

# Service Access

Flagstaff provides supported employment for eligible people with disabilities on the basis of relative need and available resources

## Flagstaff will:

- Not discriminate because of your age, gender, race, religion or disability.
- Provide you with information about other services that may be able to offer support.
- Provide you with an exit interview if you want to leave Flagstaff.



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# Individual Needs

Flagstaff aims to ensure that all supported employees receive a service that meets their ongoing needs in the least restrictive way

## Flagstaff will:

- Hold a Flagstaff Employment Plan meeting with you.
- Assist you to develop an employment plan and establish goals which reflect your individual needs.
- Assist you to achieve these goals and regularly review your plan with you to ensure there are no unnecessary restrictions.
- Help you access community services when needed.



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# Decision Making & Choice

Flagstaff aims to help all supported employees to get involved in decisions about how our service works for them

## Flagstaff will:

- Keep you informed about matters that affect you at work so you can make informed decisions.
- Ensure employee representation on Workers' Representative Committees, Quality Audit Teams and Occupational Health & Safety Committees.
- Ask for feedback and suggestions for improvement to the service Flagstaff provides.



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# Privacy, Dignity & Confidentiality

Flagstaff respects all employees and their right to privacy, dignity and confidentiality

## Flagstaff will:

- Only keep information that is directly relevant to effective service delivery and your employment.
- Gain written permission from you before any sensitive information about you is obtained or released.
- Give you the opportunity, upon request, to see any information Flagstaff keeps about you.
- Make sure all information is accurate, secure, confidential and is securely destroyed when no longer required.
- Comply with the National Privacy Principles of the Commonwealth Privacy Act.
- Promote tolerance and respect for each employee's personal needs and circumstances.



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## Participation & integration

Flagstaff supports and encourages supported employees to participate as fully as possible in the community

### Flagstaff will:

- Encourage participation in social activities within our local community.
- Offer opportunities, through employment which enable you to interact with our local community.



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# Valued status

Flagstaff aims to promote the abilities of all employees

## Flagstaff will:

- Encourage people with disabilities to undertake work that matches their skills and employment goals.
- Promote a positive image in all our promotional materials by focusing on our ability to produce quality goods and services.



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# Complaints & disputes

Flagstaff encourages all employees to raise, and have resolved without fear of retribution, any complaints or disputes they may have about the service or service provider

## Flagstaff will:

- Have a written complaints procedure that is displayed at all sites and on the intranet.
- Support advocacy involvement and ensure confidentiality.
- Complete a full, impartial and timely investigation into all complaints raised.
- Provide a fair and reasonable solution and/or refer issue to an external Complaint Resolution Services.



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# Service Management

Flagstaff will uphold quality management systems and practices that optimise outcomes for supported employees

## Flagstaff will:

- Provide a clear organisational structure which promotes employee confidence in the management of the Group.
- Ensure the Groups' profits are committed to improving and enhancing service outcomes for all service recipients.
- Provide documented Policies & Procedures relevant to the Disability Service Standards.
- Ensure continuous improvement strategies.



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# Employment Conditions

All Flagstaff employees will be afforded working conditions comparable with those expected by the general Australian workforce

## Flagstaff will:

- Ensure that all employees with a disability receive fair wages as determined through a transparent wage assessment tool.
- Ensure that employment conditions are consistent with general workplace norms and relevant Commonwealth and State legislation.
- Inform employees, and if appropriate, their advocates and guardians of how their wages and conditions are determined.



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# Service recipient training & support

Flagstaff ensures that the employment opportunities of each person with a disability are optimised by effective and relevant training and support

## Flagstaff will:

- Provide or facilitate access to relevant training or support to assist you to reach your employment goals.
- Regularly review your training and support requirements through assessments and individual employment plan meetings.



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# Staff recruitment, employment & training

Flagstaff will ensure that each person employed to deliver services to a person with a disability has relevant skills and competencies

## Flagstaff will:

- Assess relevant skills and competencies of employees through an Employment Development plan (EDP).
- Provide appropriate and relevant training & skills development to ensure effective delivery of services to people with a disability.



# Protection of Human Rights & freedom from abuse

Flagstaff acts to prevent abuse and neglect and to uphold your legal and human rights

## Flagstaff will:

- Provide information and training to all employees in identification, treatment and response to abuse.
- Implement management systems that maintain an environment free from abuse, neglect and harassment.
- Encourage employees to uphold their human rights and report any allegations of abuse or neglect
- Facilitate confidential access to the National Disability Abuse and Neglect Hotline.



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