



EMPLOYMENT & VOLUNTEERING TOOLKIT

About the Employment & Volunteering Toolkit



The job market in Australia can be very different compared to jobs in your home country. It can be even more complicated to find work when you have some worries in your life, like pain, illness, injuries, or a disability.

Community Access & Services SA (CAaSSA) has written the *Employment & Volunteering Toolkit* to help you understand everything you need to know about working and volunteering in Australia. It covers the steps you need to take before looking for work, all the way through to preparing for your work day.

If you have any questions about this toolkit, please ask the friendly staff at CAaSSA by speaking to your worker or calling the office on (08) 8447 8821.

You can also ask a friend, family member, or support worker for some help with your volunteering and employment journey.

About Community Access & Services SA

Community Access & Services SA (CAaSSA) is a not-for-profit organization. CAaSSA helps culturally and linguistically diverse people in the northern and western regions of Adelaide, South Australia.

CAaSSA has a wide range of programs and services, and helpful staff that speak many languages including Vietnamese, Nepali, Arabic, Kirundi, French, Farsi, Dari, and English.



You can call CAaSSA on (08) 8447 8821 if you would like to speak to someone about the services and programs available.

CAaSSA is located at 62 Athol Street, Athol Park, South Australia 5012.

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TYPES OF OPPORTUNITIES

In Australia, there are many different ways to get involved in the workforce. These range from volunteering casually, all the way to working on a full-time basis. This section will give you more information about your options.

Volunteering

Volunteering is when people donate their time and skills to an organisation. Organisations appreciate having volunteers as it can help them meet their goals, deliver activities and events, and improve their services.

People like to volunteer for organisations because it allows them to give back to their community. It is also useful to volunteer as it allows people to practice their skills, learn new things, and meet new people.



Volunteering on a Casual Basis

Volunteering on a casual basis is the most flexible volunteering option, as you volunteer your time only when it suits you.



EXAMPLE

Thao volunteers at workshops

Thao has volunteered at Community Access & Services SA for over 5 years. She helps with setting up workshops by organising the catering, greeting participants as they arrive, and setting up the tea and coffee station.

Thao volunteers at these workshops only when she is free to help, as she is a carer for her daughter who has Autism. This is an example of volunteering on a casual basis, as Thao does not have any set hours that she has committed to.

Volunteering on a Regular Basis

Volunteering on a regular basis is when you agree to volunteer on certain days every week. This option is good for people who like consistency, and want to give back to the community through volunteering often.

Depending on your circumstances, you may be required to volunteer to receive an income payment from the Australian Government. Finding a volunteering role that offers regular volunteer shifts can help you meet your mutual obligations.



EXAMPLE

Raju wants to volunteer for 15 hours a week

Raju applied for a volunteer role at a children's charity, which he was accepted for. Raju needs to volunteer for 15 hours each week, so that he can meet the mutual obligations required for him to receive his government payment.

Raju negotiated with the children's charity to volunteer every Monday and Tuesday to meet his required hours.

Employment

Employment is where you have a job and are paid money for your time, skills, and labour. There are laws in Australia that protect workers' rights in many areas, including minimum pay rates, shift length, safety at work, anti-discrimination, and workplace bullying.

When you are employed, you should be given certain documents such as a contract of employment and information about your working conditions. You may also be given additional documents depending on your job. Most employees will also be paid superannuation, which helps fund your retirement.



The Fair Work Ombudsman has a very helpful website that contains a lot of information, you can access it by going to www.fairwork.gov.au or by ringing 13 13 94.

Full-time Employment

Full-time employees normally work about 38 hours a week. Full-time employees can be hired on a permanent basis, meaning they are employed on an on-going basis, or are employed under a contract for a certain amount of time.

Full-time employees have access to paid leave, such as annual leave and sick leave. Annual leave is when you have time off for a holiday or a break, and sick leave is when you have time off to recover from an illness.



EXAMPLE

Jessica wins a permanent position

Jessica attended an interview for a homewares shop, and was offered the position. The employer knows that there will always be a market for homewares, and offered her a permanent full-time position.

Part-time Employment

Part-time employees are similar to full-time employees, with one major difference: they work less than 38 hours per week. People choose to work part-time for a number of reasons.

These include having other commitments such as studying, wanting more time to spend with family, or having medical conditions or a disability that makes working full-time difficult. Many business and organisations offer part-time opportunities, as well as flexible working options.



Casual Employment

Casual employment is where there are no set working days, working hours, or guarantee of ongoing work.

Casual workers often work different hours every week, and sometimes do not work any hours.



EXAMPLE

Lucy works as a casual receptionist

Lucy works as a medical receptionist casually. She usually works every Monday, but sometimes if there are not many clients scheduled, she is not rostered for work. Lucy is also called into work regularly when the other receptionists have annual leave or are off work due to being sick.

CREATING GOALS

Before you start looking for a volunteer role or job, it is important to make some goals about what you would like to do. It can be tricky to choose a certain career path, as there are many options. Answering these questions can help you to narrow down your options.

QUESTION 1:

What are your hobbies, or things that you like to do for fun?



If you are unsure about what field you would like to work or volunteer in, have a think about your hobbies and what you like to do for fun. This can help you choose a field or role that is similar to your hobby.

QUESTION 2:

What are some things that you don't like to do?



Knowing what you don't like to do is important, as it can help you avoid job roles that make you do those tasks. For example, if you hate doing the dishes at home, you wouldn't want to apply to be a dishwasher at a café!



QUESTION 3:

**Have you worked or volunteered before?
What was the role and did you enjoy it?**

Thinking about what you have done in the past is helpful, if you enjoyed it you can use your experience to find similar opportunities.



QUESTION 4:

Do you like speaking with people and helping them?



Some jobs focus on speaking with people and helping them. If you find it challenging speaking with people, there are many jobs that don't require much communication.

QUESTION 5:

How do you travel to places? (e.g. I have a driver's license, I catch taxi/uber or public transport, I have someone drive me, I walk)

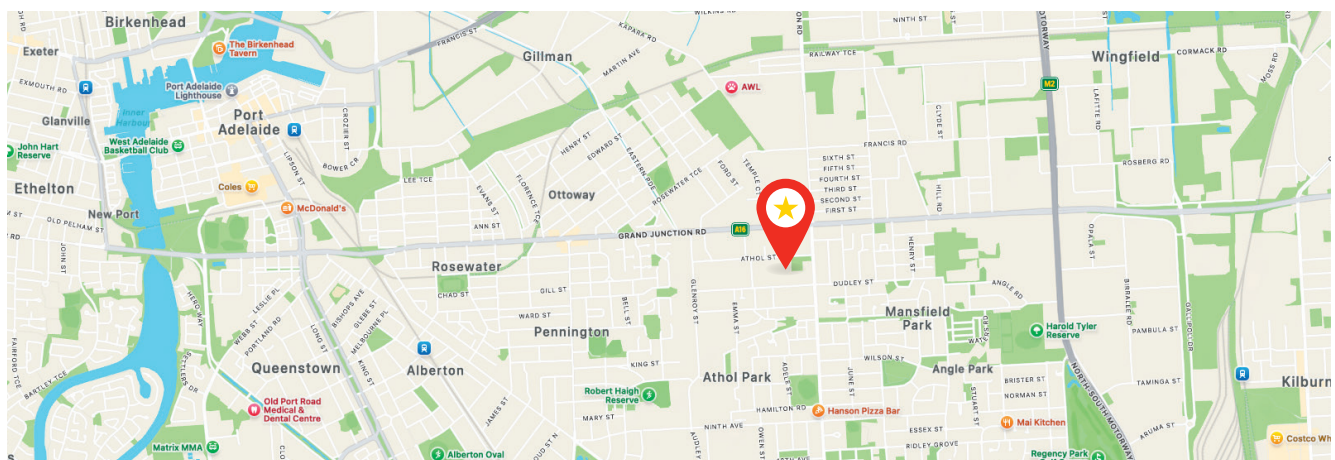
It is important to think about how you will get to work every day. Some jobs require you to own a car and drive as part of the role. This is usually clearly stated in the job advertisement.

QUESTION 6:

How far would you be willing to travel for a job or volunteer opportunity? (e.g. my local area only, other nearby locations, anywhere)



It is important to think about how far you are willing to travel, and also how you will be travelling there. An opportunity might only be a 15-minute car drive away, but may take much longer if you took public transport.



QUESTION 7:

**Do you need help doing certain tasks, or require accessibility aids?
(e.g. I have a support worker, I can't stand for long,
I need a building with an elevator)**

This question is especially important to consider, as you may need to discuss this with your future employer. It can also help you narrow down on a job role. Many job roles can be modified for you to meet your accessibility needs!



QUESTION 8:

Can you speak, read, and write in English?

For some roles, speaking English is not important, however for others it is. It is good to have an understanding of your English skills so that you can find opportunities that are suitable for you.

QUESTION 9:

Can you count money?

Some roles, such as cashiers, need to be able to count and understand money. You don't need to be perfect at counting money and giving change as it is a skill you can develop on the job; however it is good to know how confident you are with it beforehand.



QUESTION 10:

Would you like to study?



Some jobs require certain qualifications. You can also study to boost your general knowledge in certain areas, such as English, Mathematics, and Computing.



WHERE TO FIND WORK AND VOLUNTEERING OPPORTUNITIES

In Australia, there are many different ways to search for work and volunteer opportunities. This section will help you to understand where and how to look for opportunities.

Through Family and Friends

It is helpful to ask your family and friends if they know about any jobs or volunteer opportunities that are available. Your friend's workplace could be hiring, or maybe your Auntie volunteers for an organisation that needs extra help. Many opportunities in Australia are found through word-of-mouth.



Online Job Boards

Many businesses and organisations post opportunities on online job boards. The main ones for work opportunities in South Australia are [seek.com.au](https://www.seek.com.au) and au.indeed.com. Volunteer opportunities can be found on volunteering-sa-nt.org.au



Directly on the Website of the Business or Organisation

Many businesses and organisations will post opportunities directly on their website. Often there will be a link which says "careers" or "volunteer with us".

Newspapers

While online advertisements are more common, some opportunities are still advertised in local newspapers. It is important to look at newspapers that are made just for Adelaide or South Australia, otherwise you might find advertisements for jobs in other states!



Advertised in Shops and Businesses



The next time you go shopping or out to a restaurant, keep your eye out for “help wanted” posters. Many retail and hospitality businesses would put up posters advertising that they are currently hiring.

Employment Services Providers and Disability Employment Services

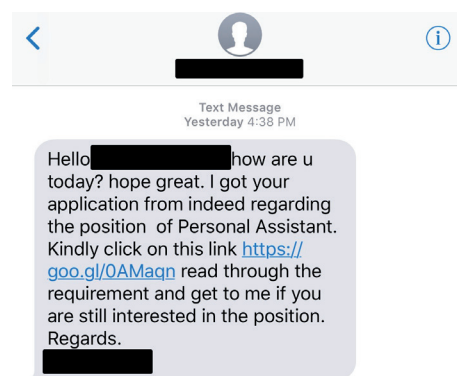
Some people are eligible to access additional job hunting support through Employment Services Providers and Disability Employment Services. These services help people to find work through networking, referrals to jobs, and additional training.



HOW TO SPOT A FAKE JOB ADVERTISEMENT: AVOIDING SCAMS

Unfortunately, some people try to scam people who are looking for work. A scam is a trick, or when someone is not honest about their intentions, and usually results in someone trying to steal your money or your personal details.

This section will explain to you some common scams in job advertisements, and how to spot them.



Types of Scams

Some scammers will offer people fake jobs, and ask them to do illegal activities for them without the person knowing that it is a crime. One example is a fake job where someone puts money into your bank account, and asks you to deposit it into a stranger's bank account. This can be a method of money laundering, which is when people try to make money gained from crime look like it was earned in a legal, normal way.

Other scammers will post fake job advertisements to get personal details such as your name, address, birthday, bank account details, and tax file number. These personal details can be sold to others, or used by criminals to commit identity theft. Identity theft is where someone uses your personal details to pretend they are you, and act in your behalf.

EXAMPLE

It Sounds Too Good to Be True

Have you looked online and found your dream job? Sometimes it is worth double checking the job advertisement for warning signs that it might be a scam.

Look at the job advertisement to the right, can you spot anything worrying about it?



It is possible to find jobs on social media, but they will be posted on business pages - not from a personal profile. There are a few other things that indicate this post is not a legitimate job advertisement:

- It targets people who are looking to work from home, which is a very popular job due to the Coronavirus pandemic
- It has grammatical errors
- It doesn't say what the job role is
- It offers a free laptop and iPhone to entice people
- Employers will not ask you to "say hi" on your personal Facebook to apply for a job

APPLICATION REQUIREMENTS

When applying for a work or volunteering opportunity, you might notice that the advertisement asks for applicants to have certain documents, certificates, or licences. This section will explain to you what the most common requirements are.

Resume

A resume is a document that contains information about you. It tells employers about your employment history, volunteering history, previous education, and career goals. While most resumes cover this information, there are many different ways to write a resume and some people like to include extra information about themselves and their accomplishments.

You can find an example of a resume on page 48.

Cover Letter

A cover letter is a document that explains to an employer how you are the perfect fit for the job. When you write a cover letter, it is important to speak about how your past experience is useful for the job you are applying for.

It is important to write a different cover letter specifically for each job you apply for. You can find an example of a resume on page 50.

Police Record Check

Some employers ask that applicants have a police record check, or are able to obtain one. According to South Australia Police, a police record check shows a record of a person's offending history within Australia. Offending history means crimes someone has committed and been caught by the police for.

To get a police record check, there are two options. Some organisations that accept volunteers are able to apply for free police record checks. If you are volunteering, you can ask your organisation to assist with this.

If you are not eligible for a free police record check, you have to fill in an application form and pay the application fee. You can download the application form from the South Australia Police website, or go into a police station and ask for one.

If you have been offered a job, some employers will pay for the police record check for you.

This is a scan of the 'National Police Check Application' form from the South Australia Police. The form is titled 'South Australia Police National Police Check Application' and includes instructions at the top. It contains various sections for 'APPLICANT DETAILS', 'PURPOSE OF CHECK', 'CATEGORY', and 'CHECK TYPE'. The form is filled out with handwritten information, including a name, address, and contact details. It also includes checkboxes for different categories of checks and a section for the applicant's signature and date.

You can find out more information about police record checks on the South Australia Police website here:

police.sa.gov.au/services-and-events/apply-for-a-police-record-check

Department of Human Services Working with Children Check

According to the Department of Human Services, people working or volunteering with children in South Australia must, by law, have a Working with Children Check.

A Working with Children Check assesses whether a person poses an unacceptable risk to children. The Working with Children Check screening unit assesses a person's criminal history, child protection information, and other information to determine who can safely work with children.

Volunteers are able to receive a Working with Children Check for free, however this free check can only be used for volunteering. To get a Working with Children Check to use for employment, a fee has to be paid with the application.

If you have been offered a job, some employers will pay for the Working with Children Check for you.

A screenshot of the "Screening and background checks" application form from the Government of South Australia, Department of Human Services. The form is titled "Application Details" and includes fields for First Name, Last Name, Email, Confirm Email, Date of Birth, Reference Number, Proposed Start Date, Continuation of Work, Role Description, and Screening Required. The Screening Required section has checkboxes for "Aged Care Sector Employment", "General Employment Priority", "Volunteer Person Related Employment", "Working with Children Check", and "NDIS worker check". There is also a dropdown for "Applicant Type". At the bottom, there is a checkbox for "It's not a robot" and a "Start Application" button.

You can find out more information about the Working with Children Check on the Department of Human Services website here:
screening.sa.gov.au/types-of-check/working-with-children-check

EDUCATION AS A PATHWAY TO EMPLOYMENT

Education not only improves your knowledge and wellbeing, but can also become a pathway to employment.

Some jobs require you to have a certain qualification to work in the field. One example of this is to be a car mechanic, you need to complete an apprenticeship where you learn mechanic skills on the job. This apprenticeship qualification is proof to employers that you have undertaken training, and are a qualified mechanic.



Other jobs do not require you to have education qualifications, but look favourably upon it. One example of this is someone who has completed a Certificate II in Retail, who is applying to be a cashier. A cashier does not need to have this qualification - but it helps them to stand out from the other applicants.

Studying can also act as a pathway to employment, as it allows you to meet new people and network. Your classmates may be working and can tell you if their workplace is hiring, or your teachers might have connections to the industry and can encourage you to apply to vacancies.



There are many forms of education and study in Australia, ranging from informal once-off workshops, all the way up to university-level study. This section will explain to you the different options you have for studying.



Workshops

Many councils and library services offer free or low-cost workshops on a variety of topics. These workshops are generally once-off, and introduce you to a new skill or activity. Some private businesses also offer workshops for a fee. These workshops can cover areas such as:

- Resume writing
- Computing
- Gardening and composting
- Sewing
- Tinkering and repairing objects
- Arts and crafts
- Driving
- Cooking
- Parenting
- And many more!

These workshops are a good way to try something new, especially if you are not sure if you will enjoy it. They offer an introduction to the topic, and let you have a go at it. If you enjoy it, you could consider studying it at a higher level.



Adult Community Education (ACE)

Adult Community Education (ACE) classes are generally ran by community centres, councils, and libraries. ACE classes offer people the opportunity to learn new things in a low-stress classroom environment. ACE classes can be free or low-cost, and are often run weekly with the expectation that you attend regularly.



The most common ACE classes are for English, mathematics, and computing skills. These classes prepare you for everyday life, and can act as a pathway to employment or further study.

South Australian Certificate of Education (SACE)

Many people wrongly believe that high school is just for teenagers, but there are flexible programs that allow adults of any age to complete their SACE, otherwise known as Year 11 and Year 12.

SACE allows you to choose from a wide range of topics to study, and some providers offer extra flexibility such as part-time study, night classes, and accessibility modifications.



Obtaining your SACE is an accomplishment in itself, which employers recognise. SACE can also be used as a pathway to further study, such as TAFE or University.

Technical and Further Education (TAFE)

Technical and Further Education (TAFE) provides practical training in a number of areas. Some common TAFE courses include:



- > Hospitality
- > Trades (Electrician, Mechanic, Plumber etc.)
- > Information technology
- > Construction and building
- > Hairdressing
- > Beauty and makeup
- > Cooking (production kitchens, chef training)

TAFE offer courses at different levels:

- > Certificate I
- > Certificate II
- > Certificate III
- > Certificate IV
- > Diploma
- > Advanced Diploma

It is common to begin with a lower certificate, and work your way up to a higher level certificate over time. If you don't know much about the area you would like to study, it is a good idea to start with a Certificate I or Certificate II as these are introductory options that teach you general information and skills.

Some TAFE courses are completed in a classroom setting, while others are completed in a classroom and while on the job. This is called an apprenticeship, and are typically used for trade courses such as plumbing.

University

University study is available at multiple levels, including preparatory programs, undergraduate certificates, bachelor degrees, and postgraduate study. Some people believe that entry to university relies on your ability to do well in high school, but there are many pathways into university now.



Most universities host free preparatory programs that are held over the span of one semester, which when completed allow you to apply for bachelor degrees. The free preparatory programs teach you how to research, write assignments, use academic English, and how to navigate life at university.

Universities provide accessibility measures to students who have a disability. These accessibility measures are catered to your needs, and for example can include having extra reading time on tests, or having an Auslan interpreter present in lectures.





QUESTION 11:

Do you think that studying would help you land your dream job and why?

QUESTION 12:

What fields or areas would you like to study and why?

VOLUNTEERING AS A PATHWAY TO EMPLOYMENT

It might feel counterproductive to volunteer your time for free while you are looking for paid employment, but volunteering can be very helpful with your job search!

Volunteering can:

- Teach you new skills
- Help you practice existing skills
- Help build your confidence and self-esteem
- Introduce you to new people

Additionally, volunteering helps with your job search in the following ways:

Volunteering Gives You Experience

To gain experience in making coffees, you can choose to volunteer at a social enterprise café. Through volunteering at the social enterprise café, you are able to learn how to use coffee bean grinders and gain experience in making coffee.



Volunteering Looks Good On Your Resume

Having a good resume is a very important part of landing your dream job, as employers use resumes to review your skills and experience. Volunteer work can be written on your resume, which is especially handy if you have not worked a paid job before.

Volunteering also shows employers your good character. Employers like to see that people have volunteered, as it demonstrates that you are willing to give back to the community and invest in yourself by learning new skills.

QUESTION 12:

Can you think of any other ways that volunteering might help you find paid employment?





Volunteering Gives You a Network

Networking is where you expand your professional and social circles to include new people, which is very helpful when it comes to looking for work. While you volunteer, your colleagues might know of jobs that are currently hiring and recommend that you apply. This helps as they may know about a job opportunity that you haven't seen yet.

Additionally, the organisation that you volunteer at could advertise job opportunities internally, meaning that only current staff and volunteers are given the opportunity to apply. This is beneficial to you, as it means there is less competition to win the job.

INTERVIEWS – WHAT TO EXPECT

What is an Interview?

An interview is an opportunity for a company to get to know you. It gives you the chance to tell the company a bit about yourself, your skills, and what you can bring to the available position. It also lets you learn about the position, what you will be doing, and who you will be working with. Interviews are an important step in getting a job or a volunteering role.

Interviews can be held in different ways. In most cases, it is a formal meeting where you attend the company's office or store and speak with the interviewer. Interviews can also be held in different ways, including over the phone, on a video call, or at a public space.

Sometimes you can be invited to a group interview, which is where a group of applicants are invited to the same interview. Group interviews can happen because the company wants to hire many people at the same time, or because they want to see how you work together with other people.

You can also be interviewed for the one position a few times. For example, a company might have more questions for you after the first interview, so they will invite you back for a second interview to get to know you better. Generally, second interviews are more common if you are applying for a position that has a lot of responsibilities.

If you are interviewing for a volunteer position, the interview is generally more casual compared to an interview for a paid position. Interviews for volunteer positions may ask you why you would like to volunteer, if you can do the tasks required, how often you can volunteer, and if you have the clearances they require.

It is very important to attend your interview at the right time. Being on time for your interview shows the interviewer that you are punctual and reliable. If you are late the interviewer might assume that you don't care about getting the job, or that you will also be late to work if they hire you.

It is a good idea to plan to be 10 to 15 minutes early for an interview.



Before the Interview

Have you been invited to an interview? There are a few things to consider before you go.

CLOTHING

What you should wear to the interview depends on the position and the company you are interviewing at. In general, it is better to over-dress than it is to under-dress. This means that if you are not sure about what to wear, it is better to wear business-style clothes than it is to wear a t-shirt and jeans.



INTERVIEW LOCATION

Do you know where the interview location is? It can be helpful to look this up a few days before the interview, so you can be sure of where you need to go.

If you drive, you can plan how long it will take you to drive there and find a car park. If you get driven by someone else, you can ask them in advance to take you there for the interview.



If you take public transport, make sure that you know what routes will get you there on time. It could be useful to consider taking an earlier service, to ensure that you will not be late. Public transport can be unreliable sometimes, as its vehicles can break down or be delayed.

VIDEO CALLS

Were you asked to have a video call interview? Video call interviews are becoming more common due to the COVID-19 Pandemic, as people are trying to physical distance to avoid the spread of illness. Your interviewer will send you an email with a link to join the video call at a certain time and date.

It is a good idea to practice video calls with a friend or family member beforehand, to make sure that you know how to do them and that your computer has no technical issues. If you are not able to do video calls easily due to your disability, let your interviewer know. You and your interviewer can negotiate another way to do the interview that works for your needs.

Oh No, I'm Running Late or I Can't Attend!

Sometimes unavoidable things happen that can make you late for the interview, like the bus is late, your car breaks down, or you get sick. If this happens, it is important to call your interviewer as soon as possible. During this call, you can apologise and let them know that you are running late or would like to reschedule.

I'm Feeling Nervous, What Should I Do?

It is completely normal to be nervous about an interview! Most interviewers expect their interviewees to feel a bit nervous while being interviewed. There are a few things you can do to help you be more prepared and feel more confident.

- > Speak to friends and family about what their past interviews looked like
- > Research common interview questions on the internet
- > Research the company, so that you know about their history and what work they do now
- > Practice small talk with friends and family
- > Think about why you want to work at this company, and practice talking about it in front of a mirror



I need an Interpreter, Support Worker, or Other Accessibility Measures

If you need an Auslan interpreter or support worker to be present with you, contact the interviewer to let them know. This allows them the chance to book a bigger meeting space for the interview, and means that they won't be surprised when someone accompanies you.

If you need other accessibility measures, such as meeting on the ground floor or meeting somewhere that has an accessible toilet, letting your interviewer know in advance allows them to accommodate your needs.

I GOT THE JOB – WHAT ELSE SHOULD I KNOW ABOUT?

Contract of Employment

When you are offered a job, you will be given a contract of employment to sign and return to your employer. This contract outlines everything relating to your job role, e.g. your work duties, responsibilities, rate of pay, as well as other agreements.

It is important that you understand what you are agreeing to when you sign the contract, and it is important to make a copy of the contract for your own records. If you do not understand something in the contract, you can ask your employer to explain it to you before you sign it. You can also ask a family member, trusted friend, or trusted support worker to help you through the process.



Induction

An induction is where you receive basic training to complete your job role, which both employees and volunteers complete. Sometimes induction can be a set period of time, such as two weeks for example, where you are trained in tasks. Other times it can be on the job training, or a checklist of tasks you complete.

As well as training you in your job, induction should cover important work health safety information such as how to do all tasks safely, what the evacuation procedure is, and who to contact in the case of a work emergency. If you have any questions about your job role during or after the induction, ask your manager.

Pay Slips

When you begin working, you will be given pay slips from your employer. Pay slips are important documents that tell you information about your pay. Your employer has to give you a pay slip within 1 day of your pay day. If you do not know when your pay day is, you can ask your manager, payroll officer, or coworkers to find out.

Pay slips should tell you your hourly pay rate, the rate of any additional loadings, how many hours you worked, how much money you earned in total during the pay period, how much tax was deducted from your pay, and how much superannuation your employer paid your superannuation fund.

It should also have your employer's name, their Australian Business Number (ABN), the dates of the pay period, and the date that you will be paid.

If you are entitled to leave, pay slips sometimes also state how much annual and personal leave you have accrued. If your pay slip does not tell you how much leave you have accrued, you can ask your manager or payroll officer to tell you.

Over the page is an example of a pay slip for a worker who works full time, and is paid every fortnight.

EXAMPLE PAY SLIP

Business Name

ABN: 12 345 678 912

Pay slip for: **Fatima Ahmed**

Classification: **Example Retail and
Hospitality Award Level 2,
Pay Point 1**

Gross pay: **\$2,213.12**

Net pay: **\$1,814.00**

Superannuation fund: **Hostplus**

Payment date: **31 January 2022**

Pay period: **15 January 2022 – 28 January 2022**

Description	Hours	Rate	Amount	Year To Date	Type
Base Hourly Rate	76	\$29.12	\$2,213.12	\$4,426.24	Wages
PAYG Withholding			- \$399.12	- \$798.24	Tax
Superannuation Guarantee			\$221	\$442	Superannuation

PREPARING FOR THE WORK DAY

Before going to work, there are some things that you can do to be prepared for the work day.

Morning Routine

A morning routine is made up of tasks and activities that you do when you wake up. Everyone's morning routine is different, however many people do similar tasks.



Some examples of things that people do in the morning include:

- > Make the bed
- > Have a shower
- > Eat breakfast
- > Take your medicine
- > Brush your teeth
- > Brush your hair
- > Put on makeup
- > Shave your face
- > Have a coffee or tea
- > Watch the morning news
- > Check social media apps
- > Get dressed



It is important to know what you usually do during your morning routine, and how long it takes you. Knowing how long it takes you can help you decide what time you will need to wake up in the morning.

Making Lunch

If you are working all day, you will have a lunch break. Depending on your job and the length of the shift, you might also have one or a few shorter breaks also. It is important to think about what kind of food you want to eat while on your work breaks.

If you want to bring lunch from home, you need to think about where to keep your food at work. If your work has a fridge and a staff kitchen, this makes choosing your food very easy. If your work does not have a fridge or staff kitchen, you need to make sure that the food you choose is safe to be kept at room temperature.

If you bring your lunch from home, you can organise your food the evening before work. Organising your lunch the night before means that in the morning, you can grab your food as you are leaving which saves you time during your morning routine.



Picking an Outfit

Workplaces have a dress code or uniform. A dress code is a list of clothing that your workplace allows you to wear. Every workplace has a different dress code, with some workplaces allowing most clothes, and others having a strict list of what clothes are allowed to be worn. If you are not sure about the dress code, ask your manager.

A uniform is a set of clothing that everyone in your workplace wears. Sometimes having a uniform means that you have to wear a specific colour top, other times it means you have to wear a shirt with the company logo on it. For example, air hostesses, police officers, supermarket workers, and fast food workers all wear uniforms.

Here is a photo of some staff following their workplace's dress code. These people work in an office, and are following a dress code called "business casual".



Travelling to Work

Having a think about how you will get to work each day is very important. There are a number of ways to travel in Adelaide, including:

- Driving yourself
- Being a passenger in the car
- Catching the bus
- Catching a taxi or rideshare
- Catching the train
- Catching the tram
- Walking or using a mobility aid

Most people use a few ways to get to work each day. One example is a person who drives to the train station, and then catches the train into the city. This saves money, as the train ticket is cheaper than car-parking fees.

Knowing how long it takes you to travel to work is important, so that you can plan what time you need to leave home to be at work on time. If you are not sure how long it will take, you can do a practice run on a day that you are not working. Choosing a similar day and time is helpful, because some times and days are quieter traffic-wise than others.

ADVOCATING FOR YOUR NEEDS



This article is general information and may not apply to your circumstances. If you believe that you have experienced discrimination on the basis of your disability, we recommend that you seek legal advice.

You can call the Legal Services Commission of South Australia's Legal Help Line on 1300 366 424. If you require an interpreter, you can call the Translating and Interpreting Service on 131 450, and ask them to call 1300 366 424.

Community Access and Services SA also offers a free legal help service. Call the CAaSSA office on (08) 8447 8821 for more information and to make a booking.

Advocating for your needs at work can feel tricky. Many people who have a disability, feel unwell, or are injured can find it hard to speak to an employer about their needs. This can be because it is a personal topic, or because they are worried it will stop the employer from hiring them.



In Australia, people with disability are protected by the Disability Discrimination Act 1992. The Disability Discrimination Act 1992 is a law that sets rules about accessibility and inclusion for people with disability. It applies to many areas of life, not just employment.

Under the Disability Discrimination Act 1992, employers must make reasonable adjustments to accommodate a person's disability, unless that adjustment would result in unjustifiable hardship to the employer.

While reasonable adjustments depend on the person, the type of job, and the employer, here are a few examples:

- Adjustable and accessible furniture
- Extra job training
- Extra support from supervisors
- Auslan (Australian Sign Language) interpreting
- Captions on videos required for your job
- Computer screen-reading software

When you start applying for jobs, the job advertisement will give you a description of job tasks. It is good to read the job advertisement, have a think about it, and make a list of tasks that you may need an adjustment for. Having a list pre-prepared will help you feel organised when it is time to discuss them with the employer.



Everyone is different, and everyone feels differently about when to discuss adjustments with a potential employer.

- Some people raise it with the employer before the interview, as they may need adjustments to be made for the interview.
- Other people bring it up during the interview, as they may want to explain and discuss a visible disability.
- Some people wait to discuss it until after they have gotten the job, as they are worried that the employer won't hire them if they bring it up earlier.

Online job applications forms offer people the chance to disclose and discuss their disability. Answering these questions online can take away any potential stress of explaining in person, but it is up to you to decide how you would like to discuss your situation and accessibility needs.

VOLUNTEERING PROCESS CHART

This chart shows the steps involved to become a volunteer. Not all volunteer roles will follow this chart exactly, but most people take similar steps to become a volunteer.

**Find a volunteering opportunity
that you are interested in**

**Create or update
your resume**

**Submit your
application**

**If successful, attend
interview(s) for the role**

**If successful, be onboarded
as a volunteer and receive
organisational documents
such as workplace safety
and code of conduct**



```
graph TD; A["If successful, be onboarded  
as a volunteer and receive  
organisational documents  
such as workplace safety  
and code of conduct"] --> B["Provide your information  
to the organisation  
such as police check,  
work clearances, and emergency  
contact details"]; B --> C["Begin volunteering!"]
```

**Provide your information
to the organisation
such as police check,
work clearances, and emergency
contact details**

Begin volunteering!

EMPLOYMENT PROCESS CHART

This chart shows the steps involved to find employment. Not all job roles will follow this chart exactly, but most opportunities will require similar steps.

**Find an employment opportunity
that you are interested in**

**Create or update
your resume**

**Write a cover letter
specific to the opportunity**

Submit your application

**If successful, attend
interview(s) for the role**

**If successful, receive
offer of employment**

**Receive information
such as work contract,
employee rights, rate of pay**

**Negotiate with employer
if required, otherwise sign contract
and provide bank account details,
superannuation details, and
Australian Tax File Number**

Begin working!

EXAMPLE RESUME



Please note that you can find resume and cover letter templates at www.caassa.org.au/resources/

Hanh Nguyen

0400 111 222

example@gmail.com

ABOUT ME

I am a friendly and customer-focused aspiring waitress. I am passionate about providing great customer service to people dining-in, and I am very eager to work in the restaurant industry.

I have waitressing experience from my volunteer role at the Community Kitchen, and have studied English at Community Access & Services SA to increase my communication skills.

WORK EXPERIENCE

Waitress/Server

Community Kitchen - Athol Park, SA

June 2021 – December 2021

In this role I greeted customers, took orders, processed payments through the cash register and EFTPOS machine, brought diners their food, and cleared tables.

Barista

Coffee Shop – Hanoi, Vietnam

February 2018 – November 2019

In this role I greeted customers, took orders, processed credit card payments, brewed espresso coffee, and made complex hot and cold drinks.

SKILLS

- › Counting and handling money
- › Greeting and serving customers
- › Preparing espresso and filter coffee
- › Following food safety standards
- › Working together with other staff
- › Ensuring tasks are completed before the deadline
- › Speaking in Vietnamese (fluent) and English (proficient)

EDUCATION

English Classes

Adult Community Education – Community Access & Services SA
January 2021 – June 2021

Secondary School

Local High School
2013 – 2018

CERTIFICATES AND LICENCES

- › Driver's licence
- › Willing to obtain police check

REFERENCES

Jane Smith

Manager – Community Kitchen

☎ 0400 111 223

✉ manager@gmail.com

John Smith

Chef – Community Kitchen

☎ 0400 111 224

✉ chef@hotmail.com

Jenny Smith

English Teacher – Community Access & Services SA

☎ 0400 111 225

✉ teacher@yahoo.com

EXAMPLE COVER LETTER

07/09/2021

Ms. Susie Smith
Seaside Restaurant
1 Esplanade Road
Beach Town, South Australia 5000

RE: Waitress position

Dear Ms. Smith,

As I am an aspiring waitress, I was excited to see a Waitress position available at Seaside Restaurant. I have demonstrated experience in the hospitality sector from my barista and volunteer waitress roles. I am hard-working and dedicated to providing an excellent dining experience to all customers.

Through my barista role, I have developed my customer service skills in a busy working environment and can provide fantastic customer service while producing espresso coffee. At my current waitress volunteering role, I have learnt how to carry multiple plates and drinks with a smile to customers who are dining in. I also have honed my skills in seating diners, ringing up bills, processing payments, clearing tables, and packing takeaway orders.

I would be pleased to contribute my strengths and skills to the server team at Seaside Restaurant. I am bilingual, and can converse with customers in both English and Vietnamese. I have begun building my skills in back-of-house work through my volunteer waitressing role during quiet periods, as I like to ensure that I am always learning and working my hardest. I have my full Australian driver's licence and own car, to ensure that I am available to attend work at any time of day or night.

My resume and references are attached below. I look forward to hearing back from you, please feel free to contact me at any time convenient to you. I welcome the opportunity to meet with you to discuss the Waitress position at Seaside Restaurant.

Thank you for your time and consideration.

Yours sincerely,
Hanh Nguyen

NOTES

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Community Access and Services SA

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Athol Park SA 5012

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