



Australian Government



**Inclusive
Employment
Australia**

Finding careers for people with disability

Working with your provider

Inclusive Employment Australia



Easy Read version



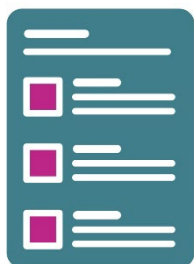
How to use this document



Australian Government
Department of Social Services

We are the Australian Government
Department of Social Services (DSS).

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 17.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a webpage.

It only includes the most important ideas.



You can find the other page on our website.

www.dss.gov.au/inclusive-employment-australia

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What is Inclusive Employment Australia?

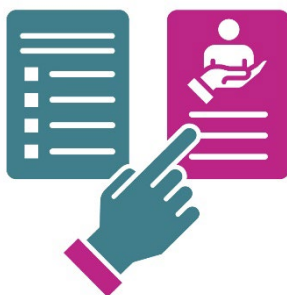
Inclusive Employment Australia is a program that supports people with disability to:



- get ready for a job
- find a job
- keep a job.



We call it the program.



We use this program now instead of the Disability Employment Services (DES) program.



The program includes **providers** who have experience with people who have different:

- disabilities
- backgrounds.



Providers support people with disability by delivering a service.

How can you work with your provider?



When you work with a provider, you agree to take part in **meaningful engagement**.

Meaningful engagement means you will:



- work with your provider to make a plan to help you find and keep a job



- follow your plan



- tell your provider about how you are following your plan.



You have the **right** to choose:

- what support you get
- how you get support.



Rights are rules about how people must treat you:

- fairly
- equally.

What you and your provider will talk about



Your provider will work with you to understand:

- your goals
- your skills
- what support you need.

You will also talk to your provider about:



- how often you will contact them



- how you would like to contact them.



For example, you might feel more comfortable sending them an email instead of calling them on the phone.



You can have someone you trust with you when you talk to your provider.

For example:

- a person in your family
- a friend.



You and your provider will talk about tasks and activities that will help you find and keep a job that:

- you want
- meets your needs and skills.



You can choose the tasks and activities you do.



Your provider can support you to choose your tasks and activities.

They might talk with you about:



- what type of job you would like



- what skills you have

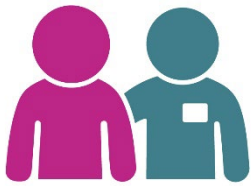


- how many years of school you have done.

They might also talk with you about:



- what might make it hard for you to find and keep a job



- what services and supports can help you.



You might need to do certain tasks and activities if you get payments from Centrelink while you are looking for a job.



Your provider can help you choose the right tasks and activities for this.



Your payments won't stop if you miss a task or activity only once.



But they might stop if you miss lots over a long time.



You should tell your provider if you can't do something that is in your plan.

You should do this as soon as you can.

What if you don't agree with your provider?



You can talk to your provider if you want to change any of your tasks or activities.



You can do this at any time.

You can contact the National Customer Service Line if you:



- need support working with your provider



- want to change your provider.



When you review something, you check to see:

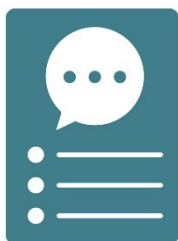
- what works well
- what needs to be better.



You can get support from someone you trust to contact the National Customer Service Line.



You can also contact the National Customer Service Line if you want to change your provider.



You can find our contact details on page [15](#).

Contact us



You can call the National Customer Service Line.

1800 805 260



There are 2 ways to call the National Relay Service if you:

- are deaf or hard of hearing
- find it hard to speak using the phone.



1. TTY – Type and read

1800 555 677



2. Speak and listen

1800 555 727



You can ask them to connect you to the National Customer Service Line phone number.

1800 805 260



You can also visit their website.

www.accesshub.gov.au



If you need help in a language other than English, you can call the Translating and Interpreting Service.

13 14 50



You can ask them to connect you to our phone number.

1800 805 260



You can visit our website.

www.dss.gov.au/inclusive-employment-australia

Word list

This list explains what the **bold** words mean.

Meaningful engagement



Meaningful engagement means you will:

- work with your provider to make a plan to help you find and keep a job
- follow your plan
- tell your provider about how you are following your plan.



Providers

Providers support people with disability by delivering a service.



Review

When you review something, you check to see:

- what works well
- what needs to be better.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



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