



WORK **ASSIST**

INFORMATION PACK FOR BUSINESSES



OUR SERVICES FOR BUSINESSES

Sureway provide job placement services, at no cost to you, to help you find the right person for your workforce.

Specialising in rural, regional and remote labour markets and with over 25 year's experience behind us, we are committed to providing work-ready candidates to complement your team.

With an extensive network of Consultants in more than 90 locations across NSW, VIC and SA we understand that each community and workplace has a unique set of needs and challenges.

So, at Sureway we work together with you to understand your current and future workforce requirements and tailor or services to ensure you're getting exactly what you need.

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ABOUT SUREWAY

Sureway opened its doors in 1991 as a training provider. Since then, it became our mission to work closely with businesses from various industries and transform their operations by upgrading the skills required in their workplace. We uncovered what they were looking for in order to level up their businesses.

In 1998, with a vision to widen our reach, Sureway was chosen to deliver employment services to clients on behalf of the Federal Government. What was initially limited to rural, regional and remote NSW has now expanded to rural and regional Victoria, and South Australia metropolitan and regional areas.

Now, Sureway Employment and Training continues to provide support to clients in their goal of achieving sustainable employment. We have a vast knowledge of the needs of the local industry. We have identified the skills demanded by different businesses and tailored our training for job seekers in order to meet the requirements of the labour market

in their local area. This best positions our clients to take up employment opportunities in their local community.

We specialise in meeting the needs of job seekers by developing their skills, providing personal support and moving them into sustainable employment, and; meeting the needs of employers by providing skilled applicants, tailored services and localised assistance.

We offer this support through our Australian Government programs from over 80 locations across NSW, VIC and SA:

- jobactive
- Disability Employment Services
- Career Transition Assistance

We also deliver Nationally Accredited Training solutions throughout Registered Training Organisation, Sureway Skills Training (RTO: 91058).



We'll find the best person for your business

With a full understanding of your business and workforce needs:

- We will provide you with a range of employment options specific to your business needs
- Where a vacancy exists we'll use our extensive network to provide a shortlist of work-ready candidates and any available subsidies or incentives
- We can manage your vacancies by screening applicants and assisting with interviews
- Provide financial assistance for items such as licencing, training, pre-employment checks and medicals.



Receive the ongoing support you and your business needs

When we find the right person we will:

- Work with you to develop an employment support plan, where required
- Provide financial assistance to your new employee for work-related items such as clothing
- Provide on- or off-site support to you and your new employee, as well as access to Sureway call support centre 5 days per week
- Arrange any required training
- Provide assistance with subsidy and incentive administration

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WorkAssist

Is your employee struggling to fulfill the essential requirements of their role because of a diagnosed condition or injury? Support is available to help you both find and access the services you need to keep your workforce on track.

WorkAssist is a free Australian Government program for individuals and businesses.

For employers, Work Assist may be able to help if one of your staff are experiencing an injury, disability or health condition that impacts their ability to perform their work. Through appropriate adjustments and support WorkAssist can help to improve your employee's capacity for work, helping you to retain your experienced staff and keep your business working.

WorkAssist can help create a flexible, individualised program that maximises support and access to funding for your employee and your business. Assistance may include:

- Advice on redesigning a job so that an employee can keep working
- Workplace assessments to determine if any environmental or task changes are needed
- Assistance to access funding for workplace modifications and/or special equipment
- Support to help manage the impact of an injury, disability or health condition in the workplace
- Linking the employee with appropriate interventions such as occupational therapy, pain management, physiotherapy and psychological counseling.

Through WorkAssist, your Sureway Consultant can assist you and your employee to positively navigate the circumstances and keep your workforce on track.

Sureway has experience in positively assisting clients under WorkAssist facing a range of conditions, including but not limited to:

- Anxiety
- Arthritis
- Autism
- Cardiovascular disease
- Chronic health conditions
- Depression
- Diabetes
- Mental health conditions
- Multiple sclerosis
- Musculoskeletal conditions
- Obesity

WorkAssist can also support those employees with a closed **Return To Work** claim who still require assistance to maintain their employment. These employees will positively benefit from support to:

- Meet the essential requirements of their role
- Improve their productivity and capacity in the workplace
- Reduce symptoms, pain and fatigue

Frequently Asked Questions

Do I need a referral for WorkAssist?

No, simply contact your local Sureway team for a confidential discussion to get started. Employers can refer an employee to WorkAssist with the employee's consent, or alternatively, employees who do not wish to share information about their condition can confidentially self-refer.

How does the program work?

One of our experienced Consultants will meet with your employee, or if desired with both the employee and their employer, for a casual chat where we aim to get to know the individual and the business in which they work. Together we will identify the barriers preventing your employee from fulfilling their duties and maintaining their employment, and prepare a plan focused on managing or eliminating these barriers. With agreement on the way forward, your Consultant will arrange regular catch-ups and support meetings to keep everyone on track for success.

How long is the program?

Everyone's circumstances are different, however most WorkAssist programs are initially developed over a 26-week period. Some programs can be developed over a longer or ongoing basis.

What is a DES Provider?

Sureway deliver Disability Employment Services (DES) on behalf of the Australia Government. The WorkAssist program is delivered by DES providers, and funding is sourced from the Australian Government.

Will this impact my business during operating hours?

Your Sureway Consultant is here to work with you. After hours consultations can be arranged upon request. Helping keep up your workplace productivity is our goal.

Eligibility

To be eligible for WorkAssist the employee must:

- Be assessed by a DES provider as requiring assistance to maintain their employment
- Currently be employed for a minimum of 8 hours per week
- Have worked, on average, a minimum of 8 hours per week for the past 13 consecutive weeks
- Be able to provide evidence of their diagnosed condition, injury or illness
- Be an Australian resident
- Be aged between 14 – 65 years
- Not currently be receiving assistance from a DES provider

Do I need to be involved in my employee's plan?

In most cases the employer (colleagues and management) will be included in the process to achieve the best outcome for all parties. However, in cases where the employee elects not to share information about their condition with their employer they can still receive assistance from WorkAssist.

What support is available if I don't meet every criteria?

Contact us for a confidential discussion about your circumstances.





CASE STUDIES: WORKASSIST IN ACTION



The following case studies demonstrate the ability of the WorkAssist program. Every circumstance is different and the examples may not be relevant to your eligibility or circumstances.

**Names changed for privacy*

CASE STUDY #01 INDUSTRY: RETAIL

Through WorkAssist, Stephen was able to return to return to his employment as a Retail Assistant in a partial capacity 12 months after suffering an Acquired Brain Injury (ABI).

Stephen suffered an Acquired Brain Injury (ABI) outside of his employment. As his income protection came to an end, Stephen was highly motivated to return to his full-time employment as a Retail Assistant however his employer identified several barriers that would affect Stephen's ability to fulfill his normal full-time duties, including:

- Communication difficulties and short-term memory deficits
- Compromised endurance, causing him to need regular breaks
- Inability to drive to and from work as a result of his injury until receiving medical clearance, with a need to attend multiple medical appointments around work commitments

Seeking assistance from WorkAssist, Sureway were able to support Stephen and his employer with the following interventions as part of a personalised plan:

Advocacy and service co-ordination: Stephen and his employer required assistance to negotiate a graduated Return to Work program that would achieve the best outcome for both the business and Stephen's rehabilitation plans. With Stephen continuing his rehabilitation via a range of allied health services, his WorkAssist Consultant was able to act as a central point to ensure that appointments were scheduled accordingly around work commitments, travel arrangements and his expected endurance.

Workplace assessment and job modifications: Through working collaboratively with Stephen and his colleagues, an effective plan for maintaining productivity around his break requirements was created, including forward planning as his capacity returned. Education for all parties was key in achieving a smooth workday.

Support for extended networks: Managing a new condition can be difficult and overwhelming for not only the individual but also their support network. Stephen's Consultant was available to provide support and advice to his family members to help them adjust to the changes and manage their roles within Stephen's plan.

Along with staying engaged with his allied health therapies, Stephen continues to be supported by his Sureway Consultant on and off the job and has a goal to increase his work hours in the coming months.

CASE STUDY #02 INDUSTRY: AUTOMOTIVE

When his vision began to deteriorate due to Ocular Albinism Visual Acuity, Travis and his employer were able to access financial assistance under WorkAssist to keep him in full-time work.

Travis was employed full-time in a skilled Mechanical Repair role and was very focused on completing accurate work. His employer referred him to WorkAssist with Sureway after noticing a decline in his work abilities related to his vision, including:

- Progressive difficulty in completing fine detailed work
- Progressive decline in his pace of work and productivity
- Difficulty in reading safety signage in the workplace
- Increasing levels of fatigue through the workday, impacting his ability to drive safely

Travis' vision decline had also caused him to trip down a step in the workplace. WorkAssist was able to provide support to Travis and his workplace via the following interventions as part of a personalised plan:

Workplace modifications and equipment: Fully funded by WorkAssist, an Occupational Therapist assessed the workplace and the workshop floor was resurfaced in a matte finish to reduce glare. Large print safety signage and flooring markers were installed, and support and education were provided to his employer on solutions to various tasks.

Equipment for the job: Travis was supported to access financial assistance for eye testing and prescription lenses suitable for wear in a workshop environment. Purchasing of items recommended by the Occupational Therapist included a hand-held magnifier for viewing parts, hand-held, under hood and head lamps for glare-assistance, and a specialised wrench for easier access to small areas.

Support and education: Travis and his team were able to receive training and ongoing support for using the equipment and identifying any further modification needs for workplace safety. Travis was also able to stay in touch with his Consultant to keep updated about further funding or programs available to him.

Travis is independently working full-time utilising the workplace modifications and equipment. The business has returned to high productivity with their skilled staff member appropriately equipped.

CASE STUDY #03 INDUSTRY: RETAIL

Skilled staff member Amelia was empowered through WorkAssist to manage her mental health, culminating in no break in her employment and no downtime for her employer.

Amelia self-referred to Sureway's WorkAssist program expressing desperation for help with feelings of being overwhelmed and describing work as the most difficult part of her life. Amelia expressed anxieties over customer service interactions that were impacting her ability to fulfill her rostered shifts. Through their initial meetings, Amelia's Consultant identified that she was experiencing social anxiety and panic, fluctuating mood and problems with sleep, resulting in:

- Only accepting low-traffic shifts and calling in sick, impacting her employer's ability to cover shifts
- Difficulties in engaging in quality customer service
- Considering resigning from her role as the only option

Amelia was able to access help from Sureway's WorkAssist program via the following interventions as part of a personalised plan:

Access to the right services: Amelia was not engaging with any supports upon referral. Her Consultant linked her to the correct Allied Health Service to begin to manage her mental health through a formal treatment plan.

One-on-one support: To complement her formal treatment plan, Amelia was empowered through self-awareness strategies for the workplace and tips on how to identify and handle triggers. Weekly off-site meetings were coordinated to identify if she fell back into habits of calling in sick.

Employer and workplace engagement: With Amelia's permission, her Consultant was able to speak with her employer to negotiate the best work hours for both parties - a task Amelia was previously too anxious to do. Information for the workforce around anxiety in the workplace identified other staff members who benefited from the education.

Amelia continues to engage with her WorkAssist Consultant for the non-medical support she needs to stay accountable to her plans. Her employer reported that her productivity and ability to take up shifts has improved dramatically, and they are pleased with being able to retain their long-term team member.

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CHANGING LIVES, BUILDING STRONGER COMMUNITIES

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