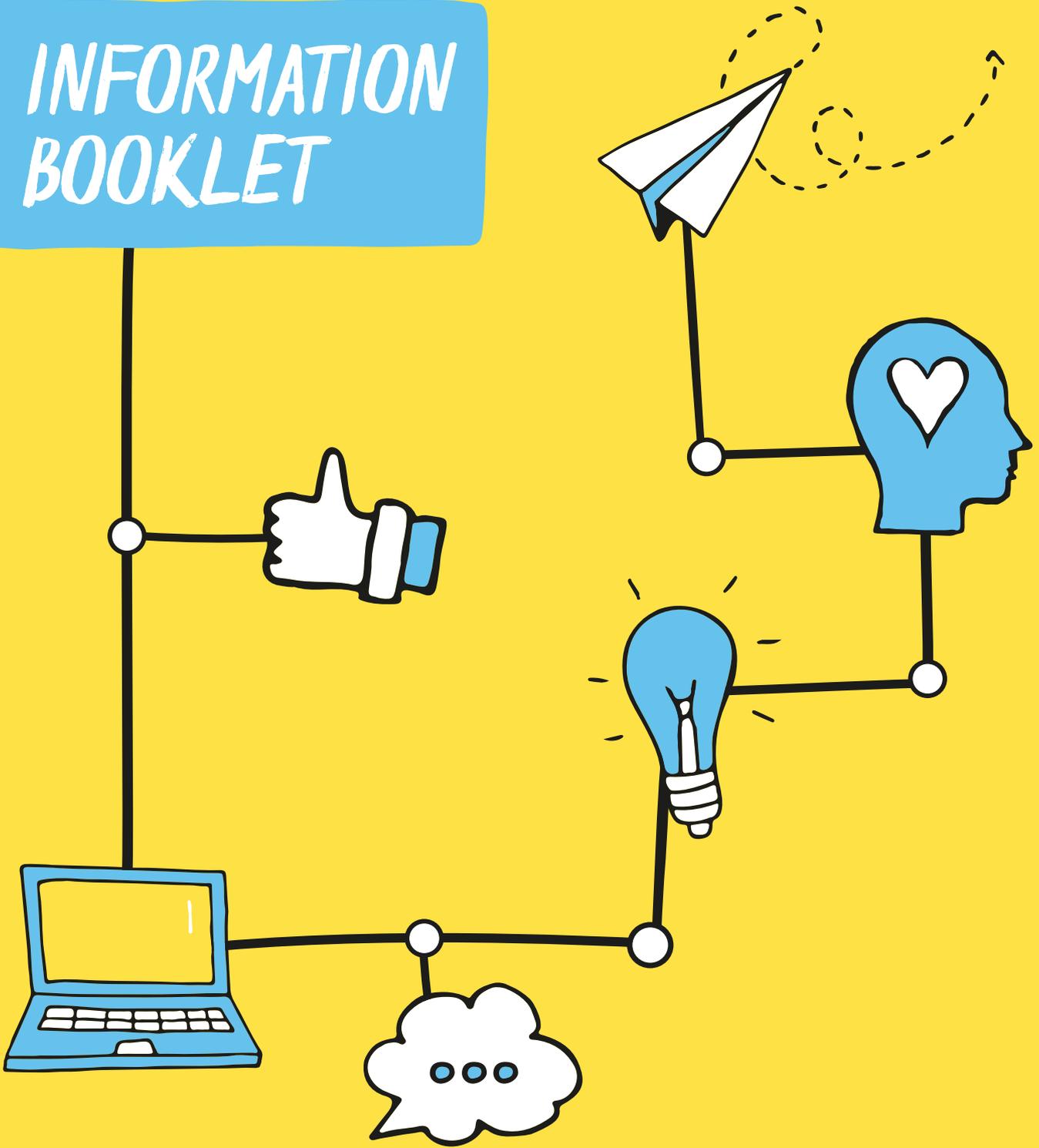




YOUR PATHWAY  
FROM SCHOOL  
TO EMPLOYMENT  
UNDER THE NDIS

INFORMATION  
BOOKLET



# WDEA WORKS SLES SERVICE

As a registered NDIS provider, our focus is on community engagement and empowering and supporting our Participants to reach their full potential.

## HEAD OFFICE

52 Fairy Street, Warrnambool  
Phone: (03) 5564 7400

## HOURS OF OPERATION

WDEA Works SLES service  
operates Monday – Friday

- WDEA Works SLES service includes a mix of small group work skills sessions, individual, one-on-one sessions, industry visits and work experience placements.
- Your support person for SLES is called an EPEC (Employment Preparation and Engagement Consultant). Your EPEC will work closely with you to help you reach your employment goals.
- If the session includes an excursion or an outing, you may be required to bring money on that day.
- WDEA Works supplies some snacks and refreshments during sessions. Please advise if you have any dietary requirements.
- WDEA Works is closed for public holidays and for 2-3 weeks over the Christmas period.





## OUR PURPOSE

- Inclusive, thriving communities.

## OUR VISION

- Creating opportunities for inclusiveness in communities.

## OUR VALUES

- Integrity
- Respect
- Empathy
- Innovation

## OUR APPROACH

- We act responsibly with honesty, trust and transparency
- We make reasoned decisions without bias, in a fair and objective way
- We take accountability seriously, following through our commitments
- We accept all people are unique, worthy and have something to contribute
- We recognise diversity as a strength
- We walk in the shoes of others to better understand their perspective
- We recognise that everyone's experiences and perceptions can be different to our own
- We tailor simple solutions to solve challenging situations
- We continually look for better ways to tackle challenges
- We understand that innovations can be of all sizes and at all levels

## INTRODUCTION

Welcome to WDEA Works. WDEA Works has been developed to assist people with a disability to achieve their goals through access to quality support services.

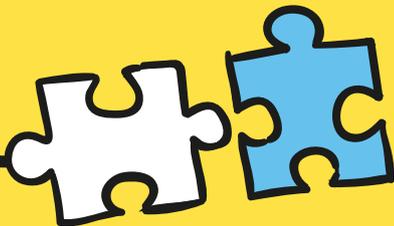
Our School Leavers Employment Supports service (SLES) has been created to help you to reach your employment goals. We will focus on developing your work-ready skills and confidence in a fun environment.

This booklet is written for all participants accessing **WDEA Works School Leavers Employment Support (SLES) service**. It discusses the way things happen and how they affect you.

### ACCESSING SLES

If you have an NDIS plan with Capacity Building Supports; Finding and Keeping a Job - you will be able to receive School Leavers Employment Supports (SLES) to help you achieve your employment goals.

If you would like to find out more about our SLES service and discuss eligibility please contact your local WDEA Works office on 1300 521 511.



## GENERAL INFORMATION

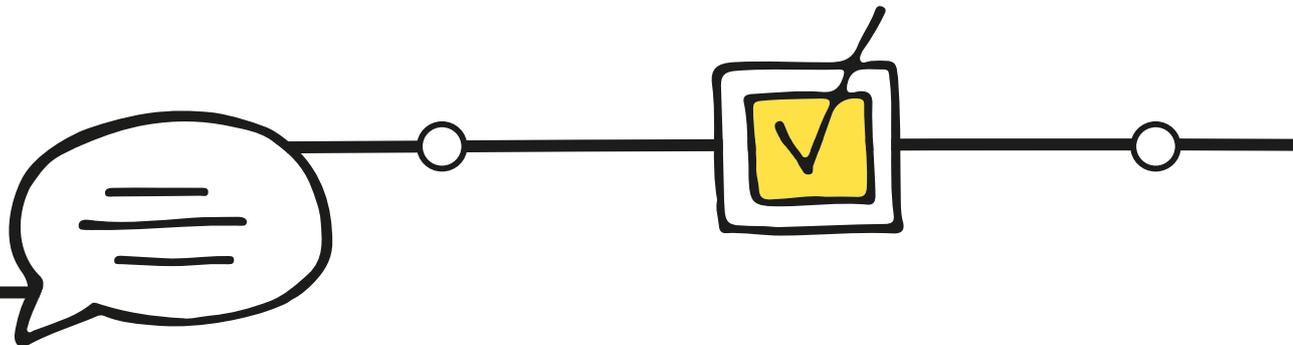
### ILLNESS, ABSENCES, CANCELLATIONS AND “NO SHOWS” FOR SCHEDULED SUPPORTS – BY PARTICIPANT

In the event of an unexplained “no show”, **WDEA Works** will make attempts to contact the participant and/or nominee to confirm that the support for that time is to be cancelled. If there are unforeseen circumstances and the participant agrees that they did not comply with the agreed requirements, a “no show” payment may be charged for the scheduled hours, this payment will be 100% of the usual price as per the schedule of supports listed in your Service Agreement.

Where a participant fails to attend, without notice, to keep the scheduled arrangement for the support, **WDEA Works** will make every effort to contact the participant/nominee to determine if a review of the participant’s current schedule of support is required.

Cancellations can be made directly to your Employment Preparation and Engagement Consultant (EPEC) or by contacting your local **WDEA Works office on 1300 521 511**.

If you have been absent with a contagious illness WDEA Works may ask for a medical clearance before you can return to SLES sessions.



## **WORK SKILLS GROUP SESSIONS**

These sessions are facilitated in a small group and are practical, hands-on and fun! You will learn the essential social, life and employment skills that you will need to find a job.

## **INDIVIDUAL SESSIONS**

One-on-one sessions are an important time to focus just on you and your individual goals. You may spend time in work experience, practicing your interview skills, or completing other tasks specific to your employment goals.

## **THINGS YOU NEED TO BRING**

If you are required to bring anything to a session your EPEC will let you know in advance.

## **DRESS CODE**

Personal hygiene and presentation are very important, especially when you are looking for work! Your clothing must be clean, neat, appropriate and well-fitting.

## **TRANSPORT**

Transport to and from your SLES sessions may be arranged if it is required (subject to availability). If you are being picked up to attend a session, it is expected that you will be ready and waiting when your EPEC arrives.

## **ZERO TOLERANCE POLICY**

Employees and Participants of WDEA Works services have the right to be treated with dignity and respect at all times, without physical or verbal abuse. Should this occur, you will be requested to leave and contact will be made with your carer/parents.

## **PARTICIPANT REPRESENTATIVES (Advocacy Services)**

If you require an Advocacy Service, please ask us to assist you to contact these services.

If we are not able to support you at anytime you may wish to contact another Service Provider. (details on final page)

## **NEED AN INTERPRETER OR TRANSLATION SERVICE**

Contact WDEA Works Supervisor/Manager who will assist or you can call (03) 9280 1955 – Victorian Interpreting and Translation Service

## **EXIT FROM SERVICES**

If you wish to exit our services, we ask for 2 weeks' notice as per the service agreement. We also ask that an exit form being completed and signed confirming your withdrawal from our programs.

## **RE – ACCESS SERVICES**

Should you exit from our Services and wish to recommence please contact the SLES Coordinator on (03) 5065 3050, who will discuss the process and organise a meeting with you.

# RIGHTS OF PARTICIPANT AND RESPONSIBILITIES OF WDEA WORKS

This section specifies the NDIS Practice Standards relating to your rights and the responsibilities of WDEA Works in delivering supports and services to you.

## PERSON – CENTRED SUPPORTS

Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

### WDEA Works aims to:

- Ensure your legal and human rights are understood and incorporated into everyday practice.
- Communicate with you about the provision of supports, ensuring it is responsive to your needs and is provided in the language, mode of communication and terms that you can understand.
- Support you to engage with your family, friends and chosen community as directed by you.

## INDIVIDUAL VALUES AND BELIEFS

Each participant accesses supports that respect their culture, diversity, values and beliefs.

### WDEA Works aims to:

- At your direction, we will work with you to identify and sensitively respond to your culture, diversity, values and beliefs.
- Support your right to practice your culture, values and beliefs while accessing supports.

## PRIVACY AND DIGNITY

Each participant accesses supports that respect and protect their dignity and right to privacy.

### WDEA Works aims to:

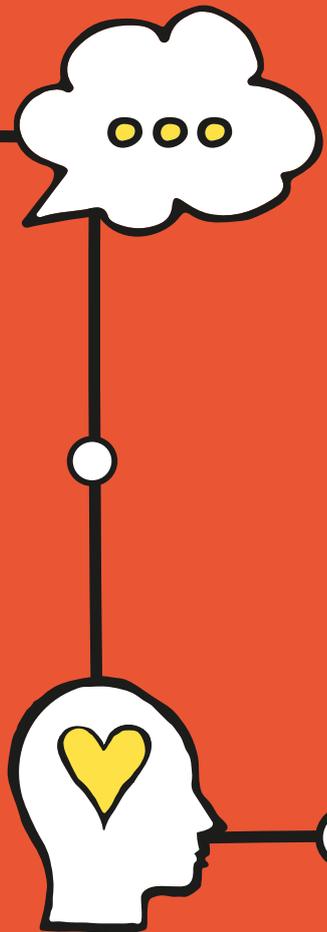
- Be consistent in our processes and practices as per our 'Privacy Policy' that respect and protect the personal privacy and dignity of each participant we support.
- Advise every participant of our privacy policy using the language, mode of communication and terms that the participant is most likely to understand.
- Ensure that every participant understands and agrees to what personal information will be collected and why, including recorded material in audio and/or visual format. This can be reviewed at anytime by completing a new 'Authority to Access and/or Release Information' form.

## INDEPENDENCE AND INFORMED CHOICE

Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.

### WDEA Works aims to:

- Empower your active decision-making and individual choice by providing you with feedback surveys & opportunities to meet and discuss future decision-making and individual choice regarding the supports you receive.
- Provide each participant with access to timely provision of information using the language, mode of communication and terms that the participant is most likely to understand. Each participant's right to the dignity of risk in decision-making is supported. When needed, each participant is supported to make informed choices about the benefits and risks of the options under consideration.



- Each participant's autonomy is respected, including their right to intimacy and sexual expression.
- Provide each participant with sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit. Each participant's right to access an advocate (including an independent advocate) of their choosing is supported, as is their right to have the advocate present

## **VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION**

Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.

### **WDEA Works aims to:**

- Ensure all support workers comply with our Code of Conduct.
- Have policies, procedures and practices in place which actively prevent violence, abuse, neglect, exploitation or discrimination.
- Have a safety screening process for all support staff at Enterprises (Including WWCC/Police Check/DWES. All Support Workers are qualified with relevant disability or industry qualifications.

As a registered NDIS provider we are required to meet the NDIS Code of Conduct. The NDIS Code of Conduct sets out minimum standards and obligations that NDIS participants and all Australians can expect of providers and workers delivering NDIS Supports and services. The NDIS Code of Conduct has been woven into the WDEA Works Code of Conduct for all employees.

### **You can expect us to –**

- Respect individual rights
- Act with integrity, honesty and transparency
- Ensure quality and safety
- Respect privacy
- Deliver services competently
- Prevent and respond to violence, neglect, abuse and exploitation
- Prevent and respond to sexual misconduct.

# WDEA WORKS GOVERNANCE AND OPERATIONAL MANAGEMENT

This section specifies the governance and operational management responsibilities for WDEA Works.

We ensure that there is a robust governance and operational management system that oversees the supports it provides.

## RISK MANAGEMENT

WDEA Works has a risk management system in place to identify and manage risks to participants, workers and to the organisation.

## QUALITY MANAGEMENT

WDEA Works promotes continuous improvement and is accredited under the ISO9001 Quality Management System.

## INFORMATION MANAGEMENT

Management of each participant's information ensures that it is identifiable, accurately recorded, current, confidential and secure. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.

## PRIVACY

You will be asked for information that is necessary for WDEA Works to help you take part in programs. All information kept will be held securely in WDEA Works filing system, online and a hard file copy. Only information about the programs / activities you are involved in or information we have to discuss to ensure your safety and the safety of others is discussed between WDEA Works staff.

Information about your health is your business. We will ask what we need to know to make sure you are supported in the best possible way. If you choose not to tell us about any health or other issues, we are not able to be responsible for any related problems that may arise while you are at WDEA.

WDEA Works have an annual Quality Management Audit where files and processes are assessed to ensure WDEA Works meet the required guidelines. Permission and consent forms to participate in this and have your files looked at or to participate in an interview sent out to participants/advocates to complete.

## WHAT RECORDS DO WE KEEP?

Your records are kept at WDEA Works. These are private. Only you and WDEA Works staff members can look at your information. If anyone else wants to look at your information we must first obtain written permission from you.

## PARTICIPANT FILES

Participant files are where we store information such as individual plans, emergency details, permission forms and program details.

## INCIDENT MANAGEMENT

Any incident that results or could result in an accident is documented in an Incident Report Form and forwarded to the Human Resources Team, appropriate managers and to the NDIS Commission (if it is a reportable/critical incident).

The NDIS Commission regulates how NDIS providers manage serious incidents. These incidents include:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.



- Unlawful sexual or physical contact with, or assault of, a person with disability.
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.
- Unauthorised use of restrictive practices in relation to a person with disability.

In the event that an incident is reported to the NDIS Commission we may be required to disclose your personal information to the NDIS Commission for the purposes of incident investigation.

### **FUNDING INFORMATION**

WDEA Works collects and stores information on your support needs. This information can assist the NDIA to determine your funding amount.

## FEEDBACK AND COMPLAINTS MANAGEMENT

Feedback including complaints made by all parties are welcomed, acknowledged and respected. We welcome feedback as an opportunity to learn from and improve the services we provide.

WDEA Works have a Feedback Survey you can complete at any time or you can speak to your supervisor, coordinator or manager. Quarterly feedback surveys are sent to all participants and their representatives.

If the Participant wishes to give **WDEA Works** feedback, the Participant can talk to a SLES Coordinator on (03) 5065 3050 or via email to [feedback@wdea.org.au](mailto:feedback@wdea.org.au) or via WDEA Works website – enquiry.

## HOW TO MAKE A COMPLAINT?

### WHAT IS A COMPLAINT?

A complaint can be about anything to do with your service, a person or something else. For example:

- A support worker
- Someone has stolen something from you
- You feel scared of someone or something
- You want something fixed
- Someone has said something about you that they were not meant to

### WHO CAN MAKE A COMPLAINT?

Anyone can make a complaint about a disability service provider. This person may be a person with a disability, a family member or an advocate. Disability service providers must respond quickly and fairly to concerns received.

### WHO CAN YOU MAKE A COMPLAINT TO WITHIN WDEA WORKS?

If the Participant is not happy with the provision of supports and wishes to give feedback or make a complaint, the Participant can talk to a SLES Coordinator on (03) 5065 3050 or via email to [feedback@wdea.org.au](mailto:feedback@wdea.org.au), or via WDEA Works website – enquiry.

If the Participant is not satisfied or does not want to talk to this person, the Participant can contact the NDIS Commission – 1800 035 544.

## DECISION MAKING

You have the right to make your own decisions about what you would like to do at WDEA Works, and about all aspects of your life. WDEA Works can help you with counselling and program information to make sure you have correct information to base your decision on.

These are the people that you would need to speak to if you need any help to make a decision. If they cannot help you, they will be able to put you in touch with someone who can.

If you need more help to make a decision you are welcome to use a friend or family member. We can also help you to get in touch with an advocate or the Office of the Public Advocate.

## HUMAN RESOURCE MANAGEMENT

All WDEA Works Support Workers are competent in relation to their role, hold relevant qualifications, and have relevant expertise and experience to provide person-centred support.

Support Workers are encouraged to continue to build their skills and be involved in ongoing learning while working for WDEA Works.

## FIRST AID

All employees of WDEA Works have Level II First Aid Certificates.

## HOW WILL WDEA WORKS SUPPORT ME?

- We will support you in a professional and positive manner.
- We will ensure that your dignity and privacy is respected.
- We will assist you to have a valued role in the community.
- All staff are required to complete a mandatory orientation program when they commence employment at WDEA Works.



## PROVISION OF SUPPORTS

This section specifies the responsibilities for WDEA Works when providing supports to participants.

### SERVICE ACCESS

Finding and using services is fair.  
You can access the services you need.

#### You have the right to:

- To be able to find and use disability services
- Everyone should be allowed to ask if they can use a service
- If you can't use a service, the reasons why should be explained clearly to you
- The service should put you in touch with another organisation who may be able to help you. This is called a "Referral".

#### WDEA Works aims to:

- Have a good way of working with people who make enquiries
- Ask people what they think about our service and make improvements based on these ideas
- Provide information in different ways, this will suit a range of communication needs.
- Explain who can use our service, how to join and how to leave
- Explain if you need to wait before you can use the service



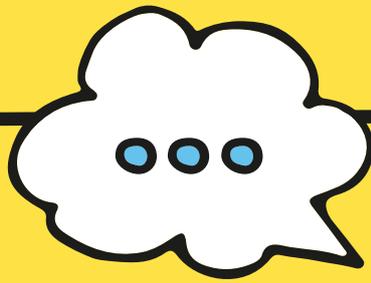
- Offer other options if you can't use our service, this might include a referral to another service
- If you can't use our service, we will explain to you why.

### INDIVIDUAL OUTCOMES

Your service supports you to make choices about what you want to do. You can work toward your goals.

#### You have the right to:

- Make choices about what you want to do
- The services you use should let you make your own decisions about:
  - What you want to do
  - How you will reach your goals



### WDEA Works aims to:

- Let you make choices
- Help you make goals and support you to reach them
- Notice the things you are good at
- Let you seek support from other people
- Such as your family, friends, or an advocate – if you want to
- Work with other services if that's what is need to reach your goals
- Respect everything about you when you are making choices and decisions.

### YOUR EMPLOYMENT GOALS

Before you get started in SLES, your EPEC will meet with you to talk about your employment goals, your skills, your likes, your dislikes and what you would like to achieve in SLES. They will be there to support you every step of the way towards meeting your employment goals.

Every time you attend a session at WDEA Works, we will review your goals and tailor your sessions so that you are always working towards the best outcome for you.

Your EPEC will tailor your sessions so that you are always building your social and employment skills. To help you find the job that is right for you, you will visit workplaces across many



different industries, and engage in various work experience placements. When you are ready, your EPEC will work with you to help you secure an ongoing job!

## SERVICE AGREEMENTS WITH PARTICIPANTS

Each participant has a clear understanding of the supports they have chosen and how they will be provided.

### WDEA Works aims to:

- Work with you and your representative to develop a service agreement which establishes expectations, explains the supports to be delivered, and specifies any conditions attached to the delivery of supports, including why these conditions are attached.
- Ensure that participants are supported to understand their service agreement. We have Easy-Read Service Agreements to help ensure we are using the language, mode of communication and terms that each participant is most likely to understand.

## WHEN DO YOU STOP COMING TO WDEA WORKS?

### You can choose to leave WDEA Works:

- If you decide you don't want to come here anymore
- If you decide that somewhere else suits you better

You must provide us with sufficient notice as per the service agreement with WDEA Work.

### You may be asked to stop coming to WDEA Works if:

- inappropriate behaviour such as abuse or violence.
- You steal from WDEA Works or the people at WDEA Works.
- You damage or break something on purpose that does not belong to you.

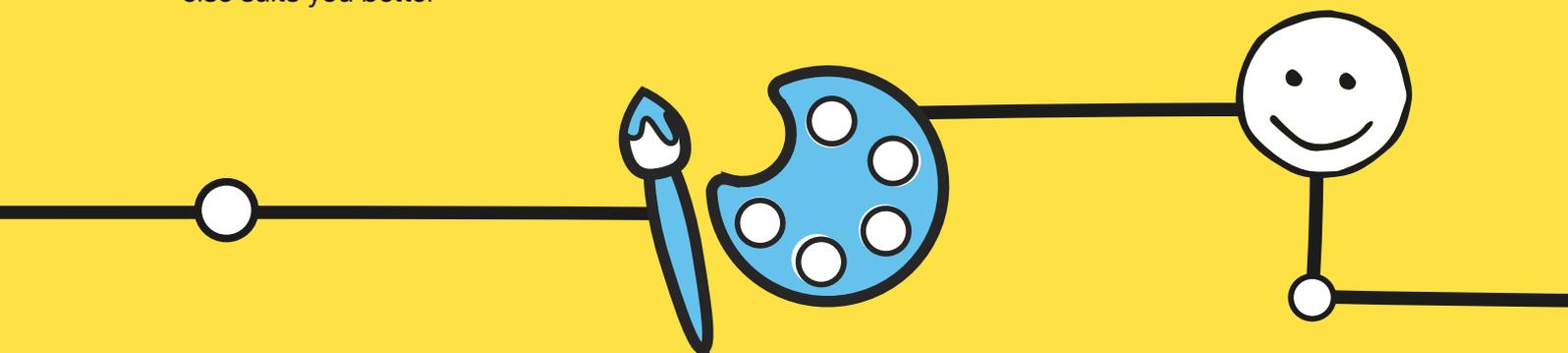
## TRANSITIONS TO OR FROM THE PROVIDER

Each participant experiences a planned and coordinated transition to or from the provider.

### WDEA Works aims to:

- Provide a planned transition to or from the provider is facilitated in collaboration with each participant when possible as outlined in our Exit of Participant from Services - Policy & Procedure.

We also seek feedback and improvements from each participant upon exit from our services and provide you with assistance to connect to other providers if you require it.



# PROVISION OF A SAFE ENVIRONMENT

This section specifies the environment in which supports are to be provided to participants.

## SAFE ENVIRONMENT

Each participant accesses supports in a safe environment that is appropriate to their needs.

## YOUR SAFETY

It is an important role for WDEA Works to ensure you feel safe and secure.

### This means that:

- You can not be picked on, bullied or harassed by people.
- Nobody should ever hit you.
- Nobody should call you names or say mean things.
- Nobody can steal from you.
- Nobody can hurt you.

Sometimes these things do happen and it is not your fault. You do not have to put up with it. It is important that you tell someone so that we can stop it from happening.

You can tell any staff member and they will report it to WDEA Works Management or you can speak with management directly. They will try and fix the problem as soon as they can.

You can also talk to a counsellor or advocate about any of these problems and WDEA Works can arrange that for you if you wish.

## PARTICIPANT MONEY

Participants are only required to bring money if they are going on an excursion. Your EPEC will let you know if and when you need to bring money to a SLES session.

## PARTICIPANT PHONES AND PERSONAL ITEMS

You may bring your phone to SLES sessions, however you will be asked to keep it on silent and only use it during break times.

WDEA Works advises against bringing other personal or valuable items to a session and does not take responsibility for their care.

## MEDICATION

Each Participant is responsible for their own medication. EPECs can provide storage for any medication which is required during a session. EPECs may remind participants to take their medication if required.

If you require further information regarding medication, please speak to your EPEC.

## COMMITMENT TO SAFETY OF YOUNG PEOPLE

All employees, Volunteers and work experience placements of WDEA Works must consider the safety of all children, and recognise the importance of cultural safety for Aboriginal children, cultural safety for children from culturally and linguistically diverse backgrounds, and the safety of children with a disability.

### WDEA Works is committed to Child Safety and will ensure:

- Zero tolerance to child abuse.
- Actively work to listen to and empower children.
- Protect children from abuse, and will take all allegations and safety concerns very seriously and respond to them consistently in line with WDEA Works policies and procedures.
- Promote the cultural safety, participation and empowerment of Aboriginal children.
- Promote the culture safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- Ensure that young adults/children with a disability are safe and can participate equally.



# AGENCIES THAT CAN HELP YOU

## **NDIS COMMISSION**

1800 035 544

## **LOCAL AREA COORDINATOR (LAC)**

Latrobe Community Health  
Statewide Victoria  
1800 242 696

## **LOCAL AREA COORDINATOR (LAC)**

Intereach  
Statewide Victoria and South Australia  
1300 488 226

## **DPT of HUMAN SERVICES**

50 Lonsdale Street, Melbourne Victoria  
1300 650 172  
[www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)  
DHS: Freedom of Information  
[dhsfoi@dhs.vic.gov.au](mailto:dhsfoi@dhs.vic.gov.au)

## **COMPLAINTS RESOLUTION AND REFERRAL**

SERVICE: Dpt Social Services  
Freecall: 1800 880 052  
[crrs@workforce.com](mailto:crrs@workforce.com)  
[crrs.net.au](http://crrs.net.au)

## **ACTION RESOURCE NETWORK**

266 Johnson St, Abbotsford Vic 3067  
(03) 9416 3488  
[arn@netlink.net.au](mailto:arn@netlink.net.au)

## **ATTENDANT CARE COALITION**

179 High Street, Northcote VIC 3070  
(03) 9489 2988 / (03) 9489 2999

## **DEPARTMENT OF SOCIAL SERVICES**

Level 3, Casselden Place  
2 Lansdale Street, Melbourne 3000  
(03) 9643 1100 / 1300 653 227  
[dss.gov.au](http://dss.gov.au)

## **NATIONAL ABUSE AND NEGLECT HOTLINE**

Freecall: 1800 880 052 / 1800 301 130  
[enquiries@disabilityhotline.org](mailto:enquiries@disabilityhotline.org)

## **OFFICE of the PUBLIC ADVOCATE**

Level 1, 204 Lygon Street Carlton  
1300 309 337  
[publicadvocate.vic.gov](http://publicadvocate.vic.gov)

## **EQUAL OPPORTUNITY COMMISSION**

Level 3, 204 Lygon Street, Carlton Vic 3053  
1300 292 153  
[humanrightscommission.vic.gov.au](http://humanrightscommission.vic.gov.au)  
[complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au)

## **DISABILITY DISCRIMINATION LAW ADVOCACY SERVICE**

Level 11, 343 Little Collins St, Melbourne  
(03) 9654 8644  
Freecall: 1800 651 275  
[info@ddls.org.au](mailto:info@ddls.org.au)  
[communitylaw.org.au/ddls](http://communitylaw.org.au/ddls)

## **VILLAMANTA LEGAL SERVICE**

6 Villamanta Street, Geelong West 3218  
(03) 5229 2925  
Freecall: 1800 014 111  
[legal@villamanta.ogr.au](mailto:legal@villamanta.ogr.au)  
[villamanta.org.au](http://villamanta.org.au)

## **AED LEGAL CENTRE**

Suite 4, Level 5, 2-26 Elizabeth Street  
Melbourne VIC 3000  
(03) 9639 4333  
[aed.org.au](http://aed.org.au)

