



Australian Government



**Inclusive
Employment
Australia**

Finding careers for people with disability

Your rights and responsibilities

Inclusive Employment Australia



Easy Read version



How to use this document



We are the Australian Government
Department of Social Services.

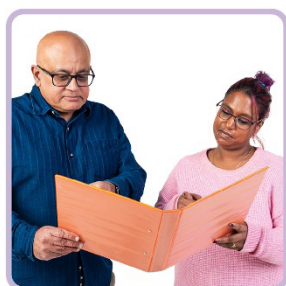
We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [19](#).



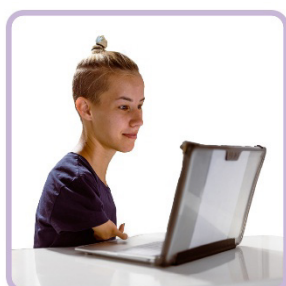
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of
another document.

It only includes the most important ideas.



You can find the other document
on our website.

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

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About 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.

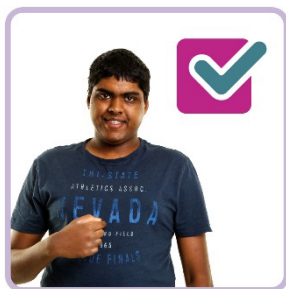


You have **rights** while you use the program.



Rights are rules about how people must:

- treat everyone fairly and with respect
- make sure everyone feels welcomed.



You also have **responsibilities** while you use the program.

Responsibilities are things you need to do.

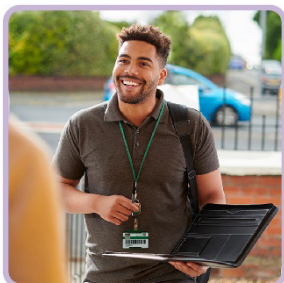
Your rights



We need to support your rights while you use the program.

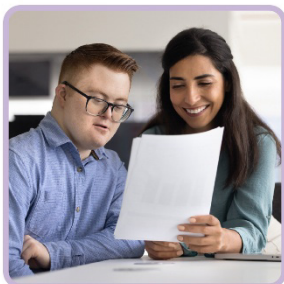


Your **provider** also needs to support your rights while you use the program.



A provider is an organisation that supports people to find and keep a job.

A person can choose their provider.



We explain your rights on the following pages.

Services and supports



You have the right to:

- choose your provider
- change your provider at any time.



You have the right to ask your provider if they have a **conflict of interest**.



A conflict of interest is when your provider might make a choice that is good for them but isn't fair to you.



You have the right to choose the services and supports you want.

This means you have the right to:



- say no to services and supports



- not be made to feel like you must do what someone else says.



You have the right to ask for time to think and make a decision about your service.



You have the right to ask for a **review** of your provider or service at any time.



When someone reviews something, they check to see what:

- works well
- needs to be better.

Appointments

You have the right to choose if your appointment is:



- in person



- over the phone



- on a video call.



You have the right to bring a support person to your appointments.



You have the right to appointments at times that suit you.



Providers must not book an appointment for you unless you agree.



You also have the right to choose if you want to meet with someone who is not your provider.

Your information

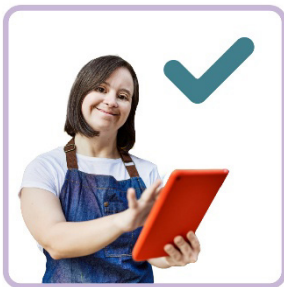


You have the right to choose what information about yourself you share with:

- your provider
- other organisations.



But your provider can better support you if they know more about you.



For example, they can use the information they know about you to help you:

- find a job
- keep a job.



Your provider might ask you to share copies of your payslips.

But you don't have to do this if you don't want to.



You can read more about how providers must keep your information private on our website.

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

Complaints



You have the right to make a **complaint**.

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

Your responsibilities



You have responsibilities when you use the program.

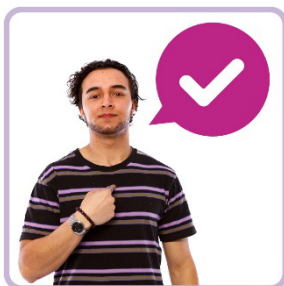


We explain your responsibilities on the following pages.

Agree to a job plan



You and your provider must agree on the tasks and activities you will do.

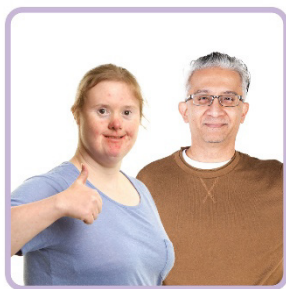


You must then agree to your job plan.

Follow a job plan



We expect you to do everything in your job plan.

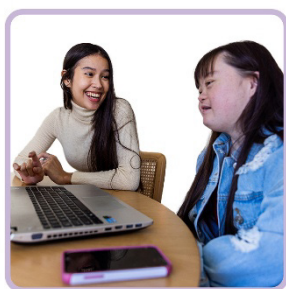


This includes the things you and your provider agreed you will do.

Stay in contact with your provider

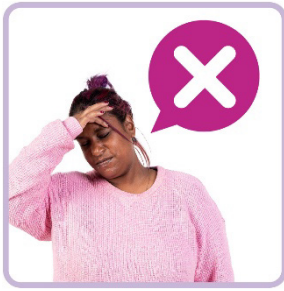


You must stay in contact with your provider.



This includes going to your appointments to meet your provider.

You need to tell your provider if:



- you can't do a task or activity you agreed to



- you want more support.



You also need to tell your provider if there are certain changes to your life

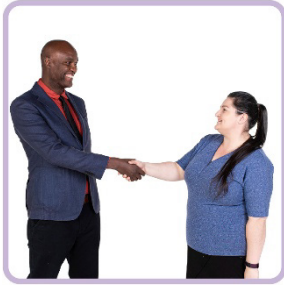


For example, if your health condition changes in a way that affects your work.



You need to tell your provider about these things as soon as possible.

Behave in a polite way



You must behave in a way that:

- is polite
- treats people with respect.

This includes how you behave toward:



- providers and their staff



- other people using the program



- **employers.**

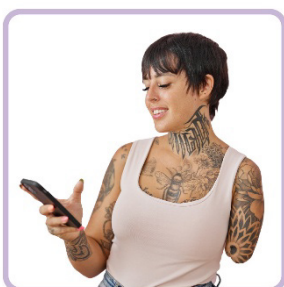
An employer is a person who hires other people to work for them.

More information and support



Our National Customer Service Line can:

- look into complaints
- support you to find another provider.



You can call our National Customer Service Line if you need help.

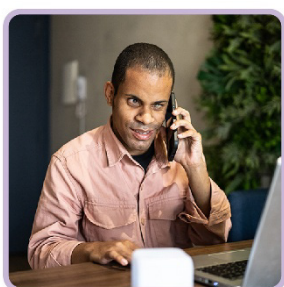
1800 805 260



The Complaints Resolution and Referral Service is a service that doesn't work for us.



It works with you and your provider to fix a complaint you have.



You can call the Complaints Resolution and Referral Service if you need help with your rights.

1800 880 052

Contact us



You can call the National Customer Service Line.

1800 805 260



You can use the National Relay Service if you:

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

There are 2 ways you can use this service:



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 the National Relay Service website.

www.accesshub.gov.au



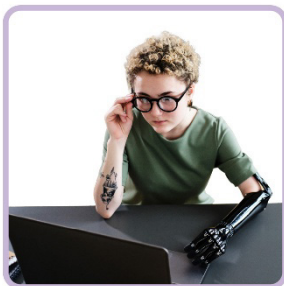
If you need help in a language other than English, you can call the Translating and Interpreting Service.

13 14 50



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

1800 805 260



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Word list

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



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



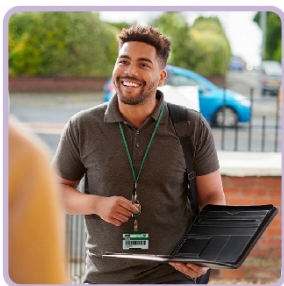
Conflict of interests

A conflict of interest is when your provider might make a choice that is good for them but isn't fair to you.



Employers

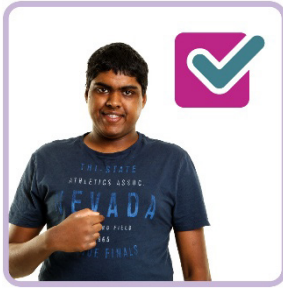
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Review



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Rights



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