



# Your guide to the Personal Support Programme

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## What is the Personal Support Programme?

The Personal Support Programme (PSP) helps people tackle barriers and issues that are preventing them from looking for work, getting a job, benefiting from employment assistance, studying, or participating in the community.

## What sort of issues can PSP help me deal with?

PSP can help you deal with issues such as:

- homelessness
- drug or alcohol problems
- mental illness including psychological conditions, personality disorders, anger management issues, mood disorders, depression, anxiety disorders (such as agoraphobia and panic attacks), and torture or trauma or other stress disorders
- domestic violence
- financial management or gambling problems
- physical or intellectual disability including acquired brain injury
- social isolation or alienation including poor communication or language skills, and ethnic or racial discrimination.

## How does PSP help?

PSP delivers one-on-one support to help you deal with issues that are holding you back from work, education or training.

Through PSP you can:

- access ongoing assistance and support (you can call your provider whenever you need help)
- get help to access services and link into your local community
- get help to move into a job, education, training or employment assistance, in particular Job Network, Disability Employment Network or Vocational Rehabilitation Services.



**Personal Support Programme**

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PSP offers professional, flexible services that are designed around your needs and local services available in your community. The types of assistance PSP providers offer include:

- counselling and personal support—including guidance, help, encouragement, building self-esteem and confidence, advocacy and referral to other services
- practical support—for example, help to attend interviews or with transport
- outreach activities—for example, services can be delivered to you if you can not be serviced in the standard office environment
- assessment—your provider will maintain regular contact with you and work with you to set goals and plans, monitor your progress and help you move toward looking for work, getting a job, studying or participating in your local community.

### How does PSP work?

PSP is delivered by a network of private and community organisations that have been selected for their ability to work with and help people with personal barriers. They have excellent knowledge of and connection to the local community, as well as the skills and experience to work with other organisations that help with a range of difficult personal circumstances.

### How do people get into PSP?

People are assessed for referral to PSP by a Job Capacity Assessment provider. If you are identified as a potential PSP participant by Centrelink, a Job Network member or another employment services provider, they will refer you to a Job Capacity Assessment provider for an assessment.

### What are my obligations while I am in PSP?

You have to take part in certain activities which you and your PSP provider will agree to in your Activity Agreement, including regular meetings with your PSP provider. If you can't make it to an activity or a meeting with your provider, you must let the provider know so that they can organise alternative arrangements.

### Where do I go after PSP?

The main aim of PSP is to help people overcome or stabilise their barriers so they can move into a job, study or employment assistance, such as Job Network, Disability Employment Network or Vocational Rehabilitation. You can start these activities at any time during PSP and your PSP provider will continue to provide support to you for six months after you start.

If you have not moved into a job, employment assistance or study when you finish in PSP, your PSP provider will refer you for an assessment with a Job Capacity Assessment provider to work out options for your next steps towards employment. You won't be able to take part in PSP again for 12 months.



### Your right to privacy

Personal information is protected under the *Privacy Act 1988* and may not be disclosed unless it is authorised to be disclosed. If you are receiving income support, your information is authorised to be disclosed under the *Social Security (Administration) Act 1999*. In providing employment services to you, your information may be shared between those contracted service providers who are helping you, the Department of Education, Employment and Workplace Relations (DEEWR), Centrelink and other Australian Government departments and agencies. Sharing your information is important as it enables Australian Government departments and agencies to provide you with the most appropriate services to meet your needs.

For more information about your privacy ask your service provider or DEEWR, or visit [privacy.gov.au](https://www.privacy.gov.au).

## Personal Support Programme service guarantee

Your PSP provider is responsible for providing you with the standard of service outlined in this brochure. This standard of service is called the Service Guarantee. You have the right to a certain guaranteed level of service. Your PSP provider must give you the best help possible.

While in PSP you will receive ongoing assistance to help you address the barriers that you face that impact on your capacity to participate in the workforce or the community.

These services will be flexible, sensitive to your circumstances and background as well as tailored both to your needs and local services available in your community.

The services you will get include:

- Discussing your needs and the types of help your PSP provider can give
- Establishing your work and other goals—having a say in what you want to get out of PSP
- Agreeing to a plan of activities that sets out how PSP will help you to address your needs—having a say in what you do

Your PSP provider will:

- Maintain regular contact
- Provide general counselling and personal support to help you deal with your issues
- Deliver a professional service—PSP providers and their staff must have the skills and qualifications needed to best help you
- Assist you by advocating on your behalf—to get help that is right for you
- Provide information on local services and refer you for assistance
- Regularly review your goals and personal circumstances with you
- Assist you to move into work, employment assistance or study—and support you for up to 26 weeks to help you succeed

Your PSP provider will also:

- Provide services that are flexible to meet your changing needs
- Give you the opportunity to participate in decision making—having a say in what you do
- Keep your personal information and records private, except if required to share or disclose that information according to law or with your consent.

PSP can help you stay connected to the community.



PSP providers are responsible for providing this guaranteed level of service.

If you are not satisfied with the service you have received you should raise this first with your PSP provider—ask to speak to the manager or supervisor.

If you are still not satisfied, you can call the Customer Service Line on **1800 805 260**.

You will speak to a Customer Service Officer from DEEWR in the capital city of the State you are calling from. DEEWR is responsible for monitoring PSP providers. They will endeavour to resolve your concerns quickly, fairly and sensitively.

### Finding a job—[jobsearch.gov.au](http://jobsearch.gov.au)

JobSearch is Australia's largest free online job board with more than 100 000 jobs displayed daily. Whether you are looking for a job, a career change or a volunteering opportunity, JobSearch can help. You can browse for jobs, create and build a résumé—no matter how you use JobSearch, it's free.

**For more information about PSP visit [workplace.gov.au](http://workplace.gov.au) or your local Centrelink office.**