



Disability Employment Services Programs — Your Service Guarantee

As your Disability Employment Services Provider we will:

- Explain clearly what services you are eligible to receive, what we will do for you, and what you have to do, including how often we will meet
- Provide assistance to help you find and keep a job, and provide ongoing support while working if you need it
- Treat you fairly and with respect, in line with the Disability Services Standards
- Take account of any impact your disability, injury or health condition may place on your ability to find and keep work, as well as any other recognised limits such as parenting or caring responsibilities

What help can I expect?

We will work with you to agree on your *Employment Pathway Plan* that will include any assistance that will help you find and keep a job.

We will work with you to help you deal with any issues that might be making it hard for you to look for work. The help we give you may include:

- Looking at what work you have done before, and what work is available in your area
- Looking at what skills and education you have and what skills and education might help you get work
- Providing you with help which may include training, work experience or other services that will help you overcome any work barriers and to find and keep a job
- Helping to build your capacity to work
- Assisting you to access other support services you may need
- Assistance in preparing a résumé
- Advice on the best ways to look for work
- Information about access to Jobsearch and computer facilities and about how to use them to look for work
- Access to an interpreter if you need one

Once you find a job, we will continue to support you and will develop a plan with you to help you keep your job. The on and off job support available includes:

- To assess the suitability of this work in regard to your condition and injury
- Support to help you settle into your job
- On the job training
- Information, support and training for your employer and/or co-workers
- Help to resolve any problems you may have at work
- Provide ongoing support appropriate to your needs, which may include meeting with you regularly, or short bursts of intensive support

Depending on your circumstances, we can help you and your employer access a range of other support services which may include:

- Modification of your work area
- Purchase of specialised technology
- Other services under the Employment Assistance Fund
- Access to additional assistance if your job is in jeopardy

What are my responsibilities?

If for any reason you are not able to keep an appointment, you should notify us as soon as you can to reschedule the appointment. If you have missed an appointment, you need to contact us as soon as possible and explain why. You should also do this if you can't do or haven't done something your *Employment Pathway Plan* says you should do.

To ensure that you are getting the right support you should let us know if something in your life changes such as health, parenting responsibilities, personal crisis, education, voluntary or paid work.

If you are entitled to compensation or damages from someone for the disability, injury or illness for which we are providing employment assistance for, you should let us know.

If you are on Newstart Allowance or Youth Allowance there are also some things that you will have to do if you want to keep receiving income support:

- Make every effort to get a job, and accept any suitable job you are offered
- Do your best at every job interview
- Do everything that you have agreed to do in your *Employment Pathway Plan*, this includes going to all appointments

What happens to what I tell you?

We will collect information about you for the purpose of providing disability employment related services to you.

We will keep all information about you in accordance with the *Privacy Act 1988* (Cth).

If you ask, we will usually be able to show you the information we hold about you. If you have any concerns about the way in which information about you is being managed, you can discuss your concerns with us.

More information about the *Privacy Act 1988* (Cth) can be obtained from the Office of the Federal Privacy Commissioner's web site at www.privacy.gov.au

Disability Services Standards

We will advise you about the Disability Services Standards which set out the quality of services we will deliver to you. These can be found at www.fahcsia.gov.au/sa/disability/standards.

All Disability Employment Services Program Providers are assessed by independent auditors as meeting the Disability Services Standards.

What can I do if I'm not happy with the service I receive?

If you think you aren't receiving the right help, you should first try to talk to us.

We will provide a feedback process which is fair and we will try to resolve your concerns.

If you can't do this, or you are still not happy, you can access the Complaints Resolution and Referral Service through the Government's Customer Service Line on 1800 805 260 (free call).

The Complaints Resolution and Referral Service can also be contacted directly on 1800 880 052 (free call), TTY 1800 301 130 (free call)

The National Relay Service: 1800 555 677 (free call), fax 02 9318 1372

