



Inclusive Employment Australia

Participant Rights and Responsibilities Statement

As a participant in Inclusive Employment Australia, you have certain rights and responsibilities.

Your rights as a participant mean that you can expect fair treatment, accessible information, and genuine choice wherever possible. Your provider must respect these rights at all times.

Your responsibilities as participant are what is expected of you while you are receiving services.

Participant rights

Choice of provider and services

You have the right to choose your provider. If you feel your current provider isn't acting in your best interests, you can change providers at any time.

You can ask about conflicts of interest. A conflict of interest would be a competing priority that could affect the services and support they offer you. If you're unsure whether your provider has a conflict of interest, you can ask them directly.

You have a say in the services and supports you receive. You can choose the types of services and supports you want to do to reach your employment goals, and how you want to get them.

Providers must work with you to jointly decide on the tasks and activities you will do to prepare for, find or maintain a job.

You should never feel pressured to agree to services or supports you don't want or need, especially medical, psychological, or other treatments.

You can take time to decide. You can ask for time to consider your options before making a decision about a task or activity. It's okay to request 'think time' before agreeing to your Job Plan.

You can request a review at any time. If you're unsure about the services or supports you are receiving, including any requirements in your Job Plan, you can ask for a review by your provider.

Appointments

You can choose how you attend appointments. You can ask for your appointments to be held face-to-face, over the phone, via videoconference, or at another suitable location (excluding your home or any private residence).

You can have support at your appointments. If you'd like help with making decisions, you can bring a support person with you. This could be a family member, friend, support worker, or advocate.

You can also request an interpreter to attend your appointments (at no cost to you).

Appointments must work for you. Your provider should schedule appointments at times that suit you. They must not book appointments during your work hours without your permission, as long as you've told them your work schedule.

You don't have to agree to any third-party appointments. If someone other than your provider wants to meet with you, the appointment is voluntary and cannot be scheduled without your consent.

Privacy

You can choose what personal information you want to share. It is up to you what information you share with your provider, noting that the more you share the better they can deliver support tailored to you.

You can tell your provider not to contact your employer. You do not have to provide copies of your payslip(s) to your provider, even if your provider asks you to do so.

Complaints

You can lodge a complaint. If you are not happy with the services you are receiving from your provider, you can make a complaint. You cannot be penalised for making a complaint.

Participant responsibilities

You must agree to a Job Plan. You are expected to do everything you've agreed to do in your Job Plan.

You must stay in contact with your provider. Being in contact may include attending appointments to meet with your provider.

You should tell your provider as soon as possible if:

- you can't do a task or activity you've agreed to
- there are changes in your personal circumstances
- you want more personalised support.

You must act appropriately. While at appointments or activities, you are expected to be respectful and polite to staff, employers and other participants.

Further information and support

If you need help understanding the services and support available in Inclusive Employment Australia, talk to your provider or contact the **National Customer Service Line** on **1800 805 260** (free call). You can also raise any concerns or problems you have with the services you are receiving from your provider with the National Customer Service Line.

If you need help understanding your rights and to improve your experience with your provider, talk to your provider or contact the **Complaints Resolution and Referral Service** on **1800 880 052** (free call). This is an independent complaints resolution service.