Australian Government

Inclusive Employment Australia

Finding careers for people with disability

Job Plans and working with your provider

Everyone's path to finding a job is different. If you are in the Inclusive Employment Australia program, your provider will help you get ready for work and find a job. They will also support you in the workplace after you get a job if you need ongoing support.

Making a Job Plan

When you start in the Inclusive Employment Australia program, your provider will help you make a Job Plan.

Your Job Plan is your agreement with your provider about what you will do to find work.

Types of Job Plan

There are 2 types of Job Plans in Inclusive Employment Australia:

- Meaningful Engagement Job Plan
- Detailed Job Plan.

Meaningful Engagement Job Plan

Meaningful Engagement means activities you agree to do with your provider as part of your Job Plan. These activities are either:

- compulsory if you must take part in Inclusive Employment Australia to receive your Income Support Payment
- voluntary if you have volunteered to receive support through Inclusive Employment Australia.

If you have a **Meaningful Engagement Job Plan**, you agree to stay in contact with your provider and do activities that help you work towards your employment goal.

Outside the Job Plan, you will also agree with your provider about:

- how you will stay in contact with them
- when, where and how often you will go to appointments
- tasks and activities you agree to do, while they are right for you
- how and when your progress will be checked.

Talk to your provider about how you would like to keep track of these activities.

If you stay in contact with your provider and do the activities you agreed to, you can stay on a Meaningful Engagement Job Plan.

Detailed Job Plan

A Detailed Job Plan is for people who must take part in Inclusive Employment Australia but have not stayed in contact with their provider. They also do not have a good reason for not doing what they agreed to do.

This plan includes activities that you will do as part of the program.

You and your provider will choose the activities and supports for your Job Plan together. These should be based on your strengths, work goals and support needs.

Examples of tasks and activities in your Job Plan may be:

- training, skill development and support services to improve your chances of getting work
- other supports, such as counselling, physiotherapy or pain management
- work experience and voluntary work placements
- contacting employers and attending job interviews
- paid work or self-employment.

Your provider will update your Job Plan with you if your needs or situation change.

What agreeing to your Job Plan means

When you agree to a Job Plan, you agree to stay in contact with your provider and do the activities in the plan on time.

After you and your provider finish writing your Job Plan, you should review it. You can read or download your Job Plan by logging in to your Workforce Australia account.

You do not have to agree to the Job Plan on the same day. You have 2 business days to read it and check if you agree with everything. You can also talk to someone you trust, such as a disability advocate, carer or family member.

If you need more time to think about your Job Plan, ask your provider.

You can find a disability advocacy provider in your area by visiting the Disability Advocacy Finder (www.askizzy.org.au/disability-advocacy-finder).

After reviewing your Job Plan, you can agree to it by either:

- telling your provider that you agree in person or by phone
- by logging in to the Workforce Australia website or app.

What if I don't agree with my Job Plan?

If you have a question about your Job Plan or want to change it or the actions that support it, talk to your provider first.

If you and your provider cannot agree on changes to your Job Plan, call the National Customer Service Line on 1800 805 260*. This is a free service that can help answer questions you have about your Job Plan or your provider.

What if I can't do something I agreed to do?

If you cannot do something you agreed to do, tell your provider as soon as possible. They may ask why so they can understand your situation and can change your Job Plan if needed.

Changing your provider

There are 2 ways you can change your provider.

1. Visit Workforce Australia Online (www.workforceaustralia.gov.au/) for individuals.
2. Call the National Customer Service Line on **1800 805 260***.

More information

You can find more information and resources on the Inclusive Employment Australia website (www.dss.gov.au/inclusive-employment-australia). You can also call the National Customer Service Line on **1800 805 260***.

Speak and Listen users phone 1300 555 727 then ask for 1300 653 227.

If you are d/Deaf, hard-of-hearing or have speech communication difficulties, use the National Relay Service to contact the National Customer Service Line. For more information, go to www.accesshub.gov.au.

If you need an interpreter, call TIS National on **131 450*** and ask for **1800 805 260**.

*Call charges may apply for calls to '13' and '1800' numbers from mobile phones.

Call rates from landline and mobile providers may vary. Check with your current service provider.