



Australian Government
Department of Social Services

Department of Social Services
GPO Box 9820
Canberra ACT 2601

<Title><Firstname><Surname>
<Address 1 line>
<Address 2 line>
<Suburb><StateCode><PostCode>

<Date>

Job Seeker ID: <JSID>

Dear <Title><Surname>

Improvements to disability employment services

We are writing to you because you are a participant in the Disability Employment Services program.

The Government consulted with people with disability and will improve the way these services work. The changes are designed to better support you to get a job. They will start on 1 November 2025. Under these changes:

- You can choose your provider at any time.
- There will be more providers with expertise in working with people with different disabilities or from different backgrounds.
- There will be no more time limits, so you can keep working with your provider as long as you need.
- Providers will be more responsive to your needs.
- You can be on the program, even if you can only work a few hours a week.
- Around 15,000 more people with disability will be able to access services.
- There will be no changes to your work or payments.

The program's name will change from Disability Employment Services to Inclusive Employment Australia.

What do you need to do?

- Nothing just yet!
- Keep doing your tasks and activities organised by your current provider.
- We will write to you again in October to tell you about the providers in your area that you can choose from.

- There will be some new providers. There might be providers with particular expertise that interests you.
- Most people will be able to stay with their current provider if they want to.
- Some people will have to change providers.

If you need to change provider, we will support you to make that choice. We know that change isn't always easy, but we think this change will make things better for you over time.

If you have a nominee, they will also get this letter.

Find out more

- speak to your current provider
- go to our participant webpage www.dss.gov.au/information-participants
- call the DES transition line on 1800 227 337.

Yours sincerely

Customer Service
Department of Social Services

IMPORTANT INFORMATION



If English is not your first language and you need an interpreter, call TIS National on **13 14 50** and ask for **1800 227 337**. You will speak to the DES transition line.



If you are d/Deaf, hard-of-hearing or have speech communication difficulties, use the National Relay Service to contact the DES transition line. For more information, go to www.accesshub.gov.au.

If you need this letter translated into Braille, please email DES2025Transition@dss.gov.au.

Handling of personal information

Talk to your current provider about the sharing and handling of your personal information. Go to www.dss.gov.au/des-QnA to find out how the department manages privacy and to make a complaint.