



How to guide

Tips for choosing your Inclusive Employment Australia provider

The Department of Social Services has informed you who your Inclusive Employment Australia provider is.

You will either stay with your current provider or be allocated a different provider. You can stay with the provider you have been allocated or choose a different provider. **You do not need to do anything if you are happy with the provider, you have been allocated.**

If you want to change provider, this guide will help you.

The DES program is being replaced on 1 November 2025, by a new program called Inclusive Employment Australia.

Some DES participants may need to change or choose a new provider as their current provider is not providing services in Inclusive Employment Australia.

Inclusive Employment Australia participants have the right to choose their provider.

About this guide


This guide provides some helpful tips to help you choose a new provider.

About Inclusive Employment Australia

The Australian Government is making it easier for people with disabilities, injury and illness to get a job they love.

Inclusive Employment Australia puts **you first** and helps you find the right support to help you find or keep a job. That support is offered by a provider who will work with you to understand your needs and match you with the right employer and job.

- You'll get more support from providers to help you find and keep a job.
- You'll have access to more providers with deep expertise in working with people with a range of disabilities.
- More people with disability can get work.



This new personalised and specialised approach puts people with disability back at the centre of disability employment services.

What is participant choice?

- You have the right to choose who helps you to find work, what preparation you need and what is in your employment plan.
- It is important for you to decide who provides you with employment support and how you receive that support.
- If there is anything you are not happy with, you can take steps to change it. This could include changing your job plan, your supports or even your provider.
- If you need support to find the right provider, you can ask a family member, friend, nominee or advocate.
- You can ask your nominee or advocate, to call the DES Transition line on your behalf.
- If you are a pre-release prisoner, on a managed service plan or have a serious level three incident report, you will not be able to choose or change your provider.

Selecting a provider to meet your needs

There are so many different providers it can be difficult to know which one to choose. Choosing the right provider for you is an important decision. Take your time and don't rush.


What is important to you about your provider?

To help you make sure a provider is right for you, start by making a list of what you are looking for in a provider.

Is location important?

- Is it important to you for the provider to be close to where you live?
- Can you get to the office safely?
- Can you access the provider's office? Are there any barriers that might stop you from entering the office?

When will they be available?

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- What are the office hours of the provider?
 - Is it important if they offer late in the day or early in the morning appointment times?

What services do they provide?

It is important to select a provider you trust. Providers should consider your needs and supports for your job search or current employment.

- What services are important to you?
- Do you want the same provider support worker to meet with you each time?
- How soon do you need the service provider to start your support?
- Do you need the provider to be flexible and able to change the times and places support is provided to meet your schedule?
- Do you have personal or cultural values that you want your service provider or support worker to match?
- What kind of support worker do you want to work with, if possible, so that you can get along easily with them and build rapport?

Do some research on potential providers

Once you have an idea of what you are looking for you can:

- Find out a bit more about the providers you are considering – this is an important part of choosing a provider that is a good match for you.
- Look at the provider's website, social media pages and online reviews to see what other clients are saying about them.
- If you know anyone who currently receives services from the provider or has in the past, you can also ask about their experiences with the provider.
- Have a look at the types of services they provide and whether these will meet what you need
- If you are a First Nations person, from a Culturally and Linguistically Diverse (CALD) background or identify as LGBTQIA+, ask the provider whether they have any experience or qualifications in providing services that are inclusive of you.

- For providers that don't have any experience with culturally appropriate and diverse services you can ask if they would be willing to do training to provide you with support.

How to find out more about a provider

From 24 September 2025, the [Providers - Workforce Australia for Individuals](#) website can help you to find Inclusive Employment Australia providers that meet your requirements in your area. The website lets you choose your location to search in but also lets you use key words to help you find what you are looking for.

The search results will give you a list of potential providers and include a summary about each provider, the services offered, a phone number and their opening hours.

What to do once you decide

If you want to change your provider, call the **DES Transition line on 1800 227 337** and tell them, so that they can assist you.

Your new provider will contact you and arrange a time for you to meet with them. At this meeting they will start to get to know you, and to understand what supports you might need.

Other useful resources

Learning about supported decision making involves building the skills and knowledge of people with disability, their families, carers, friends and professionals.

You can go to the Disability Gateway's [Supported Decision-making Hub](#) for more information and resources for people with disability and their supporters.

A [participant information page](#) is available on the Department of Social Services website. It has more information about Inclusive Employment Australia and other resources to help you.

Frequently Asked Questions

Can I change my Inclusive Employment Australia provider online (rather than ringing DES Transition Line) prior to 1 November?

No, to change your Inclusive Employment Australia provider prior to 1 November you will need to call the **DES transition line on 1800 227 337**.

Can someone else call the DES Transition line on my behalf?

If you have a nominee in place, your nominee can call on your behalf.

What kind of support does Inclusive Employment Australia offer?

Inclusive Employment Australia offers participants a wide range of support, including:

- tailored employment assistance
- skills training
- job placement services
- workplace modifications
- ongoing support once employed.

The program assists you in finding the right job and help to sustain your employment.

How can I update my personal details?

It is important that your personal details are up to date so your provider can contact you. To update your details - you can ask your DES Provider to help you or log on to the Workforce Australia Individuals page.

What if I am currently employed but I need more support / want to join Inclusive Employment Australia?


If you are already employed but need additional support due to your disability, such as workplace modifications or skills development, you may still be eligible for services. Speak to your employer for assistance or go to the [Job Access](#) website.

You can find more information at [Inclusive Employment Australia](#).

What can I expect from my Inclusive Employment Australia provider?

Under Inclusive Employment Australia all providers must deliver high-quality, person-centred case management to you in a way that is tailored to your individual needs and circumstances.

How much does it cost for Inclusive Employment Australia services?



It is funded by the Australian Government to ensure that people with disabilities receive the necessary support without financial barriers.

What are the two types of service offers in Inclusive Employment Australia?

There are two types of service offerings for participant provided by Inclusive Employment Australia – intensive and flexible.

The **Intensive Service** provides a higher level of support to participants who can regularly participate in a full range of activities that will help them prepare for and find work.

The **Flexible Service** is for participants who participate in approved activities, or who are otherwise not able to participate in the Intensive Service due to their personal and/or family circumstances.

What types of disabilities can Inclusive Employment Australia providers help to support?

Inclusive Employment Australia providers have deep expertise in helping people with disability, including providers who specialise in:

- Physical disability
- Sensory and Autism
- Chronic pain

Inclusive Employment Australia also has providers who are very experienced in supporting First Nations and Culturally and Linguistically Diverse (CALD) peoples.