



# Welcome to echo

Participant Handbook

[www.echoaustralia.com](http://www.echoaustralia.com)

Working to provide **meaningful employment opportunities** to those who need it most.

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# When you need an interpreter, phone 131 450



## Arabic

عندما تحتاجون إلى مترجم، إتصلوا  
على الرقم 131 450

## Chinese

当您需傳譯員時，請撥電話  
131 450

## Dari

وقتی به ترجمان ضرورت دارید، به  
131 450 تېلفون کنيد.

## Farsi (alt Persian)

وقتی که به مترجم شفاهی نیاز دارید،  
به شماره 131 450 تلفن کنید

## Greek

Όταν χρειάζεστε διερμηνέα,  
καλέστε το 131 450

## Hazaragi

وختیکه شموده یگو ترجمون نیازدرین ده  
شماره 131 450 زنگ زده شونه

## Italian

Quando hai bisogno di un  
interprete, telefona al 131 450

## Japanese

通訳が必要な場合は、  
131 450 に電話して  
ください

## Karen

နမ့်လိာ်ဘၣ်ပုၤကျိးထံတၢ်ဖိန့ၣ်,  
ဆဲးကျိးလိာ်တဲဖိ 131 450 တက့ၢ်

## Korean

통역사가 필요하시면 131  
450 번으로 전화하세요

## Nepali

दोभाषे चाहिँदा, 131 450 मा फो  
न गर्नहोस्

## Pashto

کوم وخت چی تاسو ژباړونکي ته اړتیا  
لری، 131 450 شمیری ته زنگ ووهی

## Russian

Когда вам потребуется  
переводчик, позвоните по  
номеру 131 450

## Serbian

Када вам треба преводилац,  
јавите се на 131 450

## Somali

Markaad u baahato  
turjumaan, ka wac 131 450

## Spanish

Cuando necesite un  
intérprete, llame al 131 450.

## Tamil

உங்களுக்கு ஒரு உரைபெயர்ப்பாளர்  
தேவைப்படும் போது, 131 450  
என்ற இலக்கத்திற்கு அழையுங்கள்

## Thai

เมื่อใดที่คุณต้องการล่าม  
โปรดโทรไปที่ 131 450

## Turkish

Bir tercümana ihtiyacınız olduğunda,  
131 450 numaralı telefonu arayın

## Vietnamese

Khi cần thông dịch viên, xin quý  
vị gọi điện thoại số 131 450

[www.tisnational.gov.au](http://www.tisnational.gov.au)

24 HOURS A DAY, EVERY DAY OF THE YEAR



# Welcome to **echo** Disability Employment Services

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Thank you for choosing **echo**, we have been servicing the Disability Sector since 1991.

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At **echo**, we provide two types of Disability Employment Services:



## **Disability Management Services**

For people with disability, illness or injury who need help from an employment service but are not expected to need long-term support in the workplace.



## **Employment Support Services**

For people with permanent disability and with an assessed need for longer term, regular, ongoing support in the workplace.

Our range of services are free to job seekers and employees who have a permanent and temporary disability. These services are individually tailored and focused on providing you a Case Management approach, to meet your employment needs.



# The Process

1

## First Step

You will meet with your Employment Officer to get to know each other, discuss any obligations and determine eligibility requirements under the disability service arrangements (refer to eligibility requirements on page 19).

2

## Second Step

Your Employment Officer will provide you with a list of services we can offer you whilst you are registered with us. The services we provide are:

- Help to prepare for work, including training in specific job skills
- Job search support, such as resume development, interview skills training and assistance in looking for suitable jobs
- Support when first placed into a job, including on-the-job training and support for your co-workers and employers
- Ongoing support in a job if you need it
- Vocational training and other types of assistance
- Access to employer incentives such as workplace modification assistance and wage subsidies

Your Employment Officer will help to create an individual, tailored job plan with you to achieve your employment goals. Activities you may negotiate in your Job Plan include:

- Monitor your activities
- Help you secure training if required
- Assist you with attending interviews
- Advocacy on your behalf to an employer
- Refer you to non-vocational services if required
- Regular contacts to monitor progress and further assistance

**echo** can provide you with flexible service access when making changes to your Job Plan. If a change is required, in the comfort of your home you can approve the change via myGov (speak to your Employment Officer about this process).

3

## Third Step

Your Employment Officer will arrange regular contact with you to help with your progress and assist with any changes you may need in achieving your employment goals.

Mode of contact can be:

- Meeting at **echo** branch
- Local coffee shop
- Local community centre

Along the process, if you have any concerns or wish to provide **echo** with feedback on our service you can do this by following the **echo** feedback process located on page 13. If you no longer require our services and wish to either be exited or change service providers you can at any time, **echo** encourages you to discuss your request with your Employment Officer first or the Employment Manager.

4

## Fourth Step

Once you have secured employment, **echo** will discuss with you your post placement support plan. We will regularly contact you during your employment to support you with any additional services you may need to maintain your goals.

5

## Final Step

**echo** will continue to provide support for as long as you require once you have secured employment.

# National Standards for Disability Services

## The National Standards for Disability Services set out the **quality of services** we will deliver to you.

Six National Standards that apply to disability service providers:

### ONE

#### Rights

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

### TWO

#### Participation and Inclusion

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

### THREE

#### Individual Outcomes

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

### FOUR

#### Feedback and Complaints

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

### FIVE

#### Service Access

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

### SIX

#### Service Management

The service has effective and accountable service management and leadership to maximise outcomes for individuals.

Further information about these standards can be found online at [www.dss.gov.au/disability-and-carers/standards-and-quality-assurance](http://www.dss.gov.au/disability-and-carers/standards-and-quality-assurance).

**echo** Disability Employment Services have been assessed by independent auditors as meeting the National Standards for Disability Services.

# Mission Statement

## Our Vision

As a purpose driven organisation, **echo** is invested in the attainment of an inclusive and diverse community.

Fundamental to this response is a commitment to:

- Respect and dignity
- Freedom of expression
- Economic independence
- Collaboration

## Our Mission

To enable people in situations of helplessness to access pathways reflective of their aspiration and choice.

## Our Values

- Community
- Customer centred culture
- Teamwork
- Accountability

# Quality Policy **Statement**

---

Echo Australia Inc. is a successful and respected not-for-profit community organisation based in Melbourne. echo is committed to enriching the community by the provision of superior pre-employment and employment programs.

At **echo** we are committed to achieving our Vision and Mission by controlling our business effectively and measuring our performance against defined criteria.

We will endeavour to do this by:

- Monitoring our critical processes and key performance indicators throughout the business;
- Treating each client as an individual and ensuring their needs are met and, wherever possible, exceed;
- Continuously refining and improving our delivery methodologies; and
- Providing a safe and healthy work environment for our employees and clients.
- Using ISO9001, Quality Assurance Framework Certificate & National Standards for Disability Services to set up the frame work for our management system and ensuring ongoing compliance with applicable regulatory requirements both at the State and Federal level.

Our Quality Management System has been designed to help us monitor and achieve the above objectives without compromising our moral, ethical or legislative obligations.

Furthermore, we are committed to continually improve the system in all facets of the operation at **echo**. Every **echo** employee, within their capacity, is responsible to contribute towards the achievement of the objectives defined in this Policy Statement.

On behalf of everyone at **echo**,

Michael Locke  
Chief Executive Officer  
26 July 2022



Personal information is protected under the **Privacy Act 1988** and may not be disclosed unless it is authorised to do so.

If you are receiving income support, your information is protected under the Social Security (Administration) Act 1999. Disclosure is also governed by privacy law.

### **What happens to the information I tell you?**

We will collect information about you for the purpose of providing disability employment related services to you

In providing employment services to you, your information may be shared between the contracted service providers who are assisting you, including **echo**, and the Department of Social Services, Services Australia and other Australian Government departments and agencies.

The sharing of your information is important as it enables Australian Government departments and agencies to provide you with the most appropriate services to meet your needs.

With your consent, **echo** may share information with other organisations and companies providing employment opportunities in order to assist you with finding employment.

We will hold all information about you in accordance with the Privacy Act 1988 (Cth). If you ask, we will usually be able to show you the information we hold about you, refer to **echo** Privacy Policy.

If you have any concerns about the way we manage your information, you can discuss your concerns with your Employment Officer or visit [www.echoaustralia.com](http://www.echoaustralia.com).

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

# Disability Employment Services Programs

## Your **Service** Guarantee



### As your Disability Employment Services provider:

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

### What help can I expect?

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

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

- looking at what work you have done before, and what work is available in your area
- looking at what skills and education you have and what skills and education might help you get work
- working with prospective employers to match your skills to their needs
- providing you with help which may include training, work experience or services to help you overcome any issues that are making it difficult for you to find and keep a job
- helping you to be ready for a job
- helping you to access other support services you may need
- helping you to write a résumé
- providing you with advice on the best ways to look for work
- providing you with information about computer and internet facilities relevant to helping you to find and keep a job, including access to the employment services jobsearch website and the JobAccess website

- providing you with access to an interpreter if you need one
- checking that work is suitable for your condition or injury.

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

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

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

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

## For Aboriginal and Torres Strait Islander peoples

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

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

## What are my responsibilities?

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

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

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

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

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

## National Standards for Disability Services

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

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

## What happens to the information I tell you?

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

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

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

## Connections for quality

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

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

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

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

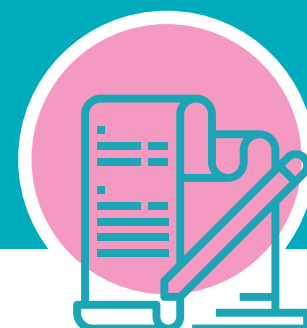
If you feel you can't talk to us about your concerns, or you are still not happy, you can access the National Customer Service Line on 1800 805 260 (free call from land lines).

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

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

# Disability Employment Services Programs

## Code of Practice



### **Organisations contracted to deliver Australian Government funded Disability Employment Services (DES) have agreed, and are committed, to observe the DES Code of Practice.**

This Code of Practice sets out the principles and standards that underpin the delivery of DES and other services, to increase employment outcomes and participation in economic activities in Australia especially for disadvantaged client groups.

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

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

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

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

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

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

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

- Evaluating and sharing best practice to enable continuous improvement in the delivery of DES.
- Providing a customer service line, free call 1800 805 260, for job seekers to raise any concerns or problems they have with their provider.
- Also providing a Complaints Resolution and Referral Service, free call 1800 880 052, an independent complaints resolution services for people using Australian Government funded disability employment and advocacy services.
- Providing an Employer Hotline, on free call 13 17 15, for businesses to access providers.

# Feedback and Compliments

**At **echo**, we encourage you to tell us what you think about the services being offered. This feedback can be both positive and negative.**

All feedback is welcome and can be lodged either directly with our helpful staff or through the following Customer Feedback Process:



### Step 1

When a complaint is received at **echo** the details are recorded on a Customer Feedback Form and forwarded to the relevant Manager for investigation.



### Step 2

The Manager (or a nominated representative) may contact you to resolve the issue.



### Step 3

If you are still dissatisfied with the result of the Customer Feedback Process you can make direct contact with:

**DES**

Complaints Resolution and Referral Service (CRRS)  
**Phone:** 1800 880 052

Department of Social Services (DSS) Complaints  
**Phone:** 1800 634 035

**Workforce Australia**

National Customer Service Line  
**Phone:** 1800 805 260

**Email:** [nationalcustomerserviceline@dese.gov.au](mailto:nationalcustomerserviceline@dese.gov.au)

### Ways to Contact Us:

- In person
- Via email ([echo@echoaustralia.com](mailto:echo@echoaustralia.com))
- Phone (ask for the Employment Manager)

### Branch Phone Numbers

**Box Hill** | 9210 2100

**Glen Waverley** | 1300 194 240

**Oakleigh** | 9569 7772

**Camberwell** | 9210 2121

**Greensborough** | 9432 7455

**Richmond** | 1300 194 240

**Cranbourne** | 5990 0555

**Lilydale** | 9739 4455

**Ringwood** | 9879 7814

**Dandenong** | 9794 8801

**Narre Warren** | 8790 1621

**Wantirna South** | 9800 1870

The **echo** Client Relationship Officer is available to assist you with your complaint. **Phone:** 03 9210 2100.

### Other Useful Contacts:

- Office of the Public Advocate – 1300 309 337
- Interpreting Service
  - Translating and Interpreting Service – 131 450
  - Indigenous Kimberley Interpreting Service – 08 9192 3981 (24hr waiting period)

# Complaints Resolution

## Unhappy with our **Service?**

### 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 as quickly as possible.

An interpreter or TTY access can be arranged on request.

### Who can advocate for me?

We have a dedicated Client Relationship Officer, who can be contacted at the Box Hill office on 03 9210 2100 or submit a request at [www.echoaustralia.com](http://www.echoaustralia.com)

The Client Relationship Officer can be contacted with any complaints, suggestions or feedback you may wish to express.

### Can I remain anonymous, but still give feedback?

You can submit your feedback via [www.echoaustralia.com](http://www.echoaustralia.com) or through the suggestion box in the foyer of each site.

### What's the process?

When a complaint is received at **echo** the details are recorded on a Customer Feedback Form and these details are forwarded to the Regional Manager for investigation. The Regional Manager (or a nominated representative) may contact you to resolve the issue. The information is recorded and held on file for audit purposes. Where applicable, **echo** will endeavor to improve services, policy or operating procedures in response to the complaint. All feedback is welcome by **echo** and can be lodged either through the Client Relationship Officer, Customer Feedback Process or through the Suggestion Box located in the foyer of each site.

### If you feel you can't talk to us about your concerns, or you are still not happy? What's the process?

You can access the Government's Disability Employment Service Customer Service Line on 1800 805 260 (free call from land lines). You can also call the Complaints Resolution and Referral Service directly on 1800 880 052 (free call from land lines).

They are independent bodies responsible for resolving complaints through investigation and/or conciliation. They will try to resolve your concerns quickly, fairly and sensitively.



# Your Client Relationship Officer

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Clare Nixon is your Client Relationship Officer. Clare's role is to encourage and liaise with clients regarding **echo** services.

## Do you have feedback?

If yes, then Clare would like to hear from you.

Clare will follow up your feedback, action any concerns you may have or promote positive feedback to **echo** sites and staff.

## How to give feedback

**A.** Use the **echo** Suggestion Box (located at every site):

Complete the Feedback form located in the reception area and place it in the Suggestion Box

OR

**B.** Direct Contact:

Phone: 9210 2100

Email: [claren@echoaustralia.com](mailto:claren@echoaustralia.com)

OR

**C.** Complete an online Feedback Form:

Available on the echo website:

[www.echoaustralia.com](http://www.echoaustralia.com)



Clare is available on Mondays, Tuesdays, Wednesdays and Thursdays.

To contact Clare directly call  
0428 154 445 or email  
[claren@echoaustralia.com](mailto:claren@echoaustralia.com)

# Exit Process

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**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.

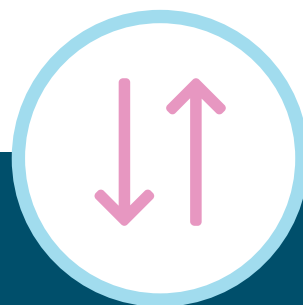


## Services

The services of echo may be withdrawn when a person:

- Is employed and no longer requires our support;
  - Has located to another area;
- Voluntarily withdraws from the service;
- Behaves in a manner that endangers others, or threatens the professional integrity of echo;
- Is referred to a more appropriate service;
  - Is removed from the services by an Employment Services Assessor or Services Australia;
- Repeatedly fails to keep appointments or to adhere to their responsibilities (activity tested clients);

Where an exit occurs a Program Summary is completed and where appropriate/possible, exit interviews will be conducted.



## Transfer Process

If you would like to transfer to another service provider, please contact the National Customer Service Line on 1800 805 260. Participants in DES have up to five times to request a transfer.

If you have moved to a new location, or are expecting to move location, discuss this with your Employment Officer to see if a transfer is suitable for your circumstances.

You can discuss a transfer request with your Employment Officer at any time.

# Protection of Human Rights and Freedom from Abuse

**echo** aims to provide a service that is fair, equitable and free from discrimination.

As such the organisation:

- Organises for staff to have appropriate training
- Has a policy on Protection of Human Rights & Freedom From Abuse (see below)
- Has a written Customer Feedback Procedure and an overarching Grievance Procedure

If issues do arise, **echo**:

- Will help you seek assistance through a relevant advocacy body
- Has policies on Harassment and Equal Employment Opportunity
- Collaborates with you in the development of your Job Plan
- **echo's** Human Rights & Freedom from Abuse Policy incorporates the following principles:
  - Advocacy - is the process of promoting, supporting and representing the rights and interests of participants.
  - Dignity of Risk - is the belief that each service user has the right to make informed decisions, to experience and learn from life situations.
  - Duty of Care - is an obligation to take reasonable care where it is reasonably likely that a service user will experience consequences as a result of what the agency may or may not do.
  - Provide an environment free from abuse and neglect – to ensure freedom from abuse and neglect **echo** actively monitors services provided to clients and provides a comprehensive feedback and complaints process that is freely available at all sites across **echo**.

**echo** has a duty of care to its customers, including people with disabilities, staff and employers (service users) to ensure their rights are respected, their well-being safeguarded, and that they are not exposed to any form of abuse and neglect whilst participating in our service.

## Helpful contacts

If you require assistance, the following organisations can assist you:

- Your Employment Manager (see the last page of this handbook for contact numbers)
- Australian Human Rights Commission - 1300 369 711
- Fair Work Ombudsman - 13 13 94
- Victorian Equal Opportunity and Human Rights Commission - 1300 292 153
- Job Watch – (03) 9662 1933
- Ability Advocacy Victoria – contact them via the contact form on their website: [www.disabilityadvocacyvic.org.au](http://www.disabilityadvocacyvic.org.au)

To help address the national skills shortage issue **echo** will be working with you to identify and address local skill shortages.

### **Skill** shortages

Skill shortages exist when employers are unable to fill or have considerable difficulty in filling vacancies for an occupation, or specialised skill needs in an occupation. Occupations may be in shortage in some regions and not in others.

### **Skill** gaps

Skill gaps are where existing employees lack the required qualifications, experience and/or specialised skills to meet the skill needs for an occupation. Skill gaps may apply to new employees, where employers are unable to find suitable applicants for an occupation and recruit workers who need further training and/or experience to meet the skill needs for that occupation.

# Eligibility for **echo** DES and DMS

## Eligibility



### **DES and DMS eligibility is determined by an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA).**

Clients can access our services free of charge via a referral from Services Australia or directly registering with a DES provider. Employees who are likely to lose their job as a result of their disability may be able to receive immediate help or support from a DES provider to keep their job.

#### **To be eligible for DES, you must:**

- have a disability, injury or health condition;
- be aged at least 14 years but have not yet attained the Age Pension qualifying age;
- be at or above the minimum legal working age in their state or territory;
- have a future work capacity with intervention of at least eight hours per week;
- be an Australian resident;
- not be studying full time, unless the job seeker is an ESL; and
- not be working at or above their Employment Benchmark hours (not applicable for Work Assist Participants, supported employment undertaken by National Disability Insurance Scheme (NDIS) participants, and/or participants in the Disability Employment Continuity of Support program).
- have a future work capacity with intervention of less than 30 hours per week; and
- be in receipt of an income support payment, except where the job seeker is:
  - ESAt/JCA exempt (Eligible School Leaver, Special Class Client or Work Assist);
  - be a current NDIS participant;
  - be a Pre-Release Prisoner; or
  - undertaking a DES program to satisfy Program of Support requirements.

You now have the choice and control when selecting a DES provider. In most cases you will be referred to our services by the Department of Human Services, however in some circumstances you may be able to directly register with us. For further information and eligibility to directly register, please contact your local **echo** office.

#### **What is an Employment Services Assessment?**

If you have a medical condition or problem that prevents you from finding or keeping a job, **echo** or Services Australia may refer you for an Employment Services Assessment.

This assessment will help identify what services you need to help you find a job. It will also ensure your ability to work is determined quickly. Services Australia will provide you with information about the purpose of the assessment and whether you are required to attend as part of your job search obligations.

The Job Capacity Assessor will then complete an assessment with you. In most cases this will be done face-to-face with only limited exceptions (such as where a person is unable to travel). The Assessor will have information on your medical and income support history where appropriate.

# Eligibility for **echo** DES and DMS

## Eligibility



### **echo** works with you to:

- Identify your skills, abilities and employment goals
- Develop an individual plan to achieve your goals
- Match your skills to suitable employment opportunities
- Market you directly to employers
- Find a work experience placement and voluntary work
- Provide you with suitable support, training and workplace modifications to be successful in your job search and employment placement

### **Your input**

**echo** will work collaboratively with you in the development of a plan to achieve your employment goals. This plan will be reviewed regularly with you to ensure that it reflects your current needs and aspirations.

Our team is committed in consultation with you to developing your plan which is required by the National Standards for Disability Services.

For more information please go to [www.dss.gov.au](http://www.dss.gov.au).

**We value your input as a great way to improve our service.**



# Guide to Calling Employers

### Before you call

Make sure you have your resume next to you to verify details about previous jobs or courses you have completed.

Make sure you have the newspaper ad/internet printout/Services Australia printout in front of you so you can ask any questions you might have regarding what is written in the ad/printout.

Make sure you have a pen and paper to write down any information the employer may give you.

Go into a quiet room/area to make the call so you can hear the employer clearly on the phone and, so that background noise or people around you don't distract you.

The employer will understand that you are nervous, so if you find you are stumbling over your words just stop talking, think about what you want to say, take a deep breath and start again.

### Making the call

Ask to speak to the person mentioned in the ad (e.g. John Smith). If there is not a name listed, then ask to speak to someone regarding the position you are interested in.

Once the relevant person is on the phone, introduce yourself and explain to them why you are calling (e.g. Hello John, my name is Sam Jones and I am calling you today to find out more details about the Sales Assistant position you have advertised in the Saturday Age). You can then ask the questions you have: hours, working conditions, duties involved etc.

The employer may then ask you questions regarding your skills and experience for the position.

If you feel comfortable mentioning your disability over the phone, you can mention to the employer that you are registered with a Disability Employment Service who offer a \$1500 wage subsidy for employing someone who has a disability. If they are interested, you can give them the name and number of your Employment Officer so they can obtain further information about the subsidy. Alternatively, you can offer to have your Employment Officer ring them.

The employer may want to set up an interview time with you, or ask you to email your resume to them for consideration. Make sure you write down interview location and time, or email address to send your resume to.

Thank the employer for their time. If they ask you for an interview, say you look forward to seeing them at the interview. If they ask for your resume, tell them you look forward to hearing from them soon.



## Where to **Look** for Jobs

### Some places you can look for jobs include:

- Australian Job Search
- Newspapers
- Internet
- Private Personnel Agencies

### Using echo's job placement service

Make sure you have a job seeker identification number. If you do not have an identification number then you should visit Services Australia and ask them about registering to look for work. Ask your Employment Officer to check if you already have a job seeker ID. If you're not sure go to [www.jobsearch.gov.au](http://www.jobsearch.gov.au)

You should be accessing [www.jobsearch.gov.au](http://www.jobsearch.gov.au) (Australian Job Search, AJS) on a weekly basis. If you are unsure of how to use the system, ask your Employment Officer to show you how. Be thorough when looking at the site. Look at ALL the areas that you would like to work in and make sure you check the TODAY'S JOBS section.

When you find a suitable job, make sure that you ring straight away as they are filled quickly.

### Other places to look for work

[www.gumtree.com.au](http://www.gumtree.com.au)  
[www.jobguide.thegoodguides.com.au](http://www.jobguide.thegoodguides.com.au)  
[www.mycareer.com.au](http://www.mycareer.com.au)  
[www.seek.com.au](http://www.seek.com.au)  
[www.jobsearch.gov.au](http://www.jobsearch.gov.au) (Federal Government)  
[www.jobsearch.com.au](http://www.jobsearch.com.au)  
[www.jobserve.com.au](http://www.jobserve.com.au)  
[www.careerone.com.au](http://www.careerone.com.au)  
[www.skilled.com.au](http://www.skilled.com.au)  
[www.jobseeker.com.au](http://www.jobseeker.com.au)  
[www.artshub.com.au](http://www.artshub.com.au)  
[www.jobs.com.au](http://www.jobs.com.au)  
[www.manpower.com.au](http://www.manpower.com.au)  
[www.jobrapido.com](http://www.jobrapido.com)  
[www.applydirect.com.au](http://www.applydirect.com.au)  
[www.jobsjobsjobs.com.au](http://www.jobsjobsjobs.com.au)  
[www.employment.byron.com.au](http://www.employment.byron.com.au)  
[www.spotjobs.com.au](http://www.spotjobs.com.au)  
[www.indeed.com](http://www.indeed.com)  
[www.jobs.vic.gov.au](http://www.jobs.vic.gov.au) (VIC Government)  
[www.ethicaljobs.com.au](http://www.ethicaljobs.com.au) (Community)  
[www.jobseeker.org.au](http://www.jobseeker.org.au) (Community)  
[www.careers.vic.gov.au](http://www.careers.vic.gov.au) (VIC Government)

[www.counciljobs.com.au](http://www.counciljobs.com.au) (Council)  
[www.auditingjobs.com.au](http://www.auditingjobs.com.au) (Accounting)  
[www.travelbiz.com.au](http://www.travelbiz.com.au) (Tourism)  
[www.easternhealth.org.au](http://www.easternhealth.org.au) (Health)  
[www.itjobs.com.au](http://www.itjobs.com.au) (IT)  
[www.horner.com.au](http://www.horner.com.au) (International Trade)  
[www.silvercircle.com.au](http://www.silvercircle.com.au) (Personal Care)  
[www.adnews.com.au](http://www.adnews.com.au) (Creative)  
[www.desktopzoo.com.au](http://www.desktopzoo.com.au) (Graphic)  
[www.ames.net.au](http://www.ames.net.au) (Interpreters)  
[www.apsjobs.gov.au](http://www.apsjobs.gov.au) (Public Service Gazette)  
[www.colescareers.com.au](http://www.colescareers.com.au) (Coles Supermarket)  
[www.myer.com.au/careers](http://www.myer.com.au/careers) (Myer)  
[www.job-directory.com.au](http://www.job-directory.com.au) (Council)  
[www.gold.gov.au](http://www.gold.gov.au) (Commonwealth Government Online Directory)  
[www.healthjob.com.au](http://www.healthjob.com.au) (Health)  
[www.justsecretarialjobs.com.au](http://www.justsecretarialjobs.com.au) (Secretarial, Office Support)  
[www.health.vic.gov.au/jobs](http://www.health.vic.gov.au/jobs) (Health)  
[www.woolworths.com.au](http://www.woolworths.com.au) (Woolworths Supermarket)  
[www.wpc.group.org.au](http://www.wpc.group.org.au) (Traineeship/Apprenticeships)  
[www.careermums.com.au/job/justlisted](http://www.careermums.com.au/job/justlisted) (Working Parents)

# Other Places to Look for Work



## Volunteering

[www.govolunteer.gov.au](http://www.govolunteer.gov.au)  
[www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)



## Agencies

[www.catalyst.com.au](http://www.catalyst.com.au)  
[www.chandlermacleod.com](http://www.chandlermacleod.com)  
[www.adecco.com.au](http://www.adecco.com.au)  
[www.hays.com.au](http://www.hays.com.au)  
[www.allstaffaustralia.com.au](http://www.allstaffaustralia.com.au)  
[www.ipa.com.au](http://www.ipa.com.au)  
[www.tarantopersonnel.com.au](http://www.tarantopersonnel.com.au)  
[www.directrecruitment.com.au](http://www.directrecruitment.com.au)  
[www.horner.com.au](http://www.horner.com.au)  
[www.centastaff.com.au](http://www.centastaff.com.au)  
[www.riddellsstaffing.com.au](http://www.riddellsstaffing.com.au)



## Councils

[www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au)  
[www.boroondara.vic.gov.au](http://www.boroondara.vic.gov.au)  
[www.knox.vic.gov.au](http://www.knox.vic.gov.au)  
[www.greaterdandenong.com](http://www.greaterdandenong.com)  
[www.yarraranges.vic.gov.au](http://www.yarraranges.vic.gov.au)  
[www.cardinia.vic.gov.au](http://www.cardinia.vic.gov.au)  
[www.monash.vic.gov.au](http://www.monash.vic.gov.au)  
[www.maroondah.vic.gov.au](http://www.maroondah.vic.gov.au)



## Career Planning

[www.jobguide.thegoodguides.com.au](http://www.jobguide.thegoodguides.com.au)  
[www.careertips.net.au](http://www.careertips.net.au)

# Resume Construction



Your Employment Officer can assist you with putting your resume together. Here is an example of the information that should be included.

## Personal Information

Name:

Address:

Email Address:

Phone Number:

Mobile:

Licenses Held (example: drivers, fork lift, truck license etc):

- .
- .

Hobbies / Interests (example: sports, reading etc):

- .
- .

Attributes / Personal Qualities (example: hardworking, reliable, punctual etc):

- .
- .
- .

## Education

Please provide details of the highest level of education you achieved at high school.

Year:

Level:

School:

Please provide details of all the training you have completed after high secondary school.

Year You Completed Studies:

Name of the Course:

Where You Studied:



## Employment History

### Job 1

*This should be your most recent job, then work your way back to the first job you had.*

Dates You Worked:

To:

Company Name:

Job Name:

Duties and Responsibilities:

### Job 2

Dates You Worked:

To:

Company Name:

Job Name:

Duties and Responsibilities:

### Job 3

Dates You Worked:

To:

Company Name:

Job Name:

Duties and Responsibilities:

## Referees

### Referee 1

Company Name:

Referee Name:

Position They Hold:

Phone:

### Referee 2

Company Name:

Referee Name:

Position They Hold:

Phone:

# Example Covering Letter

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## Cover Letter



Name:  
Address:  
Mobile:  
Email:

15 May 2019

Ms Mary Water  
The Office Manager  
PO Box 123  
MELBOURNE VIC 3000

Dear Ms Water,

I wish to apply for the position of Office Assistant which was advertised in the Leader Newspaper on the 14 of May 2019.

I have over 5 years' experience working in an office environment and I have recently completed a Certificate II in Business Administration at Swinburne TAFE.

I am a hard-working and determined individual seeking an opportunity to succeed in a dynamic company such as yours. I am confident that my knowledge, ability and experience will allow me to deliver successful results for any company in a range of administrative positions.

I believe that I can be an asset in any position requiring hard work, enthusiasm and reliability. I look forward to the opportunity of an interview where we can discuss my skills and experience further.

The enclosed resume expands on my qualifications and experience.

Yours sincerely

Jill Smith



# Your Responsibilities as a Worker

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Common sense, politeness and enthusiasm will assure you of a **successful** and **rewarding** time as a new employee or work experience placement. Listed below are the **responsibilities** that you must take on when you begin a job.

## **Responsibilities** as a worker

- Make sure you find out what the appropriate dress code is for your workplace and ensure that you are clean and look well presented.
- Familiarise yourself with the layout of the office or factory and the amenities (e.g. toilets and the tea room).
- Establish good working relations with your supervisor and colleagues.
- Follow your supervisor's instructions very carefully. If you are in doubt, don't be afraid to ask.
- To make sure you have understood your work, have it checked – especially at the start of your job.
- Whenever you finish your work, ask what else you can do.
- Always ask permission before making personal telephone calls, and keep them to a minimum.
- If you are ever sick, make sure you inform your supervisor as soon as possible.
- As an employee you may in some cases have access to confidential information. Treat this with respect and don't discuss it with anybody outside the job.
- Your rate of pay is also of a confidential nature. It is best that you do not discuss this with any employees within the company at which you are working.
- Treat factory or office equipment with care. If you're not sure how to use a specific piece of equipment, don't be afraid to ask someone.
- If you have concerns about your job or employer, contact your Employment Officer who may be able to help sort things out.
- Notify your Employment Officer if your hours or days of work change or if you change or leave your job, so that we can keep your details up to date.

# Your Right as an Employee

## Employee Rights



### Pay

You have the right to receive fair pay. 'Fair pay' means pay that is equal with the award or equal with your assessment percentage of the award if you are on a supported wage.

The award is an hourly rate that is set by the state or federal government for the job that you do. To find out what the award for your job is you can visit [www.fairwork.gov.au](http://www.fairwork.gov.au) or call Fair Work Ombudsman on 13 13 94.

### Taking time off

#### Annual Leave

If you are working full-time or part-time then you should be accruing annual leave. If you have worked in your job for a year then you have the right to at least four weeks paid holidays. If you work part time for 15 hours a week then you will get four weeks off with 15 hours pay for each week. If you are a casual worker then you are not entitled to annual leave but you will get more in your weekly pay to make up for this.

#### Sick Leave

If you are too sick to go to work for a day then you are entitled to sick leave. This means that you get paid even though you are not at work, but only for a set number of days each year. If you are off sick for more than one day at a time then you will have to go and see a doctor. Your doctor will be able to give you a letter explaining that you are too sick to work. You have to get this letter from your doctor if you want to get paid for your sick days. Casual employees are not eligible for sick leave.

#### Public Holidays

During the year you have the right to be paid for public holidays if you would normally be at work on those days.

Public Holidays are:

New Years Day	Australia Day
Labour Day	Good Friday
Easter Sunday	Easter Monday
ANZAC Day	Queen's Birthday
Grand Final Eve	Melbourne Cup Day
Christmas Day	Boxing Day

#### Compassionate Leave

You have the right to take some time off work if a close member of your family is seriously ill and needs your care or a close member of your family has died. Most employers will still pay you for this leave but let your boss know as soon as you can that you need to take time off from work for this, and how much time you think you will need. Your boss will be able to tell you how much time you can take before you start to lose pay.

#### Long Service Leave

You may be entitled to long service leave after a period of continuous employment ranging from seven to fifteen years with the same or related employer.

### Working conditions

If you are hurt at work, or become sick because of your job then you need to tell your employer straight away. If your injury or sickness is too bad to allow you to work then you are still able to get paid what you normally would. This is called WorkCover. You must see a doctor as soon as you can. You can also receive money to pay for your doctor's bills or for any medication that you might need. Your workplace should also have an injury register where you should write down any injury that happens, no matter how minor.

If you injure yourself while travelling to or from work then the TAC (Transport Accident Commission) also covers you for the doctor's bills, medications and, in some instances, loss of income.

# Your Right as an Employee

## Employee Rights



### Harrassment and discrimination

As an employee you have the right to a harassment-free workplace. There are laws that protect you from discrimination; these are the Equal Opportunity Act and the Disability Discrimination Act.

An example of harassment is if a workmate picks on you because of your disability. Another form of harassment is sexual harassment; this is when a colleague touches you when you do not want to be touched, tells you dirty jokes or uses sexual talk that makes you feel uncomfortable.

You DO NOT have to put up with this and if this does happen then you should approach your boss or your Employment Officer straight away.

### Unfair dismissal

When you are working your employer has the right to decide that you may not be doing your job properly, and that he or she must dismiss or retrench you. However, there are grounds where you may have been unlawfully terminated, some of these include:

- Temporary absence from work because of illness or injury;
- Trade union membership or participation in trade union activities;
- Non-membership of a trade union;
- Seeking office as, or acting or having acted in the capacity of, a representative of employees;
- The filing of a complaint, or the participation in proceedings, against an employer;
- Race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin;
- Refusing to negotiate, make, sign, extend, vary or terminate an Australian Workplace Agreement (AWA);
- Absence from work during maternity leave or other parental leave;
- Temporary absence from work because of the carrying out of a voluntary emergency management activity.

If you have lost your job and believe you may have been unlawfully terminated speak to your Employment Officer and they will be able to assist you.

### Unions

A union is an organisation made up of people who all have the same occupation. These people get together to help each other make sure that they are treated fairly and have good working conditions like fair pay and a safe working environment. You have the right to be a member of a union.

If you want more information about unions then you can call the Fair Work Ombudsman on 13 13 94.

# Useful Services

## Advocacy, Disability Rights and Laws

**Leadership Plus**  
25 Flinders Lane  
Northcote VIC 3070  
Tel: 9489 2999

**Disability Advocacy Resource Unit**  
Located at VCOSS  
Level 8, 128 Exhibition Street  
Melbourne VIC 3000  
Tel: 9639 5807

**Disability Resources Centre**  
Lv3 Ross House, 247 Flinders Lane  
Melbourne VIC 3000  
Tel: 9671 3000

**Citizens Advocacy Program**  
Inner East 1059 Riversdale Road  
Surrey Hills VIC 3127  
Tel: 9808 8633

**Disability Discrimination Legal Service**  
Lv2 Ross House, 247 Flinders Lane  
Melbourne VIC 3000  
Tel: 9654 8644 | TTY 9654 6817

**National Disability Abuse and Neglect Hotline**  
Free call 1800 880 052  
TTY 1800 301 130

## Recreation

**Eastern Recreation and Leisure Services**  
Bayswater Community Youth Hall  
Corner Pine Road and Station Street  
Bayswater VIC 3153  
Tel: 9720 5944

**Disability Sport and Recreation**  
341 George Street  
Fitzroy VIC 3065  
Tel: 9473 0133

## Education and Training

**Department of Education and Training**  
2 Treasury Place  
East Melbourne VIC 3002  
Tel: 9637 2000 | 1800 809 834

**Specific Learning Difficulties Association of Victoria**  
60 High Street  
Preston VIC 3072  
Tel: 9480 4422

## Money and Managing Your Finances

**Financial Counselling Anglicare**  
**Box Hill**  
7-11 Shipley Street  
Box Hill VIC 3128  
Tel: 9896 6322  
(for people living in the Whitehorse or Manningham municipality)

**Lilydale**  
47-51 Castella Street  
Lilydale VIC 3140  
Tel: 9735 4188  
(for people living in the Yarra Ranges municipality)

## Health

**Eastern Access Community Health**  
46 Warrandyte Road  
Ringwood VIC 3134  
Tel: 9871 1800

**Knox Community Health Service**  
1063 Burwood Highway  
Ferntree Gully VIC 3156  
Tel: 9757 6200

**Ranges Community Health Service Inc**  
17 Clarke Street  
Lilydale VIC 3140  
Tel: 9738 8801

**Manningham Community Health Service**  
1020 Doncaster Road  
Doncaster East VIC 3109  
Tel: 8841 3000

**Community Health Centre**  
75 Patterson Street  
Ringwood East VIC 3135  
Tel: 9837 3999

**Monashlink Community Health Service**  
Hughesdale | Clayton | Chadstone |  
Glen Waverley  
Tel: 1300 552 509

**Whitehorse Community Health Service**  
Level 2, 43 Carrington Road  
Box Hill VIC 3128  
Tel: 9890 2220

## Transport

**Multi Purpose Taxi Program, Taxi Services Commission**  
GPO Box 1716  
Level 23, 80 Collins Street  
Melbourne VIC 3001  
Free call 1800 638 802

# Contact Details

## echo Offices

### Box Hill

Level 3, 2A Cambridge Street, Box Hill VIC 3128

03 9210 2100

### Camberwell

Suite 4, 685 Burke Road, Camberwell VIC 3124

03 9210 2121

### Cranbourne

3&4, 75-89 High Street, Cranbourne VIC 3977

03 5990 0555

### Dandenong

Shop 2, 12-14 Halpin Way, Dandenong VIC 3175

03 9794 8801

### Glen Waverley

Holmesglen Institute, 595 Waverley Road, Glen Waverley VIC 3150

1300 194 240

### Lilydale

20-22 Castella Street, Lilydale VIC 3140

03 9739 4455

### Narre Warren

Suite 6, 418 Princes Hwy, Narre Warren VIC 3805

03 8790 1621

### Oakleigh

69-71 Atherton Road, Oakleigh VIC 3166

03 9569 7772

### Pakenham

Living and Learning Centre  
6B Henry Street, Pakenham VIC 3810

03 5940 3757

### Richmond

Melbourne Clinic Consulting Suites  
Ground Floor, Suite 1, 2 Salisbury Street, Richmond VIC 3121

0427 428 803

### Ringwood

Suite 6, 45-51 Ringwood Street, Ringwood VIC 3134

03 9879 7814

### Wantirna

Suite 3031, Westfield Knox Ozone  
Wantirna South VIC 3152

03 9800 1870

### Other Services

TTY number: 13 36 77 or the National Relay Service:  
1800 555 677 (free call from land lines)  
Telephone Interpreter Service on 13 14 50.





**echo**

Level 3, 2a Cambridge Street  
Box Hill VIC 3128

1300 194 240

[www.echoaustralia.com](http://www.echoaustralia.com)

