



Australian Government

## DISABILITY EMPLOYMENT SERVICES FLEXIBLE, TAILORED EMPLOYMENT ASSISTANCE

**The Australian Government's new and improved \$1.2 billion Disability Employment Services will deliver more effective employment assistance for job seekers with disability from 1 March 2010.**

The new Disability Employment Services replace Vocational Rehabilitation Services and the Disability Employment Network.

Disability Employment Services are a significant improvement in services for job seekers with disability, injury, or health conditions, their families and carers, and employers. Job seekers with disability will have immediate access to tailored, flexible services that respond to both their needs and those of employers.

There are two separate programs within Disability Employment Services:

- Disability Management Service is for job seekers with disability, injury or health conditions who require the assistance of a Disability

Employment Service but are not expected to need long-term support in the workplace.

- Employment Support Service is for job seekers with permanent disability and with an assessed need for long-term support in the workplace.

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 1900 sites across Australia.



Disability™  
Employment  
Services

## Help to get a job

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

Your Disability Employment Service 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 will continue to support you for at least 26 weeks. If you need further support after this, your Disability Employment Service 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.

From 1 March 2010 employers can use the JobAccess service to access financial assistance for disability awareness and mental health first aid training.

The **JobAccess Advisory Service** is a team of professionals, who offer free, expert advice on a broad range of disability employment matters. The service is confidential. Call **1800 464 800** to speak to an adviser.

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.

The **Productivity Places Program** provides places in training courses delivered by Registered Training Organisations, where you can gain new qualifications or upgrade your existing qualifications.

The **Language, Literacy and Numeracy Program** provides free training to improve your reading, writing or maths skills.

## 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.

## 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).

## 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.

During Centrelink's assessment of your situation, or the direct registration process, you may be referred for a Job Capacity Assessment.

## What is a Job Capacity Assessment?

A Job Capacity Assessment will help identify what services you need to help you find a job.

You will be given information about the purpose of the assessment, what documentation you should take to the assessment, and whether you are required to attend as part of your job search obligations.

The assessor will then complete the assessment with you. In most cases this will be done face-to-face, with only limited exceptions, such as if you are unable to travel.

The assessor will have information on your medical and income support history, where appropriate. You may also need to take medical and other documents with you to your assessment.

Once your capacity for work has been assessed, the assessor will refer you to the employment service that best suits your needs.

## 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.

## 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).