



Australian Government



AccessAbility Day Provider Guidelines

V 1.3

Disclaimer

This document is not a stand-alone document and does not contain the entirety of Disability Employment Services Providers' obligations. It should be read in conjunction with the Disability Employment Services Grant Agreement and any relevant guidelines or reference material issued by the Department of Social Services under or in connection with the Disability Employment Services Grant Agreement.

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AccessAbility Day Provider Guidelines

Document Change History

Version	Effective Date	End Date	Change & Location
1.0	1 July 2018	13 September 2018	Category: Original version
1.2	13 September 2018	5 September 2018	Category: Removed message from Assistant Minister for Social Services and Disability Services What is AccessAbility Day – added that it will be held across Australia The role of JobAccess – removed reference to webinars Role of DES providers- added ESSWeb registration, removed reference to webinars Organising placements – added ESSWeb registration, updated process for new employers Caseload management and reporting requirements – added ESSWeb registration instructions What to do if a participant cancels – updated ESSWeb instructions Information workshops – removed section DES provider checklist – added ESSWeb reference Voluntary recruitment process review – removed section
1.3	5 September 2018		Category: DES provider checklist – removed reference to webinars

Background

AccessAbility Day is a great opportunity for jobseekers with disability and employers to connect for a day and experience what each has to offer. It is available for one day in the week Monday 26 to Friday 30 November 2018.

There is no obligation for employers. It is an opportunity to see the potential jobseekers with disability can bring to the workplace and learn about available business support.

It is a great opportunity for jobseekers with disability to experience a workplace or role that aligns with their career interests.

Disability Employment Services (DES) will support AccessAbility Day in their areas. Jobseekers with disability must be registered with a DES provider to participate in AccessAbility Day.

What is AccessAbility Day?

AccessAbility Day is an Australian Government initiative that encourages employers to connect with jobseekers with disability (participants) to see their potential in the workplace. To participate jobseekers must be current and active Disability Employment Services (DES) participants looking for work. Employers can explore having a jobseeker with disability in their workplace, with no obligation to employ them, while also providing an opportunity for participants to gain an insight into a particular job or type of work.

The initiative will run from Monday 26 to Friday 30 November 2018, in the week leading up to the annual United Nation's International Day of People with Disability on 3 December. Participants and employers can be involved in AccessAbility Day on any one day of this week at a time mutually suitable to both parties.

In 2017, AccessAbility Day was trialled in eight sites around Australia - 244 employers registered to host approximately 440 participants for AccessAbility Day. This year AccessAbility Day will be held for jobseekers with disability, employers and DES providers across Australia.

An AccessAbility Day placement is for one day. An employer can host as many placements for as many job types as they are able to provide within their organisation. However, each placement is for a maximum of one day only. Participants may participate in more than one workplace over the week if places are available. Placements are organised through DES providers and are shaped by the expressed interests of a preferred workplace, industry or role of participants.

AccessAbility Day is not a job interview, work trial or work experience. It is a job shadowing opportunity for the participant to try a day in a workplace and see what that workplace has to offer and for the employer to learn more about working with jobseekers with disability.

This Guide supports the delivery of AccessAbility Day through clause 96 of the *Disability Employment Services Grant Agreement effective 1 July 2018* (the Grant). AccessAbility Day is facilitated by employers, DES providers and JobAccess for current and active DES participants looking for work.

The role of JobAccess

JobAccess is funded by the Australian Government Department of Social Services to bring together a wide range of employment tools, resources and services for people with disability, employers and employment service providers.

JobAccess will play a supporting role in the delivery of AccessAbility Day 2018 including:

- managing a dedicated mail box accessabilityday@workfocus.com
- managing a dedicated AccessAbility Day hotline on **1800 464 800**. TTY users please phone **1800 555 677** and ask for **1800 464 800**
- undertaking employer engagement activities to promote AccessAbility Day to small, medium and large employers around the country and encourage them to participate
- matching new employers who are interested in participating in AccessAbility Day to DES providers with interested participants

- facilitating the registration process for new employers on the [JobAccess website](http://www.jobaccess.gov.au/accessabilityday) at www.jobaccess.gov.au/accessabilityday, and
- hosting AccessAbility Day promotional material, guides, toolkits and supporting information on the JobAccess website

Role of DES providers

As a DES provider you have an important and exciting role in AccessAbility Day, engaging with employers and facilitating placements of participants who would like to experience a day in a workplace.

AccessAbility Day will provide you with the opportunity to:

- expand your professional network by meeting and developing relationships with new employers
- promote your services to employers
- learn more about your registered participants' interests, skills and strengths, and
- learn more about local labour market needs and trends.

It is important that AccessAbility Day is not taken as an opportunity to 'hard sell' your services or participants to participating employers. A key aim of the day is to encourage employers who might never have contemplated employing a person with disability to see what it is like to have a person with disability in their workplace. To make this as easy as possible, it is for only a day, and there should be no sense that an employer will go on to employ a person with disability.

DES providers have a vital role in the delivery of AccessAbility Day working with both participants and employers to:

- arrange AccessAbility Day placements
- engage with local employers to raise awareness of AccessAbility Day and encourage employers to host AccessAbility Day placements
- facilitate relevant participant placements with existing employers, matching as best as possible, participant interest with placement availability
- facilitate relevant participant placements with new employers registered for AccessAbility Day matching as best as possible, participant interest with placement availability
- promote AccessAbility Day to internal and external stakeholders
- cover insurance requirements for each placement (see Insurance on page 11 for more information)
- complete a comprehensive risk assessment for each placement

Preparation is key to a successful AccessAbility Day and should include the following:

- record your registered jobseekers with disability who indicate their interest in participating in AccessAbility Day using the Consultant Task function on ESSWeb
- promote AccessAbility Day internally and externally to your stakeholders. There is a range of promotional material available to help you promote the initiative, including posters, and social media posts available at [JobAccess](#)
- connect with employers and participants and provide them with all the relevant information about the day

Organising placements

In accordance with the Grant “the Provider must use its best endeavours to promote AccessAbility Day to its Customers and arrange AccessAbility Day Placements for any Participants Registered with the Provider that elect to participate in AccessAbility Day”.

We encourage you to use your existing employer relationships. Employers around the country, new to working with people with disability will also be encouraged to register. The options for sourcing employers are:

Using existing employer relationships

- employers you have worked with before may be interested in hosting a participant, or participants for AccessAbility Day
- once you have their agreement, you should record the employer details against the participant in the Consultant Task function in ESSWeb
- these employers are not required to register online through the AccessAbility website and will not have their details shared with other DES providers (unless the employers themselves contact other DES providers)

Work with JobAccess to engage new employers

- AccessAbility Day will be promoted across the country, encouraging employers to register on the AccessAbility Day website to host a participant or participants for a day
- when a new employer registers for AccessAbility Day, JobAccess will contact by email or phone, the closest ten DES providers, based on post code proximity to the employer. When you have been contacted and advised of the employer placement details you can check if it matches the requirements of one of your participating AccessAbility Day caseload. It is then up to you to contact the employer and organise the placement for a mutually suitable day for both the employer and participant
- once a placement is made with a new employer, please inform JobAccess by email to accessabilityday@workfocus.com, and record the details using the Consultant Task function in ESSWeb
- please note that other DES providers in the local area may also have a participant that matches the new employer’s AccessAbility Day placement registration, the employer will advise you if there is already a placement confirmed

- it is important to note that these employers are only registering for a one day commitment for AccessAbility Day and are not agreeing to be contacted by DES for other programs or activities outside of AccessAbility Day

Think outside of your usual employers

- AccessAbility Day is a one day, non-ongoing commitment so it is perfect for employers who may be considering improving their disability employment practices to learn more about DES and employing jobseekers with disability
- local Chambers of Commerce or Councils may be able to connect you with willing employers or register to be host employers themselves

Caseload Management and Reporting Requirements

The AccessAbility Day caseload management and reporting functionality is now available. See 'Disability Employment Services ESSWeb System instructions to register jobseekers' on the AccessAbility Day website for instructions on how to use it.

If you have arranged placements before 10 September, 2018, please now record these placement details on ESSWeb.

All AccessAbility Day placements must be recorded using the Consultant Task function in ESSWeb, including the employer's legal name, contact person, phone number, date and type of AccessAbility Day placement.

What to do if a participant cancels

For a number of reasons, after registering, participants may no longer like, or be able to participate in AccessAbility Day.

Before the Day:

If the participant withdraws before the day, you may have enough time to organise another participant to match to the employer. It is recommended that you contact the employer to let them know of changed circumstances and record the reason that the jobseeker will no longer participate in the notes section of the Consultant Task function.

If you are unable to match a new participant to the employer and the employer has been organised through JobAccess, let JobAccess know that you are no longer able to match this employer.

If the employer was organised through your existing relationship, let the employer know directly that you are not able to match them with a participant.

On the Day:

If the participant informs you on the day that they are unable to take part in AccessAbility Day, contact the employer directly and let them know.

Please ensure that you record the reason for non-participation in the notes section of the Consultant Task function.

What an AccessAbility Day experience could look like

It is considered best practice to tailor AccessAbility Day to suit the individual needs and requirements of both the employer and participants.

With this goal in mind, everyone's AccessAbility Day experience will be different, depending on the employer, the workplace and the person with disability's area of interest. Some of the activities employers may wish to consider as part of the day in their workplace include:

- a meet and greet, where the participant is introduced to staff members
- a tour of the workplace to familiarise the participant with the location, environment and facilities (i.e. bathroom, kitchen, etc.)
- a rundown of Work Health and Safety requirements and security and evacuation procedures
- a demonstration of industry specific skills
- a discussion about why the employer became involved in AccessAbility Day
- explaining the mission and goals of the organisation
- providing an opportunity for the participant to observe an employee in the workplace and encourage them to ask questions
- having employees share their career path and experiences with the participant. For example, how long they have worked at the organisation, their skills and qualifications, possible career paths within the organisation, the benefits of working at the organisation
- discussing the participant's career interests, experience and goals
- scheduled check points throughout the day so the participant can ask questions or ask clarification on what they've experienced so far
- a reference for the participant to add to their Curriculum Vitae (CV). This is recommended as best practice

If the participant uses a wheelchair or walking aids, or has a hearing or sight impairment, it may be necessary to make some reasonable adjustments. Your role will be to advise the employer on simple accommodations, such as ensuring the corridor is clear of obstacles, and using wheelchair accessible offices and meeting rooms.

It is important that the participant has access to breaks during the day similar to those taken by other employees in the workplace, or as they need and agree with the employer.

Preparation for participants

According to clause 96.2 of the Grant, "the Provider must provide AccessAbility Day Services in accordance with this Agreement and any Guidelines". It is expected that DES providers prepare participants and manage participant expectations.

AccessAbility Day is an opportunity for participants to try out an industry of their interest or to see their own capabilities in a work place. You should work with the participant to identify their interests.

For some participants, it will be their first opportunity to 'showcase' their skills in a work environment. Others may be looking at re-entering a field after time off work. Others may be looking at a career change, or re-training and want to dip their toes in before they commit to a new career. Everyone's motivations will be different and AccessAbility Day gives you the flexibility to organise placements that best suit individual needs.

With this in mind, it should be made clear to participants that AccessAbility Day is a one day commitment to experience a workplace and is not linked to employment. The intent of the Day should be clearly explained to the participant so they understand that AccessAbility Day is not work experience or a job interview. If this does not meet the participants' needs, you may like to refer them to other programs (see Alternative Programs section on page 15 in this guide).

Employers may consider writing an employer reference for the participant to add to their Curriculum Vitae (CV). This is recommended as best practice.

Preparation for employers

Employers will require DES providers to confirm participant details for matched placements including;

- name
- the participant's interests and career motivations
- any workplace adjustments employers can make taking in to account the individual and their specific disability accessibility requirements. Please note funding for workplace modifications is not included in AccessAbility Day and modifications are not expected to be funded by the employer

Ensure that regular communication with AccessAbility host employers is maintained so that they feel confident on what they can expect.

Contacting employers in the week before AccessAbility Day will reassure them and let you confirm any last minute details.

If you have been matched with a new employer by JobAccess, make sure you contact them as soon as possible to organise the placement.

Both DES providers and employers can contact the AccessAbility Hotline with any questions. The AccessAbility Day Hotline can provide support on working with people with disability and advise on any simple modifications that employers could consider making to facilitate AccessAbility Day.

Employment Assistance Fund – Auslan assistance

The Employment Assistance fund (EAF) gives financial help to eligible people with disability and mental health condition and employers to buy work related modifications and services. The EAF is available to people with disability who are about to start a job or who are currently working, as well as people who need help to find and prepare for a job.

For AccessAbility Day, participants who are deaf or have a hearing impairment may be able to access Auslan Level 2 interpreter services. Participants may ask you to help them to submit an EAF application. Please ensure that you inform employers when an Auslan interpreter will be accompanying an AccessAbility day participant to a placement.

Further Information is available on the [JobAccess website](#).

Promotion

As per clause 96.3 of the Grant “the Provider must use its best endeavours to promote AccessAbility Day to its Customers”.

There are a variety of resources available on the [AccessAbility Day website](#) to help you promote the Day. These include posters, an information factsheet for jobseekers with disability a web badge, email signature banner, suggested newsletter content, and social media images.

You could:

- hang posters around the office
- add a web badge to your email signature
- include AccessAbility Day in your next newsletter
- use the hashtag #AccessAbilityDay.

You should seek written and informed consent before photographing or videoing anyone involved in AccessAbility Day.

After AccessAbility Day

It may be a good opportunity to speak with the participant after AccessAbility Day to better understand their job search interests and to better personalise their job search activities or future job placements.

You may like to help participants reflect on their experience. Here are some of the types of questions you may like to ask participants to help facilitate the discussion;

- was this role a good fit for you? Why or why not?
- what did you like best about the role?
- what did you like least about the role?
- did you enjoy the company culture?
- do you need to take a course and gain some qualifications to do well in this role?

- was the workplace flexible with any special requirements you had?

Insurance and risk

Insurance

As per clause 96.6 of the Grant, DES providers are required to “ ... maintain adequate insurance coverage that is appropriate for each AccessAbility Day Placement, having regard to the particular nature of each AccessAbility Day Placement; and ensure that each employer hosting a participant effects and maintains adequate insurance coverage that is appropriate for each AccessAbility Day Placement”.

The Department of Social Services purchases personal accident insurance and combined public and or product liability insurance to cover participants undertaking Activities, including AccessAbility Day placements (for example travel to and from the location). DES providers have the following responsibilities:

- delivering programs that comply with all State and Federal legislation
- providing all participants with a copy of the ‘Participants Insurance Manual’
- ensuring any incidents that occur are appropriately and correctly reported to the Department of Social Services as soon as practicable
- providing assistance to participants in completing claim forms and if required liaison, negotiation and placement of the insurances with appropriate insurers.

See Insurance Reader’s Guide on the provider portal for exclusions and reporting requirements.

Risk Assessment

As per clause 96.7 of the Grant, DES providers “... must ensure that a comprehensive risk assessment is undertaken of a proposed AccessAbility Day placement, to ensure that the placement is appropriate for the participant.”

A risk assessment form for AccessAbility Day is available on pages 17 to 19 of this guide.

Risk assessment forms that are used for other DES placements may be repurposed by providers for AccessAbility Day such as the risk assessment form used for the National Work Experience Program (NWEPP). Risk Assessments conducted for AccessAbility Day that are based on a repurposed NWEPP Risk Assessment Form, or another template, should remove all references to NWEPP or that other placement and be replaced with AccessAbility Day.

The provider must keep a record of each risk assessment and any action taken in accordance with each risk assessment. The provider must provide the relevant records to the Department on request.

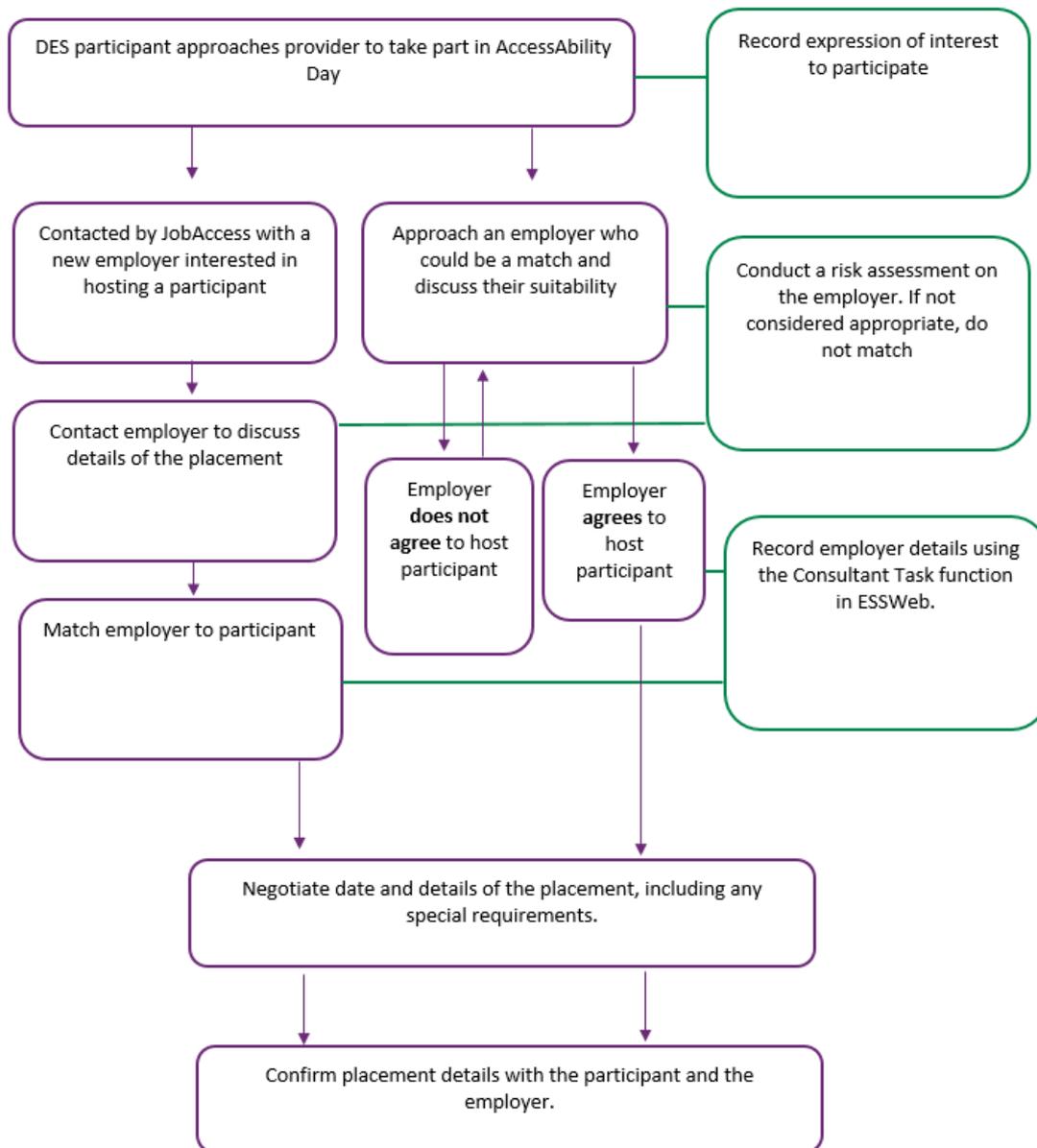
Providers are able to use the DES National Work Experience Programme (NWEPP) for Disability Employment Services Guidelines V2.0 as an indicative framework when completing AccessAbility Day risk assessments. The NWEPP Guidelines can be found on the [Department of Social Services web page](#).

Privacy disclosure

Please refer to *Section 3C Control of information*, of the Grant for further information.

DES Providers are required “to notify individuals whose Personal Information it holds, that their Personal Information may be disclosed and passed on to the Department of Social Services and to other persons in relation to providing the Services.”

Quick guide for DES providers



DES provider checklist

Activity	Completed
Market and promote AccessAbility Day to your stakeholders	
Arrange participation of your caseload and record this using the Consultant Task function in ESSWeb	
Match participants and employers	
Record employer details in the notes section of the Consultant Task function in ESSWeb	
Contact new employers that you are able to match a participant with to organise AccessAbility Day placements	
Complete an employer risk assessment form for each placement	
Confirm placements with participants and employers	
Organise a suitable placement date for both the employer and the participant	
Inform the participant of any requirements including arrival time, contact details, clothing requirements if applicable	
Prepare participants and employers for AccessAbility Day	
Help participants to reflect on their experience after AccessAbility Day	

AccessAbility Day support and services

AccessAbility Day Website – www.jobaccess.gov.au/accessabilityday

AccessAbility Day hotline – **1800 464 800** (free call from land lines).

For further information or for assistance with registration contact the hotline. TTY users please phone **1800 555 677** and ask for **1800 464 800**.

AccessAbility Day mailbox – accessabilityday@workfocus.com

JobAccess

In addition to supporting AccessAbility Day, JobAccess plays a vital role in bringing together information and resources that 'drive disability employment'.

This free service exists to help remove barriers to disability employment by providing:

- an advice and information service delivering expert and confidential assistance with all matters of disability employment
- [a comprehensive website](#) with a wide range of disability employment resources, tools and links to available support services
- access to the Employment Assistance Fund (EAF) by co-ordinating funding for reasonable workplace adjustments, modifications and training that enable people with disability to do their job
- an Employer engagement service called the National Disability Recruitment Coordinator that assists employers to build disability confidence and competence
- vital reporting services including the Complaints Resolution and Referral Service and National Disability Abuse and Neglect Hotline.

Alternative programs

For some participants, an alternative program may better suit the individual's needs and requirements. Suggested programs for consideration include:

National Work Experience Program (NWEP)

NWEP Placements can occur in for-profit, not-for-profit and Government organisations, and should have a likelihood of paid employment available at the completion of the Placement. There is no obligation for employers to hire the jobseeker at the completion of the Placement however, where they decide the jobseeker is a good fit, the employer may be eligible for a wage subsidy.

Placements can be undertaken for a maximum of 25 hours per week for up to four weeks; the Placement should be of shorter duration where the opportunity for paid employment at the completion of the Placement is short-term (i.e. less than six months).

For more information visit the [Department of Jobs and Small Business](#) website.

PaTH Internships

A PaTH Internship gives a participant aged 17-24 years (inclusive) the chance to demonstrate their skills in the workplace to a potential employer, develop vocational skills and improve their employment prospects.

Each internship is voluntary for 30 to 50 hours per fortnight over four to 12 weeks. An internship provides financial incentives for the host business and intern.

For more information visit the [Department of Jobs and Small Business](#) website.

AccessAbility Day Risk Assessment Form



Disability Employment Services provider Name:
Disability Employment Services provider Contract ID:
Disability Employment Services provider Contact Person:
Position in organisation:
Telephone: _____ Fax: _____
Type of Activity:
Name of Activity:
Location of Activity:

Employment Service Area:
AccessAbility Day Host Organisation:
AccessAbility Day Host Organisation contact for this activity:
Telephone: _____ Fax: _____
Is this activity permitted under the Departments personal Accident and General and Products liability insurance? YES / NO
Has this Risk Assessment been conducted as part of the initial site monitoring visit for this activity? YES / NO
Have you confirmed there is a safe and healthy work environment? YES / NO
Does this activity comply with the AccessAbility Day Disability Employment Services (DES) Provider Guide? YES / NO

Date: _____

Note: This Risk Assessment Form is a **guide only** and should be used in conjunction with other references such as:

- The Risk Assessment for National Work Experience Programme for Disability Employment Services Guidelines;
- Disability Employment Services Grant Agreement; and
- The Australian Standard for Risk Management AS 4360:2004.

Date	Risk Description (including type e.g. organisational/Activity)	Potential Impact/Hazards	Risk Rating E, H, M, L (See Attachment A)	Control Measures/Methods to mitigate risks.	For DES provider monitoring purposes only		
					Control measure in place? Y/N	Monitoring Frequency (to ensure risk is not escalated)	Action taken if control measure not in place

Risk Matrix

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	M	H	H	E	E
Likely	M	M	H	H	E
Possible	L	M	M	H	E
Unlikely	L	M	M	M	H
Rare	L	L	M	M	H

Risk Level:	Likelihood:	
E Extreme risk	Almost certain	Expected in most circumstances
H High risk	Likely	Will probably occur in most circumstances
M Moderate risk	Possible	Could occur in most circumstances
L Low risk	Unlikely	Not expected to occur
	Rare	Exceptional circumstances only