

**WEST WIMMERA  
HEALTH SERVICE**

**COOINDA DISABILITY SERVICES**

**SUPPORTED  
EMPLOYEE  
HANDBOOK**

**SUPPORTING EMPLOYMENT OPPORTUNITIES  
FOR PEOPLE WITH A DISABILITY**



**WWHS**

**Revised: June 2011**

## Contents

	Page
MISSION STATEMENT	3
VISION STATEMENT	3
OBJECTIVES	3
ABOUT THIS BOOK	4
ABOUT COOINDA DISABILITY SERVICES	5,6
12 DISABILITY SERVICE STANDARDS	7
1. SERVICE ACCESS	9-11
2. INDIVIDUAL NEEDS	12
3. DECISION MAKING & CHOICE	12
4. PRIVACY, DIGNITY & CONFIDENTIALITY	13
5. PARTICIPATION AND INTEGRATION	14
6. VALUED STATUS	14
7. COMPLAINTS & DISPUTES	15,16
8. SERVICE & MANAGEMENT	17,18
9. EMPLOYMENT CONDITIONS	19-22
10. SERVICE RECIPIENT TRAINING & SUPPORT	23
11. STAFF RECRUITMENT, EMPLOYMENT & TRAINING	23
12. PROTECTION OF HUMAN RIGHTS & FREEDOM FROM ABUSE	24,25
PHONE NUMBERS OF ADVOCATES	26
WORKERS RIGHTS & RESPONSIBILITIES	27
CODE OF CONDUCT	28
WEST WIMMERA HEALTH SERVICE	29

## **Mission Statement**

West Wimmera Health Service is committed to the delivery of health, welfare and disability services which are compassionate, responsive, accessible and accountable to individual and community needs which result in quality outcomes for the people of the West and South Wimmera Southern Mallee.

In support of West Wimmera Health Service, Coinda Disability Services offers to eligible adults, quality support and employment training in the attainment of a valued role in the Community.

## **Vision**

Disability Services will provide innovative programs to assist people to achieve specific goals in a variety of activities developed to enhance their personal goals, skill acquisition and their ability to integrate into services and facilities in the Community.

## **Objectives**

Coinda Disability Services strives to uphold the Disability Service Standards for Business Services. In particular Coinda is committed to the following objectives:

1. To empower and give choice to people with disabilities.
2. To promote a positive image within the Community.
3. To ensure realistic outcomes for supported employees.
4. To provide services and programs which will promote life skills and training, including personal development and integration into the Community.
5. To foster employee participation in all decision making.
6. To liaise with other agencies.

## **About this Employment Handbook**

This handbook explains in easy English what you as an employee needs to know about working at Coinda Disability Services.

This Handbook is for all employees, those just starting and those who have been here for a long time. The handbook helps us to know about the Policies at Coinda Disability Services. Policies are like rules; they tell us how to work with each other.

This handbook explains your rights as an employee. The handbook talks about responsibilities to all other employees and staff that help run Coinda Disability Services. It also talks about your responsibilities around your work and wages.

Everything we do at Coinda Disability Services is covered under the Disability Act. This is the Australian Government law that helps people with a disability get work and the help they need to be involved in the Community.

The Disability Act has 12 Disability Standards. They are the rules or ideas that tell the Staff and Managers at the Businesses the best way to give you the assistance you need and how to put the Disability Act into action.

Coinda Disability Services gets money from the Australian Government to help you do your job well. In return the Australian Government expects Coinda Disability Services to make sure that the 12 Disability Standards are in place.

The Employees, Managers and Support Staff, through meetings, come together to share ideas and ways of doing things to make Coinda Disability Services a good and fair place to work.

**If you find this book hard to read or understand the staff at Coinda Disability Services will explain it to you.**

## About Cooina Disability Services

Cooina Disability Services is part of West Wimmera Health Service and provides education, training and employment opportunities for its supported employees. Cooina's supported employees have a "voice" in decision making in relation to their employment. Cooina Disability Services encourages supported employees to participate and integrate into the wider health service and community at large. The Commonwealth funded business services, Oliver's Café, Snappy Seconds, Luv-a-Duck Breeding Shed and individualised positions at West Wimmera Health Service offer supported employment options for employees.

### Oliver's Café & Kiosk

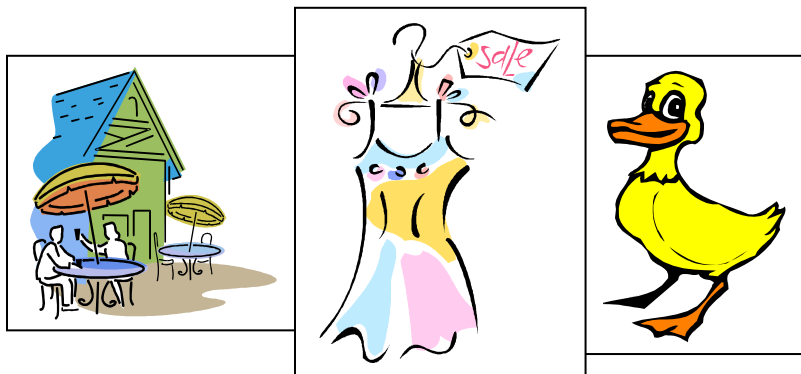
At Oliver's Café supported employees prepare meals and serve customers with the help of experienced chefs and disability support staff. The Café with its smart appearance would not look out of place among the many cafes in any city.

### Snappy Seconds

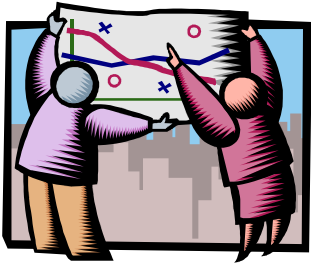
Snappy Seconds is a retail outlet for "up-market" second hand goods. Based in central Nhill, retail skills can be learnt and developed at Snappy Seconds. With a large customer base, Snappy's provides a community integration work program.

### Luv-a-Duck Breeding Shed

A partnership with Luv-a-Duck, an international company breeding and raising ducks for the Australian and Export culinary and hospitality markets has led to an innovative program for supported employees. A contract between West Wimmera Health Service and Luv-a-Duck provides a program for our supported employees to operate a Duck Shed where they maintain several thousand ducks which lay over 2,000 eggs a day.



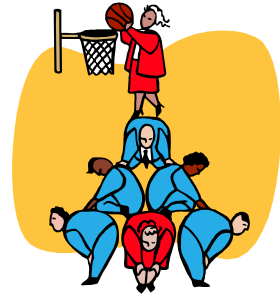
## Working together



All of the people at Coinda Disability Services want to do the best job they can.

## Team Work

Sometimes we work on our own and sometimes in small groups or teams together.



The Disability Act covers everything that we do at Coinda Disability Services. This is the Government Law that helps people with a disability get employment, advocacy and training services.

## Employment



Employment



Advocacy



Training

## **12 Disability Standards**

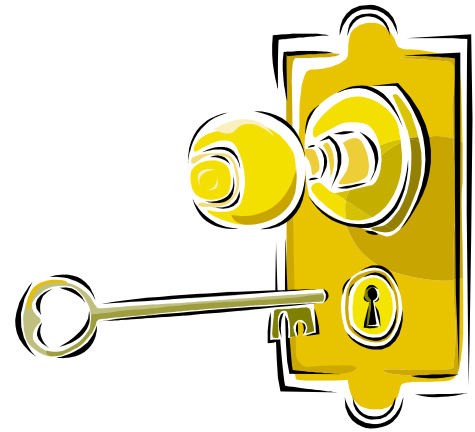
What the Rules are about

1. **Service Access:** This is about Coinda Disability Services being there for the people who need them the most without discrimination.
2. **Individual Needs:** This is about planning for what you want and the Staff at Coinda Disability Services giving you the help to do the things you want, to reach your goals for work and out in the community.
3. **Decision making and Choice:** This is about the way Staff and Managers at Coinda Disability Services listen to what you say about the things you want and the way Coinda Disability Services can help you. It is about setting your own goals and making your own decisions.
4. **Privacy, Dignity & Confidentiality:** This is about Coinda Disability Services keeping personal information about you private, treating you with respect and asking you if we can share information at times to help you.
5. **Participation & Integration:** This is about Coinda Disability Services helping you to get out into your local community, to do the same things as other people.
6. **Valued Status:** This is about Coinda Disability Services treating you as an adult and giving you the help to do things that you wish to do, making the work that you do important to you and Coinda Disability Services.
7. **Complaints & Disputes:** This is about Staff and Managers listening to you and trying to sort out any problems you are having mostly at work, but sometimes at home or in the community.
8. **Service Management:** This is about Coinda Disability Services running well and spending as much time and money as possible on helping our employees.
9. **Employment Conditions:** This is about you getting the same sort of employment conditions (pay, holidays & sick leave) as other people who are working.
10. **Service Recipient Training & Support:** This is about giving you the training and help you need to do the best job you can.
11. **Staff Recruitment, Employment & Training:** This is about Coinda Disability Services having the best Staff available and making sure that they have the right training to help you achieve your potential.
12. **Protection of Human Rights & Freedom from Abuse:** This is about Coinda Disability Services making sure that you are safe at work and in the community, that you understand your rights and that staff can help you speak up if you are unhappy.

## 1. Service Access

To work at Coinda Disability Services you must want to work, be of working age and be eligible for, or receiving the Disability Support Pension.

Coinda Disability Services lets places like Centrelink, schools and Employment Support Agencies know when we have vacancies.



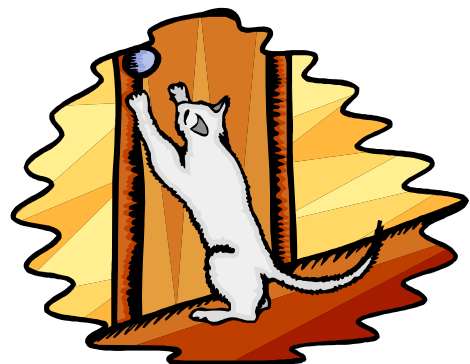
### Service Entry

At first the Staff will interview you and your support person to talk about the work we do here, to find out what you like to do and what you have done before.

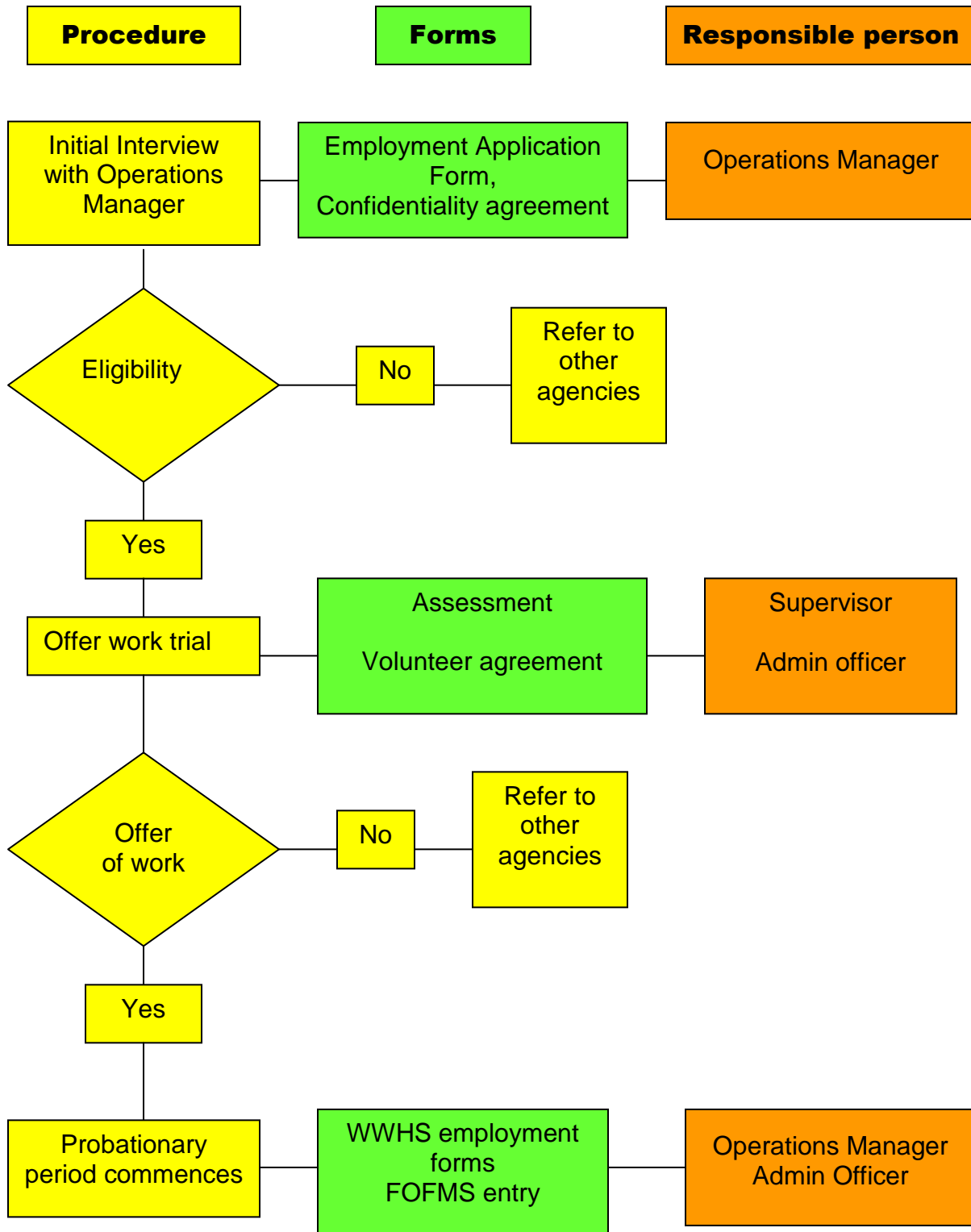
You will be taken on a tour of our work places, then we will talk to you some more about what you have seen and how you feel about working with us.

You will have some forms to fill out and a starting date will be worked out. You will be given some information to take home with you.

If you and the staff think that this is the right job for you then you can start work at one of the work sites if we have a vacancy there. We usually have a trial period for up to 13 weeks so you can really get to understand what it is like to work here. If you are happy and Coinda Disability Services are happy then your job will be made permanent.



## Disability Services Entry Flow Chart





## **Service Exit**

There are two ways of leaving Cooinda Disability Services. Firstly because you want to leave and secondly, because you have been asked to leave.

You may leave at anytime, but you must let the Staff or Manager know by giving them 2 weeks notice.

Staff will help you write a letter of resignation if you need help. An appointment will be made with the Operations Manager for an exit interview and you may have an advocate if you wish. All your wages and entitlements from Pay Office will be worked out for you and you will be given information about other service providers if you want them. You may reapply for Disability Services if you need to in the future, providing you have not been asked to leave.

If you are asked to leave it will be after you have been given a verbal warning and two written warnings saying that Cooinda Disability Services is not happy with how you are behaving. You will have an interview with the Manager and Support Staff to explain why you are being asked to leave. If you do something illegal such as assault or theft you can be asked to leave immediately. Sometimes the Business Manager will put you on suspension without pay for up to four weeks. You can ask to have someone with you to help you at these interviews.

### **Workers leave for many different reasons:**

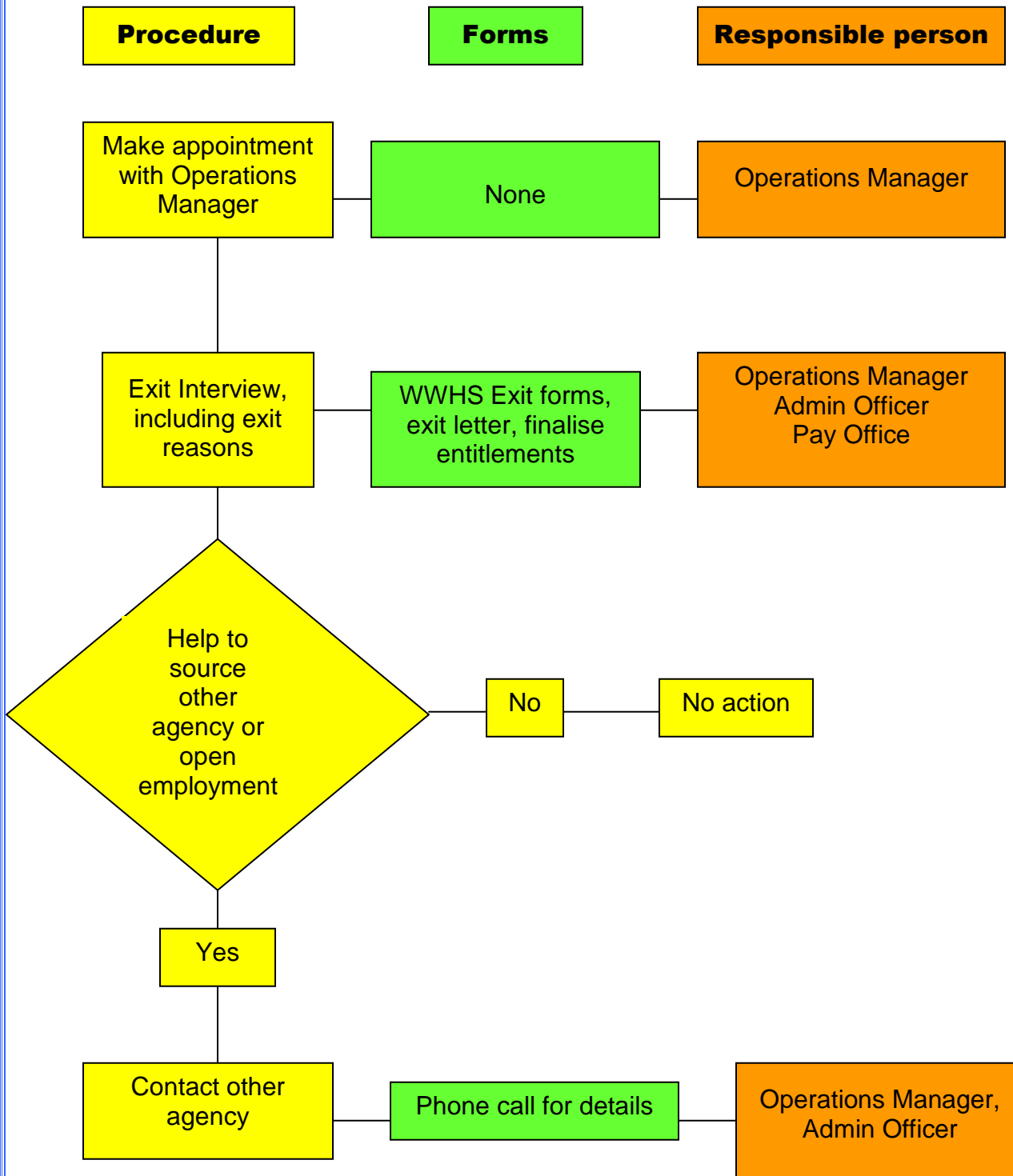
- Not interested in working at Cooinda Disability Service
- Got another Job
- Moved too far away to get to work

### **You will be asked to leave if you:**

- Hurt another employee or staff member
- Threaten other employees
- Take something that doesn't belong to you
- Deliberately damage Cooinda Disability Services property or products.



## Disability Services Exit Flow Chart



## 2. Individual Needs:

### Setting Goals

Cooinda Disability Services Staff and Management want to talk with you often about the help that you need at work and then write it down in a plan called an Individual Employment Plan. This plan will say what you have asked for, what training you will be offered and who is going to help you.

Everyone has special meetings with staff to help write these plans:

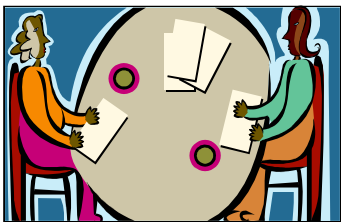
- Personal Outcome Measures Assessment
- Workplace Appraisal
- Wages Assessment

These plans are written each year. Your family or support person is welcome to be part of this process if you want them to help you. You can talk with Staff about your goals and the things you want to learn. Your plan can be changed as you need. Staff will make sure your plan is kept up to date and write down the changes after you have talked with them. It is important that the goals you set for yourself really happen.



### 3. Decision Making & Choice

Staff and Managers at Cooinda Disability Services want to listen to you and your ideas about how to make it the best place to work. They want you to make decisions about your work and the things that happen here, so they will give you time to have meetings. Some of the ways you can tell us what you want are through:



- Site meetings
- Advocacy meetings
- Your Interview, where you can have your say about what you want and the goals you set for your work and training. You can ask for a new meeting at any time to make changes to your plan.

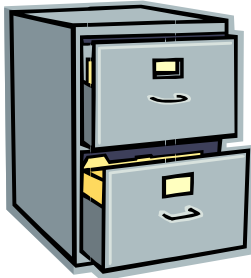
## 4. Privacy, Dignity & Confidentiality

Cooinda Disability Services respects and understands that each person has the right to privacy, dignity and confidentiality. Cooinda Disability Services keeps information about you private and will not share this information about you without your permission.

Cooinda Disability Services Staff and Management will keep a file about your personal work information. Things like your home address, telephone number, and emergency contact/support person, a copy of your appraisals and your Individual Employment Plan will be kept in your file.

We may ask to know some personal information, like whether you are on medication that might be a danger if you operate machinery. Cooinda Disability Services does not keep information about your private life on your file unless you want to share it with us.

Your file is always kept in a locked filing cabinet in the Cooinda Admin Office and the strongroom at Pay Office.



You can ask Staff to show you your file at any time. You can ask to have things kept in private in your file if you wish. You can ask the Business Services Manager to have some information put into a sealed envelope which can only be opened if you are there.

Cooinda Disability Services Staff or Management will not give anyone else information about you without asking your permission first. They will ask you to sign a Consent form saying this.

At Cooinda Disability Services most employees are given a locker or place in which to keep their belongings secure and safe. If you feel your privacy and confidentiality has been broken tell your supervisor or someone you trust. This is a very serious matter and everyone has the right to privacy and confidentiality.

You may talk to a staff member in private and you will be treated with respect. You will also be expected to treat others the same way.

## 5. Participation and Integration

Cooinda Disability Services can offer work in different locations in the community where you will be given similar work to other employees. Cooinda Disability Services will provide you with information about services and facilities in the community and provide you with support to access them if needed.



## 6. Valued Status

Cooinda Disability Service believes that all of its employees are important members of the community. You are expected to behave as an adult and we help you to do the sorts of things that all the other members of the community do at work.



Training helps you do the best job you can do so that you are important part of Cooinda Disability Service. Your rights such as wages and your payslips are explained to you.

Like all employees you will be given the opportunity to participate in workplace activities such as the Footy Tipping Competition and special occasions.

Cooinda Disability Services values its employees by giving you the jobs and training that help you get good work skills and representing you in a positive and professional way when helping you get a job.

## 7. Complaints and Disputes

If something goes wrong between you and anyone you work with, it needs to be fixed. At Coinda Disability Services, the Staff and the Supervisors will help you sort out any problems you are having at work. It is the job of all Staff and Supervisors at the Business Services to help you sort out complaints in a private and confidential way.



All workers at Coinda Disability Service have the right to make a complaint about other employees, the service or Staff without feeling they will get into trouble for speaking up. If you need help or support you can use an Advocate (the phone numbers are at the back of this book)

This rule is here to protect workers from physical, sexual, emotional and verbal abuse or harassment.

As with any problem, it is best to try and work it out with the other person first. Sometimes if that doesn't work and you can't work out the problem then you might need Staff to help you. You can speak to anyone you like about a problem and you can have someone to help you at anytime.



### This is what you can do

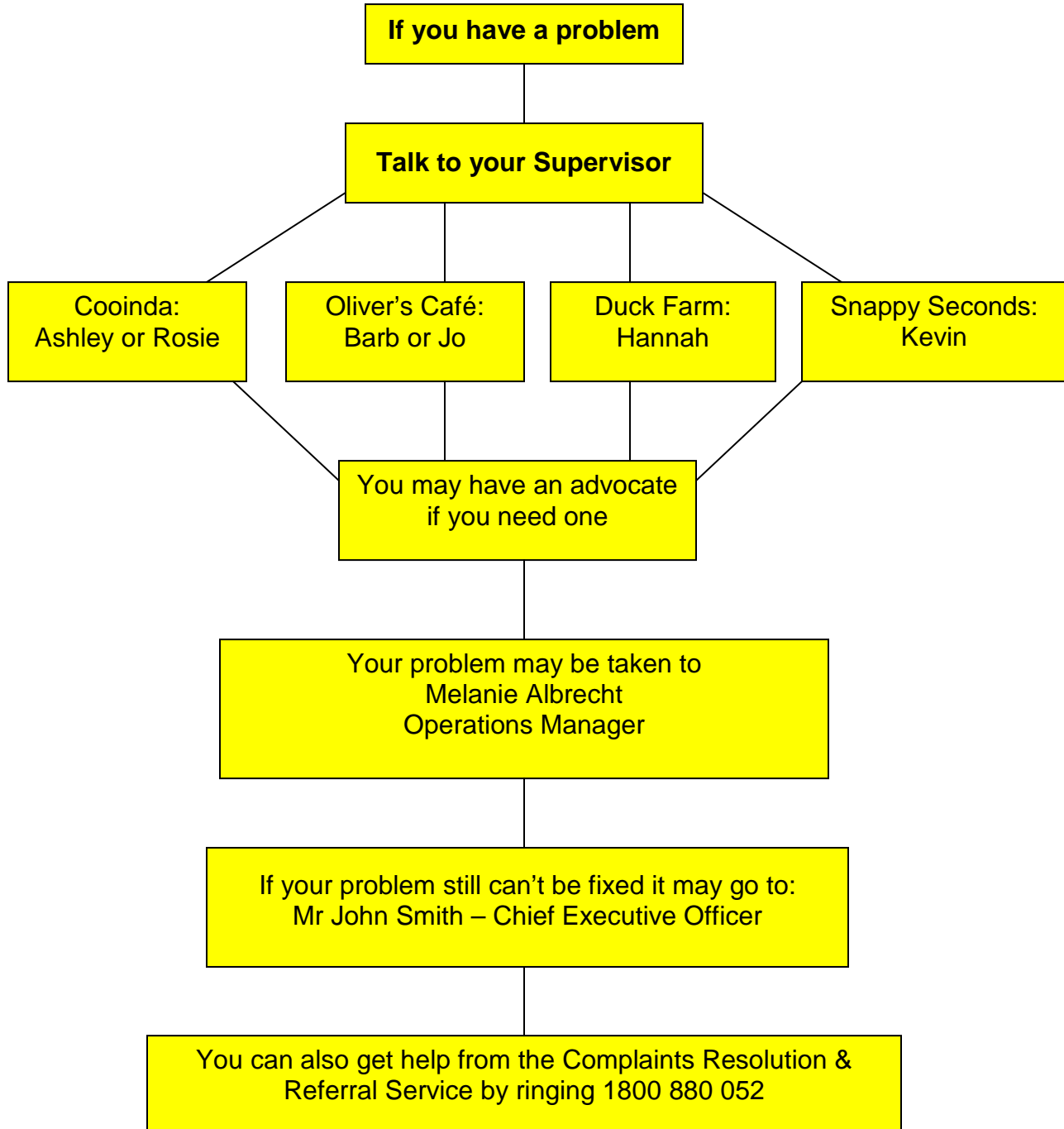
- Speak to the person and tell them what you think the problem is.
- Tell Staff who will talk with you in private.
- Talk to the Operations Manager, Melanie Albrecht; you can contact her on 53914224. If she can't help you she may pass it on to Mr John Smith, Chief Executive Officer.
- Ask your family or carer to speak to a Staff member with you.
- Speak to an advocacy service; phone numbers are in the back of this book.
- If your problem is about sexual abuse, physical abuse, emotional abuse or neglect you can, with the support of an advocate, make a decision to report it to the police.

**Remember the COMPLAINTS RESOLUTION and REFERRAL SERVICE is set up especially for help and employees in Supported Employment who have problems. FREECALL 1800 880 052.**



## Complaints and Disputes Flow Chart

If you have a problem with another person or your work you are able to talk about this and have the problem solved.



## 8. Service Management

Every year Coinda Disability Services has to be audited by the Australian Government. The audit report tells the department what Coinda has done, how Coinda has helped you and how the government's money has spent.

We ask you in your appraisals if there is any way we can do a better job for you and if there is anything we can do better.

Everyone at Coinda Disability Services wants the workplace to be a safe place for you to be.

It is Management's job to make sure Coinda Disability Services has things written down about how to make sure it is a safe place and that you understand all the rules to make you a good employee.

Staff will help you follow all the safety rules and we have an Occupational Health and Safety Committee that helps Management make sure all the safety rules are followed.

Coinda Disability Services has a representative on this Committee that reports what you are worried about.

You will also have training with Staff to talk about the Occupational Health & Safety rules.



## Running the Service Well

The Advisory Committee is interested in making Supported Employment programs run smoothly. The committee meets every two months and advises the Board of Governance of service needs.

West Wimmera Health Service Board of Governance meets once a month with the Chief Executive Officer and Executive Officers from all Divisions to make sure West Wimmera Health Service, including the Supported Employment programs, is running as it should.

A report from Disability Services is presented at the Board of Governance meetings and the Board makes decisions which are in your best interest.

The Board of Governance will make sure that:

- They employ the right people
- All the people who attend Supported Employment services are having a say
- All Employees are treated fairly
- Everyone knows their rights
- West Wimmera Health Service and Disability Services are run the way the government says it should be run
- The money is spent in the right way
- Work is a safe and healthy place
- Policies are written and everyone is consulted



## 9. Employment Conditions:

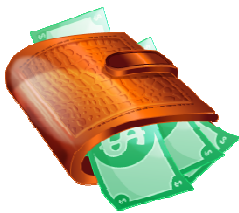
These conditions apply to all workers at Coinda Disability Services.

### Wages

All employees are entitled to be paid for the work they do. You must fill in your timesheet each day you work. Your Supervisor will help you if you need it. Each fortnight your wages will be transferred electronically into your Bank Account.

You will receive a payslip each fortnight. It tells you:

- How much you earn
- What Tax you pay
- What holidays you are entitled to which are written in hours.



Your wages are worked out according to your ability and how well you work. This is called your Wages Assessment and will be done by people from the Commonwealth Rehabilitation Service (CRS), who are specially trained. The results of this will become part of your training and are written in your Individual Employment Plan.

REMEMBER - if you change your banking details you need to tell Pay Office immediately. A staff member can help you do this.

### Superannuation

Every person who works is entitled to be paid Superannuation but there are Rules. This is called the Superannuation Guarantee Legislation. You will be paid Super if you earn more than \$450.00 in a month.

### Holidays (Annual Leave)

All full time employees (38 hours per week) have 20 days Annual Leave each year (four weeks). If you work part time you will have less days, worked out on the number of hours you work. You must apply for Leave before you want to have time off during the year. If you need more than the time you are entitled to you must apply for Leave without Pay but this may not be automatically granted. It will depend on what our work commitments are.



## Sick/Personal Leave

All full time employees (38 hours per week) have 12 days paid leave in a year for personal reasons such as family funeral or if you are sick. You can have 1 day without a Medical Certificate and 11 more days with a Medical Certificate - any extra leave is unpaid. This amount increases the more years you work.

**Please remember it is best to bring a Medical Certificate if you are away sick or have a Doctors appointment during work time.**



## Public Holidays



You are paid your normal pay if you usually work on the day of a public holiday. Examples of Public Holidays are New Year's Day, Australia Day, Anzac Day, Labour Day, Queen's Birthday, Christmas and Easter.

## Work Times

You will be notified of your work times and the days and hours you will work each week. These will depend on which work site you choose. Any change to these times must be discussed with your Supervisor.



Personal business should be attended to in your own time outside of business hours. Medical or dental appointments should be made in your own time where possible. However, we know that sometimes this is not possible and arrangements can be made with your Supervisor.

## Breaks

All breaks should be taken at the set times. You will have a morning tea and a lunch break. You will be told how long you have for each break and you are expected to return to work and start working as soon as the break time is ended.



## Workplace Expectations

Cooinda Disability Services has a responsibility to

- Provide employees with a safe work place.
- Pay wages for the work employees do.
- Treat all employees with dignity and respect.
- Uphold the 12 Disability Standards as required by the Government.
- Treat all employee information with confidentiality and privacy.



Employee Responsibilities:

- Be punctual and reliable in attendance.
- Work to the best of your ability.
- Follow staff instructions as asked.
- Remain focused on your work.
- Act as an adult within the workplace.
- Treat employees, staff members and members of the public with proper courtesy and respect.
- Observe safe work practices at all times.
- Respect the property of co-workers and Cooinda Disability Service customers.

## Clothing Rules

Employees are issued with uniforms and should wear them in the workplace.

Until your uniform arrives you should wear shoes or boots (not sandals or thongs) and neat clothing that is not baggy.



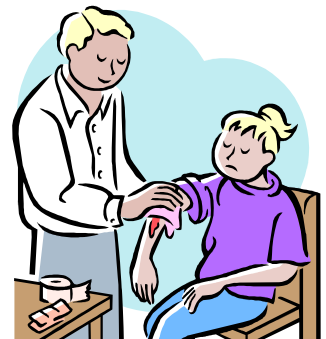
If you need protective clothing such as ear protectors, goggles, overalls, gloves or aprons Staff will give it to you and you must wear it.

If you are working outside you must cover up and wear a hat and we encourage you to apply sunscreen to prevent sunburn.

## First Aid

When you hurt yourself or feel sick you should tell Staff immediately and they will help you.

All Staff have a current First Aid Certificate.



## Smoking



**No one is allowed to smoke inside the businesses (offices or work areas)**

**From 31<sup>st</sup> May 2010 West Wimmera Health Service will be Smoke Free and therefore smoking is not permitted at Coinda Disability Service.**

## Emergency Evacuation & Fire Drill

- When there is an emergency (such as a **fire**) all employees should walk to the nearest door out of the workplace with their Staff member.
- Take nothing with you
- Meet at the assembly area
- Staff will check off your name
- Do exactly as you are told and stay with the group

Staff will call the Fire Brigade who will put out the fire and tell you when it is safe to go back to work.

Remember if you need the Police or Fire Brigade or an Ambulance for an emergency when you are at home you **phone 000**.



## **10. Service Recipient Training and Support**

Cooinda Disability Services wants to help you be the best you can be. Each year as part of the Workplace Appraisal interview we ask you what new things you want to learn. These new skills are put into your Employment Plan and during the year Staff will teach you these new skills.

If you need extra help to learn the job Staff will help you. If you forget how to do something Staff will help you.

Remember to ask for help straight away when you are confused or do not understand.

If you need help with something outside work you can tell Staff and they will try to help you or find someone else who can.



## **11. Staff Recruitment, Employment and Training**

At Cooinda Disability Services we employ the best Staff available to help you become a good employee and make sure you get the training and support you require.

The Managers and Staff at Cooinda Disability Services undertake training to make sure that they are able to help you learn the skills you ask for.

Each year the Managers implement a Staff Training Plan so that Staff can learn new skills and competencies to make them the best they can be.

## 12. Protection of Human Rights and Freedom from Abuse

### Discrimination

Coinda Disability Services believes in equal opportunity for all its employees. People should not be treated unfairly because of their disability, race, beliefs or sexual preferences. At Coinda Disability Service men and women are equal and will be treated that way.

People come to live and work in Australia from many different places around the world. Some speak a different language and might look different. That's OK and Staff will try very hard to make sure that if you don't speak English very well then someone is available to help you when you need them for interviews and planning sessions.

If you feel you are being treated unfairly because of your age, the way you look, where you are from or because of your disability tell the Staff, Manager, your support person or contact an Advocate.

Equal Opportunity Board  
9<sup>th</sup> Floor, 356 Collin Street  
Melbourne 3001

FREECALL: 1800 134 132

The phone numbers in the back of this book are for help from other services.



### Abuse & Sexual Harassment

Sexual Harassment is about how you feel when someone says something sexual to you that you don't like or understand or touches you without permission.

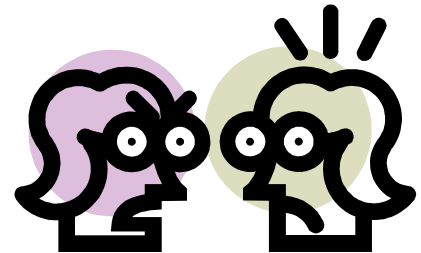
It is against the law to sexually harass a person in any workplace. When someone talks to you in a bad way or swears at you or touches you when you don't want them to it is against the law and they are not respecting you. You should tell the Staff or Manager or someone you trust straight away.

**Don't be embarrassed; even if you feel uncomfortable, this is very serious.**

At Cooinda Disability Services the employees, Management and Staff treat anything that makes you feel bad or frightened as a very serious matter and nobody should put up with it.

If any of these things are happening to you at work or anywhere else you should tell someone immediately:

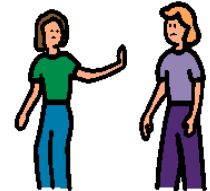
- Someone hits you or hurts you physically
- Makes you feel bad or frightened
- Follows you on your way to or from work
- Tells rude or dirty jokes
- Makes unwelcome sexual suggestions
- Makes rude hand signs
- Uses bad language
- Yells at you so that you are frightened
- Touches parts of your body that you don't want touched
- Asks you to go with them when you don't want to



Harassment or abuse can happen between a man and a woman, two women or two men.

If you feel abused or frightened you can:

- Make a complaint by following the rules in this book.
- Tell the person who's annoying you to stop.
- Talk to a Staff Member or Supervisor at Cooinda Disability Services who will treat the matter in a private way and help you deal with it.
- You can ask the Staff member or the Supervisor at Cooinda Disability Services to talk to the person who is abusing you and get them to stop.
- Talk to the Police or your Support Person or an Advocacy Service.
- If it keeps happening, you should talk to Staff or the Supervisors again who will make sure something happens.



Remember the **COMPLAINTS RESOLUTION and REFERRAL SERVICE** is set up especially to help Supported Employees who have problems. **FREECALL 1800 880 052.**

You have the right to an Advocate whenever you have a problem at work. An advocate is someone who will help you with your rights at work or in the community and will help you contact the right people.

**The phone numbers of Advocates are:** (People who can help you)

<p><b>Grampians Disability Advocacy Association</b> Bernadette O'Shannessy 17 McLachlan Street, Horsham VIC 3400 5381 2400 0407 688 151</p>	<p><b>Complaint Resolution and Referral Service</b> Locked Bag 2705 Strawberry Hills NSW 2012 FREECALL 1800 880 052 Interpreter Service - 131450</p>
<p><b>The Office of the Commissioner for Equal Opportunity</b> 4/356 Collins Street Melbourne VIC 3000 FREECALL 1800 134 142</p>	<p><b>West Wimmera Health Service Social Worker</b> Joseph Jismon 5391 4260</p>
<p><b>Disability Employment Action Centre (DEAC)</b> 9650 2533</p>	<p><b>Department of Human Services</b> 21 McLachlan Street Horsham VIC 3400 5381 9777 Intake and Response 1800 229 822</p>
<p><b>Dept Families of Housing, Community Services &amp; Indigenous Affairs</b> 1300 653 227</p>	<p><b>Legal Aid</b> Contact any Nhill solicitor <b>Legal Aid Commission</b> FREECALL 1800 677 402</p>
<p><b>Disability Services Commissioner</b> Level 30, 570 Bourke Street Melbourne VIC 3000 1800 677 342 (free call) 1300 728 187 (free call) www.odsc.vic.gov.au</p>	<p><b>Cooinda Disability Service</b> Operations Manager Melanie Albrecht 5391 4224</p>
<p><b>National Abuse &amp; Neglect Hotline:</b> FREECALL 1800 651 275</p>	<p><b>Disability Discrimination Law Advocacy:</b> FREECALL 1800 651 275</p>
<p><b>Office of Public Advocate</b> FREECALL 1300 309 337 TTY (03) 9603 9529)</p>	<p><b>Villamanta Legal Service</b> FREECALL 1800 651 275</p>
<p><b>Elder Rights Advocacy</b> Level 2 85 Queen Street Melbourne Vic 3000 FREECALL 1800 700 600 03 9602 3066</p>	

# Workers Rights and Responsibilities

## Your Rights



- You have the right to ask questions.
- You have the right to have a friend, family member or advocate to help you with any matter.
- You have the right to be given all information about how your Supported Employment program is run.
- You have the right to access a copy of all Supported Employment policies and have them read and explained to you.
- You have the right to expect that these policies will be put into practice.
- If you are unhappy about anything at work, then you have the right to speak up about it.

## Your Responsibilities

- You have the responsibility to treat other people fairly and in a way you would like to be treated.
- You have the responsibility to do what you agreed to do in your work contract.
- You have the responsibility to talk to someone about any concern or complaint you have about West Wimmera Health Service.



## Code of Conduct

This Code of Conduct helps you to understand your responsibilities and how to act in your workplace:

- You should treat people honestly and openly and with respect.
- You **must not** take what is not yours, either from your workplace or from other people.
- Don't argue, bully or pick fights with other workmates.
- Don't tell lies or try to blame others for something you have done.
- If you think that someone, including your workmates, is doing something wrong or against the law, talk to your supervisor, the Operations Manager or your advocate.
- Do not tell anyone who doesn't work for West Wimmera Health Service private information about a workmate, eg address, phone number, hours they work.
- You must not talk about your work or workmates in public or to newspaper, radio or television reporters.
- You must not drink alcohol or take drugs in the workplace and you must not come to work if you are drunk or under the influence of drugs.
- Let your workplace know if you are going to be away for any reason, eg ill, court appearance, a death in the family.
- Do your work the best you can.
- Try to be helpful to others.



## **Are you Interested in More Information?**

If you are interested in more information about any aspect of Coinda Disability Services Supported Employment please contact any Coinda Disability Supervisor or Operations Manager who will be able to provide you with a copy of the West Wimmera Health Service policy on the subject or answer any questions you may have.

## **West Wimmera Health Service**

Coinda Disability Services is a division of West Wimmera Health Service. The Service comprises six separate campuses based at Nhill, Kaniva, Jeparit, Rainbow, Goroke and Natimuk with Coinda Disability Services also centered within the township of Nhill.

West Wimmera Health Service has evolved and now services a population of 16,000 people in an expansive area of some 17,000 square kilometers covering the breath of the Wimmera region.

The Service offers Residential aged care beds, acute inpatient beds, Accident and Emergency, Operating Theatre, Central Sterilising Department, Preadmission Clinic, Support services include Medical Imaging, Pathology, District Nursing including palliative Care, Physiotherapy, Dietetics, Occupational Therapy, Welfare, Speech Pathology and Counselling.

For further information about West Wimmera Health Service please visit [www.wwhs.net.au](http://www.wwhs.net.au) for information of our service provision.

### **Corporate Office:**

Nhill Hospital  
45-49 Nelson Street  
Nhill, VIC 3418  
Telephone: (03) 53914222  
Email: [corporate@wwhs.net.au](mailto:corporate@wwhs.net.au)



# **WWHS**