



Your service guarantee

National Panel of Assessors





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 **National Panel of Assessors**.

We call it NPA for short.

When you see the word **we** it means NPA.



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.

Contents

About the National Panel of Assessors	5
What can you expect	9
What are your responsibilities	14
Help for making phone calls	15
What happens to your information	16
If you are not happy about your assessment	18

About the National Panel of Assessors



The Australian Government set up the Disability Employment NPA.



We support people with disability to get **assessments** to support their needs in the workplace.

Assessments help us work out what support you need.



NPA providers

- Work with lots of different people to make sure people with disability have the right supports

- Do assessments.



We work with

- People with disability



- **Employers**

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



- Employment services providers.

They support people to find a job.





We will explain

- Why the assessments are important



- What needs to happen to do the assessments.



We will make sure the support they give you

- Keeps your information safe



- Gives you enough time to make decisions



- Treats you with respect



- Is fair.



We will work hard to make sure all the information shared is up to date.



We will write an **independent** assessment report.

Independent means separate to other people.

What can you expect



There are different assessments that NPA can do.

The assessments support people with disability.



There are different assessments.



1. Ongoing Support Assessments

These assessments support a person with disability to keep a job.



2. Supported Wage System assessments

These assessments decide how much to pay a person with disability for doing a job.



3. Workplace Modifications Services assessments.

These assessments can help make **reasonable adjustments** in the workplace for people with disability.



Reasonable adjustments mean things that make it easier for people with disability to do their job.



Before any assessments we will talk with

- You
- Your employer





- Employment support providers.

We will explain



- Why assessments need to happen
- How they will happen.

A NPA provider will organise a time to



- Meet you
- Do the assessment.

A NPA provider will agree to what is needed to do the assessment.

Like



- Going to your workplace



- Making sure your workplace is safe



- Having an **interpreter** if it is needed.

Interpreters are people who

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



NPA providers can answer your questions about the assessments.



All the information you give NPA providers will help them understand

- What support you need
- How to get ready to do the assessment.



When NPA providers do the assessments they will talk to you about things

- You do at work
- That might be hard for you to do.

NPA providers will write everything down.



This will help them write a report.



When NPA providers are doing the assessments you will be respected.



NPA providers will follow the rules to keep information safe.

What are your responsibilities



Responsibilities are the things that you need to do.

NPA providers need you to tell them true information.

This is so they can write a good report to support you.



NPA providers need to organise a new time if you miss your assessment.



NPA providers need

- You
- Your employer
- Your provider

To let them know if you need to change your assessment time.



This will help them plan a new time to do the assessment.

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**



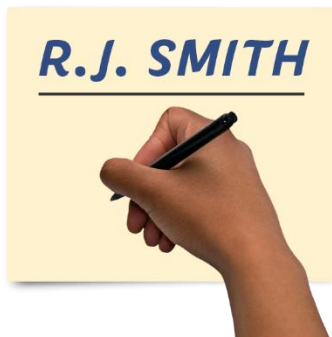
If you speak a language other than English
you can call the Translating and Interpreting
Service.

13 14 50

What happens to your information



NPA providers will collect **personal information** to do the assessments.



Personal information is information like

- Your name
- Your phone number
- Your address



It is information so they can tell people apart.



NPA providers need to follow rules to keep your information safe.

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

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



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



You can change your mind about NPA providers being allowed to share your information.

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



You can read more about keeping your information safe.

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

www.oaic.gov.au/

If you are not happy about your assessment



You need to tell the NPA provider if you are **not** getting the right support

They will

- Listen to you
- Work with you to make it right.



You can call the Complaints Resolution Referral Service if you

- Can **not** talk to NPA provider
- 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 the Complaints Resolution Referral Service.

You can call them.

1800 880 052.



You can send them an email.

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

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