



Australian Government

## Your right to privacy

Your personal information is protected by the *Privacy Act 1988* and information about you may also be protected by the *Social Security (Administration) Act 1999* (for example, if you are receiving income support). Your information may be shared between Disability Employment Services, the Department of Education, Employment and Workplace Relations, Centrelink, and other Australian Government departments and agencies, to help these organisations provide you with the most appropriate services to meet your needs.

For more information about your privacy, ask your Disability Employment Service, email [feedback@deewr.gov.au](mailto:feedback@deewr.gov.au), or visit [www.privacy.gov.au](http://www.privacy.gov.au).

## Our guarantee of service to you

### Service Guarantee

You will receive ongoing personalised employment services from your Disability Employment Service. These services will be sensitive to your circumstances and background. To view the Service Guarantee visit [www.deewr.gov.au/DES](http://www.deewr.gov.au/DES).

## Code of Practice

Disability Employment Services are contracted to deliver Australian Government funded employment services and have agreed to observe the Employment Services Code of Practice. To view the Code of Practice visit [www.deewr.gov.au/DES](http://www.deewr.gov.au/DES).

If you are not satisfied with the service you are receiving, you should raise this first with your Disability Employment Service. Ask to speak to the manager or supervisor.

If you are still not satisfied, phone the Complaints Resolution and Referral Service (CRRS) on:

- Call: **1800 880 052**
- TTY: **1800 301 130**
- The National Relay Service  
Call: **1800 555 677**  
Fax: **(02) 9318 1372**
- Telephone Interpreter Service:  
**13 14 50**

CRRS is an independent body responsible for resolving complaints through investigation and conciliation. They will try to resolve your concerns quickly, fairly and sensitively.

An interpreter or TTY access for the hearing impaired can be arranged on request.

For more information call **13 62 68** or visit [www.deewr.gov.au/DES](http://www.deewr.gov.au/DES).

## DISABILITY EMPLOYMENT SERVICES FLEXIBLE, TAILORED EMPLOYMENT ASSISTANCE

**The Australian Government's \$1.7 billion Disability Employment Services delivers effective employment assistance for job seekers with disability.**

Disability Employment Services provide eligible people with disability immediate access to individually tailored and comprehensive services including capacity building, training, work experience and other interventions to help obtain and maintain suitable employment.

There are two separate programs within Disability Employment Services:

- Disability Management Service is for job seekers who are not expected to need long-term support in the workplace but might need irregular flexible support to keep a job.

- Employment Support Service is for job seekers with permanent disability and who require regular and ongoing support to keep a job.

Disability Employment Services are organisations contracted by the Australian Government to provide a wide range of services and support to help you find and maintain sustainable employment. They are located in more than 2000 sites across Australia.



## Help to get a job

Your Disability Employment Service provider will work with you to develop an Employment Pathway Plan that meets your individual needs. This will set out the services and assistance you will receive to help you find and stay in a job. The Employment Pathway Plan may include education, training, job search, disability management and other assistance.

Your Disability Employment Service provider will work with you every step of the way by getting to know you and your individual circumstances.

Your Disability Employment Service provider will work with local employers, Registered Training Organisations, state, territory and local governments, community and health services, and other organisations. They will know where the jobs are and how to help you to get one. You will have greater access to training, skills development, work experience and other initiatives.

Once placed in a job, your Disability Employment Service provider will continue to support you for at least 26 weeks. If you need further support after this, your Disability Employment Service provider will be able to help you for as long as you need.

Other initiatives can also help you to get and keep a job. You or your employer may use the following services or be eligible for the following programs.

The **JobAccess** website provides comprehensive information for people with disability, their co-workers, employers, and Disability Employment Services about providing support for workers with disability in the workplace. Visit [www.jobaccess.gov.au](http://www.jobaccess.gov.au) for more information.

Employers can use the JobAccess service to access financial assistance for disability awareness and mental health first aid training.

For more information about how Disability Employment Services can help you, visit [www.jobaccess.gov.au](http://www.jobaccess.gov.au) or phone a JobAccess adviser on **1800 464 800**.

The **Employment Assistance Fund** provides financial assistance to individuals looking for or already in work, employers, and Disability Employment Services. It can pay for services including workplace modifications, and Auslan interpreting services for job interviews and work related activities.

For more information visit [www.jobaccess.gov.au](http://www.jobaccess.gov.au).

The **Supported Wage System** allows employers to pay less than the minimum wage by matching a person's productivity with a fair wage. With the Supported Wage System, eligible people with disability can access a reliable process of productivity based wage assessment to determine fair pay for fair work.

**Wage Connect** aims to help people who are very long-term unemployed transition to sustainable, ongoing paid employment.

Wage Connect provides job seekers with the opportunity to gain paid work and to transition to greater financial independence. At the same time, employers will get help to offset the costs of wages and training for the first six months a person is employed.

To be eligible for Wage Connect you must:

- have been on income support payments for at least the last two years
- be registered with an employment services provider
- have had minimal or no recent work experience.

There are also eligibility requirements for employers and the types of jobs that can be offered. To learn more about Wage Connect, visit [www.deewr.gov.au/wageconnectsubsidy](http://www.deewr.gov.au/wageconnectsubsidy) or contact a local employment services provider.

The **Language, Literacy and Numeracy Program** provides free training to improve your reading, writing or maths skills. To learn more visit [www.innovation.gov.au](http://www.innovation.gov.au).

## Information for Aboriginal and Torres Strait Islander job seekers

If you are an Aboriginal or Torres Strait Islander person with disability, injury or health condition, Disability Employment Services can help you access training or find a job which will match your skills.

Disability Employment Services also work in partnership with local Community Development Employment Projects (CDEP) providers and Indigenous Employment Program providers.

If you live in a remote area, your Disability Employment Service may help you to temporarily relocate to take part in education, training, or work experience. For more information talk to your Disability Employment Service or call **13 62 68**, or visit [www.deewr.gov.au/DES](http://www.deewr.gov.au/DES).

## Specialist assistance

Some Disability Employment Services are specialists. This means they specialise in working with participants with a specific disability. Information about which providers operate in which areas is available on the Australian Jobsearch website [www.jobsearch.gov.au](http://www.jobsearch.gov.au) under 'Find a provider'.

## If English is not your first language

The Adult Migrant English Program can help you to improve your English. Your Disability Employment Service will also help you access an interpreter if necessary.

## How to access Disability Employment Services

Centrelink can assess your situation and work out which services you may be eligible for.

You may also directly register with a Disability Employment Service in your area without going to Centrelink.

A list of Disability Employment Services providers in your area can be found at [www.jobsearch.gov.au](http://www.jobsearch.gov.au).

## Meeting with your Disability Employment Service

At your first appointment you will meet with a consultant who will tailor an Employment Pathway Plan for you that may include:

- gaining new skills and qualifications
- accessing work experience opportunities
- help to manage your disability and other medical or health interventions
- overcoming and managing other barriers to employment.

## Your obligations

If you receive income support payments and have Activity Test or participation requirements, you will need to look for work and undertake activities that will help you find a job.

Your Disability Employment Service will consider your personal circumstances and negotiate suitable activities to include in your Employment Pathway Plan.

If you are unable to take part in these activities, you should discuss this with your Disability Employment Service. If you fail to undertake your agreed activities, this may affect your income support payments.