

**Eastwork Employment Inc
Office Locations**

EMPLOYMENT

CHELTENHAM

Suite 13,
4-10 Jamieson Street
Cheltenham Vic 3192
Tel: 9583 7888
Fax: 9583 7444
TTY: 9583 0155

GLEN IRIS

1525 High Street
Glen Iris Vic 3146
Tel: 9886 9222
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contactus@eastwork.com.au

TRAINING

CHELTENHAM

Suite 14,
4-10 Jamieson Street
Cheltenham Vic 3192
Tel: 9583 7888
Fax: 9583 0155

contactus@eastwork.com.au

FUTURE LINKS

OAKLEIGH

1&2, 13 Chester Street
Oakleigh Vic 3166
Tel: 9564 8066
Fax: 9564 8366

FRANKSTON

457 Nepean Highway
Frankston Vic 3199
Tel: 9770 1077
Fax: 9770 1177

futurelink@eastwork.com.au



Eastwork Employment Inc.

AOO 235 965 ABN 39 145 056 549

Registered Training Organisation: TOID 21617

Future Links

Linking young adults with their future



Client Information Handbook

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1 & 2/13 Chester St
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CONTENTS

	<i>Page</i>
Why join Eastwork Future Links	3
The Committee of Management	4
The Client Representative	4
Service Management	5
Service Entry	6
Service Exit	6 - 7
Client Rights and Responsibilities	7
Individual Service	7 - 8
Employment Conditions	8 - 9
Skills Development	9 - 10
Privacy and Confidentiality	10 - 11
Protection of Human Rights & Freedom from Abuse	11 - 13
Complaints and Disputes	13 - 14
Useful Contacts	14 - 15

USEFUL CONTACTS OUTSIDE THE SERVICE COULD INCLUDE

National Disability Service Abuse and Neglect Hotline

Ph: 1800 880 052
TTY: 1800 301 130
www.disabilityhotline.org

Human Rights & Equal Opportunity Commission (HREOC)

356 Collins St
Melbourne VIC 3001
Ph: 1300 369 711
www.hreoc.gov.au

Office of The Public Advocate

Level 5, 436 Lonsdale St
Melbourne VIC 3000
Ph: 1300 309 337
TTY: 9603 9529
www.publicadvocate.vic.gov.au

Disability Services Commissioner

Level 3, 456 Lonsdale St
Melbourne VIC 3000
www.odsc.vic.gov.au

Villamanta Disability Rights Legal Service

44 Bellerine St
Geelong VIC 3220
Ph: 1800 014 111
TTY: 1800 014 333
www.villamanta.org.au

Translating & Interpreting Service (TIS)

131 450
www.immi.gov.au/tis

National Relay Service (NRS)

TTY/Voice: 133 677
Speak & Listen (SSR): 1300 555 727
www.relayservice.com.au

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

1. You should firstly try to solve the problem with the person involved.
2. If you cannot solve the problem with the person involved, you should discuss the matter with your Support Worker
3. If you still cannot resolve the problem talk to your Key Worker.
4. If you still cannot resolve the problem talk to the Future Links Manager.
5. If the problem is still not solved, you should discuss it with the Executive Director.
6. If the problem still cannot be solved you should discuss it with the President of the Eastwork Committee of Management.

These people can be contacted on the numbers listed on the cover of this handbook.

If the issue can still not be resolved you should contact the Disability Services Commissioner on 1300 728 187. This service has been set up by the Department of Human Services to assist clients in the complaint process and to help them resolve any problems they have with Disability Services.

For further information, please visit: www.odsc.vic.gov.au

CENTRELINK NUMBERS

<i>Appointments Line:</i>	13 1021
<i>Youth & Student Services:</i>	13 2490
<i>Disability, Sickness & Carers:</i>	13 2317
<i>TTY Service:</i>	1800 810 586
<i>Languages other than English:</i>	13 1202

Eligibility and payment information is also available on the Centrelink web site: www.centrelink.gov.au

WHY JOIN EASTWORK FUTURE LINKS?

Eastwork Future Links is a successful vocational service that has been assisting people with special needs to achieve their vocational goals since 2001. Eastwork believes that everyone has the individual right to participate in the community and build a productive life.

Eastwork focuses strongly on developing individual relationships between clients and staff. This relationship relies on the cooperation between clients, employers, staff and management to ensure each individual receives support relevant to their needs. This includes helping you by providing on-going support for as long as necessary and varying your program to suit your changing needs. The amount and duration of support provided varies according to the needs of each individual.

As a client, you have certain rights that you can expect to be met, as well as responsibilities towards yourself and staff. This booklet is designed to assist you in understanding the policies and procedures that protect your rights, inform you of your responsibilities, and provide you with a guide as to what you can expect to gain by becoming a client of Eastwork.

For more detailed information on the contents of this booklet, ask a staff member to refer you to the Eastwork Quality Manual regarding rights and responsibilities.

As a client, you have the opportunity to contribute to this booklet and the revision of policies by suggesting any changes that can improve the quality of service provided. This booklet is a simplified version of the policy standards that govern the way services operate and how we can best tailor employment to meet your current and future employment needs.

WHAT IS A POLICY?

A policy is a plan or document that an organisation has written to state what it believes to be the right way for things to happen within the organisation.

Eastwork policies are easy for everyone to understand. They are written in plain language and they are available for everyone to see. Everyone at Eastwork should be able to get help from Staff or the Management of Eastwork if they do not understand them. You can also ask a family member, friend or your advocate to help you.

THE COMMITTEE OF MANAGEMENT (C.O.M)

The C.O.M is the governing body of an incorporated organisation and is elected to make decisions on behalf of the organisation and to exercise their powers in the best interests of the organisation and to act in good faith.

The C.O.M is made up of voluntary members and includes a President, Secretary, Treasurer, Staff Representative, Client Representative, and ordinary members. All positions are nominated, voted on and elected at the Annual General Meeting.

THE CLIENT REPRESENTATIVE

The Client Representative is the person chosen by the other clients who use the Eastwork service to be their representative. It is the Client Representative's job to speak on behalf of all Eastwork clients. If you want to speak to the Client Representative please speak to any member of Eastwork staff and they will put you in touch.

Eastwork regularly surveys and canvasses clients to seek their contribution to service provision.

- . 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.

COMPLAINTS AND DISPUTES

We recognise that, as a client of this service, you have the right to raise and have resolved any problems that may arise. Each complaint or problem will be treated seriously and will be resolved within a mutually agreed time frame. Our policy on Privacy and Confidentiality will be adhered to at all times within the complaint process and clients consent will be sought before any steps are taken to address the issue.

Eastwork aims to maintain an environment where clients and staff can discuss issues openly, without fear of retribution. You may have a parent, friend or advocate present when you make your complaint. Details of Advocacy services are listed on page 14 - 15 of this handbook.

If you need assistance in overcoming communication barriers, Eastwork will also assist in providing these resources.

- . 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

SERVICE MANAGEMENT

As a service, our focus is to provide a quality, personalised approach to help you achieve your vocational goals. We are committed to helping you make the decisions that will help you to increase your skill levels and build on your abilities.

Eastwork has been certified to Quality Management Systems ISO9001:2000 and Disability Services Standards certification to ensure optimal outcomes for service recipients.

Case Managers and Support Workers come from a wide 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. Staff are continually upgrading their skills through training programs to provide you with the best possible service. Languages spoken by staff include Greek, Macedonian and Auslan.

Our efforts will be centered around providing you with the best possible support whether it relates to pre-vocational training, personal development, recreation and leisure, industry training, counselling or further education. This includes working with other agencies to assist you in accessing information about community services which are designed specifically for people with disabilities.

All clients will be given access to information outlining services available to them eg. recreation, education, accommodation, specialist services and advocacy services.

SERVICE ENTRY AND EXIT

ENTRY:

In order to receive service from Eastwork Future Links, applicants need to meet the following criteria:

- . Be willing to work or have a vocational goal.
- . Have a recognised disability or medical condition
- . Have access to Futures for Young Adults (FFYA) funding or some other type of funding (including self)
- . Be willing to abide by decisions set out in Individual Service Plans.
- . Grant access to, and release of information about themselves including their disability and background or any other information that could influence our service provision.
- . 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.

EXIT:

Services may be withdrawn when you:

- . Have gained independence and no longer need the services of Eastwork.
- . Have qualified for an open employment program.
- . Have moved from the area.
- . No longer require the services of Eastwork.
- . Are referred to a more appropriate agency.
- . Behave in a way which threatens or endangers staff or other clients.
- . Repeatedly fail to adhere to agreed responsibilities.
- . No longer want to work or have a vocational goal.
- . Are continually absent from your program without explanation or notification.

Termination or suspension of services may be considered if problems such as dangerous or threatening behaviour, or failure to

and the staff member involved.

- . This information will only be sought or released with your written permission.
- . Your information is stored securely, safe from loss or misuse, to ensure your privacy and is only accessible to staff who need to use it.
- . Records are kept of what information is given out and to whom.
- . Client files are not removed from the office building and old records are destroyed by shredding
- . Staff interact with you in a manner that reinforces self esteem, builds on personal abilities and encourages a high level of dignity and respect for you.

If you are funded by the Futures for Young Adults program, information about our service to you is sent to your Case Worker periodically. This is a condition of service provision to you and is only released upon your signature.

PROTECTION OF HUMAN RIGHTS AND FREEDOM FROM ABUSE

Eastwork is committed to providing a service free of all forms of discrimination and harassment including bullying. This includes working actively to discourage discrimination whenever or wherever we discover it. 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

courses or further education. Eastwork, in consultation with you, identifies and documents your training and skills development needs and strategies in your Individual Service Plan (ISP). We can assist you to access the most appropriate service provider where Eastwork cannot provide the opportunity i.e. Forklift licence / Driver's licence.

- . Eastwork can assist you to build survival skills such as budgeting, community access, literacy and numeracy, learning to drive and travel training.
- . Eastwork can also help you access information regarding leisure and recreation options, advocacy assistance and disability support services.
- . Eastwork can help you to develop an accurate assessment of your skill level through skills assessments. This is where you are taken to a workplace to work for a 1 – 2 day period and given the opportunity to work in a 'real job' while an Eastwork Support Worker observes and assesses your skill level.
- . A unique function our service offers is personalised service provision. We are able to tailor your program to suit you and your individual goals and needs. You can vary the amount of support you require. You can request support in either a group situation or on a one to one basis and tell us how many days of service per week you require from us.

PRIVACY AND CONFIDENTIALITY

As a client of our service, we recognise your right to the protection of personal information. We endeavour to only collect information essential to us providing our service to you. Every effort is made to ensure that the information we collect is accurate and up-to-date and is available to you on request. All information regarding your disability, personal details and other matters is confidential. Whilst in contact with this service, your privacy, dignity and confidentiality will be protected in the following ways:

- . Use of information given to this service is limited to yourself

meet agreements documented in Individual Support Plans remain unresolved. Eastwork will work with you to try to resolve such difficulties prior to suspension or termination taking place.

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

CLIENT RIGHTS

As a client of Eastwork Future Links, you have the right:

- . To have a friend, family member or an advocate for support.
- . To view a copy of all policies incorporated within Eastwork Employment.
- . To be involved in any decisions that affect you.
- . To make your own choices about the type of service that you receive.
- . To have information about you at Eastwork kept confidential and private.
- . To participate in the development of the service.
- . To view your file maintained by the Employment Consultant and to receive a copy of your Individual Service Plan.
- . To leave our service.

CLIENT RESPONSIBILITIES

As a client of Eastwork Future Links you have the responsibility:

- . To treat other people at Eastwork fairly and in a way that you would like to be treated.
- . To do what you agreed to do in your Individual Service Plan.
- . To keep appointments or to let Eastwork Future Links know if you cannot.
- . To maintain regular contact with Eastwork Future Links.

- To attend your scheduled program; if you cannot attend your scheduled program you MUST contact the office on 9564 8066. If you are absent from your program without contacting the office on three occasions, you will be asked to meet with the Manager to discuss the matter further.

INDIVIDUAL SERVICE

Eastwork will help you to achieve your vocational goals by developing an Individual Service Plan (ISP) with you, especially for you, that best suits your needs. The plan is developed to show you how we will help you. It may include a training course, industry based training or community access. This plan can be updated or changed at any time to include new goals or support requirements to meet with your changing needs. This allows us to know exactly the type of program you're looking for so we can assist in finding the right balance of service to you.

It is your life and your future so it is most important that you have a say in what you would like to do and where you would like to go. You have the right to make your own decisions about all parts of your program and support needs. Eastwork will try to meet with your requests. Eastwork will represent you in a professional and positive manner.

You are welcome to have an advocate or parent help you make decisions, and Eastwork will assist by giving you any information you require to assist you in any decision making process.

Your ISP will be reviewed 12 monthly or when needed to ensure that your needs are being met, and that progress is being made by all parties.

EMPLOYMENT CONDITIONS

If you are placed in employment or industry based training, a

Support Worker will help you to understand the terms and conditions of your new job and ensure that the workplace is a safe, danger free environment. We will explain your pay and holidays and any other terms of your employment, eg. sick leave.

The Support Worker can assist you in:

- Learning new job tasks.
- Adjusting to the hours you work each week.
- Organising your travel arrangements, ie. public transport until you become familiar with them yourself.
- Becoming familiar with work routines.
- Working alongside your co-workers.
- Ensuring you are treated with dignity and respect in the workplace
- Career advice and counselling

At commencement of employment you will be given a job description outlining your hours of employment, your award and entitlements and a list of your work duties.

Our job is to work with you and your employer to ensure that you are happy in all aspects of your job. 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.

SKILLS DEVELOPMENT

Eastwork can assist you in developing necessary skills in various ways:

- Eastwork can assist you in gaining life skills by showing you how to gain confidence, well being and understanding of life which will ultimately help you in work and social settings.
- Eastwork encourages the development of skills through