

Inclusive Employment Australia

Client handbook



Finding careers for people with disability

are-able

Community creates opportunity

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



What does are-able do?

are-able has been helping people with disability, illness, or disadvantage to find and keep meaningful employment for more than 30 years. We are a not-for-profit organisation with over 400 staff and offices across Victoria, and Queensland.

As an Inclusive Employment Australia provider, our focus is on giving 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.

Participant journey

are-able's Service Delivery Model in action



Pre-engagement

A warm welcome

It starts with a friendly chat with an experienced team member, who helps identify any barriers and find solutions to ensure the participant feels supported from the start.



Commencement

Tailoring the plan

During the initial weeks, the participant undergoes an assessment where their needs are discussed, and a personalised action plan is created to help them meet their goals, ensuring they receive the right level of support.



Pre-employment support

Preparing for work, building confidence

In this phase, the participant develops essential skills like communication, resilience, and motivation. They engage in activities that help them grow and prepare for their vocational path.



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Pre-employment support

Finding opportunities through job search

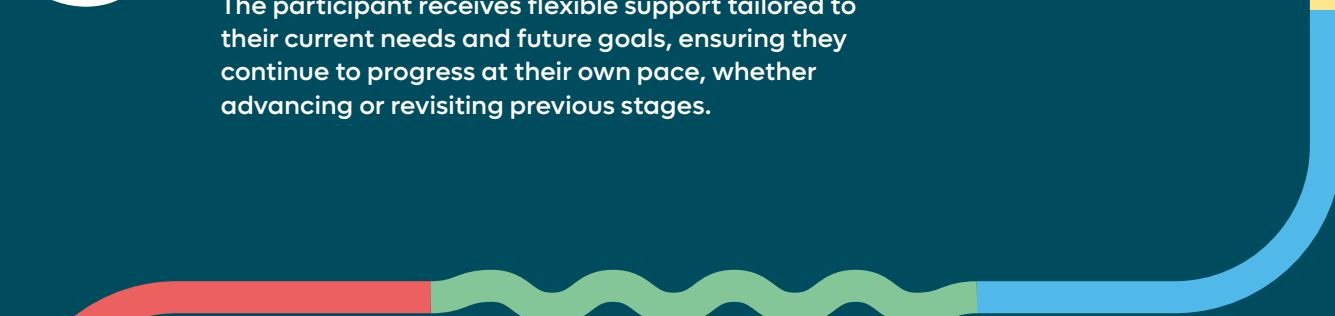
The participant then focuses on job search strategies, matching their skills and aspirations with local opportunities. They learn to present themselves confidently, using are-able's network and expertise to navigate the job market.

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In-employment support

Thriving at work

The participant receives flexible support tailored to their current needs and future goals, ensuring they continue to progress at their own pace, whether advancing or revisiting previous stages.



6

Ongoing support

Thriving for the future

Even after starting work, the participant continues to receive tailored support to ensure their employment is sustainable and aligned with their long-term career goals, helping them achieve independence and career growth.

Ongoing assistance

Your journey with are-able

At are-able, we want your experience with Inclusive Employment Australia to feel supportive, personalised, and focused on your goals. From the first phone call to your first day in work, our team will be with you every step of the way.

Pre-engagement

Before your first appointment, an experienced team member will contact you to make things as easy and comfortable as possible. We'll ask how you'd like to communicate, phone, email, or message, and provide details about who you'll meet, transport and parking options, and even maps or photos of the site to make recognition simple.

This first step ensures you feel valued and supported. Together we will co-design an informed plan that takes into account your preferences, cultural needs, caring responsibilities, transport, or social anxiety. The aim is to remove barriers early so that your first appointment feels positive and tailored to you.

Commencement (0–4 weeks) – assessment phase

In the first few weeks, we'll work with you to understand your strengths, needs, and goals. Using a mix of assessments and conversations, we'll explore your health, education, social, and employment situation. This helps us design a Job Plan that is purposeful and realistic.

From here, we'll agree on your preferred way of working with us, set up MyID if needed, and build a personalised action plan. This plan will be flexible and regularly reviewed, ensuring it always reflects your progress and changing needs.





Pre-employment support – work preparation

Once we understand your goals, we'll begin building your readiness for work. This includes:

- Developing employability skills such as communication, reliability, teamwork, and resilience
- Building confidence, motivation, and a growth mindset
- Accessing health and social supports where required, in partnership with specialist services
- Engaging in workshops and activities like résumé writing, interview practice, digital skills, and workplace expectations
- Exploring training, education, or micro-credentials aligned with your aspirations
- Attending employer visits, industry sessions, or work experience placements

You'll also have opportunities to connect with peer groups, social enterprises, and community supports to build networks and confidence.

Linking with other programs and services

We'll connect you with a wide range of programs, services, and networks that can help you on your journey. This may include training providers, apprenticeship networks, disability supports, Aboriginal Community Controlled Organisations, local councils, and business groups.

Ongoing review

Your action plan is a living document. It will be updated as your circumstances change — for example, after work experience, training, or feedback from an interview. At minimum, it will be formally reviewed every six months to track your progress and ensure we're helping you move closer to meaningful, sustainable work.



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](https://www.fairwork.gov.au)

Assistance

Supporting your rights

At are-able, your rights, privacy, dignity, and confidentiality always come first. Nothing is more important than making sure you feel safe, respected, and supported while participating in Inclusive Employment Australia services.

We follow all relevant privacy laws, including the Privacy Act 1988, Information Privacy Act 2000, and the Health Records Act 2001. Here's what that means for you:

- **Privacy and confidentiality.** What you share with us stays with us. Your personal information is stored securely at are-able and can only be accessed by you or authorised staff. In some cases, we may be required by law to share information with government agencies such as Services Australia (Centrelink) or the Australian Taxation Office, but we will never release your information without your consent unless required to by law.
- **Accessing your information.** Your information belongs to you. If you'd like to see your records, speak with your Inclusive Employment Australia partner who can help you make a request through a Freedom of Information process.
- **Information security.** We protect your information with the highest security standards. are-able is accredited under ISO27001 – Information Security Management, which means we meet internationally recognised standards for keeping data safe.
- **Complaints and feedback.** Your voice matters. If you have feedback or want to make a complaint, you are encouraged to do so. You have the right to bring a support person, such as a friend, family member, or guardian. If you need help finding someone to advocate on your behalf, we can connect you with a local support service.

By working together in a transparent and respectful way, we make sure you always know your rights and feel confident that your privacy and dignity are protected.



Want to provide feedback?

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

- Talk to your are-able Employment Partner 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 IEA 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 time to explore what you enjoy, where your skills lie, and what kind of work excites you. Your Inclusive Employment Partner will help you identify your strengths and match them with real job opportunities.

2 Understand your local job market

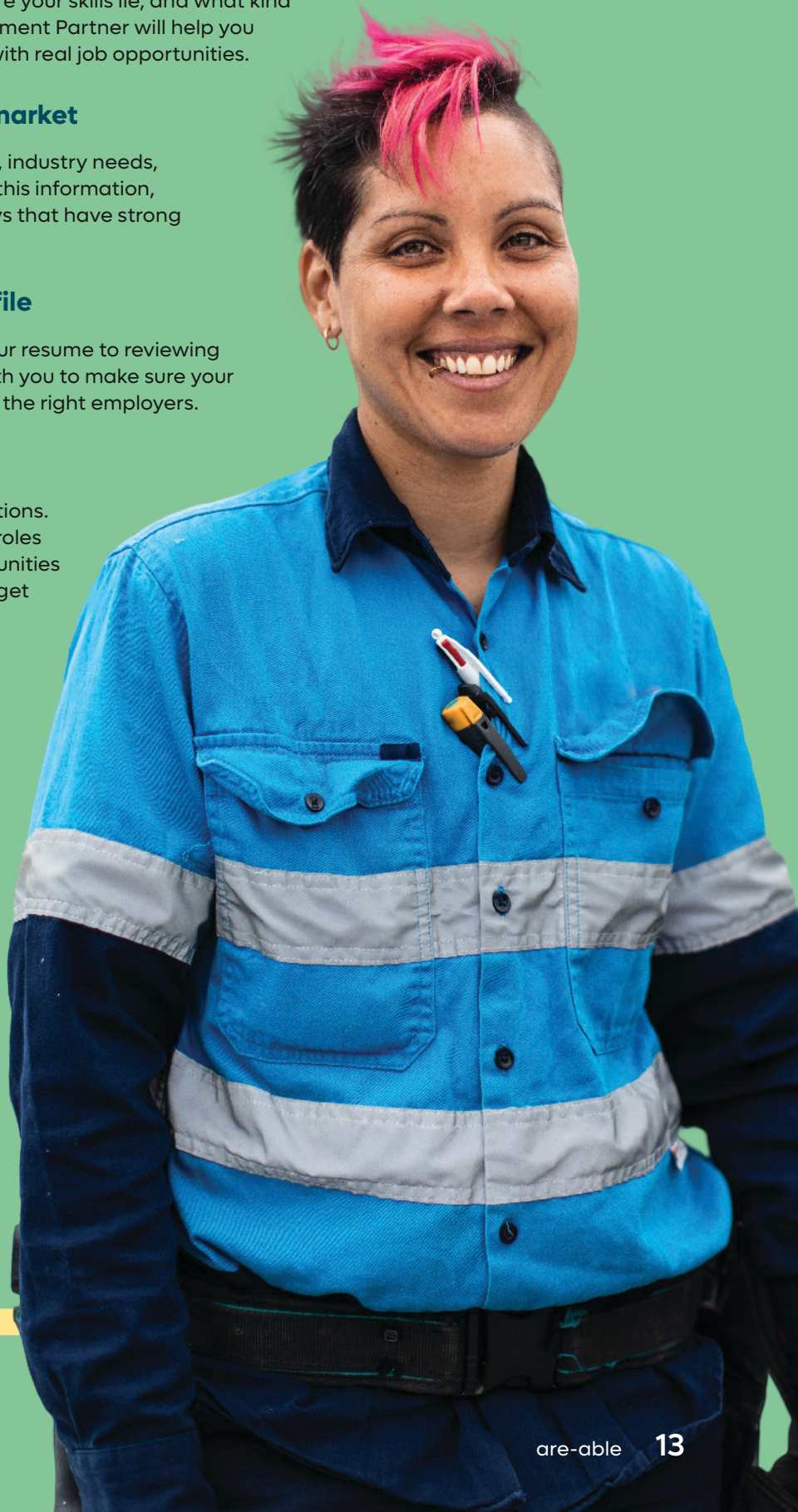
We keep up-to-date with local employers, industry needs, and government insights. With access to this information, we can guide you toward career pathways that have strong opportunities in your area.

3 Build your professional profile

First impressions count. From polishing your resume to reviewing your social media presence, we'll work with you to make sure your profile reflects your best self and attracts the right employers.

4 Keep your options open

Opportunities can come from many directions. We'll support you to apply for advertised roles and also connect you with hidden opportunities through our employer networks. Don't forget to share your job goals with friends and family, sometimes the best leads come from those who know you best.



Tips for a great interview

Do your research

- Learn as much as you can about the company and the role. This shows employers that you're genuinely interested.

Prepare questions.

- Bring a few thoughtful questions to ask at the end, it shows initiative and helps you decide if the job is right for you.

Dress for success

- Neat, professional clothing makes a strong first impression. If you need support finding the right outfit, we can help.

Be prepared

- Take along copies of your resume, a notepad, and a pen so you're ready for anything.

Arrive early

- Aim to get there 5–10 minutes before your interview. It helps you feel calm and shows reliability.

Use positive body language

- Sit up straight, smile, and maintain eye contact. These small things show confidence and respect, and we can practise together beforehand.

Don't stress about money

- Salary and benefits are usually discussed in later interviews, so focus first on showing why you're the best fit.

End on a positive note

- Thank your interviewers for their time, and if appropriate, offer a polite handshake or a smile to leave a lasting impression.



Want to find your nearest are-able office?

Apollo Bay

6 Pengilly Ave. Apollo Bay 3233
(03) 5231 3411
apollobay@areable.org.au

Camperdown

2a Pike Street Camperdown 3260
(03) 5231 3411
camperdown@areable.org.au

Casterton

139 Henty St Casterton 3311
(03) 5571 2443
casterton@areable.org.au

Colac

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

Hamilton

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

Heywood

77 Edgar St Heywood 3304
(03) 5521 7959
heywood@areable.org.au

Horsham

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

Kerang

54 Wellington St Kerang 3579
(03) 4026 0010
kerang@areable.org.au

Portland

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

Robinvale

68-72 Herbet St Robinvale 3549
(03) 4026 0010
robinvale@areable.org.au

St Arnaud

85 Napier St St Arnaud 3478
(03) 5358 2799
starnaud@areable.org.au

Stawell

8-22 Patrick 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

Terang

6723 Princess Hwy Terang 3264
(03) 5561 2579
terang@areable.org.au

Warracknabeal

2 Cox St Warracknabeal 3393
(03) 5382 6100
warracknabeal@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



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