

We start with you



# Welcome to Disability Employment Services



Easy Read

## Easy English

This information is written in an easy-to-read way.

We use pictures to explain some ideas.

Some words are written in **bold**. We explain what these words mean.

You can ask for help to read this document.

A friend, family member or support person may be able to help you.

You may not want to read this whole document at once.

There are 8 main sections.

You may like to read these 1 at a time.

## About this guide

This guide lets you know what happens when you take part in

**Disability Employment Services**.

Disability Employment Services (DES) is a program funded by the Government which helps people with a disability, mental health condition or illness to get a job and be supported during their work.

## How we help you



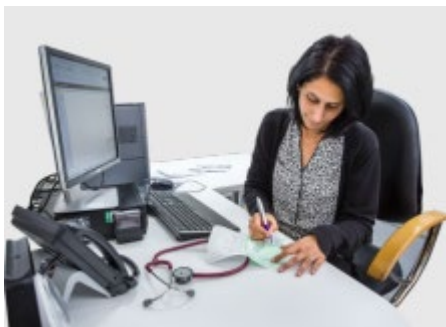
We listen, we help you plan your goals to get a job.



We connect you to **training** and **support**.

Training means learning a skill or behaviour.

Support means helping you with things you need.



We care about your **health**

Health means your mental and physical wellbeing.



We will help you stay in a job.

## Want to know how to start and finish in DES?

Click this link: [https://coact.org.au/wp-content/uploads/2019/11/start\\_finish-in-DES\\_Easy\\_English.pdf](https://coact.org.au/wp-content/uploads/2019/11/start_finish-in-DES_Easy_English.pdf)

## Your support team



The team will help you search for a job that's right for you.



Family, friends and **advocates** are welcome

Advocate is a person who speaks or acts for you.

If you need an advocate, we can help you get one.



We have **connections** with local employers.

Connection is a strong relationship with someone.

We can help you try different jobs.

# Your rights

CoAct must meet 6 standards of services. They are:



## **Rights**

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



## **Participation and inclusion**

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



## **Individual outcomes**

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



## **Feedback and complaints**

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



## Service access

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



## Service management

DES should be managed well.

## Want to know more?

Click this link to read about the National Standards for Disability Services:  
<https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/new-national-standards-for-disability-services/national-standards-for-disability-services-easy-english-version>

## Our service obligations



We must make sure you get the services needed to help you get a job.

We are required provide services that meet the department's Service Guarantee and Code of Practice. These are the rules for how we deliver services to you.

## Want to know more?

Service Guarantee: <http://jobaccess.gov.au/downloads/des-service-guarantee>

## Privacy



Privacy means:

- things we know about you
- what we do with what we know.

We collect and store information that helps you get a job.



Your information is protected by law.

We have processes in place to keep your information safe.



We only share your information:

- to stop a threat to a person's life
- when required by law.

We may collect information such as:

### Personal Information

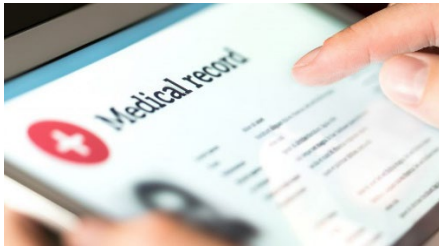


Your name, where you live, email address, telephone number, your CRN, work and study information.



When you provide information to us, you agree to the use, storage and sharing of that information to people who work with us to help achieve your goals.

### **Sensitive Information**



Your health, medical history, cultural information, criminal history, police and working with children checks.

This helps us meet your individual needs.

## **Fair Work**



Fair Work helps everyone follow laws to make sure workplaces are equal and fair.



This can include:

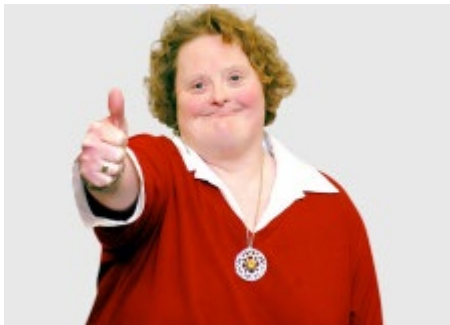
- checking you are paid the minimum wage
- giving information about holiday or sick leave
- advice on workplace bullying and harassment.

### **Want to know more?**

Click this link to read about National Minimum Wages: [https://coact.org.au/wp-content/uploads/2022/01/DES-Minimum-Wage\\_EASY-ENGLISH.docx](https://coact.org.au/wp-content/uploads/2022/01/DES-Minimum-Wage_EASY-ENGLISH.docx)



## Surveys



Your feedback is important.  
It helps us to improve our services.

You may be asked to take part in our customer **surveys**. These will be sent to you by email or SMS.

Survey is a set of questions where you can give your opinion.

## Complaints



If you feel you are not getting the right help you can talk to us:

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

Phone: 1800 226 228



If you don't want to talk to us, you can call the department's complaints line:

- Complaints Resolution and Referral Service – 1800 880 052
- National Customer Service Line – 1800 805 260



Your family, friends or advocates are welcome to speak for you.

If you need an **interpreter** we can help you.

Interpreter is a person who translates for you