



**Australian Government**

**Department of Education, Employment and Workplace Relations**



## **National Disability Coordination Officer (NDCO) Program Western NSW**

This resource forms one chapter of a 5 part series to assist people with a disability successfully access further education and employment.

### **Chapter 2**

## **Support to Employment**

This document explains how the Disability Employment Network (DEN) can help and how you can find your local DEN.

It also explains the assistance available to Australian Apprentices with a disability.

NDCO Funding was provided by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR)

Chapter 2 - 'Supports to Employment' for people with a disability.  
NDCO for Western NSW, Julia Strang, Freecall 1800 051 769  
January 09

# Support to Employment

## **DENS – Disability Employment Network**

The Disability Employment Network (DEN) is a network of specialist employment services supporting people with a disability who require ongoing support to find and maintain employment or to become self-employed in the open labour market.

### **What do Disability Employment Network Members do?**

DENS can not only provide support for job seekers, but also for employers.

### **Support for Job seekers -**

- Capacity building with job seekers to enhance their employment prospects
- Individual vocational guidance, planning and support
- Individualised job search strategies
- A focus on connecting the job seeker to the job that best matches their skills and interests
- Work trials or work experience
- Support in managing disability-related issues before and after starting work
- On-the-job support to assist in settling into a new job
- Off-site support for those who do not require on-the-job support or for those who do not disclose their disability - for example workplace strategies for people with a psychiatric disability and regular off-site visits or contacts
- Job in jeopardy support for workers who are at risk of job loss as a result of their disability.

### **Who is eligible to access Disability Employment Network services?**

Eligibility for Disability Employment Network service is determined through a Job Capacity Assessment. As a general guide, a person is eligible for Disability Employment Network services if they:

- have a permanent, or likely to be permanent disability that is verified by medical evidence; **and**
- have a reduced capacity for communication, learning or mobility, **and**
- results in the person requiring ongoing support services.

### **How do I access the Disability Employment Network?**

There are two main ways to access the Disability Employment Network:

- By contacting a local Disability Employment Network directly
- Through a referral from Centrelink

### **Additional Information**

If you are not satisfied with the service you are receiving from a Disability Employment Network member, you should first raise this with your Disability Employment Network member—ask to speak to the manager or supervisor. If you do not wish to raise a complaint directly with the Disability Employment Network member, you can call and lodge a complaint with the

### **Complaints Resolution and Referral Service (CRRS)**

CRRS is an independent body responsible for resolving complaints through investigation and/or conciliation. They will try to resolve your concerns quickly, fairly and sensitively. An interpreter or TTY access can be arranged on request.

Free call: 1800 88 00 52

TTY: 1800 301 130

National Relay Service: 1800 555 677

Telephone Interpreter Service:

13 14 50, Fax: (02) 9318 1372

### **Support for Employers -**

- Recruitment and selection assistance
- On-the-job training with new employees
- Technical assistance with workplace adjustments
- Job creation and design services assisting employers to think creatively about the ways jobs are structured
- Re-training of employees should they move from one duty to another or if a new skill is required
- Advice and training to co-workers about issues related to employing people with disabilities
- Job in jeopardy support employers whose workers risk a loss of a job as a result of their disability.

### **Financial Incentives for employers**

It's also important for employers to realise that there is a range of support programs and financial incentives available to help.

- **Disabled Australian Apprentice Wage Subsidy Scheme** - Provides ongoing support and assistance for employers who currently employ an apprentice with a disability and has been assessed as a person requiring assistance. See section 6 for more information.
- **Workplace Modifications (WMS)** - The WMS provides financial support for costs involved in modifying the workplace or purchasing special or adaptive equipment for eligible and existing employees with a disability
- **Wage Subsidies** - The Wage Subsidy Scheme offers financial assistance to employers of a person with a disability or someone who may be

- experiencing other barriers to employment. It helps pay wages in the first few months of employment.
- **Supported Wage System** - productivity based wages, the Supported Wage System, is a process that allows eligible employers to pay less than the minimum wage by matching a person's productivity with a fair wage.
  - **Auslan (Australian Sign Language) For Employment** - Practical help is available to support new Deaf employees, and existing Deaf employees who use Auslan (Australian Sign Language) to communicate and whose continued employment is at risk.

## How to find my local DEN provider

- Visit <http://jobsearch.gov.au/provider/providersearch.aspx> will assist you to find your local DEN provider. It is a nationally funded program and so there will be a provider local to you.
- JobAccess—help and workplace solutions for the employment of people with disability. Phone 1800 464 800 for expert advice or visit <http://www.jobaccess.gov.au>
- Or contact Julia Strang, your local NDCO, who can be contacted via email or our freecall number -

**freecall - 1800 051 769**  
**email - [ndco@cwcc.nsw.edu.au](mailto:ndco@cwcc.nsw.edu.au).**

## Assistance to Australian Apprentices with Disabilities

There is additional assistance available to eligible employers who recruit an Australian Apprentice with a disability. There are three types of assistance for employers of Australian Apprentices with a disability –

- Disabled Australian Apprentice Wage Support.
- Assistance for Tutorial, Interpreter and Mentor Services for Apprentices with a disability.
- Workplace Modifications - assistance for leasing or purchasing essential equipment or modifying the workplace to accommodate a disabled Apprentice.

Each form of assistance is intended to help Australian Apprentices with a disability reach their full potential.

### More information -

From: <http://www.newapprenticeships.gov.au/employer/incentives.asp>

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For further information on anything contained in this resource,  
please contact:

**Julia Strang, NDCO for Western NSW  
Central West Community College, Bathurst.**

**Freecall 1800 051 769 or [ndco@cwcc.nsw.edu.au](mailto:ndco@cwcc.nsw.edu.au)**

You can also download other resources from the  
Central West Community College website including:

- \* Overview of the NDCO role/ Map of Western Region
- \* Supports to employment
- \* Supports to further education
- \* Assistive Technologies

Visit [www.cwcc.nsw.edu.au](http://www.cwcc.nsw.edu.au) and follow the links to NDCO.