



2020

NDIS Participant Information

Household Tasks
Life Skills Development

Job@quest
Connecting People and Skills

ACKNOWLEDGEMENTS

Funding packages are provided to participants with a disability through the National Disability Insurance Scheme through the Commonwealth Department of Social Services.

Although funding for these programs has been provided by the Australian Government, the material contained herein does not necessarily represent the view or policies of the Australian Government.

<https://www.ndis.gov.au/>

<https://www.dss.gov.au/>

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JobQuest – The Organisation

JobQuest is the trading name of Penrith Skills for Jobs Ltd and the organisation has been involved for many years in assisting jobseekers to obtain and retain employment. JobQuest's target groups have been those who have had difficulty entering or re-entering employment for example, the long term unemployed, young people, new arrivals or people with disabilities.

Our Home Maintenance Services are designed not only to provide an excellent and vital service for the elderly in our community and people living with a disability but at the same time to provide work for people seeking to enter the workforce. This social enterprise model of service delivery means that not only are our clients assisted with their home maintenance needs but our employees are assisted through their work in our enterprise to develop their skills to further their work careers.

Life Skills Development Services are provided to our NDIS Participants.

History

JobQuest was set up by Nepean Skills Centre in 1998 to carry out youth, employment and training services. Since its inception in 1987, Nepean Skills Centre has continuously been involved in labour market programs aimed at assisting a range of people looking to increase their capacity to enter the labour market.

These programs have included work skills development, job seeking skills, work for the dole and a wide range of youth programs aimed at addressing the high youth unemployment in the regions in which we operate.

Originally centred in Penrith our head office now operates from a more centrally located premises in Girraween with other offices in Penrith and Newcastle. Our successful history is the results of full community support and our ability to adapt the programs we offer to suit the current opportunities.

Throughout the years, JobQuest has met each and every requirement of different funding bodies and has demonstrated an outstanding ability to manage government funds. We have a highly experienced and qualified Manager in place who reports to our Board of Directors and oversees the operations and the governance requirements of the organisation.



What we do

JobQuest provides a range of services to NDIS participants in household tasks and skills development.

We provide a range of home maintenance services to Home Care and Veterans Home Care clients.

We provide youth programs in the community and in schools working with disadvantaged and disengaged youth.

JobQuest is a Registered Training Organisation and Community College offering a wide range of training programs both accredited and non-accredited across our communities.

We also provide services in the following areas:

- Western Sydney
- Blue Mountains
- Newcastle and the Hunter Region

What services can we offer?

Household Tasks and Home Maintenance Services

Our Services include domestic cleaning such as regular housekeeping, spring cleans and special cleans, handyman work such as minor repairs, changing light bulbs or small painting jobs, gutter cleaning, rubbish removal and garden tasks such as mowing, pruning or weeding. Examples are as follows:

<ul style="list-style-type: none">• Replace/repair clotheslines, letterboxes, fly screens, doors and screen doors/locks• Repairs to cement paths, steps, ramps, fences• Small tiling and painting repairs• Install and checking smoke alarms• Changing light bulbs, tubes and starters (tasks that do not require a Trade License)• Gutter cleaning <u>ground floor only</u>	<ul style="list-style-type: none">• Wash and re-hang curtains, clean blinds, light fitting and ceiling fans• Window and glass door cleaning including sills and tracks <u>ground floor external windows only</u>• Oven and stove cleaning• High pressure washing – house, driveways, paths etc• Weed spraying and top dressing
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Life Skills Development

Our Life Skills Development services are tailored to the specific goals and needs of NDIS participants.

Examples of these include – improving domestic skills such as housework and cooking; and improving ITC [Information Technology and Communications] skills such as using a computer or mobile phone, accessing the internet, sending and receiving emails and using on-line learning platforms.

Accessing supports

You can contact JobQuest directly to request services. Other people such as your doctor, a family member or a friend can also refer you to JobQuest.

Phone	Sydney office: 8677 8885
	Newcastle office: 4960 9024
Email	mail@jobquest.org.au
Business Hours	9:00am – 5:00pm Monday to Friday

If you already access services from another provider, you have the right to change providers at any time. You will need to give your existing provider notice to end your existing Service Agreement. You should check your existing agreement first, and then write to the provider to end the service. You should also request an acknowledgement back from the provider that they have received your notice. You don't need to tell a provider why you want to change, but you can if you want to.

You must end a current agreement before you sign another Service Agreement with JobQuest. We can help you with this if requested.

Assessing your needs

A JobQuest staff member will talk to you about how you can access our services and what we can offer.

Once agreement has been reached on the supply of services to you – you will need to attend to the appropriate paperwork to get the work done. This includes:

- A Service Booking or Service Quote [which outlines the work and the cost] you need to sign
- A NDIS Service Agreement Terms and Conditions you need to sign

We will also collect information from you that will enable us to provide you with the best possible service and ensure sure that the service we provide meets your needs. If we are not able to assist you, JobQuest staff will let you know whether there are other available supports and arrange a referral for you where appropriate.

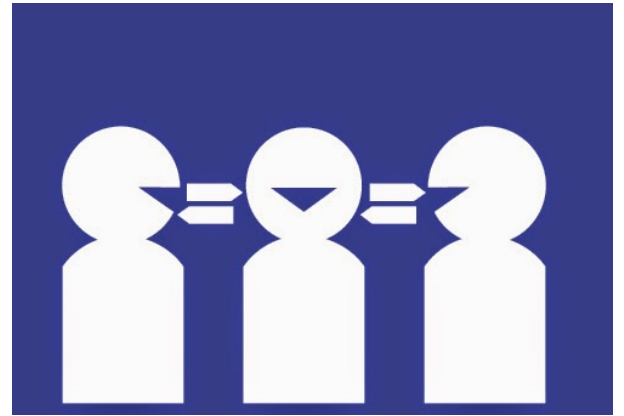
Do you need an interpreter?

Telephone Typewriter (TTY) service are available for people who are deaf or hearing impaired

Contact TTY on 1800 810 586

If you speak a language other than English then you can call the Translating and Interpreting Service (TIS) on 131 450.

Home Care Package Providers can usually provide TIS services free of charge to their clients.



Your Rights and Responsibilities

Every participant has certain rights and responsibilities which are set out in the NDIS Service Agreement Terms and Conditions.

You will need to read and sign the NDIS Service Agreement Terms and Conditions which is kept on file so we know you have received this information.

You can ask someone to help you with this and they can read and sign on your behalf.

Please read through the relevant document for you as it is important for you to know your rights. It's also important for our organisation and our staff that you know your responsibilities as well as our own.

If you have any questions about your rights and responsibilities please do not hesitate to ask.

General Fee Information

JobQuest will provide a Service Booking or Service Quote regarding the fee to be charged for any service and ensure you understand the payment procedures.

All participants will be informed of the fees applicable to them at the time of assessment or commencement of the service.

It may also be necessary to re-assess participants due to a change in circumstances, particularly in relation to their financial situation changes to any funding arrangement – for example their NDIS Plan.

NDIS Participants who wish to receive ongoing services will have the cost of all these services put aside from their plan budget at the beginning of the Service Agreement. The funds will only be claimed as the service is completed.

Complaints about fees

All participants have the right to complain about the fee they are being charged if they feel it is unfair or not affordable, either once the initial assessment has been made or at any time while they are receiving services.

Participants may require or elect to have an advocate in the complaint process.

As part of resolving fee complaints, JobQuest will confirm:

- The assessment has established the participant's correct income level. The participant has significant additional costs affecting their ability to pay for services, and whether the assessor has taken this into account and applied a reduction or waiver of fees.
- The participant has understood the fee process and their entitlements. The participant's circumstances have changed and the fee needs to be reassessed.
- There is a carer or guardian who should be involved in the fee process.

The same process for managing general complaints is also used for complaints about fees as described on the previous pages.

Complaints & Feedback

JobQuest welcomes feedback from our customers. We consider any complaint or feedback to be important information which we can use to improve our services. You can be sure that all complaints and feedback will be treated fairly, promptly, confidentially and respectfully.



Please contact our JobQuest staff by:

Phone	Sydney office: 8677 8885 Newcastle office: 4960 9024 during business hours
Email	mail@jobquest.org.au
Letter	P O Box 58, Penrith NSW 2750

Any complaints about the services provided to our participants will be actively processed and monitored in a fair and reasonable manner and the principles of impartiality, transparency, confidentiality and consistency maintained at all times through the process.

Staff will use the guidance provided by the [NDIS Quality and Safeguarding Commission](#) to handle a complaint. We will also provide any participant, whose complaint has not been resolved by JobQuest, the NDIS Quality and Safeguarding Commission fact sheet [How to make a complaint](#) and any assistance required to raise their complaint with the Commission.

Our staff will treat all participants with respect and courtesy at all times and keep participants and their family, carer or other support team members informed of the progress of any complaint.

All complaints will be responded to within **2 working days** to enable the relevant supervisor to investigate the complaint.

Every attempt will be made to **resolve all complaints within 14 days**. Where this is not possible the complainant and relevant others will be kept inform of any progress being made on recommended actions.

Any complainant who is unhappy with how a complaint is being handled should make contact with the Manager of JobQuest and raise their concerns. Do this by calling the Sydney number **8677 8885** and leaving your contact details.

If you are not happy with how the complaint is being handled in relation to a participant with a disability who is a participant in the NDIS you can contact the NDIS Quality and Safeguards Commission:

- [1800 035 544](tel:1800035544) (free call from landlines),
- TTY 133 677, or National Relay Service and ask for 1800 035 544.
- Interpreters can be arranged
- <https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

Incidents

Should you be involved in any sort of incident or a staff member thinks that you might be in danger in some way, JobQuest staff have a guide to tell them how to report this and act to protect or help you.

The first thing that will be done is to protect you from any danger or get help if you are injured.

Then we will write down everything about the incident so it can be reported to the proper people.

If a crime has been committed this will be the Police. If it's something really serious this will also be the NDIS Commission.

We may need to get help from other people in your circle of support, but we will ask your permission before we do this.

We will help and support you as best we can if you need it. We will also do what we can to make sure that the incident does not happen again.

If you need help you can call our office. If you need someone to help you we can assist you to get an advocate – see below.

Advocacy

You also have the right to an advocate to help you make a complaint. They offer confidential and independent advice and support for people receiving disability services. An advocate is someone who stands beside you and works on your behalf and at your direction in a way that represents your expressed wishes.

An advocate can:

- Support you in making decisions that affect your quality of life
- Provide you with information about your rights and responsibilities, and discuss your options for taking action

- Support you when you raise an issue with us or other service providers
- Support you at any stage of a complaints process.

Advocacy is free, independent and confidential. An advocate will always seek your permission before taking action.

The National Disability Advocacy Program (NDAP) provides people with disability with access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation.

A list of disability advocacy agencies currently funded under the National Disability Advocacy Program, including the nature of the services they provide, their service coverage area and contact details, can be located by viewing the disability advocacy finder:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Positive feedback

We are also happy to receive positive feedback on our employees and the work they do for you. Please feel free to contact our staff or our Manager to report on a job well done or a particularly helpful or courteous staff member.



Feedback via Surveys and Audits

JobQuest continuously monitors the quality of our services so you will be asked to provide feedback. This may be done through a telephone call or being given a survey form to complete. Giving us any feedback on our services – praise or criticism helps us to improve our services. We appreciate our participants providing this when asked.

Also JobQuest is audited every year to maintain our NDIS Provider Registration. Our auditor contacts participants as well to get feedback. This may be done by phone or in an interview.

Where a participant wants a person responsible to speak to an Auditor on their behalf they just need to complete a consent form for the Auditor.

Work Health and Safety

Work health and safety is everyone's responsibility

Every employer has a legal responsibility or duty of care to protect the health and safety of people in the workplace.

Our legal responsibilities

NSW is legislated by the WORK HEALTH AND SAFETY ACT 2011 .The legislation requires employers to adopt a risk management approach to eliminating and controlling risks to health and safety.

This means that when working in people's homes our employees must identify, assess and control any risks or hazards before they can commence work. This means that:

- Our staff are required to consider any safety issues that might present at your home,
- Discuss with you how any safety issues might be addressed,
- Report any significant safety issue to their supervisor, and
- Assist the supervisor to work with you to address any significant safety issue.

Example 1:

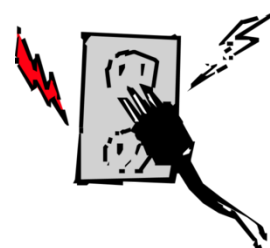
Mary Jones lives alone with her pet alsation dog. The dog is very protective of Mary and tends to be very aggressive with strangers. When Joe, the staff member from JobQuest calls at Marys' to do some work on her house, the dog does not allow him to enter the property.



Joe then calls his supervisor Cheryl who in turn calls Mary who had not realised that the dog had Joe bailed up at the gate. When Joe gets into the home he does a quick safety check in which he notes the problem with the dog. Arrangements are made with Mary that the next time Joe is due to call, she will contain the dog in the laundry. Joe also checks he has her phone number in case she forgets to do this.

Example 2:

When JobQuest staff member Maryanne visits Paul Reid for the first time she notices that he has two overloaded powerpoints and a lot a flammable materials in the vicinity of these in his bedroom. Maryanne notes these on the safety checklist and then discusses with Paul and his mother her concerns about the risks. Mrs Reid agrees that there is a problem and says her daughter had already purchased 2 power boards for them but he had not got around to putting them in place. Maryanne seeks Mrs Reid's permission to do this for her, throw out the old double adaptors and move the flammable items from near the power points. Once this is done she then notes on the safety checklist how the risk has been controlled.



Collection of Personal Information and Privacy

In line with its Information Management Policy, JobQuest is committed to ensuring that the privacy of information of all participants is in line with the Privacy and Personal Information Protection Act 2002 (NSW) and the Privacy Act 1988 (Cth).

Information under the National disability Insurance Scheme is also collected under the NDIS Quality and Safeguarding Framework.

What information is collected by JobQuest?	Why is it collected?
Personal details that enable us to provide your services – name, address, date of birth, proof of identification	Personal details enable us to provide the services you need and determine your eligibility for any subsidised services
Contact information for your primary carer, next of kin or other support person	This is collected so we can contact this person if we cannot raise you or you want us to report to them
Client Risk Profile	This information is collected so we can provide our services in your home safely and that any safety risks that are in your home can be considered and controlled for your protection and that of our Field Workers.
Any assessments or individual plans completed in relation to the participant	This information is collected so we are all clear on what your needs are
Any notes about the services provided to the participant	This information is collected so we track progress in meeting your needs and document any issues, concerns or feedback from you
Any agreements between participants and JobQuest or records relating to fees being charged	This information is collected so we have a record of our agreements together
Accounts that relate to services received by participants	Records of accounts generated and paid
Records relating to financial status and financial hardship applications and determinations for a participant	This is to enable us to determine your fees and your eligibility for subsidised services. It is also collected if we need to consider waiving fees due to hardship.
Records that relate to any complaints made by participants	This information is collected so we have a record of any complaint, how it was handled and how it was resolved.
Records about employees employed to deliver services to our participants	Employee information is kept as a matter of course and JobQuest ensures that it meets the requirements of the Records Principles when keeping records for employees administering and delivering these services.

We also ask you for your consent for us to talk to other people such as your family, Coordinator of Support or other providers so we can make sure we can give you the best service. You can change your mind about this at any time.

How long do we keep this information?

While you remain a client of JobQuest we will keep the records about you on file in either paper or electronic form.

If you transfer to another Service Provider a copy of your records may be transferred to this provider with your permission.

As an NDIS participant we must keep records that enable the NDIA to accurately ascertain the quantity, type and duration of support delivered for a period of no less than 5 years from the date of issue.



Who has access to personal information?

Access to personal information is restricted to senior staff working in the program that provides the services to you, the Manager and Compliance Manager who audits our operations.

REMEMBER THAT YOUR INFORMATION CAN ONLY BE PROVIDED TO A THIRD PARTY BY JOBQUEST WITH YOUR CONSENT!

How can participants get access to the information that JobQuest keeps about them?

- Contact the staff responsible for the service you access;
- A time will be arranged to sit down in private with the proper person to go through the information; and
- You can check that the information that we have on your file is correct.

Disposal of personal information

JobQuest uses an accredited security disposal system.

Access to unlock the secure disposal units while on site for any reason is restricted to the

1. Manager, Coordinator or Project Manager in charge of the site
2. Compliance Manager

Information Privacy Laws

Privacy and Personal Information Protection Act 2002 (NSW) and Privacy Act 1988 (Cth)

For more information contact: Office of the Federal Privacy Commissioner, www.privacy.gov.au

If you have any concerns about the privacy of your information please contact our office.

Privacy Hotline 1300 363 992 (local call charge)

Frequently Asked Questions

How can I access JobQuest Home Maintenance services?

You can contact us directly on 8677 8885.

Our staff will discuss with you about your eligibility and what services might be available to you and ways to get a referral. Your doctor, your friends, your family or other people can also help you to access our services.

NDIS information can be found at <https://www.ndis.gov.au/people-disability.html>.

If you already have an NDIS Plan you can contact us directly.



How much will the service cost me?

NDIS participants need to allocate funds from their NDIS plan to the following items

- House and/or yard maintenance services which involves *performing essential house and or yard activities that the participant is not able to undertake.
- House cleaning and other household activities which involves *performing essential cleaning activities that the participant is not able to undertake.
- Life skills development which involves *being coached in learning skills you need to enhance your life such as using a computer, a smart phone or the internet, doing household chores and cooking, accessing other services and community events and amenities

JobQuest staff will give you a quote before confirming any job for you. Funds will be allocated to JobQuest for all the services you require from your NDIS Plan Budget. As you use the services, the funds will be paid by the NDIS to JobQuest.

Am I allowed to choose the worker who does the job?

It is important to us that you feel confident and comfortable with the workers that provide services to you. We work very hard to ensure that we match the right staff for your job. However, due to factors often outside of our control, it is not always possible to send a particular worker for your job.

Are all JobQuest workers police checked?

Yes, every person that works for JobQuest, regardless of their position has been police checked. It is JobQuest's policy that all Field Workers and other staff providing our services must have a clear police check with no criminal convictions against their name. Those working with vulnerable clients such as aged care and DVA clients, and NDIS participants also have a Working with Children Check.

Where do you provide Home Maintenance Services?

Western Sydney, Blue Mountains, Hawkesbury

Hunter Region – Newcastle, Lake Macquarie, Cessnock, Maitland, Port Stephens LGAs

Contact the office for specific suburbs or areas.

For Sydney, Blue Mountains Regions contact the Girraween office on 8677 8885

For Hunter Region – contact the Project Manager directly on 0421 220 152.

Where is your office based?

JobQuest's has offices at Girraween, Penrith and Newcastle.

Is JobQuest an accredited service?

Yes, JobQuest is certified under:

- Disability Services Standards as a provider of services under the National Disability Insurance Scheme;
- Aged Care Quality Standards – Home Care;
- AS4801:2001 Occupational Health and Safety Management Systems; and
- Australian Skills Quality Authority as a Registered Training Organisation.

Can I change my mind once I start using your services?

Yes, our services are flexible and designed to reflect your changing needs and requirements. You can cancel any scheduled booking. All we require is a minimum notice of 2 business days.

Participants have the right to change service providers at any time. You will need to give notice.

You have the right to change providers at any time. To cease receiving services from JobQuest and end the Service Agreement, you must give JobQuest 2 weeks' notice.

Can you confirm the exact arrival time of your workers?

We can advise if our workers will be at your place either in the morning or in the afternoon. However, due to factors not under our control (eg weather, traffic, equipment breakdown, etc), we may not be able to promise any specific time that our workers will arrive at your place. We understand you have other commitments. Our workers may call you before they arrive. They may be able to change their schedule to accommodate your availability.

Also you can arrange for our workers to do the assigned tasks [such as mowing your lawn] without your being there. Please check with the JobQuest staff when you book the service.

What if I need to cancel my service?

Our Field Workers have rosters that we need to give them the week before so they can plan ahead. Because of this you are required to provide at least 2 working days' notice so the rosters can be adjusted. JobQuest may charge up to 90% of the agreed price for the cancelled service from your NDIS Support Plan Budget if you cancel at short notice or fail to attend on the day as agreed and we cannot provide alternative work for the Field Worker.

Breach of this notice requirement may result in the termination of services; but we will work with you to overcome any barriers causing repeated cancellation, and termination of services will only be used as the last resort.



If you have any other questions, do not hesitate to contact our office!

<p>Newcastle</p> <p>5 McMichael Street Maryville NSW 2293</p> <p>Phone: (02) 4960 9024 Mobile: 0421 220 152</p>	<p>Girraween (Head Office)</p> <p>7/79 Mandoon Road Girraween NSW 2145</p> <p>Phone: (02) 8677 8885</p>
<p>E: mail@jobquest.org.au W: www.jobquest.org.au PO Box 58, Penrith NSW 2751</p>	

