

Starting and finishing in Disability Employment Services

Your guide to accessing and leaving our services

Am I eligible?

Before getting started in Disability Employment Services (DES), we'll check which of the two types of services you qualify for:

- **DES-DMS – Disability Management Service**

If you have a mental health condition, treated illness, injury or disability which might need occasional ongoing support to help you find a job and stay employed.

- **DES-ESS – Employment Support Service**

If you have a permanent disability, treated illness, injury or condition (or it's likely to be permanent). We'll provide you with regular, ongoing support to help you find and keep your job.

When do I start receiving support?

If you're eligible, you'll start receiving services as soon as possible.

If you aren't receiving Centrelink payments that require you to look for a job, and have volunteered for DES, you can choose when you want to start.

If you've applied for the Disability Support Pension (DSP), we'll wait for those results from Centrelink before starting you in DES. This is called a 'deferred referral'. If you don't gain the DSP, we'll start DES soon after you've got the results of your DSP application.

Why might I not be able to start DES?

Even if you meet the eligibility requirements, there are times when you may not be able to start or stay in DES. You could be ineligible for DES if:

- you're working more hours than your Employment Benchmark. An Employment Benchmark is the number of hours per week of work that we've been set to find you a job for
- you're predicted by the Job Capacity Assessor as being unable to work eight hours per week
- you've been granted an Activity Test Exemption (for those on JobSeeker or Youth Allowance)
- you're studying or undertaking other activities that meet your activity test requirements.

Can I take a break from my DES job search?

If you've got Centrelink requirements to look for a job, you'll need to ask Centrelink for a suspension from DES. You'll need to present a medical certificate, or other reasons.

If you've volunteered for DES, you can request a break from the service at any time. We may agree to end your service. You can return to us when you're ready to re-start your job search.

When do I leave the service?

You leave DES when you don't need our support anymore. Some reasons include:

- you've worked for 52 weeks and don't need further help from us to keep your job
- you've had 18 months of help and haven't got a job or aren't about to start a job
- you aren't required by Centrelink to look for a job, and you decide you don't want to look for a job anymore
- your circumstances change and your Job Capacity Assessment recommends a more suitable service
- you no longer receive Centrelink payments and choose to end receiving our services
- you're unable to sort through a problem with our service that you've raised with the manager. You decide that you want to go to another DES provider.

There may be times where the Australian Government, through the Department of Social Services will ask us to end services. If this happens, you'll be notified and we can help you to move to a different service.

I still have questions

We're here to help if you have any questions about the reasons for starting or finishing in DES. If you need to clarify your situation or condition with us, please let us know. Simply get in touch with your Customer Experience Coordinator, whose details are in your Welcome to CoAct letter.

Help us get better

From time-to-time we may ask you to complete a customer satisfaction survey by email or SMS. This is to ensure that we're meeting your needs and expectations. You can ask your Recruitment Partner to exclude you from participating in surveys at any time.



Get in touch:

1800 226 228

coact.org.au