



Australian Government

Department of Social Services

# Our new disability employment support program

A summary of what we found out

Easy Read version



## How to use this report



The Australian Government Department of Social Services (DSS) wrote this report.

When you see the word 'we', it means DSS.



We wrote this report in an easy to read way.

We use pictures to explain some ideas.

**Bold**  
Not bold

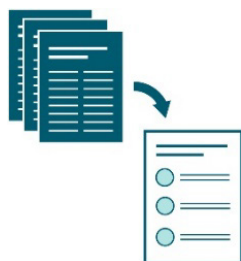
We have written some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 35.



This Easy Read report is a summary of another report. This means it only includes the most important ideas.



You can find more information on our website at [www.engage.dss.gov.au/new-disability-employment-support-model](http://www.engage.dss.gov.au/new-disability-employment-support-model)



You can ask for help to read this report.

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



**First Nations peoples** are also known as Aboriginal and Torres Strait Islander peoples.



We recognise First Nations peoples as the traditional owners of our land – Australia.

They were the first people to live on and use the:



- land



- rivers



- seas.

## What is in this report?

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## What is this report about?



We know that people with disability can find it hard to get a job.



We want to make it easier for people with disability to find **employment**.



Employment means you:

- have a job
- do work
- get paid.



You might work for:



- yourself
- someone else.



We also want to help **employers** hire more people with disability.



An employer is a person who hires other people to work for them.



At the moment we have the **Disability Employment Services** program.

In this report we call it DES.

DES:



- is run by the Government



- helps people with disability find and keep jobs.



DES ends on 30 June 2023.



After DES ends we will have a new program.



It's called the New Disability Employment Support Model.

In this report we call it the new model.

## What will the new model do?



The new model will help people with disability find and keep jobs.



It will also help people with disability have **careers**.

Your career is the path you take in the area of work you choose.



The new model will focus on choice and control for people with disability.





It will also support employers to:

- hire people with disability
- make sure people with disability have a good experience in their job.



This might include making sure people with disability can get the support they need.



For example, getting support to:

- find work
- learn new skills.



This also includes making sure people with disability do work that they are interested in.



The new model will work well with other government employment programs.



## Who shared their ideas with us?



Before we make the new model, we wanted to know what people think about our ideas.

152 people shared their ideas with us.



We heard from 44 people with disability.

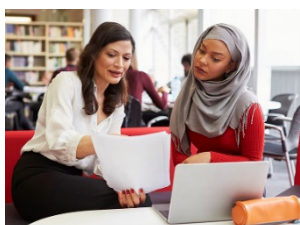
We also heard from:



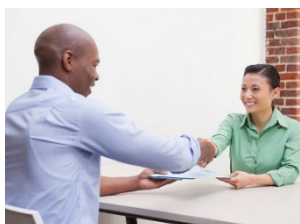
- carers



- service providers – people who work with people with disability



- people who work and study in universities



- employers.

We talk more about their ideas on the following pages.

## What did people think about our new model?



People told us the new model should be **accessible**.



When something is accessible, it is easy to use.



This might include how you:

- find information
- get the right support
- join the program.



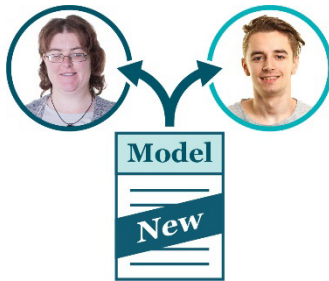
People told us the new model should have good services for:

- people with disability
- employers.

They said the new model should:



- have clear information about supports for people with disability

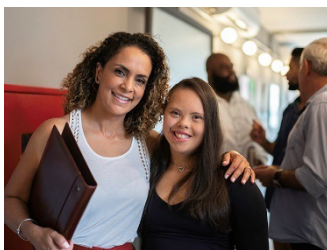


- be delivered in different ways to help different people.



People told us the new model should have better support for:

- people with disability
- employers.



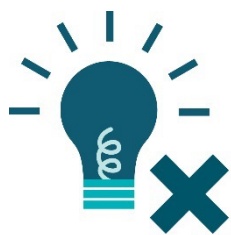
They said the new model should help employers support people with disability when they get a job.



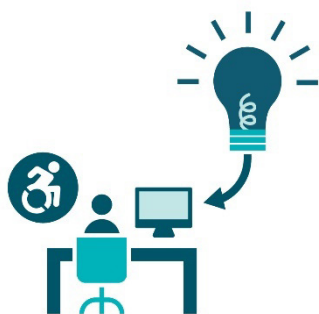
People also said the new model should support service providers to have the right:

- skills
- experience.

## What other ideas did people share with us?



People shared some ideas that we cannot include in the new model.



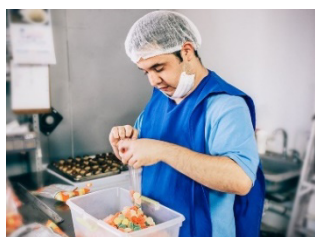
We will think about how we can use these ideas in other parts of disability employment.



Some of these ideas are already being looked at in other Government plans.



Australia's Disability Strategy 2021-2031 is about supporting people with disability in all areas of their lives.



The Disability Employment Strategy is about supporting people with disability in all areas of employment.

## What did people think about our ideas?



We asked people about 9 main topics for the new model.



People shared what they thought about the 9 ideas.

### 1. Who can use the new model



People told us all people with disability should get support from the new model.

This includes people with disability who:



- need or want support for employment



- do not get support payments from the Government.



People told us people with disability who can only work less than 8 hours a week should get support from the new model.



The **National Disability Insurance Scheme (NDIS)** supports people with disability in Australia.



They told us people with disability who take part in the NDIS should be able to use the new model.



People said it is important for the NDIS to work well with the new model.



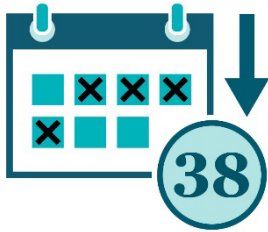
They also said people with disability should be able to use the new model if they work now but want to change jobs.





People told us the new model should include different types of work for people with disability.

This includes:



- part-time work – when you work less than 38 hours a week



- casual work – when your work hours change each week



- working for yourself



- being a volunteer.



They told us it is important that people with disability can choose what type of work they want to do.

## 2. Making it easier to get employment support

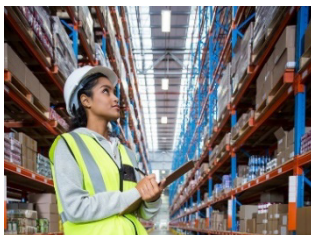


When someone applies for the DES program, we do an **assessment**.

Assessments help us work out:



- what skills you have



- what work you could do



- how many hours of work you could do each week



- what support you might need.

People told us assessments should:



- focus on what people are good at



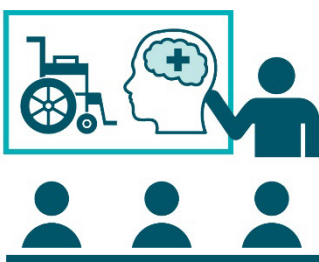
- think about all parts of a person's life,  
like what supports they use



- be face-to-face if people want.



They said assessments should be easier to do.



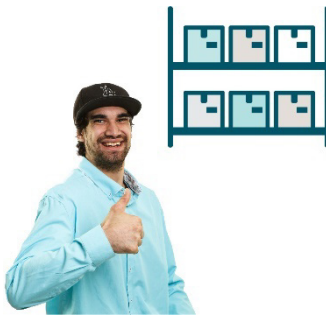
They also told us people who run assessments  
should be trained about different types of disability.

### 3. Employment support to help people with disability

People told us services and supports in the new model should:



- meet the needs of people with disability



- focus on helping people with disability have careers.

They also said services and supports in the new model should help:



- people with disability

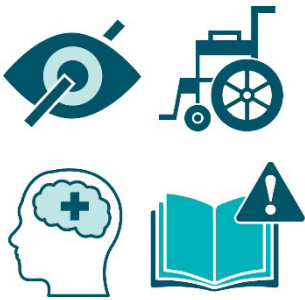


- employers.

People told us service providers must:



- know how to support people with disability

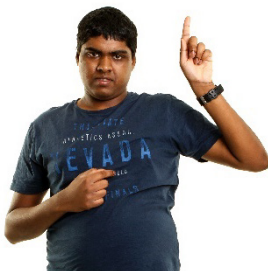


- learn about different types of disability.

They also said service providers should be able to help:



- First Nations peoples with disability



- **culturally and linguistically diverse people (CALD)** with disability.

CALD people:



- come from different countries or backgrounds



- speak languages other than English.



People told us service providers should have good relationships with other local services.



They said the new model should focus on:

- education, like going to university or TAFE
- training
- work experience.



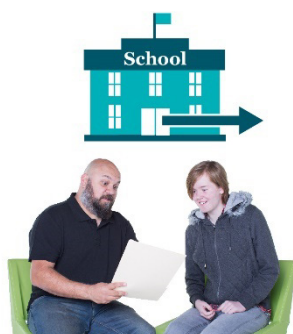
These things can help people with disability be ready for work.



## 4. Employment support to help young people



Lots of people told us it should be easy for young people with disability to use the new model.



Some people told us we should support young people with disability when they finish school.



But other people told us we should support young people with disability sooner.

For example, when they turn 14 years old.



Some people told us the new model should have services just for young people with disability.



But other people told us they should get support from employment services everyone can use.

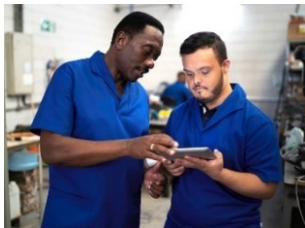
Lots of people told us it is important for young people with disability to have:



- work experience



- jobs after school



- training.



They told us the new model should focus on these things to help young people with disability find jobs.



People told us about the different supports that could help young people with disability.



Lots of people said that service providers should support young people when they move from school to work.

## 5. Support for employers

People told us employers need support from service providers to:



- train them about disability



- support people with disability in places they might work.

Lots of people said service providers need more training so they can:



- answer questions from employers



- talk about why hiring people with disability is a good thing



- help employers with work or safety problems.



People told us it should be easy for employers to pick the service provider that is right for them.



People told us employers need support from the Government so they can hire people with disability.



They also told us employers should have support to pay people with disability when they work.

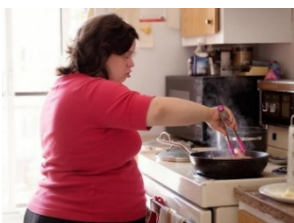
People told us service providers should be able to find jobs for people with disability that match their:



- skills



- goals

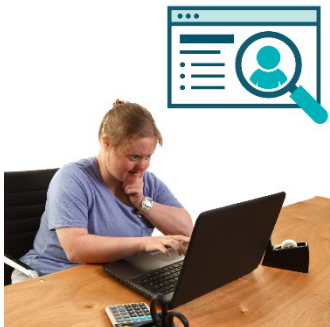


- interests.

## 6. Rules to get support payments when you do not have a job



When someone does not have a job, they can get support payments from the Government.



But they need to show they are trying to get work.



People told us this needs to change.



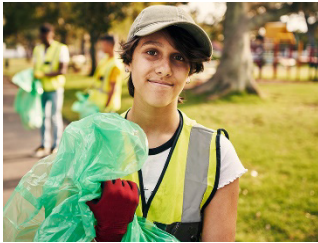
They told us people with disability should not always have to show they are trying to get work.

But they should still get the support payment.

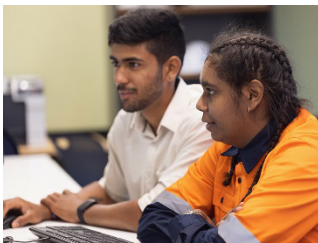


People said there should be more ways to show people with disability are trying to get work.

For example:



- being a volunteer



- doing work experience.



They also told us service providers should support people with disability to show they are trying to get work.



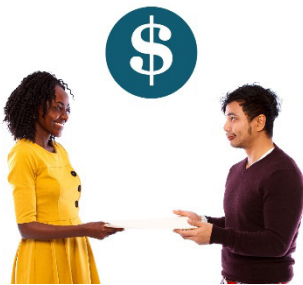
But service providers should not have to check if someone is following the rules.



## 7. Funding for service providers



**Funding** is money from the government to pay for services.



At the moment, parts of the DES program gives funding to service providers.

But some people told us this funding:



- must change



- does not help people with disability find and keep jobs.

They also said service providers should get a payment when a person with disability has:



- worked in their job for a year



- finished their education or training.



People told us there should be funding for different groups of people with disability.

For example:

- young people with disability
- older people with disability.



They also said funding should be easy to understand.



People said service providers should be paid more when they first start supporting people with disability.

## 8. Better services and support



People shared lots of different ideas about how the new model can give better services and supports.



They also shared ideas about how to check if the new model helps people with disability.

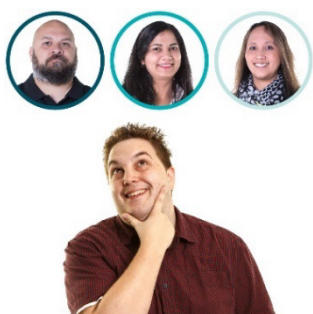


People told us how to make it easy for people to use services from the new model.



They also said the new model should work well with other services.

This will make it easier to understand.



They told us people with disability should be able to go to any service provider they want.



This helps give people with disability more choice and control.



People told us service providers need more training to give better services and support.



And some people told us there should be service providers who are trained to support different types of disability.



People said the good parts of the DES program should be in the new model.

**DES**



They also said the Government should let people keep using the DES program now while they test the new model.

This will give them time to make sure the new model works well.

## 9. Making sure the new model works well

People told us the new model will work well if more:



- people with disability have choice and control



- services meet the needs of people with disability



- employers hire people with disability



- service providers have the right skills.



They said the new model will work well if the program is good quality.



People told us the new model will work well if it helps people with disability.



They also said we should get information:

- from people with disability
- about their experiences with the new model.



This can help us know if the new model works well.



## What happens next?



We want to thank everyone who shared what they thought about the new model.



Your ideas will help us get good results for people with disability who want to find and keep jobs.



Your ideas will also help us understand what is important for people with disability when we make the new model.



Our next step is to make the new model.

We will include your ideas in the new model.



We will let everyone know:

- when the new model is starting
- what it means for you.

## Contact us



You can send us an email.

**[desconsultation@dss.gov.au](mailto:desconsultation@dss.gov.au)**



You can go to our website.

**[engage.dss.gov.au/new-disability-employment-support-model](https://engage.dss.gov.au/new-disability-employment-support-model)**



You can write to us.

Disability Employment Reforms Branch  
GPO Box 9820  
Department of Social Services  
Canberra ACT 2601

## Word list



### Accessible

When something is accessible, it is easy to use.



### Assessment

Assessments help us work out:

- what skills you have
- what work you could do
- how many hours of work you could do each week
- what support you might need.



### Careers

Your career is the path you take in the area of work you choose.



## Culturally and linguistically diverse (CALD)

CALD people:

- come from different countries or backgrounds
- speak languages other than English.

## Disability Employment Services (DES)



DES:

- is run by the Government
- helps people with disability find and keep jobs.



## Employer

An employer is a person who hires other people to work for them.

## Employment

Employment means you:



- have a job
- do work
- get paid.



## **First Nations peoples**

First Nations peoples are also known as Aboriginal and Torres Strait Islander peoples.



## **Funding**

Funding is money from the government to pay for services.



## **National Disability Insurance Scheme (NDIS)**

The NDIS supports people with disability in Australia.



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