

# **Delivering you success through care, integrity and respect.**

**An information kit for job seekers with  
a health condition, injury or disability.**



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Hello,

This information kit explains how we can help you find and keep a job that's right for you.

We understand that everyone is different. Different skills, needs and aspirations. At Workskil Australia, you will be partnered with a dedicated Employment Coach who will work with you to understand your interests and abilities.

By getting to know you, we can help match your strengths, skills and ambitions to a job that that will make you shine.

# At Workskil Australia, we care about you.

## Getting you set up

At your first appointment, you can:

- tell us more about you – your requirements, work experience and goals. We can talk about your individual circumstance and what that means for you and your work.
- develop a Job Plan with our support. A Job Plan is where you decide on what your next steps are, and what needs to happen for you to get an appropriate job. Your Job Plan may include additional counselling, further education, training or work experience.
- get help activating your myGov account, which allows you to search for jobs, receive job alerts, manage your appointments, upload your resume and access your Job Plan.
- perfect your resume with support from your Employment Coach.

We'll also talk about what you can expect from us, and what we need from you to set you on the right path.

We want you to feel comfortable when you come to us, so if there's anything we need to know that will make your first visit with us easier, let us know when you book your appointment. From arranging a translator to easing you through anxiety issues, we are here to help.

We understand that what you tell us may be sensitive and personal to you, so private interview rooms are available – just say the word. Please be assured that you will be treated with care and respect throughout your time with us.





## Finding you relevant work

We can help you search for a job in a way that suits you, and in a role that you can flourish in.

- You will receive career counselling to discuss how to get the best results for you.
- We can arrange further education, training, apprenticeships and work experience.
- Pre-employment programs can be organised to give you real, relevant experience.
- We can link you to a wide variety of jobs with employers who understand the benefits of a diverse workplace.
- Your Employment Coach can help you with the job application process every step of the way, including tailoring your resume and practicing interview skills.
- We can directly approach organisations that may be of interest to you to enquire about specific roles for you.
- We will provide assistance if you need special equipment or workplace modifications to help you start and keep work.
- Financial support for work clothing, transport, education and training can be arranged for eligible job seekers.

# Supporting you in your new job from day one

We are looking forward to you getting a job! It's an exciting time, but can often make us feel nervous as we meet new people and enter a new environment.

Before you start working, we can liaise with your employer to make sure you get off to a flying start. If it's needed, and where appropriate, we can provide:

- Information or training for your employer and co-workers so you are supported at work. For example, we can arrange mental health awareness training or disability confidence sessions.
- Workplace modifications that allow you to do your job effectively and comfortably.
- Tactics to minimise the effect that personal problems have on your work.
- Financial assistance for tools, uniforms or equipment, and work-related licenses or clearances, if eligible.

As you settle into your new role, we will continue to support you and your new employer for 12 months through our Post Placement Support program.

We'll keep in regular contact with you and your employer to smooth out any bumps, and make any necessary changes.

Around the six month mark, we'll work together with you and your employer to determine if you need future support, and make a plan from there.

# Are you eligible for this service?

We are providing this service through a program funded by the Australian Government. It is called the Disability Employment Services - Disability Management Service (DES-DMS).

To be eligible to access this support you will:

- Have a health condition, injury or disability and may need occasional support at work
- Be an Australian citizen or permanent resident
- Not currently be employed for more than your employment benchmark hours
- Not be studying full time (unless you are an Eligible School Leaver)
- Be able to work for at least eight hours per week.

Further eligibility criteria may apply. If you have any queries about eligibility, please get in touch to speak with a friendly team member.

If you are not eligible for this service, we have a range of employment programs that may suit you, so please do get in touch.



## Where you can find us

**Workskil Australia delivers Disability Employment Services in South Australia and New South Wales from these locations.**



### **South Australia Southern Adelaide**

Melrose Park  
Noarlunga Centre  
Oaklands Park

### **Adelaide Hills**

Mount Barker  
Strathalbyn

### **Fleurieu Peninsula**

Goolwa  
Victor Harbor  
Kingscote

### **Murraylands**

Coonapyn  
Lameroo  
Meningie  
Murray Bridge  
Pinnaroo  
Raukkan

### **New South Wales Upper Hunter**

Merriwa  
Murrurundi  
Muswellbrook  
Scone  
Singleton

If it's difficult for you to get to one of our offices, we may be able to meet you at a more convenient location such as a café or community centre.

Alternatively we can chat with you by telephone or via video using a simple, free mobile phone app.

[Click here to view locations.](#)







## Already working, but struggling?

Are you currently working but worried that your work performance is being impacted by your health condition, injury or disability?

If so, we can help through the Australian Government-funded Work Assist Program.

Here's how it works:

- By talking with you and your employer, we can suggest solutions to barriers affecting your work. This may mean re-designing your job or making current arrangements more flexible.
- Following a workplace assessment, we can arrange modifications to help you do your job. For example, changes to a work vehicle or provision of adaptive equipment for your workplace such as communication devices or more manageable tills.
- We can arrange appropriate information or training for you or your colleagues so you are supported at work.
- We will keep in touch with you and your employer for up to a year to offer mentoring and support.





## Getting to know the team

Workskil Australia is a not for profit organisation and a charity. Our Vision is to help Australians in difficulty, disadvantage or with disability to find and keep a decent job.

We care about you and want to see you succeed. Our friendly staff at Workskil Australia can help you on your journey. To find out more about the team, go to [workskil.com.au](https://www.workskil.com.au)

## Next steps – contact us

Register your interest with us today. Get in touch by calling us on **1300 967 575** or email **[care@workskil.com.au](mailto:care@workskil.com.au)**. You can also fill out a form on our website and we'll call you back. Simply visit **[workskil.com.au](https://www.workskil.com.au)**

Our contact centre is open from 7am-7pm (South Australian time), Monday to Friday.





## Additional Information and Support

JobAccess is the Australian Government's national hub for workplace and employment information. It's for people with disability, employers and service providers.

**[www.jobaccess.gov.au](http://www.jobaccess.gov.au)**

Disability Employment Services (DES) is the Australian Government's program to help if you're looking for work and have a health condition, injury or disability.

**[www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/disability-employment-services](http://www.dss.gov.au/our-responsibilities/disability-and-carers/programmes-services/disability-employment-services)**

National Disability Insurance Scheme (NDIS) is the Australian Government's program to support a better life for people with a significant and permanent disability and their families and carers.

**[www.ndis.gov.au](http://www.ndis.gov.au)**

Life Without Barriers is an organisation that helps people remove barriers to live their fullest life.

**[www.lwb.org.au](http://www.lwb.org.au)**

Return to Work is a scheme that provides South Australian employers and their workers with personalised, face-to-face services and support to achieve the best possible recovery and return to work outcomes in the event of a work injury.

**[www.rtwsa.com](http://www.rtwsa.com)**

Sane is a national mental health charity working to support Australians affected by complex mental illness.

**[www.sane.org](http://www.sane.org)**

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services

**[www.lifeline.org.au](http://www.lifeline.org.au)**

## Disability Employment Services (DES)

DES is a program to help people with a health condition, injury or disability to receive assistance to prepare for, find and keep a job.

Providers of Disability Employment Services are called DES providers for short. Workskil Australia is a DES provider. All DES providers aim to support people with a health condition, injury or disability as well as providing assistance to employers to put in place practices that support the employee in the workplace.

### Disability Employment Services has two parts:

**Disability Management Service** is for job seekers with disability, injury or health condition who need assistance to find a job and occasional support in the workplace to keep a job.

**Employment Support Service** is for job seekers with permanent disability who need assistance to find a job, and who need regular, ongoing support in the workplace to keep a job.

## DES Reform 2018

From 1 July 2018, the DES program will be changing following extensive community consultation.

Under the changes, DES job seekers will have greater choice about the services they receive and how they receive them.

The changes aim to improve the overall performance of the DES program to help more people with disability, injury or a health condition find and maintain employment.

## The National Standard for DES

Workskil Australia is certified in the National Standard for Disability Employment Services. The Standard outlines the Australian Government requirements for the delivery of quality Disability Employment Services. Clients who access Workskil Australia Disability Employment Services can feel assured of receiving quality and appropriate services.





**Our Values:** We believe strongly in a common set of shared values which guides our behaviour when dealing with our clients, employers, partners and each other.

**Our Vision:** Leading the field in helping Australians in difficulty, disadvantage or with disability, find and keep a decent job.

**Our Mission:** Supporting Australians to achieve their full potential from school to retirement, by preparing them for, and assisting them into, quality employment.

## About Workskil Australia

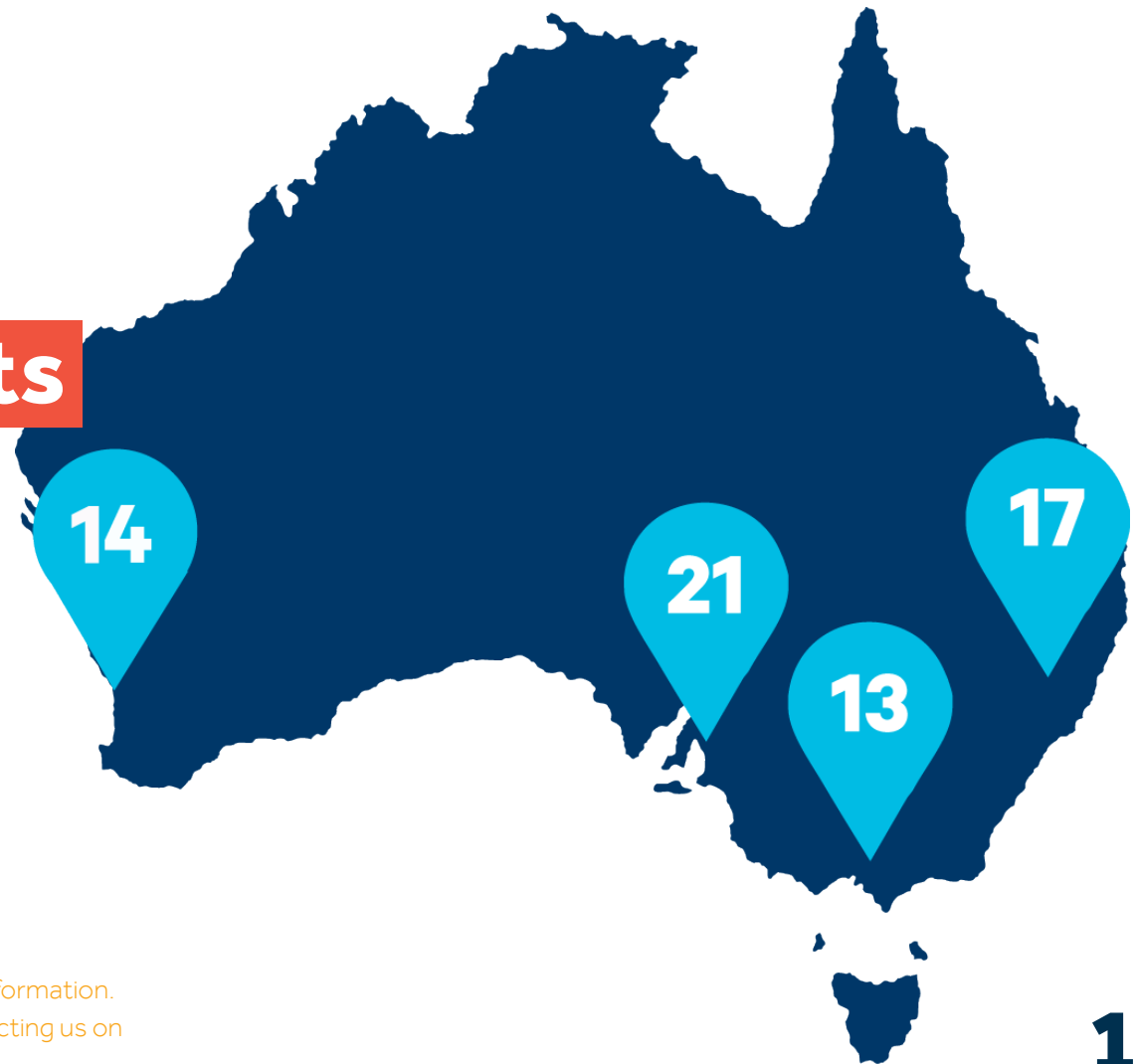
Workskil Australia is a not-for-profit community services organisation committed to transforming people's lives through employment, youth, health, Indigenous and disability services. It is one of the country's largest providers of the Australian Government's jobactive program, with a network of offices located across South Australia, Victoria, New South Wales and Western Australia.

**In 2016-17**

**Workskil Australia**

**helped 19,644 clients**

**into employment.**



Workskil Australia maintains a Privacy Policy for how it collects personal information. The full copy of the Policy can be accessed at [workskil.com.au](http://workskil.com.au) or by contacting us on 1300 967 575.



# We look forward to helping you.



**Workskil Australia**

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Melrose Park SA 5039

Phone 1300 967 575

**[care@workskil.com.au](mailto:care@workskil.com.au)**

For Aboriginal and Torres Strait Islander Peoples Workskil Australia acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them, their cultures and to their elders both past and present.

**[workskil.com.au](https://www.workskil.com.au)**

