Australian Government

Inclusive Employment Australia

Finding careers for people with disability

Your rights

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 21.



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 information.



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 to:

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



We call it the program.



To take part in the program you must have either:

- a disability
- an injury
- a health condition.



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



Rights are rules about how people must treat you:

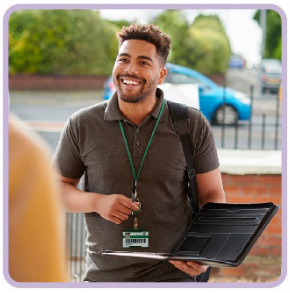
- fairly
- equally.

About your rights



Your rights explain how:

- we should treat you
- how your **provider** should treat you.



Providers support people by delivering the program.

Providers must treat you with respect and provide a good service.



We explain your rights below.

Making sure the program meets your needs



You have the right to get services in the program that meet your needs.



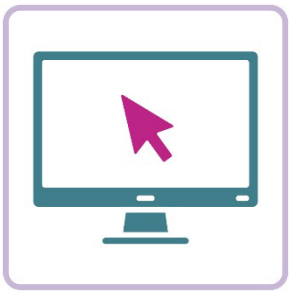
Providers have to meet the Australian Government's **standards**.



Standards are rules about how providers should support people well.



The standards make sure you get services that are right for you.



You can read more about the standards on the Department of Health, Disability and Ageing website.

www.health.gov.au/resources/collections/national-standards-for-disability-services-resources

Keeping your personal information private



You have the right to keep your personal information private.



Personal information includes:

- your name
- contact details
- health information.



Your provider must respect this right.



Your provider can only ask you for the personal information they need to support you.

Your provider can only share your information if:



- the law says they have to



- you give them your **consent**.

  Consent is when you say it is okay for someone to do something.



Your provider should give you information in a way you understand before you consent.



You also have the right to change your mind at any time.

This means you can:



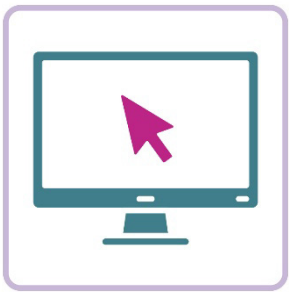
- take back your consent



- stop your provider sharing your information.



Not giving your consent might affect the support your provider can give you.



You can find more information about your right to privacy on our website.

www.dss.gov.au/inclusive-employment-australia/inclusive-employment-australia-participant-privacy-and-consent

An interpreter



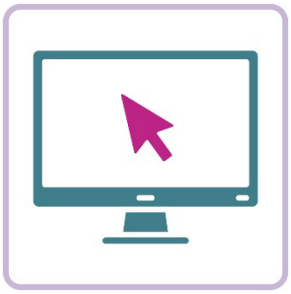
You have the right to ask for support to communicate.

This includes an **interpreter**.



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



You can find more information about your rights on our website.

www.dss.gov.au/inclusive-employment-australia/resource/inclusive-employment-australia-participant-rights-and-responsibilities-statement

If you are not happy with your provider



You have rights if you are not happy with your provider.



You can talk to your provider if you are not getting the right support.



Your provider will work with you to fix any problems.



You can also make a **complaint** to the Complaints Resolution and Referral Service.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



You can do this if your provider can't help fix the problem.



The Complaints Resolution and Referral Service:

- make their own decisions
- don't work for us.



You can call the Complaints Resolution and Referral Service.

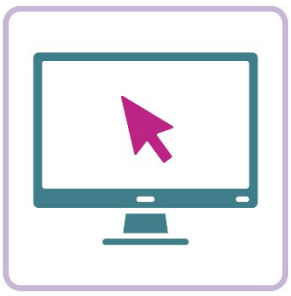
1800 880 052.



You can also get support from a disability **advocate**.

An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.



You can search for disability advocates on the AskIzzy website.

www.askizzy.org.au/disability-advocacy-finder

How to change your provider

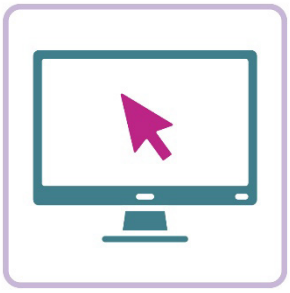


You might want to change your provider if:

- you can’t agree on your support
- they’re not right for you.



There are 2 ways you can do this.



You can visit the Workforce Australia website to change your provider.

www.workforceaustralia.gov.au



You can also call the National Customer Service line to change your provider.

1800 805 260

More information

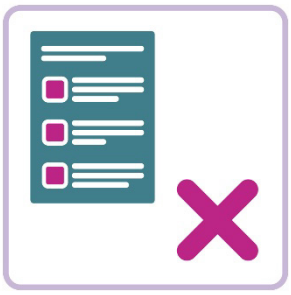


You can find more information about the program on our website.

This information:



- might be hard to read



- might not be in Easy Read.



You might need support to read them.



You can read more about what to expect when working with your provider on our website.

www.dss.gov.au/inclusive-employment-australia/resource/inclusive-employment-australia-service-guarantee



You can read more about the rules providers must follow on our website.

www.dss.gov.au/inclusive-employment-australia/resource/disability-services-and-inclusion-code-conduct



You can read more about your rights on our website.

www.dss.gov.au/inclusive-employment-australia/resource/inclusive-employment-australia-participant-rights-and-responsibilities-statement

Contact us



You can call the National Customer Service Line.

1800 805 260

National Relay Service

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

You can visit our website.

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

Word list

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



Advocate

An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn’t working well.



Consent

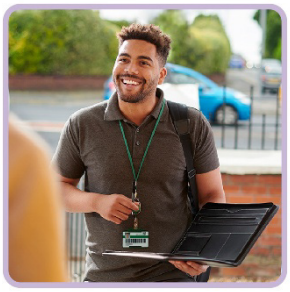
Consent is when you say it is okay for someone to do something.

Interpreter



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



Providers

Providers support people with disability by delivering a service.

Rights



Rights are rules about how people must treat you:

- fairly
- equally.



Standards

Standards are rules about how providers should support people well.

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