Australian Government

Inclusive Employment Australia

Finding careers for people with disability

Your rights when taking part in Inclusive Employment Australia

If you are in the Inclusive Employment Australia program, you have rights and should expect certain things from us and your provider. This includes fair treatment, privacy, accessible information, and choice wherever possible.

Information on your rights can be found in the Inclusive Employment Australia Participant Rights and Responsibilities Statement (www.dss.gov.au/inclusive-employment-australia/resource/inclusive-employment-australia-participant-rights-and-responsibilities-statement).

This Statement provides more information on your rights when you are working with your provider. It also includes the standards we set for providers, and how to access supports.

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***.

Your right to quality services

You have a right to receive quality services. The Department of Social Services has standards that Inclusive Employment Australia providers must meet.

All Inclusive Employment Australia providers must meet the National Standards for Disability Services (www.health.gov.au/resources/collections/national-standards-for-disability-services-resources).

These Standards are a set of rules that explain how you should be treated. They make sure you are treated fairly and equally. They also make sure services are right for you.

There are 6 standards:

- Rights
- Participation and inclusion
- Individual outcomes
- Feedback and complaints
- Service access
- Service management.

Your right to privacy

You have a right to have your personal information kept private. Your Inclusive Employment Australia service provider must respect that right.

Your provider will ask you for some personal information when you start working with them. They can only ask for the information they need to support you.

Your personal information belongs to you and will not be given to anyone unless:

- it is required by law
- you give your consent.

More information about your right to privacy is on the Inclusive Employment Australia website (www.dss.gov.au/inclusive-employment-australia/inclusive-employment-australia-participant-privacy-and-consent).

Your right to change your mind

You can change your mind at any time and say no to sharing your information. This is known as withdrawing your consent. Talk to your provider about how to do this.

If you do not provide personal information and withdraw your consent, it may limit the services your provider can give you. It may also affect your mutual obligation requirements. More information about mutual obligation requirements is on the Services Australia website (www.servicesaustralia.gov.au/mutual-obligation-requirements).

Your right to an interpreter

To speak with us in your language, you can use the Translating and Interpreting Service (TIS National).

TIS National is available 24 hours a day, 7 days a week. There are interpreters for more than 150 languages. Phone TIS National on **131 450**.*

Visit the TIS National website (www.tisnational.gov.au) for more information about their interpreting service.

Your rights if you are not happy with your service

If you think you are not getting the right help, you should talk to your provider first. Your provider wants your feedback and will work with you to fix problems.

If you cannot talk to your provider about your concerns, or you would like to make a complaint, you can call the Complaints Resolution and Referral Service on **1800 880 052***. This is an independent service.

You may wish to get support from an advocate through the National Disability Advocacy Program, delivered by the Australian Government Department of Health Disability and Ageing. An advocate can help you at any stage of the program.

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

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.