

# JOB SEEKER HANDBOOK



Founded in 2001, **Ostara Australia** has been helping Australians living with Mental Health conditions and other illness prepare themselves to find a job and live a more fulfilled life.

# WHAT WE DO



Advocacy



Employment



Training



Mentoring



Support



Career Planning



# HOW WE CAN HELP



## HELP FIND A JOB THAT FITS

In partnership with you and your employment consultant, we work together to look for suitable and sustainable employment opportunities. We may refer you to our job vacancies or to other roles we find that are suitable for you. With your permission we can offer to contact employers on your behalf.



## BECOMING MORE EMPLOYABLE

Ostara Australia have many options for employability training to help you become more work ready. We have training available in areas like Interviews, Social Media Awareness, Personal Appearance, Conflict resolution and many more



## TRAINING

Ostara Australia has relationships with registered training organisations (RTO's) that can assist you with courses and certificates that can assist you to upskill. Study can increase your chances of employability in certain industries



## WORK REQUIREMENTS

Ostara Australia may assist in purchasing you appropriate clothing for an interview or assist in covering some of the costs associated with work related items.



## JOB INTERVIEWS

Ostara Australia staff can help by practicing the skill of interviews with you to ensure you put your best foot forward – practice makes perfect!



## HELP WITH APPLYING

Ostara Australia can assist you to create or amend your resume and cover letters to ensure they are suitable to the roles you are applying for. They can also assist with job applications and how to respond to certain questions and criteria. Job seekers must apply for the amount of jobs indicated on their job plan to meet their mutual obligation in their job plan.





# WELCOME TO OSTARA

We recognise the barriers to employment for people with mental illness and disability.

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

Through research and experience, we know that the high unemployment rate among people with mental health 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 equality, diversity, recovery and wellbeing within the workplace and beyond new service. Ostara Australia has a vision for creating a future for Australia where all people and communities are socially and economically included.




Ostara Australia acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea, and community. We pay our respects to them and their cultures and to elders both past and present.




Ostara Australia is committed to embracing diversity and eliminating all forms of discrimination. Ostara Australia welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

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## GET IN TOUCH WITH US

 Phone 1300 678 272 (1300 OSTARA)

 [info@ostara.org.au](mailto:info@ostara.org.au)

 @OstaraAustraliaLimited

  @Ostara\_australia





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# WHAT ARE THE NATIONAL STANDARDS FOR DISABILITY SERVICE?

The National Standards are 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.

## 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 my family, friends and community.

### Standard 3 - Individual Outcomes

I have the right to lead and direct decisions about my life and how 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.

## 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 or 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 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.

## 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, equal and responsive way

### Standard 6 - Service Management

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



# DISABILITY EMPLOYMENT INFORMATION

**Disability Employment Services (DES)** is an Australian Government Initiative specialist employment assistance to help people with disability, injury or health condition to find and retain suitable employment in the open labour market. It also provides support to their employers where required.

There are two services within DES:



**Disability Management Service (DMS)** is for job seekers who are not expected to need long-term support in the workplace but might need irregular flexible support to keep a job



**Employment Support Service (ESS)** is for job seekers with permanent disability who require regular and ongoing support to keep a job.

## HELP TO GET A JOB

Ostara Australia will work with you to develop an individual Job Plan that sets out the support you will receive to help you find and keep a job. The Job Plan may include education, training, job search, disability management and other assistance. Ostara will work with you every step of the way by getting to know you and your individual circumstances. They will work with local employers, Registered Training Organisations, state, territory and local governments, community and health services, and other organisations. They know where the jobs are and how to help you to get one. You will have greater access to training, skills development, work experience and other initiatives. Once placed in a job, your Ostara Australia will continue to support you for at least 26 weeks. If you need further support after this, Ostara Australia can help you for as long as you need.

## ADDITIONAL SUPPORT

There are other initiatives available to help you get and keep a job. You or your employer may use the following services or be eligible for the following programs.

The JobAccess website provides comprehensive information about providing support for workers with disability in the workplace. The website includes useful information for people with disability, their coworkers, employers, and Ostara Australia. Employers can use the JobAccess service to access financial assistance for disability awareness and mental health first aid training. For more information, visit the JobAccess website or phone a JobAccess adviser on 1800 464 800.

The Employment Assistance Fund provides financial assistance to individuals looking for or already in work, employers, and Ostara Australia. It can pay for services including workplace modifications, and Auslan interpreting services for job interviews and work-related activities.

For more information, visit the [JobAccess](#) website.

## HELP TO GET A JOB

Ostara Australia can arrange an interpreter if one is required, this service is of no cost to you. We can refer you to programs to assist you with your English speaking barriers.





# EMPLOYMENT SUPPORT



## GOAL SETTING

We will work with you to record and review your short- and long-term goals, when you would like to achieve them and who can support you achieve them. We believe goal setting can lead to greater success and performance. Setting goals not only motivates but can also improve mental health and our level of personal and professional success



## EMPLOYABILITY TRAINING

We have a range of different employability training options; Self-paced, group and one on one with your consultant. Some of the training available is;

Some of the training available is:

- General Appearance
- How to apply for Employment
- Interviews
- Managing Workplace Stress and Anxiety
- Workplace Health and Safety
- Preparing a Resume or CV
- Job Seeking Skills – How to catch public transport
- Budgeting and Banking
- Employability Skills
- Mock Interviews
- Job Seeking Etiquette
- Social Media Awareness
- Productivity and Time Management
- Dealing with Conflict
- Types of Employment and the National Standards

Our Employability Training focuses on job applications, interviews and job readiness available for clients to expand their employability skills and knowledge.



## COMPUTERS

We have computers available at all Ostara sites for clients to use for job seeking, applications, training, resume and cover letter creation.



## VACANCIES

Ostara Australia have a network of employers with available roles for people just like you. Ask your Employment Consultant today.



# YOUR JOURNEY

## 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 the Disability Employment Service (DES) program at Ostara.

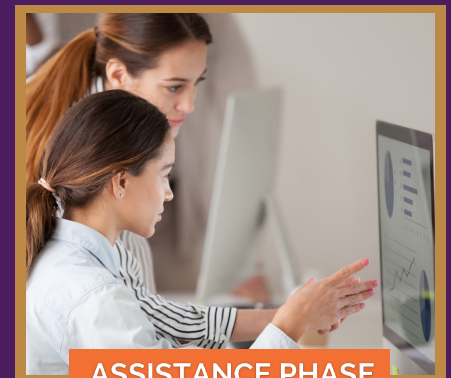


### INTRODUCTION

- Meet your Employment Consultant.
- Register for the program.
- Learn about the program.
- Negotiate a Job Plan.
- Complete a resume.
- Identify current skills.
- Identify training options.
- Create a job search plan together.
- Provide Permission to Disclose.

- Training and link you to an RTO for formal qualifications (if required).
- Job search training (e.g. myGov).
- Intensive job searching and techniques. Update Job Plan (as required).
- Commence employment (if job application is successful).
- Settle into new job with appropriate support and mentoring.

- Re-evaluate program (if required).
- National Work Experience Program (if required).
- Negotiate traineeships or apprenticeships (if required).
- Review Permission to disclose.



### ASSISTANCE PHASE



### POST PLACEMENT PHASE

- Regular contact with your PPS team or Consultant.
- Tailored on the job support (if required).
- Ongoing support (if required).
- Update the Job Plan (when required).
- Facilitate exit from the program (when appropriate).



# OUR SERVICES

## EXISTING WORKER SUPPORT

Work Assist provides support to eligible employees who have difficulty fulfilling the essential requirements of their existing role due to their injury, disability or health condition.

Ostara Australia will work with the Work Assist participant and their employer to provide assistance to maximise support to keep working.



### Assistance available could include:

- Face-to-face support
- Advice about job redesign
- A comprehensive workplace assessment
- Workplace modifications or special equipment
- Support in the workplace to help manage the impact of the injury, disability or health condition
- Interventions such as physiotherapy, occupational therapy, pain management or psychological counselling



### To apply for Work Assist, you must meet the following requirements:

- Be currently employed
- Have been working in the job for at least eight hours per week on average over a consecutive 13 week period
- Be assessed by the DES provider as having difficulty carrying out the essential requirements of their job.
- An employee must also meet the following DES eligibility requirements:
  - Be aged at least 14 years of age but have not attained Age Pension qualifying age
  - Be an Australian resident or a Temporary Protection Visa
  - Not be studying full time
  - Not be receiving assistance from another employment services provider







## DISABILITY EMPLOYMENT SERVICES CODE OF PRACTICE

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 seekers<sup>1</sup>, 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.

<sup>1</sup> The term 'Job seekers' also refers to participants as may be applicable

# RIGHTS & RESPONSIBILITIES

- 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 will 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.
- This is to make sure that your complaint is investigated fairly and without judgment.

## 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. 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.

## YOUR OBLIGATIONS

If you receive income support payments and have Activity Test or participation requirements, you will need to look for work and undertake activities that will help you find a job. Your Ostara Australia provider will consider your personal circumstances and negotiate suitable activities to include in your Job Plan. If you are unable to take part in these activities, you should discuss this with your Disability Employment Services provider. If you fail to undertake your agreed activities, this may affect your income support payments. For more information please visit:

<https://www.jobaccess.gov.au/downloads/des-code-practice>







## DISABILITY EMPLOYMENT SERVICES - SERVICE GUARANTEE

### Disability Employment Services – Your Service Guarantee

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 JobSeeker Payment, Youth Allowance or Parenting Payment (with participation requirements)?**

If you are receiving support from Services Australia through JobSeeker Payment, 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](http://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

# HOW WILL YOU MANAGE MY SAFETY AND PRIVACY

## SAFETY

If you have concerns about your safety at any time, please discuss with your Employment Consultant as soon as possible. Ostara Australia is bound by the same Occupational Health, Safety and Welfare laws as any prospective employer.

All sites have trained First Aid + Fire Wardens.

All of our offices and sites are inspected regularly to meet all WHS requirements. Everyone's safety is our priority.

Your Employment Consultant will ensure that any employer where you may be doing work experience, or starting a paid job, has Work Health, Safety procedures in place as 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 or Business Manager.

## PRIVACY

Your privacy, dignity and confidentiality will be observed at all times by the staff at Ostara Australia.

Your permission is sought at the beginning of your work with us and will be regularly reviewed with you, to allow us to transfer information to Centrelink Support Services and other government departments for the purpose of managing the funding for your program and any other required support.

Ostara Australia is audited regularly and must demonstrate that our systems protect your privacy. For more information please discuss with your Employment Consultant. 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 personal information is protected by the Privacy Act 1988 and information about you may also be protected by the Social Security (Administration) Act 1999 (for example, if you are receiving income support).

Your information may be shared between Disability Employment Services, the Department of Social Services, the Department of Education, Skills and Employment, Centrelink, and other Australian Government departments and agencies, to help these organisations provide you with the most appropriate services to meet your needs.

For more information about your privacy, ask Ostara Australia for a copy of our privacy policy. If you've got further concerns about privacy you can email [dssfeedback@dss.gov.au](mailto:dssfeedback@dss.gov.au) or support.



# COMPLAINTS AND FEEDBACK

We take complaints and feedback seriously as it assists us in improving our service and continuous improvement model. If you have feedback in relation to our service or if you are not satisfied with the service you are receiving, you should raise this first with your Employment Consultant or we welcome you to use the complaint and feedback options below.

If you are still not satisfied, phone the Complaints Resolution and Referral Service (CRRS) on:

- Call: 1800 880 052
- TTY: 1800 301 130

The National Relay Service

- Call: 1800 555 677
- Fax: (02) 9318 1372
- Telephone Interpreter Service: 13 14 50

CRRS is an independent body responsible for resolving complaints through investigation and conciliation. They will try to resolve your concerns quickly, fairly and sensitively. An interpreter or TTY access for the hearing impaired can be arranged on request.

## CONTACT US



Place in the box at the Ostara Office or give directly to your employer consultant



You can email our complaints resolution team at [complaints@ostara.org.au](mailto:complaints@ostara.org.au)



Visit our website at [www.ostara.org.au/contact-us/](http://www.ostara.org.au/contact-us/)



You can call our Job Seeker helpline at 1300 678 272 (1300 OSTARA)



You can write to us at Ostara Complaints at 1B, 5 Belmore Street, Burwood, NSW 2134

*We appreciate your privacy and welcome your right to remain anonymous.  
See our website for our full complaints and feedback policy.*

## ZERO TOLERANCE POLICY

Ostara has a strictly zero tolerance policy. Aggressive and abusive behavior towards staff or fellow job seekers will not be tolerated. Our team are here to help, not hurt, In situations where aggression is used on a Ostara Australia premises, the police will be called to assist in the situation.





# MENTAL HEALTH SUPPORT AND RESOURCES

## LIFELINE

P: 13 11 14

W: [lifeline.org.au](http://lifeline.org.au)

## NSW MENTAL HEALTH ACCESS LINE

P: 1800 011 511

W: [health.nsw.gov.org.au](http://health.nsw.gov.org.au)

## BLACK DOG

W: [blackdoginstitute.org.au](http://blackdoginstitute.org.au)

## SANE

P: 1800 18 7263

W: [sane.org.au](http://sane.org.au)

## BEING

P: 1300 234 640

W: [being.org.au](http://being.org.au)

## HEAD TO HEALTH

W: [headtohealth.org.au](http://headtohealth.org.au)

## BEYOND BLUE

P: 1300 22 4636

W: [beyondblue.org.au](http://beyondblue.org.au)

## SUICIDE CALL BACK SERVICE

P: 1300 659 467

W: [suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)

## ACON

W: [www.acon.org.au](http://www.acon.org.au)

## WAYAHEAD

P: 1300 79 991

W: [www.wayahead.org.au](http://www.wayahead.org.au)

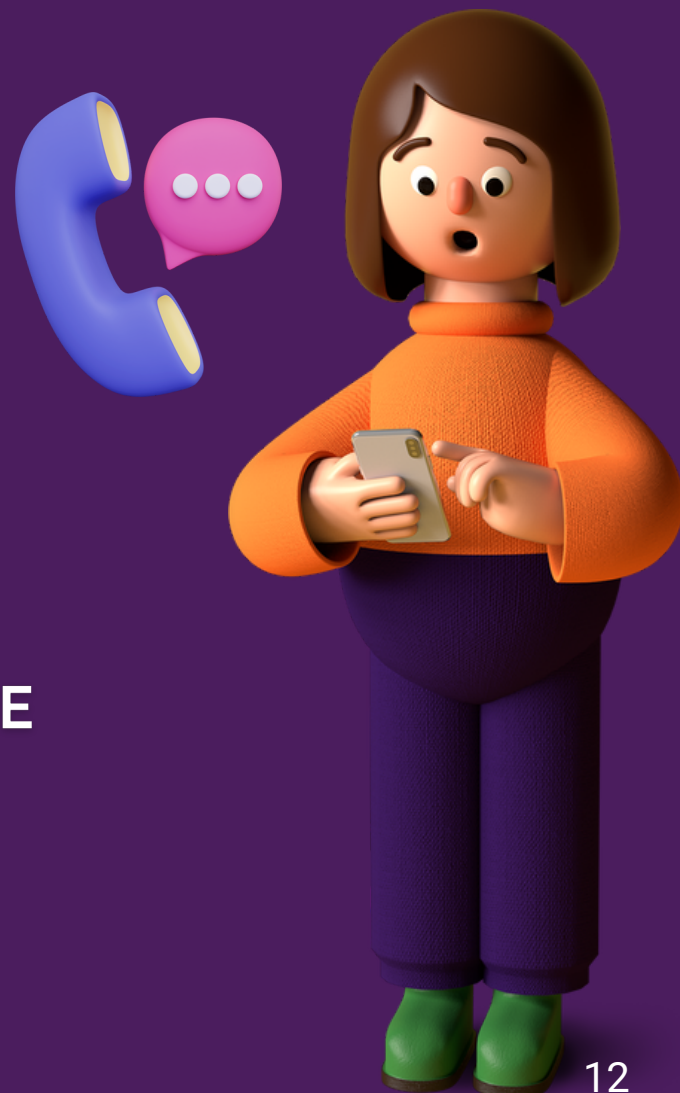
## ONE DOOR

P: 1800 843 539

W: [www.onedoor.org.au](http://www.onedoor.org.au)

## HEADSPACE

W: [headspace.org.au/.org.au](http://headspace.org.au/.org.au)



# HELPFUL INFORMATION

## 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:

- 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

ORGANISATION	CONTACT DETAILS	
Centrelink	Carer's and Carer Payments	132717
	Centrelink Debt	1800 076 072
	Complaints/Feedback	1800 132 468
	DSP Mobility Allowance	132 717
	Income Reporting	133 276
	Social Work Services	132 850
National Debt Help	<a href="http://www.ndh.org.au">www.ndh.org.au</a>	1800 007 007
Fair Work Ombudsman	<a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>	131 394
Legal Aid		1300 888 529
MyGov		132 3070
Nation Customer Service Line	<a href="http://www.mygov.gov.au">www.mygov.gov.au</a>	1800 805 260



## JOB SEARCH WEBSITES

- [alljobs.com.au](http://alljobs.com.au)
- [au.jora.com](http://au.jora.com)
- [careerone.com.au](http://careerone.com.au)
- [seek.com.au](http://seek.com.au)
- [indeed.com.au](http://indeed.com.au)
- [jobsearch.gov.au](http://jobsearch.gov.au)
- [ethicaljobs.com.au](http://ethicaljobs.com.au)
- [jobseeker.org.au](http://jobseeker.org.au)
- [probonoaustralia.com.au](http://probonoaustralia.com.au)

## DISABILITY ADVOCACY

### WHAT IS DISABILITY ADVOCACY?

Disability Advocacy promotes, protects, supports and defends the human rights of people with disability. Advocates act, speak, write or work on behalf of a person with disability to help them speak out to defend their rights and interests.



## FIND FURTHER SUPPORT

[www.dana.org.au](http://www.dana.org.au)

[www.pwd.org.au](http://www.pwd.org.au)



# OSTARA LOCATIONS

Delivering opportunities across Inner Western Sydney, Northern Sydney NSW, Wollongong NSW, Hastings NSW and Shoalhaven NSW. We work across NSW with employers, community partners, support organisations and our customers. By working together, we help people see a different future for themselves. We are proud to live in, and be part of, the communities that we serve.



**9+**

Full time, Part time  
and Outreach Offices.

**20+**

Years of Operating  
Service.

## OSTARA AUSTRALIA OFFICES

BURWOOD	ASHFIELD [outreach]	CHATSWOOD
BROOKVALE	WOLLONGONG	PORT MACQUARIE
NOWRA	SANCTUARY POINT [outreach]	ULLADULLA [outreach]







## GOOD NEWS STORIES



Hear from people just like you.

David decided to transfer to Ostara in Burwood as his previous provider was not helping him and he felt like he was just a number in the System.” I had heard that Ostara was a specialised mental health service provider so decided to transfer to them and I have had a great experience. Ostara has found me two separate jobs. The first job I had for two years before I was let go due to COVID-19, I went back to Ostara to get their assistance again and they helped me secure my current role which I have had now for 7 months. The Business Manager has been a big help to me and has supported me through both jobs. My current role she found is very close to home for me, which has been very convenient. I love my job and love what I do, I have been working full time sometimes even 50 hours a week. In this role I have also been responsible for training new staff . I'd like to thank Ostara for all their help and assistance over the past two years!”



Christopher is a young male who is 90 weeks in program. Christopher had been job searching and applying for positions on the Northern Beaches with the support of his Ostara employment consultant.

He persevered through Covid lockdown, having requested copies of his resume to hand out to local Northern Beaches businesses, Sydney CBD and surrounding suburbs. Christopher attended all his appointments and focused on securing a full-time job to create a better life for himself and increase his finances.

Ostara supported Christopher by topping up his Opal card regularly, he expressed barely having enough funds to cover his travel to and from job interviews.

He initially secured a part time job February 2022 with an Employer in Darlinghurst on a part time basis. He liked this role however being part time was not providing him with enough financial security.

Christopher advised his Ostara consultant that the Employment was not sufficient. He needed to find full time work. He was submitted to Hardware & General in Brookvale and attended the interview. Passed the medical and started work on a full-time basis on April 2022.

So far Christopher is settling into his full-time job very well, he is undergoing training, is enjoying the role, and meeting new people.

Ostara provided Christopher with a Kmart gift card to purchase clothing and shoes for his new full-time role. Christopher is looking forward to working full time hours and receiving his first weekly pay.





## GOOD NEWS STORIES

Hear from people just like you.



"I chose Ostara Australia due to my Psychologist referring me. Ostara Australia provided me with suitable employment and continue to have weekly phone contact to monitor myself with working and my mental health.

Since being a part of Ostara Australia, my mental health has increased with the support provided by my consultant. I have also secured a job that I really enjoy. My future goal/plans will be to stay in employment and to build my career.

I would recommend Ostara to other people as they provide good support and always so nice and helping."



"I was apart of Headspace due to my depression, anxiety, and hearing impairment. Head space referred me onto Ostara who then helped me gain my first employment. Ostara provided support through fortnightly contacts to help build my confidence to start working. When I started my role at my first employment, my anxiety was high due to not knowing anyone.

Ostara helped me overcome this by listening and giving me pointers to how to over come this. With the support given from Ostara I was able to overcome the amount of anxiety I was having when meeting new people. My future goals are to get my license, move out of home and get a skill from studying something. I would recommend Ostara as my experience with them have been great. The employment consultants I deal with have been very approachable and helping."

If you want to read more good news stories then visit us on our website: [www.ostara.org.au](http://www.ostara.org.au)



# JOB SEARCH LOGINS

Website	Username	Password	Notes



# JOB SEARCH TRACKER

Company	
Position	
Contact Name	
Phone Number	
Email	
Thank You Note	

Interviews	Date	Time	Interviewer
1			
2			
3			
4			
Follow Up Notes:			

Company	
Position	
Contact Name	
Phone Number	
Email	
Thank You Note	

Interviews	Date	Time	Interviewer
1			
2			
3			
4			
Follow Up Notes:			

Company	
Position	
Contact Name	
Phone Number	
Email	
Thank You Note	

Interviews	Date	Time	Interviewer
1			
2			
3			
4			
Follow Up Notes:			

Company	
Position	
Contact Name	
Phone Number	
Email	
Thank You Note	


Interviews	Date	Time	Interviewer
1			
2			
3			
4			
Follow Up Notes:			

Company	
Position	
Contact Name	
Phone Number	
Email	
Thank You Note	


Interviews	Date	Time	Interviewer
1			
2			
3			
4			
Follow Up Notes:			





## GET IN TOUCH WITH US

 Phone 1300 678 272 (1300 OSTARA)

 [info@ostara.org.au](mailto:info@ostara.org.au)

 [@OstaraAustraliaLimited](https://www.facebook.com/OstaraAustraliaLimited)

  [@Ostara\\_australia](https://www.linkedin.com/company/Ostara_australia)