



Trainee Handbook

Empowered by
**FIGHTING
CHANCE**



Name:

Office:

Office Phone
Number:

General Manager:

General Manager
Email Address:

Training Leader:

Training Leader
Email Address:



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About Jigsaw

Jigsaw is a vibrant document and data management business which trades in order to create training, paid work experience and transitional pathways to mainstream employment for people with disability.

We believe that people prepare best for work, in work.

Jigsaw gives people with disability the opportunity to develop work skills in a real business, join the workforce for the first time, and use those experiences as a springboard into mainstream roles.



What we do

At the centre of the Jigsaw model is a fast-growing document management business, providing high quality business-to-business services to over 100 corporate and government clients.

Jigsaw has earned a reputation across Australia as a leader in its field by harnessing the skills of a diverse and unique workforce who deliver quality results that win large commercial contracts.

Training For Work, In Work

Jigsaw revolutionises the way people with disability prepare for the workforce by embedding an innovative training program, tailored to each individual's needs and abilities, within a real business.

Through group-based learning, 1:1 mentoring and work experience, participants focus on growing key employment skills with an aim to transition to mainstream employment.

Your First Day

By now you will have met the Intake Team, been given a tour of Jigsaw, and introduced to your team. It is now time to begin your training journey at Jigsaw.

The first step on this journey is to get to know your zone and Team Leader. Jigsaw is structured into five zones, with each zone led by a Business and Training Lead. These are your managers who will guide and support you each day and are your primary contacts at Jigsaw, so please flag any questions or concerns you may have with them.

Alongside the work you will do in your zone, you will be supported by a team of Trainers who will help you to achieve your individualised goals, build confidence and develop meaningful workplace relationships. Trainers will also support you to build knowledge about the way a business works.

During your day at Jigsaw you will participate in a number of different workplace training sessions, focusing on Jigsaw’s Workforce Values. These sessions will include interactive team meetings and group presentations on a weekly employment theme. You will also take part in independent learning sessions to develop individualised strategies to support your understanding of the weekly employment theme.

The third and final step is to begin your individualised employment journey. Your Business and Training Leads will take the time during your first week to get to know your strengths, learning style and employment goals to begin developing a plan to achieve “Employment Readiness”.

Remember, no question is a silly question. If you need to ask anything or if you don’t understand something, please raise it with your Team Leader or Training Leader.

Once again, welcome to Jigsaw and good luck on your journey to reach employment readiness!

Structure of the day

There are several breaks throughout the workday at Jigsaw

Start of day	Morning Tea	Lunch Break (Group 1)	Lunch Break (Group 2)	End of day
9:00am	10:30 - 11:00am	12:30 - 1:00pm	1:00pm - 1:30pm	3:00pm

Transport and Parking

There are several options to get to Jigsaw, including:

Buses

- **280 Forest Coach Line Bus**
Chatswood to Warringah Mall
Estimated walk to Jigsaw – 450 metres
- **136 Sydney Bus**
Chatswood to Manly
Estimated walk to Jigsaw – 800 metres

Easy Link Transport also offer FREE personalised travel training. You can find information about this on their website.

<https://easylink.com.au/transport-services/travel-training/>

Parking

There is parking available on site at Jigsaw, including accessible parking spaces.

Facilities

Cafe and Kitchen

During breaks, Jigsaw has a break area and kitchen where all members of Jigsaw Staff are encouraged to eat their morning tea and lunch together.

In the office kitchen, the team has access to;

- A fridge for storing food
- Plates, cups and cutlery
- Tea and coffee facilities
- Kitchen appliances such as a microwave and toaster

Available Nearby

There is a cafe available nearby the Jigsaw office where you can purchase food, as well as coffee.

Personal belongings

Jigsaw has allocated space for storing the personal belongings of Team Members. You will be shown where to store your bags and other personal belongings on your first day.

Jigsaw Workforce Values

The Jigsaw Workforce Values sit at the heart of Jigsaw as a business and training program. It is a tool which outlines 29 core employment skills that each Jigsaw trainee will be actively working to build confidence in to achieve “Employment Readiness”.

Each week, you will focus on developing an understanding of one of these core employment skills, facilitated through group and individual training sessions via our online training platform, Litmos.



Jigsaw Workforce Values

Values	Capability	Skill
Reliable	Responsible	Punctual
		Reliable
		Prioritise
		Organised
		Focus
		Present professionally
	Adaptable	Follow processes
		Follow instructions
		Follow policies
		Flexible
Professional	Collaborative	Professional Communication
		Teamwork
		Workplace relationships
		Feedback
		Stress Management
	Innovative	Integrity
		Problem-solving
		Accurate
		Efficient
		Autonomous
Independent	Ambition	Workplace documents
		Self advocate
		Career goals
		Professional documents
		Understand a business
	Progression	Job application
		Interview skills
		Job preparation
		Career progression

Giving notice of absence

On occasions where you are sick or cannot otherwise attend the office:

Cancellation of Scheduled Support and “no shows”

In line with the NDIS Price Guide, and Jigsaw’s attendance policy, Training Leaders must be notified of cancellation of a scheduled support (i.e. not coming to the program on any given day) by 3pm the day before the scheduled support.

Where the Team Leader is notified by 3pm the day before the scheduled support, no fee will be charged to the Trainee for the cancelled activity.

If you do not notify the Training Leader of your intention to cancel a scheduled support by 3pm the day before, the Trainee will be considered a “no show”. Under the NDIS Price Guide, Jigsaw reserves the right to charge 90% of the full price of the scheduled support for personal care and community access supports, up to 12 times per year.

If a Trainee is a “no show” more than 12 times per year, Jigsaw will commence discussions with the Trainee about varying the terms of this Agreement to better fit the Trainee’s needs.

Unplanned Absence or Running late

If you are feeling unwell or cannot attend Jigsaw that day, please notify your Training Leader by phoning the office, or have a support person call on your behalf.

Planned Absence

If you wish to take a leave of absence from Jigsaw, please notify your Training Leader by email.

We encourage all Trainees to give as much notice as possible for any leave you need to take where possible. If an individual informs the team later than 3pm the day before, they will be charged for the support the following day, however not for the rest of their leave.

Please note: All public holidays and the Christmas holiday break are marked as absent with no charge in our systems - notice for these periods is not required. You will be notified of the Christmas break dates by email in December.

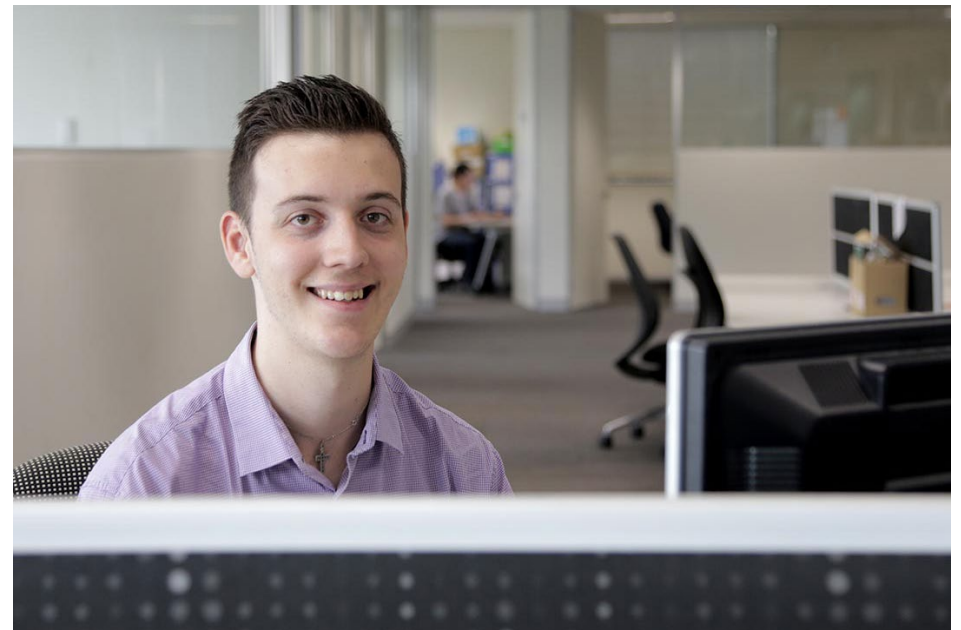
Contact Us

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JIGSAW

www.jigsawaustralia.com.au

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