



## **On Track Community Programs**

*Connecting people to their communities*

# Welcome to the Employment Service

You are a valuable member of our organisation and as such we provide the following information:

- About On Track Community Programs
- What you can expect from us
- What we expect from you
- The Employment Consultants

### **ABOUT ON TRACK COMMUNITY PROGRAMS**

On Track Community Programs is a non-profit organisation that provides support in the areas of Mental Health, Disability, and Homelessness.

### **WHAT YOU CAN EXPECT FROM US**

- Staff at On Track are carefully selected and guided to assist you to identify and fulfil your goals and aspirations.
- Management supports Staff and Clients by listening and taking action as soon as possible when problems are identified.
- We respect your rights and although there are some rules to abide by when you are involved in an On Track program, we try to accommodate your needs and are open to suggestions and ideas to assist you to have the best possible quality of life.
- There is a difference between a friend and a friendly worker. Please remember that On Track Staff Members have work to do. There are many fun times during work, but when the shift ends, Staff Members are expected to go home to their own families.
- We encourage participation and inclusion in decision making, and encourage you to be involved and can have your say.
- All Staff Members at On Track have had a 'Working with Children Check' and 'Police Record Check' completed and they all agree to abide by our 'Code of Conduct'

## **WHAT WE EXPECT FROM YOU**

- You will need to read and sign documents to receive our service and most importantly you will need to sign a 'Consent' form so that we know who we can speak to with your permission. We will assist you to understand all documents that we ask to be signed.
- We expect you to abide by the rules of the program you are with and our 'Code of Conduct'.
- During your time with On Track we will develop regular 'Individual Plans' with you. This will help us to plan what you need to achieve to gain skills towards employment and provides a guide for us to help you to get there.
- We hope you enjoy your time with On Track but because nothing is perfect we have included our policy on 'Complaints'. If you are unhappy about something, please follow this policy and we will do our best to fix it.
- There are many terms you may hear while working towards your goals, please don't hesitate to ask us their meaning if you wish to know.

### ***The Consultants***

The Consultants role is to help you to become 'Work Ready' and to gain and/or retain employment. It is very important that you and the Consultants work together in order to achieve your goals.

### ***Also the Consultants can as required:***

- Help you to understand your strengths and limitations
- Help you to gain general living skills to better prepare you for work
- Assist you in deciding what type of work will suit you
- Assist you to gain skills in the type of work you would like
- Help you to gain work experience through work trials

## **Anti-Discrimination Statement**

In accordance with anti-discrimination legislation, no applicant or existing Client of 'On Track' programs will be excluded on the grounds of age, gender, marital status, race, culture, ethnic background, political persuasion, HIV status, religious beliefs, sexual orientation, socio-economic status, previous psychiatric diagnosis or disability type.

## **Vision**

Connecting people to their communities.

## **Mission**

To provide responsive and flexible support services to people experiencing mental illness, disability or accommodation difficulties. Our aim is to improve an individual's quality of life by encouraging active participation, social inclusion and promoting independence.

## **Values**

Social Inclusion, Respect, Equity, Empathy, Individuality, Hope, Encouragement, Professionalism.

# **Disability Service Standards**

## **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.

## **Standard 2: Individual Needs**

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

## **Standard 3: Decision Making & 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 services he or she receives.

## **Standard 4: Privacy, Dignity & Confidentiality**

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

## **Standard 5: Participation & Integration**

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

## **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.

## **Standard 7: Complaints & Disputes**

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

## **Standard 8: Service Management**

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

## **Standard 9: Employment Conditions**

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

## **Standard 10: Service Recipient Training & Support**

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

## **Standard 11: Staff Recruitment, Employment & Training**

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

## **Standard 12: Protection of Human Rights and Freedom from Abuse**

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

## HOW TO MAKE A COMPLAINT

### **If you have a complaint about the service, please let us know.**

Many problems can be sorted out through explanation, discussion and action.

1. Try to sort the issue out with the person concerned by ringing them and making an appointment to TALK about the complaint.
2. You (or a person who you choose to represent you) can talk to your On Track worker by phone, at the office or they may be able to meet you somewhere else to talk things through.
3. If however, after talking your complaint through, you are not satisfied, you might like to put your complaint in writing.

If you need help to write down your complaint, ring the Receptionist at On Track on (07) 5524 9732 and ask them if you can speak to someone who can help.

Give as much detail as you can about your complaint and if you can, try to tell us what you would like us to do about your complaint.

Post your complaint to:                   The CEO  
  On Track Community Programs  
  P O Box 6713  
  TWEED HEADS SOUTH NSW 2486

We guarantee to acknowledge receipt of your complaint within three days to ensure that it is investigated.

You will be told about the outcome by phone and also in writing not more than two weeks after you made the complaint.

4. If you are not satisfied with the reply from the CEO, you can request that it be reviewed by the On Track Board of Management (BOM) and the CEO will forward it on. The BOM will acknowledge receipt of the complaint and take appropriate action to ensure that the complaint is reviewed no later than 28 days after the complaint was received.

Details of the complaint will be kept **in confidence** and only Staff, consumers and Management Committee Members who need to know will be informed on a "Need to know" basis.

4. If you are still not satisfied with the outcome you can then contact the Ombudsman on 1800 451 524 who will instruct you on the next course of action you should take.

#### **Abuse** refers to:

- Threatened or actual physical, sexual or verbal assault, including physical and medical constraint.
- Abusive behaviour management practices.
- Taking advantage of legal and financial situations to the detriment of the Client.
- Accidents or near-accidents caused by unsafe equipment or practices, and
- The threat of retribution for disclosure of any potential or actual abusive or neglectful practice or situation.

**Neglect** refers to the failure to provide adequate support, food, shelter, clothing or hygienic living conditions

*Standards in Action*

## **Statement of Consumer Rights**

### **All consumers of On Track services have the right to:**

- Quality and respectful service
- Non-discriminatory service
- Confidentiality and privacy
- Be informed and to make decisions about their issues
- Consent to or refuse any service (except where legislation prevents this)
- Choose who will be present at a consultation
- Request transfer to another Staff Member
- Have an advocate
- Remain anonymous
- Fair investigation of complaint
- Continued access to services after making a complaint
- Refuse to take part in research and experiments
- Refuse services from students
- Read their own records
- Receive written information about their rights at the time of first contact
- Participate in On Track Planning days
- Be consulted in the development of On Track policies that will impact upon them.

### **Statement of Consumer Responsibilities**

Consumers have responsibilities in using services, which include:

- Advising if unable to keep an appointment
- Participating in planning, policy development and decision making regarding their issues
- Following the Individual Plan developed with the worker
- Informing the worker of significant changes
- Dealing fairly with other consumers and Staff

### **Statement of Staff and Management Responsibilities**

Staff and management have responsibilities in providing services, which include:

- Being non-judgemental in their approach
- Developing rapport and empathy with a wide range of individuals and groups
- Adapting communication styles, manner and conduct but always demonstrating respect and promoting empowerment of the individual consumer
- Recognising and acknowledging differences of values and opinions
- Avoiding offensive behaviour
- Reflecting and incorporating significant cultural practices where possible in work practice
- Identifying potentially discriminatory or culturally based obstacles and developing and implementing strategies to remove them
- Create opportunities to demonstrate the contribution of difference and diversity in the community