

Your Commitment

In order to help each Client's to achieve his or her employment goal, we ask every Client to keep the following commitments.

- Call if you unable to attend appointments;
- Arrive on for appointments;
- Be actively involved in the Job Search activities agreed to in your Employment Assistance Plan and Individual Goal Setting and Support Plan;
- Keep a professional working relationship with your Employment Coordinator;
- Notify Ruah Workright of any change of address or Centrelink status;
- Share information that would help Ruah Workright to assist you in reaching your employment goals;
- Wear appropriate clothing in the office and have adequate hygiene standards;
- Behave appropriately with staff and other Clients;
- Respect the rights and needs of Clients and staff.

Please note:

- Do not attend appointments or work under the influence of un-prescribed or illicit drugs and/or alcohol;
- Verbal and physical abuse will not be tolerated.

Ruah Workright

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MAYLANDS WA 6931
Telephone: (08) 9272 9222
Email: workrightmaylands@ruah.com.au
Web: www.ruah.com.au/workright.htm

Privacy Statement

Ruah Workright operates in accordance with the National Privacy Principles. If you have any questions about the way your information is collected, stored or shared, please ask the Ruah Workright Manager.

Funded by the Australian Government through the Department of Employment and Workplace Relations.



Ruah Workright is an agency of Ruah Community Services
Daughters of Charity (WA) ABN 98 065 827 787

July 2006



Ruah Workright
A specialist mental health
employment service

Code of Practice

**Our Commitment
– Your Commitment**

'to find and keep
my chosen job'



RUAH COMMUNITY SERVICES

Code of Practice

Our Commitment – Your Commitment

‘to find and keep my chosen job’

Our Commitment

Ruah Workright is committed to observing the highest standards of fairness and professional practice in providing services. We will deliver a specialist (mental health) open employment service to the best of our ability and in accordance with the terms and conditions of our agreement with the Commonwealth Government.

We will operate our services in a manner that:

- upholds the integrity and good reputation of employment services;
- is accurate and relevant;
- shows a commitment to Clients.

We will uphold the integrity and good reputation of employment services by:

- acting with honesty, due care and diligence;
- behaving ethically, professionally and by being openly accountable for our actions;
- avoiding any practice or activity that could reasonably be foreseen to bring open employment services into disrepute;
- avoiding any practice or activity that falsely inflates our performance or outcomes; and by
- complying with all relevant Australian laws, including privacy, fair trading, trade practices, equal opportunity and anti-discrimination laws.

Our service will be accurate and relevant by ensuring we:

- tailor our specialist employment services to the personal requirements of the Client and their employment goals;
- assist Jobseekers to get Job Vacancy details, including remuneration and contact details, and to ensure these details are fair, clear and accurate;
- keep the information collected from Clients confidential, and is relevant and necessary; and
- have premises and facilities appropriate to deliver services with safety, privacy and dignity.

We will ensure our service demonstrates a commitment to job seekers by:

- employing appropriately professional and suitably experienced staff who are supportive and helpful to Clients in their pursuit of employment goals;
- treating Clients fairly and with respect; and by
- giving timely feedback and information to Clients, when required, about decisions that could affect the Client.

We encourage feedback without prejudice by making sure that:

- we have a complaints process of which Clients are made aware;
- staff seek and appropriately respond to Client’s feedback with the aim of continuously improving services;
- staff support Clients in resolving any issues or concerns they may have; and that
- information about reputable advocacy services is provided to clients to help in the resolution of complaints.

We encourage Clients to raise with Ruah Workright any concerns they may have as suggested in the Consumer Complaints Booklet. If you are unhappy with how Ruah Workright responds to your concerns or feel that you cannot discuss the issue with Ruah Workright, you can contact:

- People With Disabilities – Tel: 9386 6477;
- Interpreter Services – Tel: 131 4501;
- National PWD Complaints Resolution and Referral Service Free Call: 1800 880 052;

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