



Australian Government
Department of Social Services

Disability Employment Services

Questions and answers for participants



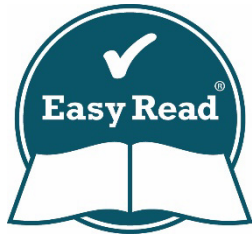
Easy Read version

How to use this document



The Department of Social Services (DSS) wrote this document.

When you read the word 'we', it means DSS.



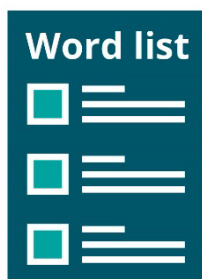
We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



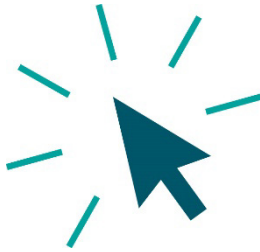
We explain what these words mean.

There is a list of these words on page [29](#).



This is an Easy Read summary of another document.

This means it only includes the most important information.



You can find the other documents on our website.

www.dss.gov.au/disability-and-carers-programs-services-disability-employment-programs/des-participant-information-pack



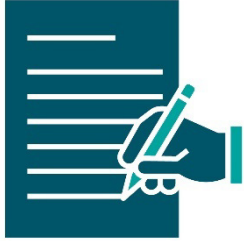
You can ask for help to read this document.

A friend, family member or support person might be able to help you.

What's in this document?

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About this document



We wrote this document to help people who take part in the Disability Employment Services (DES) program.



We get lots of questions about DES.



We have answered some of the questions we get asked the most.

Questions about DES

What is DES?



DES helps people:

- get ready for a job
- find and keep a job.



This includes people with:

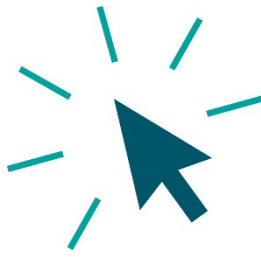
- disability
- an illness
- a health condition.



We call people who take part in DES participants.



DES is delivered by DES providers.

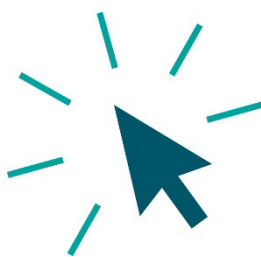


You can use the JobAccess website to find more information about DES.

www.jobaccess.gov.au/people-with-disability/available-support/1631

You can find information about:

- how DES providers can support you
- what happens when you start DES
- what you need to do to take part in DES
- other programs and supports you can use as a participant.



You can also visit the JobAccess website to contact them for free advice.

www.jobaccess.gov.au/contacts

Questions about DES providers

What happens when you meet your DES provider?



When you meet your DES provider, they will:

- talk to you about their services
- explain how they can help you.



A DES provider will also ask about your life and what you want to do.

For example, they will ask:



- what work you want to do
- what skills you have
- if you want to do more training.



You will need to share personal information with your DES provider.



For example, information about your:

- health
- education
- work experience.



You can find out more in our section below:

[Questions about sharing your personal information.](#)

How will your DES provider support you?



Your DES provider will support you to:

- get ready for a job
- find a job.



They will talk to **employers** for you.

An employer is a person who hires people to work for them.



After you get a job, your DES provider will support you to keep it.



DES providers must support you in a way that:

- makes you feel safe
- helps you feel like you belong.

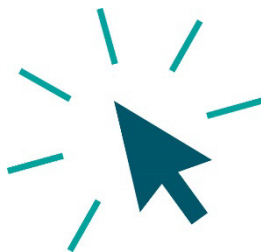
DES providers must also respect your **culture**.

Your culture is:



- the way you live
- what you believe
- how you think or act now because of how you grew up.

You can visit the JobAccess website to learn more about how a DES provider can support you.



www.jobaccess.gov.au/people-with-disability/available-support/1631

What is a Job Plan?



Your DES provider will work with you to create a Job Plan.

Your Job Plan will explain what you both agree to do.

When you create your Job Plan, you should think about:



- what you need



- how much you can work.

When you create your Job Plan, you should also think about:



- your skills and experience



- what transport you would use to get to work



- what might affect your ability to work



- if you need time to care for your family.

Can you choose your own DES provider?



You can choose a DES provider that is right for you.



You can use the JobAccess website to find a DES provider.

www.jobaccess.gov.au/find-a-provider



You can search for DES providers by:

- location
- name
- service type.



If you don't choose a DES provider, one will be chosen for you.

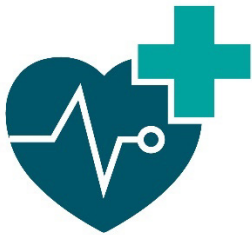
Questions about sharing your personal information

What personal information do you need to share?



Sharing your personal information will help your DES provider find the right job for you.

This includes personal information about your:



- health



- education



- work experience



- interests and goals.

It also includes personal information about:



- your culture



- the language you speak



- if you have taken part in a crime.



Your DES provider will ask you to sign a form to say it's ok for them to collect your personal information.



It's ok to change your mind after you sign the form.



You don't have to sign the form if you don't want to share your personal information.



But it will make it harder for your DES provider to help you find and keep a job.

Who will your DES provider share your personal information with?



Your DES provider will need to share your personal information with other people that support you.

This includes:



- your doctor



- other providers you use for support



- employers.

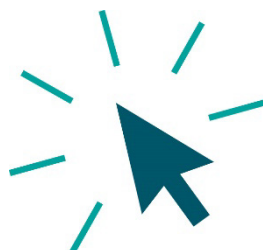
How will your DES provider keep your personal information safe?



Your DES provider must follow the law about keeping your personal information safe.



They must also tell us straight away if they think your information isn't safe anymore.



You can visit the DSS website to learn more about keeping your personal information safe.

www.dss.gov.au/privacy-policy

Questions about making a complaint

What can you do if you're not happy with your DES provider?

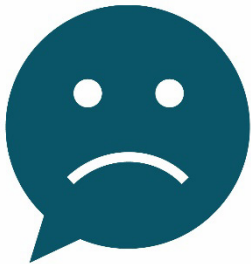


You should try talking to your DES provider if you're not happy with their service.



They must explain how they:

- will look into your problem
- might fix the problem.



If you still aren't happy with your DES provider, you can make a **complaint**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

Where can you get support to make a complaint?



You can contact the National Customer Service Line to make a complaint.



Website:

www.jobaccess.gov.au/complaints/ncsl



Phone:

1800 805 260



Email:

nationalcustomerserviceline@dewr.gov.au

 Free



You can also get free support to make a complaint from the Complaints Resolution and Referral Service.

www.jobaccess.gov.au/complaints/crrs



They will:

- listen to you and record your complaint
- keep your complaint private
- be fair and not take sides.



They will help you understand your **rights**.

Rights are rules about how people must treat you fairly and equally.



They will ask you before they talk to other people or organisations that are involved.

For example, your DES provider.



The JobAccess website also has a list of organisations that can support you to make a complaint.



You can find their contact information on the JobAccess Complaints and Report Abuse page.

www.jobaccess.gov.au/complaints

This page also includes support and contact information for people:



- who speak a language other than English



- with a speech or hearing impairment.

Questions about what you have to do

What do you need to do as a participant?



You could get payments through Services Australia while you're looking for a job.



But to receive some of these payments, there are certain rules you need to follow.



For example, you must:

- go to meetings with your DES provider
- follow the Job Plan that you and your DES provider agree on.

You must also:



- show that you are looking for a job



- take part in activities to build your skills and experience.



If you don't follow these rules, Services Australia can stop your payments.

You can learn more about these rules on the Services Australia website.



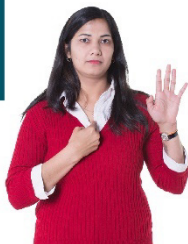
www.servicesaustralia.gov.au/demerits-and-penalties-for-not-meeting-mutual-obligation-or-participation-requirements

Questions about Codes of Conduct

What Codes of Conduct should DES providers follow?



A **Code of Conduct** is a set of rules about how everyone should behave.



DES providers must follow certain Codes of Conduct.



This includes the Disability Services and Inclusion (Code of Conduct) Rules 2023.

www.legislation.gov.au/F2023L01725/latest/text



It also includes the National Standards for Disability Services.

www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services

How do Codes of Conduct protect you?

Codes of Conduct protect you by making sure DES providers:



- provide support that meets your needs



- respect your rights and privacy



- include you in decisions about your support



- keep you safe



- work with you to improve how they support you.

Word list

This list explains what the **bold** words in this document mean.



Code of Conduct

A Code of Conduct is a set of rules about how everyone should behave.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Culture

Your culture is:

- the way you live
- what you believe
- how you think or act now because of how you grew up.



Employer

An employer is a person who hires people to work for them.



Rights

Rights are rules about how people must treat you fairly and equally.

Contact us



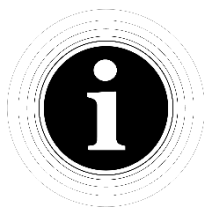
You can call us.

1800 464 800



You can visit our website.

www.jobaccess.gov.au



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