



**Australian Government**



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
<ul style="list-style-type: none"> <li>• Résumé writing, job applications and interview preparation</li> <li>• Job search support</li> <li>• Non-vocational programs</li> <li>• Further education or training</li> <li>• Government and non-government programs/activities</li> <li>• Services that will help build on your skills</li> <li>• Allied Health professionals and programs to address disability, injury, or health concerns</li> <li>• Self-Employment assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Support you to understand your rights in the workplace</li> <li>• Working with employers to match your skills to their needs</li> <li>• Support to approach suitable employers</li> <li>• Tailored communication and ongoing support to help you keep your job</li> <li>• Access to the Employment Assistance Fund for workplace assessments and modifications to support you</li> </ul>



## 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](http://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](http://www.dss.gov.au)