

Participant Handbook



Finding careers for people with disability

Version 1.2 | October 2025





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.



Ostara Australia are a disability service and represent the interests of people with all kinds of disabilities in particular mental health challenges. Our services support inclusion, empowerment and celebrate people with disability.



Ostara Australia acknowledges those from Culturally and Linguistically Diverse (CALD) communities, we advocate for inclusiveness and social justice through respect, compassion and valuing diversity.



Mission Statement

Our Vision

We strive for a society where people with mental health challenges are valued, included, and employed.

Our Mission

Our mission is to increase employment opportunities for people with mental health challenges.

Our Purpose

Increasing employment opportunities through collaboration, opportunity, advocacy, and inclusion.

Accountability

Our mission is to increase employment opportunities for people with mental health challenges.

Empathy

Our team understand life's issues and challenges through personal experience, training, and our strength-based delivery model.

OUR VALUES



Collaboration

We listen to our Participants and partner with Employers, community organisations and other stakeholders to ensure the best outcome.

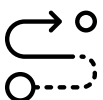
Passion

We are passionate about our people, our participants, and the community in working towards an inclusive society for all Australians.

Privacy

We are dedicated to privacy and confidentiality, we are committed to safe and secure sites and stringent processes to protect our participants and our people.

WHAT WE DO



Advocacy

Employment

Training

Mentoring

Support

Career Planning



Inclusive **Employment** Australia

Finding careers for people with disability

Inclusive Employment Australia (IEA) is the Australian Government employment service that supports individuals with disabilities, injuries, or health conditions in achieving their career goals through tailored support and inclusive employment practices. The program supports people to find and maintain employment.

Ostara is contracted as a specialist mental health service provider to deliver employment services to Inclusive Employment Australia participants in New South Wales and Victoria. Inclusive Employment Australia replaces the Disability Employment Services (DES) program from 1 November 2025.

The Inclusive Employment Australia (IEA) program places participants at the centre of the service. It will improve and simplify services for people looking for work, as well as employers.

More people will be able to access the new program, including people with an assessed work capacity of less than eight hours per week and voluntary participants not getting a Centrelink income support payment. There will no longer be a two-year limit on the time participants can stay in the program.

The IEA includes intensive support for participants who are preparing to be ready to work and flexible support for participants who cannot engage fully with the service.

HOW CAN WE HELP

We recognise the barriers to employment for people with mental health challenges and disability. Our holistic approach addresses both the vocational and non-vocational barriers faced by participants. As such, we deliver personalised employment services, while working in collaboration with countless community organisations to help participants with mental challenges, cultural or emotional issues.

Through research and experience, we know that the high unemployment rate among people with mental health challenges 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.

HELP TO GET A JOB

Ostara Australia works with you to develop a personalised Job Plan tailored to your unique needs and circumstances. This plan outlines the support you will receive to help you find and maintain meaningful employment. It may include education, training, job search assistance, disability management, and other support services.

By understanding your individual situation, Ostara Australia provides guidance every step of the way. We collaborate with local employers, Registered Training Organisations, state and local governments, community and health services, and other organisations to connect you with opportunities. With their knowledge of the job market, they know where the opportunities are and how to help you secure them.

Through Ostara Australia, you will gain access to training, skills development, work experience, and other employment initiatives. Once you are placed in a job, Ostara Australia will continue to support you for at least 26 weeks. If you require ongoing assistance beyond this period, they are committed to helping you for as long as you need.

ADDITIONAL SUPPORT

There are several initiatives designed to help individuals find and maintain meaningful employment. Both you and your employer may access or be eligible for the following services and programs.

The Employment Assistance Fund (EAF) provides financial support to individuals seeking employment, those already in work, employers, and organisations like Ostara Australia. This fund covers a range of services, such as workplace modifications, interpreting services for job interviews, and support for work-related activities.

For more details about eligibility and how to apply, visit the [**JobAccess website**](#).

HELP WITH COMMUNICATION

Ostara Australia can arrange an interpreter if one is required, this service is at no cost to you.

We can refer you to programs to assist with any English speaking barriers.

NATIONAL STANDARDS FOR DISABILITY SERVICE?

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

WE HELP PARTICIPANTS



SET GOALS

Set realistic and supportive goals and help them achieve it.



TAKE CONTROL

Have control, choice and decision making capabilities about their future.



FOCUS ON STRENGTHS

Focus on their strengths and capabilities. The can, not the cants.



EMPLOYMENT SUPPORT

Prepare for work with interview skills, applications, and resume.



FIND WORK

Link to their vacancies and employer network.



TRAINING

Upskill and focus on a potential career change.



LOCAL SUPPORT

Source other local supports and services that might benefit them.



OVERALL WELLNESS

Review their holistic wellness and what and how they can feel better.



BREAK BARRIERS

Work through any barriers with our support and understanding.



FUTURE PLANNING

Support them through employment and into the future.

WHAT SUPPORT CAN WE OFFER

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;

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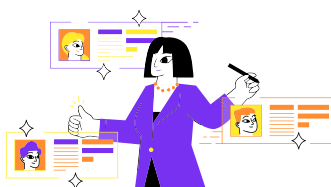
- General Appearance
- How to apply for Employment
- Interviews
- Managing Workplace Stress and Anxiety
- Workplace Health and Safety
- Preparing a Resume or CV
- Job Searching Skills – How to catch public transport
- Budgeting and Banking
- Employability Skills
- Mock Interviews
- Job searching Etiquette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

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



COMPUTERS

We have computers available at all Ostara sites for participants to use for job searching, 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 Specialists today.

SUPPORT PLAN



OUR PROCESS



HELP FIND A JOB THAT FITS

In partnership with you and your employment specialist, 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 (RTOs) 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!

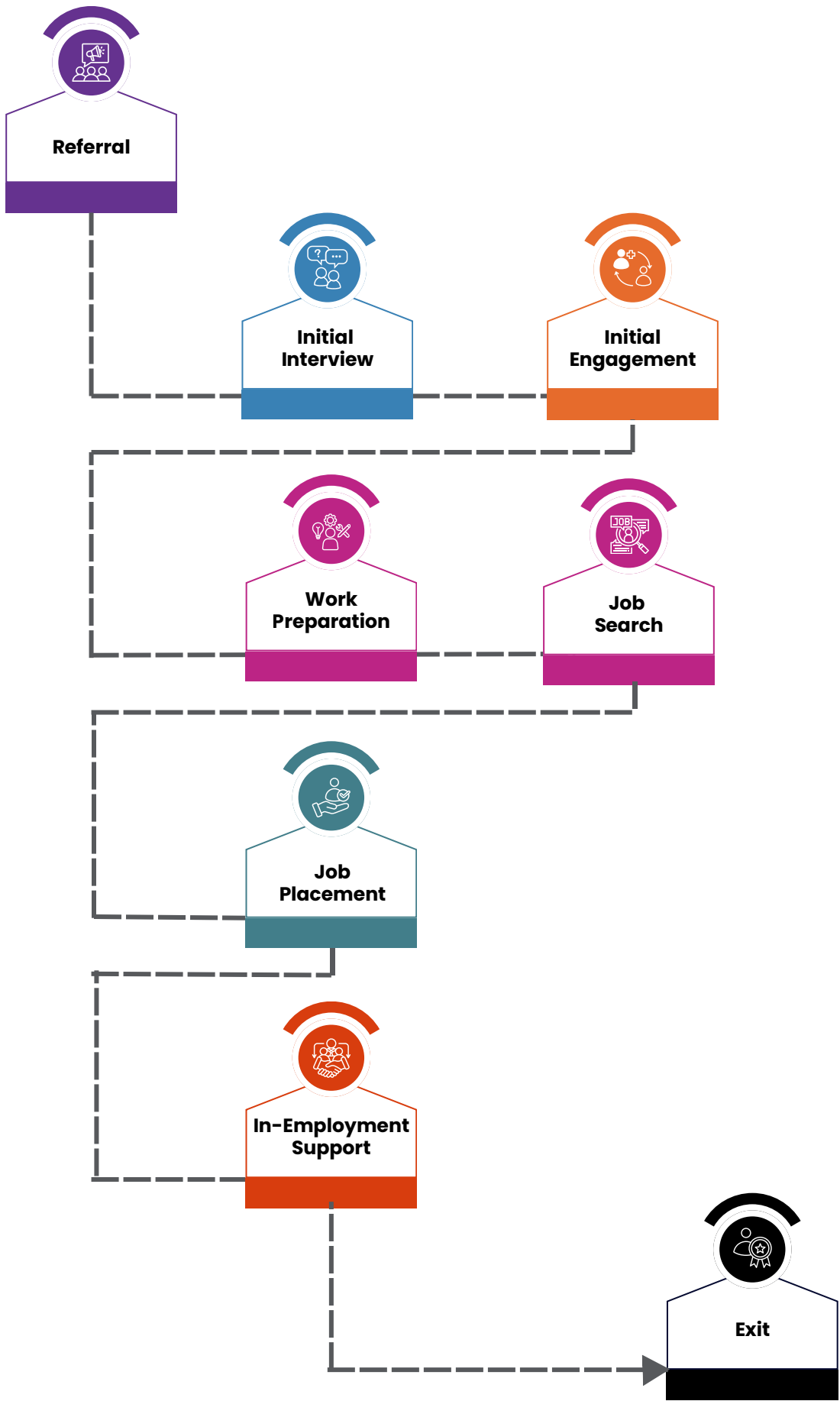


HELP WITH APPLYING

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. Participants must apply for the amount of jobs indicated on their job plan to meet their mutual obligation in their job plan.



HOW DOES YOUR EMPLOYMENT JOURNEY LOOK WITH OSTARA?



WHAT HAPPENS DURING MY TIME WITH

OSTARA AUSTRALIA?



INTRODUCTION



Meet your Employment Specialist.



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.



Set Goals.

SUPPORT



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).



Negotiate traineeships or apprenticeships (if required).



Review Permission to disclose.

IN-EMPLOYMENT



Regular contact with your In-Employment Support Team or Employment Specialist.



Tailored on the job support (if required).



Ongoing support (if required).



Update the Job Plan (when required).



Facilitate exit from the program (when appropriate).



Goal Settings.

WHAT IS WORK ASSIST?



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:

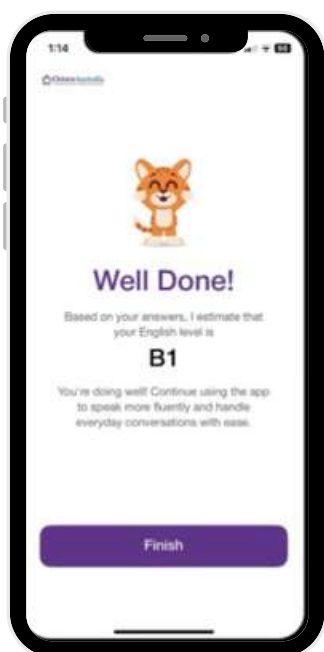


- Be aged at least 14 years of age but have not attained Age Pension qualifying age.
- Be an Australian resident or a Temporary Protection Visa.
- Not be studying full time.
- Not be receiving assistance from another employment services provider.

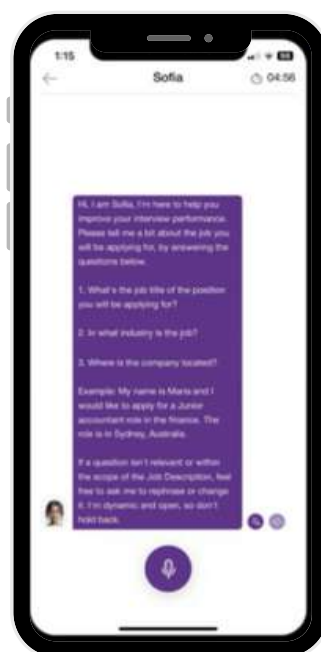
WHAT IS OSTARA CONNECT?

Ostara Connect is an innovative application designed to support you on your journey toward meaningful employment.

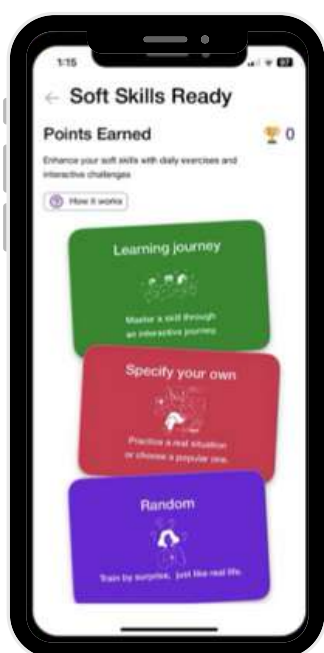
It helps you build confidence and prepare for the workplace — whether that means developing new skills, getting ready for interviews, or finding the right employer match. Ostara Connect makes IEA more accessible, consistent, and Participant-centred, transforming lives through employment.



Learn Language, anywhere, anytime



Get ready for interviews



Master the human skills that matter most



Enhance your communication skills

OUR 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 Specialist 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.
- All staff and other participants of Ostara Australia must be treated with respect.

YOUR RESPONSIBILITIES

- If you are receiving a Services Australia 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 Services Australia, 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>



Australian Government



Finding careers for people with disability

Code of Conduct

Made by the *Disability Services and Inclusion (Code of Conduct) Rules 2023* under the *Disability Services and Inclusion Act 2023*

The Disability Services and Inclusion Code of Conduct (**Code**) is a mandatory set of guidelines that must be followed by anyone providing disability services funded by the Commonwealth.

As part of the Disability Services and Inclusion Framework, the Code promotes the health, safety and wellbeing of people with disability.

The Code sets out acceptable, appropriate and ethical conduct for providers and employees who are delivering disability services funded by the Commonwealth.

The Code requires employees and providers delivering supports and services to:

1. act with respect for the individual rights of people with disability to freedom of expression, self-determination and decision-making, in accordance with applicable laws and conventions
2. respect the privacy of people with disability
3. provide the eligible activity in a safe and competent manner, with care and skill
4. act with integrity, honesty and transparency
5. promptly take steps to raise and act on concerns about matters that may have an impact on the quality and safety of the provision of the eligible activity to people with disability
6. take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability, and
7. take all reasonable steps to prevent and respond to sexual misconduct.



Australian Government



Finding careers for people with disability

Your Service Guarantee

Inclusive Employment Australia

The Guarantee lets you know what to expect when working with your provider. Providers are expected to deliver services tailored to your needs and abilities and promote meaningful engagement.

As your provider we will:

- treat you fairly and with respect;
- be culturally sensitive;
- help you to search for work and build work capacity;
- clearly explain the available services to you;
- focus on participant-led services;
- explain your rights and obligations to engage in the program;
- build a positive and trusting relationship to support you; and
- communicate in a way that meets your needs, including by providing an interpreter (if required).

What can you expect?

As your provider, we will tailor the support we provide. We will help you identify, and access services and supports such as:

Pre-Employment Support	Employment Support
• Résumé writing, job applications and interview preparation • Job search support • Non-vocational programs • Further education or training • Government and non-government programs/activities • Services that will help build on your skills • Allied Health professionals and programs to address disability, injury, or health concerns • Self-Employment assistance	• Support you to understand your rights in the workplace • Working with employers to match your skills to their needs • Support to approach suitable employers • Tailored communication and ongoing support to help you keep your job • Access to the Employment Assistance Fund for workplace assessments and modifications to support you



What are your responsibilities?

We expect you to participate meaningfully in the program by:

- working respectfully with your provider to develop an individualised Job Plan. Your Job Plan will require you to engage with your provider to prepare for, seek or maintain employment;
- attending appointments and participating in the activities in your Job Plan; and
- telling your provider if you are unable to attend appointments or if something in your life has changed.

Please note:

If you receive a payment from Services Australia and do not attend appointments or do the activities in your Job Plan, your payment may be put on hold. If you continue to fail to meet your requirements, you may have your payment reduced or cancelled. If you have a reasonable excuse, you must advise your provider beforehand.

Help for making phone calls

If you are deaf or hard of hearing, or find it hard to speak using the phone, you can call the **National Relay Service** by calling:

- TTY (Talk and Listen) on **1800 555 677** and then ask for 1800 880 052
- Speak and Listen (speech-to-speech relay) on **1800 555 727** and then asking for 1800 880 052

If you need something in a language other than English, you can call the Translating and Interpreting Service (TIS) on **131 450**.

What happens to your information?

The *Privacy Act 1988 (Cth)* (referred to in this document as the **Privacy Act**) and Australian Privacy Principles mean that your personal information is protected.

Your personal information will not be released to anyone unless required by law or you provide consent. You have the right to withdraw your consent at any time.

More information about the Privacy Act, your privacy rights, our privacy obligations can be found at www.oaic.gov.au.

What can you do if you are not happy with the service?

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

If you cannot talk to us about your concerns, or you would like to make a complaint, you can call the Complaints Resolution and Referral Service on **1800 880 052**.

All IEA providers need to meet the National Standards for Disability Services which you can find at www.dss.gov.au

HOW WILL YOU MANAGE MY SAFETY?



SAFETY

If you have concerns about your safety at any time, please discuss with your Employment Specialist 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 Specialist 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 Specialist or Business Manager.



HOW WILL YOU MANAGE MY 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 Services Australia 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 Specialist. Your Employment Specialist will ask you to sign a form stating who you give permission for personal information to be passed onto in relation to this 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 Inclusive Employment Australia (IEA) 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 IEA 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 or support.

PARTICIPANTS RIGHTS



Every person that is receiving help from us has rights. Your rights help make sure that you receive the best services for you. This handbook outlines the basic rights that you have at all times.

- You have the right to access services that:
 - respect all your legal and human rights
 - promote your freedom of expression.
- You have the right to make choices about every aspect of the services you receive.
- You have the right to maximise your independence.
- You have the right to have your culture, values and beliefs respected.
- You have the right to feel comfortable when receiving services.
- You have the right to have your information kept private.
- You have the right to get services that are free from:
 - violence
 - abuse
 - neglect
 - exploitation
 - discrimination.
- You have the right to access an advocate.
- You have the right to give us feedback at any time.
- If you are not happy with our services, you have the right to make a complaint.



Inclusive Employment Australia

Participant Rights and Responsibilities Statement

As a participant in Inclusive Employment Australia, you have certain rights and responsibilities.

Your rights as a participant mean that you can expect fair treatment, accessible information, and genuine choice wherever possible. Your provider must respect these rights at all times.

Your responsibilities as participant are what is expected of you while you are receiving services.

Participant rights

Choice of provider and services

You have the right to choose your provider. If you feel your current provider isn't acting in your best interests, you can change providers at any time.

You can ask about conflicts of interest. A conflict of interest would be a competing priority that could affect the services and support they offer you. If you're unsure whether your provider has a conflict of interest, you can ask them directly.

You have a say in the services and supports you receive. You can choose the types of services and supports you want to do to reach your employment goals, and how you want to get them.

Providers must work with you to jointly decide on the tasks and activities you will do to prepare for, find or maintain a job.

You should never feel pressured to agree to services or supports you don't want or need, especially medical, psychological, or other treatments.

You can take time to decide. You can ask for time to consider your options before making a decision about a task or activity. It's okay to request 'think time' before agreeing to your Job Plan.

You can request a review at any time. If you're unsure about the services or supports you are receiving, including any requirements in your Job Plan, you can ask for a review by your provider.

Appointments

You can choose how you attend appointments. You can ask for your appointments to be held face-to-face, over the phone, via videoconference, or at another suitable location (excluding your home or any private residence).

You can have support at your appointments. If you'd like help with making decisions, you can bring a support person with you. This could be a family member, friend, support worker, or advocate.

You can also request an interpreter to attend your appointments (at no cost to you).

Appointments must work for you. Your provider should schedule appointments at times that suit you. They must not book appointments during your work hours without your permission, as long as you've told them your work schedule.

You don't have to agree to any third-party appointments. If someone other than your provider wants to meet with you, the appointment is voluntary and cannot be scheduled without your consent.

Privacy

You can choose what personal information you want to share. It is up to you what information you share with your provider, noting that the more you share the better they can deliver support tailored to you.

You can tell your provider not to contact your employer. You do not have to provide copies of your payslip(s) to your provider, even if your provider asks you to do so.

Complaints

You can lodge a complaint. If you are not happy with the services you are receiving from your provider, you can make a complaint. You cannot be penalised for making a complaint.

Participant responsibilities

You must agree to a Job Plan. You are expected to do everything you've agreed to do in your Job Plan.

You must stay in contact with your provider. Being in contact may include attending appointments to meet with your provider.

You should tell your provider as soon as possible if:

- you can't do a task or activity you've agreed to
- there are changes in your personal circumstances
- you want more personalised support.

You must act appropriately. While at appointments or activities, you are expected to be respectful and polite to staff, employers and other participants.

Further information and support

If you need help understanding the services and support available in Inclusive Employment Australia, talk to your provider or contact the **National Customer Service Line** on **1800 805 260** (free call). You can also raise any concerns or problems you have with the services you are receiving from your provider with the National Customer Service Line.

If you need help understanding your rights and to improve your experience with your provider, talk to your provider or contact the **Complaints Resolution and Referral Service** on **1800 880 052** (free call). This is an independent complaints resolution service.

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 Specialist 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
- 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.

WE VALUE YOUR FEEDBACK

Got a suggestion, complaint or feedback about our business? We would like to hear from you to improve our services.

Here are the ways you can give feedback:



On Site

Place in the complaints and feedback box available at all Ostara sites



Write to us

You can write to us at Ostara head office
1B 5 Burwood Road Burwood NSW 2134



Speak to an Employment Specialist

You can record your complaint through the Employment Specialist or the Business Manager



Check us online

You can provide feedback through our social media or website
www.ostara.org.au



SCAN ME



Email us

You can email our complaints resolution team at
complaints@ostara.org.au

Or you can send us a review via **SurveyMonkey**.
Its anonymous and will take no more than **5 minutes**.

We appreciate your feedback as it assists us to continually improve our service and recognise the work of our team. We understand your right for privacy and welcome your right to remain anonymous.



MORE INFORMATION :

1300 678 272 (1300 OSTARA)

ABUSE AND NEGLECT HOTLINE

If you have experienced or witnessed abuse or neglect of a person with a disability, you can report it to the National Disability Abuse and Neglect Hotline. This free, confidential service is available to anyone, including people with disabilities, their families, friends, and service providers.

The Hotline operates Monday to Friday, 9 am–7 pm (AEST/AEDT), excluding national public holidays. Advocacy support can also be arranged if needed.

For emergencies or life-threatening situations, call 000. If a crime is suspected, contact your local police. To report, call **1800 880 052**, email **hotline@workfocus.com**, or visit the JobAccess website. Assistance is available via the National Relay Service (13 36 77) or the Translating and Interpreting Service (13 14 50).

You may be a victim of Modern Slavery, if you:

- Are forced to work when you don't want to.
- Are forced to live in accommodation against your will.
- Are under 17 and work more than six hours a day or more without break.
- Have you to pay someone to give you work.
- Have your identity documents or bank account controlled by someone else.
- Your family is threatened or intimidated.

ZERO TOLERANCE POLICY

Ostara has a strictly zero tolerance policy. Aggressive and abusive behaviour towards staff or fellow participants 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.



ACCESS TO SUPPORT NOW AVAILABLE

Through our partnership with Logic Lounge Psychology, we can offer you access to support services and programs. You can have appointments either virtually or over the phone while you are with our service.

The psychologist can assist with managing your mental health while you navigate your new employment or job search.

You can request a referral through our team today.



www.logicloungepsychology.com.au



ADVOCACY INFORMATION

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.

If you are in need of Disability Advocacy services, you can reach out to the following organisations:



www.dana.org.au



www.pwd.org.au

WELLNESS WHEEL

You can use a wellness wheel by looking at the visual representation of the eight dimensions of wellness and considering how each part relates to your life. It is a good tool to revisit periodically as our lifestyles and habits might change over time. The goal of using the wellness wheel is to highlight ways you can adjust your life to reach a sense of balance.



Take a moment to reflect on each wedge and identify where you are right now.

How can we collaborate to help fill them?

HELPFUL INFORMATIONS

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, Services Australia, 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	WEBSITE	PHONE NUMBERS
Services Australia	www.servicesaustralia.gov.au	132717
National Debt Help	www.ndh.org.au	1800 007 007
Fair Work Ombudsman	www.fairwork.gov.au	131 394
Legal Aid NSW	www.legalaid.nsw.gov.au	1300 888 529
Legal Aid VIC	www.legalaid.vic.gov.au	1300792387
MyGov	www.my.gov.au	1800 805 260

MENTAL HEALTH SUPPORT & RESOURCES

ORGANISATION	PHONE NUMBERS	ORGANISATION	PHONE NUMBERS
Lifeline	13 11 14	Head to Health	1800 595 212
MensLine Australia	1300 78 99 78	Beyond Blue	1300 22 4636
Sane	1800 18 7263	Suicide Call Back Service	1300 659 467
Being		Black Dog	
13 Yarn	13 92 76	HeadSpace	1800 650 890
NSW Mental Health Access	1800 011 511	VIC Mental Health Access	1300 650 172

Job Search Websites

- [Linkedin.com](https://www.linkedin.com)
- [seek.com.au](https://www.seek.com.au)
- [indeed.com.au](https://www.indeed.com.au)
- [jobsearch.gov.au](https://www.jobsearch.gov.au)



JOB SEARCH LOGINS

Website	Username	Password

JOB SEARCH TRACKER

Company	
Position	
Contact Name	
Phone Number	
Email	

Company	
Position	
Contact Name	
Phone Number	
Email	

Interviews	Date	Time	Interviewer
1			
2			
3			
4			

Follow Up Notes:

Interviews	Date	Time	Interviewer
1			
2			
3			
4			

Follow Up Notes:

Contact Us



Phone 1300 678 272 (1300 OSTARA)



info@Ostara.org.au



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



[@Ostara_australia](https://www.instagram.com/Ostara_australia)



NSW:

- Bankstown
- Blacktown
- Burwood
- Campbelltown
- Chatswood
- Fairfield
- Gosford
- Liverpool
- Marrickville
- Nowra
- Parramatta
- Penrith
- Port Macquarie
- Sutherland
- Wollongong

VIC:

- Dandenong
- Diamond Creek
- Essendon
- Lilydale
- Pakenham
- Ringwood
- Thornbury
- Werribee