

# JobAccess— Your Service Guarantee

JobAccess is a free information and advice service available to provide help and workplace solutions for the employment of people with disability. JobAccess will provide practical workplace solutions for people with disability and mental health conditions and their employers. The service is accessible through a comprehensive, easy to use website and a telephone information and advice service. All Australians can access confidential, expert advice on disability and mental health related employment matters. JobAccess also manages applications for assistance under the Employment Assistance Fund.

## Who can get help from JobAccess?

JobAccess is available to all Australians and provides assistance in the employment of people with a disability. The service will help employers, Disability Employment Service program providers, employees, co-workers and job seekers with disability and mental illness.

## What help can I expect from JobAccess?

Depending on individual circumstances, you may receive access to assistance including

- financial assistance for workplace modifications,
- special and adaptive equipment,
- Auslan interpreting,
- disability awareness training, or
- deafness awareness and mental health first aid training.

## How can I access the service?

You can access advice and information through:

- a professional telephone advisory service available on 1800 464 800 (including TTY).

- [www.jobaccess.gov.au](http://www.jobaccess.gov.au), a website which contains comprehensive and accessible information developed specifically for employers, job seekers, and employees with disability, co-workers of people with disability and employment service providers.

This website also provides access to online applications for the Employment Assistance Fund and the Supported Wage System.

## What happens to what I tell you?

We will collect information from you for the purpose of delivering the JobAccess service.

We will keep all information that you provide 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>.

## 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..

If you are dissatisfied with the decision in respect to your Employment Assistance Fund application, you may submit to the JobAccess service, a request to have the application reviewed. A further detail of the request for review process is available in the Employment Assistance Fund Guidelines on [www.jobaccess.gov.au](http://www.jobaccess.gov.au).