



What to do when you receive your letter

Disability Employment Services is changing to Inclusive Employment Australia from 1 November 2025.

Some providers will not be continuing in Inclusive Employment Australia. This means some participants will need to change Providers.



Receiving your letter

You receive your letter in the post.



You will have two options:

1. Stay with the Inclusive Employment Australia provider you have been allocated to move to **or**,
2. Change your provider

1. Stay with the IEA provider

If you wish to stay with the provider you have been allocated, you do not need to do anything.

OR

2. Change your provider

If you wish to change the provider you have been allocated, have a look at our fact sheet on “How to change Provider”.

You can find this fact sheet at dss.gov.au/information-participant



Calling the DES Transition Line

To change your provider, please call the DES Transition Line on **1800 227 337**.

It doesn't matter if you don't know which provider you want to change to.



Here to help

The friendly staff at the DES Transition Line will help you find a provider that's right for you.



What happens next?

Once you change your provider, the NCSL will send your new provider your contact details.

They will be in touch with you soon after 3 November 2025.

They will create a new Job Plan with you.

Need more help?

If English is not your first language and you need an interpreter, call TIS National on **13 14 50** and ask for **1800 227 337**. You will speak to the DES transition line.

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

If you need this letter translated into Braille, please email DES2025Transition@dss.gov.au.

Your personal information

Handling of personal information

Talk to your current provider about the sharing and handling of your personal information. Go to www.dss.gov.au/des-QnA to find out how the department manages privacy and to make a complaint.