

A job that fits provides

INCOME.

CHOICES.

CONNECTIONS.

SELF-ESTEEM.

PURPOSE.

JOB SEEKERS | WELCOME TO OSTARA AUSTRALIA



TESTIMONIALS

“Ostara Australia supported me in achieving my work goals by helping me to complete a Certificate 4 in Driving Instruction, whilst assisting me with searching for employment and addressing addictions through greater emotional understanding. I am now in full time work as a Driving Instructor.”

- CHRIS

“I love coming in to Ostara because I am always made to feel welcome. My Employment Coach is a breath of fresh air, very helpful and understanding.”

- ADELAIDE

“The first thing I noticed was the empathy they showed me. They really listened to my story and what my aims were in looking for work. All the way through, my Employment Consultant looked for jobs they thought might suit me and that I might be interested in. Just having a job makes you feel more comfortable and secure. My son has just moved back home and is looking for work, on top of my daughter needing some help, so any extra money I can earn helps take the pressure off. I'm really grateful to Ostara Australia and IGA for their support in finding this job, it's a great opportunity to learn new skills that help me in this role and could also help open up new employment options for me in the future.”

- ATHENA

“I'd never been a part of an employment service before, so I didn't really know what to expect. I was greeted with nothing but support and people that cared and I felt really comfortable. It was a bit tricky getting a job in my town, it's been pretty tough here for a few years, but the staff at Ostara Australia never gave up. I've always felt supported by Ostara Australia and enjoyed coming to my appointments. It's been uplifting.”

- CHARITY

“Ostara Australia has been particularly effective at finding employment for me. They have been extremely understanding and courteous in coping with my mental health condition.”

- DANVRE

WELCOME TO OSTARA AUSTRALIA

FOUNDED IN 2001, OSTARA AUSTRALIA HAS BEEN HELPING AUSTRALIANS LIVING WITH MENTAL HEALTH CHALLENGES RANGING FROM ANXIETY TO BIPOLAR, SCHIZOPHRENIA TO DEPRESSION AND OTHER ILLNESSES PREPARE THEMSELVES TO FIND A JOB THAT FITS AND LIVE A MORE FULFILLING LIFESTYLE.

We recognise the barriers to employment for individuals disadvantaged through mental illness and disability, and also the particular challenges for indigenous and refugee communities, mature aged people and the youth.

Our holistic approach addresses both the vocational and non-vocational barriers faced by disadvantaged job seekers. As such, we deliver personalised employment services, whilst also working in collaboration with countless community organisations to help job seekers with any mental, cultural or emotional issues.

Through research and experience, we know that the high unemployment rate among disadvantaged people is the result of external barriers rather than a lack of capacity or motivation. These barriers are often based on ignorance, discrimination, stigma or inflexibility in accommodating special needs within the workplace.

We work with employers to remove these barriers to meaningful employment. Through collaboration we give employers a voice as champions and leaders in integrating equity, diversity, recovery and wellbeing within the workplace and beyond.

Ostara Australia has a vision for creating a future for Australia where people and communities experiencing disadvantage are socially and economically included.



TAILORED EMPLOYMENT PLANNING

WHETHER YOU HAVE BEEN OUT OF WORK FOR A DAY, MONTHS OR YEARS, WE CAN TAILOR OUR SERVICES TOWARDS YOUR SPECIFIC TRAINING, HEALTH AND LIVING NEEDS THROUGH OUR ONE-ON-ONE SERVICE.

An Employment Consultant will spend time getting to know you and your individual requirements. They will then target employers and roles that match the type of hours, skills and culture in which you will thrive and empower you with the skills and confidence to get and maintain meaningful work.

Our aim is to build self-sufficiency through employment and will work with you to help you achieve your goals by:

- Meeting with you regularly.
- Ensuring your privacy is protected.
- Working with you to identify the skills and experience you possess and also gain a clear picture of the type of work you are looking for.

We work with countless community organisations to provide a holistic approach to recovery and wellbeing. We want you to enjoy the benefits of working as soon as possible but our support does not stop there!

Following placement, we will continue to be in contact with you and your employer for up to six months if required, to assist with your seamless transition back to work. Our objective is to support you throughout the entire process, leading to a sustainable and happy outcome.

WHAT HAPPENS DURING MY TIME WITH OSTARA AUSTRALIA?

THERE ARE A NUMBER OF PHASES IN THE SUPPORT WE PROVIDE WHERE DIFFERENT ACTIVITIES ARE CONDUCTED TO ASSIST YOU IN UNDERSTANDING US AND THE DISABILITY EMPLOYMENT SERVICE PROGRAM.

INTRODUCTIONS

- Meet your Employment Consultant.
- Register for the program.
- Learn about the program.
- Complete a job plan.
- Complete a resume.
- Identify current skills.
- Identify training options.
- Start job searching together.
- Update job plans(as required).

ASSISTANCE PHASE

- Training (if required).
- Job search training.
- Intensive job searching.
- Update job plan (as required).
- Commence employment (if job application is successful).
- Settle into new job with appropriate support.
- Re-evaluate program (if required).

POST PLACEMENT PHASE

- Regular contact with your Employment Consultant.
 - Tailored on the job support (as required).
 - Update the job plan (as required).
 - Ongoing support after six months of employment (if required).
 - Facilitate exit from the program (if appropriate).
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THESE ARE YOUR RIGHTS

- Staff will observe the National Standards for Disability Services and follow Ostara Australia policies and procedures which support these standards.
- If you feel that any of the standards have not been observed, or if you are unhappy about the service you receive from us, Ostara Australia encourages you to make a complaint.
- We all support you through the complaints process to ensure that the problem is resolved quickly and that there is no discrimination because you have made a complaint.
- We also encourage you to contact the free Complaints Resolution and Referral Service on 1800 880 052.
- Your Employment Consultant or their Manager will also provide you with other referrals outside of Ostara Australia if you make a complaint. This is to make sure that your complaint is investigated fairly and without judgment.

THESE ARE YOUR RESPONSIBILITIES

- All staff and other clients of Ostara Australia must be treated with respect.
- If you are receiving a Centrelink payment with participation requirements, it is a requirement that you attend all appointments that have been made for you.
- If you are unable to attend an appointment, please arrange to phone your local Ostara Australia office in advance to advise them.
- Please advise your Employment Consultant straight away if you start a job which you have found by yourself.
- If you are working, please retain evidence of your earnings, for example, your pay slips.
- If you are working and your hours or wages change, or if you are thinking of leaving your job, please advise your Employment Consultant straight away.
- If you are not feeling well enough to participate in the program, please arrange to phone your Employment Consultant as soon as possible.
- If you are in receipt of income support from Centrelink, all income received from employment must be reported to them.



CODE OF CONDUCT

Here at Ostara Australia we work in collaboration with our participants, their carers and any other stakeholders that support helping our participants gain meaningful and sustainable employment.

Ostara Australia staff, participants, carers and other stakeholders are expected to demonstrate appropriate behaviours that are mutually respectful and positive to effectively work towards a common goal.

Ostara Australia staff, participants, carers and other stakeholders must:

- Respect each other's privacy and personal space
- Respect one another's rights and dignity regardless of an individual's gender, cultural background, religion, sexual orientation or disability.
- Communicate in a reasonable manner and refrain from offensive language that is free from verbal and physical abuse
- All individuals must be supportive, empathetic and continue to be solution focused
- Be respectful and work together to meet mutually beneficial goals
- Act and behave responsibly. Treat others the way you wish to be treated
- Refrain from bullying and harassment at all times

NOTE: Anyone who does not abide by the above objectives may be asked to leave any Ostara Australia premises. Where more serious matters are concerned, Ostara Australia staff have the right to notify the police.

WHAT IF I HAVE A COMPLAINT?

We encourage you to voice any concerns or complaints that you may have with the person concerned. If you are not satisfied with the outcome of a discussion you have regarding your problem, please ask for a copy of the complaints policy.

You are also entitled to contact the agencies listed below at any time with your concerns:

CRRS	1800 880 052
DSS CUSTOMER FEEDBACK LINE	1800 805 260
CENTRELINK	132 850
OSTARA AUSTRALIA'S HEAD OFFICE	1300 562 7335

For more information on policies and the National Standards For Disability Services, ask your Employment Consultant for a copy.





HOW WILL YOU MANAGE MY SAFETY?

If you have any concerns about your safety at any time, please ask your Employment Consultant as soon as possible. Ostara Australia is bound by the same occupational health, safety [OH&S] and welfare laws as all employers who you may subsequently work for in jobs you get as a result of our support.

All our offices and sites are inspected regularly by an OH&S committee and auditors to ensure safety and ease of access.

Your Employment Consultant will ensure that any employer where you may be doing work experience, or starting a paid job, has Occupational Health, Safety and Welfare procedures in place as they are required by law. They will assist you to become comfortable with your new employer's safety procedures when you start a new job.

We encourage you to point out any possible access or safety issues you see while attending our offices.

For more information please discuss with your Employment Consultant.

HOW DO YOU TREAT MY RIGHT TO PRIVACY?

Your privacy, dignity and confidentiality will be observed at all times by the staff at Ostara Australia. Your Employment Consultant will ask you to sign a form stating who you give permission for personal information to be passed onto in relation to your employment program. This form can be updated by you at any time. Any files or forms relating to your program are stored in locked cabinets. Ostara Australia has a secure computer system which cannot be accessed by other parties and is not accessible via the internet.

As you are supported by us through the Governments Disability Employment Service (DES) program, there is information that we supply to the Government such as your employment activity.

Your permission is sought at the beginning of your work with us to allow us to transfer information to Centrelink and other government departments for the purpose of managing the funding for your program.

Ostara Australia is audited regularly and must demonstrate that our systems protect your privacy.

For more information please discuss with your Employment Consultant.

WHAT ARE THE NATIONAL STANDARDS FOR DISABILITY SERVICE?

THE NATIONAL STANDARDS FOR DISABILITY SERVICES ARE RULES THAT PROVIDE GUIDELINES FOR OSTARA AUSTRALIA TO ENSURE WE PROVIDE PARTICIPANTS WITH QUALITY EMPLOYMENT SERVICES. THE AUSTRALIAN GOVERNMENT PROVIDES FUNDING TO OSTARA AUSTRALIA ON THE CONDITION THAT THESE STANDARDS ARE ALWAYS MET.

YOUR EMPLOYMENT CONSULTANT CAN PROVIDE YOU WITH MORE DETAILS ON THE STANDARDS SHOULD YOU REQUIRE THEM.

TO PUT THE STANDARDS INTO ACTION, WE HAVE PREPARED THE FOLLOWING SUMMARY OF HOW THEY WILL AFFECT THE ASSISTANCE YOU RECEIVE FROM US.

1 RIGHTS FOR PEOPLE

STANDARD 1 RIGHTS

I have the right to exercise control and choice when I use services or supports. I also have the right to dignity of risk and to be free from discrimination or harm.

STANDARD 2 PARTICIPATION AND INCLUSION

I have the right to participate in my chosen community. I also have the right to decide how I have contact with family, friends and community.

STANDARD 3 INDIVIDUAL OUTCOMES

I have the right to lead and direct decisions about my life and how the services I use support me.

STANDARD 4 FEEDBACK AND COMPLAINTS

I have the right and freedom to give positive and negative feedback about all aspects of my supports and services and expect to see improvements as a result. I also have the right to independent advice and support to provide feedback or make a complaint when I need it.

STANDARD 5 SERVICE ACCESS

I have the right to access services based on fair and equal and transparent criteria, and support for referral when a service is not available.

STANDARD 6 SERVICE MANAGEMENT

I have the right to services and supports that are effectively managed, regularly reviewed, accountable and contemporary.

2 OUTCOMES FOR PEOPLE

STANDARD 1 RIGHTS

I can make choices about the services and supports I use and how I use them. When I use a service or support, I am respected and safe.

STANDARD 2 PARTICIPATION AND INCLUSION

I follow my interests, with the support of my services, family, friends, carers or advocates.

STANDARD 3 INDIVIDUAL OUTCOMES

I use services and supports which build on my strengths and support me to reach my life goals.

STANDARD 4 FEEDBACK AND COMPLAINTS

I have a range of ways to speak up about my supports and services and play an active role in working out how things will improve. I know how to access independent support and advice when providing feedback or making a complaint.

STANDARD 5 SERVICE ACCESS

I understand what the service offers, access to the service is fair and equal and I am supported with other options when I can't access a service.

STANDARD 6 SERVICE MANAGEMENT

My strengths and needs are effectively supported through soundly managed services.

3 STANDARDS FOR SERVICES

STANDARD 1 RIGHTS

Ostara Australia promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

STANDARD 2 PARTICIPATION AND INCLUSION

Ostara Australia works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

STANDARD 3 INDIVIDUAL OUTCOMES

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

STANDARD 4 FEEDBACK AND COMPLAINTS

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

STANDARD 5 SERVICE ACCESS

Ostara Australia manages access, commencement and leaving a service in a transparent, fair and equal and responsive way.

STANDARD 6 SERVICE MANAGEMENT

Ostara Australia has effective and accountable service management and leadership to maximise outcomes for individuals.

DISABILITY EMPLOYMENT SERVICES CODE OF PRACTICE



Australian Government
Department of Social Services



Organisations contracted to deliver Australian Government funded Disability Employment Services (DES) have agreed, and are committed, to observe the DES Code of Practice. This Code of Practice sets out the principles and standards that underpin the delivery of DES and other services, to increase employment outcomes and participation in economic activities in Australia especially for disadvantaged client groups.

We commit to working with our clients, employees, sub-contractors, and other providers to deliver quality employment services by:

- Ensuring staff have the skills and experience they need to provide quality and culturally sensitive services to job seekers¹, employers and local communities
- Working in collaborative partnerships with stakeholders and communities to identify needs and how they can be met
- Behaving ethically and acting with honesty, due care and diligence
- Being open and accountable
- Avoiding any practice or activity, which a provider could reasonably foresee, that might bring Disability Employment Services into disrepute
- Sensitively managing any information collected

We commit to helping each job seeker find their pathway into employment by:

- Meeting the Service Guarantees
- Tailoring assistance to the job seekers' personal circumstances, skills, abilities and aspirations
- Using available Government funding appropriately to support job seekers
- Treating every job seeker fairly and with respect
- Providing a fair and accessible feedback process

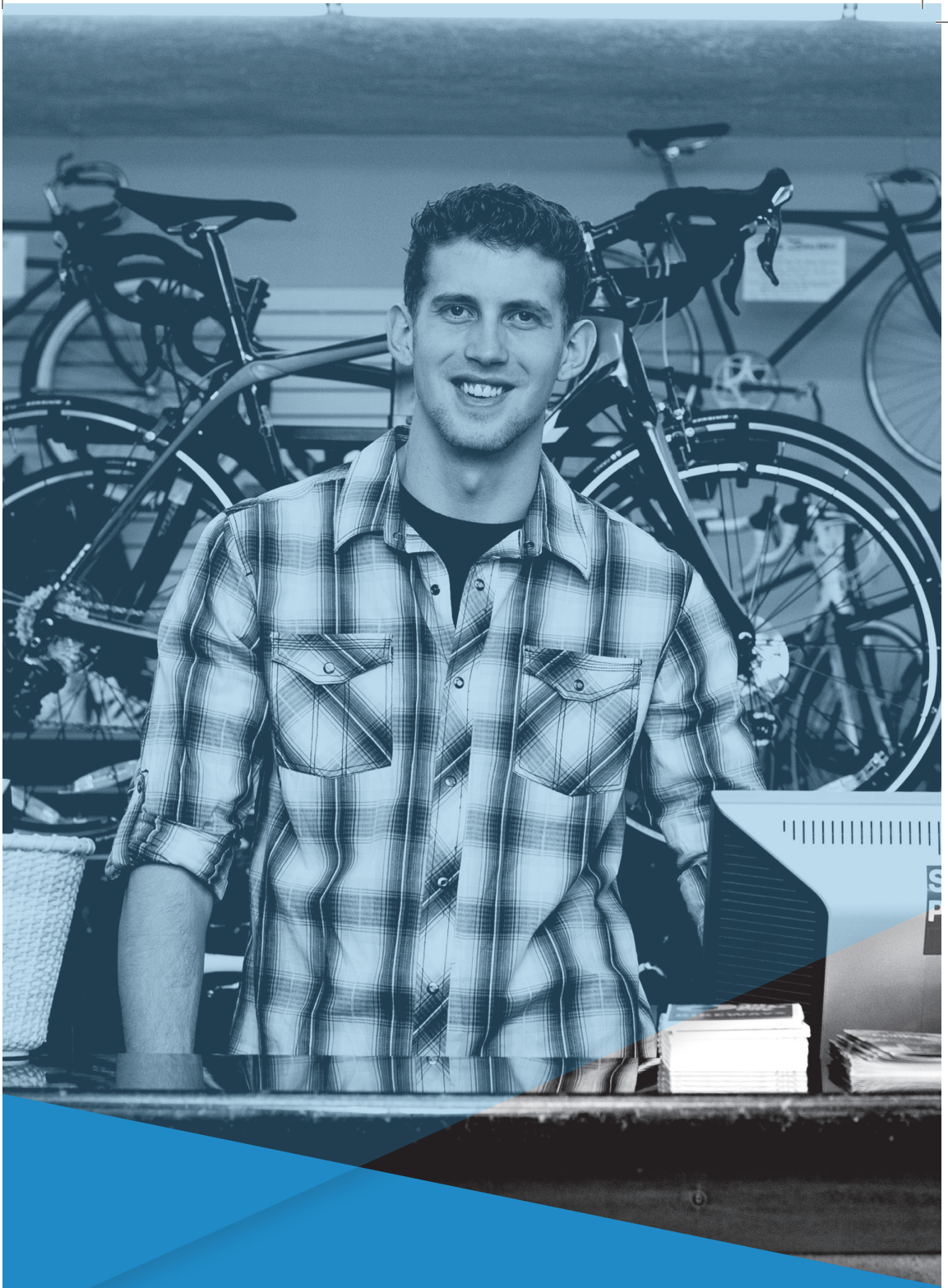
We commit to assisting employers meet their skill and labour shortage needs by:

- Working with employers to identify job and industry specific training needs and how they can be met
- Referring the most appropriately qualified and experienced job seekers available
- Providing a timely response to employer inquiries

The Australian Government will support Disability Employment Services providers in achieving these standards by:

- Evaluating and sharing best practice to enable continuous improvement in the delivery of DES
- Providing a customer service line, free call 1800 805 260, for job seekers to raise any concerns or problems they have with their provider
- Also providing a Complaints Resolution and Referral Service, free call 1800 880 052, an independent complaints resolution services for people using Australian Government funded disability employment and advocacy services.

¹The term 'Job seekers' also refers to participants as may be applicable





As your Disability Employment Services Provider:

- We will clearly explain to you what services you can receive, what we will do for you, and what you have to do, including how often we will meet.
- We will provide help for you to find and keep a job including contacting employers directly on your behalf about suitable jobs. This includes giving you ongoing support once you get a job, if you need it.
- We will treat you fairly and with respect, in line with the National Standards for Disability Services.
- We will be sensitive to your individual needs when helping you, including any impact that your disability, injury or health condition might have on your ability to find and keep a job. This could also include any parenting or caring responsibilities you might have.
- We will deliver services that are culturally appropriate.

What help can I expect?

We will work with you to agree on a plan with assistance and activities to help you find and keep a job. This is called your Job Plan.

We will work with you to help you deal with any issues that might be making it hard for you to look for work. Some of the ways we might do this include:

- Looking at what work you have done before, and what work is available in your area
- Looking at what skills and education you have and what skills and education might help you get work
- Working with prospective employers to match your skills to their needs
- Providing you with help which may include training, work experience or services to help you overcome any issues that are making it difficult for you to find and keep a job
- Helping you to be ready for a job
- Helping you to access other support services you may need
- Helping you to write a résumé
- Providing you with advice on the best ways to look for work
- Providing you with information about computer and internet facilities relevant to helping you to find and keep a job, including access to the employment services jobsearch website and the JobAccess website
- Providing you with access to an interpreter if you need one
- Checking that work is suitable for your condition or injury.

Once you have a job, we will continue to support you and will develop a plan with you to help you keep your job. This may include:

- Support to help you settle into your job
- On-the-job training
- Information, support and training for your employer and/or co-workers
- Help to resolve any problems you may have at work
- Ongoing support appropriate to your needs, which may include meeting with you regularly, or giving you more intensive support when you need it.

Depending on your circumstances, we can also help you and your employer access a range of other support services which may include:

- Modifications for your work area
- Help to purchase specialised technology
- Financial help for other services, available through a fund called the Employment Assistance Fund
- Access to extra help if you are at risk of losing your job.

For Aboriginal and Torres Strait Islander Peoples:

We will deliver services and engage with Aboriginal and Torres Strait Islander participants in a way that acknowledges and respects these cultures.

We will ensure that staff are appropriately trained and that this organisation is committed to getting the best employment opportunities for Aboriginal and Torres Strait Islander participants.

What are my responsibilities?

If you can't do an activity listed in your Job Plan, or can't attend an appointment that has been arranged for you, contact us as soon as possible. If you do so we may make another time for you to attend your activity or appointment. If you don't contact us beforehand when you are able to do so, your income support payment may be suspended even if you have a good reason for not being able to attend. Your payments may also be reduced or cancelled if you do not attend several appointments or activities without a good reason.

To make sure you get the right support, you should let us know if something in your life changes, like your health, your parenting responsibilities, whether you're doing voluntary or paid work or undertaking education, or if you experience a personal crisis.

What if I receive Newstart Allowance, Youth Allowance or Parenting Payment (with participation requirements)?

If you are receiving support from DHS through Newstart Allowance, Youth Allowance or Parenting Payment (with participation requirements), there are some extra things that you will have to do. If you want to keep receiving income support, you need to:

- Make every effort to get a job, and accept any suitable job you are offered
- Do your best at every job interview
- Do everything that you have agreed to do in your Job Plan. This includes going to all appointments

What happens to the information I tell you?

We will collect information about you for the purpose of providing disability employment related services to you. We will keep all information about you in accordance with the Privacy Act 1988 (Cth).

If you ask, we will usually be able to show you the information we hold about you. If you have any concerns about the way in which information about you is being managed, you can discuss your concerns with us. Complaints about acts or practices in relation to the use and disclosure of your personal information can also be investigated by the Information Commissioner.

More information about the Privacy Act 1988 (Cth) and the powers of the Information Commissioner can be found on the Office of the Australian Information Commissioner's website at www.oaic.gov.au

National Standards for Disability Services

The National Standards for Disability Services set out the quality of services we will deliver to you. We will let you know about these standards, and they can also be found online on the DSS website.

All Disability Employment Services Program Providers have been assessed by independent auditors as meeting the National Standards for Disability Services.

Connections for Quality

Choosing a provider to help you find work is an important decision.

To assist you, information about providers in your local area can be found through Connections for Quality on the employment services jobsearch website or the JobAccess website.

When you are looking for a provider, Connections for Quality information about the services they provide is available on each Provider Site Detail page. This information will answer your questions about who will work with you and how they will help you find employment.

What can I do if I'm not happy with the service I receive?

If you think you aren't receiving the right help, you should first try to talk to us. We will provide a feedback process which is fair and we will try to resolve your concerns.

If you feel you can't talk to us about your concerns, or you are still not happy, you can access the National Customer Service Line on 1800 805 260 (free call from land lines).

If you think that a provider is not complying with the National Standards for Disability Services, you can call the Complaints Resolution and Referral Service on 1800 880 052 (free call from land lines), or on the:

- TTY number: 1800 301 130 (free call from land lines)
- The National Relay Service: 1800 555 677 (free call from land lines)
- Fax: 02 9318 1372

ABBREVIATIONS & DEFINITIONS

DES	DISABILITY EMPLOYMENT SERVICES DES is funded under DSS, delivering employment support programs to individuals impacted with a disability, injury or mental health conditions.
DSS	DEPARTMENT OF SOCIAL SERVICES The Department is responsible for overseeing the administration of DES. DES also supports other functions and services aimed at improving the wellbeing of families and individuals in Australian communities.
MOR	MUTUAL OBLIGATION MOR refers to individuals who are receiving a certain income support from Centrelink and deemed as having requirements to look for work. As part of MOR, individuals are connected with a Government contracted Employment Service Provider to gain assistance to obtain sustainable employment.
ESAt	EMPLOYMENT SERVICES ASSESSMENT An ESAt is conducted at Centrelink for the purposes of understanding how your disability, injury or health condition impacts your ability to work, what types of support you may need to sustain employment and assistance required to get a job. An ESAt also helps determine a person's eligibility for the DES program. ESAts are conducted by qualified health professionals.
JCA	JOB CAPACITY ASSESSMENT JCAs have a similar functionality of an ESAt. JCAs are responsible for assessing eligibility for DSP and/or medical review. Individuals are required to bring supporting medical documentation to a JCA.
NSA	NEWSTART ALLOWANCE NSA is the main income support payment for individuals who are unemployed and looking for employment.
SWS	SUPPORTED WAGE SYSTEM This is a process that allows employers to pay a productivity-based wage for people with disability that matches an independently assessed productivity rate.
NSDS	NATIONAL STANDARDS FOR DISABILITY SERVICES The NSDS helps to promote and drive a nationally consistent approach to improve quality services to individuals as well as focusing on rights and outcomes for people with disability accessing disability services.
DHS	DEPARTMENT OF HUMAN SERVICES DHS is a Government department responsible for delivering a range of welfare, health, child support payments and other services to people of Australia. DHS also houses Centrelink and Medicare.
DMS	DISABILITY MANAGEMENT SERVICES DMS is a program stream under DES mainly for individuals who do not require long term supports in the workplace.
ESS	EMPLOYMENT SUPPORT SERVICES ESS is a program stream under DES mainly for individuals who require long term supports in the workplace to sustain their employment due to the impacts of their disability, injury or health condition.

BENCHMARK	EMPLOYMENT BENCHMARK Commonly referred to as 'Benchmark' is the minimum hours assessed by an ESA or JCA determining the capacity of what an individual under the DES program can work with the appropriate supports.
DSP	DISABILITY SUPPORT PENSION DSP is a financial payment for individuals who have a permanent physical, intellectual or psychiatric condition that stops them from working.
JOB PLAN	JOB PLAN Is an employment plan that every individual accessing DES program must have. It outlines the activities and assistance that both the job seeker and the employment provider will provide to assist a job seeker to successfully gaining employment. A Job Plan underpins the provision of services to job seekers. Individuals with MOR, a job plan helps record specific provision required to undertake under Social Security Law.
JSCI	JOB SEEKER CLASSIFICATION INSTRUMENT A DES provider will periodically check your JSCI and ensure that it is current and up to date. The purpose of the JSCI is to record certain personal information to be able to assess the risk of long term unemployment and help determine the level of support requirements needed to engage in sustainable employment.
PPS	POST PLACEMENT SUPPORT PPS is a phase within DES where individuals are in sustainable employment or education and receiving supporting, coaching and mentoring from an Ostara Australia staff member to sustain their employment and/or education.
NCSL	NATIONAL CUSTOMER SERVICE LINE NCSL is hot-line for DES job seekers who may be concerned about the services that they receive from their current DES provider can contact NCSL and raise their concerns. The NCSL also allows job seekers to change employment providers of their choice. The NCSL number is 1800 805 260.
OGS	ONGOING SUPPORT OGS is a phase in DES for individuals who require longer term supports in the workplace and can not sustain employment independently.
EA	EMPLOYMENT ASSISTANCE EA is a phase termed for individuals DES who are receiving assistance to gain employment.
CRN	CUSTOMER REFERENCE NUMBER CRN is a unique set of digits generated by Centrelink and assigned to people receiving an Income Support. Individuals wanting to access DES services must have a registered CRN.
JSID	JOB SEEKER IDENTIFICATION JSID is a unique number generated for people accessing employment services.
CRRS	Conflict Resolution and Referral Service The CRRS is a free service for people with disability who are users of Disability Employment Services (DES), Australian Disability Enterprises (ADEs) and/or Advocacy services which are Australian Government-funded services. PH: 1800 880 052

HELPFUL RESOURCES

MYGOV

The myGov website is a secure hub that helps you to keep on top of managing all your government service accounts and enables you to link to services such as Australian JobSearch, Medicare, Centrelink, Child Support and the Australian Taxation Office.

Once you create your myGov account, you can link your Australian JobSearch profile and use handy online services including:

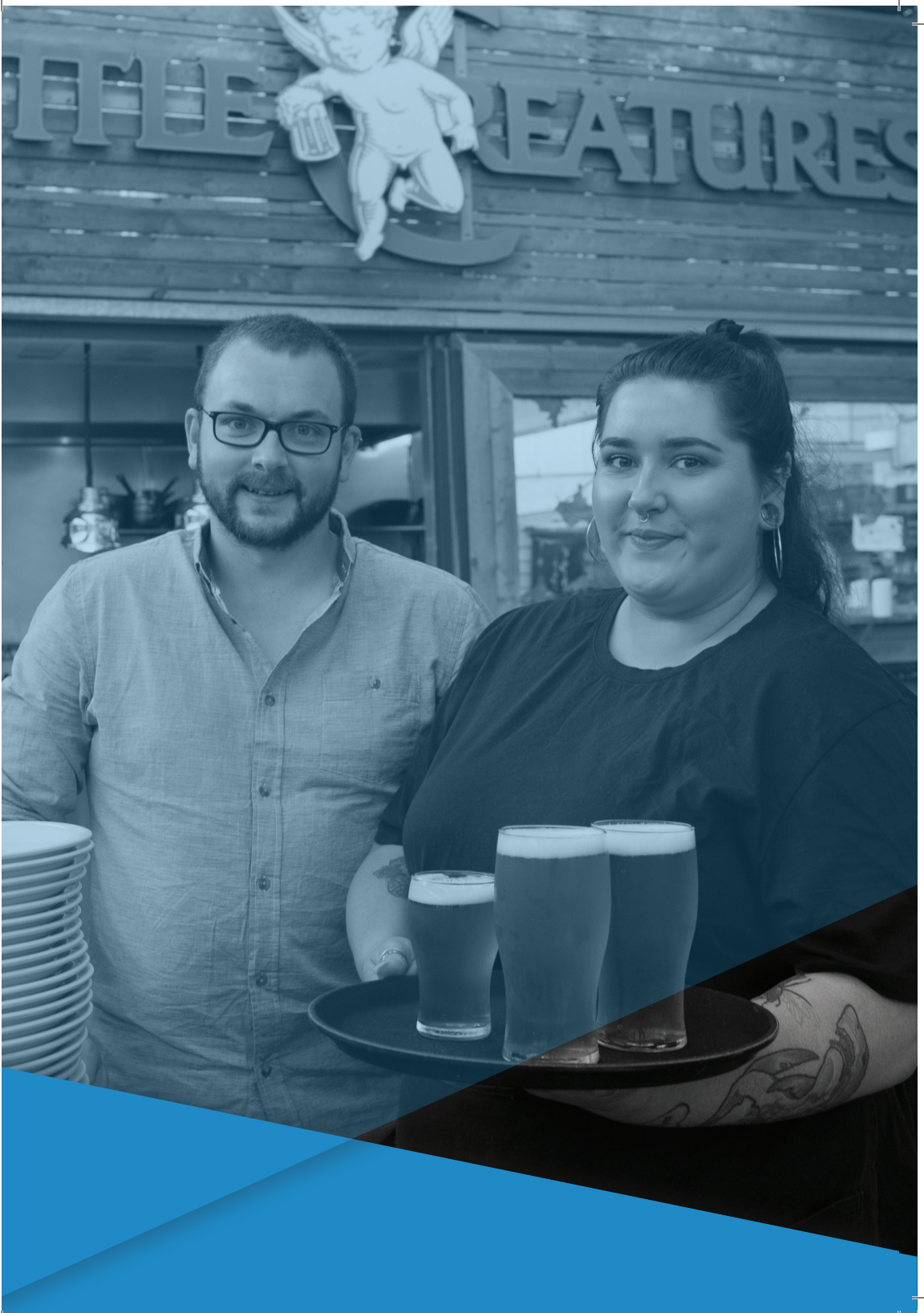
- Viewing and agreeing to your Job Plan
- Declaring your income to the Department of Human Services
- Keeping track of appointments
- Applying for jobs online with job active

Check out the myGov YouTube channel for some handy tutorials on how to set up your own myGov account.

ORGANISATION	CONTACT DETAILS
CENTRELINK	Carer's and Carer Payments 132 717
	Centrelink Debt 1800 076 072
	Complaints/Feedback 1800 132 468
	DSP Mobility Allowance 132 717
	Income Reporting 133 276
	Newstart Allowance 132 850
	Social Work Services 132 850
Youth Allowance 132 490	
BEYOND BLUE	www.beyondblue.org.au 1300 22 4636
LIFELINE	www.lifeline.org.au 131 114
NATIONAL DEBT HELPLINE	www.ndh.org.au 1800 007 007
FAIR WORK OMBUDSMAN	www.fairwork.gov.au 131 394
LEGAL AID	1300 888 529 (NSW)
	1300 792 387 (VIC)
	1300 651 188 (QLD)
MYGOV	www.mygov.gov.au 132 307
NATIONAL CUSTOMER SERVICE LINE	1800 805 260

JOB SEARCH WEBSITES

alljobs.com.au	careerone.com.au	jobseeker.org.au
au.jora.com	ethicaljobs.com.au	probonoaustralia.com.au
careerjet.com.au	indeed.com.au	seek.com.au



OUR SERVICE

GUARANTEE

At Ostara Australia, we seek to be agents of change towards an environment that supports the integration, diversity, recovery and wellbeing of people within the workplace and beyond.

In our business dealings and our relationships, we act with integrity, respect and professionalism at all times and are committed to the National Standards for Disability Services.

Ostara Australia are dedicated to helping you find sustainable employment while providing ongoing personalised support to address any mental, cultural or emotional challenges you may be facing in your life.

YOUR LOCAL OSTARA AUSTRALIA OFFICE

1300 JOB SEEK (1300 562 7335)

www.ostara.org.au

www.ajobthatfits.com.au

