

# Alternatives to Employment Program

## Choosing a Service Provider



### **Does your service cover my suburb?**

There are Alternatives to Employment (ATE) service providers in each metropolitan and country region. Country and metropolitan service providers are listed on the ATE service provider list.

### **What is the staff ratio? Am I able to have 1:1 support, group activities or a mix of both?**

Your support worker ratio depends on your needs and the service provider's ability to meet individual choice. Service providers will endeavour to appropriately match individuals if they are part of a group.

### **Do you allow for program or day changes; how much notice is required?**

Individuals and families are encouraged to be involved in developing and reviewing their program. Most service providers have some flexibility to allow for changes in days or changes to activities dependent on the person's needs (such as changes to employment option, health issues). If a person is sick it is expected that they do not attend their program. Generally the hours missed will not be replaced.

### **How often are programs reviewed and who is involved when these reviews take place?**

Programs are reviewed in line with the service providers' policies and procedures. Funding reviews can be requested through the Alternatives to Employment program at any time and are carried out quarterly. Additional funding will only be allocated if the individual has had a significant change in their support needs.

### **Are there limited places?**

Some service providers may have limited places. It is important to discuss this with the service provider during your initial contact and to include a second preference on your RSVP form.

**Is transport provided? If so, what is the cost?  
(If applicable) Are you able to provide transport training?**

Most service providers are able to provide transport for service recipients who are unable to use public transport. The use of public transport and taxis is, however, encouraged. Training to use public transport may also be part of your program. Transport fees are the responsibility of the service recipient and will vary between service providers.

**What fees or expenses are we required to pay? What do these fees cover?**

Some service providers charge a fee for service (which may account for some activity costs). However, activity costs are usually the responsibility of the participant and will vary according to the individual program.

**What hours and days do you operate?**

In general service providers operate between working hours from Monday to Friday. However, there is some flexibility and it is important that you discuss this with your service provider.

**Are there times during the year when services are closed?**

Most service providers close over Christmas for up to four weeks and on public holidays. Some close at different times during the year for staff training, meetings, etc.

**What safeguards are in place?**

It is the responsibility of the service provider to screen staff through police checks and to ensure staff are trained to meet individual needs and requirements. The Disability Services Commission also carries out standards monitoring to ensure all service providers meet the Disability Services Standards and each provider must complete a pre-qualification process to be eligible to provide ATE services.

If you have any queries, please contact the program on 9426 9273, TTY: 9426 9315