

National Disability Recruitment Coordinator— Your Service Guarantee

The National Disability Recruitment Coordinator (NDRC) service aims to create job opportunities for people with disability who are participants of the Disability Employment Services program. The NDRC service works with large employers who employ more than 100 people, and supports them to develop and implement disability employment strategies. The NDRC service works with these employers to develop job vacancies for people with disability and to recruit people with disability from the Disability Employment Services program. The NDRC works in partnership with the Disability Employment Services program providers and employers to facilitate referrals to vacancies and job matching.

What help can I expect?

For Large Employers

The NDRC service will:

- Work collaboratively with you to implement recruitment and employment practices, that support the employment of people with disability in your organisation
- Connect you with providers of Disability Employment Services and other related support services to source potential employees
- Provide a pre-screening service of job applicants
- Work with you to achieve disability employment targets
- Provide relevant vacancy details to Disability Employment Service providers
- Provide disability employment training to your staff
- Provide a point of contact for you to discuss the recruitment of people with disability
- Provide information about other Australian Government programs that may assist you with the employment of people with disability
- Work cooperatively with you to develop a Memorandum of Understanding (MOU) that commits us to work together to increase the employment of people with disability in your organisation

For Disability Employment Service Providers

The NDRC service will:

- Work in partnership with you to increase the number of job vacancies available for your clients and facilitate the recruitment of your participants
- Promote the benefits of employing participants of Disability Employment Services to employers and the community
- Facilitate relationships between large employers with MOUs and Disability Employment Services to implement strategies for recruiting and maintaining the employment of people with disability

- Encourage employers to create vacancies for participants of Disability Employment Services
- Provide a transparent and helpful service to you

How can I access information?

You can access advice and information by contacting the National Disability Recruitment Coordinator on 1800 XXX XXX (tba) or visiting the website at www.jobaccess.gov.au.

What happens to what I tell you?

We will collect information from you for the purpose of providing the National Disability Recruitment Coordinator service.

We will keep all information confidential and in accordance with the Privacy Act 1988 (Cth).

If you ask, we will show you the information we hold.

If you have any concerns about the way in which information about you is being managed, you can discuss your concerns with us.

More information about the Privacy Act 1988 (Cth) can be obtained from the Office of the Federal Privacy Commissioner's website at <http://www.privacy.gov.au>.

Information that is collected to deliver the National Disability Recruitment Coordinator service may be shared with the Australian Government and its agencies to ensure the service is delivered efficiently and effectively and to assist in relevant research and evaluation activities.

What can I do if I'm not happy with the service I receive?

If you think you aren't receiving the right help, you should first try and talk to us. We will provide a feedback process which is fair and we will try to resolve your concerns.

If you can't do this, or you are still not happy, you can call the Government's Customer Service Line on 1800 805 260 (free call).