

A new disability employment support program

**We want to know what you think**

## An Easy Read paper





**How to use this paper**

|  |  |
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| A group of people. There is a woman at the front of the group, she is holding a card that has We written on it. | The Australian Government Department of Social Services (DSS) wrote this paper.  When you see the word ‘we’, it means DSS. |
| Easy Read logo. | We wrote this paper in an easy to read way. We use pictures to explain some ideas. |
| The text, Not bold and Bold. | We have written some words in **bold**.  This means the letters are thicker and darker. |
| Word list icon. | We explain what these words mean. There is a list of these words on page 50. |
| An icon of a long document with an arrow pointing to an icon of an Easy Read document. | This Easy Read paper is a summary of another paper. This means it only includes the most important ideas. |
| Website icon. | You can find more information on our website at  [**www.engage.dss.gov.au**](http://www.engage.dss.gov.au/) |

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| A man reading a document and thinking. | This paper is very long.  You don’t have to read it all at once. |
| A woman explaining a document to another woman. | You can ask for help to read this paper.  A friend, family member or support person may be able to help you. |
| An icon of a document that has 3 lines leading to different documents. Each one has a different letter on it: the first says 'A', the second says 'B', and the third says 'C'. | We have split this paper up into sections. Each section is about a different idea. |
| A woman is holding a clipboard with the letter 'A' on it. | You can work through 1 section at a time. |
|  | If you choose to write your answers in this paper, you should save it to your computer before you start. |
|  | It might take you about 1–2 hours to finish reading this paper. |

**What’s in this paper?**

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# What is this paper about?

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| A man holding a briefcase and an exclamation mark. | We know that people with disability can find it hard to get a job. |
| A woman in a suit and a man in overalls standing back to back, giving a thumbs up. | We want to make it easier for people with disability to find **employment**. |
| A woman in a high visibility vest giving a thumbs up and the dollar sign. | Employment means you:   * have a job * do work * get paid. |
| A woman in a wheelchair pointing at herself while she is being interviewed. | We also want to help **employers** hire more people with disability. |
| A woman in a suit crossing her arms. | An employer is a person who hires other people to work for them. |

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|  | That is why we are making a new disability employment support program.  In this paper, we call it a program. |
| Disability Employment Services logo. | At the moment we have the **Disability Employment Services (DES)** program. |
|  | DES: |
| An older woman is pointing at herself with the other hand raised. Above her is a government building icon. | * is run by the Australian Government |
| 3 icons: a toolbox with tools in it, a computer screen, and a magnifying glass. | * helps people with disability find and keep jobs. |
| A man raising his hand to say something and a thought bubble with a light bulb in it. | Before we make a new program, we want to find out what people think. |
| A man and a woman reading a document together. There are two speech bubbles above the man, one with a thumbs up in it and the other with a thumbs down in it. | This includes what:   * works well now * needs to work better. |

# A woman reading a document and a light bulb icon. A woman pointing to you Questions icon. Someone writing their questions. A man filling out a document. How to tell us what you think

|  |
| --- |
| In this paper we:   * talk about our ideas * ask questions. |
| We want to know what you think about our ideas. There is no right or wrong answer. |
| You don’t have to answer all the questions. |
| There is a box below each question where you can write your answer. |
| Or you can write your answers in another document, such as a Word document or an email. |

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| You can also record a: |
| * video |
| * voice recording. |
| You can send us your answers by: |
| * visiting our website at   [**www.engage.dss.gov.au**](http://www.engage.dss.gov.au/) |
| * sending us an email   [**DESConsultation@dss.gov.au**](mailto:DESConsultation@dss.gov.au) |
| * sending us a letter to   Attn: Disability Employment Reforms Branch GPO Box 9820  Canberra ACT 2601. |
| Please tell us what you think before 4 January 2022. |



# Who can use DES

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| Icons of people with different abilities. Above them is a disability icon. | 1 in 5 Australian people live with disability. That’s about 4.4 million people. |
| Icons of people standing together. Above them is the word 'DES', and below them is the number 310,000. | In September 2021, more than 310,000 people were using DES. |
| A man looking worried and scratching his head. | People with disability can find it hard to:   * find a job * keep a job. |
|  | So we need to: |
| A man is thinking, above him is a thought bubble with a disability icon in it. | * think about what people with disability need |
| Two men are standing together in a warehouse. They are wearing high visibility vests and safety helmets. | * make sure everyone can get employment. |

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| A man in a wheelchair is working in an accessible office in front of a computer. | For example, many people with disability  do not need as much support in a **workplace** if it is **accessible**. |
| A montage of 3 images: the first is people talking in an office together, the second is a man wearing protection equipment in a factory, and the third is the outside of a hospital building. | A workplace is any place you might work, such as:   * an office * a factory * a hospital. |
| A group of people raising their hands and pointing to themselves. | When something is accessible, everyone can use it. |
| 3 icons: a building with an accessible ramp, a person holding a clipboard with a checklist on it, and a computer screen with an information icon and mouse on it. | This might be:   * a place or a building * a service * a website. |
| A woman is leaning down and pointing at a computer screen that a woman next to her is using at her desk. | People with disability might need employers to make changes at work to:   * meet their needs * give them more support. |

## A large group of people sitting and standing together. Above them is a disability icon and a question mark. Questions to think about

Who should be able to use DES?

How can the new program work better with other government programs?

For example, with other employment services.



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| Should the new program only be about employment? |
| Should the new program think about other types of work, such as when you:   * only work a few hours a week? * help others and don’t get paid? * do work experience and don’t get paid? |

# Making it easier to get employment support

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| Two people working in a shop together. | People with disability need employment support that can:   * meet their needs * help them find and keep a job. |
| A woman looking at a folder. | Some people told us it is hard to:   * apply for DES * take part in DES. |
| A stack of assessment icons. | When someone applies for DES, we do an **assessment**. |
|  | Assessments help us work out: |
| A woman helping another woman use a computer. There are capacity icons next to them: a stack of books, a pencil, a spatula and a mop and bucket. | * what skills you have |
| 2 icons: a toolbox with tools in it and a computer screen. | * what work you could do |

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| 2 icons: a calendar and a clock that reads 3pm. | * how many hours of work you could do each week |
| A man and a woman looking at a document together. | * what support you might need. |
| Two women shaking hands and the tick icon. | Assessments should help people with disability find the right job for them. |
| A young man is looking at you and pointing at himself. | At the moment assessments are about what support people need. |
| A woman is reading a document. Above her are 4 capacity icons: a pencil and spatula, a mop and bucket, a thought bubble with speech lines, and a stack of books. | But they could look more at what skills people have. |

## A young woman smiling with her thumbs up. Questions to think about

How can we make it easier for people with disability to get employment support?

What should we think about when we do assessments?

How can we make assessments just about what each person needs?

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| Icons of 3 people of different sizes. Above them is an assessment document. | Do we need different assessments for different times in people’s lives? |
| A woman holding a clipboard in one hand with her other arm around another woman. | For example, when they:   * are younger or older * are getting ready for work * want to keep the job they have * want to build their **career**. |

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| A man pointing at the work icon. There is an arrow curving from the man to the arrow. | Your career is the path you take in the area of work you choose. |

# Employment support to help people with disability

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| A man pointing at himself with his other hand raised and pointing up. | Services and support should meet the needs of people with disability. |
|  | Services and support should also help them: |
| A support worker helping a client read a document. | * get ready to work |
| A woman is sitting in front of a laptop and talking to a woman next to her. Above them are 3 icons: a toolbox with tools in it, a computer screen, and a magnifying glass. | * find and keep a job |
| A man pointing at the work icon. There is an arrow curving from the man to the arrow. | * build their career. |
| A man showing another man information on an iPad. | Some people with disability need:   * different support * support for a longer time to keep their job. |

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|  | Some people might: |
| A man with a prosthetic leg having physical therapy. He is being supported by a nurse. | * get a disability |
| A man in a wheelchair wearing a hard hat. He is holding a sign that says JOB wanted. | * lose their job later in life. |
| A man showing another man information on an iPad. | So they might need different services and support:   * in a new job * for a new career. |

## Questions to think about

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| A toolbox icon and a computer screen monitor. | What was your experience when you got employment support from:   * DES? * other employment support services? |
| A woman give a thumbs up and smiling. | What worked well? |

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| A man looking in the air thinking. He is holding his chin. There is a blank thinking bubble above him. | What could be better? |

What type of services and support can help a person with disability:

* + find and keep a job?
  + build their career?

Who should provide this support?

What can help people with disability when something makes it hard for them to get a job?

For example, could education or training help?

How can people with disability get support to deal with things that make it hard for them to get a job?

What employment support do older people with disability need to:

* + build their career?
  + get a new job or career?

# An icon of a school building. There is an icon of a person wearing a graduation hat holding a certificate. A man and a woman serving with disability serving in a cafe. Two woman talking together and smiling. A man looking down with one hand on his hip and the other on his head. Employment support to help young people

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| Leaving school is an important time for young people with disability. |
| A job can help young people with disability:   * earn their own money * feel like they belong * do more on their own. |
| They need different types of support at this time. |
| Young people with disability can find it hard to:   * find and keep a job * get work experience. |

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| But they can have a long career if they get help early in life to: |
| * build their skills |
| * set goals. |
| The Government has a Transition to Work program. |
| This program supports some students with disability to learn how to get a job before they  leave school. |



## Questions to think about

What supports do young people with disability need to get ready for a job while they are still at school?

How can we help young people with disability find and keep jobs?

Should young people with disability get more support to get ready for a job while they are still at school?

How can the new program work well with education to help young people with disability to find and keep jobs?

# A man and a woman are shaking hands. A group of people with disability in an office. A woman thinking. There is a thought bubble above her with a disability icon in it. A woman thinking with a concerned look on her face. Above her is an icon for supporting disability. Support for employers

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| For the DES program to work well, we need employers who will: |
| * hire people with disability |
| * help keep people with disability in their jobs. |
| But some employers might not know: |
| * how to support workers with disability |
| * what help they can get to support workers with disability. |



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| DES can help employers: |
| * find workers with disability that suit their business |
| * support workers with disability who are new to a job. |
| There is also a program called the Employment Assistance Fund.  It helps pay for the changes and support  employers need at work. |

## A smiling woman holding a clipboard with the change icon. There is a dollar icon pointing to the clipboard. A group of people with 1 hand in the air and the other pointing to themselves. Questions to think about

How can we help employers hire more people with disability?

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| How can the new program help employers: |
| * hire more people with disability? |
| * keep them in their jobs? |
| * support them to build their skills? |





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| How do employers already help people with disability at work? |
| How can we use these ideas in the new program? |

What do employers need to support workers with disability?

For example, do employers need more:

* + information?
  + support?

# Rules to get support payments when you don’t have a job

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| A woman looking in her wallet- there is an icon for money and an arrow pointing to her wallet. There is also a government icon. | When someone doesn’t have a job, they can get support payments from the government. |
| A young girl pointing to herself with her other hand in the air. There are icons of tools, a computer screen and a looking glass. | But they need to show they are trying to get work. |
|  | For example, they might: |
| People listening to an instructor at a training session | * do some training |
| Apply icon - document with some lines and a box with a tick in it. | * apply for jobs. |

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| A man looking in a folder and thinking. There is a thought bubble above him with one lady showing another lady something on a computer. | We want to think about other things people with disability could do to show they are trying to get work. |
| A woman thinking. | We also want to think about how this affects employers. |

## A young man holding and pointing to a clipboard. It has icons of a toolbox and a computer screen on it. Questions to think about

How can we support people with disability to do things that show they are trying to get work?



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| How could we include things like: |
| * helping others when you don’t get paid? |
| * working with the community? |

# Funding for service providers

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| A Funding document icon with a dollar sign on it. Next to it is a services icon. | **Funding** is money from the government to pay for services. |
| A woman and a man talking. There is a money icon above them. | Part of the DES program gives funding to  **service providers.** |
| A group of 6 service providers. | Service providers support people with disability. |
| 3 young people who work at a cafe. | This funding is to help people with disability find and keep jobs. |
| A man explaining something to another man using a tablet. | They can help you:   * find training * do training * find a job * keep a job. |

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| A lady who is a sruice provder pointing at herself with her other hand in the air. Above her is 3 icons- a toolbox, a computer screen and money. | Service providers get funding when:   * they help someone find a job * that person keeps their job * they help someone do training * they support them to stay at work. |
| A woman pointing at some capacity icons- a toolbox, a computer screen, a mop and bucket. There is a looking glass above her. | Sometimes service providers get people with disability any job. |
| A woman looking concerned. there is a thinking bubble above her with a man pointing to himself. There is a cross on the thought bubble. | Service providers don’t always think about:   * what kind of job they really want * their skills. |
| A man with two thumbs up and a smile on his face. There is an arrow pointing to capacity icons- cooking utensils, mop and bucket, talking bubble, a stack of books, a toolbox and a computer screen. | We want service providers to support people with disability to find and keep a job that:   * they like * uses their skills * helps them build a career. |

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| A quality icon and a services icon. | We want funding to encourage service providers to offer:   * good services and supports * new types of services and supports. |
| A woman holding a clipboard with her arm wrapped around another woman. | We also want service providers to support people with disability to build careers. |

## Questions to think about

What are the most helpful ways for service providers to support people with disability to find and keep jobs?

How can funding make sure service providers support people with disability and employers to help people with disability:

* + find a job
  + keep a job
  + build a career.

How should funding work so it can change as the types of jobs in Australia change?

How can we reward service providers who are good at supporting people with disability to find and keep jobs that are right for them?

How should funding work for supports that focus on what each person with disability needs?

# Better services and support

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| A woman with 2 thumbs up, a quality icon, and a services icon. | We want service providers to offer good services and support. |
| A man and a woman reading a document together. | We want the new program to make it easier for service providers to work with employers. |
| A group of people with disability- they are all pointing to themselves and have the other hand in the air. There is a toolbox icon and a computer icon. | This will help more people with disability:   * get a job * have a career. |
| A group of office workers are having a meeting in a boardroom. | We want to have agreements with different service providers who can provide employment supports as part of the new program. |

|  |  |
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|  | Service providers can have an agreement with us if they: |
| A government icon and a money icon. | * get funding from the government to provide employment services |
| An icon of a contract being signed. There is an icon of a handshake. | * sign a contract with us.   A contract is a written agreement between two people or organisations. |
| A montage of two images. The first is two people shaking hands and an agreement icon. The second is a woman thinking with a blank thought bubble. | We want to work out:   * the best way to make these agreements * what we should think about when we make an agreement. |
| A service provider pointing to herself.  There are capacity icons- cooking utensils, mop and bucket, talking bubble, a stack of books. | We also want to make sure people with disability get support from service providers with the  right skills. |

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| Not all service providers: | |
| Two women looking down at a paper together. Above them are 3 icons- an A with a cross, and a B and a C each with a tick. | * offer every service to all people with disability |
| A woman is helping another woman fill out a document. | * have the right skills to support people with certain needs. |
| People also told us that some people with disability might not know: | |
|  | * what services they can expect |
| A woman in a wheelchair smiling. There are pictures of two providers next to her- she is pointing to one of them. | * how to choose a service provider. |

## A woman holding a clipboard with a list on it. She is pointing to the clipboard. Questions to think about

How should we choose which service providers can provide employment supports as part of DES?

How can we encourage service providers to:

* + offer new services?
  + make their services better?

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| Two women shaking hands. There is a tick above them. | How should we make sure:   * service providers do the right thing? * services work well? |

What rules should we include when we make an agreement with a service provider?

For example, when we sign a contract.

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| How can we make sure people who offer employment support understand: |
| * what makes it hard for people with disability to find jobs? |
| * what employers need? |
| * how to match people with jobs? |





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| Do we need different service providers for different services? |
| For example, for:   * different types of employment * older or younger people with disability * finding workers for certain employers. |

# A woman holding a clipboard which has a program document on it. She is smiling and has thumb up. A woman pointing to a clipboard with the program document on it. There is a thought bubble with an exclamation mark in it. A man smiling with 2 thumbs up. A man looking sad and giving two thumbs down Making sure the new program works well

|  |
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| We want to make sure the new program works well. |
| We need to know what people think is important to include in the new program. |
| This will help us check if the new program: |
| * works well |
| * needs to be better. |

## A large group of diverse people with their thumbs up. There is a service icon above them. A montage of 5 images. The first is a group of people with disability. Second is a group of community members. Then the woman wearing a suit. Fourth is a group of service providers, and last is a woman pointing to herself and a government icon. Questions to think about

|  |
| --- |
| What would good disability employment support look like for everyone? |
| This includes:   * people with disability * the community * employers * service providers * the government. |



What information do we need so we can check if the new program works well for everyone?

|  |
| --- |
| How can other people help us make sure the new program works well? |
| For example:   * people with disability? * employers? * service providers? |

|  |  |
| --- | --- |
| A young woman in a wheelchair looking at a document. There are 2 thought bubbles each with a different service provider. | What do people with disability need to know so they can choose the right service provider for them? |
|  | How should they get this information? |

# Word list

|  |  |
| --- | --- |
|  | This list explains what the **bold** words in this document mean. |
| 3 icons: a building with an accessible ramp, a person holding a clipboard with a checklist on it, and a computer screen with an information icon and mouse on it. | **Accessible**  When something is accessible, everyone can use it. This might be:   * a place or a building * a service * a website. |
| A montage of images and icons. The first is a woman helping another woman use a computer. There are capacity icons next to them: a stack of books, a pencil, a spatula and a mop and bucket. The second is 2 icons: a toolbox with tools in it and a computer screen. The third is 2 icons: a calendar and a clock that reads 3pm. The fourth is a man and a woman looking at a document together. | **Assessments**  An assessment is a way to work out what:   * skills you have * work you could do * hours of work you could do each week * support you might need. |
| A man pointing at the work icon. There is an arrow curving from the man to the arrow. | **Career**  Your career is the path you take in the area of work you choose. |

|  |  |
| --- | --- |
| Disability Employment Services logo. | **Disability Employment Services (DES)**  DES is run by the Australian Government.  DES helps people with disability find and keep jobs. |
| A woman in a suit crossing her arms. | **Employer**  An employer is a person who hires other people to work for them. |
| A woman in a high visibility vest giving a thumbs up and the dollar sign. | **Employment**  Employment means you:   * have a job * do work * get paid. |
| A Funding document icon with a dollar sign on it. Next to it is a services icon. | **Funding**  Funding is money from the government to pay for services. |
| NDIS logo. | **NDIS**  The NDIS is a way the Australian Government supports people with disability. |

|  |  |
| --- | --- |
| A group of 6 service providers. | **Service providers**  Service providers support people with disability. They can help you:   * find training * do training * find a job * keep a job. |
| A montage of 3 images: the first is people talking in an office together, the second is a man wearing protection equipment in a factory, and the third is the outside of a hospital building. | **Workplace**  A workplace is any place you might work, such as:   * an office * a factory * a hospital. |

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