

ECHO

DISABILITY EMPLOYMENT SERVICES -
EMPLOYMENT SUPPORT SERVICES

DES

Disability Standards, Complaints & Service Standards 2010-2012



AN AUSTRALIAN GOVERNMENT INITIATIVE

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1. Foreword

This document is to be read in conjunction with ECHO DES Procedures and the ECHO Management System Overview & Procedures document.

2. National Standards for Disability Service

Standard 1: Service access Each consumer with a disability who is seeking a service has access to a service on the basis of relative need and available resources.

Standard 2: Individual needs

Each consumer with a disability receives a service that is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

Standard 3: Decision making and choice

Each consumer has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the service he or she receives.

Standard 4: Privacy, Dignity and Confidentiality

Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

Standard 5: Participation and Integration

Each person with a disability is supported and encouraged to participate and be involved in the life of the community.

Standard 6: Value status

Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

Standard 7: Complaints and disputes

Each consumer is encouraged to raise, and have resolved without fear of retribution, any complaints or disputes he or she may have regarding the agency or the service.

Standard 8: Service management

Each service provider adopts quality management systems and practices that optimise outcomes for service recipients.

Standard 9: Employment conditions

Each person with a disability enjoys working conditions comparable to those of the general workforce.

Standard 10: Service recipient training and support

The employment opportunities of each person with a disability are optimised by effective and relevant training and support.

Standard 11: Staff recruitment, employment and training

Each person employed to deliver services to a person with a disability has relevant skills and competencies.

Standard 12: Protection of human rights and freedom from abuse

The service provider acts to prevent abuse and neglect and to uphold the legal and human rights of service recipients.

3. Disability Employment Services Programs —Your Service Guarantee

As your Disability Employment Services Provider we will:

- Explain clearly what services you are eligible to receive, what we will do for you, and what you
- have to do, including how often we will meet
- Provide assistance to help you find and keep a job, and provide ongoing support while working
- if you need it
- Treat you fairly and with respect, in line with the Disability Services Standards
- Take account of any impact your disability, injury or health condition may place on your ability
- to find and keep work, as well as any other recognised limits such as parenting or caring responsibilities

What help can I expect?

We will work with you to agree on your *Employment Pathway Plan* that will include any assistance that will help you find and keep a job. We will work with you to help you deal with any issues that might be making it hard for you to look for work. The help we give you may 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
- Providing you with help which may include training, work experience or other services that will help you overcome any work barriers and to find and keep a job
- Helping to build your capacity to work
- Assisting you to access other support services you may need
- Assistance in preparing a résumé
- Advice on the best ways to look for work
- Information about access to Jobsearch and computer facilities and about how to use them to look for work
- Access to an interpreter if you need one

Once you find a job, we will continue to support you and will develop a plan with you to help you keep your job. The on and off job support available includes:

- To assess the suitability of this work in regard to your condition and injury
- Support to help you settle into your job
- On the job training

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- Information, support and training for your employer and/or co-workers
- Help to resolve any problems you may have at work
- Provide ongoing support appropriate to your needs,
- which may include meeting with you regularly,
- or short bursts of intensive support

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

- Modification of your work area
- Purchase of specialised technology
- Other services under the Employment
- Assistance Fund
- Access to additional assistance if your job is in jeopardy

What are my responsibilities?

If for any reason you are not able to keep an appointment, you should notify us as soon as you can to reschedule the appointment. If you have missed an appointment, you need to contact us as soon as possible and explain why. You should also do this if you can't do or haven't done something your *Employment Pathway Plan* says you should do.

To ensure that you are getting the right support you should let us know if something in your life changes such as health, parenting responsibilities, personal crisis, education, voluntary or paid work.

If you are entitled to compensation or damages from someone for the disability, injury or illness for which we are providing employment assistance for, you should let us know.

If you are on Newstart Allowance or Youth Allowance there are also some things that you will have to do if you want to keep receiving income support:

- 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 *Employment Pathway Plan*, this includes going to all appointments

What happens to what 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).

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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.

More information about the *Privacy Act 1988* (Cth) can be obtained from the Office of the Federal Privacy Commissioner's web site at www.privacy.gov.au

Disability Services Standards

We will advise you about the Disability Services Standards which set out the quality of services we will deliver to you. These can be found at: www.fahcsia.gov.au/sa/disability/standards.

All Disability Employment Services Program Providers are assessed by independent auditors as meeting the Disability Services Standards.

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 can't do this, or you are still not happy, you can access the Complaints Resolution and Referral Service through the Government's Customer Service Line on 1800 805 260 (free call).

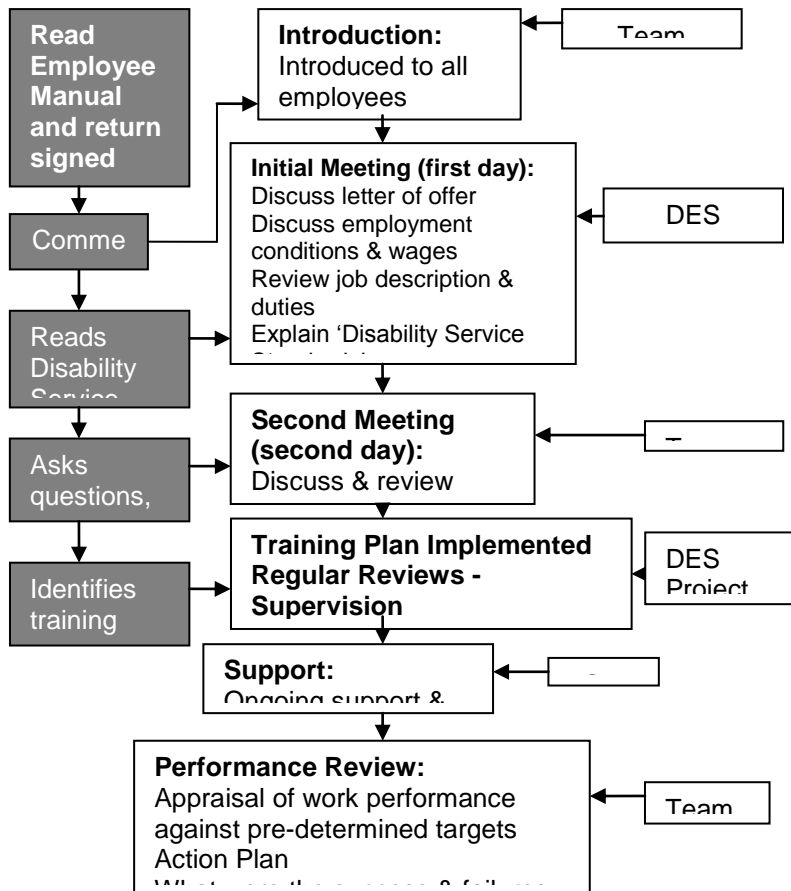
The Complaints Resolution and Referral Service can also be contacted directly on 1800 880 052 (free call), TTY 1800 301 130 (free call).

The National Relay Service: 1800 555 677 (free call), fax 02 9318 1372.

4. Contacts List – Centrelink, Senior Customer Service Advisors – Disability

Belgrave	Hayley Porter (Not Weds)	Ph: 9754 1688	PO Box 356 Belgrave, 3160
Box Hill	Anthi Pitsiakkos M-F Veronica Reid (M,W,T)	Ph: 9963 9883 Ph: 9963 9847 Fax: 9963 9899	PO Box 272 Box Hill, 3128
Camberwell	Carleen Wootton (not Wed.)	Ph: 9963 1031 Fax: 9882 4095	PO Box 499 Camberwell, 3124
Glen Waverley	Rayleen Datson	Ph: 8543 0577 Fax: 8543 0599	PO Box 346 Glen Waverley, 3150
Lilydale	Carol	Ph: 9294 3727 Fax: 9294 3799	PO Box 542 Lilydale, 3140
Ringwood	Kris Freeling	Ph: 9298 6331 Fax: 9298 6299	PO Box 483 Ringwood, 3134
Rowville	Vicki Selimi (Thurs)	Ph: 9294 1214	PO Box 2664 Rowville, 3178
Shepparton		Ph: 5833 4101 Fax: 5833 4099	PO Box 903 Shepparton, 3632
Wantirna South	Deborah Bourke	Ph: 9298 7412 Fax: 9298 7499	PO Box 1000 Wantirna South, 3152
Broadmeadows		Ph: 9201 2578	
Oakleigh	Theresa	Ph: 9920 9111 Fax: 9920 9099	PO Box 138 Oakleigh, 3166

5. Staff Induction & Training - Overview



6. Consumer Values and Principles

Purpose & Scope

This procedure ensures that consumers are given the respect and consideration that they deserve.

Method

Task	Responsibility	Record/ Location
1. Service Access		
<p>Echo's program is open to all eligible people regardless of gender, race, ethnicity, age, disability, religion or sexuality.</p> <p>An individual may be eligible for service provided that:</p> <ul style="list-style-type: none"> ▪ They have a referral from a JCA (unless they are contractually exempt from this process); ▪ They have a significant ongoing and/or long term episodic support need in one or more of the areas of communication, learning, mobility judgement or social interaction; ▪ They are of legal working age; ▪ They live in the Eastern and Southern regions of Melbourne; ▪ Their are unable to get and/or keep employment without significant initial and/or ongoing assistance at levels not available from other labour market programs; ▪ They be willing to follow the strategies and goals contained in a mutually agreed Employment Pathway Plan (EPP); and ▪ Be likely to gain significant personal benefit from employment or related support. 	Team Leader	<p>ESS Records/Direct Registration Form (where Applicable) <i>Central filing cabinets</i></p> <p>Client files/ <i>Central filing cabinets</i></p>
2. Service Entry Priorities		
<p>Priority will be given to:</p> <ul style="list-style-type: none"> ▪ Individuals who reflect the current ministerial priorities or access to DEEWR Funded Services; ▪ They have the motivation to be employed, or have the likelihood of becoming motivated with pre-employment preparation, and be work ready; ▪ Individuals who are referred by a JCA and/or Centrelink; ▪ Individuals with double disadvantage; ▪ Individuals not receiving a similar service from another employment agency. 		
3. Service Exit		
<p>The services of Echo may be withdrawn when a person:</p> <ul style="list-style-type: none"> ▪ Is employed and no longer requires our support service; ▪ Has located to another area; ▪ Voluntarily withdraws from the service; ▪ Behaves in a manner that endangers others, or threatens the professional integrity of Echo Employment Services; ▪ Is referred to a more appropriate service; ▪ Is removed from the services by a JCA or Centrelink; ▪ Repeatedly fails to keep appointments, or to adhere to their responsibilities (non activity tested clients); 	<p>Employment Consultant</p> <p>Team Leader</p>	<p>Client file <i>/Central filing cabinets</i></p>

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Task	Responsibility	Record/ Location
<ul style="list-style-type: none"> ▪ Where an exit occurs a Program Summary is completed on ESS, and where appropriate, exit interviews will be conducted with the consumer. <p>Echo will, for any customer whose behaviour threatens his/her continued support by the agency, attempt to identify the reason for the threatening behaviour. If the behaviour endangers others (including staff and other consumers) service support maybe withdrawn.</p>		
4. Privacy, Dignity & Confidentiality		
<p>Echo recognises that its staff and consumers have a right to expect that their privacy, dignity and confidentiality will be upheld at all times. As such, a workplace culture of tolerance and respect has been fostered.</p> <p>Echo adheres to the requirements laid down in the Commonwealth Privacy Act, the Health Records Act, and the National Disability Standards.</p> <p>Echo has a Privacy of Information Policy and all staff signs a Deed of Confidentiality on joining the organisation.</p> <p>Through training, work procedures, staff induction training, the Participant Handbook and consent forms, staff and consumers of Echo are made aware of Echo guidelines in these areas.</p>	All Staff	Client files and HR files <i>Central filing cabinets</i>
<p>Privacy</p> <p>Written consent is required from the consumer before information about them can be collected. This collected information;</p> <ul style="list-style-type: none"> ▪ is limited to that which is relevant and necessary to the consumer's involvement with the service; ▪ is only used in a specified manner for a specified purpose; ▪ is available to the consumer to view on request (the consumer is informed of this in the Participant handbook); ▪ is limited to the use of the consumer, staff, Census collection and the Australian Federal Government; <p>The Federal Government has the right to request/publicise, in consultation with Echo, relevant consumer and service information.</p>		
<p>Dignity</p> <p>Staff interact with consumers in a manner which reinforces the consumer's self esteem and rights, with minimal intrusion into consumer's activities.</p> <p>Consumers:</p> <ul style="list-style-type: none"> ▪ and staff are expected to abide by the same code of behaviour; ▪ are not watched, listened to or reported upon without consent; ▪ form friendships of their own choosing; ▪ are not the focus of uninvited public attention; ▪ are able to choose whether or not to discuss their feelings, relationships, or other aspects of their lives; ▪ have direct access to their wages. 		
<p>Confidentiality</p> <ul style="list-style-type: none"> ▪ Staff are sensitive in discussing consumers personal details with any other party; ▪ Information about consumers will be kept for the required contractual retention period outlined in Echo's Records Master 	DES Project Manager & Operations Manager & Team Leaders	Echo Records Master Index

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Task	Responsibility	Record/ Location
<p>Index, if a request is received by the consumer to destroy records prior to the minimum retention period, the request must follow the process as outlined in the “Job Seeker & Employer Access to Information” procedure.</p> <ul style="list-style-type: none"> ▪ Where access is granted, details are recorded on Gemma regarding the type of information accessed, and whom was provided with the access; ▪ Staff refrain from engaging in gossip or unnecessary discussion about consumers and/or their families. <p>Echo monitors these issues through internal and external audit, customer feedback, and its Customer Complaint and Grievance procedure.</p>		
<p>5. Protection of Human Rights & Freedom From Abuse</p>		
<p>Echo aims to provide a service that is fair, equitable and free from discrimination to its consumers. As such the organisation:</p> <ul style="list-style-type: none"> ▪ organises for staff to have appropriate training, ▪ Has a policy on Protection of Human Rights & Freedom From Abuse ▪ has a written Customer Feedback Procedure and an overarching Grievance Procedure if issues do arise, ▪ makes consumers aware of whom to contact for assistance (Team Leader, DEAC, union, Jobwatch, Employee advocacy groups) ▪ has policies on Harassment and Equal Employment Opportunity, ▪ collaborates with the consumer in the development of their EPP. 	<p>Operations Manager</p>	<p>Customer Feedback Record / EPP</p>
<p>6. Valued Status</p>		
<p>Echo aims to represent its consumers in a professional and positive manner to prospective employers.</p> <p>Echo Employment Services:</p> <ul style="list-style-type: none"> ▪ will promote the positive attributes and competencies of people with a disability, in all service activities including Marketing and Promotional Material; ▪ will take every opportunity to increase community awareness of the positive contribution that people with a disability can make to the paid workforce; ▪ Training is available to each person placed in employment to maintain and develop work skills and work related assimilation skills. Retraining is also available when work duties are varied or increased; ▪ Encourages consumers to participate in all facets of the workplace community including social club, trade union, credit union and superannuation scheme membership. 	<p>All Staff</p>	<p>All Service Delivery Procedures Echo brochures</p>

7. Handling of Complaints and Feedback

Purpose & Scope

The purpose of this procedure is to ensure any consumer complaint or concern is adequately addressed, resolved and documented.

Method

Task	Responsibility	Record/ Location
7. Consumer Complaints		
<p>All consumers have a right to raise and have resolved, any grievances they have with the staff or services provided by Echo. Consumers are encouraged to enter any grievances they have in the Customer Feedback Record available at the front reception desk.</p> <p>Service staff are available to advise consumers on the Customer Feedback procedures that apply within Echo.</p> <ul style="list-style-type: none"> ▪ Every effort will be made to resolve a grievance informally. Echo will give consumers the opportunity to directly resolve their grievance with the person/people involved. ▪ If the consumer is not satisfied with the results of informal discussions they should refer to the contact list below for details of who to approach to have the grievance resolved. ▪ Echo will ensure the consumer has access to an advocate of their choice to assist them in having your grievance resolved. An advocate may be a friend, relative or someone from an external agency. ▪ Throughout the above process Echo will facilitate the use of external agencies for support/advice. See details of external agencies on the contact list below. ▪ A record of the grievance raised, who was involved, the action taken, and the resolution reached will be recorded in the Customer Feedback Record. <p>For more details refer to section 8 Complaint Resolution.</p>	<p>Consumers All staff</p>	<p>Complaints Register /Site office</p>
<p>Formal steps in the resolution of a grievance:</p> <ul style="list-style-type: none"> ▪ The first step in resolving a grievance is to refer and follow the DES Customer Feedback Procedure. ▪ Either party to send notice to the other identifying the grievance (this can be recorded within the complaints register located at Echo's offices). This notice will require a response outlining a proposed resolution within 7 days of receipt. ▪ If the proposed resolution is not acceptable, both parties will agree to undertake direct negotiations within the next 7 days. ▪ If the dispute is not resolved within 21 days of receipt of initial notice, both parties will refer the matter to other more senior staff (if possible). Alternatively, the matter may be referred to staff independent of the grievance, which has the authority to resolve it. ▪ If the dispute is not resolved within 28 days of receipt of initial notice, both parties will seek mediation or an alternative form of grievance resolution. 	<p>Management</p>	<p>Customer Feedback Record/ Customer Feedback Register /in Gemma/ Customer Feedback Register</p>

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Task	Responsibility	Record/ Location
<ul style="list-style-type: none"> ▪ The final option for grievance resolution is legal proceedings. 		
<p>Complaints received via DEEWR</p> <ul style="list-style-type: none"> ▪ Staff to follow the 'DES Customer Feedback via DEEWR' procedure. 	Management Staff	Customer Feedback Register
<p>Consumer Representative -Customer Service Officer Ph: 9890 3088</p> <p>Disability Team Leaders Ian Terry Ph: 9890 3088 Elaine James Ph 9569 7772 Mandy Marsh Ph: 9800 1870 Kay Bevan Ph: 9879 7814</p> <p>Employment Project Manager Christine McKenna Ph: 9890 3088</p> <p>Operations Manager Beverley McNamara Ph: 9890 3088</p> <p>Chief Executive Officer Michael Locke Ph: 9890 3088</p> <p>President David Keating Ph: 9890 3088</p> <p>Useful contacts outside of Echo Australia include:</p> <p>Office of the Public Advocate Ph: 1300 309 337 www.publicadvocate.vic.gov.au</p> <p>Disability Abuse and Neglect Hotline Complaint Resolutions & Referrals Services Ph: 1800 880 052 TTY: 1800 301 130 www.disabilityhotline.org</p> <p>Human Rights and Equal Opportunity Commission General Enquiries: 1300 369 711 Complaints Infoline: 1300 656 419 Privacy Hotline: 1300 363 992 www.hreoc.gov.au</p>		

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Task	Responsibility	Record/ Location												
<p style="text-align: center;">8. Complaint Resolution</p> <p>If a client is not satisfied with the service they are receiving they should raise this first with the DES Team Leader or DES Project Manager.</p> <p>The DES Team Leader can be contacted on:</p> <table border="0"> <tr> <td>Box Hill</td> <td>9890 3088</td> <td>Knox</td> <td>9800 1870</td> </tr> <tr> <td>Oakleigh</td> <td>9569 7772</td> <td>Cranbourne</td> <td>9569 7772</td> </tr> <tr> <td>Ringwood</td> <td>9879 7814</td> <td>Narre Warren</td> <td>9569 7772</td> </tr> </table> <p>The DES Project Manager can be contacted on 9890 3088.</p> <p>If they are still not satisfied, they can phone the Complaints Resolution and Referral Service on:</p> <ul style="list-style-type: none"> • Free call 1800 880 052 • TTY 1800 301 130 • The National Relay Service on 1800 555 677 • Fax on (02) 9318 1372 • Telephone Interpreter Service on 13 14 50. <p>The Complaints Resolution and Referral Service is an independent body responsible for resolving complaints through investigation and/or conciliation. They will try to resolve concerns quickly, fairly and sensitively.</p> <p>An interpreter or TTY access can be arranged on request.</p>	Box Hill	9890 3088	Knox	9800 1870	Oakleigh	9569 7772	Cranbourne	9569 7772	Ringwood	9879 7814	Narre Warren	9569 7772	<p>Project Manager, Team Leaders</p>	
Box Hill	9890 3088	Knox	9800 1870											
Oakleigh	9569 7772	Cranbourne	9569 7772											
Ringwood	9879 7814	Narre Warren	9569 7772											
<p style="text-align: center;">9. Consumer Feedback</p> <p>All Consumers have the right to raise issues, concerns or feedback to services provided by Echo. Consumers are made aware of the Consumer Representative through the Echo Web Site and the Notice board in reception at each Echo site.</p> <ul style="list-style-type: none"> • Consumer surveys are sent to (Approx.20%) randomly selected current clients twice yearly and feedback is encouraged. Survey feedback results are compiled as per office site. The results are discussed at DES Staff meetings with the Consumer Rep. and raised at Managers meetings if the issue requires recognition at that level. • A Consumer Suggestion Box is located at each office site in the Reception area. The Consumer Rep. regularly collects and handles suggestions and raises issues to the Site Team Leader. Acknowledgement & resolution of suggestions is displayed on notices boards at each office site 	<p>DES Project Manager & Customer Service Officer</p>	<p>DES Filing Cabinets</p>												