



Disability Employment Services

Program changes from 1 July 2018 – Information for Participants

The Australian Government is making some changes to the Disability Employment Services (DES) program to help more people with disability, or an injury or health condition to find and keep long-term jobs.

What does this mean for me?

Changes to the DES program start on 1 July 2018. The changes will provide you with more choice and control. You will be able to choose and change your DES provider, as well as have more say in the services you receive and how you receive them.

What is changing?

From 1 July 2018, you will be able to:

- choose a DES provider that you would like to work with, in a location that is convenient to you;
- choose how you receive services (e.g. face-to-face, over the phone or video chat) after an initial face-to-face meeting;
- work with your provider to develop a job plan, which sets out the support you will get from your provider to give you the best chance of getting a job; and
- change providers if you are not happy with the level of service you are receiving.

Changes to DES providers

As part of the improvements to the DES program, some providers will close and no longer deliver DES from 1 July 2018. However, a number of new providers will be available to assist you to prepare for work and find suitable employment.

What do I need to do?

You do not need to do anything straight away.

If your service provider is closing, you will receive a letter from the Department of Social Services before the end of May 2018 that will give you information about providers in your area and tell you how to choose a new provider.

If your service provider is not closing, you do not have to do anything.

What if I am currently suspended?

If you are currently suspended and exempt from participating in DES, you do not need to do anything at this time. You can talk with your current provider about these changes or call the support hotline on 1800 805 260 if you have any questions.

More Information

If you have any questions regarding these changes, you can talk to your current provider in the first instance or call the 1800 464 800 JobAccess free advice line.