the Department of Human Services Futures for Young Adults program.

Future Links incorporates an individualized blend of practical classroom instruction with on-site work experience. Students are exposed to various worksites of their choice to help them to appreciate what is required of them in a workplace, all under guidance and support from our trainers.

For further information on our Future Links program please refer to our website www.eastwork.com.au and click on Future Links.

Job Club

Job Club is a job seeker support program designed and run for Eastwork Employment clients and run by Eastwork Training. You will benefit from the program if you are looking for work, as the program will provide you access to the resources and technology you need to develop and apply an effective job search plan. Job Club members receive assistance as follows:

- Access to weekly metropolitan and local newspapers
- Access to computers
- Preparing your resume and cover letter
- Job seeking tips and tools
- Individual support, including computer assistance
- Interview techniques
- Sending applications by email

Job Club Milestones

Job Club involves ten steps to employment. After you complete each step you will need to have it checked and signed off by your Pre-employment Consultant.

Step 1—You and Your Career

Date Completed: _____ Checked: _____

What jobs I want to look for: _____

Step 2—Research a Job

Date Completed: _____ Checked: _____

Step 3— Prepare Your Resume

Date Completed: _____ Checked: _____

Step 4—Get your supporting paperwork together

Date Completed: _____ Checked: _____

Step 5—Identify where you can work

Date Completed: _____ Checked: _____

Step 6—Find a Job and apply for it

Date Completed: _____ Checked: _____

Step 7—Use your networks and cold call

Date Completed: _____ Checked: _____

Step 8—Get out there and approach potential employers

Date Completed: _____ Checked: _____

Step 9—Seek opportunities for work experience/volunteer work

Date Completed: _____ Checked: _____

Step 10—Prepare and maintain a Job Search file

Date Completed: _____ Checked: _____

Job Search Information

As part of your job search you will need to logon to the internet and search for available positions in your chosen occupations listed under Step 1 of Job Club Milestones. To access relevant websites follow the instructions below:

1. Go to www.eastwork.com.au
2. Click on Employment
3. Click on Job Search
4. Go to the various websites your Consultant has highlighted below to look for appropriate positions.

General

[Seek](#)

[Job Search](#)

[My Career](#)

[Careerone](#)

[Job Search Monster](#)

[Masterstaff](#)

[Kelly Services](#)

Hospitality/Tourism

[Pinnacle People](#)

[Vocation H](#)

Banking / Finance / Admin

[Julia Ross](#)

[DFP](#)

[Mosaic Recruitment](#)

[Adecco](#)

[DWA](#)

Sales & Marketing

[Slade group](#)

Community Sector

[Job Seeker](#)

Industrial / Manufacturing

[Westaff](#)

[Esptecforce](#)

[Australiawide](#)

[DFP](#)

[Skilled](#)

Information Technology

[Icon Rec](#)

[Progressive People](#)

[Chandler McLeod](#)

**Library Records /
Knowledge Management**

One Umbrella

Transport

Victrip

Metlink Melbourne

True Local

Local Government

Casey

Glen Eira

Kingston

Boroondara

Monash

Greater Dandenong

Victorian Local Governments

**Training Organisations
(RTO)**

ACFE

Access Training

Skills Vouchers

Business Assistance

Australian Apprenticeships

Skills Victoria

Job Guide

Australian Apprenticeships

Job Pathways

My Job Searches

Appointments

Date Time: Consultant:

Date Time: Consultant:

Date Time: Consultant:

Date Time: Consultant:

Date Time: Consultant:

Date Time: Consultant:

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JANUARY 2010

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AUGUST 2010

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SEPTEMBER 2010

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OCTOBER 2010

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NOVEMBER 2010

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DECEMBER 2010

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27	28	29	30	31		

Contact Details

Eastwork has 5 offices with contact details as follows:

Head Office - Employment

Suite 13, 4-10 Jamieson Street, Cheltenham, VIC 3192

Tel: 03 9583 7888

Fax: 03 9583 7444

Email - contactus@eastwork.com.au

Training

Suite 14, 4-10 Jamieson Street, Cheltenham, VIC 3192

Tel: 03 9583 7888

Fax: 03 9583 0155

Email - courses@eastwork.com.au

Future Links - Oakleigh

Suite 1 & 2, 13 Chester Street, Oakleigh, VIC 3166

Tel: 03 9564 8066

Fax: 03 9564 8366

Email - oakleigh@eastwork.com.au

Future Links - Frankston

457 Nepean Hwy, Frankston, VIC 3199

Tel: 9770 1077

Fax: 9770 1177

Email - frankston@eastwork.com.au

Employment - Camberwell

1102 Toorak Road, Camberwell, VIC 3142

Tel: 9809 1277

Fax: 9809 1577

Email - contactus@eastwork.com.au