

▶ **Consumer training
and support**

Resource directory

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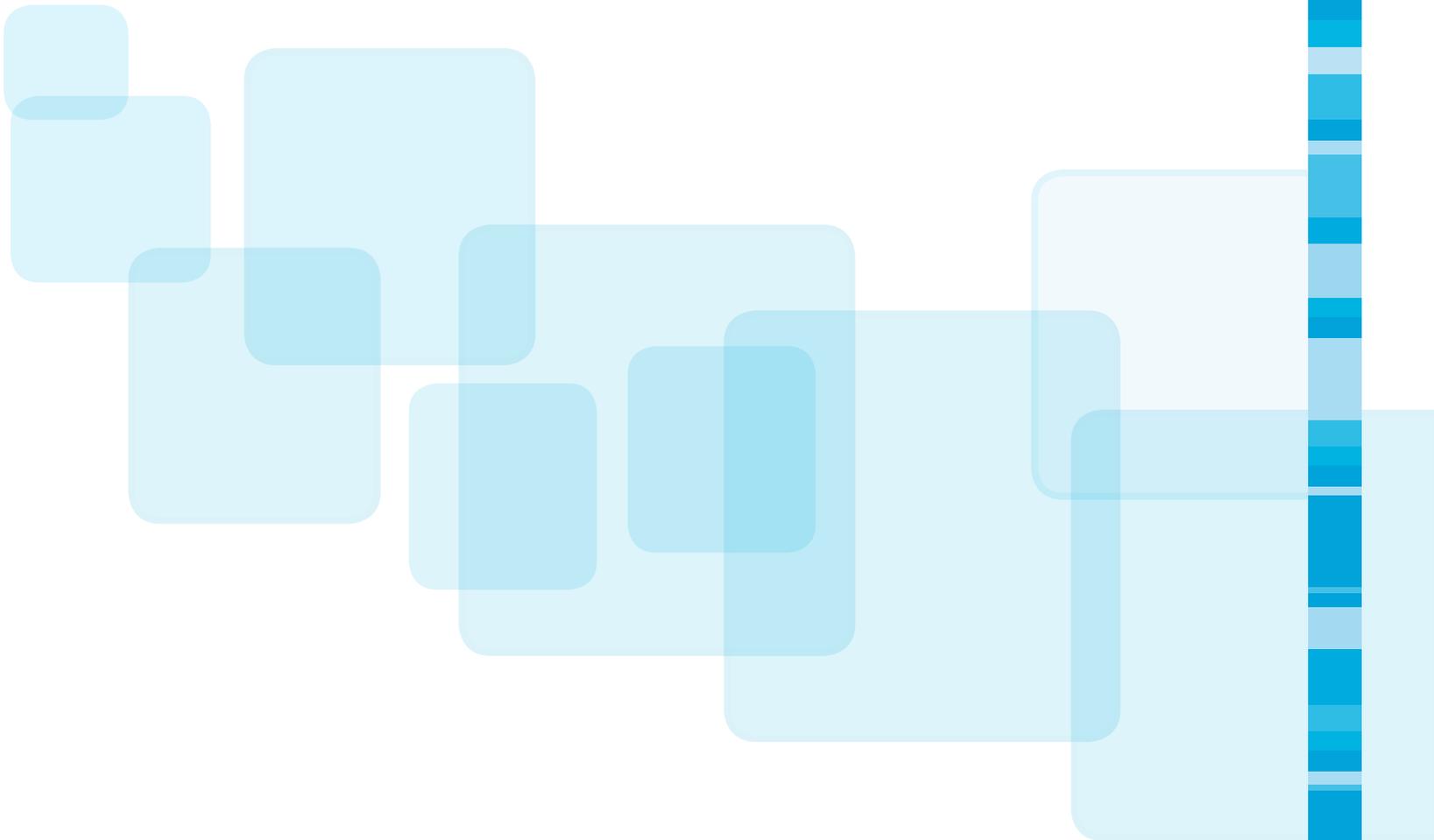
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Introduction



Implementation

The accompanying resources have been developed with content and visual elements that recognise and address audience needs and will equip providers to increase their capacity to raise awareness and instruct people with disability on a number of topics. The developed resources have been colour coded for ease of reference with resources for supported employees coloured green, resources for employers coloured yellow, external resources coloured red and resources for trainers coloured blue.

As well as print-based materials, DVDs/videos and Microsoft PowerPoint® presentations have proven to be effective methods for providing information in an engaging and timely manner. The combination of visual and auditory mediums is ideal for providing information across specific age and gender groups and is particularly appealing for audiences with lower levels of literacy. A number of audience-based options have been provided within the resources to allow for ease of implementation.

Supported employee training resources and information products

The materials in this green folder have been developed primarily to support the training and information needs of people with disability employed in business services and using advocacy services. They may also be useful in meeting similar needs of employers, parents and carers and the wider community for such training and information.

Highly visual resources such as flipcharts and multimedia resources assist trainers to provide information and training to supported employees in a way that addresses specific needs and takes various disabilities into account. Resources have been developed for supported employees with the following audiences in mind:

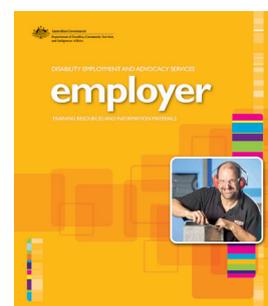
- men
- women
- individuals
- groups.

Employer training resources and information products

The materials in this yellow folder have been developed primarily to support the training and information needs of support staff and managers employed in Disability Business and Advocacy Services. They may also be useful in meeting similar needs of people with disability employed in, or assisted by, these services.

In response to the need for support workers to have resources that are easily navigated and provide functional and accurate information, resources have been developed for use by:

- support workers
- managers
- supervisors
- team leaders
- trainers.



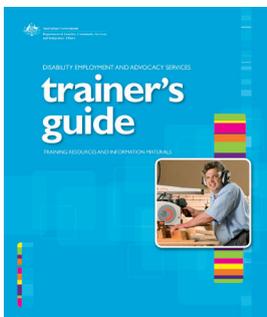


External training resources and information products

The materials in this red folder have been developed primarily to support Disability Business and Advocacy Services to provide information about their services to the wider community.

Similarly, it is acknowledged that external individuals and organisations that interact with business service organisations need to have resources that provide functional and accurate information. Resources have been developed for use by:

- ▶ families and carers
- ▶ contractors
- ▶ clients
- ▶ school leavers.



Trainer's guide – Training resources and information products

The materials in this blue folder have been developed primarily to assist support workers and managers in Disability Business and Advocacy Services to provide training to other employees in these services including people with disability. They may also be useful in meeting similar needs of other employers, parents and carers and the wider community.

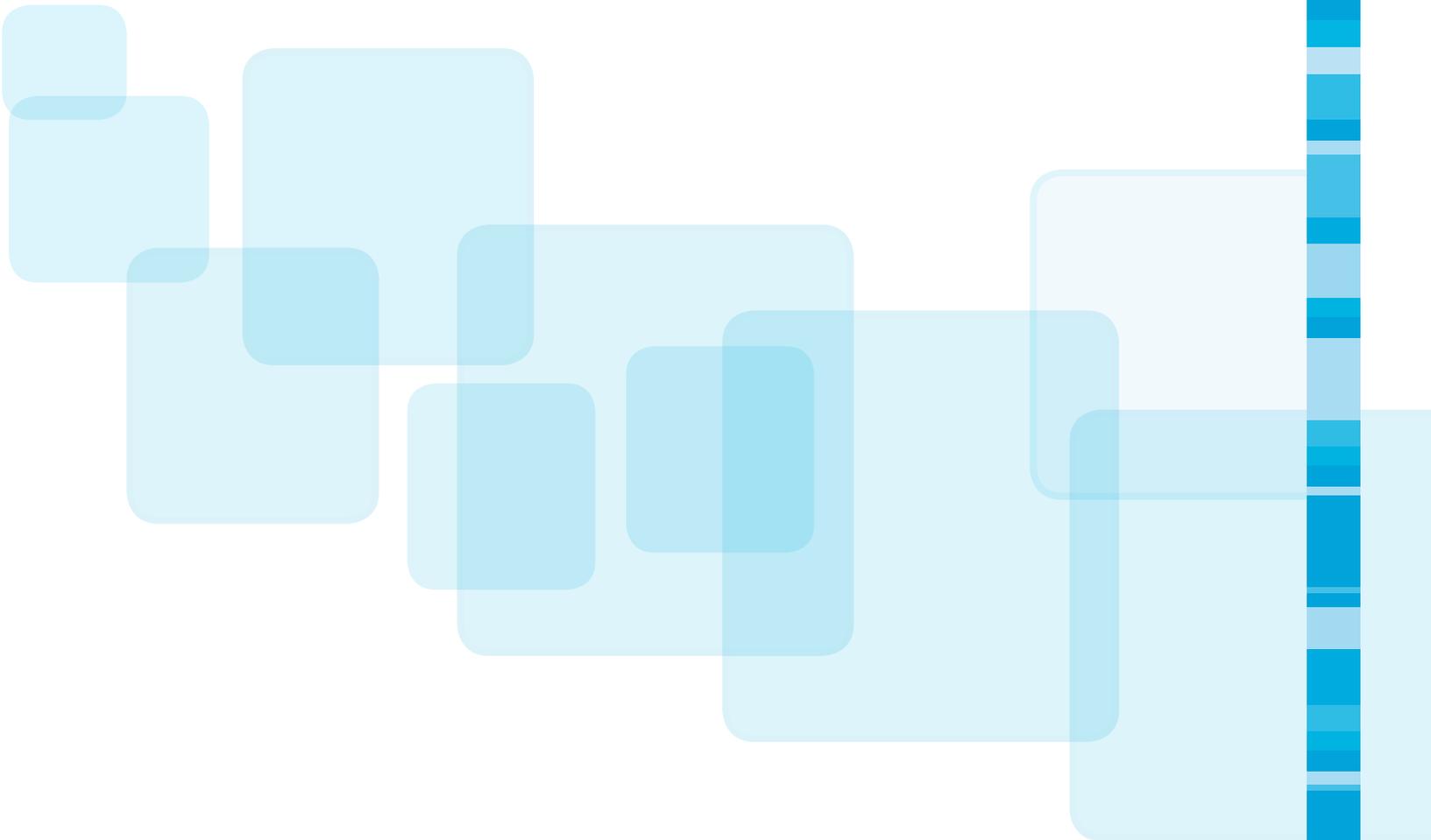
Disability Business Services require training and information resources that:

- ▶ can be customised to meet their needs
- ▶ recognise the technological constraints that may exist
- ▶ are useful to a diverse audience.

Effective workplace trainers need to build their own training skills and abilities to be able to address the learning preferences and subsequent training requirements of individual supported employees. In addition, they need to be aware of the Disability Business Service's expectations relating to competency-based training. The training and assessment resources have been developed to assist in this area.

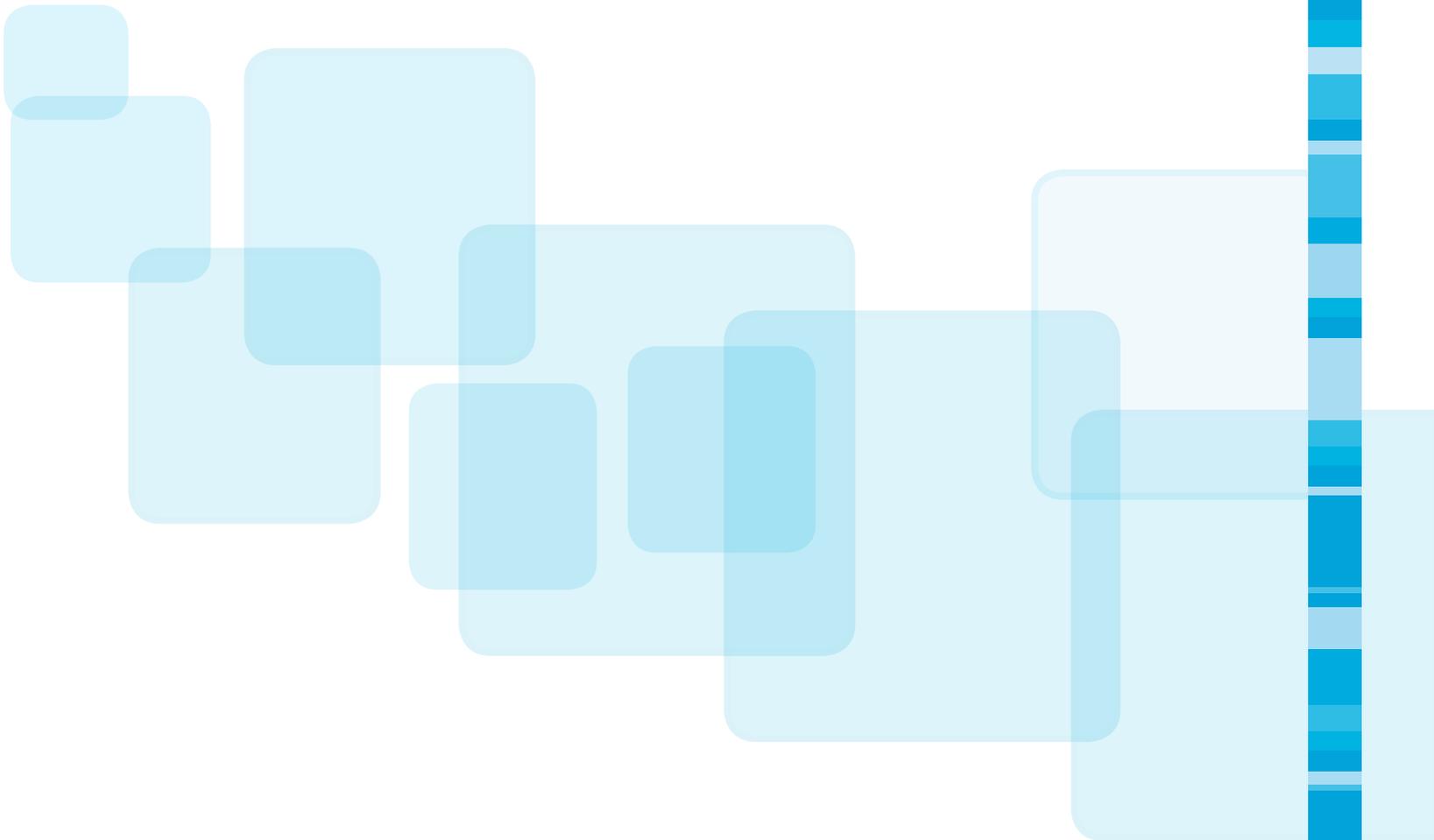
In addition, Disability Business Services have to meet continuous improvement and quality assurance requirements set by FaHCSIA. Providing relevant and effective training is one of the ways these requirements can be met and demonstrated.

How to use the resources



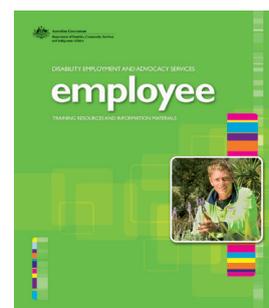
- 
- 1 Read through this resource directory.
 - 2 Select appropriate resources from the colour coded lists in this directory.
 - 3 Review the *Training and Assessing* resource.
 - 4 Review the appropriate *Work Talk* resource.
 - 5 Make yourself familiar with the content, and arrange additional trainers, if required.
 - 6 Conduct training.
 - 7 Conduct training review to ensure required outcomes have been achieved.

The resources



Supported employee training resources and information products

The materials in the green folder have been developed primarily to support the training and information needs of people with disability employed in business services and using advocacy services. They may also be useful in meeting similar needs of employers, parents and carers and the wider community for such training and information.



Working safely

Type of product	Training product
Mode of delivery	To be delivered by training and/or support staff of Disability Business Services
Relevant Disability Services Standards	Standard 3 Decision making and choice Standard 5 Participation and integration Standard 7 Complaints and disputes Standard 8 Service management Standard 9 Employment conditions Standard 10 Service recipient training and support Standard 11 Staff recruitment, employment and training Standard 12 Protection of human rights and freedom from abuse
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"> ▶ Trainer's guide ▶ Poster ▶ Microsoft PowerPoint® presentation ▶ CD-ROM for easy printing

INFORMATION

TRAINING

Product overview	<p>The aim is to train supported employees to work safely. Contains tips on different ways to use the presentation to maximise relevance and impact for learners.</p> <p>Trainer’s guide</p> <p>Designed to support the Microsoft PowerPoint® presentation ‘Working safely’ which addresses supported employee workplace behaviours that relate to occupational health and safety (OH&S).</p> <p>Poster</p> <p>Customisable OH&S poster that can be changed for particular workplaces.</p> <p>Microsoft PowerPoint® presentation</p> <p>Designed to develop supported employees’ knowledge and skills in relation to working safely. While the presentation is designed for use with employees with an intellectual disability, it can be used with any supported employees in a Disability Business Service.</p>
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When I'm at work series

When I'm at work: Supported employee induction

Type of product	Training and information product
Mode of delivery	To be delivered by training and/or 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 and/or 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 two DVDs. DVD 1 is a short version, and would be more appropriate to use with supported employees with intellectual disability. DVD 2 includes additional interviews with a supervisor, and uses more complex language.
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>

When I'm at work: Solving complaints

Type of product	Training and information product
Mode of delivery	To be delivered by training and/or support staff of Disability Business Services
Relevant Disability Services Standards	Standard 1 Service access Standard 2 Individual needs Standard 3 Decision making and choice Standard 4 Privacy, dignity and confidentiality Standard 7 Complaints and disputes Standard 10 Service recipient training and support Standard 11 Staff recruitment, employment and training Standard 12 Protection of human rights and freedom from abuse
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® presentation (with audio) ▶ CD-ROM for easy printing
Product overview	Assists supported employees to understand a range of issues around workplace complaints Comprises points and activities relevant to workplace complaints, and stories about workplace complaints

	<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>Microsoft PowerPoint® 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>

When I'm at work: Retirement planning

Type of product	Information product
Mode of delivery	To be delivered by training and/or 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 or meetings ▶ Family and/or 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>

When I'm at work: Workplace behaviours

Type of product	Training product
Mode of delivery	To be delivered by training and/or 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>

When I'm at work: Working on a committee

Type of product	Training product
Mode of delivery	To be delivered by training and/or 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® 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>Microsoft PowerPoint® 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>

When I'm at work: Using a computer

Type of product	Training product
Mode of delivery	To be delivered by training and/or 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	<p>Specific links to the following <i>When I'm at work</i> products</p> <ul style="list-style-type: none"> ▶ Good posture and a healthy back ▶ Stretching for good health ▶ My rights/responsibilities <p>Specific links</p> <p><i>Training and Assessing</i> for further information on how to deliver effective training sessions</p>

When I'm at work: Teamwork

Type of product	Training product
Mode of delivery	To be delivered by training and/or 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® 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>Microsoft PowerPoint® presentation</p> <p>Use with large groups of learners</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 ▶ Solving complaints ▶ Solving problems ▶ Working on a committee ▶ 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>

When I'm at work: Solving problems

Type of product	Training product
Mode of delivery	To be delivered by training and/or support staff of Disability Business Services
Relevant Disability Services Standards	Standard 1 Service access Standard 5 Participation and integration Standard 6 Valued status Standard 7 Complaints and disputes Standard 10 Service recipient training and support Standard 11 Staff recruitment, employment and training Standard 12 Protection of human rights and freedom from abuse
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® 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>Microsoft PowerPoint® 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>

When I'm at work: Stopping abuse

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training and/or 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® 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 Microsoft PowerPoint® 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

When I'm at work: Stopping neglect

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training and 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® 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>Microsoft PowerPoint® 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

When I'm at work: Bullying

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training and/or 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

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

- ▶ My rights/responsibilities
- ▶ Solving complaints
- ▶ Solving problems
- ▶ Stopping abuse
- ▶ Stopping neglect
- ▶ Teamwork
- ▶ Workplace behaviours

When I'm at work: My rights/responsibilities

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training and/or 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

<p>Product overview</p>	<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 ▶ 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>

When I'm at work: Drugs and alcohol

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training and/or 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 adverse effects that using drugs and alcohol 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 <i>When I'm at work</i> products <ul style="list-style-type: none">▶ My rights/responsibilities▶ Supported employee induction▶ Solving problems▶ Teamwork▶ Workplace behaviours
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When I'm at work: Being healthy

Being sunsmart

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training and/or support staff in Disability Business Services
Relevant Disability Services Standards	Standard 2 Individual needs Standard 9 Employment conditions 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 ▶ 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

When I'm at work: 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 and/or 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 so</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

When I'm at work: 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 and/or 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

When I'm at work: 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 and/or 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

When I'm at work: 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 and/or 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

When I'm at work: Implementation guide

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ Facilitated by training and/or 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one ▶ Small groups
Resources included	<ul style="list-style-type: none"> ▶ Implementation guide ▶ CD-ROM for easy printing

Product overview	<p>The products that comprise the When I'm at work series focus on the workplace.</p> <p>The series provides work-related information to supported employees in Disability Business Services.</p> <p>The products in the <i>When I'm at work</i> series are as follows.</p> <ul style="list-style-type: none"> ▶ Supported employee induction ▶ Solving complaints ▶ Solving problems ▶ Retirement planning ▶ Working on a committee ▶ Using a computer ▶ Stopping abuse ▶ Stopping neglect ▶ Teamwork ▶ Bullying ▶ My rights/responsibilities ▶ Drugs and alcohol ▶ Being healthy <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 › Stretching for good health ▶ Workplace behaviours <p>Information about these products is summarised in this guide under the following headings.</p> <ul style="list-style-type: none"> ▶ Type of product ▶ Mode of delivery ▶ Relevant Disability Services Standards ▶ Audience ▶ Type of delivery ▶ Resources included ▶ Product overview
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Disability Discrimination Act 1992

Type of product	Information product
Mode of delivery	<ul style="list-style-type: none"> ▶ Self-paced learning ▶ Facilitated by training and/or 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"> ▶ Self-paced ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing

Product overview	<p>This fact sheet is an information summary in plain English of the Disability Discrimination Act 1992, highlighting the understanding of supported employees' rights in the workplace.</p> <p>The following topics are covered.</p> <ul style="list-style-type: none">▶ What is discrimination?▶ What is the Disability Discrimination Act 1992?▶ Is discrimination happening to you?▶ What can you do if discrimination happens to you?
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Employer training resources and information products

The materials in the yellow folder have been developed primarily to support the training and information needs of support staff and managers employed in Disability Business and Advocacy Services. They may also be useful in meeting similar needs of people with disability employed in, or assisted by, these services.



Workplace safety

Type of product	Training product
Mode of delivery	To be delivered by training 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 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Trainer’s guide ▶ Microsoft PowerPoint® presentation ▶ CD-ROM for easy printing



Product overview	<p>The aim is to impart the skills and knowledge required to maintain a safe workplace.</p> <p>Trainer’s guide</p> <p>This trainer’s guide includes information and tips about various ways the training sessions can be conducted. The guide offers flexibility to support trainers in changing the presentation slides to reflect the supported employees’ workplace safety needs.</p> <p>Microsoft PowerPoint® presentation</p> <p>The presentation is structured around the trainer’s guide; you can add or delete information to suit your organisation. You can change the text to suit your workplace. The presentation has photographs of hazards, signs and Personal Protective Equipment (PPE) and the guide takes you through the process of replacing those images with images of your workplace that you’ll capture with a digital camera. We strongly encourage you to use your own images so that the venues, equipment, signage and people in your presentation are familiar, and clearly relevant to the learners. Speaker’s notes are included with the presentation to help you conduct it in a way that support staff will find engaging, making it easier for them to learn.</p>
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Support staff workplace responsibilities

Type of product	Training product
Mode of delivery	To be delivered by training 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Trainer's guide ▶ Microsoft PowerPoint® presentation ▶ CD-ROM for easy printing

Product overview	<p>The product focuses on issues relating to workplace communication and cultural change.</p> <p>The aim of the Microsoft PowerPoint® presentation is to create engaging and realistic scenarios of workplace incidents and encourage discussion and reflection. Each Microsoft PowerPoint® presentation addresses a different workplace scenario. Many scenarios share similar issues and may overlap to some degree. The common themes of workplace communication and cultural change are reinforced throughout the product. The scenarios have been developed for use as triggers to encourage support staff to discuss these workplace issues.</p>
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Disability maintenance instrument - FAQs

Type of product	Information product
Mode of delivery	To be delivered by training staff of Disability Business Services
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 2 Individual needs</p> <p>Standard 4 Privacy, dignity and confidentiality</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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Self-paced ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Disability maintenance instrument - FAQs ▶ CD-ROM for easy printing
Product overview	<p>The purpose of this guide is to address the key questions, issues and concerns that have been raised by Disability Business Services about the Disability Maintenance Instrument (DMI). The DMI is a tool that is used to collect information about a client's needs for support in the workplace. The questions have been grouped into the following topic areas to make it easier to find information.</p> <ul style="list-style-type: none"> ▶ The DMI ▶ The assessment ▶ The evidence ▶ The domains ▶ The score

Evidence guide for Disability Business Service organisations

Type of product	Information product
Mode of delivery	To be delivered by training staff of Disability Business Services
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 2 Individual needs</p> <p>Standard 4 Privacy, dignity and confidentiality</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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Self-paced ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Evidence guide for Disability Business Service organisations ▶ CD-ROM for easy printing

Product overview	<p>This guide has been written for people working in Disability Business Services – from support staff, to managers, to Board members. Its three main aims are:</p> <ul style="list-style-type: none">▶ to explain the basic principles of evidence and/or data collection▶ to assist with identification of evidence requirements (internal and external)▶ to provide some good practice examples. <p>The guide is essentially a series of questions and answers about evidence. There are six questions that break up the guide into clear topic areas, making it easier to find information.</p> <ol style="list-style-type: none">1 What is evidence?2 Why do you need to collect evidence?3 What evidence do you need to collect?4 How do you collect evidence?5 How do you use evidence?6 How do you store evidence?
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Leading work teams

Type of product	Training product
Mode of delivery	To be delivered by training 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Self-paced learning resource ▶ CD-ROM for easy printing
Product overview	<p>It is divided into four sections.</p> <ol style="list-style-type: none"> 1 Teams and team planning 2 Developing team commitment and cooperation 3 Managing and developing team performance 4 Participating in and facilitating a work team <p>The content of these sections relates to elements of the national unit of competency BSBFLM404A Lead work teams from the Certificate II in the Business Services Training Package. Case studies and activities are included.</p>

Being an effective manager

Type of product	Training product
Mode of delivery	To be delivered by training 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	Managers and supervisors of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Self-paced learning resource ▶ CD-ROM for easy printing

Product overview	<p>Divided into six areas.</p> <ol style="list-style-type: none">1 The role of managers2 Handling conflict and discipline3 Workplace communication4 Workplace committees and meetings5 Challenges and issues6 Quality assurance <p>The resource requires the learner to use previous experience in the workforce as a team member or team leader, and apply knowledge and skills to managing in a Disability Business Service. It includes questions and activities to help the learner decide what will work best in their workplace.</p>
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Work Talk series

Work Talk aims to bring together information about and strategies for effective workplace communication in Disability Business Services. It focuses on the communication between supported employees and staff who work with them directly.

Work Talk: Implementation guide

Type of product	Training product
Mode of delivery	To be delivered by training 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Implementation guide ▶ CD-ROM for easy printing

Product overview	<p>Designed to provide the skills and knowledge needed to effectively communicate with people in the workplace based on individual needs.</p> <p>The guide is in three sections, focusing on the <i>Work Talk</i> manuals but making reference to the fact sheets where appropriate.</p> <ol style="list-style-type: none">1 Using the <i>Work Talk</i> manuals as independent learning resources2 Using the <i>Work Talk</i> manuals as a basis for group training sessions3 Disability Business Service additions
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Work Talk: Effective workplace communication with employees with acquired brain injury

Type of product	Training product
Mode of delivery	To be delivered by training 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Manual about effective workplace communication with employees with acquired brain injury ▶ CD-ROM for easy printing

Product overview	<p>The aim of the manual is to bring together information about and strategies for effective workplace communication in Disability Business Services. It focuses on the communication between employees with psychiatric disability and staff who work with them directly. This manual has four sections.</p> <ol style="list-style-type: none"><li data-bbox="799 543 983 573">1 Introduction<li data-bbox="799 595 1140 625">2 An implementation guide<li data-bbox="799 646 1311 677">3 An introduction to acquired brain injury<li data-bbox="799 698 1491 766">4 A series of 10 communication and learning topics that make up the bulk of the manual
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Work Talk: Effective workplace communication with employees with physical disability

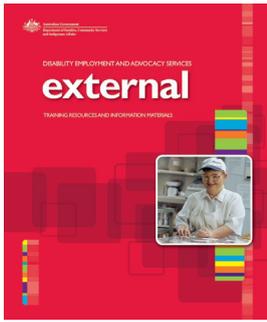
Type of product	Training product
Mode of delivery	To be delivered by training staff of Disability Business Services
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 2 Individual needs</p> <p>Standard 3 Decision making and choice</p> <p>Standard 4 Privacy, dignity and 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Fact sheets about effective workplace communication with employees with physical disability ▶ CD-ROM for easy printing
Product overview	<ul style="list-style-type: none"> ▶ Communicating with people with cerebral palsy ▶ Communicating with people who are deaf or have a hearing impairment ▶ Communicating with people who are blind or have a vision impairment

Work Talk: Effective workplace communication with employees with psychiatric disability

Type of product	Training product
Mode of delivery	To be delivered by training 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Manual about effective workplace communication with employees with psychiatric disability ▶ CD-ROM for easy printing
Product overview	<p>The aim of the manual is to bring together information about and strategies for effective workplace communication in Disability Business Services. It focuses on the communication between employees with psychiatric disability and staff who work with them directly. This manual has four sections.</p> <ol style="list-style-type: none"> 1 Introduction 2 An implementation guide 3 An introduction to psychiatric disability 4 A series of 10 communication and learning topics that make up the bulk of the manual

Work Talk: Effective workplace communication with employees with an intellectual disability

Type of product	Training product
Mode of delivery	To be delivered by training 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Manual about effective workplace communication with employees with an intellectual disability ▶ CD-ROM for easy printing
Product overview	<p>The aim of the manual is to bring together information about and strategies for effective workplace communication in Disability Business Services. It focuses on the communication between employees with an intellectual disability and staff who work with them directly. This manual has four sections.</p> <ol style="list-style-type: none"> 1 Introduction 2 An implementation guide 3 An introduction to intellectual disability 4 A series of 10 communication and learning topics that make up the bulk of the manual



External training resources and information products

The materials in the red folder have been developed primarily to support Disability Business and Advocacy Services to provide information about their services to the wider community.

Communicating with employees of a business service

INFORMATION

TRAINING

Type of product	Information product
Mode of delivery	Self-paced learning
Relevant Disability Services Standards	<p>Standard 1 Service access</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 12 Protection of human rights and freedom from abuse</p>
Audience	External contractors and suppliers
Type of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	<p>As suppliers of goods and services, contractors may need to communicate with many different people in business.</p> <p>This fact sheet is designed to provide information that will improve the skills and confidence of contractors who communicate with supported employees in Disability Business Services. It gives communication tips to help make interaction effective, appropriate and satisfying.</p>

Communicating in a culturally appropriate way

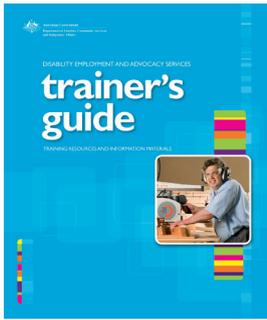
Type of product	Information product
Mode of delivery	Self-paced learning
Relevant Disability Services Standards	<p>Standard 1 Service access</p> <p>Standard 4 Privacy, dignity and confidentiality</p> <p>Standard 5 Participation and integration</p> <p>Standard 6 Valued status</p> <p>Standard 7 Complaints and disputes</p> <p>Standard 8 Service management</p> <p>Standard 12 Protection of human rights and freedom from abuse</p>
Audience	External contractors and suppliers
Type of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	<p>As suppliers of goods and services, contractors may need to communicate with many different people in business.</p> <p>This fact sheet is designed to improve skills in communicating with people from different cultural backgrounds.</p>

About business services: Parents and carers

Type of product	Information product
Mode of delivery	Self-paced
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	Parents and carers of supported employees
Type of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	This fact sheet is for parents and carers of supported employees and is about the benefits of business services.

About business services: School leavers

Type of product	Information product
Mode of delivery	Self-paced
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	School leavers
Type of delivery	<ul style="list-style-type: none"> ▶ Self-paced ▶ One-on-one or small groups ▶ Stand-alone ▶ Can be integrated into a larger workplace training program
Resources included	<ul style="list-style-type: none"> ▶ Fact sheet ▶ CD-ROM for easy printing
Product overview	This fact sheet is for school leavers and is about the benefits of business services.



Trainer's guide – Training resources and information products

The materials in the blue folder have been developed primarily to assist support workers and managers in Disability Business and Advocacy Services to provide training to other employees in these services, including people with disability. They may also be useful in meeting similar needs of other employers, parents and carers and the wider community.

INFORMATION

TRAINING

Training and Assessing

Type of product	Training product
Mode of delivery	To be delivered by training 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	Support staff of Disability Business Services
Type of delivery	<ul style="list-style-type: none"> ▶ One-on-one or small groups ▶ Self-paced ▶ Can be integrated into a larger workplace training program ▶ Topics can be independently delivered
Resources included	<ul style="list-style-type: none"> ▶ Resource for team leaders ▶ Microsoft PowerPoint® presentation ▶ CD-ROM for easy printing

Product overview

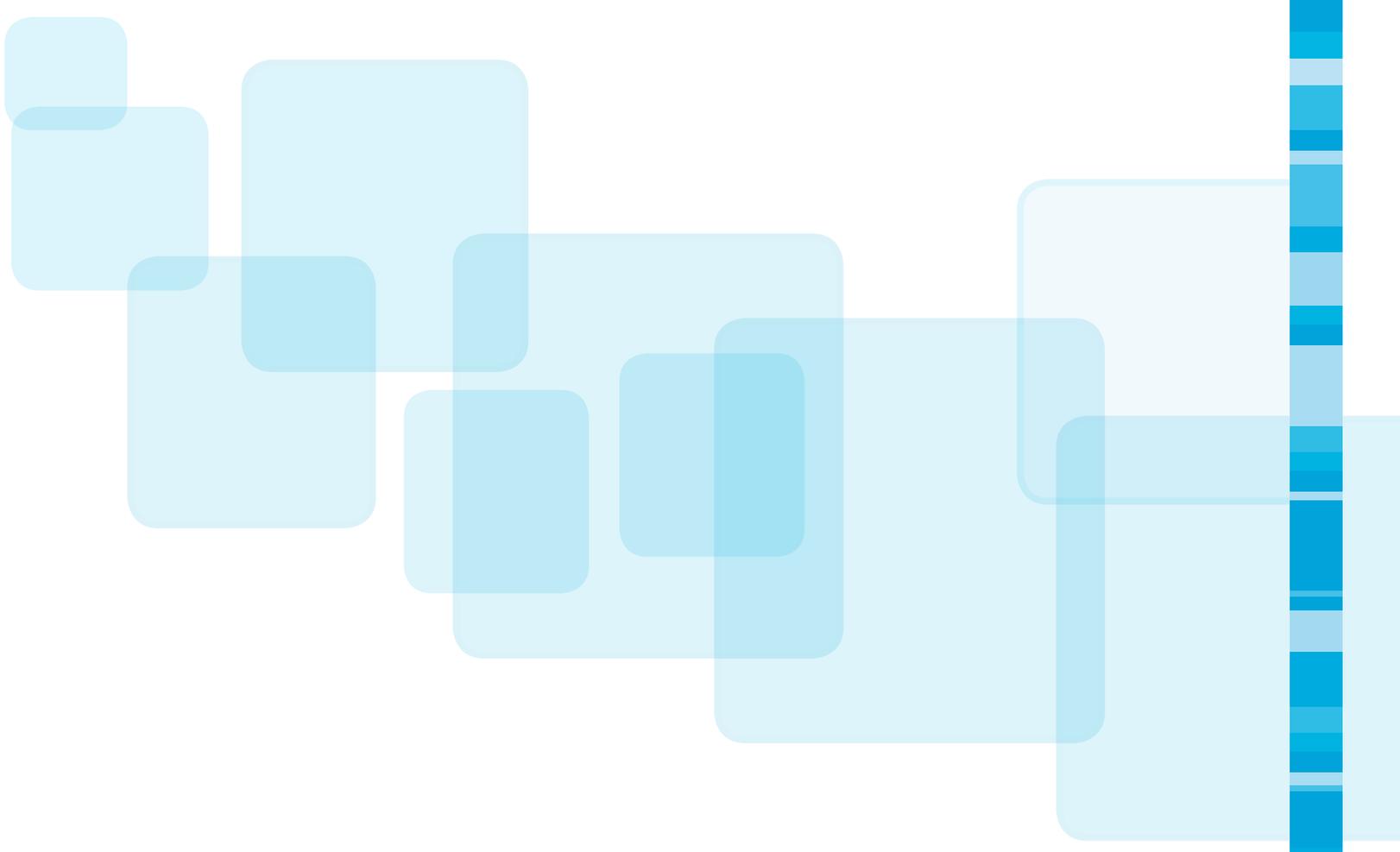
This resource is for supervisors and team leaders in Disability Business Services. It aims to assist staff who have responsibility for training people with disability to work safely and effectively in the workplace. There are four parts to this resource including the Microsoft PowerPoint® presentation.

- 1 *Train the Trainer* manual. The manual guides you through important issues for training. There are Microsoft PowerPoint® presentation, case studies and activities, as well as discussion points and hints to help you.
- 2 *Train the Trainer* manual. This manual is an 'e' book containing video interviews from trainers.
- 3 *Train the Trainer* toolkit. The toolkit has sample training templates and checklists for preparing, delivering, assessing and evaluating training. It also contains lists of reference books, organisations and websites with information about training supported employees.
- 4 Implementation guide. This guide is for use by facilitators to introduce the *Train the Trainer* manual and *Train the Trainer* toolkit to supervisors working in Disability Business Services. It contains session plans for two-, four- and six-hour workshops and a series of activities.

The guide also contains ideas for using the Microsoft PowerPoint® presentation to meet the needs of your training session.

There are two versions of the manual, one supported by video clips, the other is supported by the Microsoft PowerPoint® presentation.

Sample training and information session plans



Following is a sample information session plan containing suggested strategies to utilise the developed resources in your workplace.

Sample workplace information session plan

Workplace information topic	Bullying
Audience	All supported employees
Suggested activities	<ul style="list-style-type: none"> ▶ Assess the workplace for bullying behaviour – how do we know if bullying is occurring? ▶ Assess individual understanding of bullying and abusive behaviour – how do we educate people to recognise and understand if bullying is happening?
Suggested mode of delivery	Interactive facilitated workshops
Facilitator reference material <i>Either used as stand-alone training sessions, or sections of each taken and put together to use as one training session.</i>	Trainer’s guide – Training resources and information products <ul style="list-style-type: none"> ▶ Training and Assessing Employer training resources and information products <ul style="list-style-type: none"> ▶ Support staff workplace responsibilities ▶ Leading work teams ▶ Being an effective manager ▶ <i>Work Talk</i> series (Talking about teams and workmates; Talking about problems)
Participant reference material <i>Either used as stand-alone training sessions, or sections of each taken and put together to use as one training session.</i>	Supported employee training resources and information products <ul style="list-style-type: none"> ▶ When I’m at work: Bullying ▶ Working safely ▶ When I’m at work: Solving complaints ▶ When I’m at work: My rights/responsibilities ▶ When I’m at work: Workplace behaviours ▶ When I’m at work: Solving problems ▶ When I’m at work: Stopping abuse ▶ When I’m at work: Stopping neglect
Equipment required	<ul style="list-style-type: none"> ▶ Computer and projector for Microsoft PowerPoint® presentation, if used ▶ TV/video/DVD player, if required ▶ Chairs ▶ Refreshments
Facilitator required	Presentation techniques
Additional resources	
Workplace policies	<ul style="list-style-type: none"> ▶ Workplace code of conduct ▶ Disability Services Standards, etc

Following are sample training session plans containing suggested strategies to utilise the developed resources in your workplace.

Sample workplace training plan 1

Workplace training topic	Solving problems
Audience	All supported employees
Suggested activities	<ul style="list-style-type: none"> ▶ Facilitated discussion – Worker independence: What does it mean and how do we build it? ▶ Group project: Strategies for increasing problem-solving abilities ▶ Group project: Assessing problem-solving competencies of supported employees
Suggested mode of delivery	Interactive, facilitated workshops
Trainer reference material <i>Either used as stand-alone training sessions, or sections of each taken and put together to use as one training session.</i>	Trainer’s guide – Training resources and information products <ul style="list-style-type: none"> ▶ Training and Assessing Employer training resources and information products <ul style="list-style-type: none"> ▶ Support staff workplace responsibilities ▶ Leading work teams ▶ Being an effective manager ▶ <i>Work Talk</i> series (Talking about Change; Talking about Problems). Supported employee training resources and information products <ul style="list-style-type: none"> ▶ When I’m at work: My rights/responsibilities
Learner reference material <i>Either used as stand-alone training sessions, or sections of each taken and put together to use as one training session.</i>	Supported employee training resources and information products <ul style="list-style-type: none"> ▶ Working safely ▶ When I’m at work: Solving complaints ▶ When I’m at work: My rights/responsibilities ▶ When I’m at work: Workplace behaviours ▶ When I’m at work: Solving problems
Equipment required	<ul style="list-style-type: none"> ▶ Computer and projector for Microsoft PowerPoint® presentation, if used ▶ TV/video/DVD player, if required ▶ Chairs ▶ Refreshments
Trainer skills required	Presentation techniques
Additional resources	
Workplace policies	<ul style="list-style-type: none"> ▶ Workplace code of conduct ▶ Disability Services Standards, etc

Sample workplace training plan 2

Workplace training topic	Support staff workplace responsibilities
Audience	All support staff
Suggested activities	<ul style="list-style-type: none"> ▶ Brainstorming: Legal and ethical practices in service provision ▶ Group project: Auditing service processes (rating real life practices re privacy and confidentiality; conflict of interest)
Suggested mode of delivery	<ul style="list-style-type: none"> ▶ Workplace team meetings and forums ▶ Interactive facilitated workshop
Trainer reference material <i>Either used as stand-alone training sessions, or sections of each taken and put together to use as one training session.</i>	Trainer’s guide – Training resources and information products <ul style="list-style-type: none"> ▶ Training and Assessing Employer training resources and information products <ul style="list-style-type: none"> ▶ Evidence guides ▶ Support staff workplace responsibilities ▶ Leading work teams ▶ Being an effective manager ▶ <i>Work Talk</i> series
Learner reference material <i>Either used as stand-alone training sessions, or sections of each taken and put together to use as one training session.</i>	Employer training resources and information products <ul style="list-style-type: none"> ▶ Evidence guides Supported employee training resources and information products <ul style="list-style-type: none"> ▶ When I’m at work: Stopping abuse ▶ When I’m at work: Stopping neglect ▶ When I’m at work: My rights/responsibilities ▶ When I’m at work: Workplace behaviours ▶ When I’m at work: Solving problems
Equipment required	<ul style="list-style-type: none"> ▶ Computer and projector for Microsoft PowerPoint® presentation, if used ▶ TV/video/DVD player, if required ▶ Chairs ▶ Refreshments
Trainer skills required	Presentation techniques
Additional resources	
Workplace policies	<ul style="list-style-type: none"> ▶ Workplace code of conduct ▶ Disability Services Standards, etc

