



Participant Handbook

Forrest Personnel

2018

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Welcome

Welcome to Forrest Personnel where we believe in talent and tenacity and not labels and limits.

What this Handbook is About?

This book is about your RIGHTS. If any of these rights are ignored you need to let someone know. We want you to talk to anyone at Forrest Personnel about any concerns or ideas that you may have.

Your Rights

All people have rights. These are some of the rights that you should expect from Forrest Personnel and from your workplace.

You have the right:

- ✓ To the support of a chosen support person or advocate who can act on your behalf.
- ✓ To the support of an Employment Consultant.
- ✓ To complain and to have matters investigated and resolved. This will not affect your right to a service from Forrest Personnel.
- ✓ To question any procedure or decision made during the service you are receiving.
- ✓ To decide the direction of any of the Job Plans you make with Forrest Personnel
- ✓ To be treated fairly, with respect and with dignity.
- ✓ To participate in decisions that will affect you.
- ✓ To access your own records.
- ✓ To privacy and confidentiality.
- ✓ To receive a fair days-pay and the employer has the right to expect a fair days' work.
- ✓ To be clearly informed about the terms of employment, including benefits, conditions and wages.
- ✓ Expect that you will be free from harassment, abuse and discrimination at Forrest Personnel and in your workplace.
- ✓ To withdraw from Forrest Personnel's service at any time if you are a volunteer in the program or to request a transfer to another service provider if participating on a compulsory basis.

What are the National Standards for Disability Services?

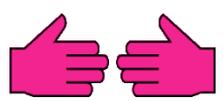
The **National Standards** for Disability Services are guidelines that Forrest Personnel must follow. Forrest Personnel must make sure that they are up to *standard* in the way that they provide a service to you. This includes:

- Seeking feedback from *all Participants* about the service at Forrest Personnel so that we can make any changes that need to be made.
- Seeking feedback from an independent evaluation is to make sure that we keep to the **6 National Standards for Disability Services** and keep improving our service to you.

If we do not comply with the **Standards** we will not receive funding.

This handbook has been put together to help you understand your rights and responsibilities.

Disability Service Standards

<p>STANDARD 1: Rights</p> <p>The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.</p>	 <p>Having a say</p>
<p>STANDARD 2: Participation and Inclusion</p> <p>The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.</p>	 <p>Getting out in the community</p>
<p>STANDARD 3: Individual Outcomes</p> <p>Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.</p>	 <p>A plan for what YOU want</p>
<p>STANDARD 4: Feedback and Complaints</p> <p>Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.</p>	 <p>Making it right</p>
<p>STANDARD 5: Service Access</p> <p>The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.</p>	 <p>Getting the help YOU need</p>
<p>STANDARD 6: Service Management</p> <p>The service has effective and accountable service management and leadership to maximise outcomes for individuals.</p>	 <p>Running the service well</p>

Who can get Assistance from Forrest Personnel?

Eligibility includes:

- ✓ Have a health condition, injury or disability.
- ✓ Want or need to get a job
- ✓ Be registered with and/or endorsed by Centrelink
- ✓ Be over 15 years of age and under 65 years of age
- ✓ Want assistance to find a job for at least 8 hours per week

We strive to assist you to secure employment that will match your skills and abilities and for you to become an independent worker with our support and assistance.

“We understand that your health condition, disability or injury doesn’t define who you are or what you can achieve at work”

Why choose us?

After 30 years of finding real work for real wages for people with health condition, disability or injury, local employers trust us to recruit their staff. We will help you find a job that fits and we will support you until you are doing it. We help you to grow with your job to build your skills and broaden your options.

How we work with you

1. First meeting

This is an opportunity to meet our staff and learn about the service provided by Forrest Personnel. You may need to complete several forms and it takes some time. We will meet with you at one of our offices or a suitable venue if you have access issues. With your permission, we will gather information about you, to enable us to provide the best possible assistance to you. We will also sign an initial Job Plan during our meeting. You are welcome to have a support person come with you to your appointments.

2. Job Matching

If you have been out of work for a while or you are looking for your first job, we will help you find the right job. We do this through a vocational counselling process of talking to you about your abilities for the workplace. This is when you and your Employment Consultant get to know one another and build a working relationship. Regular appointments will be arranged with your Employment Consultant. **Appointments not attended can affect your Centrelink payments.** Where appropriate a work assessment at a realistic workplace is planned to find out about your abilities, needs and interests. This may involve sharing information about how your health condition, disability or injury affects you and how best Forrest Personnel can assist you to find and keep a job.

We will work with you to develop a detailed Job Plan. It may include activities to help with skill development, further education, support in managing your health condition or developing your readiness for work. The information gathered at this stage of the program is discussed at a meeting with you and your Employment Consultant. The skills and needs identified during vocational and program planning are used to match you to a suitable job.

3. Job Search and Review

Forrest Personnel staff will work closely with you on a Job Plan to match your skills and interests with a suitable job. Your Job Plan is used as an agreement between both you and Forrest Personnel and outlines what we will both do with regard to finding work. This plan is reviewed regularly and includes other things that we may be able to assist you with. The plan will be signed by both parties and each will keep a copy.

Prior to looking for work Forrest Personnel staff will work with you to develop your resume and a Job Seeker Profile, this will outline both your skills and attributes and also any identified issues that need to be considered when we search for a work for you.

Forrest Personnel use the following methods for job seeking: attending Job Clubs, networking with local business, cold canvassing, personal contacts, your own contacts, job search sites on the internet and newspapers. Through successful placements, Forrest Personnel has built a strong relationship with many employers and this source of contacts continues to grow.

While Forrest Personnel aids with your job seeking it is very important that you take responsibility for the actions detailed in your plan and be involved in looking for work.

4. Employment Support

This covers all aspects of the job and sometimes includes issues you may have outside of work that are work related. On-the-job support includes helping you fit in with the other workers, finding out about working conditions and entitlements and actual on the job training and support. Outside of work, issues may include helping you with transport routes, motivation to go to work, budgeting and speaking to you about things that happened during the day.

The kind of on-the-job training required is negotiated with the employer, Forrest Personnel and you. Your employer assists with the initial training and Forrest Personnel provide any additional training or support required by you.

On the job support, where needed, is ongoing until all parts of the job have been learnt by you, and your employer is satisfied with the speed and quality of your work and how you are fitting in to the workplace.

In some instances a co-worker may assist with your job support.

Lots of great things come with a job you enjoy – independence, income, optimism, energy and a sense of connection to your community.

Your Responsibility to Forrest Personnel

For Forrest Personnel to be able to work successfully with you, you need to be aware that:

- ✓ It is important to be honest about your health, experience, skills and any issues in your life that may be preventing you from getting and keeping a job, so that Forrest Personnel can assist you to find work that matches your skills, abilities, preferences and is safe for you.
- ✓ **It is your responsibility to advise your Employment Consultant if you are unable to attend a pre-arranged appointment.**
- ✓ It is your responsibility to jointly develop a Job Plan that matches your skills and abilities.
- ✓ It is your responsibility to actively take part in the job searching process and to work hard at keeping your job.
- ✓ It is your responsibility to be well presented for interviews and to be on time for your appointments. If you cannot keep an appointment it is important that you let us or the people concerned know.
- ✓ It is your responsibility to notify Forrest Personnel of any change in circumstances at work or in contact details.
- ✓ It is your responsibility to respect the rights, privacy and needs of other Participants, staff of Forrest Personnel, fellow co-workers and employers.
- ✓ It is your responsibility to advise Centrelink when you start a new job and to accurately report your earnings. This may affect the amount of benefit you get and will prevent an overpayment.
- ✓ It is your responsibility to provide us with evidence of hours worked and salary earned.
- ✓ It is your responsibility to let us know if you no longer wish to receive a service from us.

How We Keep Your Information Private

Forrest Personnel staff use computers to record information about you. All of our computers are password protected.

The staff at Forrest Personnel may need to talk to each other about your employment needs. We do this so that we can get ideas about how best to assist you. If there is something that you don't want other staff to know, just tell your Employment Consultant.

If we feel that we need talk to someone outside of Forrest Personnel, we will always ask you if it is OK.

If you are under 18 when you join Forrest Personnel, we will tell your parents what is happening between Forrest Personnel and you, if they ask. If you do not agree with this, we can work together to find a solution.

If you are over 18, we will not tell your parents unless you ask us to, or you tell us that is what you want.

If you ever have any issues about the privacy of your information we would like to hear about it so that we can improve our service to you.

Have Your Say!

The staff at Forrest Personnel will encourage you to make decisions about what you want to do and to have your say about the way Forrest Personnel works with you.

We will listen to you!

Please tell us what you think about the way we do things at Forrest Personnel. It is very important for you to tell us your ideas about how we can work together to provide you with the best possible service. You will need to be there whenever we are talking about what to put in your Job Plan.

Every year Forrest Personnel has an Annual General Meeting, you have probably heard it called the AGM. This is when people vote for the Board of Directors who will represent them for the next two years. Board members come from our own community and have a wide range of skills and experience that help us guide the activities of the Forrest Personnel. Our Board members are elected for two years and a list of their names can be obtained from your Employment Consultant and they are on our Forrest Personnel website or ask your Employment Consultant.

Membership of our association is free!

You are encouraged to attend the Annual General Meeting with your family or a friend. It's important to meet the staff and members of the Board.

Every year we conduct a survey to find out if we are doing the best possible job. We may ask you to take part.

We have a website at www.fpi.org.au; it gives an outline of our service

You can contact us by email via the web site or on info@fpi.org.au

Look for us and LIKE us on Facebook.

Other Important Contact Information

National Disability Abuse and Neglect	Complaints Resolution Referral Service
<p>Free call number: 1800 880 052 TTY: 1800 301 130 National Relay Service (NRS): 1800 555 677 Translating and Interpreting Service (TIS): 13 14 50 Email: hotline@workfocus.com PO Box 126 St Leonards NSW 1590 Contact the Hotline to report cases of physical, sexual, psychological, legal and civil abuse, restraint and restrictive practices or financial abuse.</p>	<p>Free call number: 1800 880 052 TTY: 1800 301 130 National Relay Service (NRS): 1800 555 677 Translating and Interpreting Service (TIS): 13 14 50 Email: CRRS@Workfocus.com Web: www.crrs.net.au Contact the CRRS with complaints about the compliance of DES providers with the National Standards for Disability Services.</p>
National Customer Service Line (NCSL)	Department of Social Services (DSS) Complaints
<p>Free call number: 1800 805 260 Contact the NCSL with complaints about Disability Employment Service providers, or to request a transfer to another provider</p>	<p>Free call Number: 1800634 035 Email: complaints@dss.gov.au Contact DSS with complaints that cannot be investigated by NCSL or CRRS as well as complaints about either of these services.</p>

Legal Aid: Free call number: 1300 650 579

Web: www.legalaid.wa.gov.au

Forrest Personnel Feedback & Complaints Form

Date:

Name of person making complaint:

Participant Advocate/Carer Employer Other

Street:

Town/Suburb:

State:

Postcode:

Phone:

Person receiving the Complaint

Nature of Complaint

How would you like to see this fixed?

You will be contacted by the person you give the complaint to so that they can work out how best to deal with your complaint.

Thank you for bringing this concern to our attention and we will do our best to resolve any outstanding issues with you.

Complaints can also be submitted online via our website www.fpi.org.au or emailed to complaints@fpi.org.au

Complaints and Grievance Procedure Flowchart

