

YOUR GUIDE TO INCLUSIVE EMPLOYMENT AUSTRALIA



ABOUT VERTO

WE'VE BEEN PART OF THE LOCAL COMMUNITY FOR OVER 40 YEARS

Our services include vocational training, employment services, and community support as well as specialist programs to assist people with disability and Aboriginal communities.

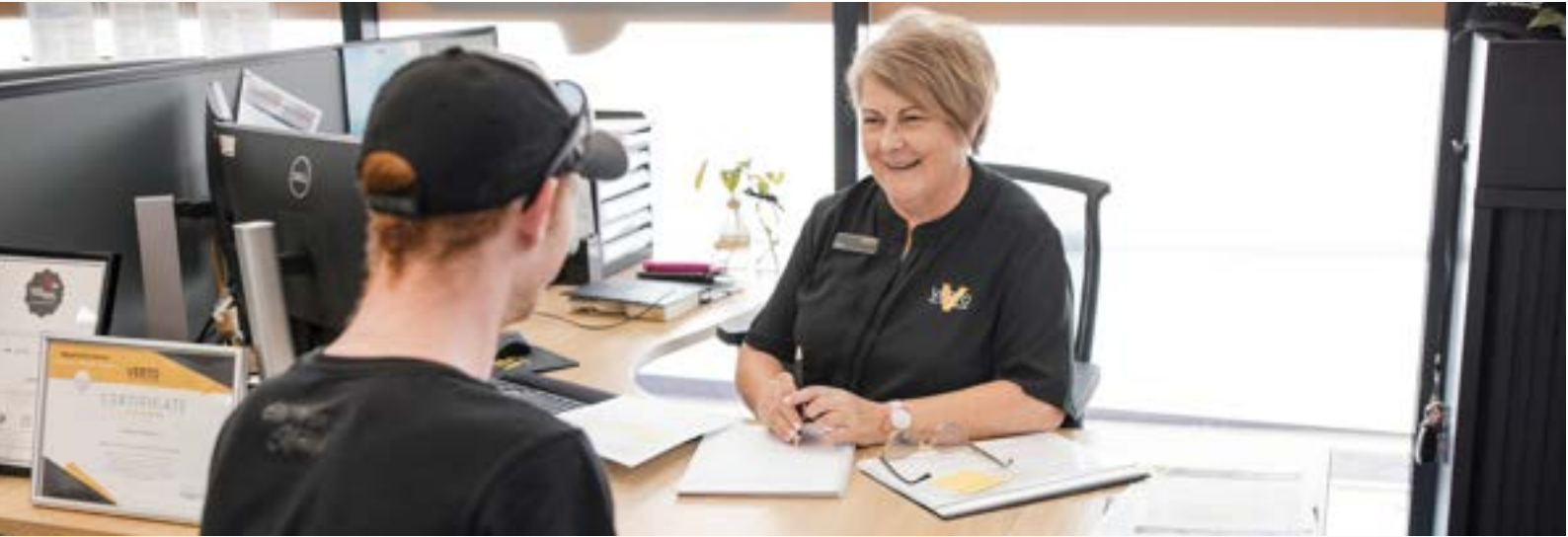
Our vision:

We are an industry leader, key influencer and trusted voice for the sectors we serve.

Our mission:

To transform lives.





HOW VERTO CAN HELP

Our trained Inclusive Employment Consultants are committed to providing a tailored service for you, including:

Pre-employment assistance and support:

- Identifying and supporting you to achieve your individual goals
- A tailored Individualised Action Plan
- Assistance to meet your mutual obligations or to undertake a program of support
- Resume, cover letter and job application preparation
- Information on local job opportunities
- Upskilling and training
- Work preparation and support
- Tailored assessments
- Confidence and resilience building
- Preparing to return to work and understanding employer expectations
- Specific interventions and referrals to meet your needs and overcome barriers

Post placement and ongoing support for you and your employer:

- Advice on workplace expectations
- Information on Work Health and Safety
- Workplace modification support to ensure the workplace meets your needs
- Support for your employer to understand how to best support you as an employee
- Access to employer wage subsidies to support your transition to work
- Information on Fair Work, awards, wages and entitlements
- Tailored ongoing support to assist you in sustaining suitable employment.

Tailored and quality services:

- You will be treated fairly and with respect at all times
- VERTO actively supports a culturally diverse and inclusive society, ensuring every client is valued, respected and treated as an individual
- We take privacy and confidentiality seriously. It's important for you to feel comfortable, so please ask for a private room if you would like one
- Access to interpreters for participants of all nationalities as well as AUSLAN interpreters as required
- VERTO complies with the National Standards for Disability Services to promote choice and control for people with disability
- We will seek your feedback so that we can continually improve our service to meet your needs
- Ongoing support programs for people currently employed who require support.
- VERTO is an ISO9001 and ISO27001 accredited organisation and prides itself on its quality of service delivery at all times.

WORKING TOGETHER WITH VERTO

BE COMMITTED. ATTEND AND PARTICIPATE IN APPOINTMENTS

Your face-to-face appointment with your consultant will provide a supportive and inclusive space to discuss your employment goals and progress.

Together, you'll explore job search activities, review your Employment Services Assessment (ESAt), update your resume and job applications, and refine your individualised action plan. These sessions may also include activities such as participation in health programs and regular updates, ensuring your unique needs and aspirations are respected and supported every step of the way.

To get the most out of your appointments:

- Commit to the service by working and collaborating with your consultant to undertake activities, develop skills, increase confidence, overcome challenges, obtain employment, and achieve goals.
- If you are unable to attend, or you miss an appointment - don't panic. Contact your consultant to arrange a re-engagement or a new appointment time as soon as possible.
- Dress to impress! It's important to dress neat and tidy like you would for work so we can see how you present and give you tips on presentation and interviews.
- You're welcome to bring an advocate to your appointments.

YOUR RIGHTS

- Complain without fear of losing the service or fear of punishment.
- Have your complaints dealt with quickly and fairly.
- Have an advocate of your choice with you at all times.
- Be made aware of services you can access.
- Receive a service without discrimination.
- Privacy and confidentiality.

YOUR RESPONSIBILITIES

- Respect the right of others.
- Take responsibility for your own actions and decisions.
- Attend meetings and meaningfully engage with your employment consultant
- Follow your agreed Job Plan and undertake activities outlined in your action plan
- Follow the rules of Workplace Health and Safety.
- Violent, aggressive or inappropriate behaviour at our office or in the workplace will not be tolerated under any circumstances.



"THE INCLUSIVE EMPLOYMENT AUSTRALIA TEAM ARE VERY CARING. THEY TAKE TIME WITH ME AND FOR ME AND ARE VERY UNDERSTANDING. THEY GO ABOVE AND BEYOND TO HELP ME IN ALL ASPECTS. NOT JUST EMPLOYMENT."

Stephen
VERTO client

YOUR JOB PLAN AND MEANINGFUL ENGAGEMENT

YOUR JOB PLAN

Your Job Plan is an agreement between you and your provider. It is created at your first appointment and is based on your needs and situation. It lists the activities and supports that will help you find work. It also explains what you need to do to keep getting your Centrelink payment.

There are two types of Job Plans:

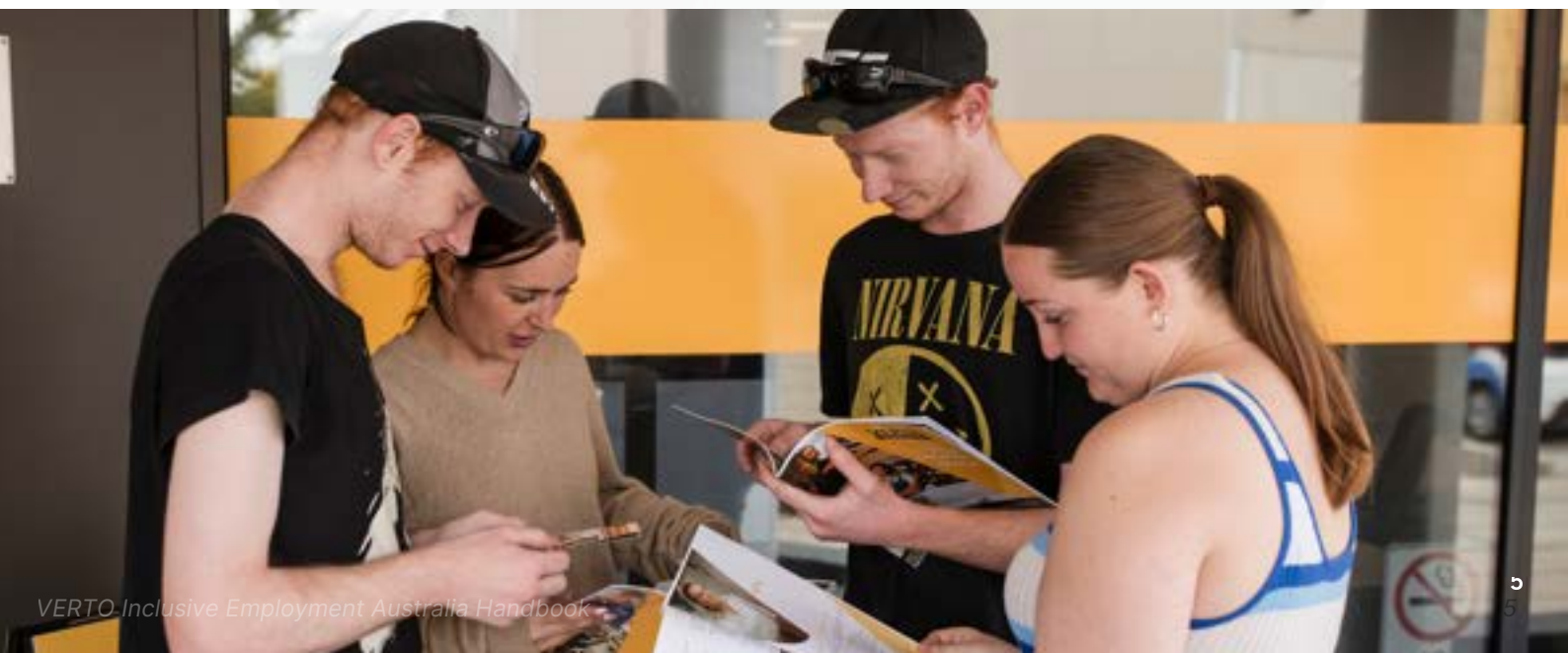
- **Meaningful Engagement Plan:** focuses on staying in touch with your provider and completing tasks that move you towards your employment goals.
- **Detailed Plan:** includes specific activities for people who have not been engaging regularly.

Your Job Plan will be reviewed and updated as your circumstances change. It may include mutual obligations you need to meet to keep receiving income support.

MEANINGFUL ENGAGEMENT

Meaningful engagement is about staying in contact with your provider and undertaking tasks and activities that help you achieve your employment goals. You and your provider will work together to design a plan that reflects your strengths, needs, and aspirations. You have the right to choose the services and supports that suit you, and your provider will actively support you to complete your agreed plan.

It is important that you attend, participate in, or complete any activities in your Job Plan to meet your mutual obligations. If you are unable to complete your activities, please let us know before the activity is due so we can support you and ensure your participation and payments remain unaffected. If your circumstances change, your plan will be updated to ensure your requirements are fair and achievable.





COMPLAINTS

DO YOU HAVE A COMPLAINT OR FEEDBACK?

You have the right to ask an advocate, friend or family member to help you.

If you are not satisfied with VERTO's services you can contact 1300 483 786 and ask to speak to the site's Team Leader, or the Complementary Services Manager.

If you are still not satisfied, you can contact the **Complaints and Resolution Referral Service** (CRRS) on **1800 880 052**.

DO YOU NEED TO REPORT ABUSE OR NEGLECT OF PEOPLE WITH DISABILITY?

The National Disability Abuse and Neglect Hotline, is a free, independent and confidential service for reporting abuse and neglect of people with disability.

Anyone can contact the hotline, including family members, friends, service providers or a person with disability. The hotline works with callers to find appropriate ways of dealing with reports of abuse and neglect of people with disability.

To make a report, contact the hotline on **1800 880 052** or send an email to: **hotline@workfocus.com**.



NATIONAL STANDARDS FOR DISABILITY SERVICES

MAKING SURE THAT PEOPLE WITH DISABILITY RECEIVE
GOOD QUALITY SERVICES



STANDARD 1: RIGHTS

You have the right to be treated fairly when you use disability services.



STANDARD 2: PARTICIPATION AND INCLUSION

You can take part in the community and feel included when you use disability services.



STANDARD 3: INDIVIDUAL OUTCOMES

Your service supports you to make choices about what you want to do. You can work towards your goals.



STANDARD 4: FEEDBACK AND COMPLAINTS

You can tell people what you think about the services you receive.



STANDARD 5: SERVICE ACCESS

Finding and using services is fair. You can access the services you need.



STANDARD 6: SERVICE MANAGEMENT

Disability services should be managed well.



HELPFUL LINKS & RESOURCES

COMMUNITY AND SUPPORT SERVICES

Jobaccess

1800 464 800
www.jobaccess.gov.au

SEE Program

www.dewr.gov.au/skills-education-and-employment

National Relay Service

(Hearing or Speech impairment)
1800 555 677

Disability Advocacy

1300 365 085
www.da.org.au

National Alcohol and Other Drug Hotline

1800 250 015

Gambling Help

1800 858 858
www.gamblinghelp.nsw.gov.au

Financial Assistance

www.moneysmart.gov.au

Indigenous Resources

www.indigenous.gov.au

Rural Aid

www.ruralaid.org.au

Housing and Rental Advice

www.tenants.org.au

Childcare

www.childcarefinder.gov.au

Assistance for Carers

www.carergateway.gov.au

Cyber Security

www.staysmartonline.gov.au

Adzuna - Job Search

www.adzuna.com.au

CareerOne - Job Search

www.careerone.com.au

Seek - Job Search

www.seek.com.au

Connecting people with the right care hotline

1800 011 511

Lifeline Crisis Hotline

131 114
www.lifeline.org.au

Headspace

1800 650 890
www.headspace.org.au

Domestic Violence/Sexual Assault Support

1800 737 732
www.whiteribbon.org.au
www.1800respect.org.au

LGBTIQ+ Support

www qlife.org.au

Department of Communities and Justice

www.dcj.nsw.gov.au

GOVERNMENT RESOURCES

Services Australia

132 850

www.servicesaustralia.gov.au

myGov

www.my.gov.au

Australian Tax Office

www.ato.gov.au

Job Search

www.workforceaustralia.gov.au

MySkills Website

www.myskills.gov.au

Fair Work

www.fairwork.gov.au

Pay Rates

www.calculate.fairwork.gov.au

Infoline

13 13 94

Job Search

www.jobjumpstart.gov.au

Help to Find Work

www.workforceaustralia.gov.au/individuals/coaching/job-search/jobseekers

Australian Cyber Security Centre

www.cyber.gov.au

Job Outlook / Labour Market Insights

www.labourmarketinsights.gov.au

Department of Social Services

www.dss.gov.au

Harvest Labour (Fruit Picking)

www.workforceaustralia.gov.au/individuals/coaching/careers/harvest

VERTO SERVICES AND RESOURCES

Workforce Australia

www.verto.org.au/employment-services/workforce-australia

Inclusive Employment Australia

www.verto.org.au/employment-services/disability-employment

Parent Pathways

www.verto.org.au/employment-services/parentpathways

VERTO Transition to Work

www.verto.org.au/employment-services/transition-to-work

VERTO Training Services

www.verto.org.au/training

VERTO Qualification Courses

www.verto.org.au/qualifications

VERTO Short Courses

www.verto.org.au/short-courses

VERTO Traineeships

www.verto.org.au/traineeships

VERTO Self-Employment Assistance

www.verto.org.au/employment-services/self-employment-assistance

VERTO Indigenous Services

www.verto.org.au/community-services/indigenous-services

VERTO Community Services

www.verto.org.au/community-services

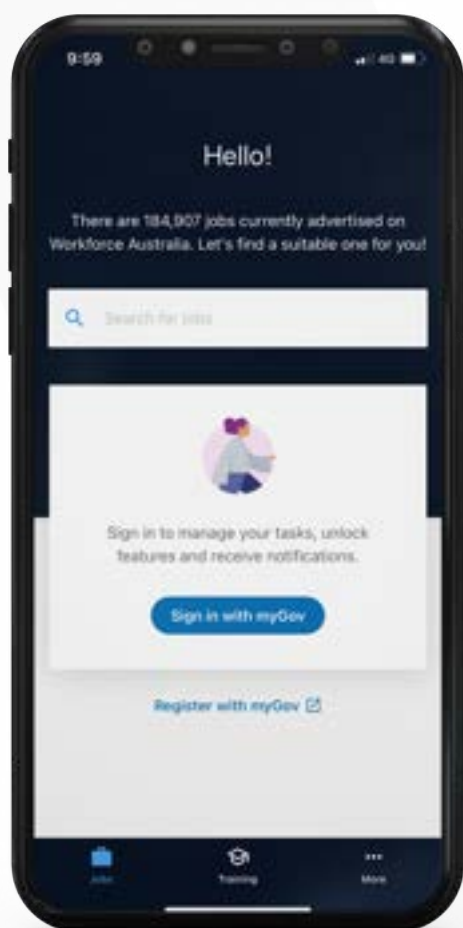
Skills for Education and Employment

www.verto.org.au/skills-for-education-and-employment

Workforce Australia

Employment Services

THE WORKFORCE AUSTRALIA APP



ACCESS THE WORKFORCE AUSTRALIA APP WITH YOUR MYGOV ACCOUNT!

Now that the website and the Workforce Australia app are linked, you can enjoy the benefits of the website from your mobile device including applying for jobs!

Find your next job on the Workforce Australia app. Thousands of jobs are advertised every day.

ACCESSING THE WORKFORCE AUSTRALIA APP IS EASY:

- Step 1:** Register on the website at www.workforceaustralia.gov.au
- Step 2:** Download the app

AS A REGISTERED USER, YOU CAN:

- Search and apply for jobs
- Access your Workforce Australia homepage
- Set up job alerts for jobs that interest you
- Find job search and training resources, hints and tips.

IF YOU HAVE OBLIGATIONS YOU CAN ALSO:

- Manage your appointments and tasks
- View and agree to your Job Plan
- View your provider's contact details, if you have one.

All from the convenience of your mobile device!

The Workforce Australia app is funded and operated by the Department of Employment and Workplace Relations. It's a free service to help Australians find a job.

Contact us at ajsfeedback@employment.gov.au or 13 62 68 if you need help using this app.



Meaningful Engagement

Participant Fact Sheet

Everyone's path to finding a job is different. The support you receive from your provider will help you prepare for, find and maintain suitable work.

You have participation requirements you must meet to receive your Centrelink payment. These requirements can be met by meaningfully engaging with your provider.

Your provider will ensure you are meaningfully engaged while working towards your employment goals. You get to share decisions about what tasks and activities you want to do to meaningfully engage. Your provider will help you to explore your options.

You and your provider will regularly review what meaningful engagement looks like and make changes if things aren't working.

What is meaningful engagement?

Meaningful engagement is a commitment you make to stay in contact with your provider and undertake tasks and activities that will help you to achieve your employment goal.

You and your provider will work together to design a plan for how you will meaningfully engage that reflects your strengths, goals and needs.

As part of the plan, you will agree to:

- how you will stay in contact with your provider, in ways that suit you
- how often you will attend appointments with your provider
- other tasks and activities you will do, for as long as they are right for you.

Your provider must actively support you to complete your agreed plan. This includes helping to arrange the activity and checking in to make sure the supports are working.

If you follow your agreed plan, you will meet the requirement to meaningfully engage.

If you don't engage appropriately, and don't have a good reason for not engaging, you will be set a detailed list of compulsory requirements that you will need to do instead.

What can I do as part of meaningful engagement?

Your provider will work with you to decide which tasks and activities you will do to reach your employment goal. They will talk to you about things like:

- what work you want to do
- what skills and education you have
- things that might make it hard for you to look for and keep a job
- services and supports that can help you.

You have the right to choose the services and supports you want and how you get them. Your provider will make suggestions to ensure activities are suitable for you. They may direct you to take on tasks and activities to ensure you are looking for work.

Some examples of tasks and activities in your plan may be:

- contacting employers and attending job interviews
- training, activities and support services to improve your job prospects
- work experience and voluntary work placements
- paid work or self-employment.

If you need help to decide what tasks and activities you want to do, you can ask for someone you trust to support you. This may mean having them attend an appointment or asking for more time to consider the information.

What if I don't agree with what I am asked to do?

At any time, you can talk to your provider about what support you want to receive and ask to adjust the tasks and activities you have agreed to do.

If you can't get your provider to change the plan you have in place, it is important that you contact the National Customer Service Line. This is a free service that can help address any concerns you have with your provider.

What if I can't do something I agreed to do?

If you can't do what was agreed, let your provider know as soon as possible. You should be open to discussing the reason(s) for not being able to engage. Then your provider can work out the best approach to remove any barriers.

If your personal circumstances have changed, your provider must update your plan so you can meet your requirements in a way that is fair and achievable.

Do you need more information?

Information and resources for Inclusive Employment Australia participants can be found on the Department of Social Services website (www.dss.gov.au/iea).

If you need help understanding meaningful engagement, talk to your provider or contact the **National Customer Service Line** on **1800 805 260** (free call).



Australian Government



Inclusive
Employment
Australia

Finding careers for people with disability

Code of Conduct

Made by the *Disability Services and Inclusion (Code of Conduct) Rules 2023* under the *Disability Services and Inclusion Act 2023*

The Disability Services and Inclusion Code of Conduct (**Code**) is a mandatory set of guidelines that must be followed by anyone providing disability services funded by the Commonwealth.

As part of the Disability Services and Inclusion Framework, the Code promotes the health, safety and wellbeing of people with disability.

The Code sets out acceptable, appropriate and ethical conduct for providers and employees who are delivering disability services funded by the Commonwealth.

The Code requires employees and providers delivering supports and services to:

1. act with respect for the individual rights of people with disability to freedom of expression, self-determination and decision-making, in accordance with applicable laws and conventions
2. respect the privacy of people with disability
3. provide the eligible activity in a safe and competent manner, with care and skill
4. act with integrity, honesty and transparency
5. promptly take steps to raise and act on concerns about matters that may have an impact on the quality and safety of the provision of the eligible activity to people with disability
6. take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability, and
7. take all reasonable steps to prevent and respond to sexual misconduct.



Australian Government



Finding careers for people with disability

Your Service Guarantee

Inclusive Employment Australia

The Guarantee lets you know what to expect when working with your provider. Providers are expected to deliver services tailored to your needs and abilities and promote meaningful engagement.

As your provider we will:

- treat you fairly and with respect;
- be culturally sensitive;
- help you to search for work and build work capacity;
- clearly explain the available services to you;
- focus on participant-led services;
- explain your rights and obligations to engage in the program;
- build a positive and trusting relationship to support you; and
- communicate in a way that meets your needs, including by providing an interpreter (if required).

What can you expect?

As your provider, we will tailor the support we provide. We will help you identify, and access services and supports such as:

Pre-Employment Support	Employment Support
• Résumé writing, job applications and interview preparation • Job search support • Non-vocational programs • Further education or training • Government and non-government programs/activities • Services that will help build on your skills • Allied Health professionals and programs to address disability, injury, or health concerns • Self-Employment assistance	• Support you to understand your rights in the workplace • Working with employers to match your skills to their needs • Support to approach suitable employers • Tailored communication and ongoing support to help you keep your job • Access to the Employment Assistance Fund for workplace assessments and modifications to support you



What are your responsibilities?

We expect you to participate meaningfully in the program by:

- working respectfully with your provider to develop an individualised Job Plan. Your Job Plan will require you to engage with your provider to prepare for, seek or maintain employment;
- attending appointments and participating in the activities in your Job Plan; and
- telling your provider if you are unable to attend appointments or if something in your life has changed.

Please note:

If you receive a payment from Services Australia and do not attend appointments or do the activities in your Job Plan, your payment may be put on hold. If you continue to fail to meet your requirements, you may have your payment reduced or cancelled. If you have a reasonable excuse, you must advise your provider beforehand.

Help for making phone calls

If you are deaf or hard of hearing, or find it hard to speak using the phone, you can call the **National Relay Service** by calling:

- TTY (Talk and Listen) on **1800 555 677** and then ask for 1800 880 052
- Speak and Listen (speech-to-speech relay) on **1800 555 727** and then asking for 1800 880 052

If you need something in a language other than English, you can call the Translating and Interpreting Service (TIS) on **131 450**.

What happens to your information?

The *Privacy Act 1988 (Cth)* (referred to in this document as the **Privacy Act**) and Australian Privacy Principles mean that your personal information is protected.

Your personal information will not be released to anyone unless required by law or you provide consent. You have the right to withdraw your consent at any time.

More information about the Privacy Act, your privacy rights, our privacy obligations can be found at www.oaic.gov.au.

What can you do if you are not happy with the service?

If you think you are not receiving the right help, you should first try to talk to us. We will provide a feedback process which is fair and try to resolve your concerns.

If you cannot talk to us about your concerns, or you would like to make a complaint, you can call the Complaints Resolution and Referral Service on **1800 880 052**.

All IEA providers need to meet the National Standards for Disability Services which you can find at www.dss.gov.au



visit verto.org.au

This brochure is also available in audiobook