



Advance
Personnel

Quality
Employment
Support

INFORMATION BOOK FOR JOB SEEKERS AND WORKERS

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Please note that the most current version of this information book is posted on the Advance Personnel website

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INTRODUCTION

Advance Personnel is a specialist employment agency funded by the Government to provide employment assistance and on-going employment support to people with disability.

This book gives you details about how Advance Personnel assists people to gain employment and the programs offered. The policies and/or procedures are summarised in plain English throughout this book and there are detailed versions in Section Five. This book will be updated as things change to make sure that you have the latest information.

There are 12 Disability Service Standards that the Government asks Advance Personnel to meet, which are explained in Section Four of this book. Each year Advance Personnel has a quality review to make sure these standards continue to be met. Every year Advance Personnel gets help to improve what we do, by talking with the people who use the service.

If you have any questions about the information in this book please contact Advance Personnel by:

Phone: 6285 2466 or email: jobs@advance.org.au

HOW ADVANCE PERSONNEL IS MANAGED AND STAFFED

Advance Personnel is an incorporated not-for-profit association which receives funding from the Australian Government.

Board of Directors:

There are voluntary Board Members who are elected for their experience in different areas of business. They are responsible for making sure the agency is meeting its legal and financial requirements as well as planning for the future. The Board Members also assist to develop Advance Personnel policies which are rules about how the agency operates.

Executive Committee:

A smaller group of the Board of Directors, called the Executive Committee, meets each month to provide direction and support to the Chief Executive Officer (CEO).

Chief Executive Officer (CEO)

The CEO is appointed by the Board of Directors and is responsible for the overall direction of the Agency. The CEO reports what is happening at Advance Personnel to the Board of Directors and the Executive Committee each month.

Operations Manager:

The Operations Manager is responsible for the daily running of Advance Personnel's programs. The Operations Manager reports what is happening at Advance Personnel to the CEO. The Operations Manager provides support to the Program Managers and Senior Staff Members.

Employment Services Program Manager:

The role of the Employment Services Program Manager is to make sure that Employment Consultants delivering the Registration and Referral program and the Employment Support program are providing you with a good service. The Program Manager is responsible for managing staff within this team.

Job Placement Services Program Manager:

The role of the Job Placement Services Program Manager is to make sure that the Job Search team is helping you prepare for employment and find a job through making contacts with employers. The Program Manager is responsible for managing Employment Consultants within this team.

Employment Consultants (Employment Services):

The role of the Employment Consultant is to directly provide assistance and support to Job Seekers in the Registration and Referral program, to Workers in the Employment Support program and to promote the services of Advance Personnel to the community.

Employment Consultants (Job Placement Services):

The role of the Employment Consultant is to directly provide assistance and support to Job Seekers in the Job Search program and to promote the services of Advance Personnel to employers and the business community.

Administration Support Team

The role of the Administration staff is to deliver professional customer service to all people involved with Advance Personnel and to provide administrative support to the Agency's staff and Board members.

WHO IS PART OF ADVANCE PERSONNEL?

Job Seekers and Workers

Direct Service Staff

Employment Consultants
Administration support team

Program Managers

Job Placement Services Manager
Employment Services Manager

Operations Manager

Chief Executive Officer

Board Of Directors
including the Executive Committee

SERVICE ELIGIBILITY GUIDELINES

Getting the help you need:

Advance Personnel and the Government have rules to help the agency decide which people can register to get employment assistance. These rules state that Advance Personnel is only able to register people who:

- have been referred or approved by Centrelink or a JCA (Job Capacity Assessor)
- have disability
- need assistance to find and keep a job
- want to work or have a Government requirement to look for work
- are of legal working age (14 – 65 years old)
- are able to work more than 8 hours (depending on their assessed work capacity)
- agree to the conditions set by the Government funding department
- are not working (unless assistance is required to keep this job)
- live in the Canberra/Queanbeyan Employment Service Area
- are not registered with another Government Employment Agency

Advance Personnel's main aim is to assist people to get a job and to keep it with less and less support as time goes on.

Volunteer Job Seeker: is a person who chooses to register with Advance Personnel and does not have Centrelink participation requirements

SUSPENDING YOUR PROGRAM

If you need a break from your program, you need to let Advance Personnel know so we can discuss how you may “suspend” your program. This may be due to study, an illness or other personal reasons.

When you suspend your program we need to let the Government know and also the reason why.

You may need to discuss your decision with Centrelink first.

When you are ready to begin again, or at the end of your ‘allowable break’ just let us know and your program will be re-started.

EXITING ADVANCE PERSONNEL

Job seekers and workers have the right to exit Advance Personnel if they decide that they no longer want to work, look for work or be registered.

- It maybe necessary for you to first discuss your decision with Centrelink if being registered with Advance Personnel is part of your activity testing requirements (due to a Centrelink payment).
- A meeting will be arranged with Advance Personnel to discuss why you want to exit. You may bring someone with you to this meeting if you wish.
- You will be asked to sign a form saying you no longer want Advance Personnel to provide you with employment assistance.
- You may be assisted to access another type of service, which best suits your individual needs.

RIGHT TO REFUSE A SERVICE

Advance Personnel has the right to withdraw a service to a job seeker or worker in the following circumstances:

- The job seeker/worker does not meet the eligibility guidelines.
- Misleading information is deliberately provided to Advance Personnel by the job seeker/worker (who is volunteering for employment assistance) or by a person on his/her behalf.
- Advance Personnel is unable to provide a service (in this instance the job seeker/worker will be assisted in accessing the type of service which best suits their individual need).
- The volunteer job seeker/worker is not participating in the agreed individual program.
- The funding department instructs the agency to exit the job seeker or worker.
- Advance Personnel is unable to contact the volunteer job seeker or worker.
- The job seeker is not motivated and does not seek employment. This only applies if the job seeker or worker has registered with Advance Personnel voluntarily.

DISCLOSURE

What is Disclosure?

Disclosure means giving Advance Personnel and your employer information about your disability and related support needs.

In order to be able to provide effective employment services Advance Personnel needs to know the nature of your disability and the areas which you may need assistance and support.

Under “duty of care”, your employer may need to be informed of your disability and your needs to ensure a safe working environment for you and all employees. Duty of care means planning for the prevention of accidents, injuries and illnesses.

This information will only be given with your permission, only to the people who need to know and will be kept confidential.

If you are unwilling to provide this information to Advance Personnel then the agency may not be able to provide you with a service.

Ways to Disclose

If you chose to disclose details about your disability, Advance Personnel will assist you with the best way to discuss your support needs and disability with an employer. This may be on a written application form or letter, at a job interview or when you are offered a job.

Remember – it is better to have a short conversation about your abilities than a long conversation about your disability.

For More information see –

[“Advantages and Disadvantages of Disclosure”](#) in section 5 of this booklet.

See also the web site :

“Disclosure – It’s A Personal Decision”

<http://pubsites.uws.edu.au/ndco/disclosure/>


GRIEVANCES AND COMPLAINTS: GUIDELINES FOR JOB SEEKERS AND WORKERS

What do you do if you have a complaint or grievance?

- If you can, first talk to the person assisting you from Advance Personnel. All staff members are required to report any complaints to the Chief Executive Officer (CEO). If you don't feel comfortable talking to the staff member you can speak with a Program Manager, the Operations Manager or the CEO.
- You always have the right to invite an advocate, someone from another agency, a family member or a friend to come with you to give you support and to make sure you feel listened to.
- We will listen to your complaint. We will ask you for your suggestions about ways to solve the problem and also make suggestions. When we all agree, then we will decide on what needs to be done and when it will be done by.
- If the Chief Executive Officer is not able to resolve the complaint, then Advance Personnel's Executive Committee will arrange to meet with you and your Advocate. The Executive Committee is the Chairperson, Secretary and Treasurer of Advance Personnel's Board of Directors.


Continued on next 2 pages

- Independent services may also be able to assist you if required. Services that may be able to assist are:

 The Complaint Resolution and Referral Service (CRRS).

Ph: 1800 88 00 52 TTY: 1800 30 11 30

 Government Customer Service Line: 1800 805 260


 ADACAS (ACT Disability, Aged and Carer Advocacy Service) - ph: 6242 5060 Web page: adacas.org.au

 Advocacy for Inclusion - ph: 6286 9422

Web page: advocacyforinclusion.org

 Human Rights Commission – ph: 6205 2222

Web page: hrc.act.gov.au

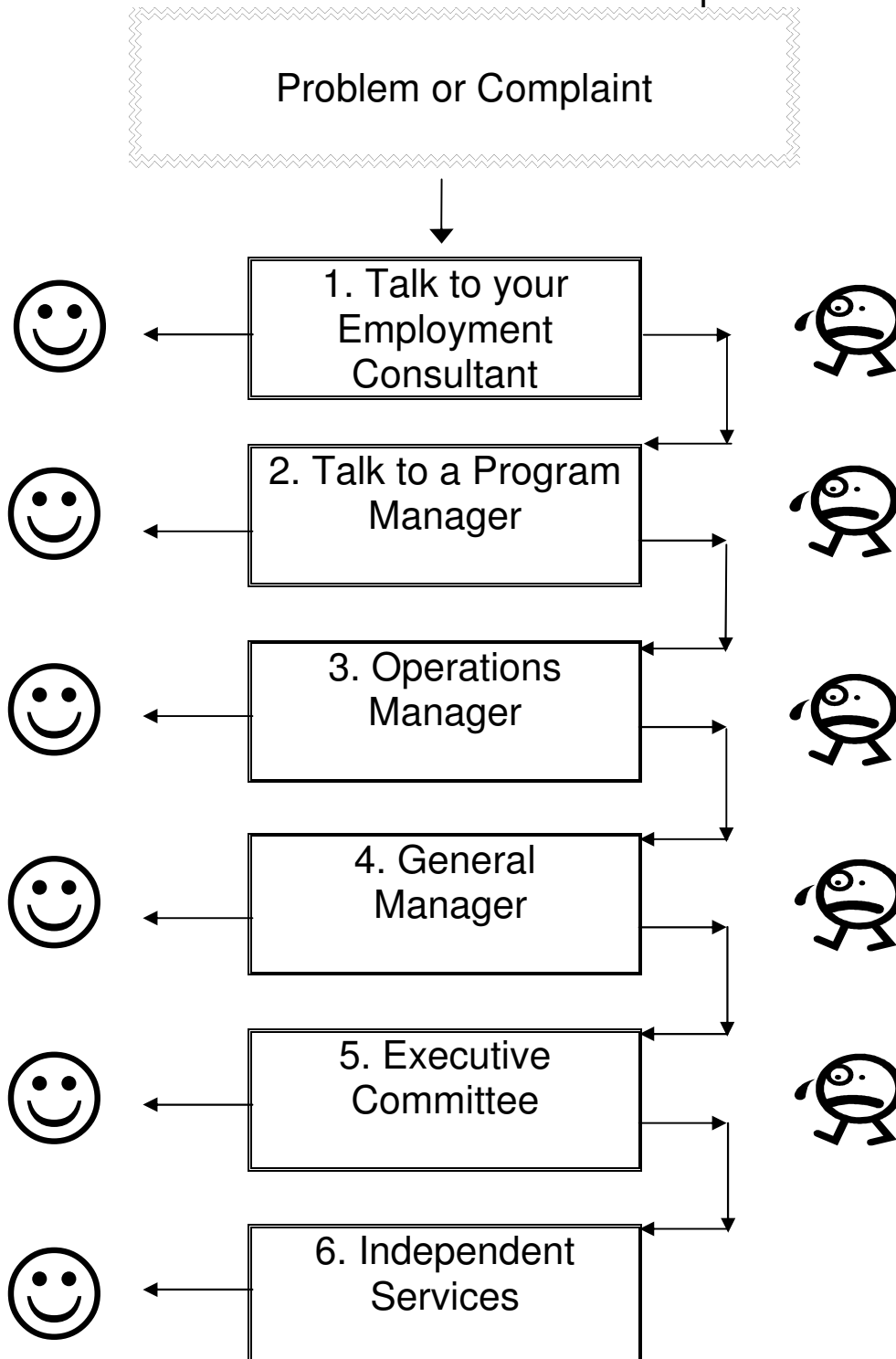
 Citizen Advice Bureau (for referral) Ph: 6248 7988 or look at their web page citizensadvice.org.au/

- Complaints are confidential; your complaint will be discussed only with the people who need to be involved.

Remember that letting us know what you don't like or making a complaint is an important part of helping Advance Personnel to improve.

Any feedback we receive assists us to make changes to be sure we are **meeting your employment needs**

Flow Chart: How do I make a Complaint?



1. (CRRS). Complaint Resolution and Referral Service
Ph: 1800 88 00 52, TTY: 1800 30 11 30. OR
2. Citizen Advice Bureau (for referral) Ph: 6248 7988 or
look at their web page citizensadvice.org.au/ OR
3. - Government Customer Service Line: 1800 805 260

Please feel free to contact the person you feel most comfortable talking with

PRIVACY AND CONFIDENTIALITY

Why do we have a Privacy Policy?

To make sure everyone's private information remains confidential.

What information does Advance Personnel need?

- Information to help you prepare for, find and keep a job.
- A record of how Advance Personnel is assisting you.
- Your name, address, telephone number, date of birth, disability details and school and/or work records.
- Advance Personnel is funded by the Government, we have to give them information about you and your employment details, including your wage and the hours you work.

Who do we give your information to?

- The Government gets information from Advance Personnel about you. You agree to give them information when you register with Advance Personnel. You can have a copy of this agreement.
- With your consent, we give employers information about your disability and work skills to help you find a suitable job.
- You need to say it is okay for Advance Personnel staff to talk about you with anyone else, this needs to be in writing.
- In an emergency you can tell us it is okay for Advance Personnel to give out information about you.

The way in which Advance Personnel keeps your information

- Your information is kept private and confidential at Advance Personnel.
- We keep most of your information in a paper file, including employment details and individual plans (such as copies of your Employment Pathway Plan).
- Other personal information and support notes are kept on our computers or on forms at Advance Personnel.
- You can have a look at your file at any time to make sure information is correct. If you don't agree with the information, a note may be added to the file with your comments.
- You will always be asked if your information can be given to another person or agency.

What if information is not provided to Advance Personnel?

What if I don't want my information given to the government?

- You can choose not to give us information. However In some cases we may not be able to provide you with a service, as we are required to give certain information to the Government.

Who do I contact?

- Contact the Chief Executive Officer at Advance Personnel if you have any questions about your privacy rights.

PROTECTION OF HUMAN RIGHTS AND FREEDOM FROM ABUSE POLICY

What is Abuse and Neglect?

To **abuse** someone is to harm or hurt them in some way or violate their human or civil rights.

To **neglect** someone is to withhold needed services causing him or her harm.

Ways in which Advance Personnel minimises the risk of abuse within our service delivery are:

Staff

- When a staff member is employed at Advance Personnel there are procedures to check the person's suitability to work with people who have disability.
- Advance Personnel employees agree to follow all of the agency's policies. Any breach of the code of conduct is serious and will be investigated thoroughly.
- Staff training is often carried out in areas of harassment, duty of care, professional conduct, abuse, and neglect.
- All staff members have their performance reviewed to make sure their conduct and support is appropriate within the service.

Job Seekers and Workers

- People registered with Advance Personnel are given:
 - Information about rights and responsibilities, decision-making and ways to make complaints
 - Information about abuse and neglect and how to access assistance and support.
- Advance Personnel encourages feedback from job seekers, workers, parents and employers about the service that's being provided to them.

INFORMATION ABOUT INDIVIDUAL PLANNING

Each person is assisted to create an individual plan. This includes the goals, activities and assistance that will help you make choices about the best ways to find and keep a job.

Everyone who is registered with Advance Personnel has an Employment Pathway Plan which lists the activities you plan to do as well as the actions the Agency plans to do to assist you. You are welcome to update your Employment Pathway Plan at any time and you will be given a copy of this.

This individual plan (Employment Pathway Plan) is developed and reviewed with assistance from Advance Personnel. It will be checked regularly to make sure it remains up to date with your employment, training and support needs.

INFORMATION ABOUT GOVERNMENT REPORTING

When you have a job, it is important that Advance Personnel continue to monitor your wage and your employment conditions to make sure you are getting what you are entitled to. We are also required to record details about your employment in the Government database, so they know that you are in a job that meets industrial requirements.

After you have been employed for 12 months we may be required to arrange for an ongoing support assessor to meet with you (and your employer, with your permission) to assess how much support you may need from Advance Personnel to maintain your job. This will then happen every year while you are registered with us.

AVAILABLE ASSISTANCE

Each person registered with Advance Personnel is offered assistance designed to meet their individual needs

PREPARING FOR WORK

Once you have registered as a Job Seeker, an Employment Consultant will work with you, so you are ready for work.

Activities may include:

- Designing an individual plan
- Assisting with self development activities
- Investigate the best way to assist you with any support needs
- Assistance with accessing Centrelink and other agencies
- Skill assessments
- Career counselling
- Identifying realistic job options
- Accessing training courses and short workshops
- Developing a Résumé
- Assistance with travel training

AVAILABLE ASSISTANCE

Each person registered with Advance Personnel is offered assistance designed to meet their individual needs

FINDING A JOB

Advance Personnel finds award wage employment based on a person's individual skills and interests as well as what an employer requires.

An award wage job means that a person is paid the same as everyone else under the rules for each individual workplace. Advance Personnel talks to a lot of different employers about what the agency can do for them. They talk to employers about individual job seekers and ask if the job seeker could work for them.

Activities may include:

- Designing an individual plan
- Participating in a work experience placement or job trial
- Locating a job
- Assistance with job applications
- Assistance when speaking to employers either in person or on the phone
- Support for job interviews
- Confirming job details (job negotiations)

AVAILABLE ASSISTANCE

Each person registered with Advance Personnel is offered assistance designed to meet their individual needs.

KEEPING A JOB

While you are working an Employment Consultant will assist you to keep this job and provide support for you to become as independent as possible

Activities may include:

- Designing an individual plan
- Access to various Government Schemes (eg: Supported Wage, Workplace modifications, AUSLAN in the workplace)
- On-the-job training and support (this is decided with you and your employer)
- Life skills development
- Accessing advice and support (off-the-job)
- Re-training, when given new tasks
- Job re-design
- Workplace training for co-workers
- Developing strategies for any issue that effects successful employment
- Career review and development
- Referral to other support services
- Job separation assistance to you and your workplace

JOB SEEKER RIGHTS

As a Job Seeker registered with Advance Personnel you have the right to:

- Be involved in all decisions about your career, including the job you would like to do.
- Be treated with respect and dignity and protected from abuse.
- Have information about you kept in a safe place and only used by Advance Personnel to help find a job that is right for you.
- Receive assistance from Advance Personnel in preparing for and attending job interviews.
- Receive an award or supported wage under legal conditions.
- Provide feedback about the service you have received. If you have a complaint it will be listened to and dealt with through Advance Personnel's grievance procedure.
- Attend Advance Personnel's feedback groups so that you can have a say in how the service is run.

JOB SEEKER RESPONSIBILITIES

As a Job Seeker registered with Advance Personnel you have the responsibility to:

- Keep in regular contact with Advance Personnel.
- Make realistic decisions about your job and career choices.
- Provide employment and training information to Advance Personnel so we can help you find a job.
- Be able to work in an award or supported wage position with initial job training and regular support provided by Advance Personnel.
- Respect the rights and needs of other Job Seekers and Workers and Advance Personnel staff.
- Report activities and income to Centrelink as required
- Show that you are motivated to work by:
 1. choosing to seek employment
 2. actively looking for a job
 3. contacting Advance Personnel regularly
 4. applying for jobs
 5. attending interviews
 6. developing and achieving the goals in your individual plan
 7. participating in activities and courses which will increase your chances of getting a job.

PRESENTATION – FIRST IMPRESSIONS

FIRST IMPRESSIONS

Often when someone meets another person for the first time - straight away they get an idea about that person - this is called a "**first impression**".

Before even getting to know the new person, some people will react to the way that person PRESENTS (the way they look, sound, smell, their body language and attitude). This is not always a good thing, not always fair, and shouldn't happen BUT it sometimes does.

When someone applies for a job, it is important they are ready to make a *good impression* on the employer. This *first impression* is very important.

So - remember because you can't be sure that the person you are about to meet will not judge you on what they first see.

Don't take chances - make your **first impression** a **good** and **positive** impression.

Ways to make help you make a good impression

Presentation and hygiene are very important when you are working or looking for a job. Advance Personnel encourages all job seekers and workers to maintain a suitable level of presentation and hygiene. This includes:

- Controlling body odour by washing all over every day and using deodorant
- Maintaining good oral hygiene by cleaning teeth every day
- Having clean hair by washing it regularly
- Having clean hands and nails by washing them with soap
- For males, shave face regularly to remain clean shaven, or maintain a tidy and clean beard/moustache
- To make sure you look neat by always wear fresh, clean clothes and shoes

WORKER RIGHTS & RESPONSIBILITIES

Rights

You have the right to:

- be involved in the decisions about you and your job.
- have an individual plan that suits your needs in employment.
- be treated with respect and dignity.
- a safe working environment.
- receive assistance from Advance Personnel in your job (if eligible).
- have information about you kept in a safe place and only be used to help you in your job.
- provide feedback about the service you have received. If you have a complaint it will be listened to and dealt with through Advance Personnel's grievance process.

Responsibilities

You are responsible for:

- keeping appointments with Advance Personnel and your employer.
- respecting the rights and needs of other Job Seekers and Workers and Advance Personnel staff.
- respecting the rights of people you work with and other people at your workplace.
- asking questions if you do not understand or need help with anything.
- following the requirements of your workplace – presentation, behaviour, following directions, being on time, letting your employer know if you are unwell or going to be late
- reporting to Centrelink as required

FEEDBACK

What is feedback?

- Feedback means telling Advance Personnel what you think about the Agency; your comments, opinions and ideas.

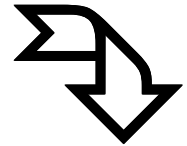
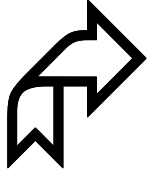
Why do we need feedback?

- To assist Advance Personnel obtain information from people registered or involved with the Agency in order to improve our employment services
- To assist in providing information about Advance Personnel to people who use our employment services
- Feedback groups assist to review surveys/questionnaires
- For Job seekers and Workers to be involved in Quality Assurance reviews

How to give feedback.

- Come along to an organised meeting or forum
- Ask your Employment Consultant to arrange a meeting or forum
- Complete surveys/questionnaires
- Speak to someone at Advance Personnel
- Complete a “feedback” form

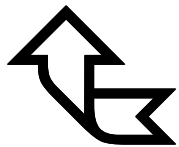
1. You give us feedback



4. We tell you what
was done

2. We listen

FEEDBACK LOOP



3. We take action



STANDARD 1: SERVICE ACCESS

Each person with a disability who is seeking a service has access to a service on the basis of relative need and available resources.

Policy Statement

Any person seeking employment has access to our service on the basis of meeting Commonwealth Government eligibility requirements, relative need and available agency resources.

Our agency outlines rights and responsibilities for services users who request assistance in obtaining and maintaining employment.

Advance Personnel's services are provided in a non-discriminatory manner through objectively determining individual needs.

- KPI 1.1 The service provider adopts and applies non-discriminatory entry rules in respect of age, gender, race, culture, religion or disability, consistent with the contractual obligations of the service provider and the purpose of the service.
- KPI 1.2 The service provider's entry and exit procedures are fair and equitable and consistently applied.

STANDARD 2: INDIVIDUAL NEEDS

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

Policy Statement

Advance Personnel's Employment Services assist people with a disability to develop Employment Assistance Plans in order to ensure the required level of support meets the individual's need in preparing for, entering and/or maintaining employment.

- KPI 2.1 Each individual's employment goals are established objectively to reflect his or her needs and personal goals.
- KPI 2.2 Each individual's employment goals are used as a basis for service provision, with the service provider undertaking a process of planning, implementation, review and adjustment to facilitate the achievement of these goals.
- KPI 2.3 Services are delivered to meet each individual's employment goals through pathways and plans that do not have any unnecessary restrictions or constraints.

STANDARD 3: DECISION MAKING AND CHOICE

Each person with a disability 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.

Policy Statement

All service users of Advance Personnel will be provided with the opportunity to participate in decision making both on an individual and service level. Our agency will ensure service users receive relevant information and be encouraged to make informed decisions about their own career and employment needs. Service users will also be encouraged to participate in the development and evaluation of Advance Personnel's service operations through appropriate mechanisms.

- KPI 3.1 The service provider provides appropriate and flexible opportunities for each individual to participate in decision making at all levels, including individual choices in pre employment and employment planning, service delivery planning and corporate and business planning.
- KPI 3.2 The service provider acts upon the outcomes of service recipient input into decision-making.

STANDARD 4: PRIVACY, DIGNITY AND CONFIDENTIALITY

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

Policy Statement

Advance Personnel's Privacy Policy for consumers explains how we collect, maintain and distribute personal information.

- KPI 4.1 The service provider complies with the Information Privacy Principles of the Privacy ACT 1988 in order to protect and respect the rights of individual service recipients. The service provider does not disclose personal information about service recipients without their informed consent.
- KPI 4.2 The service provider promotes tolerance and respect for each service recipient's personal needs and circumstances.

STANDARD 5: PARTICIPATION AND INTEGRATION

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

Policy Statement

Advance Personnel assists service users to participate in and/or access employment and community activities in a way which will further enhance inclusion.

- KPI 5.1 The service contributes to individual outcomes for service recipients that progressively builds opportunities for their participation and involvement in the community through employment.

STANDARD 6: VALUED 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.

Policy Statement

Advance Personnel promotes the abilities and skills of all service users in a positive and non-discriminatory manner.

- KPI 6.1 The service promotes the belief and ability of service recipients to fulfil valued roles in the community.
- KPI 6.2 The service promotes employment opportunities for service recipients to fulfil valued roles in the community.
- KPI 6.3 The service develops and maintains service recipients' skills relevant to their roles in the community.

STANDARD 7: COMPLAINTS AND DISPUTES

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

Policy Statement

Advance Personnel believes that service users have a right to complain about the service they are receiving and have the complaint listened to and dealt with through our agency's grievance procedures. The agency encourages regular feedback from people who use our service.

- KPI 7.1 The service provider encourages the raising of complaints by service recipients regarding any areas of dissatisfaction with the service provider and the service.
- KPI 7.2 Service recipients have no fear of retribution in raising complaints.
- KPI 7.3 The service provider facilitates the resolution of complaints or disputes by service recipients regarding the service provider and the service.

STANDARD 8: SERVICE MANAGEMENT

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

Policy Statement

Advance Personnel is committed to providing quality programs through continuous improvement to ensure individual needs are being met.

- KPI 8.1 The service provider has management systems in place that facilitate quality management practices and continuous improvement.

STANDARD 9: EMPLOYMENT CONDITIONS

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

Policy Statement

Advance Personnel negotiates award and industry standard employment for people with a disability in competitive employment.

- KPI 9.1 The service provider ensure that people with a disability, placed in open or supported employment, receive wages according to the relevant award, order or industrial agreement (if any) (consistent with legislation). A wage must not have been reduced, or be reduced, because of award exemptions or incapacity to pay or similar reasons and, if a person is unable to work at full productive capacity due to a disability, the service provider is to ensure that a pro-rata wage based on an award, order or industrial agreement is paid. This pro-rata wage must be determined through a transparent assessment tool or process, such as Supported Wage System (SWS), or tools that comply with the criteria referred to in the Guide to Good Practice Wage Determination including:
- compliance with relevant legislations;
 - validity;
 - reliability;
 - wage outcome; and
 - practical application of the tool.
- KPI 9.2 The service provider ensures that, when people with a disability are placed in employment, their conditions of employment are consistent with general workplace norms and relevant Commonwealth and State legislation.
- KPI 9.3 The service provider ensures that, when people with a disability are placed and supported in employment, they, and if appropriate, their guardians and advocates, are informed of how wages and conditions are determined and consequences of this.

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.

Policy Statement

Advance Personnel provides employment preparation, job search, and employment support which are tailored to meet individual needs and progress towards achieving employment outcomes. Advance Personnel reviews program delivery and individual outcomes to ensure that employment assistance is meeting the needs of people with a disability.

- KPI 10.1 The service provider provides or facilitates access to relevant training and support programs that are consistent with the employment goals and opportunities of each service recipient.

STANDARD 11: STAFF RECRUITMENT, EMPLOYMENT AND TRAINING

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

Policy Statement

Advance Personnel's personnel practises ensure that employees have the required skills and competencies to deliver specialist employment services

Possess values consistent with anti discrimination process

Opportunities for professional development

Commitment to providing service quality and maintaining high standards of performance.

KPI 11.1 The service provider identifies the skills and competencies of each staff member.

KPI 11.2 The service provider ensures that its staff have relevant skills and competencies.

KPI 11.3 The service provider ensures the provision of appropriate and relevant training and skills development for each staff member.

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.

Policy Statement

Advance Personnel ensures the legal and human rights of people with a disability are upheld in relation to the prevention of sexual, physical and emotional abuse within the service.

KPI 12.1 The service provider takes all practical and appropriate steps to prevent abuse and neglect of its service recipients.

KPI 12.2 The service provider upholds the legal and human rights of its service recipients.

Service Type:

Disability Employment Services – Employment Support Service provider, assisting people with disability to find a job in open employment, at an award/industry standard wage.

Eligibility:

Advance Personnel assists people with permanent disability and with an assessed need for long-term support in the workplace.

In order for Advance Personnel to provide a service the person must be referred or endorsed by Centrelink or a JCA (Job Capacity Assessor) as being eligible or meet specific direct registration guidelines for eligible school leavers or job in jeopardy applicants.

Advance Personnel can assist people who:

- Are Australian residents
- Have a disability, injury or health condition
- Are aged between 14 and 65 years
- Have a permanent residential address within the Canberra/Queanbeyan Employment Service Area (ESA)
- Are not receiving employment assistance from another Government funded Employment Agency
- Are not currently employed (unless they require assistance to keep this job)
- Are ready to work for at least 8 hours or more (depending on their assessed future work capacity)
- Do not have a current and valid JCA recommending a service other than DES Employment Support Service or DEN (Disability Employment Network – Pre March 2010)

Referrals to alternative services may be recommended if it is determined that Advance Personnel is unable to provide employment assistance.

Why do we have a Privacy Policy?

Advance Personnel is required to comply with the Privacy Act (1988) and with the National Privacy Principles (NPP's) contained in the Act. We have to be open about the way we collect and handle information, which includes having a Privacy Policy.

Advance Personnel produces a Job seeker & Worker Information Booklet which outlines our programs, procedures, and policies. We also have existing policies to protect a person's privacy, these include:

- Privacy and Confidentiality (how we keep records and the way in which information is given out)
- Disclosure (getting your permission to give out information about you)
- National Privacy Principles (how personal information is collected, stored, who can access this information and how)
- Confidentiality and Code of Conduct for Advance Personnel staff
- Duty of Care

What Information is covered by the Privacy Act (1988)

The Act covers personal and sensitive information. Personal information is "information or an opinion whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can be reasonably ascertained, from the information or opinion". Sensitive information is information or an opinion that is personal and is about an individual's racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, memberships of a political, professional, trade association or union, sexual preferences, criminal record and any health information about an individual.

What information do we collect?

Advance Personnel only collects information which is necessary for us to assist you to prepare, search for and secure employment. We collect information such as your name, address, telephone number, date of birth, disability type, school and/or work records and references. Advance Personnel is funded by the Commonwealth government, and we are required to provide information about people we provide a service to, this includes information about the type of disability, income support and employment income. Individuals receiving a service are made aware of the type and purpose of personal information maintained by the agency. Your information is kept private and confidential.

When do we disclose the information?

We advise you of what information we have to give the government because you may be receiving benefits and/or services from Advance Personnel. With your agreement, we disclose the information you give us about the nature of your disability as well as your work skills to potential employers to help you find a job. We do this so we can make sure that you are placed into a job that suits your needs and the employers requirements. If we need to give out information to anyone else, we will make you aware of why and ask if you would be willing to sign a consent form. Advance Personnel will ensure that you are aware whenever information is being disclosed to another person/agency.

Can you access the information?

The Information booklet for Job Seekers and Workers outlines the way in which Advance Personnel records, stores and handles personal information. You may ask us to show you your file so you can make sure that information is accurate, complete and up to date. If you believe and can substantiate that the information is not accurate, you may ask us to amend the record. If we do not agree that the record should be amended, you have the right to attach a note to the information indicating that you think it is inaccurate. If you want copies of your information, we may have to charge a fee for the resources to collect and compile the information.

Consequences if all or part of the information we request is not provided

You may choose not to provide us with some or all of the information that we request. In some cases we may not be able to provide you with a service if we are required by the government to collect specific personal information.

Who do you contact?

If you require any information relating to the privacy of your information, or request access, contact the Chief Executive Officer at Advance Personnel on (02) 6285 2466.

Advance Personnel's agency and service policies and procedures are designed to comply with the Privacy Act (1998) and the National Privacy Principles (2001). Advance Personnel's Privacy Policy for people with a disability provides details as to the collection, use, access and protection of personal information. It is our responsibility to ensure both employees and service users understand and assist in developing ways in which we can improve privacy within the organisation.

NPP 1 COLLECTION

Personal information collected is used to provide employment assistance for people with a disability to obtain and maintain employment. Information collected is provided by the individual.

NPP 2 USE AND DISCLOSURE

Permission is obtained from the individual before seeking information, and the purpose for the use of information is clearly explained. Personal information is current and relevant to employment services and support. The way in which the information is used respects the privacy, dignity and confidentiality of the individual. The agency maintains policies related to consent, disclosure and duty of care.

NPP 3 DATA QUALITY

Advance Personnel maintains service procedures and guidelines related to recording personal information. The agency conducts internal audits to ensure information being collected meets the required standard.

NPP 4 DATA SECURITY

Service user information is maintained in a secure office facility and employee access is restricted to those who need to use the information for providing employment services. After an individual has left the agency, files are archived for a period of 3 years, then destroyed.

NPP 5 PRIVACY POLICY AND OPENNESS

Advance Personnel maintains a Privacy Policy for people with a disability who use our service. The agency promotes the Privacy Policy in various formats to ensure all individuals understand how their information is being protected.

NPP 6 ACCESS AND CORRECTION

Ways in which private information can be accessed are promoted to service users. All information collected in personal files by the agency is accessible to individuals to view and copy. Agency procedures ensure that information is accurate and any alterations are made with permission from the individual.

NPP 7 COMMONWEALTH GOVERNMENT IDENTIFIERS

Advance Personnel does not use Government identifiers as its own.

NPP 8 ANONYMITY

Due to the nature of our business of providing a direct service to individuals, anonymity is not appropriate.

NPP 9 TRANSBORDER DATA FLOW

Not applicable.

NPP 10 COLLECTION OF SENSITIVE INFORMATION

Advance Personnel ensures that service users give consent to maintain and use sensitive information for the purpose of reporting to Government and securing and maintaining employment.

WHAT INFORMATION IS COLLECTED? HOW IS THE INFORMATION COLLECTED?	HOW IS THE INFORMATION USED? WHY IT IS COLLECTED?	WHERE IS THE INFORMATION STORED?	HOW IS THE PERSON INFORMED OF USE?
Registration POI (proof of identity)/DES Registration form/Personal details/ type of disability /country of birth/income source/ emergency contact/consent form The person meets with Advance Personnel and provides the information. DEEWR also provides information via ESS	<ul style="list-style-type: none"> ◆ To determine eligibility ◆ To comply with Government funding requirements to provide employment assistance ◆ For Government census reporting 	Information is stored at Advance Personnel in filing cabinets in a secure office, on a computer database and on ESS	At the time of registering with Advance Personnel service users are informed as to how their information will be used and asked to sign a consent form Government informs service users of how census and Centrelink information will be collected and used. Consent is given by service users to provide information for the all government reporting requirements at initial registration.
Support files Education/training information is provided by the service user.	<ul style="list-style-type: none"> ◆ To substantiate skills for employment placement and support 	Information is stored at Advance Personnel in filing cabinets in a secure office, and on ESS	Each service user is informed that the agency develops and maintains a support file. Use of the information is generally for securing and/or maintaining employment. The individual is required to give consent to disclose any information from their file
Resume / References Developed by the service user and Advance Personnel. Letters of reference provided by the person	<ul style="list-style-type: none"> ◆ To assist the service user to apply for identified jobs 	Information is stored at Advance Personnel in filing cabinets in a secure office, on a computer database and on ESS	The service user identifies which jobs they want to apply for and Advance Personnel submits resume and supporting documents
Support Notes Advance Personnel staff record details of employment support provided and program outcomes achieved. Employment Plans and Summaries- information gathered with job seeker/ worker	<ul style="list-style-type: none"> ◆ The information is used for agency accountability and monitoring effectiveness in the delivery of services ◆ To assist service users in achieving employment outcomes 	Same as above	All service users are informed of the content of their support files including the requirement to document program outcomes. Copies of reports are distributed to service users
Hours of support Provided to the individual while undertaking a program	<ul style="list-style-type: none"> ◆ Information is used to ensure the level of service is appropriate to the persons needs. ◆ Support hours are submitted to Government 	Consumer data base	All service users are requested to provide consent before collecting and maintaining information. They are made aware that their information is required to be submitted to the Government
Employment details Employer details such as contact numbers, the person's salary and conditions of employment are collected with assistance from the person and employer	<ul style="list-style-type: none"> ◆ The information is used to ensure the person is employed under the same conditions as those without a disability. The information is also used to provide appropriate levels of support and assistance ◆ Funding requirement 	Information is stored in filing cabinets in a secure office , on a consumer data base for use by Advance Personnel, and on ESS	Same as above. Employment information is provided to the Government for as per funding contract requirements
ESS (Government Database) Advance Personnel is required to maintain copies of DEEWR forms (eg: Employment Pathway Plans)	<ul style="list-style-type: none"> ◆ Funding requirement to substantiate eligibility for service ◆ DEEWR verify compliance to this requirement during Audits 	Maintained in a secure area and on computer system	Service users consent at registration to the agency's requirement to report employment progress to DEEWR

INDIVIDUALS ABOUT WHOM RECORDS ARE KEPT: people with disability who are registered with Advance Personnel.

PERIOD OF TIME WHICH RECORDS ARE KEPT: while registered with Advance Personnel and a minimum 7 years after or 6 years under DES contract. Disposal is via a shredder and secure removal to pulping facility.

STEPS REQUIRED TO ACCESS: refer to Advance Personnel guidelines relating to consent and disclosure.

Advance Personnel ensures the legal and human rights of people with a disability are upheld in relation to the prevention of sexual, physical and emotional abuse. within the service.

Advance Personnel's agency and consumer policies and procedures reflect the organisation's commitment to the principles and objectives of the Disability Services Act (1986) which include:

- Disability Services Standards
- Privacy and Confidentiality
- Grievance Procedures
- Customer Feedback
- Consumer Rights and Responsibilities
- Code of Conduct
- Disability Discrimination Information

Advance Personnel is committed to minimising the risk of abuse within our service delivery through:

Recruitment:

The agency requires that potential employees disclose any criminal convictions. Recruitment procedures include thorough referee testimonials regarding the employee's character, values, job performance to assess suitability to work with people with a disability.

Staff Conduct:

Employees are required to adhere to all agency policies as a requirement of their employment agreement. Any breach of conduct where a consumer is deemed at risk may be grounds for dismissal.

Training:

Orientation for new staff as well as training in areas of harassment, duty of care, abuse and conduct are delivered on a regular basis.

Information about abuse:

People with a disability are provided with information about their rights and responsibilities including decision making, complaints and service feedback mechanisms. Advance Personnel also provides information about abuse and how to access assistance and support.

Supervision:

Regular case management combined with staff performance reviews are conducted to ensure appropriate conduct and support within the service.

Feedback:

Advance Personnel provides regular opportunities for consumers, parents and employers to provide feedback about the effectiveness of employment support through service audits, telephone and/or written questionnaires, consumer forums and supervisory workplace visits.

Continuous Improvement:

Annual external audits are conducted to comply with the Disability Service Quality Assurance certification process. Areas for improvement identified both through external and internal feedback are included in the agency's forward planning practises and distributed to consumers.

WHAT HAPPENS IF I DISCLOSE?

TIME OF DISCLOSURE	ADVANTAGES	DISADVANTAGES	ISSUES
ON WRITTEN APPLICATION	<p>APPEARS HONEST HAVE PEACE OF MIND LETS EMPLOYER DECIDE IF IT'S AN ISSUE</p>	<p>RISK OF DISCRIMINATION MAY OVERSHADOW OPPORTUNITY TO PRESENT SKILLS AND ABILITIES NO REAL CONTROL</p>	<p>MAY HAVE A HARDER TIME FINDING WORK, BUT A MORE SUPPORTIVE WORKPLACE WHEN YOU DO</p>
DURING AN INTERVIEW	<p>APPEARS HONEST HAVE PEACE OF MIND CHANCE TO POSITIVELY EXPLAIN DISABILITY DISCRIMINATION LESS LIKELY FACE TO FACE</p>	<p>MAY NOT BE OFFERED JOB MAY CHANGE THE FOCUS FROM ABILITIES TO DISABILITY DIFFICULTY OF HANDLING DISABILITY ISSUES IN A CLEAR AND NON DEFENSIVE WAY</p>	<p>HOW COMFORTABLE YOU ARE WITH DISCUSSING YOUR DISABILITY KNOWING WHAT AND HOW MUCH INFORMATION TO GIVE</p>
WHEN JOB OFFERED (BEFORE STARTING)	<p>APPEARS HONEST HAVE PEACE OF MIND IF EMPLOYER WITHDRAWS OFFER AND YOU ARE SURE YOUR DISABILITY WILL NOT INTERFERE WITH YOUR ABILITY TO DO THE JOB SAFELY, YOU CAN CONTACT THE EQUAL OPPORTUNITY COMMISSION (DISCRIMINATION ENQUIRIES)</p>	<p>EMPLOYER MIGHT FEEL YOU SHOULD HAVE ALREADY TOLD HIM/HER MIGHT LEAD TO ISSUES WITH TRUSTING YOU</p>	<p>NEED TO LOOK HONESTLY ABOUT HOW DISABILITY MAY AFFECT YOU ABILITY TO DO THE JOB SAFELY NEED TO BE ABLE TO EXPLAIN HOW YOUR DISABILITY WILL NOT INTERFERE</p>
ON COMMENCEMENT / AFTER COMMENCEMENT	<p>OPPORTUNITY TO PROVE SELF BEFORE DISCLOSURE OPPORTUNITY TO DEAL WITH WORKMATES QUESTIONS AND CONCERNS IF EMPLOYER DISMISSES YOU AND YOU ARE SURE YOUR DISABILITY WILL NOT INTERFERE WITH YOUR ABILITY TO DO THE JOB SAFELY, YOU CAN CONTACT EOC</p>	<p>EMPLOYER MAY FEEL YOU HAVE FALSIFIED APPLICATION MAY FEEL NERVOUS AND AFRAID THAT YOUR DISABILITY WILL IMPACT ON YOU DOING THE JOB SAFELY CO-WORKERS MAY NOT KNOW HOW OR WHEN TO ASSIST MAY BE TREATED DIFFERENTLY EG. GIVEN FEWER OR SIMPLER TASKS</p>	<p>THE LONGER YOU LEAVE THE DISCLOSURE, THE HARDER IT BECOMES TO DISCLOSE MAY BE DIFFICULT TO KNOW WHO TO TELL</p>
AFTER INCIDENCE	<p>OPPORTUNITY TO PROVE SELF BEFORE DISCLOSURE IF INCIDENCE AFFECTS YOUR JOB SECURITY BUT DOES NOT INTERFERE WITH YOUR ABILITY TO DO THE JOB SAFELY, YOU CAN CONTACT EOC</p>	<p>EMPLOYER MAY FEEL YOU HAVE FALSIFIED APPLICATION CO WORKERS MAY NOT KNOW WHEN OR HOW TO ASSIST REDUCED OPPORTUNITY TO EDUCATE YOUR WORKPLACE</p>	<p>EMPLOYER MAY FEEL THEY HAVE A RIGHT TO KNOW ABOUT YOUR DISABILITY NEED TO DEAL WITH CO WORKERS LACK OF UNDERSTANDING</p>
NEVER	<p>EMPLOYER CANNOT REACT TO YOUR DISABILITY UNLESS THERE IS AN INCIDENT THAT AFFECTS YOUR SAFE JOB PERFORMANCE</p>	<p>RISK OF BEING DISMISSED IF DISABILITY DISCOVERED AND IT POTENTIALLY AFFECTS YOUR SAFE JOB PERFORMANCE MAY NOT GET SUPPORT NEEDED WHEN YOU NEED IT STRESS FROM FEAR OF BEING 'FOUND OUT'</p>	<p>IF YOU HAVE NOT HAD AN INCIDENT FOR A LONG TIME, THE ISSUE OF DISCLOSURE BECOMES LESS CRITICAL</p>

See also the “disclosure – it’s a personal decision” web site

<http://pubsites.uws.edu.au/ndco/disclosure/>

THE DISABILITY DISCRIMINATION ACT (DDA)

The purpose of the Disability Discrimination Act (DDA) of 1992 is to protect people with a disability from discriminatory treatment in a wide range of areas.

In relation to employment, the law requires that:

People with a disability are given an equal opportunity to gain employment

A person's disability is only taken into account when it is relevant and fair to do so

Employment of a person with a disability may necessitate some adjustments to the work environment in order to meet the specific requirements of the person

The DDA requires employers to make "reasonable adjustments" to ensure that people with a disability have equal opportunity. Employers are required to make these adjustments as long as they do not cause "unjustifiable hardship."

Who Does the DDA Protect?

The DDA protects any one with a disability, where "disability" is defined very broadly

This includes a disability that people:

- Have now
- Had in the past
- May have in the future
- Are believed to have

Discrimination in Employment

The DDA specifies two types of discrimination:

- Direct Discrimination - when someone receives less favourable treatment than a person without a disability in the same circumstances
- Indirect Discrimination - when a policy, practice or requirement is applied equally but has a discriminatory effect on people with a disability

It includes all employment related processes including:

- Recruitment, advertising positions, providing information about jobs, application forms, interview arrangements, selection tests etc
- Staff selection
- Salary, duties, leave entitlements, superannuation
- Training and promotion opportunities
- Dismissal
- Trade or professional registration
- Membership of unions or professional associations

An employer's main obligations under the D.D.A. are

- not to discriminate directly by less favourable treatment
- not to discriminate indirectly by treatment which is less favourable in its impact
- to make reasonable adjustments where required
- to avoid and prevent harassment.

It is not discrimination under the D.D.A. to

- fail or refuse to employ a person for a job, or
- fail or refuse to transfer or promote the person to a job or
- terminate a person's employment in a job

IF

- the person is unable, or would be unable, to perform the inherent requirements of that job and
- this inability cannot be remedied by making a reasonable adjustment.

Can an employer ask questions about a person's disability?

Yes. Discussion, questions and examinations regarding a person's disability and its effects may be legitimate, necessary and desirable in many cases, for example

- to determine whether a person can perform inherent job requirements
- to identify any reasonable adjustments required, in selection for employment or in the performance of work
- to establish rights and obligations regarding superannuation, workers' compensation and other insurance.

This does not mean, however, that every disability related inquiry should be accepted as permitted or desirable. Inappropriate questions or examinations in relation to disability may lead to, or actually constitute, discrimination.

This information is from the following web sites:

DEEWR "Job Access" www.jobaccess.gov.au and

The Human Rights and Equal Opportunity Commission www.humanrights.gov.au

**Information for People Supporting a Job Seeker or Worker registered with
Advance Personnel. (Parent, Friend, Support Person, Advocate)**

It has been established that people are more likely to succeed in employment if there is access to support networks such as family, friends, advocates and significant others.

These networks can assist by:

- Supporting the value of the person's skill development, training and work efforts
- Encouraging:
 - ~ Independent job searching
 - ~ Commitment to their employment program
 - ~ The use of time-management strategies (diary, calendar, alarms, watches/clocks etc..)
 - ~ Appropriate personal presentation
- Providing positive reinforcement for the energy that is put into learning and working in a new environment
- Assisting the person to:
 - ~ Not miss work unnecessarily, eg: arranging for appointments to be made outside work hours
 - ~ Leave home for work or appointments on time
 - ~ Contacting an employer as soon as possible if unwell and unable to work
 - ~ Obtaining a medical certificate as required by the employer
 - ~ Meet uniform and grooming requirements
- Assisting the person in matters of finance:
 - ~ Centrelink notification of income if the worker is receiving income support
 - ~ Tax returns as required
- Supporting the person to be proactive in taking on the responsibilities of work.

The programs offered to job seekers and workers at Advance Personnel include:

Registration and Referral – Registration, assessments and referral to internal and/or external programs and services to assist job seekers to be work ready.

Job Placement Services – assisting individual job seekers to prepare for and find a job (applications, introductions to employers, interview assistance and job negotiation)

Employment Support – providing on-going training and support to assist workers to maintain employment and work towards increasing their independence. (Initial training, on the job support, career development and employer advisory support)

If you have any questions about Advance Personnel's programs OR specific workplace practices and conditions please contact the relevant officer at Advance Personnel.

Advance Personnel maintains policies on **privacy and confidentiality** to protect and respect all job seekers, workers and employers. Staff at Advance Personnel are bound not to give out any information of a specific nature without the individual's consent.

Advance Personnel has a positive relationship with many employers in the ACT. It has been demonstrated that in the majority of cases, employers respond to an agency in a more professional manner, with realistic and usually positive results than when families and/or other support networks contact an employer directly

Advance Personnel are committed to providing quality programs. If you have any information, ideas or comments regarding our service, please let us know by phone, letter, fax or e-mail.

All feedback is positive – it's either a compliment or an opportunity for improvement