

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA01/186

TITLE: Ability Options Limited Working Options Enterprise Agreement 2001

I.R.C. NO: 2001/2647

DATE APPROVED/COMMENCEMENT: 8 May 2001

TERM: 24 months

**NEW AGREEMENT OR
VARIATION: New**

GAZETTAL REFERENCE: 29 JUNE 2001

DATE TERMINATED:

NUMBER OF PAGES: 22

COVERAGE/DESCRIPTION OF EMPLOYEES: Applies to all employees engaged at Working Options, the employment training service of the company.

PARTIES: Ability Options Limited -&- Kerry A Dalkeith, Glen Stewart.



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**ABILITY OPTIONS LIMITED
WORKING OPTIONS**

ENTERPRISE AGREEMENT 2001

An Enterprise Agreement made this 2001, pursuant to the NSW Industrial Relations Act 1996, between Ability Options and employees engaged at Working Options, the employment training service of the Company.

72 Railway Parade, Granville NSW 2142. Phone (02) 9637 1944

Fax (02) 9637 1537

A Company Limited by Guarantee. A.C.N. 003 175 335

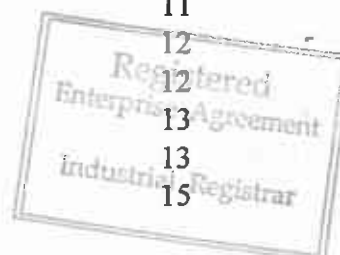
Divisions – Lifestyle Options, Working Options and Colour Options Nursery



1. Title of Agreement

This agreement shall be known as the **Ability Options Limited –Working Options Enterprise Agreement 2001**

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3. Area, Incidence and Parties Bound

This Agreement shall be binding upon Ability Options Limited, and all employees of the Company, engaged at Working Options (a business operated by Ability Options to provide employment training services for people with disabilities), who are employed in classifications under clause 12 of this Agreement.

It has been determined by the parties to this Agreement that this agreement shall be read and interpreted wholly in conjunction with the *Social and Community Services Employees (State) Award* ('the Award'), provided that where there is any inconsistency, this Agreement shall take precedence unless otherwise specified. Nothing in this Agreement limits the application to employees of any conditions that apply under the

Industrial Relations Act 1996, Annual Holidays Act 1944 or the Long Service Leave Act 1955.

4. Date of Operation

This Agreement shall take effect from the beginning of the first full pay period to commence on or after the date of its approval by the Industrial Relations Commission of NSW and shall remain in force for a period of two (2) years. This Agreement remains in force until a new agreement takes effect unless varied or terminated as provided by the *Industrial Relations Act 1996*.

5. Intention

This agreement shall apply only to employees at Working Options engaged in the classifications identified in the Agreement. Definitions of the classifications set out in this Agreement have been the subject of negotiations between the parties and identify the Company's requirements both practically and professionally of its employees to fulfil those classifications.

6. Duress

This Agreement has not been entered into under duress by any of the parties.

7. Probationary Period

Upon initial engagement, an employee is subject to the satisfactory completion of a three (3) month probation period. Continued employment at the expiration of this period will be dependent upon a satisfactory final appraisal. During the probation period either party may terminate the contract of employment with one week's notice, or payment or forfeiture of a week's wages in lieu of notice.

8. Hours of work

8.1 Ordinary hours of work shall not exceed thirty-eight (38) ordinary hours averaged over a fifty-two (52) week period.

8.2 The ordinary hours of work shall be a minimum of three (3) hours per day and a maximum of ten (10) hours per day, to be worked on any day, Monday to Sunday inclusive, between the hours of 6am and 6pm. Commencing and finishing times shall be notified to employees by giving at least seven (7) days notice. The commencing and finishing times may be changed by mutual agreement at any time.

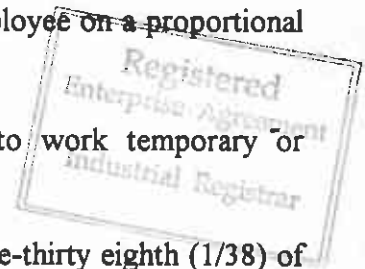
- 8.3 Employees shall be entitled to a minimum of ten (10) hours break between shifts.
- 8.4 Employees working more than five (5) continuous hours are entitled to a half hour unpaid meal break where it is practicable to do so. This break may only be taken in a manner that does not breach the employee's duty of care.
- 8.5 The employee is entitled to a fifteen (15) minute paid morning tea break.
- 8.6 Employees working for a period of more than five (5) hours without a break due to circumstances beyond their control are entitled to an extra half hour (30 minutes) pay at single time, subject to the authorisation of the employer.

9. Part Time and Casual Employees

- 9.1 "Part-time employee" shall mean a person who works regular days and hours being less than those worked by a full-time employee.
- 9.2 Part-time employees shall be paid an hourly rate calculated as one thirty-eighth (1/38) of the appropriate weekly rate prescribed in Clause 14 of this Agreement.
- 9.3 The provisions of this award shall apply to a part-time employee on a proportional basis.
- 9.4 "Casual Employee" shall mean an employee engaged to work temporary or relieving duties.
- 9.5 A casual employee shall be paid an hourly rate equal to one-thirty eighth (1/38) of the appropriate weekly rate prescribed in Clause 14 of this Agreement plus an additional loading of 15%. This loading is paid in lieu of any entitlement to paid sick leave, public holidays, annual leave or other leave.
- 9.6 A casual employee shall be paid a minimum of four (4) hours at the appropriate rate for each engagement.

10. Public Holidays

- 10.1 The following Public Holidays shall be allowed to employees without loss of pay: Christmas Day and Boxing Day; New Year's Day; Good Friday; Easter Saturday; Easter Monday; Anzac Day; Queen's Birthday and Labour Day and any other day duly proclaimed and observed as a public holiday within the area in which the service is situated.



10.2 Where an employee is required to work on a public holiday they may choose either:

- 1) to take the equivalent time off, and in such case the employee would receive their ordinary pay at the single rate for the day and the equivalent time off for the time so worked, or
- 2) subject to mutual agreement between the employee and the employer, such time off may be aggregated with annual leave entitlements.
- 3) to be paid, and in such cases the employee would receive payment at single time for all hours worked in addition to a day's pay.

10.3 An employee who does not ordinarily work on a day a Public Holiday falls on, and who is rostered off duty on that Public Holiday and does not work, shall receive no payment for that day as the employee will not lose ordinary pay as a result of the day being a Public Holiday.

11 Overtime

11.1 Overtime means time worked with the authorisation of the employer beyond the ordinary hours of work specified in this award.

11.2 Overtime shall be paid at the rate of single time, and subject to mutual agreement between the employee and the employer, such time can be paid out or accrued as time off in lieu or may be aggregated to their annual leave entitlements.

11.3 Time Off in Lieu can be accrued to a maximum of sixteen (16 hours) per month and with the mutual agreement between the employer and the employee, such time can be paid out at single time or time off can be taken at a later agreed time, or may be aggregated to the annual leave entitlements.

11.4 Where a part-time employee is required to work in excess of his or her rostered hours for a continuous period of at least 2 weeks, the additional hours will be regarded as ordinary hours for the purpose of superannuation, annual leave and long service leave.

11.5 Provided that if the hours worked by a part-time employee are in excess of the rostered hours of full-time employees, those hours will be regarded as overtime and will be treated as per this agreement.

12. Classifications

- 12.1 **Training Officer-A** Training Officer shall mean a person who is employed to perform duties as defined in the Competency Based Job Description (Appendix 1)

13 Incremental progression

- 13.1.1 On each anniversary date of an employee's entry into a classification, the employee shall be eligible for incremental progression if:
- 13.1.1(a) the employee has given satisfactory performance over the preceding twelve months, and
- 13.1.1(b) the employee has, on assessment acquired and is required by the employer to utilise new and/or enhanced skills within the ambit of the classification definition for his/her position or other skills where agreed at the staff development/performance review, and this has been certified to in writing following, and as part of, the assessment process.
- 13.1.2 In cases where the review is delayed the anniversary date shall not be changed and the increase if any will be paid retrospectively to the anniversary date.
- 13.1.3 Movement to a higher classification shall only occur by way of promotion or reclassification.

14 Salary Levels

Supervisor	Salary/PA
Year 1	\$22923
Year 2	\$24130
Year 3	\$25360
Training Officer 1	Salary/PA
Year 1	\$26590
Year 2	\$27820
Year 3	\$29050
Training Officer 2	Salary/PA
Year 1	\$30176
Year 2	\$31406
Year 3	\$32636
Training Officer 3	Salary/PA
Year 1	\$33866

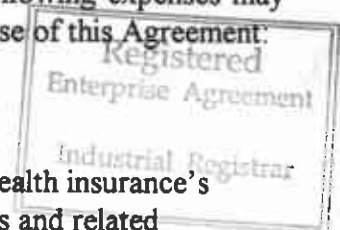


Year 2	\$35096
Year 3	\$36326

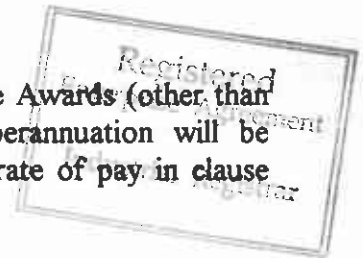
15. SALARY PACKAGING

Subject to the provisions of Clause 15(c), Ability Options and a full-time or part-time employee may reach an agreement to package up to 50% of the employee's real wage to a non-salary fringe benefit, provided such salary packaging arrangement does not exceed a total grossed-up value of \$30,000. Such salary packaging arrangements to be implemented as follows:

- (a) A proportion of the employee's salary will be received by the employee as money, and a proportion will be received in the form of a fringe benefit.
- (b) A copy of the agreement shall be made available to the employee, provided that the contents of the employee's salary package will remain confidential to the parties.
- (c) Ability Options shall ensure the structure of any package complies with relevant taxation laws. This includes ensuring compliance with any ceiling on the amount of salary that may be packaged, and acceptance of any Fringe Benefits Tax ('FBT') liability arising out of an agreed salary package.
- (d) Expense items claimed should be principally applicable to, or the direct responsibility of the employee. The following expenses may be deemed to be a fringe benefit for the purpose of this Agreement:
 - (1) Payment of mortgage or rent
 - (2) Payment of rates and utilities
 - (3) Payment of property and life/health insurance's
 - (4) Payment of motor vehicle costs and related expenses
 - (5) Personal loan repayments
 - (6) Payment of credit card expenses, except cash advances
 - (7) Payment of other genuine expenses by agreement with the appropriate nominated officer
- (e) An expense that may be claimed as a tax deduction may not be claimed as a fringe benefit.

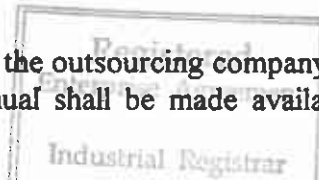


- (f) The parties to a salary package agreement under this clause will observe the appropriate procedure set out in the outsourcing company's Administrative Procedures Manual in order to claim an expense as a fringe benefit. This means, for example, that an employee who has entered into a salary package agreement under this clause must provide invoices, receipts or other proof of expenditure in order to claim the expense as a fringe benefit.
- (g) It is intended that no employee who enters into a salary package agreement under this clause will suffer a net detriment in his or her terms and conditions of employment. As such;
- (1) If the total value of the salary package received by the employee is less than what the employee would have been paid if the employee had been remunerated under the Award in any financial year, Ability Options shall pay the employee an amount being the difference between the total remuneration received by the employee and what the employee would have earned under the Award in that financial year.
 - (2) For the purposes of Clause 15(g)(1), a "financial year" means from 1 July in one year and 30 June in the immediately following year. Any payment made by Ability Options in accordance with Clause 15(g)(1) shall be made in the first pay period on or after 1 July in each year.
 - (3) All other entitlements under the Awards (other than paid leave entitlements), and superannuation will be calculated by reference to the rate of pay in clause 14, of this Agreement.
 - (4) A salary package agreement reached pursuant to this clause shall be regarded as ordinary pay for the purposes of paid leave entitlements such as public holidays, annual leave, long service leave and personal/carer's leave.
 - (5) If an employee becomes entitled to any payment(s) pursuant to the Workers' Compensation Act 1987, Ability Options shall continue to provide to an



employee any balance of the agreed salary package not covered by workers compensation payment(s).

- (h) With the agreement of the outsourcing company and provided at least one (1) month's notice is given, an employee may:
- (1) change the components of the salary package agreement under this clause; or
 - (2) elect to discontinue salary packaging arrangements, and revert to the appropriate rate of pay in clause 14.
- (i) Salary packaging is only offered on the strict understanding and agreement that in the event existing taxation law is changed regarding FBT or personal taxation arrangements, and that change may impact on this agreement, all salary packaging arrangements may, at the discretion of Ability Options, be terminated, or varied to comply with the legislation, provided at least one (1) month's notice is given. Upon termination in these circumstances the employee's rate of pay will revert to the appropriate rate of pay in clause 14.
- (j)
- (1) In the event the employee ceases employment with Ability Options this agreement with that employee will cease as at the date of termination.
 - (2) Upon termination of an employee's employment, any outstanding benefit still due pursuant to this agreement, shall be paid on or before the date of termination.
- (k) A copy of the agreement, and of the outsourcing company's Administrative Procedures Manual shall be made available to the employee.
- (l) 'Remunerator' is the designated provider of salary packaging services to Ability Options.



16 Inflation Indexation

Any inflation indexation adjustments to the funding of Ability Options Limited Employment Services will be passed on pro rata to the salary scale.

17 Other Allowances

Where employees are required by the employer to use their motor vehicle in the course of their duty, they shall be paid an amount of forty six (46) cents per kilometre travelled during such use.

Where the employee is required to work at a site other than the office, mileage may be reimbursed to the value of the difference in mileage between the location of the site and the location of the office.

Where the employee is required to incur expenses while supporting an Ability Options consumer on an employment programme, the employee will be reimbursed for their expenses in line with company policy.

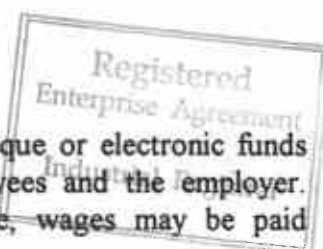
A First Aid Allowance shall be paid to the nominated employee who must hold a current St Johns Ambulance certificate, at a rate of \$1.25 per day

18. Board of Directors

The Board of Directors of Ability Options Limited will be committed to lobbying for extra funding from both Government and Non-Government sources to improve the conditions of employment of Ability Options staff.

19. Payment of Wages

- 19.1 All wages shall be paid at least fortnightly by cash, cheque or electronic funds transfer, by agreement between the majority of employees and the employer. Provided that where an employer and employee agree, wages may be paid monthly.
- 19.2 The employer may deduct from amounts due to an employee such amounts as authorised in writing by the employee and deductions of income tax required to be made to the Australian Taxation Office.
- 19.3 Wages shall be paid during working hours on a weekday being not more than five days following the end of the pay period. The payday selected, once agreed, shall not be changed without the agreement of a majority of the employees. In the case of electronic funds transfer payments, wages shall be transferred to the nominated account within twelve hours of the close of business on the nominated payday.



20 Annual Leave

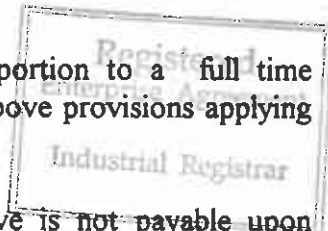
- 20.1 Full-time and part-time employees are entitled to four (4) weeks annual leave after each 12 months of continuous service in accordance with the *Annual Holidays Act 1944*.
- 20.2 An annual leave loading of 17.5% of the ordinary weekly rate of pay (excluding overtime and any other penalty rates and allowances) shall be paid on annual leave due and taken by permanent staff. No loading shall be payable on pro-rata annual leave.
- 20.3 If an employee is rostered for continuous duty on a weekend day they will be entitled to five (5) weeks annual leave after each 12 months of continuous service.

21 Sick Leave

- 21.1 Full-time employees shall be entitled to thirty eight (38) hours sick leave for the first year of service and then seventy six (76) hours on full pay for each year of service.
- 21.2 When an employee is absent due to illness on three (3) or more consecutive days, the employer will require the sickness to be certified by a legally qualified medical practitioner.
- 21.3 The payment for any absence due to illness during the first three (3) months of employment of an employee may be withheld by the employer until the employee completes such three months of employment, at which time the payment shall be made.
- 21.4 A part time employee shall be paid sick leave in proportion to a full time employee. Such entitlements shall be subject to all the above provisions applying to the full time employees.
- 21.5 Sick leave shall be cumulative. Accumulated sick leave is not payable upon resignation or dismissal.
- 21.6 The employer shall allow the employee to use their sick leave for personal/carer's leave in accordance with the decision of the Industrial Relations Commission of NSW in the *State Personal/Carer's Leave Case – August 1996*.

22 Parental Leave

- 22.1 An employee is entitled to parental leave (which includes maternity, paternity or adoption leave) in accordance with , Part 4, Division 1 of the *Industrial Relations Act 1996*.



23 Other Leave

- 23.1 The employer shall not refuse any reasonable application for leave without pay by the employee, provided the reasonableness or otherwise of the application shall be a matter for the employer to determine in good faith after receiving such an application from the employee.
- 23.2 The employee shall be entitled to paid special leave of up to three (3) days in the event of a death of a close relative.

Condition

For the purpose of this subclause a close relative shall include: a child or step-child, spouse, partner or de-facto partner, parent and parent-in-law, sibling, brother-in-law and sister-in-law, and grand-parent.

- 23.3 Special leave entitlement may be extended to cover other exceptional circumstances provided the application shall be a matter for the employer to determine in good faith after receiving representation from the employee.
- 23.4 The employee shall be entitled to long service leave in accordance with the terms of the *Long Service Leave Act 1955* as amended. The employer and the employee may agree to access pro-rata long service leave after five (5) years of service.

24 Staff Training

- 24.1 On the job training will be provided for new employees prior to commencing a full workload, whenever possible.
- 24.2 The employer will accommodate any reasonable study and/or lecture time commitments of the employee, up to a maximum of four days per year for agreed courses. These agreed courses should be towards accredited qualifications in association with disability, adult education and employment, provided that the reasonableness or otherwise of the application shall be a matter solely for the employer to determine in good faith after receiving representation from the employee.
- 24.3 Upon request to the employer, the employer may approve the employee to attend a relevant conference with salary, travel and accommodation paid for by the employer, provided that the employee writes a report on the conference, tabled to the employer and conducts training programmes for other staff in the topic(s) of the conference.

- 24.4 Staff should participate in relevant competency based training courses identified and paid for by the employer on completion of six (6) months' employment. Staff appraisals shall be held annually to assess work performance, determine further training needs and develop the potential of the employee.

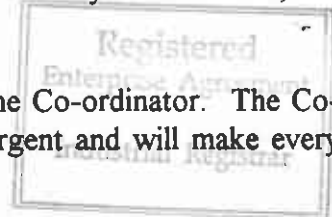
25 Superannuation

The employer will contribute to the relevant superannuation scheme arranged by the employer in accordance with the minimum rates prescribed by the *Superannuation Guarantee Administration Act 1992* as amended, and any other superannuation legislation.

These schemes as agreed are presently: HESTA, ASSET and the Australian Retirement Fund.

26 Grievance and Disputes Settling Procedure

- 26.1 The parties recognise that individual and group problems will arise from time to time and that it is necessary to resolve these matters promptly, without affecting the delivery of a high standard of service. The parties to this Agreement are committed to resolving grievances and disputes through open and frank communication.
- 26.2 In the event of an individual or group of employees raising a grievance, or in the event of a dispute arising out of disciplinary action or for any other reason, the following procedure shall be followed:
- (a) The employee(s) shall discuss the matter with the Co-ordinator. The Co-ordinator shall regard any matter so raised as urgent and will make every effort to resolve the matter within 48 hours.
 - (b) If the matter is still unresolved, then the matter should be taken to, in ascending order: the General manager, Ability Options Board.
 - (c) Formal grievances and disputes should be dealt with within 28 days. The actions and decisions must be documented.
 - (d) Should the matter remain unresolved the matter may be referred to the Industrial Relations Commission of NSW for conciliation and arbitration, or by agreement to a neutral third party for mediation.
 - (e) Employees are entitled to have a representative or nominee present during any of these stages.



- (f) Normal work shall continue while the procedure outlined above is being followed. Except in the event that an employee is suspended for alleged misconduct, no party shall be prejudiced as to final settlement by continuing work in accordance with the disputes procedure.

27 Termination

- 27.1 (a) Except as in hereafter provided, employment may be terminated at any time by either the employer or the employee giving the notice in writing, in accordance with the following notice of termination provisions as per the *Workplace Relations Act 1996*:

<u>Period of continuous service</u>	<u>Period of notice</u>
Less than 1 year	1 week
1 year and less than 3 years	2 weeks
3 years and less than 5 years	3 weeks
5 years and over	4 weeks

In addition, where the employer is giving notice to an employee who is over 45 years of age at the time of the giving of the notice with not less than two years continuous service, the employee shall be entitled to an additional one week's notice.

- (c) Provided the employer will consider releasing the employee from such notice should circumstances so warrant.
- 27.2 The provisions of this clause shall not effect the right of the employer to dismiss an employee without notice in the case of an employee guilty of misconduct.
- 27.3 Where an employee is summarily dismissed, the employee is entitled to lodge a written appeal to the Chairperson, which will be circulated to Directors. The employee is entitled to seek leave to attend the meeting of the Board relating to his/her appeal. In the event that the appeal is upheld, the employer will withdraw the decision to dismiss.
- 27.4 Following termination of employment, the employer will furnish the employee with a Certificate of Service in the following form:
- (i) Employee's name
 - (ii) Period of employment

- (iii) Title of position
- (iv) Salary at termination
- (v) Nature of work
- (vi) Other comments where appropriate.

28 SIGNATORIES TO AGREEMENT

Signed for and on behalf of Ability Options Limited:

Seyth Good
[Name]

24 MARCH 2001
[Date]

Schery
[Witness]

29/3/01
[Date]

Signed by (Employees):

G. Stewart
(Name)

29/3/01
(Date)

K. Ballin
(Name)

29/3/01
(Date)



Appendix 1.**POSITION DESCRIPTION****TRAINING OFFICER OF WORKING OPTIONS****Qualifications:**

- | | |
|-----------------------|---|
| 1. Supervisor | - None, SUPV, part of SUP, ADV, part of TRA and part of ADM, OH&S |
| 2. Training Officer 1 | - Category 1, SUPV, SUP, ADV, TRA, ADM, OH&S |
| 3. Training Officer 2 | - Category 2, SUPV, SUP, ADV, TRA, ADM, OH&S |
| 4. Training Officer 3 | - Category 2, SUPV, SUP, ADV, TRA, ADM, OH&S. |

The job of the training officer involves five fundamental roles:-

- | | |
|-------------------|--------|
| 1. Training | - TRA |
| 2. Supervising | - SUPV |
| 3. Support Work | - SUP |
| 4. Advocacy | - ADV |
| 5. Administration | - ADM |

SUPERVISOR GRADE 1	
1	Allocate and supervise consumers in their respective jobs as per their job descriptions or a task as determined by the enterprise.
2	Supervise consumers to ensure they are using safe work practices as per OH&S policy.
3	Ensure the smooth running of the team(s).
4	Ensure that all documentation is filled out by the consumer "self monitoring sheets" and that your documentation is filled out at the end of each day.
5	Portray professional standards of dress and communication when interacting with the community.
6	Assist to change community views and preconceptions of people with disabilities.
7	Promote Working Options and Colour Options in the broader community.
8	Treat consumers with respect in private and in the workplace.
9	Model appropriate behaviour when interacting with consumers.
10	Distribute and explain in Plain English the Policies and procedures of the service.
11	Promote community activities to consumers.
12	Encourage consumers to integrate socially at work.
13	Display positive attitude and reinforcement to enhance consumers self esteem.
14	Model and encourage appropriate personal presentation in the workplace.
15	Enhance the self esteem of the consumers.
16	Seek support and advice from team.
17	Assist with problem solving.
18	Participate in team meetings.
19	Maintain open communication at all levels.
20	Complete file notes.
21	Generate appropriate computer reports.
22	Promote safe work practices as per the OH & S policy.
23	Complete all objectives as set down by coordinator.
24	Model appropriate behaviour when interacting with consumers.

SUPERVISOR GRADE 2**Supervisor Grade 1 plus:**

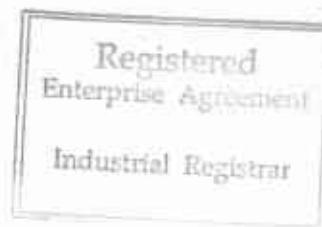
- 1 Support consumers to exhibit appropriate behaviour.
- 2 Support consumers to make informed choices.
- 3 Support consumers to develop co-worker relationships.
- 4 Educate the consumers of their rights and responsibilities in the workplace and ensure Consumers can exercise their rights and fulfill their responsibilities.
- 5 Encourage and support consumers to interact as part of a team.
- 6 Participate in producing letters and other correspondence related to a consumer's program.
- 7 Complete relevant documentation relating to consumer programs.
- 8 Read and follow relevant policies and procedures.
- 9 Ensure that all release of consumer information is consented to by the consumer.
- 10 Read and follow current office procedures.
- 11 Record all relevant data for productivity wages and review data monthly for presentation at support staff meeting.
- 12 Complete all objectives as set down by co-ordinator.

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SUPERVISOR GRADE 3**Supervisor Grade 2****Plus**

- 1 Identify issues which may impact on the success of consumers in their jobs.
- 2 Inform Working Options team of these issues and develop strategies to assist consumer.
- 3 Implement strategies and give feedback to team.
- 4 Act as negotiator in resolving conflicts.
- 5 Ensure consumers in your team are being paid the correct amount by monitoring productivity.
- 6 Participate in IEP meetings of your team and assist in implementing actions derived from IEP.
- 7 Research and suggest appropriate services to meet identified needs of consumers as they arise.
- 8 Refer consumers to appropriate organisations who are able to meet the needs they raise.
- 9 Give appropriate level of support as agreed to by team to assist referral to more appropriate services.
- 10 Assist consumers prepare for interview.
- 11 Encourage and support consumers to interact as part of a team.
- 12 Complete all objectives as set down by coordinator.

+ Category 1 trainer certificate.



TRAINING OFFICER GRADE 1**Supervisor Grade 3****Plus**

- 1 Train the consumers in safe work practices as per OH&S policy.
- 2 Develop Task Analysis.
- 3 Provide ongoing support to consumer on each task, and to maintain their productivity and to improve their skill level.
- 4 Determine consumer ability and safety to travel independently.
- 5 Assess the level of support needed for the consumer to travel independently to work.
- 6 Provide level of support needed as identified from assessment.
- 7 Describe the proposed job to consumer and gain their commitment.
- 8 Train and support the consumer in gaining a good work ethic.
- 9 Continue self education of wider industry and services.
- 10 Seek support and advice from team.
- 11 Assist with problem solving.
- 12 Participate in team meetings.
- 13 Maintain open communication at all levels.
- 14 Make presentations.
- 15 Provide customers with information regarding Working Options development.
- 16 Promote successful employment outcomes.
- 17 Distribute service information.
- 18 Read and follow relevant policies and procedures.
- 19 Generate appropriate computer reports.
- 20 Complete all objectives as set down by coordinator.



TRAINING OFFICER GRADE 2**Training Officer Grade 1**

Plus

- 1 Identify aides and materials required to ensure the learning of the target group.
- 2 Design learning aides and user friendly materials and equipment and workplace modifications as required of the worker.
- 3 Implement and monitor plan of action.
- 4 Complete job analysis from initial contact and worksite visit.
- 5 Research employment options with team.
- 6 Liaise with and monitor the current views of all parties in the workplace.
- 7 Inform team and seek input on issues, which are likely to affect the success of a consumers job placement.
- 8 Seek endorsement from team on IEP action plan.
- 9 Get group agreement on the agenda and objectives of the program.
- 10 Conduct IEP meetings as per office procedures.
- 11 Consult team on the pre-employment skill needs of the identified participants.
- 12 Discuss job analysis with appropriate consumer to determine suitability of job.
- 13 Inform team of consumers progress.
- 14 Inform team of information gained from other sources or situations.
- 15 Secure appointments.
- 16 Promote consumer strengths as matching the duties of a particular vacancy.
- 17 Explore and promote whatever alternatives and incentives would assist consumers secure sustainable employment.
- 18 Prepare and/or develop aides and materials.
- 19 Completing relevant documentation relating to consumer programs.
- 20 Seek customer feedback through surveys.
- 21 Complete all objectives as set down by coordinator.

+ Category 2 Training Certificate.

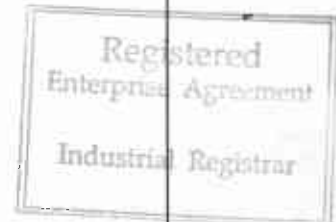


TRAINING OFFICER GRADE 3

Training Officer Grade 2

Plus

- 1 Design and implement Competency Based training programs from the National Standards and/or the Enterprise Standards.
- 2 Perform Competency based assessments.
- 3 Monitor and collect data on their learning performance to assess their productivity on individuals tasks.
- 4 Evaluate data and redesign task and/or training or assessment methods if necessary from consumer and employer feedback.
- 5 Assist development of group dynamics.
- 6 Recommendation to team for determining the suitability of new consumers.
- 7 Identify standards of excellence in service provision.
- 8 Implement standards of excellence as previously identified.
- 9 Liaise with customers regarding organised marketing events.
- 10 Gain ideas from employers of jobs in related industries.
- 11 Discuss, offer advice and develop an agreed plan of action.
- 12 Conduct and arrange meetings with relevant parties.
- 13 Actively seeks job leads from satisfied customers.
- 14 Generate list of appropriate employers to be contacted.
- 15 Positively respond to potential marketing opportunities.
- 16 Secure appointments.
- 17 Acting on potential marketing opportunities as they arise.
- 18 Update contact information on computer database.
- 19 Acknowledge and reward supportive employers.
- 20 Suggest supportive employers to receive public recognition.
- 21 Undertake market research as part of a team project.
- 22 Review IEP.
- 23 Ensure implementation of plan of actions agreed to in the IEP.
- 24 Monitor stages of implementation to ensure that objectives are met.
- 25 Investigate options, assessment agencies and/or funding source.
- 26 Assess new referrals as per entry criteria.
- 27 Arrange and conduct initial interview in accordance with office procedures.
- 28 Inform applicant of team decision whether it is acceptance or referral to another service.
- 29 Monitor and evaluate resultant effect of new practices.
- 30 Record all relevant data for productivity wages and review data monthly for presentation at support staff meeting.
- 31 Develop and implement annual budgets for the operation of Working Options.
- 32 Ensure performance to budget.
- 33 Prepare and present reports to the board.
- 34 Ensure that Working Options conforms to the Disability Service Standards.
- 35 Negotiate with the enterprise to ensure they provide a safe and fair working environment.
- 36 Ensure that support staff and consumers utilise and maintain Working Options Policy Manual.
- 37 Provide leadership to staff and consumers through appropriate behaviour modelling.
- 38 Support and utilise performance based appraisal system.
- 39 Promote best practice in the operation of the service.



- 40 Provide leadership and direction to achieve continual improvement in the services of Working Options.
- 41 Develop and implement objectives for the operation of Working Options on an annual basis.
- 42 Account to the board for the achievement of these objectives.
- 43 Report to the Board of Ability Options on priorities for the future development of Working Options.
- 44 Manage staff in such a manner as to promote their enthusiasm and professional commitment to Lifestyle Options objectives.
- 45 Facilitate the professional development and competence of staff.
- 46 Ensure all personnel practices comply with industry standards.
- 47 Employ a consultative approach to the management of the human resources of Working Options.
- 48 Ensure that training and programs are implemented to maximise the full potential of consumers.
- 49 Develop and review policies annually with the workers group and staff.
- 50 Support the workers group in their meetings and ensure they are incorporated in the decision making process.
- 51 Negotiate with Government bodies for recurrent funding of the service.
- 52 Prepare funding submissions for securing additional resource.
- 53 Network with the Project Officer to ensure continual support.
- 54 Explore other opportunities for securing funding.
- 55 Evaluate the success of the plans and strategies of Working Options.
- 56 Review service operations annually with staff and consumers to ensure conformity to the DSA.
- 57 Promote Working Options to potential consumers and employment agencies.
- 58 Advertise and recruit new consumers.
- 59 Network with other employment services particular North West Personnel.
- 60 Develop and implement (IEP) Individual Employment Plans.
- 61 Plan the services of Working Options.
- 62 Complete all objectives as set down by coordinator.

