

Disability Employment Services

Client handbook



**Thanks for
choosing are-able
as your preferred
service provider.**



What does are-able do?

Are-able (formerly known as WDEA Works) has been helping people with illness or disability find employment for over 30 years. We're a not-for-profit organisation with over 400 staff and offices across Victoria, South Australia and Queensland.

As a Disability Employment Service Provider (DES), our focus is on getting you the skills, support and opportunities to thrive in the workforce.



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 if required.

STAGE 1

Getting started

To get started with are-able, you can either access our services through a Centrelink referral, or register directly with us. Either way works.

You can find your nearest are-able office on our website: areable.org.au. When you get in touch, one of our friendly consultants will guide you through the entire registration process. And if you haven't had an Employment Services Assessment yet, don't worry. Our staff can help with that too.

STAGE 2

Getting to know you

When you join are-able, you'll have an Employment Consultant who will learn about you, like what you're good at and what jobs you might like.

They'll chat with you about your interests, skills, and what help you need to set goals and reach them. Your Consultant will stick with you from the start, help you get ready for work, and talk to employers to find you a job and make sure you do well. This way, we can understand you better and give you the best help.

We help you prepare and find a job: Sometimes, before you start a job, you might need help in other parts of your life. We work with different services to help you with personal challenges. We'll talk to you about any problems and get you the right help. We offer different kinds of support, like regular meetings, helping with job applications, figuring out your strengths, and more.

On-going support: After you find a job, we'll keep helping you as much as you need. Your Employment Consultant will make sure things go smoothly at work. They'll check things like your pay, safety at work, and training for you and your colleagues. They'll also help you with things like declaring your earnings and planning for the future at your job.

STAGE 3

Helping you find a job

Sometimes, before we can start work, we need to address some challenges outside the workplace. And that's okay. Are-able collaborates with a wide range of services so you can get the help you need.

Your Employment Consultant will chat through any personal difficulties you're having, then connect you with the appropriate service. And if you're not sure about your career path, that's okay too!

We'll work together to build an employment profile, so you can find work that fits your interests and abilities. We can even help with job applications, mock interviews, and building all the skills you need to be ready for the workforce.

STAGE 4

On-the-job support

So you've found a job. Congratulations! Are-able will always be here, on your side and by your side, to offer any support you might need. All you have to do is reach out to your Employment Consultant.

If you need someone to chat to your manager, we can do that. If you need someone to negotiate on your behalf, or suggest some changes to the workplace, we can do that too. Our goal is to make sure you've got everything you need to love your job – and stay there long-term.

Ongoing assistance

We never want you to feel alone in the workplace. That's why are-able offers ongoing support, for however long you need us. We can help with:

- **Fair pay and entitlements.** We'll make sure you're paid correctly and get all the entitlements you deserve - Including superannuation and sick leave.
- **Safety and support.** Your safety and wellbeing at work is our number one priority. If you have any safety concerns, come straight to us.
- **Ongoing training.** We'll work with your employer to provide any training you may need on the job.
- **Managing money.** We can help you declare your earnings to Centrelink, so the whole process is smooth and easy.
- **Building independence.** Our ultimate goal is for you to find meaningful employment and long-term independence.
- **Job modifications.** If you need anything changed to do your job better, let us know. We can talk to your employer and make it happen.
- **Open communication.** You can share your thoughts, worries and questions with your Employment Consultant any time. We're always by your side.
- **Addressing concerns.** If you have any concerns about your workplace, your Employment Consultant will be your advocate. We can find a resolution together.
- **Fair conditions.** Remember, while we'll talk to your employer about fair pay and conditions, you can also contact Fair Work Australia at any time.

For more information on pay, leave, awards, and your rights in the workplace, give Fair Work Australia a call.

**Fair Work Australia
13 13 94 – fairwork.gov.au**

Assistance

Supporting your rights

At are-able, we always want to make sure that your rights, privacy, dignity and confidentiality are respected. Nothing's more important than that.

Our organisation adheres to the Privacy Act 1988, the Information Privacy Act 2000, and the Health Records Act 2001. You can read the legislation, but here's what you need to know:

- **Privacy and confidentiality.** Anything you tell us, stays between us. All your personal information is stored safely at are-able, and it can only be accessed by you or our staff members. Sometimes we might be required to share information with outside bodies, like Centrelink or the Australian Taxation Office, but we'll never disclose your information without your written permission.
- **Accessing your information.** Your information is just that – yours! If you want to see your files, just reach out to your Employment Consultant. They can help you submit a Freedom of Information Form.
- **Information security.** We keep your private information as secure as possible. Are-able is accredited under ISO27001 – Information Security Management. That basically means we maintain the highest standards of information security.
- **Complaints and feedback.** We're always trying to improve, so if you have suggestions, feel free to let us know! Remember, you have the right to have someone with you when you make your complaint, like a friend or guardian. And if you need help finding someone to speak on your behalf, we can connect you with a local service.



Want to make a complaint?

No worries. We'll help you every step of the way. Here are a few ways to make a complaint:

- Talk to your are-able Employment Consultant or local site manager.
- Contact are-able Head Office on **1800 566 066** or complete our feedback form at **areable.org.au/feedback**
- Send a letter to **Quality Management Are-able 52 Fairy St Warrnambool VIC 3280**
- Send an email to **feedback@areable.org.au**

There are also other services you can contact, if you'd like to make a complaint.

Job Access

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
odsc.vic.gov.au

National Customer Service Hotline

1800 805 260



National Standards for Disability Services (NSDS)

Working together for quality service.

At are-able, we want to provide you with the best possible service. One that's guided by the National Standards for Disability Services (NSDS). These standards are basically a framework – they help service providers, like us, make our DES program even better.

There are six National Standards for Disability Services. Let's run through them on the next page.

The National Standards for Disability Services (NSDS)

Standard 1 Rights

Your rights and dignity matter. At are-able, we'll always prioritise your individual rights to freedom of expression, self-determination and decision-making. We work hard to actively prevent abuse, harm and violence. Our aim is to always treat you with dignity and respect, working closely with important people in your life.

Standard 2 Participation and inclusion

Together, we work hand-in-hand with individuals, families, friends and carers to promote meaningful participation in society. It's all about being part of a community. We want you to build strong networks in your life, and engage with society through meaningful employment.

Standard 3 Individual outcomes

At are-able, it's all about you. Your support, your journey, your needs. We assess, plan, deliver and review services to build your individual strengths. So you can set and reach your own goals. Together, we'll create a personalised plan and celebrate achievements along the way.

Standard 4 Feedback and complaints

Your voice matters, so if there's something we could be doing better, please let us know. Your opinion and feedback are crucial to us. They help are-able deliver a better service for all Victorians. We also want to make sure you feel safe and supported in expressing concerns, and we'll do whatever we can to make that happen.

Standard 5 Service access

Are-able works hard to make sure anyone can access and leave our services. We want to make access fair, equal, transparent and responsive, and our team can guide you through every step of the onboarding process. We'll also connect you with other social services, so you can get the support you need.

Standard 6 Service management

Service management and leadership at are-able are effective and accountable. Every aspect of our business is geared towards your needs and outcomes. That means clear communication, prompt responses and continuous improvement. We're always working hard to deliver a better service for all Australians.

Are-able is dedicated to upholding these national standards. They're our benchmark. Together, let's create a supportive and empowering environment. One where you can thrive.

Tips to secure your dream job

1

Discover your passions

Take the time to explore your interests, skills and passions. Your Employment Consultant can assist with this. They'll help you find work to match your aspirations.

2

Know your local job market

Are-able has lots of information about employers in your local area. We gather data from employers, government databases and our own research to help you make an informed career decision.

3

Polish your online presence

Make sure your public profiles, like your resume and social media, present you in the best possible light. We can guide you through this process, polishing your resume and building your profile.

4

Cast a wide net

It's a good idea to look for jobs in lots of different places. Are-able can help you apply for advertised jobs, but we'll also use our contacts to find other opportunities. Also, don't forget to let friends and family know you're looking for work. You never know who's hiring!



Tips for a great interview

- **Research.** The more you know about the company you're applying for, the better.
- **Prepare some questions.** Come prepared with a list of questions to ask during the interview.
- **Dress professionally.** Make a good first impression with neat, professional clothes. Don't worry, we can help you find the right outfit.
- **Come prepared.** Bring multiple copies of your resume, plus a notepad and pen.
- **Be punctual.** It's a good idea to arrive a few minutes early to the interview.
- **Mind your body language.** Show attention and respect by sitting up straight and maintaining eye contact throughout the interview. We can practice this together.
- **Money discussions.** Don't worry too much about salary during your first interview. Money discussions usually come later.
- **Show gratitude.** Thank everyone for their time at the end of the interview. Offer a firm handshake to leave a positive impression.

Want to find your nearest are-able office?

Ararat

68 High St Ararat 3377
(03) 5352 3611
ararat@areable.org.au

Ballarat

219 Mair St Ballarat 3350
(03) 5331 6566
ballarat@areable.org.au

Bendigo

14 King St Bendigo 3550
(03) 4400 9777
bendigo@areable.org.au

Castlemaine

161 Barker St Castlemaine 3450
(03) 5462 5252
castlemaine@areable.org.au

Colac

178 Murray St Colac 3250
(03) 5231 3411
colac@areable.org.au

Corio (Corio Central)

Bacchus Marsh Rd Corio 3124
(03) 5292 1640
corio@areable.org.au

Geelong

37 Malop St Geelong 3220
(03) 5292 1640
geelong@areable.org.au

Hamilton

82 Brown St Hamilton 3300
(03) 5571 2443
hamilton@areable.org.au

Horsham

31 Wilson St Horsham 3400
(03) 5382 6100
horsham@areable.org.au

Maryborough

87 Napier St Maryborough 3465
(03) 4410 7060
maryborough@areable.org.au

Mildura

24 Langtree Av Mildura 3500
(03) 5065 3050
mildura@areable.org.au

Mount Gambier

16A James St Mt Gambier 5290
(08) 8707 9920
mountgambier@areable.org.au

Portland

35 Bentinck St Portland 3305
(03) 5521 7959
portland@areable.org.au

Shepparton

74 Wyndham St Shepparton 3630
(03) 5899 9101
shepparton@areable.org.au

Stawell

152 Main St Stawell 3380
(03) 5358 2799
stawell@areable.org.au

Swan Hill

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

Wendouree

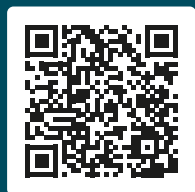
1245 Howitt St Wendouree 3350
(03) 4321 3700
ballarat@areable.org.au

Warrnambool

84-86 Lava St Warrnambool 3280
(03) 5561 2579
warrnambool@areable.org.au

Warrnambool (Head Office)

52 Fairy St Warrnambool 3280
(03) 5561 2579
warrnambool@areable.org.au



Find out more

1800 566 066
areable.org.au



are-able
Employment Services

