

Welcome to Disability Employment Services

We want to help you find and keep a job that's right for you.

This flyer explains:

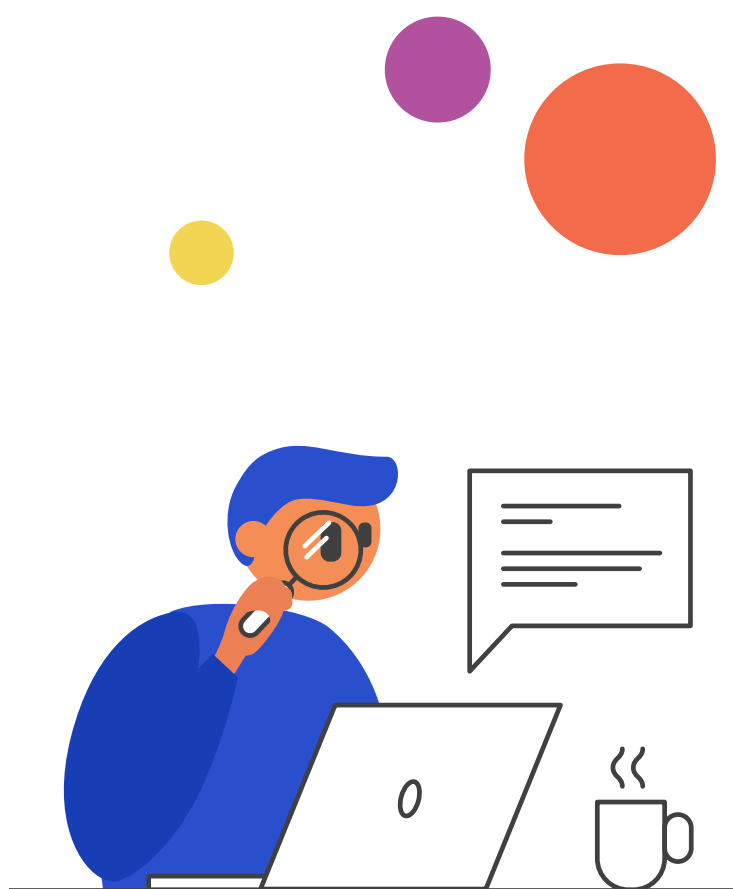
- how we'll work with you
- your team
- your rights and privacy
- our obligations
- giving us feedback.

How we work with you and what you can expect

We start by listening. We'll take the time to understand your goals, health condition, skills and experience.

We'll work with you to create a Job Plan and connect you with the right training and support services. This means you'll be as ready as you can for starting work.

Once you're in work, we'll continue to support you so you stay employed.



For more details on accessing and leaving our services, visit coact.org.au/accessible-information/ 'Starting and finishing in DES' **Standard guide:** [Download here](#) | **Easy read:** [Download here](#)

Your support team

We're here to help you achieve your employment goals.

Your Customer Experience Coordinator

This will be your first point of contact. They'll organise your first appointment with us, talk you through how Disability Employment Services (DES) works and answer any questions you have. They'll coordinate activities and any specialist support you need.

Your Recruitment Partner

They'll be right beside you, cheering you on during your job search. Their role is to help make your job hunt easier and take away the stress. They're focused on finding you the best position possible - one that you're suited to and want to stay in. They take time to understand you, your skills and any barriers and training needs. They've got lots of local contacts, including employers, and will be able to match you with the right job.

Your Workforce Partner

Once you're in work, your Workforce Partner will be there for ongoing support. Their role is to help you get the most out of your job, as well as support your employer. If you need help to stay in work, they'll find practical solutions for you and your employer.

Your family and friends

Your friends, family or other advocates are always invited to support you in-person during any meeting you have with us.



Your rights

Below is some information on your rights as a DES customer and our obligations as a DES provider. These are set out by the Australian Government and are to make sure you receive a high quality service from us.

National Standards for Disability Services (NSDS)

As a DES provider, we must meet 6 National Standards for Disability Services to ensure you get the quality of service you need:

- **Rights:** The right to be treated fairly when you use disability services.
- **Participation and inclusion:** You can take part in the community and feel included when you use disability services.
- **Individual outcomes:** Your service supports you to make choices about what you want to do. You can work toward your goals.
- **Feedback and complaints:** You can tell people what you think about the services you receive.
- **Service access:** Finding and using services is fair. You can access the services you need.
- **Service management:** Disability services should be managed well.

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. 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.

coact.org.au/our-privacy-policy/

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

Fair Work

Fair Work legislation is designed prevent workplace discrimination and make working conditions fair. It includes minimum entitlements and flexible working arrangements. 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.

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're obligated to make sure you receive services that meet and are sensitive to your personal situation. We must abide by the DES Service Guarantee and Code of Practice. These set out the principles and standards about how we deliver quality employment services.

DES Service Guarantee

jobaccess.gov.au/downloads/des-service-guarantee

DES Code of Practice

jobaccess.gov.au/downloads/des-code-practice

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 take part in our customer surveys. These will be sent to you by email or SMS. Your feedback is important to help us to continue to deliver the best service we can.

Complaints and feedback

We value your feedback. 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'll try to make things better. You can talk to your CoAct service partner, call us on 1800 226 228, or lodge a complaint online.

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 or the National Customer Service Line (NCSL) on 1800 805 260. These are independent bodies 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.

Connecting to employment services through technology

In today's world, most services and how we keep in touch with each other is happening online. The 'Connecting to employment services through technology' guide will help you set up your email, job seeker and MyGov accounts. It will also show you how to download the Job Seeker app. This will make it easier to view your Job Plan, check your appointments, search for work online and declare your income. Contact your Customer Experience Coordinator if you need help with this.

www.coact.org.au/tech-guide

"It's been a great service and not been stressful to search for work."

Luke, jobseeker



Get in touch:

1800 226 228

coact.org.au