

Your Guide to Inclusive Employment Australia

with Southern Community Options





Our Vision, Mission & Values

OUR VISION

Best Supports, great outcomes

We are a disability support organisation above all else, delivering support options for work, home and lifestyle. Participants and their families will know that our supports build individual independence and resilience, connecting people with their communities and reducing any burden of disability in doing so. Business too will recognise that, by engaging our services, they are not only acquiring quality staff, but they are also helping build a stronger and more inclusive community.

OUR MISSION

Providing life-long support options to live well and be your best

We will partner with you at the times you most need it, and we will provide support options that can be tailored around you, your family, and your goals. Our support will focus on achieving your outcomes.

OUR VALUES

Committed and Responsible

We commit to an honest and open service that minimises risk and maximises outcomes to those we work with.

Ethical and Responsive

Support will always be available even if not delivered by us – no one should be left behind. If we cannot service you, we will direct you to the right path.

Inclusive and Respectful

Everyone's need is unique. We tailor our service and are driven to establish lifelong partnerships with our business and community customers.

Accountable and Professional

We learn from our mistakes and continually improve – we welcome all feedback, always.

Code of Conduct

Organisations delivering Inclusive Employment Australia are committed to observing the Code of Conduct which sets out acceptable, appropriate and ethical conduct for providers and employees who are delivering disability services funded by the Commonwealth.

As part of the Disability Services and Inclusion Framework, the Code promotes the health, safety and wellbeing of people with disability.

You will receive a copy of the Code of Conduct with this pack.



Service Guarantee

We will explain how often and where we will be meeting, what we will do for you and what you have to do. These things will be listed in your Job Plan which will be updated as your circumstances change.

We will treat you fairly, with respect, and in line with the National Standards for Disability Services. We will take into consideration your needs and any impact your health might have on your ability to find and keep a job when helping you.

We will deliver culturally sensitive services at all times. You will be provided with a copy of the Service Guarantee as part of this Initial Pack.



6 STANDARDS FOR DISABILITY SERVICES

- 1 Rights** – You have the right to be treated fairly when you participate in disability services.
- 2 Participation and Inclusion** – You can take part in the community and feel included when you use disability services.
- 3 Individual Outcomes** – Your service supports you to make choices about what you want to do. You can work towards your goals.
- 4 Feedback and Complaints** – You can tell people what you think about the service you receive.
- 5 Service Access** – Finding and using services is fair. You can access the services you need.
- 6 Service Management** – Disability services should be managed well to maximise the outcomes for individuals participating in the program.

Work Health & Safety

The safety and wellbeing of our staff and customers is very important and for this reason we ask the following:



Sign in – you may be asked to sign in if you don't have a scheduled appointment on the day. This is to ensure that in the case of an emergency evacuation, all people present can be safely accounted for.



Emergency evacuation – In the unlikely event of an evacuation, stay with and listen to your Consultant who will take you to the evacuation assembly location shown in the emergency evacuation diagram displayed onsite.



Hazards – If you notice a hazard, please bring it to the attention of your Consultant. They will either remove the hazard or complete a Hazard Report Form.



Incidents – If you hurt yourself or experience a 'near miss' please let your Consultant know. Your Consultant will help you seek treatment if needed, and complete an Incident Form to ensure the incident doesn't re occur.



First Aid – Let your Consultant know if you injure yourself in any way. We have a First Aid Officer and First Aid Kit on site



Toilets, Drinking water and washing up area – You will be shown this by your Consultant



National Minimum Wage

The National Minimum Wage applies to employees not covered by an award or registered agreement. This is the minimum pay rate provided by the Fair Work Act 2009 and is reviewed each year. As of 1 July 2025, the National Minimum Wage is \$24.95 per hour or \$948 per week. A minimum wages factsheet is available on the Fair Work website <https://www.fairwork.gov.au/sites/default/files/migration/723/Minimum-wages.pdf>

Your Mutual Obligations

If you receive income support payments from Centrelink your payments will be dependent on you looking for work and participating in suitable activities that help you to find employment. We will work with you to tailor activities around your personal circumstances. Be aware that if you don't participate in these agreed activities, your income support payment may be effected. Talk to your Employment Consultant if you have any concerns, or you are struggling to meet your obligations at any time.





When you start working

Your Employment Consultant will first need to ask questions about your new employment to determine if you will be paid at or above the National Minimum Wage, what sort of hours you will be working and if we need to provide any specific assistance for you to commence employment. Once this is done, we will update your Job Plan to reflect you working and we will provide you with support while you transition into your new job. This contact will be regular to assist with any support, mediation, or assistance you need to stay in employment and we will try to make this contact via your preferred method and at your preferred time of day. We can assist you with reporting your earnings and hours of work to Centrelink when you start working and will remain supporting you even if you have earned enough money to no longer receive funding from Centrelink.

Once you have worked for 26 weeks we may be able to provide additional assistance called Ongoing Support if an Ongoing Support Assessor determines that this would be beneficial to you.

TRANSFERRING TO A DIFFERENT PROVIDER

Relocation – If you move to a new area and update your address with Centrelink this may move you to a new provider.

Relationship Failure – If you and Southern Community Options are unable to develop a reasonable working relationship you can choose to transfer to another Service Provider

New Provider Preference – You can request transfer through the National Customer Service Line if you feel you would receive better service through another Service Provider

By Agreement – If you, Southern Community Options and a new provider agree, you can transfer

Complaints & Compliments

At Southern Community Options we welcome our customers providing us with feedback. This can be done a variety of ways:

Email: admin@southerncommunityoptions.com.au

In person: Attend our office to talk to a staff member

Post to our Head Office: PO Box 955, Nuriootpa SA 5355

JOBACCESS

JobAccess is the national hub for workplace and employment information for people with a disability, employers and service providers. To report abuse or neglect, or if you have concerns with your employment service provider that you don't feel comfortable raising directly with them, contact the National Service Line on 1800 805 260 or, email: nationalcustomerserviceline@dewr.gov.au

THE FAIR WORK OMBUDSMAN

An online Pay and Conditions Tool can be found on the Fair Work website including calculators to assist calculating base pay rates, allowances and penalty rates. The Pay and Conditions Tool can be found at www.fairwork.gov.au

Fair Work Ombudsman Infoline: 13 13 94











Finding careers for people with disability



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