

Jobseeker



# Realise your employment potential

# Participants handbook

# Welcome to Sarina Russo Disability Employment Services

At Sarina Russo Disability Employment Services (DES) we provide vocationally focussed rehabilitation programs for people with health and/or disability barriers. The Disability Employment Services are an Australian Government initiative which is funded and supported specifically by the Department of Social Services (DSS).

Sarina Russo Disability Employment Services is part of the Sarina Russo Group, a leader in employment, education and training; Employing over a 1000 staff in Australia and the United Kingdom.

## Our Mission Statement

“Sarina Russo Disability Employment Services makes participants’ future aspirations and return to work happen with dedicated and personal support from friendly, professional and experienced staff.”

## Access to relevant training and support

Sarina Russo DES is committed to providing you with access to relevant training and support.

We provide support relative to your circumstances and ensure you realise your employment capacity and potential.

This may be on the job, off the job and vocational and or accredited training with a focus on a realistic and sustainable employment outcome.



### ELIGIBILITY FOR SARINA RUSSO DES

You may be eligible for SRJA DES services where you:

- Have a disability, injury or health condition\*;
- Are between 14 – 64 years old (inclusive);
- Are at or above the minimum legal working age in your state or territory;
- Have an assessed capacity to work of at least 8 hours\*;
- Are not already working at your assessed capacity\* or require assistance to maintain your employment\*;
- Are an Australian resident;
- Are not studying full time.

\*As assessed by the Department of Human Services. Please contact the Department of Human Services directly for further information.

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 on eligibility to directly register, please contact your local SRJA DES office.

### Consumer input

Sarina Russo DES 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.

Ask your consultant how you can participate further in making our service the best it can be.

### Protection of human rights and freedom from abuse

We respect your right to live and receive services free from any form of abuse or neglect. We also respect your right to feel safe and attend your appointments in a comfortable environment.

We are committed to providing a service environment and practice which support these rights.

### SARINA RUSSO DES 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 National Work Experience Placements and voluntary work
- ☞ Provide you with suitable support, training and workplace modifications to be successful in your job search and employment placement

# Complaints process

Sarina Russo Disability Employment Services is committed to ensuring we are providing the best possible service to our clients. If however you feel that we have not treated you fairly, or you do not agree with a decision made by one of our staff; you have the right to let us know.

Complaints may be lodged in person, in writing, via email, the internet or by telephone. Investigation of the complaint and efforts to resolve the complaint will be undertaken within 48 hours of receipt and a response provided to you. You are welcome to contact any of our staff to lodge a complaint however we urge you to initially speak to the office that the complaint is being made against or the state manager. Complaints may be referred to the Chief Executive Officer to assist in resolution.

**If you are still not happy about the decision you are encouraged to contact:**

The Complaints Resolution and Referral Services on free call **1800 880 052** or via their website [www.crrs.net.au](http://www.crrs.net.au). The Complaints Resolution and Referral Service (CRRS) is a free service for people with disability who are users of Disability Employment Services (DES), Australian Disability Enterprises (ADE) and/or Advocacy Services. For further information, you can contact the CRRS directly by either phone or their website.

You also may like to contact one of the following for further independent advice:

**Human Rights and Equal Opportunity Commission**  
] 1300 656 410 SMS: 0488 744 487  
[www.hreoc.gov.au](http://www.hreoc.gov.au)

**Anti Discrimination Commission**  
[www.adcq.qld.gov.au](http://www.adcq.qld.gov.au)  
[www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

**Abuse and Neglect Hotline**  
] 1800 880 052 or TTY: 1800 310 130



# Sarina Russo Disability Employment Services Privacy and Confidentiality

Sarina Russo Disability Employment Services is committed to protecting the privacy of your personal information and ensures its appropriate collection and use is in line with the Australian Privacy Principles outlined in the Privacy Act 1998 - [www.privacy.gov.au](http://www.privacy.gov.au)

The Sarina Russo Disability Employment Services Privacy Policy is also available via - [www.sarinarusso.com/privacy-policy](http://www.sarinarusso.com/privacy-policy)

## Your personal information

In order to provide you employment and related services, we will need to collect personal information such as name, address, work history, qualifications, career details or other information generally contained in a resume, and will require information regarding your medical condition or disability and how it may impact on work.

Only information that is relevant to us assisting you will be collected from you or any other party.

Where practicable, Sarina Russo Disability Employment Services will endeavour to collect personal information directly from you.

Sarina Russo Disability Employment can only collect information from third parties with your permission. You consent by signing a 'release of information' form that nominates the person we will be contacting.

## Use and disclosure

We will ensure that the information you provide to us remains private and secure and used only for the purpose that you agreed to.

In order to provide you with employment and associated services, we may need to discuss your personal information to a third party such as:

- ♦ Potential employers
- ♦ Department of Social Services
- ♦ Department of Human Services
- ♦ Your nominated advocate
- ♦ Treating health professional
- ♦ DHS Assessment Services or other service providers

**If you choose to disclose sensitive information relating to a medical condition, disability or impairment to your consultant, then with your consent this information may be disclosed to employers for the purpose of placing you into employment.**

## Resolving privacy concerns

You are able to raise any concerns you may have regarding our personal information handling practices by either discussing your concerns with the Manager of the site or by calling the Privacy Officer at the Sarina Russo Group head office on (07) 3001 8010

Or you can go to [www.privacy.gov.au](http://www.privacy.gov.au) for any other information.

## Where can I find my nearest Sarina Russo Disability Employment Service -

### QUEENSLAND

#### HERVEY BAY

Level 1, 15 Torquay Road,  
Pialba QLD 4655  
☎ (07) 4194 4600

#### MARYBOROUGH

4/146 Bazaar Street,  
Maryborough QLD 4650  
☎ (07) 4121 9100

### VICTORIA

#### FITZROY

Level 2, 219 Johnston Street,  
Fitzroy VIC 3065  
☎ (03) 9415 2200

#### LILYDALE

Unit 5, 9 Clarke Street,  
Lilydale VIC 3140  
☎ (03) 9735 7800

#### FOUNTAIN GATE

Shop HM2A, Westfield Fountain Gate -  
Shopping Centre, Overland Drive,  
Narre Warren VIC 3805  
☎ (03) 9705 3500

#### RINGWOOD

Level 1, 41 - 43 Ringwood Street,  
Ringwood VIC 3134  
☎ (03) 9847 5600

#### HEALESVILLE

Healesville Interchurch Community Care Inc.  
231 Maroondah Highway,  
Healesville VIC 3777  
☎ 13 15 59

#### WARBURTON

Suite 18, 21 Woods Point Road,  
Warburton VIC 3799  
☎ (03) 5966 4600