



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>

Job Seeker ID: <Job Seeker ID>

<Date>

Dear <Title><Surname>

We sent you a letter in August about changes to disability employment services. These changes will mean:

- More providers with expertise in working with people with different disabilities or from different backgrounds.
- 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.
- Around 15,000 more people with disability will be able to access services.

From 1 November 2025, these services will be called Inclusive Employment Australia.

- Some service providers under the old program will no longer be providing services in your region.
- This means that some participants will need to change provider.
- We understand that change isn't easy, but we are working to make sure the change is as seamless as possible.

You will **change provider** from 1 November 2025.

- <Trading name></><subcontractor name><location> will be your new provider.
- We chose this provider because of their location and your personal circumstances.
- Your current work and income will stay the same.
- You do not need to do anything if you are happy with this provider. They will contact you.

If you want to choose a different provider, here is a list of other providers that can also help you:

Provider name	Location	Delivers services to
<suggested provider 1></><subcontractor name>	<suggested provider suburb>	<service type>
<suggested provider 2></><subcontractor name>	<suggested provider suburb>	<service type>

<suggested provider 3></><subcontractor name>	<suggested provider suburb>	<service type>
<suggested provider 4></><subcontractor name>	<suggested provider suburb>	<service type>
<suggested provider 5></><subcontractor name>	<suggested provider suburb>	<service type>
<suggested provider 6></><subcontractor name>	<suggested provider suburb>	<service type>

To choose one of these providers, please call the DES Transition Line on 1800 227 337 by 16 October 2025. If you need help, ask your nominee if you have one or someone you trust to help you.

Inclusive Employment Australia starts on 1 November 2025. It is important that you keep doing your tasks and activities organised by your provider.

If you get Mobility Allowance, you need to talk to your new provider and ask them to update your Job Plan if required. If you don't do this, your Mobility Allowance may be impacted. For more information, go to servicesaustralia.gov.au/mobility-allowance.

For more information:

- Scan the QR Code
- Speak to your **current DES provider**
- Go to www.dss.gov.au/information-participants
- Call the **DES Transition Line** on **1800 227 337**.



Yours sincerely

Customer Service

Department of Social Services



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.

For an Easy Read of this information, go to www.dss.gov.au/participant-easy-read

For more information about how your privacy and personal information is managed, you can:

- Talk to your current provider
- Go to www.dss.gov.au/participant-privacy
- View the department's privacy policy at www.dss.gov.au/privacy-policy.