

Inclusive Employment Australia

Client handbook

Proudly
part of the
are-able
group



**Thanks for choosing
IDEAL Placements
as your preferred
service provider.**



What does IDEAL Placements do?

IDEAL Placements has been helping people with disability, illness, or disadvantage to find and keep meaningful employment for more than 30 years. We are a not-for-profit organisation with over 450 staff and offices across Victoria, and Queensland.

As an Inclusive Employment Australia provider, our focus is on giving you the skills, support, and opportunities to thrive in the workforce.



Upon request all information included in this booklet can be made available in alternative formats, including large print, audio or electronic. Interpreters will be made available if required.

Your employment journey

IDEAL Placements Service Delivery Model in action

1

Getting started

You'll be warmly welcomed by your Employment Consultant, who'll take the time to understand your interests, strengths, and any challenges you may be facing. Together, we will explore solutions to help you feel supported and confident from the start.

2

Setting goals

In the first few weeks, you and your Employment Consultant will complete assessments and develop a personalised plan that includes short- and long-term goals, all centred around your career aspirations.

3

Building confidence

You'll work closely with your Employment Consultant, who'll take the time to understand your interests, strengths and any challenges you may be facing. Together, you'll explore solutions to help you feel supported and confident from the start

4

Training & upskilling

If training is part of your journey, your Employment Consultant will help you enrol in the right course, like a Certificate III, and support you through the study process to set you up for success.

5

Exploring the industry

You'll have the opportunity to explore different industries and understand the type of work that might suit your interests and goals. Through a range of tailored supports, we'll work with you to build your confidence and knowledge so you can take informed steps along your journey.



6

Job matching

IDEAL Placements will connect you with employers that suit your goals and readiness, ensuring the role is a great fit for your skills and ambitions.

7

Starting work

Once you start your new role, both your employer and IDEAL Placements will provide ongoing support. Some financial support may be available to you or your employer with the initial costs of starting a new job, like PPE or tickets.

8

Ongoing support

You'll continue to receive regular check-ins, mentoring, and on-the-job coaching to help you build confidence, overcome challenges, and keep progressing.

9

Community connection

You'll be encouraged to get involved in community events and volunteer opportunities, helping you build networks, meet new people, and grow your personal strengths.

10

Looking ahead

As your confidence grows, you'll start planning your next steps, whether it's further study, a permanent role, or new career goals. IDEAL Placements will continue to support your journey toward independence and long-term success.

Your supported pathway

Your journey with IDEAL Placements

At IDEAL Placements, we want your experience with Inclusive Employment Australia to feel supportive, personalised, and focused on your goals. From the first phone call to your first day in work, our team will be with you every step of the way.

Pre-engagement

Before your first appointment, an experienced team member will contact you to make things as easy and comfortable as possible. We'll ask how you'd like to communicate, phone, email, or message, and provide details about who you'll meet, transport and parking options, and even maps or photos of the site to make recognition simple.

This first step ensures you feel valued and supported. Together we will co-design an informed plan that takes into account your preferences, cultural needs, caring responsibilities, transport, or social anxiety. The aim is to remove barriers early so that your first appointment feels positive and tailored to you.

Commencement (0–4 weeks) – assessment phase

In the first few weeks, we'll work with you to understand your strengths, needs, and goals. Using a mix of assessments and conversations, we'll explore your health, education, social, and employment situation. This helps us design a personalised plan that is purposeful and realistic.

From here, we'll agree on your preferred way of working with us, set up MyID if needed, and build a personalised action plan. This plan will be flexible and regularly reviewed, ensuring it always reflects your progress and changing needs.



Pre-employment support – work preparation

Once we understand your goals, we'll begin building your readiness for work. This includes:

- Developing employability skills such as communication, reliability, teamwork, and resilience
- Building confidence, motivation, and a growth mindset
- Accessing health and social supports where required, in partnership with specialist services
- Engaging in workshops and activities like résumé writing, interview practice, digital skills, and workplace expectations
- Access to technology and virtual equipment which will enhance study and workplace experiences
- Exploring training, education, or micro-credentials aligned with your aspirations
- Provide information and referral to training opportunities in any specifically funded projects
- Attending employer visits, industry sessions, or work experience placements

You'll also have opportunities to connect with peer groups and community supports to build networks and confidence.

Linking with other programs and services

We'll connect you with a wide range of programs, services, and networks that may help you on your journey. This may include training providers, apprenticeship networks, disability supports, Corrective Services, Aboriginal Community Controlled Organisations, local councils and industry networks.

Ongoing review

Your personalised plan is a living document. It will be updated as your circumstances change, for example, after work experience, training, or feedback from an interview. At minimum, it will be formally reviewed every six months to track your progress and ensure we're helping you move closer to meaningful, sustainable work.

For more information on pay, leave, awards, and your rights in the workplace, give Fair Work Australia a call.

Fair Work Australia
13 13 94 – [fairwork.gov.au](https://www.fairwork.gov.au)

Assistance

Supporting your rights

At IDEAL Placements, your rights, privacy, dignity, and confidentiality always come first. Nothing is more important than making sure you feel safe, respected, and supported while participating in Inclusive Employment Australia services.

We follow all relevant privacy laws, including the Privacy Act 1988, Information Privacy Act 2000, and the Health Records Act 2001. Here's what that means for you:

- **Privacy and confidentiality.** What you share with us stays with us. Your personal information is stored securely at IDEAL Placements and can only be accessed by you or authorised staff. In some cases, we may be required by law to share information with government agencies such as Services Australia (Centrelink) or the Australian Taxation Office, but we will never release your information without your consent unless required to by law.
- **Accessing your information.** Your information belongs to you. If you'd like to see your records, speak with your Inclusive Employment Australia partner who can help you make a request through a Freedom of Information process.
- **Information security.** We protect your information with the highest security standards. IDEAL Placements is accredited under ISO27001 – Information Security Management, which means we meet internationally recognised standards for keeping data safe.
- **Complaints and feedback.** Your voice matters. If you have feedback or want to make a complaint, you are encouraged to do so. You have the right to bring a support person, such as a friend, family member, or guardian. If you need help finding someone to advocate on your behalf, we can connect you with a local support service.

By working together in a transparent and respectful manner, we make sure your rights are observed, and you are confident that your privacy and dignity are guaranteed.



Want to provide feedback?

No worries. We'll help you every step of the way. Here are a few ways to make a complaint or a compliment:

- Talk to your IDEAL Placements Employment Partner or local site manager.
- Contact IDEAL Placements Head Office on **(07) 4848 1600** or complete our feedback form at **idealplacements.org.au/feedback**
- Send an email to Quality Management at **qa@idealplacements.org.au**

There are also other services you can contact, if you'd like to make a complaint.

Job Access

1800 464 800
jobaccess.gov.au

National Disability Abuse and Neglect Hotline

1800 880 052

National Relay Service (NRS)

1800 555 677

Office of the Information Commissioner Qld

1800 642 753

Translating and Interpreting Service (TIS)

13 14 50

Health Services Commissioner

1800 136 066

Disability Services Qld

1800 491 467
disabilityenquiries@families.qld.gov.au

National Customer Service Hotline

1800 805 260



National Standards for Disability Services (NSDS)

Working together for quality service.

At IDEAL Placements, we want to provide you with the best possible service. One that's guided by the National Standards for Disability Services (NSDS). These standards are basically a framework – they help service providers, like us, make our IEA program even better.

There are six National Standards for Disability Services. Let's run through them on the next page.

The National Standards for Disability Services (NSDS)

Standard 1 Rights

Your rights and dignity matter. At IDEAL Placements, we'll always prioritise your individual rights to freedom of expression, self-determination and decision-making. We work hard to actively prevent abuse, harm and violence. Our aim is to always treat you with dignity and respect, working closely with important people in your life.

Standard 2 Participation and inclusion

Together, we work hand-in-hand with individuals, families, friends and carers to promote meaningful participation in society. It's all about being part of a community. We want you to build strong networks in your life, and engage with society through meaningful employment.

Standard 3 Individual outcomes

At IDEAL Placements, it's all about you. Your support, your journey, your needs. We assess, plan, deliver and review services to build your individual strengths. So you can set and reach your own goals. Together, we'll create a personalised plan and celebrate achievements along the way.

Standard 4 Feedback and complaints

Your voice matters, so if there's something we could be doing better, please let us know. Your opinion and feedback are crucial to us. They help IDEAL Placements deliver a better service for all Victorians. We also want to make sure you feel safe and supported in expressing concerns, and we'll do whatever we can to make that happen.

Standard 5 Service access

IDEAL Placements works hard to make sure anyone can access and leave our services. We want to make access fair, equal, transparent and responsive, and our team can guide you through every step of the onboarding process. We'll also connect you with other social services, so you can get the support you need.

Standard 6 Service management

Service management and leadership at IDEAL Placements are effective and accountable. Every aspect of our business is geared towards your needs and outcomes. That means clear communication, prompt responses and continuous improvement. We're always working hard to deliver a better service for all Australians.

IDEAL Placements is dedicated to upholding these national standards. They're our benchmark. Together, let's create a supportive, safe and empowering environment. One where you can thrive and your input is valued.

Tips to secure your dream job

1 Discover your passions

Take time to explore what you enjoy, where your skills lie, and what kind of work excites you. Your Inclusive Employment Partner will help you identify your strengths and match them with real job opportunities.

2 Understand your local job market

We keep up-to-date with local employers, industry needs, and government insights. With access to this information, we can guide you toward career pathways that have strong opportunities in your area.

3 Build your professional profile

First impressions count. From polishing your resume to reviewing your social media presence, we'll work with you to make sure your profile reflects your best self and attracts the right employers.

4 Keep your options open

Opportunities can come from many directions. We'll support you to apply for advertised roles and also connect you with hidden opportunities through our employer networks. Don't forget to share your job goals with friends and family, sometimes the best leads come from those who know you best.



Tips for a great interview

Do your research

- Learn as much as you can about the company and the role. This shows employers that you're genuinely interested.

Prepare questions.

- Bring a few thoughtful questions to ask at the end, it shows initiative and helps you decide if the job is right for you.

Dress for success

- Neat, professional clothing makes a strong first impression. If you need support finding the right outfit, we can help.

Be prepared

- Take along copies of your resume, a notepad, and a pen so you're ready for anything.

Arrive early

- Aim to get there 5–10 minutes before your interview. It helps you feel calm and shows reliability.

Use positive body language

- Sit up straight, smile, and maintain eye contact. These small things show confidence and respect, and we can practise together beforehand.

Don't stress about money

- Salary and benefits are usually discussed in later interviews, so focus first on showing why you're the best fit.

End on a positive note

- Thank your interviewers for their time, and if appropriate, offer a polite handshake or a smile to leave a lasting impression.



Want to find your nearest IDEAL Placements office?

Emerald

6 Borilla St
Emerald QLD 4720
(07) 4945 2595

Moranbah

89 Mills Ave
Moranbah QLD 4744
(07) 4945 2595

Mount Morgan

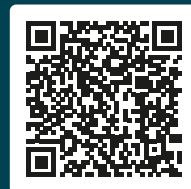
36 Morgan St
Mount Morgan QLD 4714
(07) 4957 8177

Rockhampton

117 Elphinstone St
Berserker QLD 4701
(07) 4848 1600

Yeppoon

15 James St
Yeppoon QLD 4703
(07) 4848 1600



Find out more

admin@idealplacements.org.au
idealplacements.org.au



Finding careers for people with disability

IDEAL
PLACEMENTS