Authority to Release & Obtain Information

Your personal (e.g. your name) and sensitive information (e.g. your disability, injury or health condition) may be collected, used and disclosed by atWork Australia on behalf of the Department of Social Services to deliver employment related services and assistance to you under the Inclusive Employment Australia program.

Your consent is voluntary and may be updated or withdrawn at any time. Where consent is not provided or is withdrawn you may be still required to participate in the program, however the employment services options offered may be limited. If you are unsure what you are being asked regarding your consent, you are encouraged to ask questions to ensure you understand and have real choice.

The list below indicates the types of services atWork Australia engages with to deliver the employment program and the relevant reason for obtaining and releasing information so that you can access the full range of assistance and services when you need it.

I,

(Client Name)

I hereby provide atWork Australia Pty Ltd (MedHealth Pty Ltd) with consent to contact the following parties to release and obtain information considered relevant to the provision of employment services as indicated below:	**Yes**	**No**
1. Contact prospective employers to confirm employment details including job applications, reverse marketing activities and wage subsidies.	☐	☐
2. Disclose my disability, injury and/or health condition to potential employers to assist tailor employment related support in finding and keeping a job. This can include discussions about the Employment Assistance Fund through Job Access which can include Workplace Assessments, Workplace Modification and Supported Wage System schemes and other supports available through Job Access as applicable.	☐	☐
3. If self-employed, contact my accountant or Next Generation Accounting and Tax regarding hours worked and income received. If utilising Next Generation Accounting and Tax, I consent to them contacting me for the purposes of employment confirmation.	☐	☐
4. Education institutions and activity hosts when confirming attendance, participation and completion of education, training and activities.	☐	☐
5. Contact Local Area Coordinators and NDIS Providers for referrals and provision of employment services.	☐	☐
6. Consent to conduct a criminal records check or a Working with Children Check (or state equivalent) where required for employment and/or other Activities.	☐	☐

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7. Community services and organisations for managing referrals and accessing relevant resources and services in providing employment services.	☐	☐
8. atWork Australia Wellness Services to assist with the provision of employment services.	☐	☐
9. To my nominated health professional(s) regarding medical and other relevant information. If yes, provide details of your health professional/s: Name: Contact: Name: Contact:	☐	☐
10. A third-party nominee to collect, use or disclose personal and/or sensitive information on your behalf. A separate **Nominated Third-Party Consen**t Form needs to be completed to obtain details.	☐	☐
11. External auditors approved by the Department for the purpose of verifying atWork Australia's compliance with the National Standards for Disability Services, ISO9001:2015 and ISO27001.	☐	☐
12. Ongoing Support Assessors for the provision of Ongoing Support Assessments.	☐	☐
13. Share employment and education history with atWork Australia's internal Artificial Intelligence (AI) tool to create and enhance resumes and cover letters. - AI generated documents are designed to offer professional and industry appropriate information to improve competitiveness in the jobs market. Clients are encouraged to review and ensure the content is tailored and accurate and can choose whether the AI-generated content meets their needs and personal circumstances.	☐	☐

I acknowledge that I have been provided with written information about the Privacy Act and I am aware that information is disclosed to the Department for monitoring and evaluation purposes.

I understand I can update or retract consent at any time by advising atWork Australia.

Client signature		Date	

atWork is committed to act in accordance with the Privacy Act 1988 (Cth) and other applicable privacy and health records laws. This commitment is outlined in our Privacy Policy, which can be provided to you upon your request. Your information will remain confidential except in situations where there is a risk of harm to yourself or others, as per Australian Privacy Principle 6 and clause 16A of the Act.

atWork Australia welcomes your feedback and the opportunity to improve services. Should you have a complaint, want to provide feedback, or want to provide a compliment, please let an atWork Australia team member know.

Australian Government

Inclusive Employment Australia

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 Services (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 either the National Customer Service Line (NCSL) on 1800 805 260 or the Complaints Resolution and Referral Service (CRRS) on 1800 880 052. These are independent and free call lines.

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) [1,2]

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:

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[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

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[1] **Note:** Participants under the age of 18 years can sign this declaration if they do not have a Legal Guardian or Administrator appointed. [2]

[2] **Note:** 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.

Inclusive Employment Australia

Finding careers for people with disability

Privacy Factsheet

Inclusive Employment Australia

Inclusive Employment Australia is the Australian Government's specialist disability employment program. The Department of Social Services runs the program. It started on 1 November 2025 and replaced the former Disability Employment Services (DES) program.

The Inclusive Employment Australia Program (the **program**) supports the Australian Government's commitment to provide:

- employment services that focus more on participants
- more flexible and tailored supports
- access for more job seekers
- better quality services
- higher wage subsidies to help create job opportunities.

When you start with your Inclusive Employment Australia provider (**provider**), they will ask you to complete one of these forms:

- an Inclusive Employment Australia Privacy Notice and Consent Form (Privacy Consent Form), or
- a Direct Registration Form.

These forms are called 'Privacy Consent Forms'. They explain how your provider will manage your personal information.

How will we use your personal information?

Providers will use your personal and sensitive information to support you under the program. This includes working out if you can join the program, understanding your work needs, helping you get ready for work, and helping you find and keep a job. Your information will also be stored in the program's (information technology) IT system.

Sharing your personal information

Why do I need to share my personal information with a provider?

A diverse network of providers deliver the program. If you agree to share your personal information, your provider will use this to help you get ready for work and find and keep a job. This includes information about your:

- health
- work adjustment needs
- interests and goals
- education
- work history.

Your provider must use and manage your information in line with the *Privacy Act 1988* (Cth). Your provider must tell the Department straight away if your personal information is accessed, stolen, or shared with the wrong people and/or without your permission.

How will I agree to share my personal information with third parties?

Your provider will ask you to sign a Privacy Consent Form. The form asks if your provider can collect and share relevant information with others to help you get ready for work and find and keep a job.

You can choose that you do not consent to share your information with certain people or organisations as listed on the form, such as employers, community support organisations or other programs.

If you do not agree to share certain information, your provider may not be able to give you all available services and this could affect your ability to meet your Mutual Obligations or Compulsory Requirements.

Even if you choose not to share your information with certain people or organisations, there are still services your provider will be able to support you with, such as helping you to write a resume, or prepare for an interview.

Who can my personal information be shared with?

If you consent to sharing your personal information, it may be shared with:

- health care professionals
- your advocate or nominee
- other support providers
- potential employers
- government organisations that may support you.

What information do we collect?

Personal information may include:

- contact details, such as your name, where you live, and your phone number
- your date of birth
- your advocate's contact details
- what help or supports you need.

Sensitive information may include:

- your culture
- the language you speak
- your health and medical information
- whether you have a criminal record.

This information helps your provider understand what support you need to find and keep the right job for you.

Your provider can show you the information they hold about you. If you are worried about how your personal information is being managed, please talk to your provider.

Can I change my mind about sharing my personal information?

Your provider will share your personal information with the Department because the Department has contracted your provider to deliver the program.

The Department will share your information with Department of Employment and Workplace Relations (DEWR) and Services Australia because these agencies help administer the program.

You can tell your provider if you do not want your information shared with certain people or organisations, such as potential employers, other providers, or health professionals.

If you withdraw your consent, your provider may not be able to give you all the available services. It may also have implications for your mutual obligation requirements.

How is my information protected?

The *Privacy Act 1988* (Cth) protects your information.

Where can I find more information?

You can find more information in the Department's Privacy Policy.

Nominated Third Party Consent Form

From time to time, atWork Australia (Medhealth Pty Ltd) will seek information from or disclose information to a participating client's nominee or third party for the purpose of delivering employment services. We will only do this with your signed consent.

By providing contact details and signing below, you are giving atWork Australia consent to collect personal and sensitive information from, or disclose personal and sensitive information to, a nominee or third party relevant to the employment service. Types of personal information may include your name, date of birth, contact details, education and employment history, details of your personal circumstances or appointment details. Types of sensitive information may include health status, beliefs and ethnic origin related information.

I,

(Client Name)

hereby provide atWork Australia Pty Ltd (MedHealth Pty Ltd) with consent to:

1. To release personal and sensitive information to my nominated third party, and to collect medical and other information from my nominated third party.
2. Contact the person nominated on my behalf when I am not present • I have been given a copy of the Department's Privacy Statement. • I am aware that information may be disclosed to the Department for monitoring and evaluation purposes. • I am aware that I can retract this consent at any time.

Nominated Third Party details:

Full name:	
Contact number:	
Relationship to me (client):	

atWork is committed to act in accordance with the Privacy Act 1988 (Cth) and other applicable privacy and health records laws. This commitment is outlined in our Privacy Policy, which can be provided upon your request or accessed here on our website. Your information will remain confidential except in situations where there is a risk of harm to yourself or others, as per APP 6 and clause 16A of the Act.

Client signature		Date	

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Here at atWork Australia, we truly believe that work's for everyone. If you live with disability, injury or health condition, we can help you find a job that makes the most of your skills.

Let's find you a job that suits your strengths.

We are here for you

At atWork Australia, we've supported thousands of Australians living with disability, injury or health condition on their journey to meaningful work. We are your Job Coach, your advocate and your partner as we find you the right job with the right employer.

How do we help you?

We put your needs front and centre. You'll get a dedicated Job Coach. We'll listen, talk about your needs and help you identify your work and life goals.

Together, we'll create a plan to get you where you want to be

Regardless of whether you're ready to launch into a new job or need to build skills to be job ready, your plan is tailored to suit you.

It's a practical, friendly and cost-free service.

We provide a holistic service to maximise your strengths, your abilities and make a difference in your life, including:

A dedicated Job Coach

Providing support to gain a sustainable career. We'll help you develop a résumé, search for jobs, ace the interview and much more

Pre-employment facilitated courses

Including our own programs: Positivum to support health, wellbeing, and perceptions of working. Jobs Now, a space to create a brilliant resume or practice your interview skills in a group setting. Jobs for the Mob, tailored to Aboriginal and Torres Strait Islander people.

Access to employers looking for you

From our network of employers who are ready to hire, with diverse jobs to suit your goals

Support once you start working

We'll continue to support you, in a way that best meets your needs, and this can be as frequent as you wish

Access to allied health professionals

Our in-house team are focused on building abilities, should you need extra help

Wondering how to find us? Visit our location page, with printable directions to take with you.
We look forward to supporting you find the right job with the right employer.

Supporting you at your first appointment
If you require an interpreter, we can arrange one for you. You are also welcomed to bring a support person or advocate to your appointment.

Manage your appointments online
If your Centrelink online account is linked to myGov, you may be able to manage your appointments online. Click here to set up a myGov account, or here for instructions on how to manage your appointments. Your Job Coach can also support you to do this in your appointment if needed.

See us face-to-face or see us online
We understand that it's not always possible to come and see us in person. So, after our first face-to-face meeting, we offer the flexibility to meet virtually. It allows you to fit our appointments into your daily life.

Need to share a document with us? No problem!
You can submit your paperwork to us online, wherever you are, whenever you need to.

Getting in touch, keeping in touch
Your Job Coach is your key contact along your journey to finding work. You can also call our national contact centre, which has real people ready to assist you. Call us on 1300 080 856 or you can live chat to our team via our website atworkaustralia.com.au

Our mission is to make your job search as simple and straightforward as possible.

Inclusive Employment Australia
Finding careers for people with disability

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Empowering YOUR Employment Journey

Your rights

The Inclusive Employment Australia program aims to equip you with the skills and support you need to get a job. We want you to feel empowered and supported when accessing services with atWork Australia. This outlines your key rights, ensuring you feel empowered, supported and in control throughout the Inclusive Employment Australia program.

EMPLOYMENT GOALS

You have the right to set your goals and say how they are going to be achieved while also taking into account your individual barriers and challenges you face due to your disability.

CHOICE AND CONTROL

This program is about you. You have the right to choose the services and activities that best suit your needs. We will work with you to set goals that align with your interest and skills.

SUPPORT SYSTEM

You have the right to involve a family member, friend, nominee or advocate in your journey. Their presence can provide additional support and ensure your voice is heard throughout the process.

FEEDBACK AND COMPLAINTS

Your voice matters. You have the right to provide feedback or make a complaint at any time. You can call us at 1300 080 856 or email us at feedback@atworkaustralia.com.au or talk to your Job Coach for help.

PRIVACY AND COMFORT

You have the right to a private space for discussions or meetings if needed. This ensures you feel comfortable and can openly discuss your goals and any challenges you face.

ACCESSIBILITY SUPPORT

If you need or would like an interpreter or need to use the National Relay Service, we can support you to arrange that free of charge. You can also request this information to be delivered in alternate formats.

Inclusive Employment Australia

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Inclusive Employment Australia

Finding careers for people with disability

Inclusive Employment Australia Participant Rights and Responsibilities Statement

As a participant in Inclusive Employment Australia, you have certain rights and responsibilities.

Your rights as a participant mean that you can expect fair treatment, accessible information, and genuine choice wherever possible. Your provider must respect these rights at all times.

Your responsibilities as participant are what is expected of you while you are receiving services.

Participant rights

Choice of provider and services

You have the right to choose your provider. If you feel your current provider isn't acting in your best interests, you can change providers at any time.

You can ask about conflicts of interest. A conflict of interest would be a competing priority that could affect the services and support they offer you. If you're unsure whether your provider has a conflict of interest, you can ask them directly.

You have a say in the services and supports you receive. You can choose the types of services and supports you want to do to reach your employment goals, and how you want to get them.

Providers must work with you to jointly decide on the tasks and activities you will do to prepare for, find or maintain a job.

You should never feel pressured to agree to services or supports you don't want or need, especially medical, psychological, or other treatments.

You can take time to decide. You can ask for time to consider your options before making a decision about a task or activity. It's okay to request 'think time' before agreeing to your Job Plan.

You can request a review at any time. If you're unsure about the services or supports you are receiving, including any requirements in your Job Plan, you can ask for a review by your provider.

Appointments

You can choose how you attend appointments. You can ask for your appointments to be held face-to-face, over the phone, via videoconference, or at another suitable location (excluding your home or any private residence).

You can have support at your appointments. If you'd like help with making decisions, you can bring a support person with you. This could be a family member, friend, support worker, or advocate.

You can also request an interpreter to attend your appointments (at no cost to you).

Appointments must work for you. Your provider should schedule appointments at times that suit you. They must not book appointments during your work hours without your permission, as long as you've told them your work schedule.

You don't have to agree to any third-party appointments. If someone other than your provider wants to meet with you, the appointment is voluntary and cannot be scheduled without your consent.

Privacy

You can choose what personal information you want to share. It is up to you what information you share with your provider, noting that the more you share the better they can deliver support tailored to you.

You can tell your provider not to contact your employer. You do not have to provide copies of your payslip(s) to your provider, even if your provider asks you to do so.

Complaints

You can lodge a complaint. If you are not happy with the services you are receiving from your provider, you can make a compliant. You cannot be penalised for making a complaint.

Participant responsibilities

You must agree to a Job Plan. You are expected to do everything you've agreed to do in your Job Plan.

You must stay in contact with your provider. Being in contact may include attending appointments to meet with your provider.

You should tell your provider as soon as possible if:

- you can't do a task or activity you've agreed to
- there are changes in your personal circumstances
- you want more personalised support.

You must act appropriately. While at appointments or activities, you are expected to be respectful and polite to staff, employers and other participants.

Further information and support

If you need help understanding the services and support available in Inclusive Employment Australia, talk to your provider or contact the **National Customer Service Line** on **1800 805 260** (free call). You can also raise any concerns or problems you have with the services you are receiving from your provider with the National Customer Service Line.

If you need help understanding your rights and to improve your experience with your provider, talk to your provider or contact the **Complaints Resolution and Referral Service** on **1800 880 052** (free call). This is an independent complaints resolution service.

Australian Government

Inclusive Employment Australia

Finding careers for people with disability

Code of Conduct

Made by the *Disability Services and Inclusion (Code of Conduct) Rules 2023* under the *Disability Services and Inclusion Act 2023*

The Disability Services and Inclusion Code of Conduct (**Code**) is a mandatory set of guidelines that must be followed by anyone providing disability services funded by the Commonwealth.

As part of the Disability Services and Inclusion Framework, the Code promotes the health, safety and wellbeing of people with disability.

The Code sets out acceptable, appropriate and ethical conduct for providers and employees who are delivering disability services funded by the Commonwealth.

The Code requires employees and providers delivering supports and services to:

1. act with respect for the individual rights of people with disability to freedom of expression, self-determination and decision-making, in accordance with applicable laws and conventions
2. respect the privacy of people with disability
3. provide the eligible activity in a safe and competent manner, with care and skill
4. act with integrity, honesty and transparency
5. promptly take steps to raise and act on concerns about matters that may have an impact on the quality and safety of the provision of the eligible activity to people with disability
6. take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability, and
7. take all reasonable steps to prevent and respond to sexual misconduct.

Australian Government

Inclusive Employment Australia

Finding careers for people with disability

Your Service Guarantee

Inclusive Employment Australia

The Guarantee lets you know what to expect when working with your provider. Providers are expected to deliver services tailored to your needs and abilities and promote meaningful engagement.

As your provider we will:

- treat you fairly and with respect;
- be culturally sensitive;
- help you to search for work and build work capacity;
- clearly explain the available services to you;
- focus on participant-led services;
- explain your rights and obligations to engage in the program;
- build a positive and trusting relationship to support you; and
- communicate in a way that meets your needs, including by providing an interpreter (if required).

What can you expect?

As your provider, we will tailor the support we provide. We will help you identify, and access services and supports such as:

Pre-Employment Support	Employment Support
• Résumé writing, job applications and interview preparation • Job search support • Non-vocational programs • Further education or training • Government and non-government programs/activities • Services that will help build on your skills • Allied Health professionals and programs to address disability, injury, or health concerns • Self-Employment assistance	• Support you to understand your rights in the workplace • Working with employers to match your skills to their needs • Support to approach suitable employers • Tailored communication and ongoing support to help you keep your job • Access to the Employment Assistance Fund for workplace assessments and modifications to support you

What are your responsibilities?

We expect you to participate meaningfully in the program by:

- working respectfully with your provider to develop an individualised Job Plan. Your Job Plan will require you to engage with your provider to prepare for, seek or maintain employment;
- attending appointments and participating in the activities in your Job Plan; and
- telling your provider if you are unable to attend appointments or if something in your life has changed.

Please note:

If you receive a payment from Services Australia and do not attend appointments or do the activities in your Job Plan, your payment may be put on hold. If you continue to fail to meet your requirements, you may have your payment reduced or cancelled. If you have a reasonable excuse, you must advise your provider beforehand.

Help for making phone calls

If you are deaf or hard of hearing, or find it hard to speak using the phone, you can call the **National Relay Service** by calling:

- TTY (Talk and Listen) on **1800 555 677** and then ask for 1800 880 052
- Speak and Listen (speech-to-speech relay) on **1800 555 727** and then asking for 1800 880 052

If you need something in a language other than English, you can call the Translating and Interpreting Service (TIS) on **131 450**.

What happens to your information?

The *Privacy Act 1988 (Cth)* (referred to in this document as the **Privacy Act**) and Australian Privacy Principles mean that your personal information is protected.

Your personal information will not be released to anyone unless required by law or you provide consent. You have the right to withdraw your consent at any time.

More information about the Privacy Act, your privacy rights, our privacy obligations can be found at www.oaic.gov.au

What can you do if you are not happy with the service?

If you think you are not receiving the right help, you should first try to talk to us. We will provide a feedback process which is fair and try to resolve your concerns.

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

All IEA providers need to meet the National Standards for Disability Services which you can find at www.dss.gov.au

Australian Government

Department of Social Services

National Standards for Disability Services

Making sure that people with disability receive good quality services.

Standard 1: Rights

You have the right to be treated fairly when you use disability services.

Standard 2: Participation and Inclusion

You can take part in the community and feel included when you use disability services.

Standard 3: Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals.

Standard 4: Feedback and Complaints

You can tell people what you think about the services you receive.

Standard 5: Service Access

Finding and using services is fair. You can access the services you need.

Standard 6: Service Management

Disability services should be managed well.

dss.gov.au

Inclusive Employment Australia

Finding careers for people with disability

Meaningful Engagement

Fact Sheet – Information for those who have volunteered for services

Everyone's path to finding a job is different. The support you receive from your provider will help you prepare for, find and maintain work.

You have chosen to receive employment services from an Inclusive Employment Australia provider. To be eligible to receive help, you are expected to meaningfully engage with your provider.

Your provider will ensure you are meaningfully engaged while working towards your employment goals. You get to share decisions about what tasks and activities you want to do to meaningfully engage. Your provider will help you to explore your options.

You and your provider will regularly review what meaningful engagement looks like and make changes if things aren't working.

What is meaningful engagement?

Meaningful engagement is a commitment you make to stay in contact with your provider and undertake tasks and activities that will help you to achieve your employment goal.

You and your provider will work together to design a plan for how you will meaningfully engage that reflects your strengths, goals and needs.

As part of the plan, you will agree to:

- how you will stay in contact with your provider, in ways that suit you
- how often you will attend appointments with your provider.

The plan may also include other tasks and activities you have agreed to do.

Your provider must actively support you to complete your agreed plan. This includes helping to arrange the activity and removing any barriers.

If you follow your agreed plan, you will be able to continue to keep working with your provider towards your employment goals.

What can I do as part of meaningful engagement?

Your provider will work with you to decide which tasks and activities you will do to reach your employment goal. They will talk to you about things like:

- what work you want to do
- what skills and education you have
- things that might make it hard for you to look for and keep a job
- services and supports that can help you.

Your provider will recommend tasks that could help you. However, you have the right to choose the services and supports you want and how you get them.

Some examples of tasks and activities in your plan may be:

- contacting employers and attending job interviews
- training, activities and support services to improve your job prospects
- work experience and voluntary work placements
- paid work or self-employment.

If you need help to decide what tasks and activities you want to do, you can ask for someone you trust to support you. This may mean having them attend an appointment or asking for more time to consider the information.

What if I don't agree with what I am asked to do?

At any time, you can talk to your provider about what support you want to receive and ask to adjust the tasks and activities you have agreed to do.

If you don't feel you are being supported by your provider, it is important that you contact the National Customer Service Line. This is a free service that can help address any concerns you have with your provider.

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

If you can't do what was agreed, let your provider know as soon as possible.

If your personal circumstances have changed, your provider can update your plan so you can continue to receive the right support.

Do you need more information?

Information and resources for Inclusive Employment Australia participants can be found on the Department of Social Services website (www.dss.gov.au/iea).

If you need help understanding meaningful engagement, talk to your provider or contact the **National Customer Service Line** on **1800 805 260** (free call).

Minimum wages fact sheet

Overview

A minimum wage is an employee's base rate of pay for ordinary hours worked. It's generally dependent on the industrial instrument that applies to their employment. For example, an award or enterprise agreement.

Employees can't be paid less than their applicable minimum wage, even if they agree to it.

What is the current National Minimum Wage?

From 1 July 2026 the National Minimum Wage is $26.44 per hour or $1004.90 per week before tax.

This is the adult minimum rate for employees not covered by an award or enterprise agreement. Casual employees covered by the National Minimum Wage also get a 25% casual loading.

Different types of minimum wages

Employees with disability may receive a lower rate if their disability affects their productivity. Lower rates may also apply to juniors, apprentices and trainees.

Pay rates for award and agreement free apprentices and trainees are based on the Miscellaneous Award. All other entitlements come from the Fair Work Act, including the National Employment Standards.

Employees covered by an award

Most employees in the national workplace relations system are covered by an award. Awards contain the minimum wage, as well as other terms and conditions, for employees in particular industries and occupations.

Minimum wages under awards may include:

- pay rates for adults, in some cases, at different rates according to experience and qualifications
- pay rates for juniors, employees with disability, and employees to whom training arrangements apply
- casual loadings
- piece rates.

Award rates are sometimes lower than the National Minimum Wage. For example, introductory rates might apply for a limited time after an employee starts their job.

An employee can't agree to be paid less than the minimum pay rates that apply for their job.

For more information on awards, see our Awards section at fairwork.gov.au/awards

To find the minimum wage under an award, use our Pay Calculator (PACT) at fairwork.gov.au/pact

Who determines minimum wages?

Every year, the Fair Work Commission's Expert Panel reviews the minimum wages received by employees in the national workplace relations system.

The review considers:

- written submissions from interested organisations and individuals
- consultations before the Expert Panel
- research commissioned by the Expert Panel.

At the end of this review, the Fair Work Commission issues their Annual Wage Review Decision, which includes a National Minimum Wage Order. Any required changes to employees' pay usually apply from the first full pay period on or after 1 July each year.

What is a National Minimum Wage Order?

A National Minimum Wage Order outlines the National Minimum Wage for that year. It only applies to award and agreement free employees

The National Minimum Wage Order must set the following wages for award and agreement free employees:

- a National Minimum Wage for adults
- a special National Minimum Wage for:
  - trainees, apprentices and junior employees
  - employees to whom training arrangements apply
  - employees with disability
- a casual loading.

For more information about the Annual Wage Review and the National Minimum Wage Order, see sections 285–299 of the Fair Work Act.

Contact us

Fair Work online: fairwork.gov.au

Fair Work Infoline: **13 13 94**

Need language help?

Contact the Translating and Interpreting Service (TIS) on **13 14 50**

Help for people who are deaf or have hearing or speech difficulties

You can contact us through the National Relay Service (NRS).

Select your preferred access option and give our phone number: **13 13 94**

The Fair Work Ombudsman is committed to providing you with advice that you can rely on. The information contained in this fact sheet is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.

Last updated: July 2026
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Australian Government

Inclusive Employment Australia

Finding careers for people with disability

Job Search Record

This form is for the participant and period described below to assist with reporting their Job Search efforts.

Details	Provider to complete
Participant name:	
JSID:	
Requirement:	For Meaningful Engagement/Compulsory/Voluntary
Job Search Period start date:	
Job Search Period end date:	
Job Search Target:	
Return completed form on (date):	
Provider name:	
Provider contact person:	
Contact phone number:	

Instructions on how to use this form

Your job search target is the number of jobs you must apply for in the current job search period. To meet your target, you can complete tasks like:

- contacting a business about a job
- applying for an advertised job
- following up on a job referral from your provider.

You need to report your job search efforts to your provider. You can report by returning this completed form to your provider, or online. To report your job search efforts online, sign into your Workforce Australia account through the Workforce Australia website or app.

To report using this form, enter as much detail as you can for each job search effort into the following tables and return this form to your provider at the end of the job search period, as set out above.

Contact your provider:

- for more information about what counts as a job search effort
- if your personal circumstances change
- if you want more support to find suitable job opportunities
- if you can’t complete your job search target in the period shown above
- if you have declared paid work to Centrelink during this period.

Job Search information - Use this table to record your job search efforts during this period. Add rows if required.

	Business or employer name	Business contact details	Job title or description	How did you find the job?	Method of contact	Date of contact
E.g.	Telstra	telstra.com.au/careers	Help Desk	Seek	Online application	12 Dec 2025
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						

Scheduled job interviews — Use this table to record your job interviews. Job interviews can count towards your job search efforts during this period. Add rows if required.

	Business or employer name	Business contact details	Job title or description	How did you find the job?	Scheduled date of interview
E.g.	Baker's Delight	1300 488 064	Customer Service	Local Paper	18 Dec 2025
1					
2					

Any issues searching for jobs — please list the issues below for discussion with your provider.

Any feedback on applications that may help your future job search efforts — please list any feedback provided on your applications below for discussion with your provider. Add rows if required.

	Business or employer name	Business contact details	Job title or description	Feedback on application
E.g.	Telstra	1300 488 064	Help Desk	I did not have as much experience as others who applied
1				
2				

All good?

We'd love to know if you are happy with the service provided to you today. Please feel free to write any feedback you may have below.

atWork AUSTRALIA
WORK'S FOR EVERYONE

1. You have recently used atWork Australia's employment services. Which atWork Australia program are you a part of?

☐ Inclusive Employment Australia ☐ Workforce Australia ☐ Unsure

2. Which office did you visit?

3. To what extent do you agree or disagree with the following statement:

"atWork Australia made it easy for me to look for a job."

○ Strongly disagree ○ Disagree ○ Somewhat disagree ○ Neither agree or disagree ○ Somewhat agree ○ Agree ○ Strongly agree

Can you please explain why you feel this way?

4. Thinking of your recent experience with atWork Australia, how likely would you be to recommend us to a friend or family member? *0=not at all likely, 10=extremely likely*

○ 0 ○ 1 ○ 2 ○ 3 ○ 4 ○ 5 ○ 6 ○ 7 ○ 8 ○ 9 ○ 10

5. Would you be willing to have your story featured as part of our Good News Story campaign?

This campaign showcases the successes of atWork Australia clients.

☐ Yes ☐ No

If yes, please complete your details below.

YOUR DETAILS (optional)

Name: Phone:

Email: Date:

Feedback & Complaints Process

If you have positive feedback or a complaint you would like discussed, please feel free to follow any of the steps below.

1. Discuss your positive feedback or complaint with a staff member of the site.
   We are happy to discuss any feedback you would like to offer without any discrimination.
2. Talk to our **atWork Australia Contact Centre on 1300 080 856** or email feedback or complaints to **feedback@atworkaustralia.com.au** You may also contact the Government's National Customer Service line on **1800 805 260**.
3. To report abuse or neglect of a person with disability, anyone can contact the National Disability Abuse and Neglect Hotline on **1800 880 052** or email **hotline@glresolution.au.**
4. Inclusive Employment Services clients can also make a complaint via the Complaints Resolution and Referral Service on **1800 880 052** or email **crrs@glresolution.au.**

Workforce Australia
Employment Services
Delivered by atWork Australia

Inclusive Employment Australia

1045

Thank you very much for your feedback.

Resume Template

atWork AUSTRALIA
WORK'S FOR EVERYONE

Name			
Address			
Suburb		Post Code	
Phone		Mobile	
Email			

Employment related skills

(e.g. Intermediate computer skills / MS Office, customer service skills, able to analyse and interpret information with demonstrated problem solving skills)

Employment history

Company	
Last Position Held	
Date (e.g. Jan–July 2010)	

Duties:

(duties you performed whilst working e.g. answering telephone enquiries / data entry / uploading of goods and checking them against order forms / collect payment, operate cash registers and give change etc.)

Company	
Last Position Held	
Date (e.g. Jan–July 2010)	

Duties:

(duties you performed whilst working e.g. answering telephone enquiries / data entry / uploading of goods and checking them against order forms / collect payment, operate cash registers and give change etc.)

Company	
Last Position Held	
Date (e.g. Jan–July 2010)	

Duties:

(duties you performed whilst working e.g. answering telephone enquiries / data entry / uploading of goods and checking them against order forms / collect payment, operate cash registers and give change etc.)

Education

Year	School

Qualifications

(e.g. Certificate II in Youth Work, Forklift Ticket, Blue Card, First Aid, Diploma in Business and Commerce)

Year	Ticket / Certificate / Diploma / Degree etc:

References

Name			
Position			
Company		Phone	

Name			
Position			
Company		Phone	

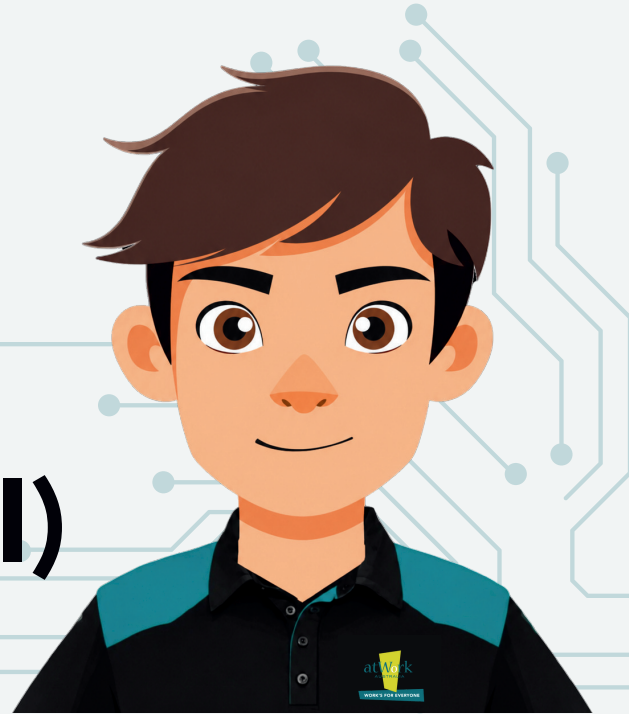
Name			
Position			
Company		Phone	

Additional notes

Is there anything else you would like to add?

Artificial Intelligence (AI)

AI and atWork Australia



What is Artificial Intelligence (AI)?

Artificial Intelligence is technology that enables computer systems and machines to perform tasks that normally require a person to complete.

Who and what is Alfred?

Alfred is atWork Australia's assistive chat bot. Alfred uses generative Artificial Intelligence (AI) to create and update cover letters and resumes. Generative AI is a type of Artificial Intelligence (AI) that creates new content, such as text and images based on patterns it learns from existing data.

How does Alfred work?

Alfred is housed within atWork Australia's internal information technology infrastructure. This means the information entered into Alfred does not connect to the world wide web or any other unauthorised systems outside of atWork Australia's infrastructure or disclosed to any unauthorised persons or organisations.

All client information is securely protected and is handled in accordance with the Privacy Act 1988.

How is my information protected?

Your information is protected under the Privacy Act 1988. Your consent is required in order to use Alfred to create or update resumes and cover letters.

Your consent is able to be provided via the atWork Australia Authority to Obtain and Release Information Consent Form. You are able to give consent or withdraw consent at any time.

I don't want Artificial Intelligence (AI) to be used in my servicing, what is my alternative?

Traditional support and resume and cover letter building tools are still available to support you in resume and cover letter creation. These are able to be utilised regardless of whether you choose to use Alfred or not.

atWork Australia team members will be ready to support you to create or update cover letters and resumes, in the way that you choose to be serviced.

I want to provide feedback on my experience of Alfred

To provide feedback on your experience of Alfred, please call 1300 080 856 or email feedback@atworkaustralia.com.au.

Have an unresolved issue?

Contact

Complaints Resolution and Referral Service (CRRS)

Australian Government

The CRRS is an impartial service dealing with complaints about:

- Disability Employment Services (DES)
- Inclusive Employment Australia Services
- Australian Disability Enterprises (ADE)
- Disability Advocacy Services

We are here to:

- Help you gain resolution of your issue or problem
- Provide you with information
- Help to improve your experience as either an employee or a jobseeker
- Provide clarity to you on how the complaints process works

Call (toll free): 1800 880 052

Email: crrs@glresolution.au

Visit: jobaccess.gov.au/complaints-or-report-abuse/make-complaint-report-abuse

National Relay Service (NRS): 1800 555 677

Translating and Interpreting Service (TIS): 13 14 50

Inclusive Employment Australia

Finding careers for people with disability

Participant Information Pack

Frequently Asked Questions (FAQ)

The Participant Information Pack includes FAQs designed for people taking part in the Inclusive Employment Australia program.

In this pack, 'you' refers to the participant.

The purpose of the FAQs is to give you the information you need to make informed choices around your employment journey.

If you have any questions or need support, please contact the National Customer Service Line (NCSL) on 1800 805 260.

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What is Inclusive Employment Australia?

Inclusive Employment Australia

The Inclusive Employment Australia program supports people with disability, injury, or health condition to **find** and **keep** meaningful **employment**.

The program focuses on your goals, skills, and support needs. The program can help you get ready for work, find a job, and stay in your job. There are no time limits, so support can continue if you need it. You can choose who you work with and can change if you want something different.

The program also makes it easier for more people to join, even if they only want to work a small number of hours. Overall, it aims to help people feel confident, be independent, and find a job that is right for them.

If you are looking for work, you can choose a provider to support you.

Am I eligible?

You may be eligible if:

- you have a disability, injury, or a health condition that affects your ability to work
- you have had a Work Capacity Assessment
- your assessed capacity is less than 30 hours per week
- you do not work more hours than your assessed Capacity
- you are at least 14 years of age and under Age Pension age (67 years)
- you are an Australian citizen or hold an eligible:
    - permanent resident visa
    - Protected Special Category Visa (SCV)
    - Temporary Protection Visa (TPV) or
    - Safe Haven Enterprise Visa (SHEV)
- you are not studying full-time.

You do not need to receive Services Australia (Centrelink) payments to join.

In some special cases you may be eligible for the program without a Work Capacity Assessment:

- as an Eligible School Leaver or
- as a Special Class Client or
- as a person who already has a job and needs help to maintain it by receiving Ongoing Support.

How do I access the program?

You can access services in 2 ways:

Register directly with a provider

You can contact a provider directly to discuss joining the program. This is called Direct Registration.

You can find a provider by searching the JobAccess website. You do not need a Services Australia (Centrelink) referral. To help you join the program:

- the provider checks your eligibility
- you complete a registration form offline with the help of your provider
- you may need to have a Work Capacity Assessment.

Be referred by Services Australia (Centrelink)

If you have a disability, injury, or health condition and need extra support to find or keep a job, Services Australia may refer you to an Inclusive Employment Australia provider. The provider will work with you to help you achieve your employment goals.

You can contact Services Australia by:

- calling the Centrelink Employment Services line on 132 850 or

  by visiting a service centre.

Can I join as a volunteer participant?

Yes, you can join as a volunteer participant.

Volunteer participants:

- do not have Mutual Obligations
- can join or leave the program whenever they want to
- are not at risk of Payment Penalties if they stop.

As a volunteer participant, you can still access the same support and services as other participants, such as help getting ready for a job, finding work and staying employed.

Can I join as an Eligible School Leaver (ESL)?

You may be eligible if you:

- are under 22 years old
- are in your final year of secondary school and/or in a school-based apprenticeship
- need support to find a job
- are in or have recently finished a National Disability Insurance Scheme (NDIS) employment program
- are in a state-funded employment or work transition program.

You can only join Inclusive Employment Australia once as an Eligible School Leaver and will need proof, such as a letter from your school or NDIS provider. Learn more in the Eligible School Leaver factsheet.

Can I use both Inclusive Employment Australia and NDIS employment supports?

Yes, you can use both Inclusive Employment Australia and NDIS employment supports. Tell your Inclusive Employment Australia provider you are a NDIS participant.

Inclusive Employment Australia helps people find and keep a job, while NDIS supports can help build skills or provide extra support at work. The supports must not overlap, but they can work together. It is important that everyone involved understands their role.

What if I am already working?

If you're already working and need additional support to keep your job due to a disability, injury or health condition, you may be eligible for Ongoing Support.

Ongoing Support gives you extra help at work so you can keep your job, overcome challenges, and feel confident in your role.

To qualify, you must have been in your job for at least 12 Consecutive weeks or expect the job to last at least 12 weeks.

Visit JobAccess to learn how Ongoing Support can help and to find a provider.

What services are available for people from diverse backgrounds?

Inclusive Employment Australia is for all people with a disability, injury or health condition who need help to find and keep a job. This includes First Nations Australians and people from cultural and linguistically diverse backgrounds.

There are providers with experience supporting people from different backgrounds, including First Nations peoples, people from cultural and linguistically diverse backgrounds, and refugees.

Your provider is expected to:

- provide services that are tailored to your needs
- treat you fairly and with respect
- be sensitive to your individual needs and culturally appropriate
- provide information that's easy to understand
- have offices that are safe, inclusive and accessible.

You can learn more about the principles and standards that support the delivery of Inclusive Employment Australia in the Disability Services and Inclusion Code of Conduct.

Choosing a provider

Can I choose my provider?

Yes, you can choose a provider that is right for you. Inclusive Employment Australia puts **you first** by letting you decide who supports you, how you get help, and how long you stay in the program.

When choosing a provider, consider:

- their experience with your needs
- whether they offer specialised support
- how they deliver services, for example, whether they deliver Flexible Servicing Arrangements
    - Flexible Servicing Arrangements can include phone or online appointments if you are unable to attend provider appointments in person.

You can search for a provider using JobAccess or Workforce Australia.

You can also make changes along the way:

- if something isn't working, you can talk to your provider about adjusting your support
- if you need help making choices, you can ask a family member, friend, nominee, or advocate to support you.

Can I change my provider?

Yes, if you would like to change your provider for any reason, you can do so by calling the **National Customer Service Line (NCSL)** on **1800 805 260**.

You can also change your provider online.

1. Sign into your Workforce Australia account or app.
2. Go to **Your provider and support**.
3. Select **Find a new provider**.
4. Choose the provider you would like to change to.
5. Follow the instructions to submit your request.

If you are experiencing issues with the service from your provider, please refer to the Making a Complaint section.

What to expect from your provider

What your provider does

Your provider will work with you to help you **prepare** for and **find** a job and **maintain** meaningful employment. Your provider will meet with you regularly to make sure you get the support you need. They can:

- help you look for jobs and give advice
- help set up interviews and build your confidence
- help you learn new skills and get work experience
- support you to stay in your job.

They can also connect you with services like:

- counselling, physio, and mental health support
- help with childcare, housing, domestic and family services
- advice on how to manage your money.

With your consent, your provider can also contact employers on your behalf to:

- discuss job opportunities that match your skills and abilities
- deliver support to help you settle into your new role
- deliver Ongoing Support to help you keep your job

- deliver organisational training
- discuss Wage Subsidies
- discuss funding for work-related expenses and workplace modifications.

The Service Guarantee outlines the minimum level of service you can expect from your provider. For more information, go to the Inclusive Employment Australia Service Guarantee.

What happens when I start?

At your first meeting, your provider will:

- get to know you
- explain available supports
- work with you to set your employment goal
- create a Job Plan.

Your provider will give you information about the program, your rights and what you can expect. The documents providers must give you are:

- Privacy Notification and Consent Form
- Direct Registration Form
- Inclusive Employment Australia Service Guarantee
- Disability Services and Inclusion Code of Conduct
- Inclusive Employment Australia Participant Right and Responsibilities Statement
- One of:
    - Meaningful Engagement Fact Sheet – For participants (Mutual Obligation) and Disability Support Pension (DSP) recipients (Compulsory requirement) or
    - Meaningful Engagement Fact Sheet – For participants (voluntary).

During your first few weeks, your provider will help you:

- identify your strengths
- explore job options
- build skills
- create a resume.

Sharing your personal information

Why is sharing your personal information with your provider important?

Providers will use the personal information you share to **help you find** and **keep** the **right job for you**. This includes information you share about your:

- health
- work adjustment needs
- interests and goals
- education
- work history

Your Inclusive Employment Australia provider will usually be able to show you the information they hold about you. If you have concerns about how your personal information is being managed, please talk to your provider.

How is my information protected?

All information about you is kept in accordance with the *Privacy Act 1988 (Cth)*.

Providers must immediately notify the Department of Social Services (DSS) if they are aware of any breach or misuse of your information.

Where can I find more information?

For more about how we handle your information:

- refer to the privacy factsheet – Inclusive Employment Australia
- learn more about participant privacy and consent
- read our Privacy Policy.

Job Plans and Meaningful Engagement

Your Job Plan is an agreement between you and your provider about what you will do while getting help from Inclusive Employment Australia.

You must have a Job Plan in place to get support from your provider.

Your provider will help keep your Job Plan up to date. If something changes in your life, your goals, or the support you need, you can change your Job Plan with your provider.

Types of Job Plans

Meaningful Engagement Job Plan

This Job Plan is flexible and focuses on building a good relationship with your provider. It includes only one requirement - meaningful engagement. **This is a commitment to stay in contact with your provider and undertake tasks or activities that will help you achieve your employment goal.**

The requirement to meaningfully engage will be Compulsory if you have **mutual obligation requirements** or have Compulsory Participation Requirements to keep getting your Disability Support Pension (DSP).

If you do not **meaningfully engage**, you may be moved to a Detailed Job Plan with compulsory activities.

Not engaging meaningfully could include:

- not agreeing to a Job Plan
- missing provider appointments, activities or job interviews
- not meeting your job search requirements, or
- not completing Job Referral Tasks.

Learn more in the meaningful engagement requirements factsheet.

Detailed Job Plan

This Job Plan lists Compulsory requirements or tasks you must do to continue to receive certain Services Australia (Centrelink) payments. Compulsory requirements are called your **Mutual Obligation requirements**.

Your Detailed Job Plan could include tasks and activities such as:

- attending all appointments with your provider and Services Australia (Centrelink)
- actively looking for jobs to meet a minimum job search requirement
- attending job interviews with employers
- following up on job referrals from your provider
- studying approved vocational education and training courses
- keeping a job, including paid work with an employer or self-employment.

Your Job Plan may also include additional tasks and activities that will prepare you for employment and help to improve your job prospects. These will be listed as **voluntary** requirements.

Your Detailed Job Plan could include voluntary requirements such as:

- undertaking voluntary work or work experience placements
- taking part in training or courses to develop your skills
- connecting with other support services.

You can move from a Detailed Job Plan to a Meaningful Engagement Job Plan, if you consistently follow the requirements in your plan and stay engaged.

How will I know what I have agreed to do?

You can check and keep track of your Job Plan anytime through your Workforce Australia account. Your provider can help you access it.

Your Job Plan may list only one requirement for Meaningful Engagement. If so, your provider will work with you to develop a personalised approach on what Meaningful Engagement looks like for you based on your strengths, goals and aspirations.

They will talk to you about things like:

- what work you want to do
- your skills, education and training
- things that might make it hard for you to look for and keep a job
- services and supports that can help you.

Once you have agreed to your tasks and activities, your provider will give you a record of your plan for Meaningful Engagement. This will be separate to your Job Plan. Your provider must give you a copy in a format that works best for you.

Or you may have a Detailed Job Plan that lists the tasks and activities you need to do. You and your provider will work together to agree on what goes into your Job Plan.

When will my Job Plan be updated?

Your Job Plan will be updated when:

- you change providers
- you update or change your employment goal
- you start to receive services under a different phase, for example, when you start to receive Post Placement Support after starting in a job
- you start to receive a different level of service while preparing for or looking for a job (i.e. Intensive Service or Flexible Service)
- you have an exemption from your mutual obligation requirements but ask to continue to receive support from your provider during this period.

A Detailed Job Plan will also be updated if the tasks and activities you agree to have been completed or are changed to reflect your current needs and circumstances.

You can talk to your provider about changing the tasks and activities in your Detailed Job Plan at any time.

Your Job Plan should reflect your current goals and be tailored to your situation.

What support is available to help me prepare for or find a job?

Inclusive Employment Australia provides **two** levels of support services before you have found a job. These support types are tailored to your needs. These services are called **Intensive Service** and **Flexible Service**.

Intensive Service

Provides strong support for people who can take part in activities to help them get ready for work. It has two parts:

1. **Work Preparation:** Helps you get ready for work by addressing any problems that might make finding a job hard for you and improving your skills.
2. **Job Search:** Helps you to find a job.

The Intensive Service may include helping you complete a resume, preparing for job interviews, applying for jobs, connecting with employers, undertaking work experience, and completing work trials.

Flexible Service

Provides support if you do not need the Intensive Service because:

- you are partly meeting your Mutual Obligations through approved activities such as work, education, training, or volunteering
- you are doing other activities to help you get ready for work
- you are unable to join Intensive Services because of personal or family things happening in your life
- you are Temporarily Exempt from Mutual Obligation requirements but choose to stay involved with services.

You can move between the two service types based on your circumstances and what support suits you best.

Talk to your provider to find the best support for you.

What are my Mutual Obligation requirements?

Mutual Obligation requirements

If you receive Services Australia (Centrelink) payments, you may have Mutual Obligation requirements. These are tasks and activities you agree to do to help you find a job while receiving Services Australia (Centrelink) payments.

Some of your obligations may include:

- entering into a Job Plan and doing the things you've agreed to do in your Job Plan
- attending appointments with your provider and Services Australia (Centrelink)
- actively looking for work and accepting suitable work
- not voluntarily leaving suitable work.

If you do not meet these requirements, your payment may be put on hold.

If you are receiving the Disability Support Pension (DSP) and you are under 35, you might have to meet Compulsory Participation Requirements to keep getting your payment.

Fully meeting your Mutual Obligation requirements

If you're an Inclusive Employment Australia participant doing 30 hours or more of approved activities a fortnight, you're considered to be fully meeting your **mutual obligation requirements**.

These activities include:

- paid work
- study, education or training
- voluntary work.

The types of activities you can do may depend on your age.

While you are fully meeting your obligations, you may stay connected with your provider but won't need to do any other tasks or activities unless you want to.

Alternatively, you may be offered the choice to not stay connected with your provider. In this case, you'll need to enter into a Job Plan with Services Australia (Centrelink) and report to Services Australia (Centrelink) on the activities outlined in that plan.

What happens if I cannot meet my mutual obligation requirements?

Mutual obligation requirements and mutual obligation failures are explained in the Targeted Compliance Framework.

If you are unable to meet your mutual obligation requirements, you need to **let your provider know as soon as possible.** Let your provider know before the appointment or activity is due to happen if you can and let them know why you're unable to meet your requirements so they can help you.

You may be asked to attend another appointment or activity to make up for the one you missed.

You may need to provide a medical certificate or other documents to show you have a valid reason for not meeting your Mutual Obligations.

If you do not meet your requirements, you may get Demerit points, and your Services Australia (Centrelink) payment may be put on hold. It is important to stay in touch with your provider and meet your Mutual Obligations to avoid action being taken under the Targeted Compliance Framework.

Learn more about Demerits and payment suspensions for not meeting Mutual Obligations.

If your situation has changed, you can work with your provider to **update your Job Plan** so it better matches what you can do.

What happens if I get a job?

If you get a job, well done! You should let your provider know as soon as possible.

Inclusive Employment Australia provides **two** levels of support services for participants who have jobs. These services are tailored to your needs. The support types are called **Post Placement Support** and **Ongoing Support**.

Post Placement Support

When you get a job, your provider will continue to support you and help you settle into your new role. They can help with any challenges at work and help you build your confidence. You can receive Post Placement Support for up to one year.

Ongoing Support

If you need extra help to keep your job after one year, with your consent, your provider can keep supporting you for as long as you need to help you stay in your job.

This support is tailored to your needs and abilities.

Your provider can help you with things like:

- on-the-job training
- talking to the people you work with
- checking if your workplace is accessible
- funding workplace modifications or special equipment.

There is no time limit on receiving Ongoing Support while in employment.

You can keep getting support for as long as you need.

If you get Services Australia (Centrelink) payments, you must report your income to Services Australia (Centrelink) each fortnight. This is so they can pay you the right amount. This is different to staying in touch with your provider. It’s important that you do both.

What happens if my job is not right for me?

Your provider can work with you to understand what isn’t working and help you look for a more suitable job that matches your skills, interests, and needs. You can continue to receive support during this process to ensure you move into a role that is a better fit.

Service standards and Codes of Conduct

What are the service standards for Inclusive Employment Australia providers?

Providers who are funded by the Australian Government must meet the following when providing disability services:

- *Disability Services and Inclusion Act 2023* (Code of Conduct)
- National Standards for Disability Services (NSDS)

Services provided through the NDIS meet a different set of standards.

Service standards are rules that help make sure disability services are safe, respectful, and high quality. 'Service Standards' includes both the Code of Conduct and the National Standards for Disability Services.

What do I need to know about the Code of Conduct?

The Code of Conduct protects people with disability who receive disability services and supports by maintaining a quality standard of service.

The Code of Conduct states that when a person provides you with supports or services, they must:

- respect your rights and privacy
- support you in a safe manner
- act with integrity, honesty and transparency
- promptly raise issues that may affect the quality and safety of services you receive
- take steps to prevent and respond to all forms of violence, exploitation, neglect and abuse
- take all reasonable steps to prevent and respond to sexual misconduct.

The full Code of Conduct can be found on the Federal Register of Legislation website.

What services does the Code of Conduct apply to?

Since January 2024, the Code of Conduct applies to providers who are funded by the Australian Government to deliver disability services and supports (except NDIS services).

The Code of Conduct applies to the Inclusive Employment Australia program, including its providers and their staff.

Refer to the Overview of the Disability Services and Inclusion Act 2023 for further information.

What are the National Standards for Disability Services (NSDS)?

Providers of disability services, including Inclusive Employment Australia, are required to meet the National Standards for Disability Services (NSDS). The NSDS helps to promote and drive a nationally consistent approach to improving the quality of services. They focus on rights and outcomes for people with disability.

There are 6 standards that apply to disability service providers:

1. **Rights:** The service promotes individual rights and prevents abuse, harm, neglect and violence.
2. **Participation:** The service works with individuals, families, friends and carers for active inclusion.

3. **Individual outcomes:** Services and supports are assessed, planned, delivered and reviewed to enable individuals to reach goals.
4. **Feedback and complaints:** Regular feedback is sought and used to inform service reviews and improvement.
5. **Service access:** The service manages access, commencement, and leaving a service in a transparent, fair, equal and responsive way.
6. **Service management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

The NSDS is outlined in full on the Department of Health, Disability and Ageing website.

Your rights

You have the right to:

- choose your provider
- ask about conflicts of interest
- have a say in the services and supports you receive
- take time to decide
- request a review at any time
- choose how you attend appointments
- have support at your appointments
- schedule appointments that work for you
- decline any third-party appointments
- choose what personal information you want to share
- lodge a complaint.

Providers must follow service standards and Codes of Conduct.

For more information, please refer to the Inclusive Employment Australia Participant Rights and Responsibilities Statement.

Making a complaint

What if I'm not happy with the service I receive from my provider?

You can talk to your provider about the supports and services you feel would help you in your employment journey.

If you're not satisfied with the service you receive, you are encouraged to:

- raise your concerns directly with your provider
- try to work through any issues together.

Providers will explain their feedback process and give you a copy. All complaints must be investigated by a senior staff member.

What if I can't talk to or fix my concern with my provider?

If you are not satisfied with your provider's response, or feel uncomfortable discussing your concerns directly, there are options available to you.

National Customer Service Line (NCSL)

The NCSL can help you:

- understand decisions made by your provider
- lodge a complaint

- review decisions related to:
    - your level of engagement
    - your Job Plan

You can contact the NCSL by:

- phone: **1800 805 260**
- email: nationalcustomerserviceline@dewr.gov.au

Hours: Monday to Friday, 9am to 7pm AEDT (excluding national public holidays).

What will the NCSL do?

The NCSL can:

- help you transfer to a new provider
- assist with complaints
- explain available supports under Inclusive Employment Australia.

Complaints Resolution and Referral Service (CRRS)

You can make a complaint about the services you are receiving by:

- phone: **1800 880 052**
- email: crrs@glresolution.au

Hours: Monday to Friday, 9am to 7pm AEDT (excluding national public holidays).

What will the CRRS do?

The CRRS will support you by:

- listening and recording your complaint
- investigating and trying to resolve your complaint
- seeking your permission before contacting your provider or others
- remaining neutral. This means not taking sides.

All complaints are Confidential, and you can remain anonymous. However, providing consent (permission) helps them resolve your issue more effectively.

Using the CRRS will **not affect your services**, and you will not be disadvantaged for making a complaint.

For more information visit the JobAccess Complaints Resolution and Referral Service.

Other ways to make a complaint

If your issue is not resolved through your provider, CRRS, or NCSL, you can contact DSS by:

- **phone: 1800 634 035**
- **email:** enquiries@dss.gov.au or complaints@dss.gov.au
- **online:** Enquiries and feedback form
- **mail:**
  DSS Feedback
  GPO Box 9820
  Canberra ACT 2601

DSS welcomes feedback and aims to improve services for the Australian community.

What can I do if I need support to make a complaint?

Additional services are available to assist you to make a complaint, enquiry or provide feedback.

Hearing and/or speech impairments: If you have a hearing or speech impairment, you can use the National Relay Service (NRS) to contact any of DSS's listed phone numbers.

For more information, go to About the National Relay Service (NRS) | Access Hub or call **1800 555 677.**

Languages other than English: If you need an interpreter, you can call the Translating and Interpreting Service (TIS National) on **131 450**.

TIS National will put you through to any of DSS's listed phone numbers.

Speak and listen: Speak and Listen users should phone **1300 555 727** then ask for **1300 362 072**.

The following page outlines the glossary - a collection of definitions referred to throughout this pack.

Glossary

Assessment (Work Capacity Assessment) – A check to understand how many hours you can work and what support you need.

Capacity – Capacity means what a person is able to do or handle.

Compulsory – Something you **must do** — it is required, not optional.

Compulsory Participation Requirements - Compulsory Participation Requirements are the tasks you have to do to stay in the program and keep your payments.

Confidential – Confidential means keep it private and don't share it.

Consecutive – Consecutive means in a row, one after the other.

Consent – Giving clear and voluntary permission for something to happen. It should be given freely, without pressure, and with a full understanding of what you are agreeing to. A person can change their mind at any time, and consent must be respected at every stage.

Demerits – Warning points you may receive if you do not meet your requirements.

Exemption – Exemption means you don't have to do something because you have an approved reason.

Flexible Service – Support for participants who do not need intensive help or are doing other activities.

Inclusive – Including everyone and treating people fairly.

Intensive Service – A higher level of support to help you prepare for and find a job.

Payment Penalties – Payment is reduced or stopped because you didn't do something you were required to do.

Service Guarantee – Minimum service standards that outline how you can expect to be supported and treated.

Temporarily Exempt – You do not have to meet requirements for a short period of time.

Wage Subsidies – Wage subsidies are payments that help employers pay your wages when they give you a job.

Work Capacity Assessment (Assessment) – An assessment that looks at how much work you are able to do and what support you may need.