

disability
employment
services

 **campbell
page**



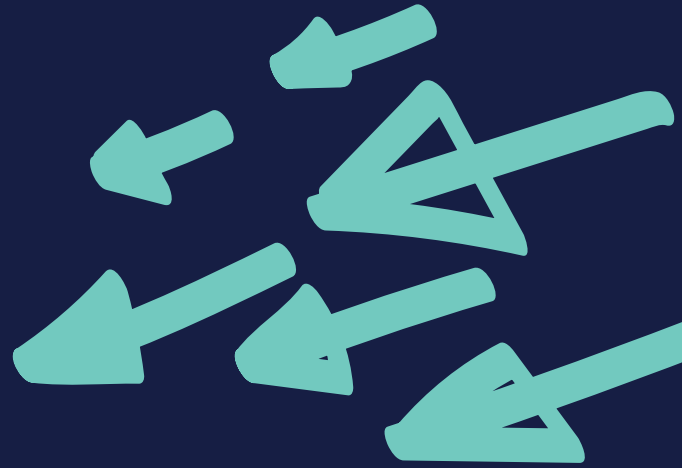
WELCOME TO CAMPBELL PAGE

**LET'S GET
TO WORK!**

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WELCOME TO CAMPBELL PAGE!



**We're thrilled to have you join our Disability
Employment Services (aka DES) program!**

Think of us as your wingman (or
wingwoman) on your job hunt
journey.

We're here to help you with all
aspects of finding and keeping a
job.

This welcome pack will introduce
you to our service, provide
important information about the
program, outline available support
and lays out what you can expect
from your time with us as well as
what we expect from you.



GOT QUESTIONS?

Your Employment Consultant (EC)
is here to answer any questions
that come up, alternatively you
can contact our friendly team
between 9am-5pm
Monday to Friday on:

1300 139 920
hello@campbellpage.org.au
campbellpage.org.au



WHO IS CAMPBELL PAGE?

We're a not-for-profit organisation delivering a range of employment, community and commercial services from over 80 locations across Queensland, New South Wales, Victoria and South Australia.

We're contracted by the Australian Government to deliver the Disability Employment Services program.

OUR PURPOSE IS...

To prepare people for work, engage local communities and to create, capture and connect people to jobs. And that's exactly what we're going to do with you!

HOW DO WE HELP?

Whether you need help with training, education, building skills, learning how to search for a job, writing a resume or preparing for interviews, we're with you every step of the way on your journey to finding a job.

OUR EXPECTATIONS

We've got you're back no matter what, and we're here to help so it's not cool to yell, swear, threaten or use violence towards us when we're working together.

YOUR RIGHTS

We want you to feel good when we're working with you, so if something feels off - let us know. We can't fix what we don't know about.

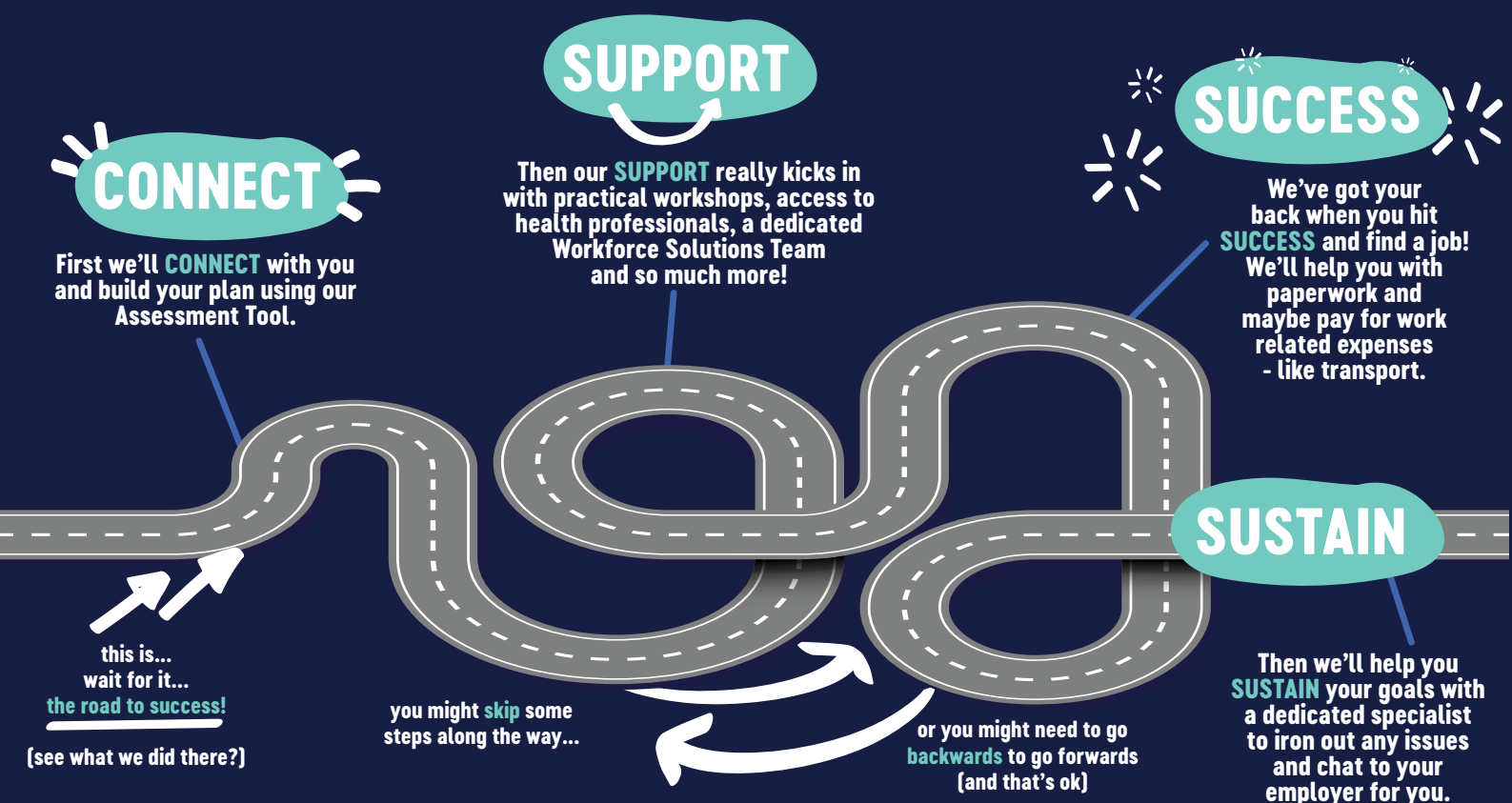
You can always choose to have a family member, friend or professional come along to your appointments and, if it makes you feel more comfortable, private spaces are available for your appointments.

YOUR JOURNEY WITH US

Everyone's journey with us is unique and individual. We'll work with you to find the best road to success that's tailored to your wants and needs.

Below is a rough guide of the steps we'll take on our journey, right from when we connect, through to how we'll support you, achieve success together and finally sustain your goals for the long term.

There might be some speed bumps along the way and our journey may take a few detours, but we've got your back and we'll be here to help you navigate the journey and get where you want to be.





The connect phase is the start of your journey to finding a job! It's where we link up with you, set up your first appointment and start getting to know you and your story. In this phase you can expect a:

1. PRE - APPOINTMENT CALL

Chances are you've already done this step! This is where our friendly team reaches out via phone and sets up your first meeting. You'll also receive some great induction info via email along with our welcome video.

2. WELCOME MEETING

In this 1 hour meeting we'll spring into action:

- You'll meet your Employment Consultant
- Discuss your journey to finding work **(p.3)**
- Undertake a basic assessment using our jumpstart tool to see what support you might benefit from
- Create an initial job plan based on your answers to the jumpstart quiz
- Check your ID documents
- Read and complete some important forms

3. PROGRESS APPOINTMENT

To keep the wheels in motion, we'll have a follow up appointment with you 5 days after your welcome meeting where we'll review your jumpstart results, create an individualised job plan and start looking at tailored support unique to your needs.

SUPPORT

During the support phase you'll have regular meetings with your Employment Consultant who will hook you up with all kinds of help to get you feeling confident and ready for work. Support includes things like...



**RESUME & COVER
LETTER WRITING**



**APPOINTMENTS WITH
OUR HEALTH SUPPORT
SPECIALISTS**



**INTERVIEW
PREPARATION**



**ATTEND JOB
INTERVIEWS**



**INTRODUCTIONS
TO EMPLOYERS**



**TRAINING &
EDUCATION**



**COMMUNITY
PARTNERS
REFERRAL**



**OPPORTUNITIES FROM
OUR WORKFORCE
SOLUTIONS TEAM**



SUCCESS



When you reach the success phase - that means you've landed a job! We'll be there to celebrate with you and to help you:

1. COMPLETE ANY PAPERWORK

There will be a pile of forms to sign and return to new employer which can feel overwhelming. Don't panic, when the time comes we've got your back.

2. PREP FOR YOUR FIRST DAY

Whether it's helping you calm your nerves or making sure you've got your start time and routine perfected to start off on the right foot, we'll make sure your first day in your new job is a good one.

3. PAY FOR WORK EXPENSES

We might also be able to help you pay for the things you need to do your job including:

- Uniforms & equipment
- Workplace modifications
- Transport to help you get to work

SUSTAIN!!!

Our sustain phase is all about helping you stay in work long term. You'll be matched with your dedicated In Work Support Consultant who will have your back for the next 12 months (or longer if you need it). They're on hand to help you:

1. DECLARE YOUR EARNINGS

Using myGov to keep things simple and avoid any nasty surprises with your Centrelink payments.

2. GROW YOUR SKILLS

With career development and additional training to upskill you in your workplace.

3. NAVIGATE THE WORKPLACE

Offering advice and coaching for you and your new supervisor or employer including on-site support if needed.

4. JUGGLE IT ALL

Managing the stress of your condition, a job and your personal life can be tough. If you need someone to vent to, or if you have to leave your job for any reason, your In Work Support Consultant is here to help!



WHAT IS MYGOV?

myGov is a secure online portal that gives you easy access to Australian Government services like Medicare, Centrelink, the NDIS and so much more in a single place. How easy is that!

WHY DO I NEED IT?

Having a myGov account makes your life easier. Once it's set up, you'll be able to:

- Link services you use regularly
- Keep track of important information
- Update your personal details in a single location (if your services are linked)
- Access messages from the services you use through a single inbox
- Make Medicare claims
- Check on your Centrelink payments
- Report your income once you're working
- And so much more!

GOT QUESTIONS?

If you need support creating your myGov account, or linking your services contact our friendly team between 9am-5pm Monday to Friday on:

1300 139 920

hello@campbellpage.org.au
campbellpage.org.au





FEEDBACK & COMPLAINTS

We love feedback! It helps us improve our service. If you're really happy with our service, or something isn't quite right, here's how you can let us know.

TALK TO US

Talk to your local team. Still not satisfied?

call: **1300 139 920**

email: **hello@campbellpage.org.au**

GOVERNMENT EMPLOYMENT SERVICES

If you spoke with us and still don't think we got it right, you can contact the Government Employment Customer Service Line.

call: **1800 805 260**

email: **nationalcustomerservice@depr.gov.au**

JOB ACCESS

If you've got a complaint about our Disability Employment Services program that you can't resolve directly with us contact Job Access.

call: **1800 880 052**

visit: **jobaccess.gov.au**



DISABILITY EMPLOYMENT SERVICES CODE OF PRACTICE

Organisations contracted to deliver Australian Government funded Disability Employment Services (DES) have agreed, and are committed, to observe the DES Code of Practice. This Code of Practice sets out the principles and standards that underpin the delivery of DES and other services, to increase employment outcomes and participation in economic activities in Australia especially for disadvantaged client groups.

We commit to working with our clients, employees, sub-contractors, and other providers to deliver quality employment services by:

- Ensuring staff have the skills and experience they need to provide quality and culturally sensitive services to job seekers¹, employers and local communities
- Working in collaborative partnerships with stakeholders and communities to identify needs and how they can be met
- Behaving ethically and acting with honesty, due care and diligence
- Being open and accountable
- Avoiding any practice or activity, which a provider could reasonably foresee, that might bring Disability Employment Services into disrepute
- Sensitively managing any information collected

We commit to helping each job seeker find their pathway into employment by:

- Meeting the Service Guarantees
- Tailoring assistance to the job seekers' personal circumstances, skills, abilities and aspirations
- Using available Government funding appropriately to support job seekers
- Treating every job seeker fairly and with respect
- Providing a fair and accessible feedback process

We commit to assisting employers meet their skill and labour shortage needs by:

- Working with employers to identify job and industry specific training needs and how they can be met
- Referring the most appropriately qualified and experienced job seekers available
- Providing a timely response to employer inquiries

The Australian Government will support Disability Employment Services providers in achieving these standards by:

- Evaluating and sharing best practice to enable continuous improvement in the delivery of DES
- Providing a customer service line, free call 1800 805 260, for job seekers to raise any concerns or problems they have with their provider
- Also providing a Complaints Resolution and Referral Service, free call 1800 880 052, an independent complaints resolution services for people using Australian Government funded disability employment and advocacy services.

¹ The term 'Job seekers' also refers to participants as may be applicable

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DISABILITY EMPLOYMENT SERVICES - SERVICE GUARANTEE

Disability Employment Services – Your Service Guarantee

As your Disability Employment Services Provider:

- We will clearly explain to you what services you can receive, what we will do for you, and what you have to do, including how often we will meet.
- We will provide help for you to find and keep a job including contacting employers directly on your behalf about suitable jobs. This includes giving you ongoing support once you get a job, if you need it.
- We will treat you fairly and with respect, in line with the National Standards for Disability Services.
- We will be sensitive to your individual needs when helping you, including any impact that your disability, injury or health condition might have on your ability to find and keep a job. This could also include any parenting or caring responsibilities you might have.
- We will deliver services that are culturally appropriate.

What help can I expect?

We will work with you to agree on a plan with assistance and activities to help you find and keep a job. This is called your Job Plan.

We will work with you to help you deal with any issues that might be making it hard for you to look for work. Some of the ways we might do this include:

- looking at what work you have done before, and what work is available in your area
- looking at what skills and education you have and what skills and education might help you get work
- working with prospective employers to match your skills to their needs
- providing you with help which may include training, work experience or services to help you overcome any issues that are making it difficult for you to find and keep a job
- helping you to be ready for a job
- helping you to access other support services you may need
- helping you to write a résumé

- providing you with advice on the best ways to look for work
- providing you with information about computer and internet facilities relevant to helping you to find and keep a job, including access to the employment services [Workforce Australia website](#) and the [JobAccess website](#)
- providing you with access to an interpreter if you need one
- checking that work is suitable for your condition or injury.

Once you have a job, we will continue to support you and will develop a plan with you to help you keep your job. This may include:

- support to help you settle into your job
- on-the-job training
- information, support and training for your employer and/or co-workers
- help to resolve any problems you may have at work
- ongoing support appropriate to your needs, which may include meeting with you regularly, or giving you more intensive support when you need it.

Depending on your circumstances, we can also help you and your employer access a range of other support services which may include:

- modifications for your work area
- help to purchase specialised technology
- financial help for other services, available through a fund called the Employment Assistance Fund
- access to extra help if you are at risk of losing your job.

For Aboriginal and Torres Strait Islander Peoples

We will deliver services and engage with Aboriginal and Torres Strait Islander participants in a way that acknowledges and respects these cultures.

We will ensure that staff are appropriately trained and that this organisation is committed to getting the best employment opportunities for Aboriginal and Torres Strait Islander participants.

What are my responsibilities?

If you can't do an activity listed in your Job Plan, or can't attend an appointment that has been arranged for you, contact us as soon as possible. If you do so we may make another time for you to attend your activity or appointment. If you don't contact us beforehand when you are able to do so, your income support payment may be suspended even if you have a good reason for not being able to attend. Your payments may also be reduced or cancelled if you do not attend several appointments or activities without a good reason.

To make sure you get the right support, you should let us know if something in your life changes, like your health, your parenting responsibilities, whether you're doing voluntary or paid work or undertaking education, or if you experience a personal crisis.

What if I receive JobSeeker Payment, Youth Allowance or Parenting Payment (with participation requirements)?

If you are receiving support from Services Australia through JobSeeker Payment, Youth Allowance or Parenting Payment (with participation requirements), there are some extra things that you will have to do. If you want to keep receiving income support, you need to:

- make every effort to get a job, and accept any suitable job you are offered
- do your best at every job interview
- do everything that you have agreed to do in your Job Plan. This includes going to all appointments.

What happens to the information I tell you?

We will collect information about you for the purpose of providing disability employment related services to you. We will keep all information about you in accordance with the *Privacy Act 1988* (Cth).

If you ask, we will usually be able to show you the information we hold about you. If you have any concerns about the way in which information about you is being managed, you can discuss your concerns with us. Complaints about acts or practices in relation to the use and disclosure of your personal information can also be investigated by the Information Commissioner.

More information about the *Privacy Act 1988* (Cth) and the powers of the Information Commissioner can be found on the Office of the Australian Information Commissioner's website at www.oaic.gov.au

National Standards for Disability Services

The National Standards for Disability Services set out the quality of services we will deliver to you. We will let you know about these standards, and they can also be found online on [the DSS website](http://theDSSwebsite)

All Disability Employment Services Program Providers have been assessed by independent auditors as meeting the National Standards for Disability Services.

Connections for Quality

Choosing a provider to help you find work is an important decision.

To assist you, information about providers in your local area can be found through Connections for Quality on the employment services [Workforce Australia website](http://WorkforceAustraliawebsite) or the [JobAccess website](http://JobAccesswebsite). When you are looking for a provider, Connections for Quality information about the services they provide is available on each Provider Site Detail page. This information will answer your questions about who will work with you and how they will help you find employment.

What can I do if I'm not happy with the service I receive?

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

If you feel you can't talk to us about your concerns, or you are still not happy, you can access the National Customer Service Line on 1800 805 260 (free call from land lines).

If you think that a provider is not complying with the National Standards for Disability Services, you can call the Complaints Resolution and Referral Service on 1800 880 052 (free call from land lines), or on the:

- TTY number: 1800 301 130 (free call from land lines)
- The National Relay Service: 1800 555 677 (free call from land lines)
- Fax: 02 9318 1372