

Choosing a disability employment service



This information has been given to you because you have a disability or are injured and might be interested in looking for work.

There are a range of disability employment services. All of these services are free of charge. However, the types of assistance they offer may vary.

You may want to ask the following questions to help you find a service that best suits your needs.

When you contact a disability employment service you (or a friend, family member or advocate) can ask as many of these questions as you like.

About the service

- What does your service do?
- How does your service help people with a disability, illness or injury?
- How soon can your service help me?
- Are there any other services like yours in this area?
- What training and/or experience do your staff have to help me?
- Will I need to pay any costs for job preparation, job search and employment? For example, travel to and from an interview or workplace, course fees, training and work clothes?
- Do I have to come into your office to see someone from your service? If I do, how often?

Rights and responsibilities

- What rights and responsibilities do I have as a user of your service?
- You will come to know a lot about me:
 - what will be written down?
 - where will information about me be kept?
 - who will be given this information?
 - do I have a say in what information and to whom it is told?
- How much of a say can I have about the service you provide me?

About finding a job

- How will your service help me find a job?
- What type and amount of support will your service provide to me?
- If I am not sure about the type of job I could do, how will your service help me?
- Will your service help me access job training if I need it?
- How much of a say can I have about:
 - the type of work I could do, or look for
 - where I work
 - the hours I work
 - my support worker, **and**
 - the development of my individual employment plan?
- How much can I expect to earn when I get a job?

If you have additional questions, you may wish to write them below and ask the disability employment service.

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About disability employment services

Disability employment services assist eligible people with a disability or injury who need extra support to get and keep a job.

Some disability employment services can help you find work while others provide employment in a supported environment.

It's a good idea to:

- talk to Centrelink or make an appointment with each of the services you want to check out
- ask for information you might need. For example:
 - transport and/or parking
 - ramps and toilet facilities
 - the availability of an interpreter, if required, for languages other than English both spoken or signed
 - the hours the service is open
- take to the appointment any letters or information that Centrelink has given you that show that you may be eligible for employment assistance.

If you need more information on disability employment services, training, participation and community support services, you can contact the staff in your local Centrelink Customer Service Centre by telephoning **13 2717**.

Keeping your personal information private

You have a right to have the personal information that Centrelink collects about you kept private. Centrelink is bound by legislation that contains strict confidentiality provisions that limit who can look at information about you and when it can be given out. Centrelink also abides by the *Privacy Act 1988*.

Specific details of how your information will be used and who it may be given to can be found in the privacy notices Centrelink provides when you give Centrelink your personal information. The Centrelink factsheet 'Your Right to Privacy' is also available from Customer Service Centres, Call Centres or online at www.centrelink.gov.au

If you have a question about privacy, confidentiality or access to information, ask to be put in touch with the Centrelink Privacy Officer in your area.

How to find out more

Disabilities, Sickness and Carers **13 2717**

To speak to Centrelink in languages other than English **13 1202**

Customer Relations **Freecall™ 1800 050 004**
(for complaints, compliments and suggestions)

Australian Government Services Fraud Tip-off Line **13 1524**

TTY* payment enquiries **Freecall™ 1800 810 586**

*TTY is only for people who are deaf or have a hearing or speech impairment. A TTY phone is required to use this service.

To make an appointment **13 1021**

Go to our website at www.centrelink.gov.au

Check the 'we speak your language' link on Centrelink's website for information in languages other than English.

Important: Calls to '13' numbers from a standard telephone service can be made from anywhere within Australia for not more than the cost of a local call (call charges may vary depending upon the telephone service provider). Calls to '1800' numbers are free of charge. Calls from public and mobile telephones may be charged at a higher rate.

Alternative formats

This factsheet is available, on request, in Braille, large print, audiotape or ASCII disc by phoning **(02) 6284 6545** or sending an email to alternate.format@centrelink.gov.au

Disclaimer

The information contained in this publication is intended only as a guide.

What are your responsibilities?

The information is accurate as at July 2006, but may of course change. If you use this publication after that date, please check with Centrelink that the details are up to date.

What is the position if you deal with a third party?

You may deal with a third party who is not a member of Centrelink's staff. If you do so, please remember that Centrelink has not authorised any third parties to provide information or advice to you.