



Australian Government



Finding careers for people with disability

Privacy Notice and Participant Consent Form

Program information

Inclusive Employment Australia is designed to assist people with disability, injury, or health condition to prepare for, find, and maintain work. The program is established under the *Disability Services and Inclusion Act 2023* (Cth). The program is managed by the Department of Social Services (the Department). The Department funds organisations (known as “providers”) to deliver services to participants.

Some of the services that providers deliver include:

- working with the participant to develop a Job Plan, and keep the Job Plan updated
- job matching for different disabilities, demographics, and skillsets
- identifying skill gaps and supporting participants to up-skill in specific areas
- assessing modifications required to support a participant to work in a specific workplace
- supporting participants to apply for jobs, write a résumé, and prepare for interviews
- help participants to access supports, including workplace modifications, and wage subsidies
- connecting participants with healthcare and community services.

As a participant, you may be receiving social security payments with ‘Mutual Obligations’ or Compulsory Requirements. These are the tasks and activities you agree to do to receive an income support payment. Your provider will work with you to create a Job Plan, which explains what you need to do to satisfy these requirements. For more information on Mutual Obligations, visit the following link at Workforce Australia:

<https://www.workforceaustralia.gov.au/individuals/obligations>ⁱ

Privacy notice

Under the *Privacy Act 1988* (Cth) (Privacy Act), the Department and providers are regulated in how they collect, hold, use, and disclose your personal information.

Information collected

Your personal information may be collected by the Department directly or by other entities and provided to the Department, such as from: Services Australia, the Department of Employment and Workplace Relations (DEWR), your provider, or through your participation in other employment programs.

If you are a legal guardian, nominee, or another individual who is not an Inclusive Employment Australia participant, your personal information will also be handled in accordance with this Privacy Notice.

The following categories of personal information about you may be collected:

- your personal and contact details, as well as copies of your identity documents
- your employment status and history, including participation in other employment programs
- your education and training history
- your cultural and/or ethnic background, as well as your residency status
- your health, disability, and medical information, including any help or supports you need
- your criminal record or criminal history
- your income support or allowances, and your Mutual Obligations or Compulsory Requirements.

Purpose of collection

Your personal information may be used or disclosed for the primary purpose of administering, managing, and regulating the Inclusive Employment Australia program. This includes:

- determining your eligibility to participate in the program and assessing your work needs. If you were a former Disability Employment Service (DES) participant, personal information about you that was obtained under the DES program will be used to determine your eligibility to participate in Inclusive Employment Australia
- helping you prepare for, find, and maintain employment, including through education, training, and referring you to specialist support organisations
- assisting you to manage your Mutual Obligations or Compulsory Requirements
- contacting employers, including to discuss the work environment, and check they can meet your needs

- helping to manage and resolve complaints made by you, your provider, or third parties
- undertaking fraud and compliance investigations, or other regulatory functions.

Handling of your personal information

Your personal information may be collected from, used and disclosed to, third parties, including:

- providers of Inclusive Employment Australia, National Panel of Assessors, JobAccess, other employment service providers, or healthcare services
- the Department, Services Australia, DEWR, their respective portfolio ministers, as well as other Commonwealth agencies or entities
- the National Customer Service Line, the Complaints Resolution and Referral Service, and any other complaint handling bodies
- government agencies and other organisations for the purpose of undertaking surveys, research, policy development, and for reporting purposes.

The IT systems

The IT systems for the program are owned and managed by DEWR. The IT systems send and receive information from Services Australia, so that Services Australia can administer social security. This information exchange also ensures that any changes to participant information are accurately reflected in both IT systems. The Department uses the IT system for program management and policy development purposes. Providers use the IT system to deliver employment services to participants.

Overseas disclosure

Your information will not be disclosed overseas, without your consent, by the Department, providers, or any other third party.

The Department's privacy policy

The Department's Privacy Policy is available here:

<https://www.dss.gov.au/using-our-website/privacy-policy> ⁱⁱ You can also request a copy from the Department via email at enquiries@dss.gov.au

The Department's Privacy Policy contains information about how you may access and seek correction of your personal information. The policy also contains information about how you may complain about a breach of the Australian Privacy Principles or the *Privacy (Australian Government Agencies –*

Governance) APP Code 2017. The Privacy Policy also sets out how the Department will deal with a complaint.

For more information about Privacy, the Department's Privacy Fact Sheet is available here: <https://www.dss.gov.au/system/files/documents/2026-07/privacy-factsheet-iea.pdf> ⁱⁱⁱ

How to make a complaint

The Department's webpage includes information about making a complaint, including against a provider. You can find more information here: <https://www.dss.gov.au/contact-us/making-complaint> ^{iv}

If you wish to make a complaint regarding your provider, you should contact your provider in the first instance. If the issue cannot be resolved directly, you can call the below independent, free call support lines.

- the National Customer Service Line (NCSL) on 1800 805 260
- the Complaints Resolution and Referral Service (CRRS) on 1800 880 052

Participant Consent Form

Participant's consent to the collection, use and disclosure of personal information

- ☐ I confirm I have read and understand the Privacy Notice.
- ☐ I consent to the collection, use, and disclosure of my personal information for the purpose of the Inclusive Employment Australia program.

[Complete the following section if you have completed the above and would like to specify third parties you do not consent for your provider to contact. Please note that if you do not consent to one or more third parties outlined below, the services and supports your provider can provide you may be limited and it may also have implications in your ability to meet your Mutual Obligation or Compulsory Requirements.]

I do **not** consent for my provider to contact:

- ☐ other Inclusive Employment Australia providers or other employment service providers
- ☐ National Panel of Assessors providers
- ☐ JobAccess Professional Advisors, or other qualified health and allied health professionals, including those conducting assessments
- ☐ the National Customer Service Line, the Complaints Resolution and Referral Service, and any other complaint and query handling and service delivery bodies
- ☐ employers – before a job placement
- ☐ employers – after a job placement
- ☐ education, training, or specialist support organisations

Signed By:

Signature:

Date:

Note: You can withdraw consent at any time by notifying your provider. Please note that doing so may limit the services your provider can offer you and may make meeting your Mutual Obligation or Compulsory Requirements more difficult, as the provider is best placed to support you to meet those requirements.

Declaration by legal guardian or administrator of participant (if applicable)¹

I am the appointed legal guardian or nominee of the participant and am authorised to sign this consent form on behalf of the participant.

Signed By:

Signature:

Date:

ⁱ <https://www.workforceaustralia.gov.au/individuals/obligations>

ⁱⁱ <https://www.dss.gov.au/using-our-website/privacy-policy>

ⁱⁱⁱ <https://www.dss.gov.au/system/files/documents/2026-07/privacy-factsheet-iea.pdf>

^{iv} <https://www.dss.gov.au/contact-us/making-complaint>

¹ **Note:** Participants under the age of 18 years can sign this declaration if they do not have a Legal Guardian or Administrator appointed. Where the participant has been appointed a legal guardian or administrator, that person must sign this declaration in place of the participant and check the applicable tick box.