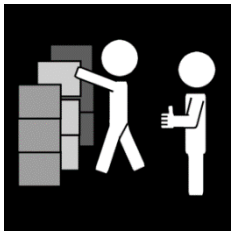
Supported Employee Handbook

Easy English Version

This document consists of 25 pages and has been version controlled on 4 October 2018

KOOMARRI
Supporting people with disability

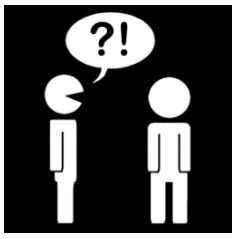
Who is this book for?



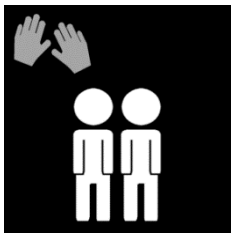
This book is for people who work at Koomarri

It will tell you

- how Koomarri will support you in your job
- what your rights are
- what we expect from you
- how to make a complaint.



You can ask for help to read this document



A friend, family member or support person may be able to help you

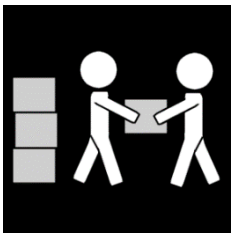
When I start work



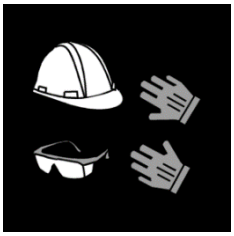
My supervisor will tell me what day I start and what time

My supervisor will show me around my worksite

And



Show me how to do my job



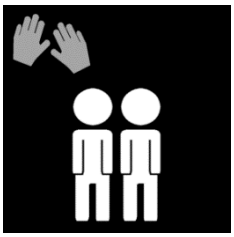
My supervisor will give me any special tools or clothes I need to do my job



There are some forms that I need to fill out



The forms will help Koomarri to understand how to support me



A friend, family member or support person can help me fill in the forms

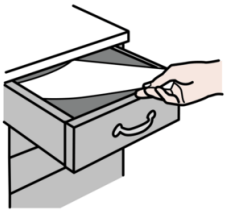
Why do you need my information?



Koomarri only collects the information we need to help you



We will always ask if it is OK before we collect or share your personal information



The information is kept in a safe place at the building where you work

You can ask to look at this information at any time

What are my rights?



Everyone at Koomarri has the same rights

My rights are

- To be paid for my work
- To have holidays
- To not work on days when I am sick
- To be safe at work
- To have a break and eat food
- To keep my information private
- To know how long I will be at work each day
- To be treated with respect
- To be treated with dignity
- To be able to ask for changes in how and when I work

What does Koomarri expect from me?

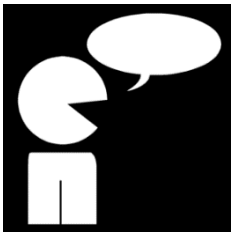


I need to

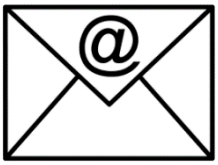
- Arrive on time
- Go back to work on time after food breaks
- Wear clean and neat clothes
- Bring all the food, drinks and money I need each day
- Call my supervisor if I am sick
- Treat everyone with respect

- Do not touch other people’s things like food and drinks
- Tell the truth
- Do not swear
- Do not bully
- Be helpful
- Tidy up when I finish my job
- Speak up if I am upset or worried

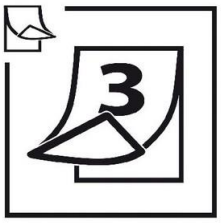
Tell us what you think



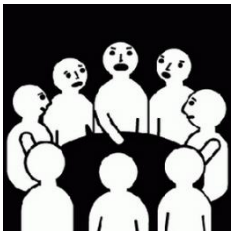
You can tell us what you think at any time



You can tell your manager either face to face or by email feedback@koomarri.asn.au



We have Information Sessions every 3 months



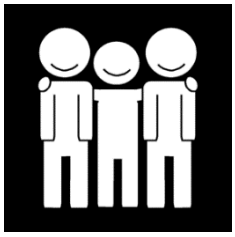
You and your family can come and tell us what you think



You can also have your say at Employee Committee Meetings



This is a group of employees who meet and talk about concerns with their work



This group is made up of employees just like you



You can go to these meetings. Ask your supervisor

Is it OK to complain?



YES it is OK to complain. You can complain about

- The kind of work you do
- Someone at work who makes you unhappy
- Something that happens at work that makes you unhappy



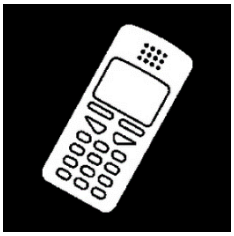
These are the people who you can talk to and they will try to fix the problem.

Your manager

The Operations Manager
Phone: 6280 6143

The Human Resources and Compliance Officer
Phone: 6280 6143

If talking to people at Koomarri does not fix the problem you can talk to someone who does not work at Koomarri.



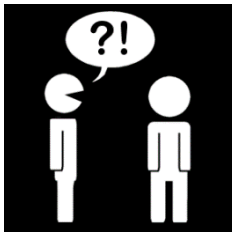
You can call

The Complaints Resolution Referral Service or the National Disability Abuse and Neglect Hotline
Phone: 1800 880 052

The ACT Human Rights Commission
Phone: 6205 2222

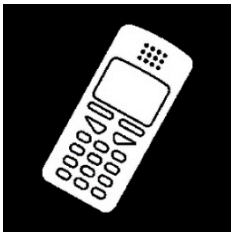
Can I use an advocate?

YES you can use an advocate to help you



An advocate is someone who can help you understand and speak up about a problem or other issue.

An advocate might be a family member or friend.



You can also contact an advocacy service to help you.

Some of the advocacy services in Canberra you can contact are

Advocacy for Inclusion Inc
Building 3, Pearce Community Centre, Collett Place Pearce
Phone: 6286 9422

Community Advocate
Phone: 6207 0707

ADACAS
Suite 207, Canberra Technology Park, Phillip Avenue Watson
Phone: 6242 5060

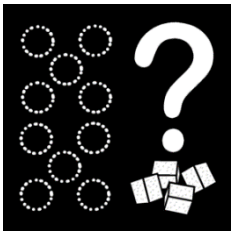
Getting paid



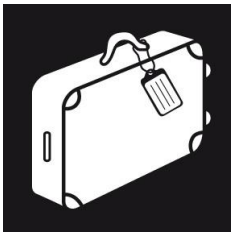
You will get paid every 2 weeks



You will receive a pay slip every 2 weeks



The pay slip will tell you how much you have been paid



The pay slip will also tell you how many days you can use as holidays

Centrelink



When you start work you need to tell Centrelink how much money you get every 2 weeks

This is so Centrelink can work out the amount of pension you will get



We will give you a Centrelink form called the ‘Employer Reporting Consent Form’



We will also give you a fact sheet explaining the form and what it means

When you get this form you need to fill it out and give it back to your supervisor



Then we will be able to tell Centrelink how much money you earn every 2 weeks so you don't have to

Wage assessments

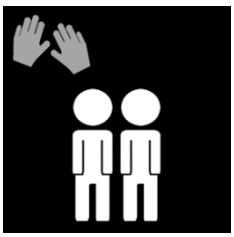


When you first start working with us you will be paid the base rate of pay



After you start we will do a wage assessment to help us work out how much to pay you

A wage assessment helps us to work out how much we should be paying you for the job that you do

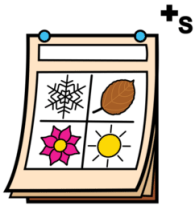


It will also tell us if you need extra help



The wage assessment might tell us that you need to be paid more money.

As an employee you are subject to the terms and conditions of the Support Employment Services Award 2010 and the National Employment Standards.



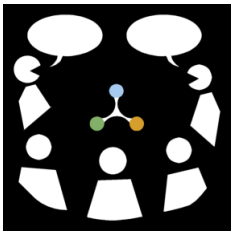
Where possible you will have a wage assessment every 3 years, or when you start in another job at Koomarri.



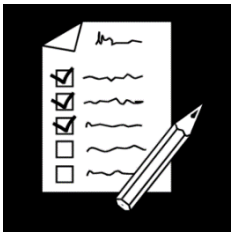
If you want to have another wage assessment done you can ask for one.

You cannot have more than 4 wage assessments done in a 3 year period.

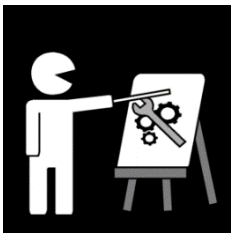
Employment Skills and Goal Assessments



The Employment Skills and Goal Assessment (ESGA) is an agreement between you and Koomarri



It describes your job development and training goals.



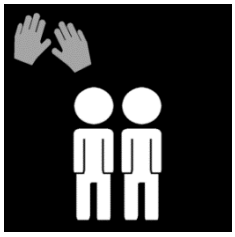
These are the goals that we will work on together and might include on the job or formal training.

The ESGA is completed every 12 months

We will review it with you every 3 months to make sure the goals are still correct.



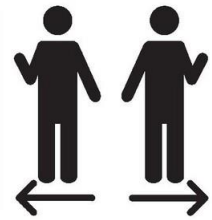
This is done at a meeting with your supervisor



You can invite your parents, carer or guardian to be there if you want.

If you move to another job at Koomarri we will do a new ESGA for your new role.

Can I leave Koomarri?



YES you can leave Koomarri at any time

You must give us notice before you leave

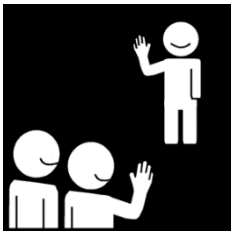
Some reasons for leaving us might be

- You may find another job
- You may move away from Canberra
- You don’t want to work anymore

Whatever the reason is you can always choose to move on.



If you want to leave your job you must send a letter to your manager.



We will then help you to leave.

We will also notify Centrelink that you are no longer working for us.

Contact us

If you have any questions you can contact us

Koomarri Central Office

Corner of Launceston and Callam Streets
PHILLIP ACT 2606
(entrance from the rear of the building, off Easty Street)

PO Box 262
WODEN ACT 2606

Phone: 6280 6143

Email: feedback@koomarri.asn.au

Website: www.kooomarri.com.au