

When I'm at work
Implementation guide

D
R
A
F
T



Contact details

Branch	Disability Program Branch
Department	Australian Government Department of Families, Housing, Community Services and Indigenous Affairs
Postal address	GPO Box 9820 BRISBANE QLD 4001
Phone	1300 653 227 Toll Free
Website	www.fahcsia.gov.au

Acknowledgement

This resource was produced by Wodonga TAFE in association with Aware Industries with funding from the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs.

Copyright

© Commonwealth of Australia [2008]

This work is copyright. You may download, display, print and reproduce this material in unaltered form only (retaining this notice) for your personal, non-commercial use or use within your organisation. Apart from any use as permitted under the Copyright Act 1968, all other rights are reserved.

Requests for further authorisation should be directed to the Commonwealth Copyright Administration, Attorney-General's Department, Robert Garran Offices, National Circuit, Canberra ACT 2600 or posted at <http://www.ag.gov.au/cca>



FaHCSIA1044.0804

Contents

Introduction	1
Focus	2
Aim	2
Structure	2
Mode of delivery	2
Resources to support delivery	2
List of products	3
Product details	5
Supported employee induction	6
Solving complaints	8
Solving problems	10
Retirement planning	12
Working on a committee	14
Using a computer	16
Stopping abuse	18
Stopping neglect	20
Teamwork	22
Bullying	24
My rights/responsibilities	25
Drugs and alcohol	27
Being healthy	29
Being sunsmart	29
Keeping your workplace clean and tidy	30
Wash your hands and keep germs away	31
Good posture and a healthy back	32
Stretching for good health	33
Workplace behaviours	34



REFRAID

Introduction

D
R
A
F
T

Focus

The products that comprise the series focus on the workplace and provide information, scenarios, and suggested activities to assist you and the supported employees working in your Disability Business Service.

Aim

The aim of the *When I'm at work* series is to provide pertinent work-related information to supported employees in Disability Business Services. This series will also contribute to Disability Business Services meeting the requirements of a number of Disability Services Standards.

Structure

The products are designed to be used as training or information products by supported employees working in Disability Business Services. The training products should be delivered by training or support staff working in the service. Information products are designed for self-paced learning. They can also be used as handouts for supported employees to take home and discuss with family, friends, and carers, or can be facilitated by training/support staff in Disability Business Services.

Mode of delivery

Most of the products are suitable for one-on-one or small group delivery, and can be used in one-off training or information sessions, or integrated into larger workplace training programs. Most of the products can be changed to suit individual workplaces.

Resources to support delivery

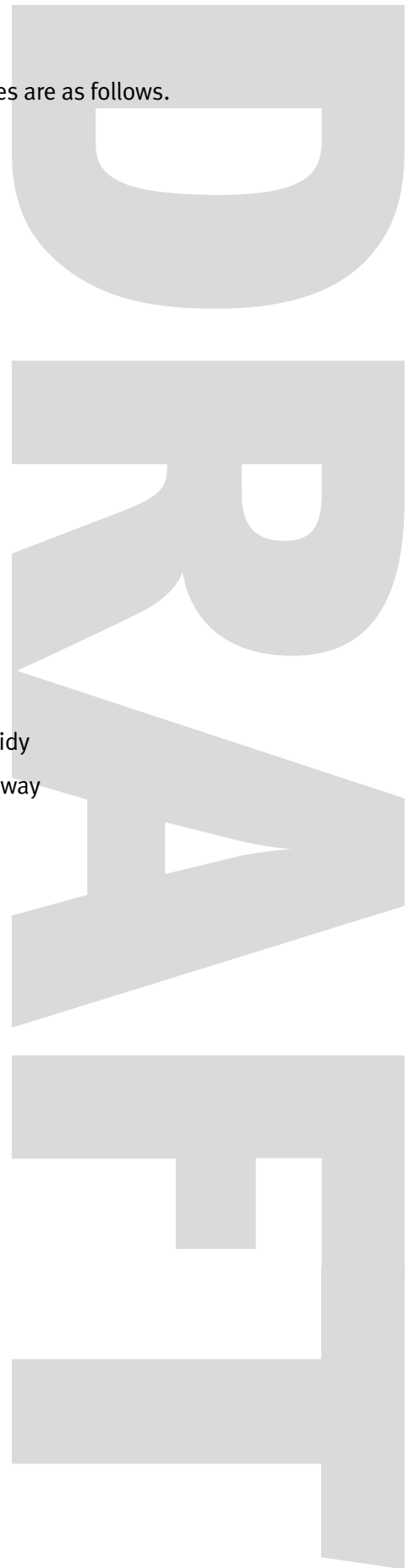
Extensive support and assistance for trainers and facilitators are provided as resources within the products. The *Training and Assessing* product (in the blue folder) is specifically designed to help trainers or support workers in the delivery of the training products. The *Work Talk* products are excellent supplementary resources for training and facilitation purposes.



List of products

The products in the *When I'm at work* series are as follows.

- ▶ Supported employee induction
- ▶ Solving complaints
- ▶ Solving problems
- ▶ Retirement planning
- ▶ Working on a committee
- ▶ Using a computer
- ▶ Stopping abuse
- ▶ Stopping neglect
- ▶ Teamwork
- ▶ Bullying
- ▶ My right/responsibilities
- ▶ Drugs and alcohol
- ▶ Being healthy
 - › Being sunsmart
 - › Keeping your workplace clean and tidy
 - › Wash your hands and keep germs away
 - › Good posture and a healthy back
 - › Stretching for good health
- ▶ Workplace behaviours





REFRAID

Product details

DEPRETE

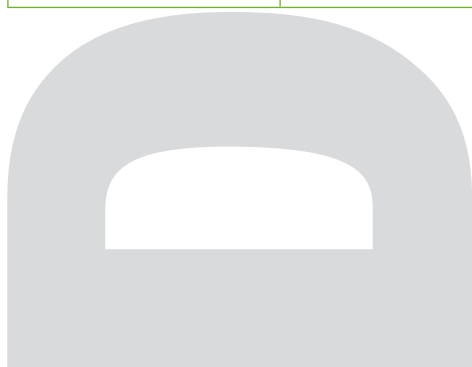
Supported employee induction

Type of product	Training and information product
Mode of delivery	To be delivered by training/support staff of Disability Business Services
Relevant Disability Services Standards	<p>Standard 2 Individual needs</p> <p>Standard 5 Participation and integration</p> <p>Standard 6 Valued status</p> <p>Standard 8 Service management</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	New supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Learner's workbook ▶ Trainer's guide ▶ A short DVD (DVD 1) ▶ A longer DVD (DVD 2) ▶ CD-ROM for easy printing
Product overview	<p>Inducts new supported employees into the workplace</p> <p>Provides new supported employees with</p> <ul style="list-style-type: none"> ▶ an overview of the induction process ▶ general background information about the organisation ▶ the employer's legal obligations ▶ the conditions of employment ▶ introductions to key personnel ▶ familiarisation with services and facilities <p>Learner's workbook</p> <ul style="list-style-type: none"> ▶ Can be changed to suit different workplaces ▶ Can be used as part of an induction program

	<p>Trainer's guide</p> <ul style="list-style-type: none"> ▶ Provides trainer/support staff with steps for an induction process for new supported employees ▶ Provides strategies on how to change the learner's workbook to suit the needs of the particular workplace ▶ Provides strategies and suggestions on how to use each of the resources in this product, and how they link to one another <p>DVDs</p> <ul style="list-style-type: none"> ▶ Reinforce an understanding of what it means for new supported employees to be part of the workforce ▶ Follow the experiences of one new supported employee's induction into the workplace ▶ Provide opportunities for discussion throughout the DVDs ▶ Provide a choice of using a simple version (DVD 1) for people with intellectual disability, or a more complex version (DVD 2) for others
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ My rights/responsibilities ▶ Workplace behaviours ▶ Teamwork ▶ Bullying ▶ Drugs and alcohol ▶ Solving complaints <p>Specific links</p> <p><i>Training and Assessing</i> for further information on how to deliver effective training sessions</p>

Solving complaints

Type of product	Training and information product
Mode of delivery	To be delivered by training/support staff of Disability Business Services
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 2 Individual needs</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Learner's workbook ▶ Trainer's guide ▶ Fact sheet ▶ Topics on Microsoft PowerPoint® slides (with audio) ▶ CD-ROM for easy printing
Product overview	<p>Assists supported employees to understand a range of issues around workplace complaints</p> <p>Comprises points and activities relevant to workplace complaints, and stories about workplace complaints</p>



	<p>Learner’s workbook</p> <ul style="list-style-type: none"> ▶ Provides information about workplace complaints ▶ Learners provide own responses if appropriate <p>Trainer’s guide</p> <p>Steps the trainer through the delivery of the learning material</p> <ul style="list-style-type: none"> ▶ Structure of the product ▶ Trainer’s role ▶ Planning the training session ▶ Delivering the training session ▶ Evaluation ▶ Key resources <p>Fact sheet</p> <p>Replicates the information in the learner’s workbook</p> <p>Slide presentation</p> <ul style="list-style-type: none"> ▶ Vehicle by which the information is delivered ▶ Gives information about workplace complaints ▶ Portrays workplace stories about complaints
Links to other products	<p>Specific links to the following <i>When I’m at work</i> products</p> <ul style="list-style-type: none"> ▶ Solving problems ▶ Teamwork ▶ Stopping abuse ▶ Stopping neglect ▶ Bullying ▶ My rights/responsibilities ▶ Workplace behaviours <p>Specific links</p> <p><i>Training and Assessing</i> for further information on how to deliver effective training sessions</p>

Solving problems

Type of product	Training product
Mode of delivery	To be delivered by training/support staff of Disability Business Services
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 5 Participation and integration</p> <p>Standard 6 Valued status</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Trainer's guide ▶ Microsoft PowerPoint® slide presentation (with audio) ▶ Poster ▶ CD-ROM for easy printing
Product overview	<p>Helps supported employees understand how to solve workplace problems</p> <p>Topics include</p> <ul style="list-style-type: none"> ▶ what a workplace problem is ▶ different ways to solve workplace problems ▶ the four steps to solve workplace problems ▶ the dos and don'ts of problem solving

	<p>Trainer's guide</p> <p>Steps the trainer through the delivery of the learning material</p> <ul style="list-style-type: none"> ▶ Structure of the product ▶ Trainer's role ▶ Planning the training session ▶ Delivering the training session ▶ Evaluation ▶ Key resources <p>Slide presentation</p> <ul style="list-style-type: none"> ▶ Vehicle by which the information is delivered ▶ Gives information about solving workplace problems ▶ Portrays workplace stories about solving workplace problems <p>Poster</p> <ul style="list-style-type: none"> ▶ Key messages around solving problems in the workplace ▶ To be displayed in Disability Business Services
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Solving complaints ▶ Teamwork ▶ Stopping abuse ▶ Stopping neglect ▶ Bullying ▶ My rights/responsibilities ▶ Workplace behaviours <p>Specific links</p> <p><i>Training and Assessing</i> for further information on how to deliver effective training sessions</p>

Retirement planning

Type of product	Information product
Mode of delivery	To be delivered by training/support staff of Disability Business Services
Relevant Disability Services Standards	Standard 2 Individual needs Standard 3 Decision making and choice Standard 5 Participation and integration Standard 6 Valued status Standard 10 Service recipient training and support Standard 11 Staff recruitment, employment and training
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one sessions/meetings ▶ Family/carers may attend sessions
Resources included	<ul style="list-style-type: none"> ▶ Flipchart ▶ Supported employee's workbook ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	<p>Helps supported employees plan for their retirement</p> <p>Six trainer-led meetings</p> <ul style="list-style-type: none"> ▶ What is retirement? ▶ Why should I plan for my retirement? ▶ How much money will I need when I retire? ▶ Where will I live when I retire? ▶ Important documents ▶ Planning for retirement checklist <p>Flipchart</p> <ul style="list-style-type: none"> ▶ Includes, on one side of each page, material for the facilitator ▶ Can be changed to include local and current information ▶ Participant's information is provided on the reverse of each page

	<p>Supported employee's workbook</p> <p>Replicates the supported employee's view of the flipchart</p> <p>Fact sheet</p> <p>Supports information in the flipchart and supported employee's workbook</p>
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Supported employee induction ▶ My rights/responsibilities ▶ Being healthy <p>Specific links</p> <p><i>Training and Assessing</i> and <i>Work Talk</i> for further information on how to deliver effective training sessions</p>

Working on a committee

Type of product	Training product
Mode of delivery	To be delivered by training/support staff of Disability Business Services
Relevant Disability Services Standards	Standard 3 Decision making and choice Standard 5 Participation and integration Standard 6 Valued status Standard 8 Service management Standard 10 Service recipient training and support Standard 11 Staff recruitment, employment and training
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Learner's workbook ▶ Trainer's guide ▶ Microsoft PowerPoint® slide presentation (with audio) ▶ CD-ROM for easy printing
Product overview	<p>Helps supported employees understand about working on a committee</p> <ul style="list-style-type: none"> ▶ What is a committee? ▶ Why do we have workplace committees? ▶ How are workplace committees chosen? ▶ What roles are there on workplace committees? ▶ What does it mean to represent other people? ▶ What happens during committee meetings? ▶ Who can you talk to about getting the skills to be a committee member? <p>Learner's workbook</p> <ul style="list-style-type: none"> ▶ Provides information about working on a committee ▶ Learners provide own responses if appropriate

	<p>Trainer's guide</p> <p>Steps the trainer through the delivery of the learning material</p> <ul style="list-style-type: none"> ▶ Structure of the product ▶ Trainer's role ▶ Planning the training session ▶ Delivering the training session ▶ Evaluation ▶ Key resources <p>Slide presentation</p> <ul style="list-style-type: none"> ▶ Vehicle by which the information is delivered ▶ Gives information about working on a committee ▶ Portrays workplace stories about working on a committee
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Supported employee induction ▶ My rights/responsibilities ▶ Teamwork ▶ Solving problems <p>Specific links</p> <p><i>Training and Assessing</i> and <i>Work Talk</i> for further information on how to deliver effective training sessions</p>

Using a computer

Type of product	Training product
Mode of delivery	To be delivered by training/support staff of Disability Business Services
Relevant Disability Services Standards	Standard 2 Individual needs Standard 3 Decision making and choice Standard 6 Valued status Standard 10 Service recipient training and support Standard 11 Staff recruitment, employment and training
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ Stand-alone ▶ Can be integrated into a larger workplace training program
Resources included	<ul style="list-style-type: none"> ▶ Learner's workbook ▶ Trainer's guide ▶ CD-ROM for easy printing
Product overview	<p>Helps supported employees to use computers in the workplace</p> <p>Topics covered are</p> <ul style="list-style-type: none"> ▶ using a computer, including hardware and software ▶ producing a word-processed document ▶ sending and receiving emails <p>Learner's workbook</p> <p>Is self-paced and guides supported employees through the topics</p> <p>Trainer's guide</p> <ul style="list-style-type: none"> ▶ Replicates the information and activities in the learner's workbook ▶ Includes strategies for trainers to help supported employees with their learning

Links to other products

Specific links to the following *When I'm at work* products

- ▶ Good posture and a healthy back
- ▶ Stretching for good health
- ▶ My rights/responsibilities

Specific links

Training and Assessing for further information on how to deliver effective training sessions



Stopping abuse

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Self-paced ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ Flipchart ▶ Microsoft PowerPoint® slide presentation ▶ CD-ROM for easy printing
Product overview	<p>Raises awareness of abuse</p> <p>Helps supported employees to develop strategies for recognising and stopping abuse</p> <p>Flipchart</p> <ul style="list-style-type: none"> ▶ Includes facilitation material on one side of each page ▶ Can be changed to include local and current information ▶ Participant's information is provided on the reverse of each page

	<p>Fact sheet</p> <p>Reflects the information presented in the flipchart</p> <p>Slide presentation</p> <ul style="list-style-type: none"> ▶ Replicates the participant’s views of the flipchart ▶ Facilitators use the slide presentation if the group of participants is more than three or four
Links to other products	<p>Specific links to the following <i>When I’m at work</i> products</p> <ul style="list-style-type: none"> ▶ My rights/responsibilities ▶ Stopping neglect ▶ Solving complaints ▶ Solving problems ▶ Bullying ▶ Teamwork ▶ Workplace behaviours

Stopping neglect

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Self-paced ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ Flipchart ▶ Microsoft PowerPoint® slide presentation ▶ CD-ROM for easy printing
Product overview	<p>Raises awareness of neglect</p> <p>Helps supported employees to develop strategies for recognising and stopping neglect</p> <p>Flipchart</p> <ul style="list-style-type: none"> ▶ Includes facilitation material on one side of each page ▶ Participant's information is provided on the reverse of each page ▶ Can be changed to include local and current information

	<p>Fact sheet</p> <p>Reflects the information presented in the flipchart</p> <p>Slide presentation</p> <ul style="list-style-type: none"> ▶ Replicates the participant’s views of the flipchart ▶ Facilitators use the slide presentation if the group of participants is more than three or four
Links to other products	<p>Specific links to the following <i>When I’m at work</i> products</p> <ul style="list-style-type: none"> ▶ My rights/responsibilities ▶ Stopping abuse ▶ Solving complaints ▶ Solving problems ▶ Bullying ▶ Teamwork ▶ Workplace behaviours

Teamwork

Type of product	Training product
Mode of delivery	To be delivered by staff of Disability Business Services
Relevant Disability Services Standards	<p>Standard 3 Decision making and choice</p> <p>Standard 5 Participation and integration</p> <p>Standard 6 Valued status</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 8 Service management</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	Small groups
Resources included	<ul style="list-style-type: none"> ▶ Learner's workbook ▶ Trainer's guide ▶ Microsoft PowerPoint® slide presentation ▶ CD-ROM for easy printing
Product overview	<p>Helps supported employees learn about teamwork</p> <p>Short stories with questions and discussion points that cover</p> <ul style="list-style-type: none"> ▶ developing effective workplace relationships ▶ contributing to workgroup activities <p>Learner's workbook</p> <ul style="list-style-type: none"> ▶ Provides copies of the stories ▶ Provides space for learners to write down ideas and responses <p>Trainer's guide</p> <ul style="list-style-type: none"> ▶ Provides the trainer with strategies to deliver the learning material ▶ Replicates stories in learner's workbook ▶ Provides key points and suggestions for discussion <p>Slide presentation</p> <p>Use with large groups of learners</p>

Links to other products

Specific links to the following *When I'm at work* products

- ▶ Supported employee induction
- ▶ Solving complaints
- ▶ Solving problems
- ▶ Working on a committee
- ▶ Stopping abuse
- ▶ Stopping neglect
- ▶ Bullying
- ▶ My rights/responsibilities
- ▶ Workplace behaviours

Specific links

Training and Assessing for further information on how to deliver effective training sessions

Bullying

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 9 Employment conditions</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ Poster ▶ CD-ROM for easy printing
Product overview	<p>Fact sheet</p> <p>Provides detailed information about</p> <ul style="list-style-type: none"> ▶ what bullying is ▶ the different kinds of bullying ▶ how to know if you are being bullied ▶ what your human rights are ▶ what you can do if bullying happens to you ▶ who you can talk to if you are being bullied <p>Poster</p> <p>Reinforces the information in the fact sheet</p>
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ My rights/responsibilities ▶ Solving complaints ▶ Solving problems ▶ Stopping abuse ▶ Stopping neglect ▶ Teamwork ▶ Workplace behaviours

My rights/responsibilities

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 2 Individual needs</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 5 Participation and integration</p> <p>Standard 6 Valued status</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 8 Service management</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Self-paced ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Participant's workbook ▶ Facilitator's guide ▶ CD-ROM for easy printing
Product overview	<p>Helps supported employees understand their workplace rights and responsibilities</p> <p>Topics covered are</p> <ul style="list-style-type: none"> ▶ my rights at work ▶ my responsibilities at work ▶ work conditions ▶ probation ▶ leave from work ▶ hours of work

	<ul style="list-style-type: none"> ▶ superannuation ▶ my wage ▶ my pay ▶ training and support to do my job ▶ occupational health and safety (OH&S) <p>Participant’s workbook</p> <p>Record of information about workplace rights and responsibilities</p> <p>Facilitator’s guide</p> <p>Provides facilitation strategies, including</p> <ul style="list-style-type: none"> ▶ who the product is for
	<ul style="list-style-type: none"> ▶ the aim of the product ▶ the resources in the product ▶ topics covered by the product ▶ planning the information session
<p>Links to other products</p>	<p>Specific links to the following <i>When I’m at work</i> products</p> <ul style="list-style-type: none"> ▶ Supported employee induction ▶ Solving complaints ▶ Solving problems ▶ Working on a committee ▶ Stopping abuse ▶ Stopping neglect ▶ Teamwork ▶ Bullying ▶ Drugs and alcohol ▶ Keeping your workplace clean and tidy ▶ Workplace behaviours <p>Specific links</p> <p><i>Training and Assessing</i> and <i>Work Talk</i> for further information on how to deliver effective training sessions</p>

Drugs and alcohol

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 2 Individual needs</p> <p>Standard 8 Service management</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ Poster ▶ CD-ROM for easy printing
Product overview	<p>Fact sheet</p> <p>Provides information about</p> <ul style="list-style-type: none"> ▶ what drugs are ▶ how drugs work ▶ drugs affecting the mind and the body ▶ which drugs are okay to take at work ▶ smoking and work ▶ the effects that using drugs and alcohol wrongly can have at work ▶ what you can do to stop drug and alcohol abuse at work ▶ services to contact for further advice and information about drugs and alcohol <p>Poster</p> <p>Reinforces the information in the fact sheet</p>

Links to other products

Specific links to the following *When I'm at work* products

- ▶ My rights/responsibilities
- ▶ Supported employee induction
- ▶ Solving problems
- ▶ Teamwork
- ▶ Workplace behaviours

E

A

R

D

Being healthy

Being sunsmart

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 2 Individual needs</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	<p>Fact sheet</p> <p>Provides information, resources and contacts</p> <ul style="list-style-type: none"> ▶ Slip on some sun-protective work clothing ▶ Slap on a hat ▶ Slap on 30+ sunscreen ▶ Slide on some sunglasses ▶ Stay cool and drink lots of fluids ▶ Did you know?
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Keeping your workplace clean and tidy ▶ Good posture and a healthy back ▶ Wash your hands and keep germs away ▶ Stretching for good health

Being healthy

Keeping your workplace clean and tidy

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 2 Individual needs</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 6 Valued status</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 8 Service management</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	<p>Fact sheet</p> <p>Provides information and a workplace story about how to keep a workplace clean and tidy, and why it is important to do that</p>
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Being sunsmart ▶ Good posture and a healthy back ▶ Wash your hands and keep germs away ▶ Stretching for good health

Being healthy

Wash your hands and keep germs away

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 2 Individual needs</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	<p>Fact sheet</p> <ul style="list-style-type: none"> ▶ Provides information and a workplace story about correct hand-washing techniques ▶ Includes tips for washing hands well
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Being sunsmart ▶ Keeping your workplace clean and tidy ▶ Good posture and a healthy back ▶ Stretching for good health

Being healthy

Good posture and a healthy back

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 2 Individual needs</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	<p>Fact sheet</p> <p>Provides information, illustrations, resources and contacts</p> <ul style="list-style-type: none"> ▶ What is good posture? ▶ Why you should have good posture ▶ Looking after your back ▶ Where can you get help with your posture?
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Being sunsmart ▶ Keeping your workplace clean and tidy ▶ Wash your hands and keep germs away ▶ Stretching for good health

Being healthy

Stretching for good health

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training/support staff in Disability Business Services
Relevant Disability Services Standards	<p>Standard 2 Individual needs</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	<p>Fact sheet</p> <p>Provides information, illustrations, resources and contacts</p> <ul style="list-style-type: none"> ▶ What is stretching? ▶ When do you need to stretch? ▶ Where can you get help with your stretching?
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Being sunsmart ▶ Keeping your workplace clean and tidy ▶ Wash your hands and keep germs away ▶ Good posture and a healthy back

Workplace behaviours

Type of product	Training product
Mode of delivery	To be delivered by training/support staff of Disability Business Services
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 2 Individual needs</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 5 Participation and integration</p> <p>Standard 6 Valued status</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 8 Service management</p> <p>Standard 9 Employment conditions</p> <p>Standard 10 Service recipient training and support</p> <p>Standard 11 Staff recruitment, employment and training</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	Supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Interactive CD-ROM ▶ Trainer's guide ▶ CD-ROM for easy printing
Product overview	<p>Helps supported employees understand what is, and what is not, appropriate workplace behavior</p> <p>Topics include</p> <ul style="list-style-type: none"> ▶ punctuality ▶ language ▶ work clothes (male) ▶ work clothes (female)

	<ul style="list-style-type: none"> ▶ over-socialising ▶ personal space ▶ a tidy work space ▶ using email ▶ borrowing equipment ▶ following the leave process ▶ being open and honest ▶ solving problems ▶ accepting direction ▶ fixing workplace hazards ▶ doing things the right way <p>CD-ROM</p> <p>Comprises fifteen workplace scenarios, each featuring</p> <ul style="list-style-type: none"> ▶ a story about workplace behaviours ▶ options for the learner to choose ▶ discussion questions <p>Trainer's guide</p> <p>Provides strategies on how to use the CD-ROM effectively</p>
Links to other products	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Supported employee induction ▶ My rights/responsibilities ▶ Teamwork ▶ Solving problems ▶ Stopping abuse ▶ Stopping neglect ▶ Keeping your workplace clean and tidy ▶ Wash your hands and keep germs away ▶ Solving complaints <p>Specific links</p> <p><i>Training and Assessing</i> and <i>Work Talk</i> for further information on how to deliver effective training sessions</p>

Notes

