**Welcome to Disability Employment Services**

CoAct and our Service Partner are excited to be part of your journey into employment.

The following information provides an overview of how we will work with you, who our team is, what our customer promise is and how you can provide feedback to us.

**How we work with you and what you can expect**

We stay with you and help you through each stage of your journey, from your welcome interview through to your first day on the job and beyond. We help you find the job that best suits you, ensure you have the training and access to specialist services to become work-ready, and support you from your first day through to the end of your first year of employment. We can also help when you wish to take a break or leave our service.

**Our customer promise:**

1) Your employment needs are our number one priority.

2) Our friendly, professional team take time to always listen, respect and support you.

3) Upskill and build confidence, we will invest in you to find the right job sooner.

**Starting and finishing in DESS**

Standard guide:

<https://coact.org.au/wp-content/uploads/2019/08/DES_start_finish.pdf>

Screen Reader guide:

Insert Link when it’s uploaded to website

Easy English guide:

<https://coact.org.au/wpcontent/uploads/2019/08/des_start_finish_easy_read.pdf>

**Your support team**

At CoAct, we surround you with a dedicated support team who will work in partnership with you to help you realise your employment goals and opportunities.

Your Customer Experience Co-ordinator

Your Customer Experience Co-ordinator will be your first point of contact and a partner in your success. They will coordinate activities and supports and provide you with information to help with your employment journey.

**Your Recruitment Partner**

Your Recruitment Partner will be your co-pilot, coach and go-to person during your job search. They will work with you to put together your job plan, identify your skills, barriers and training needs, help you find work, talk to employers about potential jobs that will best suit you and provide you with support once you have found employment.

**Your Workforce Partner**

Your Workforce Partner will provide you with ongoing support and any help you need to be able to stay in your job, as well as provide training and support to your employer.

**Your family and friends**

We welcome you to invite friends, family members or an advocate to support you during any stage of your journey with us.

**Your rights**

To make sure you receive a high quality of service and

understand your rights, we have included important

information set down by the Commonwealth Government about our obligations to you as a DES customer and how you can provide feedback on how well we are performing and any complaints that need resolving.

**National Standards for Disability Services (NSDS)**

The NSDS provides information to ensure you get the quality of service you need. This includes your right to be treated fairly, access to services, community participation and inclusion, individual outcomes that support your choices, well-managed services and the ability to provide feedback and complaints.

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services>

**Privacy**

Your personal information is protected by the Privacy Act 1988 and information about you may also be protected by the Social Security (Administration) Act 1999. For more information about your privacy, ask us or view CoAct’s Privacy Policy

<https://coact.org.au/wp-content/uploads/2018/09/Privacy_Policy_08.19.pdf>

You can also email dssfeedback@dss.gov.au or visit the Office of the Australian Information Commissioner.

**Fair Work**

Fair Work legislation provides a safety net of minimum entitlements, flexible working arrangements and fairness at work and prevent discrimination against employees. For more information about Fair Work, you can ask us, call Fair Work on 13 13 94 or view the National Minimum Wage Fact Sheet

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/minimum-wages>

**Our service obligations**

As your DES provider, we are also obliged to make sure you receive ongoing services that meet and are sensitive to your circumstances and background and that we abide by the DES Service Guarantee and Code of Practice which sets out the principles and standards about how we deliver quality employment services.

DES Service Guarantee

<https://www.jobaccess.gov.au/downloads/des-service-guarantee>

DES Code of Practice

<https://www.jobaccess.gov.au/downloads/des-code-practice>

**Complaints and feedback**

We value your feedback, so if you have suggestions about how we can improve our services or feel you aren’t receiving the right help, talk to us and we will try to resolve your concerns. You can talk to your CoAct Service Partner, ring the CoAct Customer Contact Line on 1800 2 COACT (26228) or lodge a complaint online

<https://coact.org.au/contact-us/>

**We also encourage your friends, family and advocates to provide feedback on our services.**

If you are still not satisfied, you can phone the Complaints Resolution and Referral Service (CRRS) on 1800 880 052 which is an independent body who will try to resolve your concerns quickly, fairly and sensitively. If needed, we can also arrange an interpreter or TTY access for the hearing impaired.

**Help us improve how we help you – our survey process**

To help us improve our services at each stage of your journey, we may also ask you to participate in our customer surveys, which will be sent to you by email.

Your feedback is important to help us to continue to deliver the best solutions for you.

**Connecting with us through technology**

In today’s world, most services and how we keep in touch with each other is happening online. To make it easier to view your job plan, check your appointments, search for work online and declare your income, the ‘Connecting to employment services through technology’ guide will help you to set up your secure email, jobsearch and MyGov account. It will also show you how to download the Express Plus Centrelink and JobSearch apps. If you need help with this, contact your Customer Experience Co-ordinator and they will get you started.

Read more on connecting to employment services through technology:

Standard Guide:

<https://coact.org.au/wp-content/uploads/2019/08/Connecting-to-employment-services-through-tech_Guide2019_final.pdf>

Screen Reader Guide:

Insert link when uploaded to website

“With the continued support of CoAct and their Service Partners, I’ve found myself setting and achieving goals while also meeting my requirements.”

Larissa — CoAct customer