



Australian Government

Department of Families, Housing,
Community Services and Indigenous Affairs



Australian Disability Enterprises and Quality Assurance

“How do I know if my workplace
is doing a good job for me?”

EASY READ SYMBOL SYSTEM GRAPHICS BOOKLET

Improving the lives of Australians



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This booklet has been written by the Disability Studies and Research Centre at the University of New South Wales, Sydney.

The pictures in this booklet are Picture Communication Symbols, designed by **Dynavox Mayer-Johnson**. Dynavox Mayer-Johnson can be contacted at:

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About the booklet



More than just good business

Who is this booklet for?

This booklet is for people with a disability who have a job at an Australian Disability Enterprise.



How should I read this booklet?

This booklet has words and pictures. You should look at both. The pictures will help you understand the words, and the words will help you understand the pictures.

You can ask someone you trust to help you read this booklet.

This booklet has lots of questions and answers. You can read the whole booklet, or look through to find the questions that you most want to know answers about.



What is this booklet about?

This booklet is about Quality Assurance and the audit of your workplace.

What is Quality Assurance?

Quality Assurance is the way that the government checks that your workplace is doing a good job for you.

What is an audit?

‘Audit’ is the word to use for talking about when someone comes to do this checking.

What will the booklet tell me?

The booklet will tell you about the team of people who come to check. They are called the audit team. It will also say what you can do to help them.

Who is in the booklet?

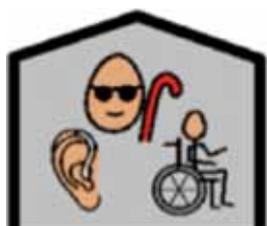
In this booklet, the audit team look like this:



In this booklet, your supervisors look like this:



About the audit team

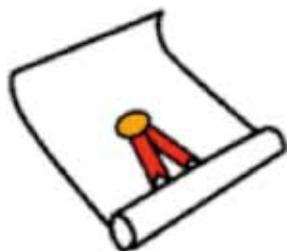


What is the audit team's job?

The audit team's job is to check if your workplace is doing a good job for you. If your workplace is doing a good job then it gets a certificate.

Who does the audit team check on?

The audit team checks on your workplace, not on you.



Why is the certificate important?

The certificate is important because every workplace needs to have one to say they are doing a good enough job. The certificate means the government will give money to help pay for running your workplace.



Who is part of the audit team?

No one on the audit team is from your workplace. The audit team has people on it who have training on what makes a good workplace for people with disabilities. One member of the audit team is a person with a disability.





When does the audit team come?

The audit team comes every year. Your workplace needs to tell you when the audit team is coming.

What does the audit team think 'good job' means?



The audit team thinks that your workplace is doing a good job if it follows the Disability Services Standards. These are rules for your workplace to follow about what makes a good workplace for people with disabilities. To find out more about what these rules are, ask your supervisor.

Some of the things your workplace needs to do for a good job are:



- ▶ You get fair pay for the work you do.



- ▶ You can have a say without being scared.



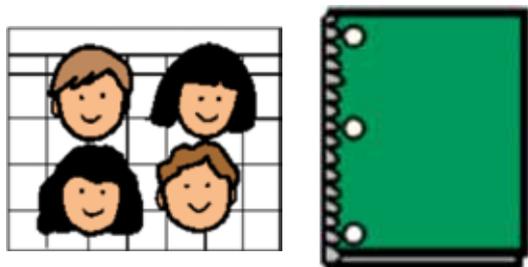
- ▶ You get help to make goals about the type of work you want to do and type of help you need.

There are other things your workplace needs to do for a good job as well. To find out more, ask your supervisor.

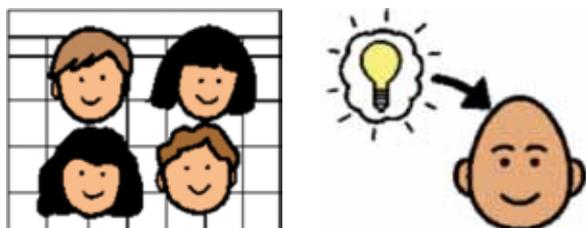
About getting ready for the audit team

What does my workplace need to do to get ready for the audit team to come?

To get ready for the audit team to come:



- Supervisors might write a report about the workplace. Sometimes they might ask you questions to help them write it.



- Supervisors will help you learn about what the audit team does.
- Supervisors might help you practice what you will need to do for the audit team.

What will my supervisors help me learn and practice?

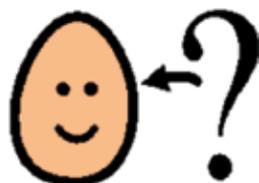
Supervisors will help you:

- Learn the kinds of things the audit team wants to know about.
- Learn about what it means to say the audit team can use your information.
- Practice speaking to an audit team member.

About what happens when the audit team comes to your workplace

What does the audit team do when they come to my workplace?

When the audit team comes to check your workplace:



- ▶ They ask you what you think about your workplace.



- ▶ They ask your supervisors what they think about your workplace.



- ▶ They might read a report your supervisors wrote.
- ▶ They read the files from your workplace.



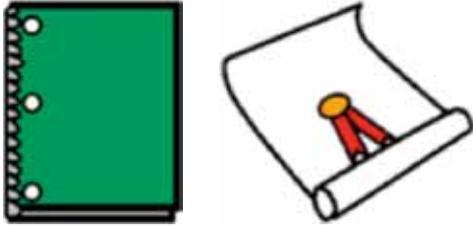
- ▶ They think about how well your workplace follows the Disability Services Standards.

The audit team tries to speak to lots of different people at your workplace.

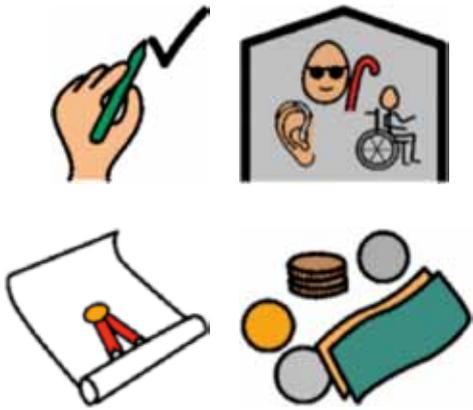
The audit team has a list of things your workplace should be doing. The audit team uses the list to decide if your workplace is doing a good job.

What does the audit team do after they come?

After they come to your workplace, the audit team:

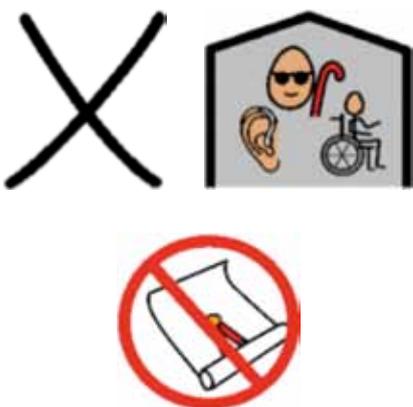


- Writes a report about your workplace. The government and your workplace get a copy.
- Decides if your workplace gets a certificate.



What happens if my workplace gets a certificate?

If your workplace gets a certificate, this means the audit team thinks they are doing a good job. The audit team might give some ideas about things your workplace could do, but your workplace doesn't have to change anything.



What happens if my workplace doesn't get a certificate?

If your workplace doesn't get a certificate, this means the audit team thinks they could do a better job. The audit team will tell your workplace what they need to fix and how long they have to fix it. After they fix it, your workplace will get a certificate.

About what you can do



What can I do to help the audit team?

To help the audit team, you can:

- ▶ Answer questions about your workplace.
- ▶ Let the audit team see your file with information about you, your goals and the types of help you need at work.

Do I have to answer questions for the audit team?

No. You should only answer questions if you want to. If you don't know the answers, this is also OK. Not everyone at your workplace needs to take part, so if you don't want to you don't have to.

What happens if I do or don't take part?

If you don't take part, no one will be angry with you. If you do take part, it won't give you any special help at work.

Do I have to let the audit team see my file?



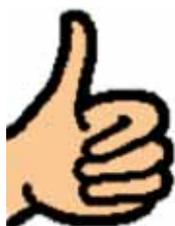
No. You should only let the audit team see your file if you want them to.

There is a form for you to sign to say it is OK for the audit team to see your file.

If you don't sign the form, they can't see your file.

What kind of questions will the audit team ask me?

The questions might be something like:



- ▶ Are you happy with your workplace?



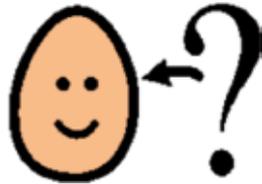
- ▶ Has your workplace helped you make goals?
- ▶ Are you happy with your goals?
- ▶ Do supervisors listen when you make choices at work?



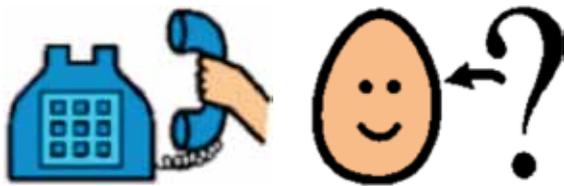
- ▶ Do you have complaints about your workplace?
- ▶ Has your workplace told you who to complain to?
- ▶ Have you got any ideas about how to make your workplace better?

What ways I can answer the audit team's questions?

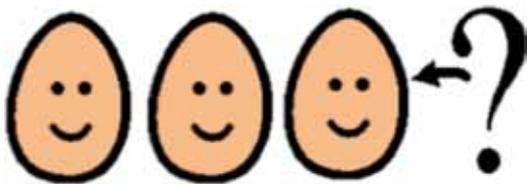
The audit team have different ways for you to answer:



- ▶ Asking questions with you by yourself in person.



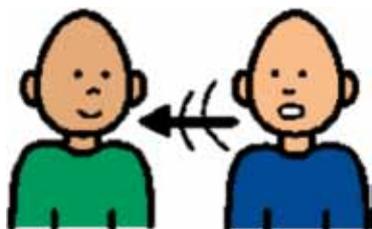
- ▶ Asking questions with you by yourself on the telephone.



- ▶ Asking questions with you in a group.



- ▶ Getting you to write down some things.



- ▶ Just chatting with you about what you think.

You can choose which way you want to do it.



How many audit team members will ask me questions?

Sometimes one audit team member will ask you questions and sometimes there might be more than one audit team member there.



What if I need someone to help me answer the audit team's questions?

If you want to bring someone you trust to help you answer the audit team's questions, this is OK. The person could be a:

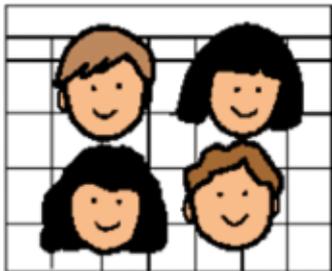
- ▶ Family member.
- ▶ Friend or advocate from outside work.
- ▶ Friend from work, but not a supervisor.



Will the audit team tell my workplace who said what?

No, the audit team will not tell your workplace who said what. They put everything everyone said together.

About how to say when something is wrong



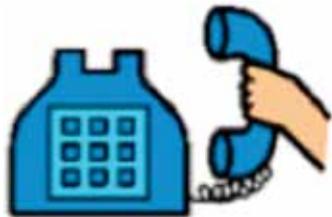
What if I think the audit team did something wrong?

If you are not happy with something the audit team did, you can tell a supervisor at your workplace and they will try to help you fix it.



What if I want to make a complaint to someone other than the audit team about my workplace?

Sometimes you might not want to tell your workplace or the audit team about something you are unhappy with. You can ring the **Complaints Resolution and Referral Service** instead.



The phone number is **1800 880 052**.

