

# Welcome to Inclusive Employment Australia



## Personalised support on your path to work and beyond.

This flyer explains:

- how we'll work with you
- your team
- your rights and privacy
- our obligations
- how to give 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, support needs, skills and experience.

**We help you get the job that's right for you.** We'll work with you to create a Career Action Plan and connect you with the right training and support services. This means you'll be as ready as you can for starting work.

**We're here for you, with respect and care.** You can reach out anytime. We'll listen, follow through and only share information you choose to share. We follow the Disability Services and Inclusion Code of Conduct so you feel safe and supported.

**We'll support you for as long as you need.** Once you're in work, we'll meet with you regularly to help you succeed in your role. You'll get ongoing support as needed. From workplace adjustments to ongoing career planning, we're here to help you stay on track and in the right role for you.

For more information on accessing and leaving our services, visit [coact.org.au/accessible-information](https://coact.org.au/accessible-information)

This webpage also includes our service information packs in accessible formats.



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Get in touch  
1800 761 561

[coact.org.au/busyability](https://coact.org.au/busyability)

# Your support team

Whether it's finding a job you enjoy or building a lasting career, we're with you every step.

## Your Client Care Assistant

They are your first point of contact. They will help you get started by:

- confirming your eligibility for our programs
- completing important paperwork, including intake, privacy and consent forms
- scheduling your first appointments to ensure we understand your goals.

They will also check in throughout your employment journey. They'll ensure everything is on track, running smoothly and stress-free.

## Your Employment Support Consultant

They focus on personalised, one-on-one client support to help you prepare for and find work.

They will:

- use assessment tools to understand your individual needs
- work with you to create a tailored Career Action Plan
- identify and address any challenges to employment
- provide access to workshops that build your skills and work-readiness
- engage any community support services you may need.

Their goal is to ensure you're ready to find and succeed in a role that matches your goals.

## Your Diversity Recruitment Specialist

They connect you with the right job opportunities. They will:

- build relationships with employers and carve out suitable roles for you
- offer guidance on resumes, interviews and workplace presentation
- advocate for accessible, inclusive work environments, ensuring employers support your needs.

They show employers the value you bring and find inclusive roles where you can thrive.

## Your Workforce Retention Consultant

Once you've landed a job, your Workforce Retention Consultant steps in. They support your long-term success and will:

- work with you to assess your workplace if required to ensure it's the right fit for you
- help resolve any challenges you face on the job
- support you with career planning, skill development and growth opportunities.

Their focus is ensuring you stay in your role and continue to grow and achieve your goals.

## Your family, friends and advocates

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

In some locations, our staff may undertake more than one of the roles described above. Regardless of who supports you, the same high-quality, personalised service will always be provided.



# Your rights

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

## National Standards for Disability Services (NSDS)

As an Inclusive Employment Australia 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/disability-employment-programs/quality-assurance-disability-employment-services](https://dss.gov.au/disability-employment-programs/quality-assurance-disability-employment-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 Connect's Privacy Policy.

[coact.org.au/our-privacy-policy](https://coact.org.au/our-privacy-policy)

You can also email [complaints@dss.gov.au](mailto:complaints@dss.gov.au) or visit the Office of the Australian Information Commissioner: [oaic.gov.au](https://oaic.gov.au).

## Fair Work

Fair Work legislation is designed to 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/tools-and-resources/fact-sheets/minimum-workplace-entitlements/minimum-wages](https://fairwork.gov.au/tools-and-resources/fact-sheets/minimum-workplace-entitlements/minimum-wages)

## Our service obligations

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

## Inclusive Employment Australia Service Guarantee

[jobaccess.gov.au/i-am-a-service-provider/service-provider-standards-guide/service-guarantee-providers](https://jobaccess.gov.au/i-am-a-service-provider/service-provider-standards-guide/service-guarantee-providers)

## Inclusive Employment Australia Code of Practice

[jobaccess.gov.au/resource/des-code-practice](https://jobaccess.gov.au/resource/des-code-practice)

## Your voice matters: 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 client 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.



## Connecting to employment services through technology

These days, most services and the ways we stay in touch are online. The 'Connecting to employment services through technology' guide will help you set up your accounts that you will need including email, Centrelink and MyGov accounts. It will also show you how to download the MyGov, Express Plus Centrelink and Workforce Australia apps.

These apps make it easier to view your Career Action Plan, check your appointments, search for work online and declare your income. You can ask us for help with technology any time. Speak to your Client Care Assistant or Employment Support Consultant who will help you.

[coact.org.au/tech-guide](https://coact.org.au/tech-guide)

## 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, please let us know. You can talk to BUSY Ability, call CoAct Connect on 1800 226 228, or lodge a complaint online.

[coact.org.au/feedback](https://coact.org.au/feedback)

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

If you are still not satisfied, you can phone the National Customer Service Line (NCSL) on 1800 805 260 or the Complaints Resolution and Referral Service (CRRS) on 1800 880 052. These are independent bodies who will try to resolve your concerns quickly, fairly and sensitively. We can also arrange an interpreter or TTY access for the hearing impaired.



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