



employment  
services

**your**job | **our**people | **one**community

# **COMEPASS CLIENT INFORMATION HANDBOOK**

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**Wynnum:** Unit 1B / 212 Bay Terrace (Cnr Pine St) Wynnum  
QLD 4178

**Goodna:** Located within the Employment Plus office  
St Ives Shopping Centre, Shop 52/2 Smiths Rd, Goodna Qld  
4300

**Ipswich:** 22 South St, Ipswich QLD 4305

**Lowood:** Lowood Hub  
24 Railway St, Lowood QLD 4311

**Boonah:** Fassifern Community Centre  
4 Little High St, Boonah QLD 4310

**Esk:** Somerset Civic Centre  
Lyceum Meeting Room  
35 Esk Hampton Rd, Esk QLD 4312

HEAD OFFICE Unit 1/243 Bradman Street  
Acacia Ridge QLD 4110

TELEPHONE: (07) 3710 2011

FAX: (07) 3273 3413

EMAIL: info@comepass.com.au

WEBSITE: www.westside.org.au

#### Comepass Office Locations:

**Acacia Ridge:** 243 Bradman St, Acacia Ridge Qld 4110

**Oxley:** Suite 11, 1 Westlink Court  
BTP Hub, Westlink Green, Darra Qld 4076

**Stones Corner:** Located within the Ixon Centre 481 Logan  
Road, Stones Corner Qld 4120

**Upper Mt Gravatt:** Located within the Sarina Russo Job  
Access, Network House – Unit 1, Lvl 3/57 Sanders St,  
Upper Mt Gravatt QLD 4122

**Capalaba:** 27 Mt Cotton Road, Capalaba Qld 4157

**Victoria Point:** Located within Southern Cross Accounting  
Suite H26, Cineplex Building, High Street, Victoria Point  
Qld 4165

**Inala:** Located within Salvation Army Employment Plus,  
Suite 1, 147 Inala Avenue, Inala Qld 4077

## COMEPASS EMPLOYMENT SERVICES

- Comepass specialises in assisting people with disabilities to find and keep a job
- We are funded by the Department of Social Services (DSS)
- Comepass operates under the principles and objectives stated in the Commonwealth Disability Services Act 1986
- We apply the National Standards for Disability Services in all that we do
- Comepass is a registered business name of Westside Community Services Limited (ABN – 61 077 773 016) and is a not for profit company.

## OUR COMMITMENT

Comepass Employment Services is committed to providing a high quality service to individuals who may be disadvantaged in the labour market due to a disability, illness or injury and who want to improve their overall well-being through active participation in paid work and/or training.

## OUR AIM

- To provide information to people who use our service so they can make informed decisions about employment and/or training
- Assist people using the service to obtain and keep employment that reflects those decisions
- Make every effort to respect and defend the rights of people who use our service
- Ensure our clients (and their advocate) are involved in the planning and implementation of their employment goals
- Encourage people who use the service to play a part in improving the service for other users.

## CLIENT RESPONSIBILITIES

As a client of Comepass Employment Services, you are required to:

- Give permission to Comepass Employment Services to release information to the Department of Social Services (DSS)
- Attend appointments made with Comepass staff and give reasonable notice if you are unable to attend an appointment
- Participate in job search and employment activities that you have agreed to in your Job Plan
- Disclose information about your health, medication and disability which may impact on you or your ability to work
- Ensure that you notify Comepass of any changes to your health or disability
- Ensure that you take medication as prescribed by your Doctor and refer to that Doctor before making any changes to medication
- Ensure that you can be contacted by Comepass, and inform Comepass of any changes to your contact details
- Show respect and appropriate behavior to Comepass staff, other clients, employers and co-workers.

## COMEPASS EMPLOYMENT SERVICES

Comepass has placed people in jobs such as:

Accounts Assistant	Administration Assistant
Bakery Assistant	Call Centre Operator
Checkout Operator	Child Care
Cleaner	Clerical/Receptionist
Community Worker	Computer Programmer
Data Entry Operator	Deli Assistant
Delivery Driver	Face Up/Stock Presentation
Factory Hand	Food & Beverage Attendant
Food Preparation/Cook	Forklift Driver
Grounds person	Kitchen Hand
Labourer	Laundry Worker
Machine Operator	Nursery Hand
Process Worker	Road Crew Worker
Service Station Attendant	Traffic Controller
Trolley Collector	Truck Driver
Wards person	Warehouse Worker
Welder	

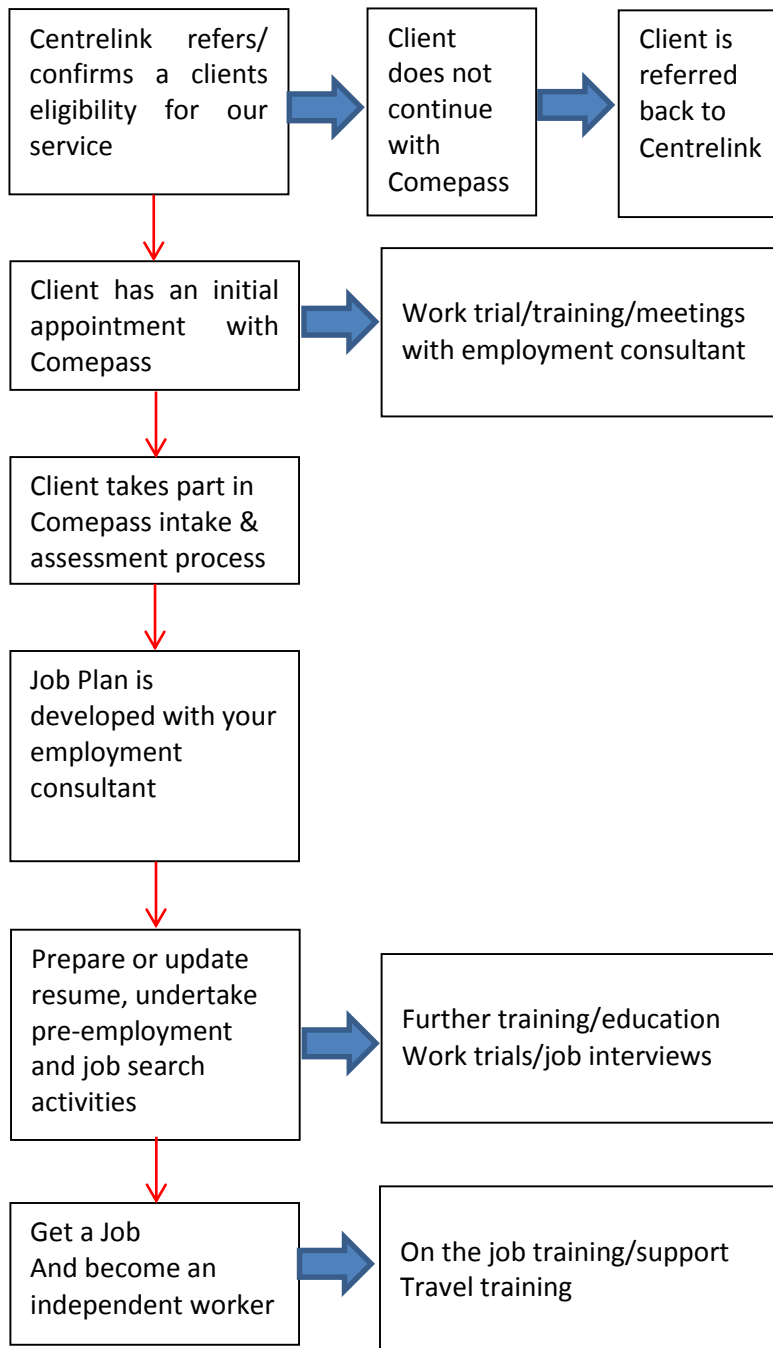
We also place clients into traineeships, apprenticeships and school-based traineeships.

## WHO CAN USE COMEPASS

In order to use the services of Comepass Employment you need to meet the following requirements:

- Be assessed or endorsed as eligible by Centrelink
- Be of working age
- Express a desire and demonstrate an ability to work in open employment
- Demonstrate an ability to work for the number of hours as determined by a Job Capacity Assessment (conducted by Centrelink) or where applicable a minimum of 8 hours per week
- Be capable of working 26 weeks within a 52 week period
- Preferably have realistic career goals and be willing to consider several job options/industries
- Have realistic expectations of work and employers and understand and accept the obligations of being an employee
- If you have a diagnosed disability and your job is in jeopardy you may also be eligible to access the Services of Comepass to assist you in maintaining your employment

## THE COMEPASS PROCESS



Clients have the right to:

- An individualised service
- Have your personal information kept private and confidential
- Decide whether or not information about you can be given to or obtained from other parties
- Freedom from abuse, intimidation, exploitation or discrimination
- Make decisions regarding your employment goals
- Contribute to the development of the service
- Use an advocate
- Make a complaint if you are unhappy
- Withdraw from the service and to ask for assistance in accessing other services

## **HARRASSMENT, PHYSICAL, EMOTIONAL OR VERBAL ABUSE**

Harassment or abuse may involve one or more people treating another person in a way that is not acceptable. Below are some examples of this:

- Any unwanted physical contact e.g. punching, kicking, slapping, biting, touching, caressing, pinching
- Any form of bullying whether physical or verbal
- Forcing or manipulating someone to do something that they either do not have to do or do not wish to do
- Any form of communication, written or spoken, that is offensive to that person or others e.g. name calling, racist or sexist comments or jokes
- Forcing someone to submit to sexual or physical contact, or any form of abuse in order to keep their job

### **PREVENTION AND RESOLUTION**

Information is available to clients about harassment and abuse and how to recognise and respond to it. If a client experiences harassment or abuse, Comepass staff can help by advising clients about how they can deal with the situation and can also assist in reporting the abuse or harassment. If you feel like you have experienced harassment or abuse from a Comepass staff member you can report this to the CEO on (07) 3710 2023.

## **INITIAL INTERVIEW**

You will be invited to Comepass Employment Services after we receive a referral for you. At this interview we will provide you with information about our service. We will also ask you for information about yourself. If you decide that you would like to use our service and we decide that we can provide a service to you, we ask you to take part in our intake process.

### **Intake/Assessment Process**

Before we begin to assist you to find a job you will go through an assessment process which may include Prevocational Training. This process has been designed by Comepass staff to assess your skills and to give us the opportunity to get to know you better.

### **Job Plan**

After the Intake and Assessment process your Employment Consultant will assist you in developing a Job Plan. Your Job Plan is a written agreement between you and Comepass that details your employment goals and actions required to achieve them e.g. how you are going to find and keep a job. Your Job Plan will be reviewed every 3 to 6 months, however you have the right to change the details in your Job Plan at any time.

### **Pre Employment and Job Search Activities**

Your Employment Consultant will assist you in meeting the goals set out in your Job Plan. This may involve resume preparations, assistance with job applications, approaching employers, doing work trials and attending job interviews.

## TRAINING

### On the job training and support

When you find a job your Employment Consultant can work with you until you can do your job on your own. When this is achieved, they will keep in contact with you and your employer to see how things are going. If you require extra assistance or re-training your Employment Consultant is available to help you.

### Travel Training

Comepass can help you learn how to use public transport, access correct travel information and perhaps travel with you for a short time until you become familiar and confident in travelling on your own.

### Exit Procedures

You have the right to withdraw from the service at any time. Comepass may also exit you from the service under the following circumstances:

- Your program has reached its end date
- You become independent in your job and no longer need assistance from Comepass
- We are unable to contact you, and you do not stay in touch with us
- You do not participate in the program as agreed in your Job Plan
- Your support needs are beyond the expertise and resources available within the service. You do not accept a reasonable offer of employment that matches your stated job choice
- Or you are unable to look for work for more than 6 months

## CLIENT GRIEVANCE PROCEDURE

If you are not satisfied at any time please speak with your employment consultant

Alternatively you can contact the Comepass Service Manager:

Brad Kelly  
(07) 3710 2042

You can make a complaint at any time to:

The Complaints Resolution and Referral Service  
Freecall: 1800 880 052

Other important contacts:

Department of Social Services  
Customer Service line: 1800 805 260

The National Relay Service: 1800 555 660  
TTY: 1800 555 630  
Fax: 1800 555 690  
Telephone Interpreter Service: 131 450



## CLIENT GRIEVANCE PROCESS

As a client of Comepass you are encouraged to discuss any problems you have with the service or a staff member.

If you are not satisfied the first person to speak to is your Employment Consultant. They will discuss with you the reasons why you are unhappy and the ways in which the issue could be resolved.

If you are still not satisfied after speaking with your Employment Consultant you can phone the Comepass Service Manager on (07) 3710 2042. If the manager cannot answer the phone please leave a message and your call will be returned as soon as possible.

If after contacting the Comepass Service Manager you are still not satisfied that the issue has been resolved and you would like to pursue the matter you can contact the Chief Executive Officer (CEO) on (07) 3710 2023. If the CEO cannot answer the phone please leave a message and your call will be returned. If you prefer to make a complaint by mail you can contact the CEO by mail:

PO Box 536, Acacia Ridge QLD 4110.

## NATIONAL STANDARDS FOR DISABILITY SERVICES

There are six standards that apply to disability service providers. These are:

**Standard 1: Rights** – The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

**Standard 2: Participation and Inclusion** – The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

**Standard 3: Individual Outcomes** – Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

**Standard 4: Feedback and Complaints** – Regular feedback is sought and used to inform individual and organisation wide service reviews and improvement.

**Standard 5: Service Access** – The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

**Standard 6: Service Management** – The service has effective and accountable service management and leadership to maximise outcomes for individuals.

## DISCLOSURE

Your Employment Consultant will discuss with you the nature of any disabilities or medical conditions you have, so that realistic job options and an appropriate program can be developed for you.

Comepass may request permission from you to obtain information about your condition or impairment from other people, such as your doctor, specialist, previous employers, teachers or support workers. We require that you be honest about your disability.

We will ask you what information about your disability you are comfortable disclosing to an employer, and how you want this information presented.

If you want a job where your condition, or side effect of your medication might place you, co-workers or the public at risk and you decide that you do not wish to inform potential employers about the affect of your disability or medication, we will not be able to contact those employers on your behalf or support you in those workplaces.

This is because Comepass has a duty of care not only to our clients, but also to our employers.

## PERSONAL AND SOCIAL ISSUES

Comepass Employment Services recognises that it may be necessary to provide information, support and access to training for clients on matters of a personal and/or social nature, not related to employment.

Comepass is able to assist clients in areas such as assertiveness, personal grooming and presentation, confidence building and appropriate workplace behavior.

These issues may be covered in a training course or one on one if required. Sometimes issues not directly related to employment may need to be addressed.

Comepass can help put you in touch with the right people to help you, such as Counsellors and other support services.

It is important to recognise that the role of Comepass staff is to assist clients to find and keep a job.

A professional relationship is necessary for this to occur. Staff members, while working in a warm and friendly manner with you cannot be your friend.

Staff members are prohibited from socialising with clients outside of work.

Gifts cannot be accepted by individual staff members. If you wish to acknowledge the effort of a worker, cards and letters are acceptable.