



# Your service guarantee





Australian Government  
Department of Social Services

The Australian Government Department of Social Services wrote this.

We say **DSS** for short.



The Service Guarantee is about Inclusive Employment Australia providers.

When you see the word **we** it means Inclusive Employment Australia providers.



We wrote this in an easy to read way.

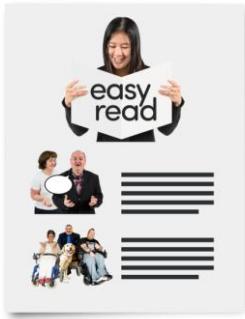
We use pictures to explain some ideas.

**Bold**  
**Not bold**

We have some words in **bold**.

This means the letters are thicker and darker.

These are important words.



This is an Easy Read summary of another document.



You can ask for help to read this document.

You can ask

- A friend
- Family members
- A support person.



We recognise Aboriginal and Torres Strait Islander people as the **Traditional Owners** of the land we live on.



They were the first people to live on and use the

- Land
- Waters.

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# About Inclusive Employment Australia



This tells you what to expect when working with a provider for **Inclusive Employment Australia**.



We need to make sure the employment support we give you is

- What you need
- Supporting you to take part in a good way



- What you can do.



# Your provider will

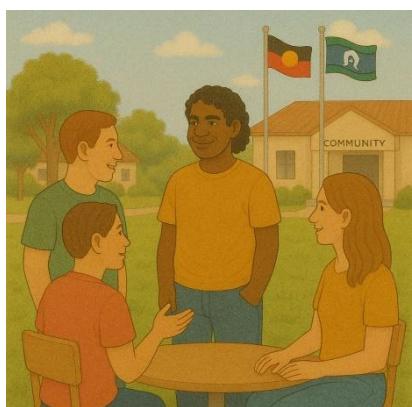
Your provider will



- Treat you fairly



- Treat you with respect



- Be **culturally safe**

Culturally safe means respecting peoples

- Rights
- Cultures
- Traditions.

This helps people feel safe to be themselves.

- Support you to look for work



- Help you build skills to work



- Explain how they can support you





- Be **person centred**

Person centred means treating people

- With respect
- Like they need.

It looks different for each person.



Rights are **rules** about treating everyone

- Fair
- Equal.

- Explain your **responsibilities**

Responsibilities are the things that you need to do.



- Build a good relationship with you



- Communicate with you in the way you need.



You can have an **interpreter** if it is needed.



Interpreters are people who

- Speak your language
- Help you understand what someone is saying.

# Before you find a job

Everyone will need different supports from their provider.



We will work with you to know what supports you need.

There are lots of things we can support you with.



Before you get a job we can help with things like

- Writing a **resume**



A resume is about your

- Work experience
- Skills.

- Looking for jobs



- Filling out job **applications**



Applications are forms you fill out to say you want to work at a job.

- Practising **interviews**



Interviews are when you talk about your skills and experience about a job.

- Taking part in programs and services to help build your work skills



- Learning more by doing



- Training
- Education

- Taking part in activities run by



- The government
- Other organisations

- Helping you get support from allied health professionals



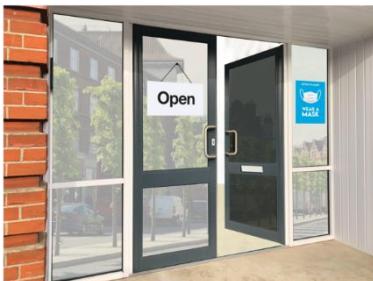
This might be to support you with

- Your disability
- An injury
- Health issues

Talk to your provider about what you need.



Help you set up a business and be the boss.



You can have a support person to help you do any of these things.



# Job support



There are lots of things we can support you with.

We can help with



- Knowing your rights at work



- Working with **employers** that need workers with your skills

An employer is someone who pays someone to do work for them.



- Supporting you to talk to employers



- Support different ways of communicating



- Supporting you to keep your job



- Being able to get **funding** for
  - Assessments at work
  - Changes to the workplace.

Funding is money from the government to take part.

The funding is called **Employment Assistance Fund**.

# Your responsibilities

You will need to



- Work with your provider to make a **Job Plan.**

A Job Plan says all the activities you have to do to find and keep a job.

- Taking part in activities in your Job Plan



- Going to appointments with your provider



- Telling your provider if you will miss your appointment



- Telling your provider if something in your life has changed.



If you do **not**



- Go to appointments
- Do the activities in your Job Plan

Your Centrelink money might be less or stopped.

You need to tell your provider if you have a good reason to **not** go.



You need to tell them before you miss any appointments.

# Help for making phone calls

If you are



- Deaf or hard of hearing
- Find it hard to speak on phones

You can call the National Relay Service.



- TTY Talk and Listen

Call **1800 555 677**



Then ask for **1800 880 052**



- Speak and Listen

Call **1800 555 727**

Then ask for **1800 880 052**

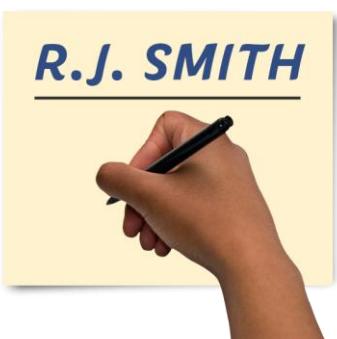


If you speak a language other than English  
you can call the Translating and Interpreting  
Service.

**13 14 50**

# What happens to your information

There are rules we need to follow to keep your **personal information** safe.



Personal information is information like

- Your name
- Your phone number
- Your address



It is information to tell people apart.





We will **not** share your personal information unless

- You say it is okay
- The **law** says we have to.



Laws are **rules** for how we live.



You can change your mind about what personal information we are allowed to share.

You need to tell us if you have changed your mind.



You can read more about keeping your information safe.

This website is **not** in Easy Read.

[www.aoic.gov.au/](http://www.aoic.gov.au/)

## If you are not happy with the support



You need to tell us if you are **not** getting the right support.

We will

- Listen to you
- Try and work with you to make it right.



You can call the Complaints Resolution Referral Service if you

- Can **not** talk to us
- Want to make a **complaint**.

Complaints are when you tell someone they have **not** done a good job.

Everyone has the right to make a complaint.



You can talk to the Complaints Resolution Referral Service.

You can call them.

1800 880 052.



You can send them an email.

[crrs@glresolution.au](mailto:crrs@glresolution.au)



You can go to the website to read more about these rules.

It is in Easy Read.

[www.dss.gov.au/disability-advocacy/resource/national-standards-disability-services](http://www.dss.gov.au/disability-advocacy/resource/national-standards-disability-services)

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