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Disability Employment Services [1]

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About our DES Program

Reclink Australia is a Disability Employment Services (DES) provider in Bundaberg delivering the Employment Support Service (ESS) program.

As a DES-ESS provider, Reclink helps job seekers with permanent disability to find suitable and sustainable employment according to their assessed capacity. Beyond employment placement, Reclink provides both regular and ongoing support to ensure employment is sustainable.

While the most conventional method of linking with our services is through a Centrelink referral process, participants may also elect to enter our services through Direct registration.

Direct Registration is the process whereby Australian citizens or persons on Special Category or Temporary Protection visas (TPV) or Safe Haven Enterprise Visa (SHEV) are able to register directly with a DES provider without having to go through the Centrelink referral system. However, for eligibility purposes, a one-off assessment may be required.

To be eligible for DES, the registrant must:

- have a disability, injury, or health condition
- be aged at least 14 but have not yet attained the Age Pension qualifying age
- be at or above the minimum legal working age in their state or territory

- have a future work capacity with intervention of at least eight hours per week
- be an Australian resident
- be not studying full time, unless the job seeker is an Eligible School Leaver (ESL) or School Leaver Trial Participant); and
- be not working at or above their Employment Benchmark hours unless registering for the Work Assist program, or receiving the National Disability Insurance Scheme (NDIS) funding for supported employment.

Work Assist Program

The Work Assist program suits individuals who are finding it difficult to sustain employment or fulfil the essential requirements of their job due to the impact of an emerging disability, injury or persisting health condition.

Assistance available includes but is not limited to:

- advice about job redesign
- a comprehensive workplace assessment
- free workplace modifications and/or special equipment
- support in the workplace to help manage the impact of the injury, disability, or health condition
- interventions such as occupational therapy, pain management, physiotherapy, and psychological counselling.
- linking participant with other available services, such as the assistance offered by JobAccess, for instance Employment Assistant Fund (EAF).

To be eligible for Work Assist one must:

- be currently employed
- have been working in their job for at least eight hours per week on average over a consecutive 13-week period
- be assessed by the Disability Employment Services provider as having difficulty carrying out the essential requirements of their job
- be of working age (between 14 years of age and not of Age Pension qualifying age)
- be an Australian resident, or a Temporary Protection Visa (TPV) holder, or a Safe Haven Enterprise Visa (SHEV) holder
- not receiving assistance from another Disability Employment Services provider.

Follow link to learn more about EAF [2]

Eligible School Leaver (ESL)

Jobseekers may register with Reclink Australia in the DES program if they are students in their final year of secondary school (usually year 12). However, Reclink Australia may Directly Register and Commence eligible school students in year 11 (or earlier if the student will not be undertaking year 12), where the student is participating in or intends to participate in an ASBAT which forms part of their secondary school curriculum.
Reclink Australia is committed to work in partnership with schools, and state funded vocational training organisations, to facilitate placements in ASBATs and support students in both work and study.

However, please note that Reclink Australia will not Directly Register and Commence full-time students for

the sole purpose of placing them in after-school jobs. In circumstances where a Participant and their parent or legal guardian agrees, Reclink Australia may consider it appropriate to place an ESL Participant in employment for eight hours a week while they are still a full-time student. This could be for the purpose of gaining relevant work experience or identifying a Participant?s suitability for a certain type of work. Under these circumstances, employment of eight hours per week would be considered appropriate as it forms part of the overall transition of the job seeker to a post-school environment. Given the level of impairment of a jobseeker who is eligible to be Directly Registered and Commenced in DES as an ESL and the time required to address their barriers to open employment may vary, and at times, placement in open employment may not be immediately after Commencing in the program.

For Employers

Reclink Australia is a free recruitment service assisting local employers to connect the right fit jobseekers. This process could save your business money as Reclink Australia will conduct the following in your behalf:

- Job coaching and training
- Pre-screening for the right position
- Organize a wage subsidy assistance
- Supported work trials and/or on-the-job support
- Purchasing work related protective gear and tickets

Important links for employers:

- Employing People with a Disability [3]
- Workplace Adjustments [4]
- Accessibility Checklist [5]
- Wage Subsidy [6]

For DES Participants

Reclink Australia can help you:

- get ready to work
- train in specific job skills
- write your resume?
- train in interview skills
- look for jobs that suit you
- provide post-placement and ongoing on-the-job support.

If you have a job and experiencing problems with an emerging health condition or disability:

- on-the-job training
- speaking to your boss and co-workers
- ongoing support in your job
- modifying your workplace

Auslan at work.

If you risk losing your job due to illness, injury or disability, you can get help from Work Assist [7] and Employment Assistance Fund

[8].

Jobseekers with disability may have a number of different needs to get ready for work. Reclink Australia works with each DES participant to meet their individual needs.
Reclink Australia meets with DES participants regularly to ensure they get the support they need. The first contact will be face-to-face, to discuss the participant?s needs and plan support from the provider. Other contacts can be face-to-face, video conference or by phone.

DES Links

- Disability Employment Services Grant Agreement? effective 1 July 2018 [9]
- DES Service Guarantee [10]
- DES Code of Practice [11]
- Unresolved Issues? [12]
- Printable DES Information Sheet [13]
- Available Services and Programs for People with a Disability [14]

Key Contacts for DES Participants

Do you wish to transfer to Reclink Australia?

Please contact the Employment Services National Customer Service Line:
1800 805 260 or 136268
Email: nationalcustomerserviceline@jobs.gov.au [15]

Other important numbers

DES Bundaberg and Kalkie: 07 4198 3310
Reclink Head Office - 03 9419 6672
Email:

Need to provide a feedback or to make a complaint?

Contact the Complaints Resolution and Referral Service: 1800 880 052

Relay and Translations services

National Relay Service for the deaf, hearing and speech impairment: 1800 555 677
Translating and Interpreting Service (TIS): 13 14 50
Bundaberg Police: 07 4153 9111
Fair Work Ombudsman: 13 13 94
For emergency and life-threatening incidences: dial 000

Other emergency assistance

Lifeline 24 Hour Crisis Helpline: 131 114
Kids Helpline: 1800 551 800

Source URL: https://reclink.org/programs/our-services/disability-employment-services

Links
[1] https://reclink.org/programs/our-services/disability-employment-services
[2] https://www.jobaccess.gov.au/sites/default/files/documents/06_2018/Funding%20available%20for%20people%20wi
[3] https://www.jobaccess.gov.au/sites/default/files/documents/06_2016/Employing people with disability.pdf
[4] https://www.jobaccess.gov.au/sites/default/files/documents/06_2016/Funding available for employers.pdf
[5] https://www.jobaccess.gov.au/sites/default/files/documents/06_2016/Accessibility checklist for employers.pdf
[6] https://www.jobaccess.gov.au/downloads/wage-subsidies
[7] https://www.servicesaustralia.gov.au/individuals/topics/work-assist/51422
[8] https://www.jobaccess.gov.au/downloads/funding-available-people-with-disability
[9] https://www.dss.gov.au/freedom-of-information-operational-information-disability-employment-and-carers-group/disability-employment-services-grant-agreement
[10] https://www.jobaccess.gov.au/downloads/des-service-guarantee
[11] https://www.jobaccess.gov.au/downloads/des-code-practice
[12] https://www.jobaccess.gov.au/sites/default/files/documents/06_2016/54541%20DSS%20JobAccess%20A4_poster_B
B%209%20%282%29_0.PDF
[13] https://www.jobaccess.gov.au/sites/default/files/documents/04_2018/JobAccess%20-%20About%20Disability%20Employment%20Services%20-%20Final.pdf
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