



Privacy factsheet

Inclusive Employment Australia

Inclusive Employment Australia is a new specialist disability employment program. It will begin on 1 November 2025. The program is replacing the current Disability Employment Services (DES).

Inclusive Employment Australia will:

- deliver participant focussed employment services
- increase flexibility and tailoring of supports
- broaden eligibility to include more jobseekers
- have a strong focus on quality service delivery
- increase wage subsidies to support the creation of employment opportunities.

What does this mean for current DES participants?

You will receive a letter from us to let you know what is changing for you.

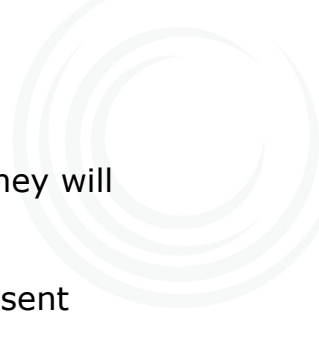
You may need to move to a new Inclusive Employment Australia provider.

We will assume you consent to us moving you to Inclusive Employment Australia unless you tell us not to.

It is important you tell us if you do not wish to move to Inclusive Employment Australia as soon as possible.

You can do this by talking to your DES provider or calling the DES Transition Line: 1800 227 337.

Please be aware, if you have mutual obligation requirements this would mean you will stop receiving services and **may cause your income support payment to stop.**



When you start with your Inclusive Employment Australia provider, they will ask you to complete either:

- an Inclusive Employment Australia Privacy Notification and Consent Form, or
- a Direct Registration Form.

These forms are referred to as Privacy Consent Forms. They are used to collect, use and share your personal and sensitive information for Inclusive Employment Australia. These Privacy and Consent forms will help you to understand how your provider will handle your personal information.

How will we use your personal information?

We will use the current personal and sensitive information you have provided us in DES to move you to Inclusive Employment Australia. This includes moving your personal and sensitive information to the Inclusive Employment Australia IT system. Your information will be shared with your Inclusive Employment Australia provider who will assist you in this program.

Can I ask you not to use or disclose my personal information?

Yes, you can ask us not to use or disclose your personal information to an Inclusive Employment Australia provider.

If you do not wish to move to an Inclusive Employment Australia provider, you can ask us not to share your information. Please be aware, if you have mutual obligation requirements this would mean you will stop receiving services and **may cause your income support payment to stop.**

Please talk to your current DES provider or Services Australia if you receive an income support payment before you opt out. If you still want to opt out, they will be able to help you do this.

Sharing your personal information

Why do I need to share my personal information with a provider?

Until 31 October 2025, DES providers will continue to use the personal information you share to **help you find** and **keep** the **right job for you**. This includes information you share about your:

- health
- work adjustment needs
- interests and goals
- education
- work history.

When Inclusive Employment Australia starts on 1 November 2025, your provider will do the same thing to **help you find** and **keep** the **right job for you**.

They will keep all information about you in accordance with the *Privacy Act 1988* (Cth). Your provider must immediately notify us if they are aware your privacy has been breached.

How will I agree to share my personal information?

Your provider will ask you to sign a Privacy Consent Form.

The Privacy Consent Form asks you if your provider can collect and share relevant information with others to help you find and keep a job.

By signing the Privacy Consent Form, you agree to allow your provider to contact and share your information with potential employers and community support organisations.

If you don't agree to share your information, providers will be limited in providing services to help you find and keep the right job.

Your information is collected by your provider on our behalf.

Who will my personal information be shared with?

Your personal information may be shared with:

- health care professionals
- your advocate or nominee
- other support providers
- potential employers
- Government organisations who may provide you with support.

What information is collected?

Personal information may include:

- contact details, such as your name, where you live and your phone number
- your date of birth
- your advocate's contact details
- what help or supports you need.

Sensitive information may include:

- your culture
- the language you speak
- your health and medical information
- if you have a criminal record.

This information will assist your provider to understand your individual needs to help you find and keep the right job for you.

Your provider will usually be able to show you the information they hold about you. If you have concerns about how your personal information is being managed, please talk to your provider.



Can I change my mind about providing my personal information?

Yes. You can change your mind and withdraw your consent (say 'no') at any time. Talk to your provider about how to do this. Please note, not providing personal information and withdrawing your consent may limit the services your provider can do to help you find and keep a job.

If you have mutual obligation requirements this would mean you will stop receiving services and **may cause your income support payment to stop.**

How is my information protected?

Your information is protected by law under the *Privacy Act 1988 (Cth)*.

Where can I find more information?

You can find more information about the Privacy Policy on the Department of Social Services website.