



Australian Government
Department of Social Services



Disability Employment Centre of Excellence

What we heard from the community



Easy Read version

How to use this report



The 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

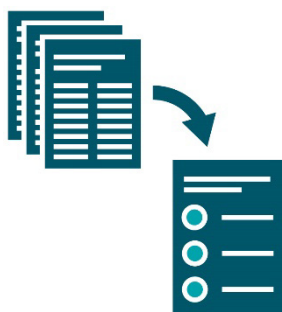
We wrote some important words in **bold**.

This means the letters are thicker and darker.



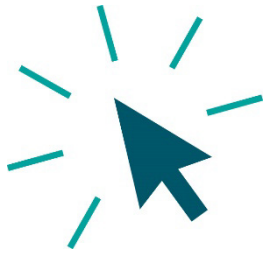
We explain what these words mean.

There is a list of these words on page **34**.



This is an Easy Read summary of another report.

This means it only includes the most important ideas.



You can find the other report on our website.

www.engage.dss.gov.au/the-disability-employment-centre-of-excellence



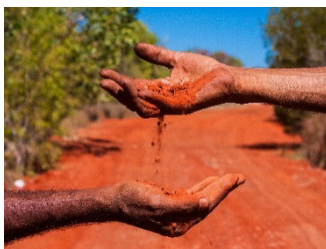
You can ask for help to read this report.

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



We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of our land – Australia.

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



- land



- waters.

What's in this report?

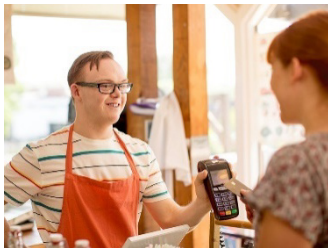
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About the Disability Employment Centre of Excellence



The Australian Government is making a Disability **Employment** Centre of Excellence.

In this report, we call it the Centre.



Employment means you:

- have a job
- go to work
- get paid.



The Australian Government wants to increase how many people with disability have a job.

The Centre will support this to happen by:



- improving employment services – services that help people to get a job

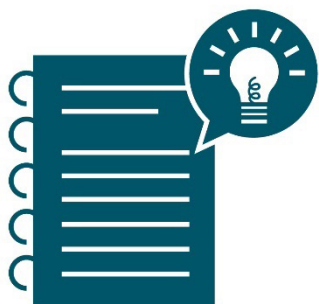


- supporting **employers** to hire more people with disability.

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



Between October and November 2023, we asked the community what the Centre should be like.



This report explains the ideas that the community shared with us.

Who we heard from

We heard ideas about the Centre from:



- people with disability, their families and carers



- experts



- community organisations



- governments.



We heard from disability employment service **providers**.

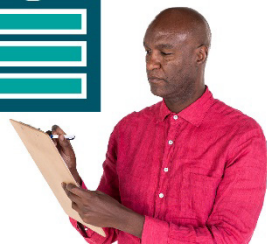
Providers support people with disability by delivering a service.



This included **Disability Employment Services (DES) providers**.



DES providers help people with disability find and keep jobs.



We wrote a paper about the Centre.

It included questions for the community to answer.



On the following pages, we explain what we heard from the community.

Why we need the Centre

Supporting people with disability to get a job

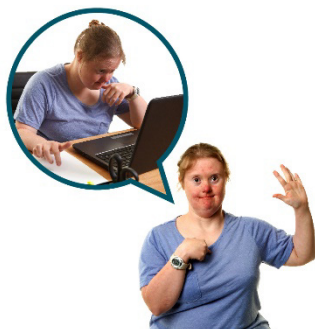


We heard there are many issues that affect the way people with disability get jobs.

For example, we heard there isn't enough good information about:



- how people with disability can get a job



- what it is like for people with disability when they are in a job.

We also heard that it is hard for people with disability to get jobs that:



- they feel good to work in



- use their skills and interests.

We also heard that places where people work need to be more **inclusive**.



When something is inclusive, everyone:

- can take part
- feels like they belong.

Better research and training



We heard that we need more research about what works to make disability employment better.



We also heard that people need more training to support people with disability to find a job.

For example, there needs to be better training for:



- employers



- disability employment service providers.

Working with people with lived experience



We heard that people with **lived experience** of disability need to be part of how we support people with disability to get a job.

If you have lived experience of disability, you might:



- have a disability
- or
- have experienced what life can be like for people with disability.

Many people and organisations need to work better together

We also heard that many people and organisations need to work better together to:



- support people with disability to get a job



- make sure employment services work well.

This includes:



- employers



- disability employment service providers



- governments

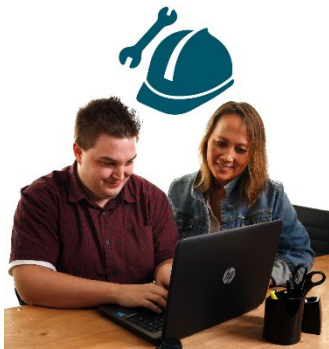


- the **National Disability Insurance Scheme (NDIS)**.

The NDIS provides services and support to people with disability.

Supporting employers and disability employment service providers

We also heard that employers and disability employment service providers need more support to:



- understand how to support people with disability to get a job



- get information about disability employment



- share information with each other.

How the Centre should work

The type of organisation the Centre should be

The community shared that the Centre should be a place that:



- has training programs that are based on research about what we know works well



- builds on research about disability employment.

Be separate from the government



The community shared that the Centre should be separate from the government.



This would mean the Centre would be able to make its own decisions.



We heard the Centre should still receive **funding** from the government.

Funding is money from the government that can pay for an organisation to run.

Who should run the Centre



We heard that a group of people should run the Centre.



And that this group should include people with disability.

We also heard it should include:



- people from the Australian Government



- people from organisations that speak up for people with disability



- employers



- disability employment service providers.

Be part of the law



We heard that the Centre should be an organisation that exists as part of Australian law.

This would mean the Centre could make sure people:



- follow rules about disability employment



- have to improve if they do not follow these rules.



Some people did not think the Centre should be part of Australian law.

They thought this could make the work that the Centre does:



- too slow



- have to follow too many rules.

Where the Centre should be



We heard the Centre should be **accessible**.



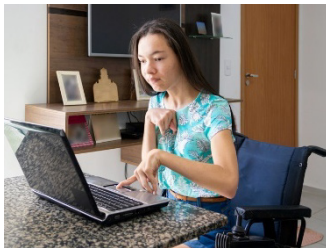
When something is accessible, it is easy to:

- find and use
- move around.

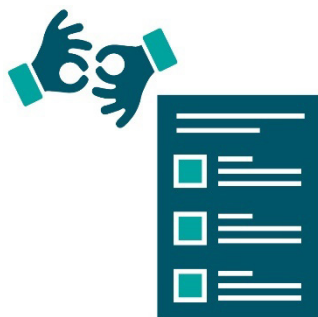
This includes if the Centre is:



- in a physical place



- online.



We heard that if the Centre was online, it would need to have information in different formats.

This includes formats that people with disability can use, like Auslan and Easy Read.

Working with the people that the Centre affects



People shared ideas about how the Centre can work with the people it affects.

For example:



- people with disability, their families and carers



- employers



- disability employment service providers



- schools and universities.



We heard that these people should have a say in how we make the Centre.

Who the Centre should support

The community shared that the Centre could support:



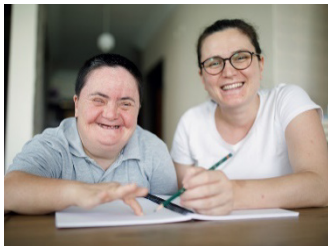
- people with disability, their families and carers



- employers



- disability employment service providers



- disability support services.

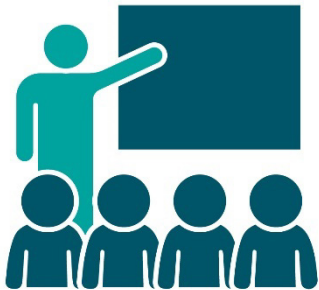
We also heard that the Centre could support:



- community organisations



- organisations that speak up for people with disability

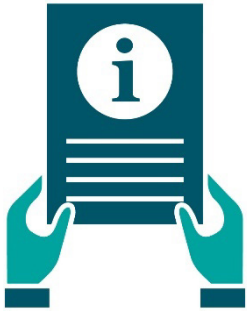


- training organisations



- schools and universities.

We heard the Centre should have ways for disability employment service providers to share:



- information



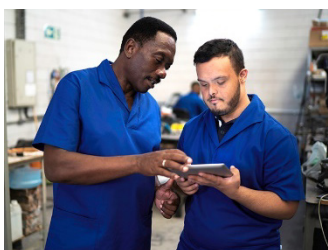
- stories about how to do their job well.



And the Centre should provide training and advice to disability employment service providers.



We heard that the Centre should also give advice to employers and businesses.



This would help employers to understand how to:

- support people with disability at work
- make their businesses more inclusive.



We heard the Centre should support each employer based on what they need.

For example, how large their business is.



We also heard the Centre should support employers to work with:

- disability employment service providers
- community organisations.



People shared that the Centre should work with schools and universities.



This would help the Centre to build and use research about disability employment.

What the Centre should do

Training to support all people with disability

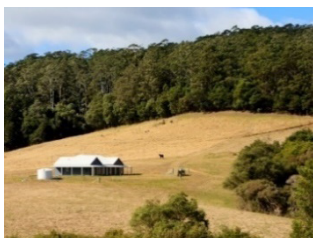


We heard the Centre should help employers and disability employment service providers to support all people with disability.

This includes supporting people:



- with different types of disability



- who live in places far away from cities or towns.



We heard the Centre could do this by providing training programs.



We also heard that the Centre should support DES providers to deliver good services.

Collect and build research



We heard that the Centre should be a place where people can find research on disability employment.



And the Centre should use this research to make resources for people who need it.

This includes training programs.



We also heard the Centre should be a place where people can get all the information they might need about disability employment.

Speak up to improve policies about disability employment



The community shared that the Centre should work to improve **policies** about disability employment.



A policy is:

- a government plan for how to do things
- where rules come from.

We heard that the Centre could do this:



- through its research



- by speaking up for what people with disability need to get a job.

Support everyone to work together for disability employment



We also heard the Centre should support everyone to work together.

This includes:



- people with disability, their families and carers



- employers



- disability employment service providers.



We also heard the Centre should make places where these people can share ideas.

For example, in meetings and workshops.

Support employers to make jobs more inclusive

We heard the Centre should have resources for employers to understand how to:



- hire people with disability



- support workers with disability



- make their places of work more inclusive and accessible.

Supporting people get the right jobs



We heard that the Centre should work to support people with disability to get jobs that are right for them.



This includes support to move to different jobs if they want.

Improve how the community feels about disability employment



We heard the Centre should work to improve how the community feels about disability employment.



And to make the community more inclusive of people with disability getting jobs.



We also heard the Centre should work with people's experiences of **intersectionality**.

People might treat you differently because of more than one thing about who you are.

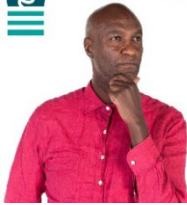


For example, because you:

- are a First Nations person
- and
- have a disability.

We call this intersectionality.

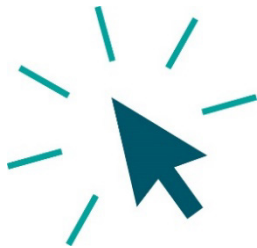
What happens next



We will use the ideas people shared to think about how to make the Centre.



Thank you to everyone who shared their ideas with us.



You will be able to find more information about the Centre on our website.

www.dss.gov.au

Contact us



You can visit our website.

www.dss.gov.au



You can send us an email.

coe@dss.gov.au

Word list

This list explains what the **bold** words in this document mean.



Accessible

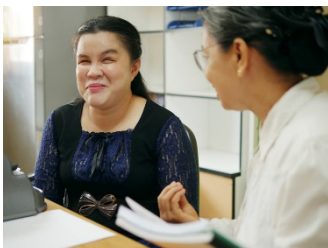
When something is accessible, it is easy to:

- find and use
- move around.



Disability Employment Services (DES) providers

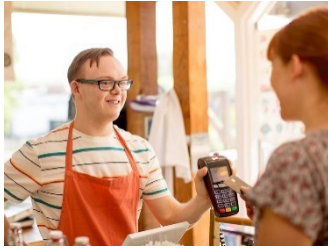
DES providers help people with disability find and keep jobs.



Employer

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

Employment



Employment means you:

- have a job
- go to work
- get paid.



Funding

Funding is money from the government that can pay for an organisation to run.



Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.

Intersectionality

People might treat you differently because of more than one thing about who you are.



For example, because you:

- are a First Nations person
and
- have a disability.

We call this intersectionality.

Lived experience

If you have lived experience of disability, you might:

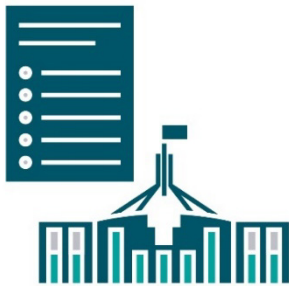


- have a disability
or
- have experienced what life can be like for people with disability.



National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



Policy

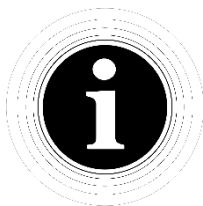
A policy is:

- a government plan for how to do things
- where rules come from.



Providers

Providers support people with disability by delivering a service.



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