

Connect the Dots...



**Services that
support
inclusion and
successful
transitions to work
for people with
a disability**



Australian Government

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



National Disability Coordination Officer Program

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Disability Information Resource Centre (DIRC)

195 Gilles Street
Adelaide SA 5000
Ph: 08 8236 0555 / SA Country: 1300 305 558
Fax: 08 8236 0566
Email: dirc@dircsa.org.au
Web: www.dircsa.org.au

About DIRC

DIRC was formed over twenty-five years ago in response to discussions for the need for the establishment of a Resource Centre for people living with disability and for disability related agencies and services. DIRC also provides a free information service that is current, accurate and timely, and in a format that suits the needs of the individual.

Services: The Path

Supports people with an acquired disability to navigate through the maze of available services. It is a fee for service initiative and accepts referrals from individuals with disabilities, health professionals, legal representatives, insurance companies and family members.

The Path Service Brokers will act as facilitator in a person centred planning process to help the individual, together with their circle of family and friends, identify what their priorities are. A case management service can be short or long term, located in metropolitan or remote locations, complex or simple and can include many different aspects of service depending on what is required for the client. The Path Service Brokers will negotiate with service providers to develop new services or adapt current services to meet the client's needs.

The Path Service Brokers provide advice on what services and resources are available to meet the individual's identified needs. This will include accommodation, social/recreation and employment/education options. The Path service broker will work with the person with a disability on a process involving the following steps:

- *Planning*: working with the client and their family and friends as appropriate to identify priorities and look at immediate and long term requirements.
- *Advice*: advising on what supports and resources are available to meet individual needs.
- *Development of Services*: negotiation with service providers to develop new services or adapt current services to meet the client's needs.
- *Negotiations*: negotiating the best service for the client; maximising choice and minimising cost. Drawing up a contract detailing what is to be delivered, when and at what cost.
- *Monitoring and Review*: monitoring the performance of service delivery. Assessment against contract requirements and the Disability Standards. Renegotiation of existing contract or establishment of contracts with new providers if necessary.
- *Documentation*: Files and records of all meetings, decisions, plans etc that is available to the client upon request.

Contact the Senior Case Manager at DIRC (08 8236 0555), or go to: thepath.org.au

Services: Events Disability and Ageing Expos

The Disability and Ageing Expo in Adelaide is the largest event in the disability sector calendar across Australia, providing information to empower people with a disability and those who are ageing with greater choice on how to enrich their lives, participate more fully and reach their full potential.

The Expos provide the latest information on an extensive range of services and products in one accessible location. The Adelaide Disability and Ageing Expo is held annually at the Adelaide Event and Exhibition Centre (Royal Adelaide Showgrounds) and two Expos are held each year at regional centres.

Other Events

DIRC maintains an events database on its website. Events range from seminars, forums, public consultations to expos and social events. Linking some people who have a disability to events in their community can improve health and wellbeing through greater connection to services and removing barriers that contribute to isolation and depression.

Notifications of events can be found on the DIRC Blog. Links to the Blog are on the DIRC website. Check the database of events regularly at events.dircsa.org.au

Disability Information Resource Centre (DIRC)

Services: Current Awareness Service

The Current Awareness Service (CAS) is a subscription service. A list of new acquisitions, journal articles and events is emailed to subscribers several times a year and up to 15 journal articles can be selected to be mailed free of charge from each edition. The CAS subscription form is available from the website: www.dircsa.org.au/services/publications/

Services: Library

The DIRC Library is aimed at the layperson and offers material on most disabilities and related issues. The main collection has over 2,500 resources in various formats including books, kits, posters, videos, DVDs and CD-ROMs. The periodical collection has over 140 Australian and international journals and newsletters. The collections are primarily non-medical and aim to provide information in appropriate language levels and formats. There is an extensive and growing collection of resources related to education, training and employment. The Library team is happy to help you find the information needed.

The DIRC Library Catalogue and Journals Catalogue can be searched online via the DIRC website homepage.

Membership of the DIRC Library is free and is activated by completing a registration form (available from the DIRC website) and presenting some form of identification. If unable to visit DIRC, arrangements can be made to get the items to a local library of which you are a member. Alternative arrangements can be made for people who would have difficulty with presenting ID, downloading a registration form or visiting DIRC by telephoning the DIRC Library on 08 8236 0555 / 1300 305 558.

Services: Disability Information Directory

Search for services and organisations online. Also available in pdf and hard copy.

The Disability Information Directory contains descriptions of services, charges and contact details for over 900 organisations in South Australia. It is a vital resource for linking people with disabilities to organisations that may be able to support them with information and issues related to their disability or medical condition and provide information about support services and networks related to specific conditions.

Many organisations also have resource/information collections specific to the client base they represent and can be an invaluable resource to service providers. The online Directory is updated regularly and the pdf and printed versions are published annually.

The Directory Database can be searched for free online. A pdf copy of the Directory can be purchased, as can a hard copy and order forms can be downloaded from www.dircsa.org.au/directory. Alternatively, contact DIRC by telephone or fax and a copy of the order form can be sent to you.

Meeting Rooms

DIRC has three meeting rooms, each seating up to 25 people, which are available for hire during the day, evenings and weekends. These rooms are separated by folding doors that can be opened to form one large conference room seating up to 90 people.

The entire centre is accessible for people using wheelchairs and walking aids and an Audio Loop can be provided in the meeting rooms for people with a hearing impairment. Use of limited kitchen facilities can also be negotiated. Because of the disability accessibility features of this venue, it can be an excellent site to hold meetings that include people with a disability.

To book a meeting space, contact DIRC. Room hire rates are available on the DIRC website.

The Disability Discrimination Act (DDA) and Education Standards

Section 4 of the **Disability Discrimination Act** 1992 (DDA), defines disability as:

- Total or partial loss of the person's bodily or mental functions; or
- Total or partial loss of a part of the body; or
- The presence in the body of organisms causing disease or illness; or
- The presence in the body of organisms capable of causing disease or illness; or
- The malfunction, malformation or disfigurement of part of a person's body; or
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour.

It includes a disability that:

1. Presently exists; or
2. Previously existed but no longer exists; or
3. May exist in the future; or
4. Is imputed to a person.

The **Education Standards** set out obligations and rights for education and training providers and for current and prospective students. The Standards arise from Section 22 of the DDA:

Under section 22 of the Act, it is unlawful for an educational authority to discriminate against a person on the ground of the person's disability or a disability of any associates of that person:

- by refusing or failing to accept the person's application for admission as a student; or
- in the terms or conditions on which it is prepared to admit the person; or
- by denying or limiting the student's access to any benefit provided by the institution; or
- by expelling, or subjecting the student to any other detriment.

Section 22 does not render it unlawful to refuse or fail to accept a person's application for admission as a student where the person would require services or facilities that are not required by students who do not have a disability and the provision of which would cause unjustifiable hardship on the institution.

The Education Standards address the following areas:

- Enrolment
- Participation in the course for which the student is enrolled
- Curriculum development, accreditation and delivery
- Student support services
- Elimination of harassment and victimisation

The Education Standards do not support:

- Lowering of standards
- Ignoring the inherent competency requirements
- Ignoring workplace health and safety

While there may be some accommodations that may be considered an unreasonable adjustment due to unjustifiable hardship placed on the education or training provider (such as major building modifications for a small provider), an education institution cannot use the cost of flexible teaching, learning and assessment as a reason to discriminate against a student who has a disability.

Education and training providers are advised to have a Disability Action Plan lodged with the Australian Human Rights Commission and should have policies and procedures in place for supporting students with a disability.

More information about the DDA and the Education Standards can be found here:

www.humanrights.gov.au/disability_rights/index.html

Schools

Many disability service providers want to contact schools to inform them of what they can offer to support and/or supplement the work of the school.

Service providers should recognise that the core business of a school may not align with that of the service provider. They should also recognise that schools are busy places and that vast amounts of information is received daily about services and opportunities. Therefore a response may not be received from a school where strategies such as mailouts to all sites are used.

Engaging with schools in a strategic way via existing networks is often the best way to get information about services to the appropriate person in a school. The National Disability Coordination Officers (see page 28) and School, Community and Business Partnership Brokers (see page 29) can assist with this.

Where service providers contact schools directly, it is customary to address all correspondence to the Principal unless they have a direct contact in the school.

The South Australian Government Department of Education and Child Development (DECD) maintains a Sites and Services Directory of all schools and education sites in South Australia, including non-government schools and sites. It is available from the DECD website. Service providers should be advised that names of contacts and so forth can change between updates of the Sites and Services Directory.

The Sites and Services Directory can be downloaded from: www.DECD.sa.gov.au/locs

A hard copy of the Sites and Services Directory can be purchased from: www.unlockingtheworld.com

Department of Education and Child Development Transition Centres

DECD maintains two Transition Centres in Metropolitan Adelaide. The Transition Centres provide senior secondary students who have disabilities and learning difficulties with a range of opportunities to develop their vocational, social, academic and recreational skills in a supportive environment by:

- working within the SACE framework
- focusing on employability skills
- promoting personal independence, responsibility and self-discipline
- accessing VET units and training packages
- promoting positive relationships and successful conflict resolution
- promoting self-esteem and the recognition of individual worth and skills
- interacting with the community including employers, support services and significant individuals
- promoting sound work attitudes, behaviours and practices
- helping students to recognise and respond to standards of behaviour in the wider community
- undertaking work experience to support transition into employment

These Centres are available to students enrolled at DECD schools and referral can only be made through the school in which the student is enrolled.

Daws Road Centre

141 Daws Rd
ST MARYS SA 5042
Ph: 08 8277 6504

Prospect Centre

114 Main North Rd
PROSPECT SA 5082
Ph: 08 8344 6505

"DRC have shown over many years that they know their students' strengths and interests extremely well, which of course is paramount to planning for post school options. Assisting students to increase their independence has been a significant skill welcomed by many schools that refer students. The program has been able to re-engage some students who have lost motivation in their learning, and connect them with clear expectations and outcomes."

"I was a bit rude and didn't like to do my school work. But Daws Road helped me see how much better it would be if I improved my attitude and got a job and earned my own money."

Disability in Non-Government Schools

Non-government schools are committed to complying with the Disability Standards for Education (see page 3).

For information about disability support in schools affiliated with **Catholic Education South Australia (CESA)**: . First point of contact should be the school itself. Information regarding Catholic schools and CESA services is available on the website www.adelaide.catholic.org.au/sites/CatholicEducationOfficesSA/ (follow links to Learning and Student Wellbeing and then to Special Education). Or telephone CESA on 08 8301 6600

For information about disability support in schools that are members of the **Association of Independent Schools South Australia (AISSA)**: www.ais.sa.edu.au (follow links to Teaching and Learning and to Special Education). Or telephone AISSA on 08 8179 1400. First point of contact should be with the school itself.

Special Education Resource Unit (SERU)

72A Marlborough Street
HENLEY BEACH SA 5022
Ph: 08 8235 2871
TTY: 08 8235 0465
Fax: 08 8235 1907
Email: admin@seru.sa.edu.au
<http://web.seru.sa.edu.au>

The Special Education Resource Unit (SERU) provides a range of learning and teaching materials and specialised services which support children and students with disabilities and learning difficulties. SERU is a support unit of the South Australian Government Department of Education and Child Development (DECD).

SERU's services are available to teachers in DECD schools, professional workers and parents/carers. Most services are for students enrolled in government schools. A range of brochures about different SERU services can be downloaded from the SERU website.

SERU has an extensive resource centre with items for loan, including:

- Curriculum resources
- Developmental learning resources
- Reference materials and journals
- Specialised resources for departmental sites

**Teachers who are not eligible to borrow items from the Resource Centre may wish to become members of the DIRC Library (see page 2) as most of the journals are also held by DIRC. The DIRC Library is compiling a growing collection of resources related to education and training for young people with a disability.*

Some resources can be purchased on USB from SERU. Two of particular note for people supporting students to transition from school include Access Apps (a collection of free software that can support students with a range of learning needs) and Transition to Life After Schooling, a printable resource that was originally published in 2009, but is no longer produced in hard copy. Contact SERU to order these items, or an order form can be downloaded from the SERU website.

SERU is an acknowledged leader in professional development and training in assistive technology. The SERU website is updated frequently with workshop opportunities for teachers and parents/carers. Education and training providers should look out for the Special Education Expo, which is coordinated by SERU and held every July school holidays.

"I attended the Special Education Expo and it was quite simply the best value training opportunity I've ever been to! I mean, I'd heard about Smart Pens and screen reading software and even all the disability supports in Word. But the way they demonstrated them took all the fear of the unknown away."

TAFE SA Disability Services

The **TAFE SA Disability Action Plan** can be found here:
www.humanrights.gov.au/disability_rights/action_plans/register.html#educ

Information about TAFE SA Disability Services can be found here:
www.tafesa.edu.au/services/disability-support.aspx

TAFE SA is committed to providing opportunities to students with disabilities to maximise their learning experience. Students with a disability or medical condition will have diverse needs and may require different levels of support or modifications to ensure an equal chance of success. The TAFE SA Disability Support Program provides support services and special arrangements to assist students with their study. Student Services Officers (SSOs) and Career Advisers (CAs) can assist with access arrangements to minimise the effect of a disability without compromising the academic integrity of a student's program of study.

TAFE SA uses Access Plans to negotiate and implement accommodations that assist students who have a disability, learning difficulty or medical condition to meet the requirements of their course of study.

In order to commence the process of negotiating an Access Plan, a prospective or current student must make an appointment on campus with an SSO/CA. There is a Student Services Officer or Career Adviser available on every TAFE SA Campus, although they may not be available every day on some small, regional campuses. The SSO/CA will help the student to identify their needs and help negotiate an individual Plan that meets their needs.

Students will need evidence of their disability and will likely be required to obtain a health practitioner's report.

All information provided to the SSO/CA is confidential. The only information passed on to lecturers is related to modifications that must be made to accommodate the student's disability-related needs. How much the student discloses to their lecturer and/or classmates is up to them. However, it is recommended that the student be as detailed as possible in the information they provide to the SSO/CA at the time they negotiate their Access Plan.

TAFE SA delivers courses of training for qualifications recognised through the Australian Quality Training Framework (AQTF). The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system. As such, standards required for assessment 'pass marks' cannot be modified for students with a disability, only the methods by which the student reaches and demonstrates the accredited standards required for the qualification.

Where a student is directly enrolled with TAFE SA (ie, not enrolled through a third party such as a school), all costs related to accommodations that are required for study such as special equipment, interpreters or materials provided in alternative formats, are met by the TAFE Institute and not passed on to the student.

Australian Apprentices undertaking courses of study at a TAFE SA campus may also be eligible for support such as tutorial support. This is provided through DAAWS. For more information about DAAWS, see page 25.

TAFE SA has published a booklet for students about disability services at TAFE SA. It can be downloaded from here:
www.tafesa.edu.au/Files/services/StudentDisabilityGuide2010.pdf

Prospective students and their supporters should be aware that there is no entitlement package attached to particular disabilities. Supports are negotiated individually and are designed to meet the unique needs of each student.

TAFE SA is a Companion Card Affiliate. This means that a student who is a Companion Card Holder may enrol their Supporter/Companion in the same course as they are undertaking, provided the Companion meets the Minimum Entry Requirements. Providing the Companion meets the course requirements, they will be entitled to the same qualification as the Companion Card Holder and will not be required to pay tuition fees.

For more information about using the Companion Card at TAFE SA, contact: sue.tanner@sa.gov.au.
For more information about the Companion Card, see page 30.

Disability Services in the Private Training Sector

Private Registered Training Providers (RTOs) are subject to the Disability Discrimination Act and Education Standards. RTOs provide training and qualifications that are accredited under the Australian Quality Training Framework.

Some Private Registered Training organisations in South Australia provide accredited training specifically to clients who have a disability.

The Australian Council for Private Education and Training is the peak body for RTOs in Australia. More information about ACPET can be found here: www.acpet.edu.au

A listing of RTOs for South Australia can be found by emailing the helpdesk at www.training.gov.au.

Disability Services at University

Introducing Disability Services at University

Universities provide services to students with a disability, learning difficulty or medical condition in keeping with the Disability Discrimination Act - DDA - (1992) and Education Standards (2005). Information about the DDA and Education Standards can be found on the website of the Australian Human Rights Commission: www.humanrights.gov.au

The three public universities in South Australia have well established disability services and processes. Officers who support students with a disability in negotiating an Access Plan are called Disability Advisers (DA). Other higher education providers in South Australia such as Tabor and Kaplan also comply with the DDA and Education Standards and students should make contact with appropriate officers at the time of enrolment.

Negotiating an Access Plan

Students will need to make an appointment with a DA and present evidence of their disability and its functional effect on their studies. This process is strictly confidential and the only information provided to lecturers by the Disability Service relates to the functional impact of the disability and any adjustments the lecturer needs to provide in order to overcome the impact of the disability. It is up to the student how much more, if any, information is given to their lecturers and fellow students.

Some important matters to consider:

- Places are not specifically reserved in university courses or programs for people with a disability.
- University courses, qualifications and programs are not specifically devised for students with a disability.
- Students with a disability need to be able to meet the inherent or core requirements of a course.
- There is no entitlement package attached to particular disabilities. Supports are negotiated individually and are designed to meet the unique needs of each student.

There are now many ways to enter university. These do not vary for students with a disability. Modes of entry include:

- The South Australian Certificate of Education (SACE) and using an Australian Tertiary Admissions Rank (ATAR) to apply through the South Australian Tertiary Admissions Centre (SATAC)
- Special Tertiary Admissions Test (STAT). The SATAC website contains information about admission to university via STAT.
- Special Entry Programs and Foundation Studies Programs run by individual universities. Refer to the individual university prospective student websites for more information.
- TAFE Credit Transfers. Some university courses recognise some TAFE qualifications for entry and some course credits. Information is available from the universities' websites.

Any additional equipment and services required for study (such as alternative formats or interpreters for example) are provided at no cost to the student.

More Information

A Guide for Students with a Disability of Chronic Medical Condition at University in South Australia is available here:

<http://www.adcet.edu.au/Ndco/Sa/View.aspx?id=6738>

Disability Services at University

Contacts

Flinders University

Health, Counselling and Disability Services
Level 3 Student Centre
Phone: (08) 8201 2118
TTY: (08) 8201 3242
Email: disability@flinders.edu.au
Web: www.flinders.edu.au/current-students/

University of Adelaide

Horace Lamb Building, Ground Floor
North Terrace Campus
Ph: 08 8303 5962
Web: www.adelaide.edu.au/disability

University of South Australia

TTY: 8303 4842
Email: disability@unisa.edu.au
Web: www.unisa.edu.au/disabilityservices
To make an appointment with a Disability Adviser, please phone the Learning and Teaching Unit on each campus or as listed below:

City East Campus

Room P2-40 Level 2
Playford Building
Ph: 08 8302 2330 / 1300 657 122

City West Campus

Room Y1-17
Yungondi Building
Ph: 08 8302 0022 / 1300 656 377

Magill Campus

Q Building (next to Campus Central)
Ph: 08 8302 4423 / 1300 657 144

Mawson Lakes Campus

Room C1-50
Library
Ph: 08 8302 5006 / 1300 657 133

Whyalla and Mount Gambier Campuses

LTU services, including disability services can be accessed via Campus Central

Tabor Adelaide

Student Services Officer
Ph: 08 8373 8751
Email: studentservices@adelaide.tabor.edu.au
www.taboradelaide.edu.au

Kaplan Business School

Ph: 08 8215 4100 / 1300 602 809
infoadl@kbs.edu.au

“Once we worked out what was reasonable to accommodate my disability and support my studies, nothing was too much trouble. The Disability Service organised alternative formats for me and supported me when I negotiated with my lecturers. Without their support I wouldn’t be at this graduation ceremony and starting my career journey.”

Up the Hill Project

About the Up the Hill Project

The Up the Hill Project facilitates the participation of people with intellectual disabilities in the social and educational life of Flinders University. Eligible participants are assisted to select and audit topics of their choice and are supported by mentors to access and enjoy the services and experiences the University has to offer. The Up the Hill Project is managed and based in the Unit of Disability and Community Inclusion of Flinders University.

The Up the Hill Project is an Inclusive Post-Secondary educational opportunity for adults with mild to moderate intellectual disabilities. The project is acknowledged and supported by the Flinders University Department of Disability Studies and is administered by a Steering Committee consisting of family members, participants, mentors, the coordinator, director and academic staff within the University.

The goal of the Up the Hill Project is to expand the horizons for individuals with disabilities by providing opportunities for increased social connections, educational opportunities and to experience the role of a university student. The university setting allows each participant the chance to access, together with other students, the wide range of topics offered by the University and take part in collaborative ventures. This social interaction with academic staff and fellow students provides mutually enriching, educational and social opportunities for all concerned within the university environment.

The participants audit and attend university classes of their choice with the intention of developing skills and improving the potential for future employment. With connections in the community participants will open new doors for their future.

At the commencement of each semester the participant will choose topic(s) to audit. The participant is assisted by a mentor to meet the lecturer who teaches the topic to obtain permission to participate in the lecture. Mentors support participants to be involved at their level of comfort. This support is not disruptive, but casual, and often enhances the participation and involvement in the classroom for everyone.

The mentors and coordinator of the project monitor the progress of the participants so that they may address any problems that arise. The mentors and coordinator oversee the whole process. They work individually with participants to identify goals, to select topics, develop study schedules and further promote inclusion within the University.

Characteristics for successful participation:

- The person has an intellectual disability and is eligible to receive the Disability Support Pension.
- The person states an interest in further education.
- The person is able to make choices from the available University topic offerings.
- The person should display reasonable interpersonal skills (i.e., be non-disruptive in social and educational settings).
- The person must be able to arrange their own travel to and from the University.
- The person must be able to arrange and care for immediate personal needs.
- The person must have the physical ability to fulfil the role of a student.

For further information

Contact:

Tova Rozengarten

The Up The Hill Project Coordinator

Ph: 08 8201 3382

Email: tova.rozengarten@flinders.edu.au

Web: www.flinders.edu.au/medicine/sites/disability-studies/associated-programs/up-the-hill-project---flinders-university.cfm

"The Up the Hill project has allowed me to explore the fields I wanted to and become the person I am. I think I have grown into a stronger and more confident person because of that. The contacts and friendships of so many people, who have inspired me, will be something I will hold forever."

The State Transition Program

About the State Transition Program

The State Transition Program provides a case management service to young people with disabilities and learning difficulties during their final year of school. The program coordinates access to accredited employability skills training, career guidance, vocational education and training (VET) and structured workplace learning. The aim of the program is for students to make a seamless transition into full or part-time open employment with the support of a Disability Employment Service (DES), or go on to further study.

The State Transition Program operates throughout metropolitan Adelaide, across all three schooling sectors. The Program is partly funded by the SA Government department of Education and Child Development and Personnel Employment.

Students must be referred to the Program by their school. An Expression of Interest is sent to schools towards the end of term 3 in the year preceding their transition year. Teachers can download a nomination form from: www.pe.org.au Alternatively, teachers can forward the following information by email at transition@pe.org.au:

School name

Contact person and telephone number

Student name

Date of birth

School year level

Primary disability type

Other programs for which the student has been nominated.

For more information:

Contact the State Transition Program team on 08 8414 7000.

A booklet about the State Transition Plan can be downloaded from:

www.adcet.edu.au/Ndco/Sa/View.aspx?id=6904

Better Pathways

Better Pathways works with young people with disabilities, mental health conditions, or displaying early indicators, who have barriers that lead to them being at risk of not making a successful transition from school to activities that maximise their social and employability potential. It aims to ensure these young people do not leave school early or drop out of the service system altogether.

Students are recommended for this program following an assessment completed at school, during year 9, and after gaining consent from parents or guardians.

Better Pathways provides staff to work with students from Year 9 until twelve months after they leave school. Pathways Workers spend up to 3 hours per fortnight with their students providing support that falls into 3 categories:

1. Planning
2. Coaching and mentoring
3. Service coordination and advocacy

Support will occur in a range of settings including the library and informal venues such as cafes and home.

Better Pathways believes that parents and families are an important part of a student support network. Involving families throughout the process, wherever possible, is a goal of Better Pathways.

Currently, Better Pathways is available in the following areas: City of Playford, City of Salisbury, City of Port Adelaide-Enfield and City of Port Augusta.

For more information contact:

Better Pathways

Ph: 08 8414 7111

Email: info@betterpathways.com.au

“One of my students and her family has been assigned a mentor through Better Pathways. It gives me peace of mind that someone is supporting the whole family towards independence and participation for such a special young woman with more than the average challenges”

VET to Work Program

About the VET to Work Program

The VET to Work Program offers additional support to students with disabilities and learning difficulties engaged in vocational education and training (VET) through TAFESA.

The support is designed to improve both training and employment outcomes and assist students make a successful transition into the workforce.

Under the VET to Work Program, students can receive up to thirty hours of mentoring support and assistance to participate in structured work placement. All support provided to students is through a Disability Employment Service (DES). Throughout the program, TAFESA staff are offered advice and assistance in assessing students' learning needs and implementing effective learning strategies.

"Without Vanessa's support there were days when I thought I'd give up. I definitely didn't know how to take the next step after TAFE. But now I have a job I like and I don't know why I was so scared! VET to Work definitely helped me get on the right path."

The service is provided free of charge to students.

For more information:

Contact the VET to Work Pilot Program team on 08 8414 7000 or email transition@pe.org.au

Adult Community Education (ACE)

About ACE

Adult Community Education (ACE) is funded by the South Australian Government Department for Further Education, Employment, Science and Technology (DFEEST) through SA Works. Adult Community Education (ACE) is a term used in South Australia to describe a wide range of non-formal learning opportunities for adults, which are sometimes also called Community Learning.

The learning activities supported by the program can be:

- courses and workshops to assist adults to develop their personal skills in preparation for work or further study
- tutoring services, classes and small group activities designed to meet individual and group needs for improved foundation skills such as literacy and numeracy.

What does the program aim to achieve?

The focus of the program is to ensure adults who may experience barriers to participation in the workforce have access to learning pathways.

Community-based, not-for-profit organisations are well-placed to reach those people who are currently not participating in the workforce because of limited skills and low levels of confidence. This program partners with communities to re-connect disadvantaged target groups to training and employment pathways. Since 2009 the program has focused on the development of multi-literacy skills and assistance for adults to make successful transitions from non-accredited to accredited training.

ACE operates statewide.

More information is available at:

www.saworks.sa.gov.au/Informationfor/Communities/AdultCommunityEducation/tabid/89/Default.aspx

Lists of funded ACE Providers can be found via links at this website.

"ACE gave me the skills and confidence to apply for a TAFE course and now I'm on my way to a qualification that will get me a job. I'd be nowhere without ACE to start me off."

Australian Disability Enterprises (ADEs)

About ADEs

Australian Disability Enterprises are commercial businesses that provide employment for people with disability who are recipients, or eligible to receive, the Disability Support pension (DSP). There are 325 Australian Disability Enterprise outlets across Australia, providing supported employment assistance to approximately 20,000 people with moderate to severe disability who need substantial ongoing support to maintain their employment. Australian Disability Enterprises are commercial enterprises enabling people with disability to engage in a wide variety of work tasks such as packaging, assembly, production, recycling, screen printing, plant nursery, garden maintenance and landscaping, cleaning services, laundry services and food services. Employees of Australian Disability Enterprises enjoy the same working conditions as those in the general workforce.

Many ADEs have work experience programs for young people still in school. A number also partner with schools to develop work skills and work readiness. A number of ADEs in South Australia are also Registered Training Organisations and offer nationally accredited training packages to their employees.

The Peak Body for ADEs in Australia is National Disability Services (NDS). The NDS website is www.nds.org.au

For further information about working in an Australian Disability Enterprise, or seeking further information about Australian Disability Enterprises for a person in your care contact Centrelink on telephone 132717

Information about ADEs for school leavers is available here:

http://www.fahcsia.gov.au/sa/disability/pubs/Documents/ConsumerTrainingSupportProducts/external/school_leavers_fact_sheet.htm

Information about ADEs for parents and carers is available here:

http://www.fahcsia.gov.au/sa/disability/pubs/Documents/ConsumerTrainingSupportProducts/external/parents_carers_fact_sheet.htm

"Our students participate in a work experience program one day a week for a semester. It has a major impact on their knowledge of the world, skill development, increased confidence and overall participation. I'm not surprised so many of our students want to work in such a caring environment when they leave school."

Australian Disability Enterprises in South Australia Metropolitan Adelaide

Barkuma

Ph: 08 8252 8666
(Elizabeth, Holden Hill)
www.barkuma.com.au

Bedford Group

Ph: 08 8275 0295
(Panorama, Lonsdale, Pooraka, Clapham)
www.bedfordgroup.com.au

Finding Workable Solutions

Ph: 08 8398 3099
(Mount Barker)
www.fws.org.au

Hands On SA

Ph: 08 8363 2633
(Kent Town, Oakden)
www.handsonsa.org.au

Minda

Ph: 08 8442 6200
(Brighton, Lonsdale, Somerton Park, Blackwood)
www.mindainc.com.au

Orana

Ph: 08 8375 2000
(Netley, Wingfield, Ridleyton)
www.oranaonline.com.au

Phoenix

Ph: 08 8152 2400
(Torrensville, Elizabeth, Gepps Cross)
www.phoenixsoc.org.au

Product Action

Ph: 08 8261 2288
(Klemzig)
www.productaction.com.au

RSB Industrial Services (specialist blind/vision impaired service)

Ph: 08 8261 4121
(Gilles Plains)
www.rsb.org.au/Our_Services/Business_Services/Industrial_Services.aspx

SA Group Enterprises

Ph: 08 8464 0779
(Bedford Park, Melrose Park)
www.sage.org.au

Wesley Social Enterprises (specialist mental health)

Ph: 08 8440 4243
(Port Adelaide)
Ph: 08 8252 2933
(Elizabeth)
www.ucwpa.org.au/business/wesley-social-enterprise

“I really like going to work. All my friends work at the same place as me. I also like seeing the stuff we made — sometimes in shops!”

“My favourite thing about my job? Payday of course!”

Australian Disability Enterprises (ADEs) ADEs in Regional South Australia

Barossa Enterprises (Woodwerx)

Ph: 08 8562 4855 Nuriootpa
Ph: 08 8842 1386 Clare
www.barossaent.com.au

Bedford Group: (www.bedfordgroup.com.au)

APG (horticulture)

Regional depots: Port Pirie, Kadina, Mt Gambier, Millicent, Port Lincoln
Ph: 08 8275 0304

Bedford Millicent

Ph: 08 8733 2966
www.mwoc.org.au

Bedford Mount Gambier

Ph: 08 8725 9588

Bedford Port Lincoln

Ph: 08 8682 6011

Bedford Packaging

Ph: 08 8275 0315

Regional depots: Kadina, Mount Gambier

Bedford Timber Products and Manufacturing

Ph: 08 8725 6088

Mount Gambier

Finding Workable Solutions

Ph: 8398 3099
(Victor Harbor, Goolwa)
www.fws.org.au

Orana

Loxton Business Services
Melaleuca Business Services (Meningie)
Mount Gambier Business Services
Murray Bridge Business Services
Port Augusta Business Services
Port Pirie Business Services
Ph: 08 8375 2000
www.oranaonline.com.au

Phoenix

Ph: 08 8645 8463
Whyalla
www.phoenixeoc.org.au

“The quality of the goods they produce shows that they are not a charity. They are an important business in our town.”

Disability Employment Services (DES)

What is a DES?

Disability Employment Services support people with disabilities, learning difficulties, injuries and health conditions in their efforts to get and maintain a job. Disability Employment Services are uncapped, so that all eligible people with disability have immediate access to the service they need. There are no waiting lists.

There are two clearly distinct programs:

- **Disability Management Service (DMS)** for job seekers with disability, injury or health condition who require the assistance of a disability employment service but are not expected to need long-term support in the workplace.
- **Employment Support Service (ESS)** for job seekers with permanent disability and with an assessed need for more long-term, regular support in the workplace.

All eligible job seekers with disability have access to individually tailored and comprehensive services which meet their needs including capacity building, training, work experience and other interventions to help job seekers with a disability obtain and maintain suitable employment.

A key distinguishing feature of Disability Employment Services is their capacity to support and manage a participant's condition in the workplace, along with providing ongoing support in the workplace for as long as it is required.

Disability Employment Services work with clients to find employers, create and shape jobs and prepare workers and the workplace culturally as well as physically if need be. Disability Employment Services who offer an ESS Service can also maintain a long-term relationship with both employees and employers to help meet any challenges that might arise down the track. Work can be part time or full time and is suited to the skills and abilities of the person with a disability. Services provided by Disability Employment Services are free of charge.

Each DES is different, so it is important that questions are asked about the service when deciding which DES will best support the future needs of the person with a disability who is seeking employment.

Questions to consider asking before making a commitment to become a client of a DES:

- Once registered, how long will I be a client of your service?
- What type of support do you provide? For example: do you support all day in a job if required?
- Do you offer any programs to assist with work preparation?
- Do you provide transport support?
- What type of transport support do you offer? For example, will the trainer get on a bus with a client until they are familiar with the bus route?
- How long can someone remain a client if they do not have a job?
- What other services does your organisation offer? For example: assisting with personal issues, social club, counselling and advocacy
- Do you assist with Centrelink issues?
- What kind of jobs can you find for your clients?
- Do you assist with preparing resumes?
- Do you assist with further studies or training?
- Does your organisation offer re-training for a new job or new position? For example: training a new task in the same workplace

"I'd been out of the workforce for a long time after my injury. My DES linked me with some work experience, which helped me gain skills and referees. They also helped me with training, so that I had nationally recognised qualifications in the field I was interested in. It really helped me get that job I wanted. A lot of people might complain about having to go to work. Not me—I'm a very happy man to be employed again!"

Disability Employment Services (DES)

Accessing a DES for School Leavers

An Eligible School Leaver can approach a Disability Employment Service directly, or as most often the case, by referral through their school. An Eligible School Leaver must be:

- In the last 6 months of full-time secondary school and considering post-school options / employment opportunities, or
- A full-time student who is participating in a school based apprenticeship which is recognised by an Australian Apprenticeship Centre and with a training contract lodged in the Training Recognition System (TRS), or
- A full-time student who is intending to work part-time outside of school hours at award-based wages.

And be:

- Of legal working age,
- Assessed by the DES Provider as having capacity to work for a minimum of 8 hours per week with the assistance of a DES Provider,
- Not currently employed for more than 8 hours per week,
- Able to provide suitable evidence from their current educational authority recognising the student's need for educational support due to the nature of their disability,
- Does not have a current and valid Job Capacity Assessment (JCA) with an employment services referral.

An individual will be eligible to commence as an Eligible School Leaver up to 12 months after leaving school or completing the State Transition Program. For example, a young person leaving school at the end of the 2011 school year can commence as an Eligible School Leaver until 31 December 2012.

Accessing a Disability Employment Service (DES) from the community

Any person with a disability, learning difficulty, medical condition or injury can access a DES Provider by contacting a DES Provider in their region directly. Alternatively, they may be referred by Centrelink.

In order to access a DES, if the client is not an Eligible School Leaver, an *Employment Services Assessment (ESAt)* will need to be conducted. This can be organised by the DES Provider or by Centrelink. See page 18 for information about ESAts.

In addition to assisting clients with finding employment, most DES Providers can arrange individual skills assessment and career planning, job preparation and training and work experience as well as disability awareness and disclosure training for co-workers, supervisors and managers.

Some incentives may also be able to be provided to employers to encourage them to employ a person with a disability who is appropriate for a job.

DES providers can assist with organising workplace support that is tailored to the individual needs of the employee. This support might include:

- One to one job training,
- Support for individual needs such as meals and toileting,
- Workplace modifications through the Employment Assistance Fund (see page 23)
- Job redesign, and/or
- Social integration in the workplace.

Support will vary according to whether the client is in the Disability Management Support (DMS) or Employment Support Service (ESS) service stream. (See page 16 for information about the two service streams). However, for the majority of school leavers, the DES-ESS program would be most appropriate as it provides long term support.

To find a DES near you, go here:

<http://jobsearch.gov.au/provider/ProviderLocation.aspx?maplevel=2&ProviderType=DES®ionkey=SA>

“Could I have received better help? I don't think so! My DES even arranged for someone to support me for my first few days at work until I got over my nerves and felt like I could handle things myself.”

Employment Services Assessments (ESAts)

Employment Services Assessments (ESAts)

Employment Services Assessments (ESAts) recommend the most appropriate employment service assistance based on an assessment of the job seeker's:

- Barriers to finding and maintaining employment (this may relate to the impact of a person's disability, injury, illness, or other disadvantage), and
- Work capacity (in hour bandwidths).

Assessors use available information about the job seeker, including current and past medical/disability status, and prior participation and employment history to assess work capacity and barriers. Assessors can also liaise with treating doctors and other relevant health professionals as required.

ESAts may also be used by Centrelink to inform decisions regarding income support payments and to determine the level of participation required for activity tested job seekers in accordance with the *Social Security Act 1991*.

Types of Employment Services Assessments

There are two types of ESAts. These are

- **Medical Condition ESAt** A Medical Condition ESAt is an assessment of the job seeker's circumstances to determine work capacity and the most appropriate service, where one or more medical conditions are identified. ESAts are similar to the previous Job Capacity Assessments (JCAs) for potentially highly disadvantaged job seekers with disability, injury or illness. In the case of a Medical Condition ESAt, the assessor must rely on the available medical evidence. Most people accessing a DES will require a Medical Condition ESAt.
- **Non-Medical Condition ESAt** A Non-Medical Condition ESAt is an assessment of the job seeker's circumstances that determines the most appropriate service, where no medical condition is identified — for example, a young person at serious risk of homelessness. A non-medical condition ESAt is normally less complex than an ESAt for a job seeker with disability, injury or illness, and will be streamlined to meet the individual's needs.

There is flexibility in the process. Depending on the circumstances, a non-medical condition ESAt can be extended to a medical condition ESAt by the assessor at the same appointment, where medical evidence is available.

Assessment Interviews

Wherever feasible, an ESAt will be conducted through a face to face interview. Where a face to face assessment is impractical for the job seeker (for example, due to geographic isolation or extreme weather conditions) or the job seeker has a medical condition or barrier which restricts them from attending a face to face interview, a video or phone assessment will be arranged.

All ESAts are conducted by qualified health and allied health professionals, such as a Psychologists and Registered Nurses employed by a single government provider under the Department of Human Services portfolio. All Assessors must be eligible for membership of their professional Board or Association and meet all requirements to practice in the State or Territory in which they work.

Referral for an Employment Services Assessment

Centrelink most commonly refer customers for ESAts. This includes

- Fully Eligible Participants with a Job Seeker Classification Instrument (JSCI) that indicates they face serious or multiple barriers, to determine the person's work capacity and the employment service most suitable to their needs.
- Customers requiring an assessment of their work capacity for the purposes of income support or activity test decisions.

Employment Service Providers may also refer JSA Stream 4 or Disability Employment Services (DES) job seekers for an ESAt where

- Information of a significant change in the job seeker's circumstances becomes available that affects their work capacity and/or employment assistance needs, and/or
- A program review is required such as a Job Services Australia (JSA) Stream 4 Service Review or DES program review.

A fact sheet about ESAts is available here:

[http://www.centrelink.gov.au/internet/internet.nsf/filestores/id060_1106/\\$file/id060_1106en.pdf](http://www.centrelink.gov.au/internet/internet.nsf/filestores/id060_1106/$file/id060_1106en.pdf)

Disability Employment Services (DES)

Disability Employment Service (DES) Providers in South Australia

(Organisations are identified as to whether they provide DMS, ESS or both services)

Metropolitan Adelaide

Advanced Personnel Management – DMS

(all metro areas)
Ph: 08 410 1622
www.apm.net.au
Specialises in: all disability types

Campbell Page - DMS, ESS

(all metro areas)
Ph: 1300 139 920
www.campbellpage.com.au/data/disability-employment-service.php

Career Systems — ESS

(all metro areas)
Ph: 1300 855 321
www.careersystems.com.au
Specialise in: all disability types

CBS — DMS

(all metro areas)
Ph: 08 8633 3100
www.communitybridgingservices.org.au
Specialises in: all disability types

CRS - DMS

(all metro areas)
Ph: 1800 277 277
www.crsaustralia.gov.au
Specialises in: all disability types

Employment Access - DMS, ESS

(all metro areas)
Ph: 08 8440 2260
www.ucwpa.org.au/employment-training/employment-access
Specialises in: all disability types (particular expertise in mental health)

Finding Workable Solutions - DMS, ESS

(Hills, Gawler, Outer Southern Suburbs)
Ph: 08 8179 5260
www.fws.org.au
Specialises in: all types

Heta - ESS

(all metro areas)
Ph: 08 8212 7771 / 1800 777 112
www.heta.com.au
Specialises in: all disability types

Interwork - ESS

(all metro areas)
Ph: 1800 851 262
www.interwork.com.au
Specialises in: all disability types

MJP - ESS

(all metro areas)
Ph: 08 8179 5260
www.mindainc.com.au
Specialises in: Intellectual or learning disability

Multiple Solutions - ESS

(all metro areas)
Ph: 08 8377 0911
www.ms.asn.au
Specialises in: all disability types

Personnel Employment - ESS

(all metro areas)
Ph: 8414 7000
www.pe.org.au
Generalist provider that specialises in: Intellectual or learning disability

Personnel Placement Consultancies - DMS, ESS

(all metro areas)
Ph: 1800 768 544
www.ppcons.com.au
Specialises in: all disability types

RSB Employment Services - ESS

(all metro areas)
Ph: 08 8232 4777
www.rsb.org.au/Our_Services/Employment_Services1/Employment_Services.aspx
Specialises in: people who are blind or vision impaired

SA Career Consultants - DMS, ESS

(all metro areas)
Ph: 8338 2500
www.sacareer.com
Specialises in: all disability types

Your Employment Success - ESS

(all metro areas)
Ph: 8464 0782 / SMS: 0423 765 860
TTY: 08 8201 7584
info@youremployment.org.au
www.youremployment.com.au
Specialises in: people who are deaf or hearing impaired

Disability Employment Services (DESS)

Disability Employment Service (DES) Providers in South Australia

(Organisations are identified as to whether they provide DMS, ESS or both services)

Regional South Australia

Balaklava

Barossa Enterprises Inc - ESS
Ph: 08 8842 1386
www.barossaent.com.au

Barmera

Interwork - ESS
Ph: 08 8582 3133
www.interwork.com.au

Berri

Community Bridging Services (CBS)
DMS, ESS
Ph: 08 8582 3133
www.communitybridgingservices.org.au

CRS Australia

- DMS
Ph: 08 8582 0100
www.crsaustralia.gov.au

Finding Workable Solutions

- ESS
Ph: 0448 404 448
www.fws.org.au

Bordertown

Interwork - DMS, ESS
Ph: 08 8683 1733
www.interwork.com.au

Uniting Care Wesley Port Adelaide (Tatiara Employment Support Services) - ESS

Ph: 08 8752 2569
www.ucwpa.org.au/employment-
training/employment-access

Ceduna

Community Bridging Services (CBS)
- DMS, ESS
Ph: 08
www.communitybridgingservices.org.au

CRS Australia

- DMS
Ph: 08 8624 2100
www.crsaustralia.gov.au

Interwork

- ESS
Ph: 08 8683 1733
www.interwork.com.au

Clare

Barossa Enterprises Inc - ESS
Ph: 08 8842 1386
www.barossaent.com.au

Interwork

- ESS
Ph: 08 8842 3711
www.interwork.com.au

Personnel Placement Consultancies

- DMS, ESS
Ph: 1800 768 544
www.ppcons.com.au

Uniting Care Wesley Port Pirie - ESS

Ph: 0419 238 272
www.ucwpp.org.au/des_services.
html

Coober Pedy

Interwork - ESS
Ph: 08 8641 2460
www.interwork.com.au

Dublin

**Advanced Personnel Management
(APM)** - DMS
Ph: 08 8523 3785
www.apm.net.au

Eudunda

**Advanced Personnel Management
(APM)** - DMS
Ph: 08 8523 37 85
www.apm.net.au

Gawler

Finding Workable Solutions - ESS
Ph: 08 8522 4182
www.fws.org.au

Barossa Enterprises

- ESS
Ph: 08 8842 1386
www.barossaent.com.au

Advanced Personnel Management

(APM) - DMS
Ph: 08 8523 3785
www.apm.net.au

Interwork

- ESS
Ph: 08 8522 5511
www.interwork.com.au

CRS Australia

- DMS
Ph: 08 8521 5255
www.crsaustralia.gov.au

Career Systems

- ESS
Ph: 1800 280 998
www.careesystems.com.au

RSB Employment Services

- ESS
Ph: 08 8324 4777
www.rsb.org.au/Our_Services/
Employment_Services1/
Employment_Services.aspx
(Specialises in people who are
blind or vision impaired)

Goolwa

Finding Workable Solutions - ESS
Ph: 08 8552 7654 (outreach)

Advanced Personnel Management

(APM) - DMS
Ph: 08 8552 6061
www.apm.net.au

Interwork

- ESS
Ph: 08 8382 9322
www.interwork.com.au

Kadina

CBS Jobnet Employment - ESS
Ph: 08 8852 5937
www.communitybridgingservices.org.au

Bedford

- ESS
Ph: 08 8821 3331
www.bedfordgroup.com.au

Uniting Care Wesley Port Pirie - ESS

Ph: 08 8821 2566
www.ucwpp.org.au/des_services.
html

CRS Australia

- DMS
Ph: 08 8828 2370
www.crsaustralia.gov.au

Kadina

Personnel Placement Consultancies
- DMS, ESS
Ph: 1800 768 544
www.ppcons.com.au

Kapunda

Barossa Enterprises - ESS
Ph: 08 8842 1386
www.barossaent.com.au

Advanced Personnel Management

(APM) - DMS
Ph: 08 8523 3785
www.apm.net.au

Disability Employment Services (DESS)

Regional South Australia

Keith

Uniting Care Wesley Port Adelaide
– ESS
Ph: 0448 425 107

CRS Australia – DMS
Ph: 08 8307 0800
www.crsaustralia.gov.au

Kingscote

Finding Workable Solutions – DMS,
ESS
Ph: 08 8553 3225 / 8553 3085
www.fws.org.au

Advanced Personnel Management
(APM) – DMS
Ph: 08 8552 6061
www.apm.net.au

Kingston

Kingston Supported Employment
Service (KSES) – ESS
Ph: 08 8767 2211

Loxton

Interwork – ESS
Ph: 08 8582 3133
www.interwork.com.au

Maitland

CBS Jobnet Employment – ESS
Ph: 08 8854 6500
www.communitybridgingservices.
com.au

Mannum

Community Bridging Services –
DMS, ESS
Ph: 08 8582 3991
www.communitybridgingservices.
com.au

McLaren Vale

Campbell Page – DMS
Ph: 08 8307 3000
www.campbellpage.com.au

Meningie

Community Bridging Services –
DMS, ESS
Ph: 08 8532 6133
www.communitybridgingservices.
com.au

Millicent

Uniting Care Wesley Port Adelaide
– ESS
Ph: 08 8723 1125 (outreach)
www.ucwpa.org.au/employment-
training/employment-access/

Interwork – DMS, ESS
Ph: 08 8725 3525
www.interwork.com.au

Minlaton

Personnel Placement Consultancies
– ESS
Ph: 1800 768 544 (outreach)
www.ppcons.com.au

Mount Barker

Career Systems – ESS
Ph: 1800 280 998
www.careersystems.com.au

Interwork – ESS
Ph: 08 8382 9322
www.interwork.com.au

Advanced Personnel Management
(APM) – DMS
Ph: 08 8391 4366
www.apm.net.au

Finding Workable Solutions – ESS
Ph: 08 8398 3099
www.fws.org.au

CRS Australia – DMS
Ph: 08 8393 7450
www.crsaustralia.gov.au

Mount Gambier
Employment Access – ESS
Ph: 08 8723 1125

Interwork – DMS, ESS
Ph: 08 8725 3525
www.interwork.com.au

CRS Australia – DMS
Ph: 08 8726 1200
www.crsaustralia.gov.au

Mount Pleasant
Advanced Personnel Management
(APM) – DMS
Ph: 08 8523 3785
www.apm.net.au

Murray Bridge

Career Systems – ESS
Ph: 1300 855 321
www.careersystems.com.au

Interwork – ESS
Ph: 08 8382 9322
www.interwork.com.au

Finding Workable Solutions – ESS
Ph: 08 8351 0533
www.fws.org.au

CBS – DMS
Ph: 08 8532 6133
www.communitybridgingservices.
com.au

CRS Australia – DMS
Ph: 08 8535 7100
www.crsaustralia.gov.au

Naracoorte

Interwork – DMS
Ph: 08 8725 3525
www.interwork.com.au

Limestone Coast Work Options –
DMS
Ph: 08 8762 0193
www.workoptions.org.au

Nuriootpa

Advanced Personnel Management
(APM) – DMS
Ph: 08 8523 3785
www.apm.net.au

Nuriootpa

Barossa Joblink – ESS
Ph: 08 8562 4855
www.barossaent.com.au

Finding Workable Solutions – ESS
Ph: 08 8562 4341
www.fws.org.au

Penola

Interwork – DMS, ESS
Ph: 08 8725 3525
www.interwork.com.au

Disability Employment Services (DESS)

Regional South Australia

Port Augusta

CBS Jobnet Employment – DMS, ESS
Ph: 08 8633 3100
www.communitybridgingservices.com.au

Uniting Care Wesley Port Pirie – ESS
Ph: 08 8633 9000
www.ucwpp.org.au/des_services.html

Interwork – ESS
Ph: 08 8641 2460
www.interwork.com.au

CRS Australia – DMS
Ph: 08 8647 1400
www.crsaustralia.gov.au

Port Lincoln

Interwork – ESS
Ph: 08 8683 1733
www.interwork.com.au

Jobnet – DMS, ESS
Ph: 08 8682 5937
www.communitybridgingservices.com.au

CRS Australia – DMS
Ph: 08 8621 4200
www.crsaustralia.gov.au

Port Pirie

Career Systems – ESS
Ph: 08 8632 2332
www.careersystems.com.au

Interwork – ESS
Ph: 08 8633 1111
www.interwork.com.au

CBS – DMS, ESS
Ph: 08 8633 3100
www.communitybridgingservices.com.au

CRS Australia – DMS
Ph: 08 8632 9400
www.crsaustralia.gov.au

Uniting Care Wesley Port Pirie – ESS
Ph: 08 8633 9000
www.ucwpp.org.au/des_services.html

Renmark Interwork – ESS
Ph: 08 8582 3133
www.interwork.com.au

Robe Interwork – DMS
Ph: 08 8725 3525
www.interwork.com.au

Roxby Downs Interwork – ESS
Ph: 08 8641 2460
www.interwork.com.au

Strathalbyn Finding Workable Solutions – ESS
Ph: 08 8552 7654
www.fws.org.au

Advanced Personnel Management (APM) – DMS
Ph: 08 8391 4366
www.apm.net.au

Victor Harbor Finding Workable Solutions – DMS, ESS
Ph: 08 8552 7654
www.fws.org.au

Advanced Personnel Management (APM) – DMS
Ph: 08 8552 7654
www.apm.net.au

CRS Australia – DMS
Ph: 08 8307 0800
www.crsaustralia.gov.au

Waikerie Interwork – ESS
Ph: 08 8582 3133
www.interwork.com.au

Warooka CBS Jobnet Employment – ESS
Ph: 08 8854 6500
www.communitybridgingservices.com.au

Whyalla CRS Australia – DMS
Ph: 08 8447 5300
www.crsaustralia.gov.au

Uniting Care Wesley Port Pirie – ESS
Ph: 08 8649 2822
www.ucwpp.org.au/des_services.html

Interwork – ESS
Ph: 08 8641 2460
www.interwork.com.au

CBS Jobnet – DMS, ESS
Ph: 08 8641 1882
www.communitybridgingservices.com.au

Willaston Heta – ESS
Ph: 08 8212 7771
www.heta.com.au

Yankalilla Finding Workable Solutions – ESS
Ph: 08 8552 7654
www.fws.org.au

Yorketown Personnel Placement Consultancies – DMS, ESS
Ph: 1800 768 544
www.ppcons.com.au

“Where would I be without my DES? At home, on the pension and getting depressed. People had always had such low expectations of me that I didn’t know the first thing about getting a job. Work is really important and I don’t think I’d have a job without their help.”

Jobs in Jeopardy

About Jobs in Jeopardy assistance

Disability Employment Services can assist people who are at risk of losing their employment in the immediate future as a result of their illness, injury or disability through Jobs in Jeopardy assistance. Jobs in Jeopardy services are not designed to assist with finding new employment, but are intended to assist customers to maintain their current employment.

Jobs in Jeopardy participants will receive face to face support, as well as assistance such as:

- Advice about job design
- Workplace assessments
- Workplace modifications
- Specialised equipment to help perform the requirements of the job.

Eligibility for Jobs in Jeopardy assistance

To be eligible for Jobs in Jeopardy assistance, a person must have been employed for at least 8 hours a week on average over the last 13 weeks, and not be receiving assistance from another Disability Employment Services (DES) provider. Customers who meet these requirements can approach a DES provider directly for assistance, and can contact Centrelink for information on their local providers on 13 27 17 or by visiting their local Centrelink Service Centre. A list of DES providers is provided from page 19.

Employment Assistance Fund

There is help available to pay for the cost of workplace modifications that may be needed to accommodate a worker with disability in a job. Assistance is available for a broad range of modifications an employee may require to do their job.

While the majority of workers with disability won't require any workplace modifications, the Employment Assistance Fund aims to make accommodating employees with disability in the workplace easier.

The Fund provides assistance to employers of people with disability and mental health conditions by providing financial assistance to purchase a range of work related modifications and services. Assistance is available for people who are about to start a job or who are currently working, as well as those who require assistance to find and prepare for work. The Fund may reimburse the cost of work related modifications and services including, but not limited to:

- the cost of modifications to the physical work environment
- modifications to work vehicles
- adaptive equipment for the workplace
- information and communication devices
- Auslan interpreting
- specialist services for employees with specific learning disorders and mental health conditions
- disability awareness training of managers and co-workers
- Deafness awareness training
- mental health first aid training

Recruitment agencies may also apply for reimbursement of Auslan interpreting that they provide for a job interview.

For more information about the Employment Assistance Fund including examples of assistance available and full eligibility criteria: http://jobaccess.gov.au/Services/A-Z_list/Pages/EmploymentAssistanceFund.aspx

Disability Employment Services can often assist with EAF applications. A list of DES Providers begins on page 19. Job Access Advisers can provide also expert advice. Call 1800 464 800 or use the online enquiry form at: <http://jobaccess.gov.au/Advice/AdviserService/query.aspx>

“When the ramp and automatic doors were fitted, my work life became so much easier. It let me focus on the job I was employed to do, not on how I was going to navigate my workspace. Without the assistance, I’m sure my employer wouldn’t have been able to afford it and I wouldn’t have a job.”

Job Services Australia (JSA)

About Job Services Australia

Job Services Australia provides opportunities for training, skills development, work experience and tailored assistance in order for people to gain employment or for employers to fill positions vacant. The service is highly focused on meeting individual needs, whether the client is a job seeker or an employer. Job Services Australia provides a single entry point to a **range of service providers**.

Job Services Australia aims to give job seekers increased flexibility and access to support and services that are relevant to their individual circumstances. Job seekers can access the right training to get back into the workforce faster, and employers can find the staff they need as soon as possible.

People who have a disability, learning difficulty, injury and/or health condition may access Job Services Australia providers rather than a specialist DES if they choose.

When visiting a local Job Services Australia provider, job seekers will be introduced to staff who will get to know the client and their individual needs, and will help on the journey to employment. This team will work with the client to develop their own personal **Employment Pathway Plan** (EPP). The EPP will set out the client's personal employment goals and the services and training needed to help them find and keep a job. Some mainstream JSA Providers are also contracted to provide Disability Employment Services, although a person cannot be a client of both services.

To access services through a Job Services Australia, a person must be a client of Centrelink and wanting to enter or re-enter the workforce. They may be referred by Centrelink or may self-refer by contacting a JSA Provider directly.

General information about Job Services Australia services can be found here:

<http://www.deewr.gov.au/employment/JSA/Pages/default.aspx>

JSA information for job seekers:

<http://www.deewr.gov.au/employment/JSA/JobSeekerSupport/Pages/default.aspx>

JSA information for employers:

<http://www.deewr.gov.au/employment/JSA/BusinessSupport/Pages/default.aspx>

Find a JSA provider by location:

<http://jobsearch.gov.au/provider/providersearch.aspx>

List of JSA services:

<http://jobsearch.gov.au/jobseekerinfo/pages/default.aspx>

Centrelink:

www.centrelink.gov.au

"I didn't think my disability would impact on my employment. I certainly didn't need any workplace modifications. I talked to Centrelink and they referred me to a JSA. They arranged some resume help and training for interviews and then had me in a job within about six weeks. They also made it clear that if the job didn't work out I could come back to them – or if my disability became an issue, they said they were happy to refer me to a DES."

Disabled Australian Apprentice Wage Support (DAAWS)

About Support for Australian Apprentices with a Disability

The Australian Government provides additional support to Australian Apprentices with disability to help them reach their full potential as workers.

A range of support is available to support Australian Apprentices with disability, including DAAWS which is paid to employers, and assistance for tutorial, interpreter and mentor services for apprentices.

Assistance can also be provided to modify workplaces or purchase modified tools and other specialised equipment. Employers can access the scheme via JobAccess or through a Disability Employment Service. This service is called the Employment Assistance Fund (see page 23).

DAAWS itself is an Australian Government incentive payable to an employer who employs an Australian Apprentice who satisfies the disability eligibility criteria in an Australian Apprenticeship or who becomes disabled during their apprenticeship or traineeship.

For more information

Students at school should contact their careers adviser in the first instance.

Contact an Australian Apprenticeship Centre:

Go to www.australianapprenticeships.gov.au to find your nearest Australian Apprenticeship Centre or call 13 38 73.

For information about the Employment Assistance Fund, visit:

jobaccess.gov.au/Employers/Financial_help_and_wages/Workplace_modifications_and_adjustments/Pages/home.aspx
Or contact a Disability Employment Services provider for assistance and advice.

"I couldn't be happier with my new apprentice. He's been here a year now and hasn't had a single sick day. I had some OHS worries before he started, but he knows his disability can make him a bit clumsy, so he's more careful than any of the other staff. Not a single incident! I also had great support from the Apprenticeship Centre and the NDCO to streamline everything. Truthfully, he's the best apprentice I've had and I wouldn't hesitate taking on another kid like him."

Disability Services

To be eligible for disability services you must:

- be under 65 years of age when first referred
- have significant difficulty managing daily activities
- need the support of a specialist disability agency

And meet one (or more) of following criteria:

- have an intellectual disability
- be diagnosed with a spectrum disorder (for example, autism or Asperger syndrome)
- have an acquired brain injury (for example, injuries resulting from events such as a stroke or car accident)
- have a physical or neurological condition that cannot be resolved with medical treatment (for example, multiple sclerosis (MS), motor neurone disease (MND) and spinal injury)
- be under 5 years of age and have significant global developmental delay.

Information about eligibility for disability services and how to access them can be found here:

www.sa.gov.au/government/entity/1646/About+us+--+Disability+Services/Assistance+and+support/Disability+Services+eligibility

Disability, Ageing and Carers can be contacted to discuss eligibility or for a referral to an organisation that may be able to offer assistance. Call the Disability Information Service on 1300 786 117 or email disabilityinfo@dfc.sa.gov.au

Referrals for Disability Services

Services from Disability, Ageing and Carers can be applied for in three ways:

- Phone the Disability Information Service on 1300 786 117
- Visit or phone your closest Disability Services Office
- Request a referral pack, which the client or their associate will need to complete and return by post, fax or email.

For more information, phone 1300 786 117 or email disabilityinfo@dfc.sa.gov.au.

More information about making referrals to Disability, Ageing and Carers for services can be found here:

www.sa.gov.au/government/entity/1646/About+us+--+Disability+Services/Assistance+and+support/Disability+Services+referrals

Day Options

Day Options is a range of services provided for young people with intellectual disability and who have left school, but are not able to engage in employment. A range of education, leisure and activity choices is available. Having a suitable day activity is important and can improve confidence, self-reliance, community participation and choice. Day activities are intended to challenge the person and have a developmental focus. They are aimed at teaching the person new social or practical skills, or improving the skills they already have. Each person involved in a Day Option Program has an individual program plan with clear outcomes that are linked to achieving their future aspirations.

The Day Option program is provided by a number of private, community, government and non-government agencies. Activities may be supported on a one-to-one basis or in small groups.

Referrals to Day Options Services

Priority of access is given to young adult school leavers with moderate to severe intellectual disability who require intensive and ongoing support. Applications are made through the school attended direct to the Senior Project Officer responsible for the Program within Disability, Ageing and Carers or can be through a Disability Services regional office. New school leavers will be advised of suitable programs well before leaving school. With the consent of a parent/legal guardian, the school will contact the Senior Project Officer, who will then inform the local Disability Services office, who in turn will assist with the transition process and provide information. Disability Services undertakes an assessment of people's support needs and allocate resources accordingly to the support level, and any new resources available to the program.

For more information call 1300 786 117 or email disabilityinfo@dfc.sa.gov.au

Information about the Day Options program and service providers is available at:

www.sa.gov.au/subject/Community+Support/Disability

Then follow the link to A-Z of Disability Information Sheets and Publications

Transport

Transport assistance may be available to people with a disability accessing higher education, training and employment. Some of the schemes follow.

Concession fares on public transport

People with a disability who are holders of a Concession Card and are in receipt of payments from Centrelink are eligible to purchase tickets for public transport at the concession rate. Fare rates are available at all places where metro tickets are sold.

Companion Card

Holders of Companion Cards can travel on public transport with their carer/supporter travelling free of charge. For more details about the Companion Card, see page 30.

South Australian Transport Subsidy Scheme (SATSS)

The South Australian Transport Subsidy Scheme (SATSS) is a State Government subsidised taxi travel program. It is for people with permanent and severe disabilities who, because of their disabilities, cannot safely use public transport either independently or accompanied by a companion/carer. Consideration for eligibility to SATSS will include:

- Evidence of a person's inability to use public transport;
- The effect of a combination of impairments on an individual's abilities;
- The appropriateness of SATSS to provide transport assistance;
- Consideration of personal safety issues (from the individual, transport provider and general public perspective);
- Total and permanent dependence on a wheelchair;
- Severe permanent ambulatory problems resulting from paralysis or necessitating permanent use of large complex walking aids;
- permanent inability to negotiate three bus steps 350mm high;
- permanent inability to sit in public transport without restraints; and/or unable to walk more than 100 metres without brief rests.
- Sensory impairments (including vision);
- Cognitive and intellectual impairment (including psychiatric and neurological conditions) and;
- Communication impairments.

SATSS provides members with 80 personalised vouchers for subsidised taxi travel every six months. The subsidy applies to the first \$40 of a taxi fare; the member must cover the full amount of any fare over the \$40 maximum fare limit. Membership is divided into two categories:

- An Ambulant Member (those who are able to walk and who are not confined to a wheelchair) receives 50% subsidy and pays 50% of the fare themselves; or
- Members who use a wheelchair receive 75% subsidy and pay 25% of the fare themselves.

If the taxi fare is over \$40 the member must pay their required contribution plus any amount over the \$40. For example, if the taxi fare is \$42.50, an Ambulant member would pay \$22.50 (\$20 plus the \$2.50 over the \$40 fare) and the SATSS voucher would cover the remaining \$20.

The application form is here:

www.sa.gov.au/upload/franchise/Transport,%20travel%20and%20motoring/application%20transport%20assistance.pdf

Journey to Work

SATSS members who are engaged in regular work (paid or unpaid, including work experience) can apply for Journey to Work vouchers. Additional 75% vouchers are available only for the period of employment and for travel to and from the place of employment, with the vouchers overprinted with the home and work suburb. The same criteria for eligibility for the SATSS applies.

Tertiary Education Assistance Scheme (TEAS)

SATSS members undertaking employment-related tertiary education at a recognised tertiary institution can apply for additional vouchers at a full fare subsidy (100%). Vouchers are only available for travel to and from official course lectures at the institution in closest proximity to the member's residence where their course is offered. Vouchers are only available on an individual semester basis and are reapplied for each semester.

Students wishing to access TEAS vouchers should contact the Disability Adviser on their campus. (See page 9)

National Disability Coordination Officer Program

The National Disability Coordination Officer (NDCO) Program uses an Australia-wide network of officers to provide information, coordination and referral services for people with a disability who are looking for (or are enrolled in) post-school education and training, to help them gain employment.

National Disability Coordination Officers will also work to build links across the education, training and employment sectors, so that people with a disability have assistance at all levels.

About the NDCO Program?

The NDCO Program works toward the Australia-wide coordination and delivery of transition services for people with a disability who are

- Students at, or will be attending
 - ◆ Secondary school
 - ◆ University
 - ◆ Vocational education and training
- Seeking employment after completion of training or higher education

The NDCO program's goals are to:

- Improve transitions to help people with a disability from school or the community into post-school education and training and subsequent employment.
- Increase participation by people in higher education, vocational education and training and employment.
- Establish better links between schools, universities, TAFEs, training providers, employers and disability service providers so that they can work together to provide the best possible assistance for people with a disability.

What services does an NDCO provide?

Local NDCOs will:

- Provide information and referrals to individuals with a disability.
- Link individuals and organisations to local support services or providers who can meet their needs.
- Assist local education providers and employers to provide better services for people with a disability.
- Raise awareness amongst education providers, employers and the general public of the issues facing people with a disability through publications, distribution of information published by third parties, provision or brokerage of professional development opportunities and awareness-raising events.

NDCOs do not provide a case management service.

The NDCO Program has statewide coverage in South Australia. The service is delivered in South Australia in partnership with TAFE SA and the University of South Australia. The NDCO Program in South Australia has close links with, and is advised by, all higher education providers, many training providers, the schooling sector (public and private), disability employment sector, local business networks and disability service providers.

To find your local NDCO, check here:

http://www.adcet.edu.au/Ndco/Sa/Contact_your_South_Australian_NDCO.chpx

"From when I was a little girl I wanted to be a nurse and now I can. The help that you and Nicky at Novita and the people at Wyatt are giving me is going to change my life. It's going to change the lives of my whole family. Nothing like this has ever happened to me before. I feel like I've won the lottery! I can't believe that someone who never met me before would do so much to help me and my kids. I can't stop smiling – in six months time I'm going to be a nurse!"

School, Community & Business Partnership Broker Program

About the program

Evidence clearly demonstrates the benefit that partnerships between schools, business and community have on the education and transition outcomes for young people. The School Business Community Partnership Brokers (Partnership Brokers) program is focused on building partnerships to support young people to attain Year 12 or equivalent qualifications and reach their full educational and social potential.

The program is designed to foster a strategic, whole of community approach to improving education and transition outcomes for all young people. This is achieved through a national network of Partnership Brokers that create new partnerships and enhance existing partnerships between and among four key stakeholder groups:

- Education and training providers
- Business and industry
- Parents and families
- Community groups

The Partnership Brokers assist key stakeholders to enter into partnership arrangements that will enrich the learning experience for young people leading to improved levels of participation, engagement and attainment. These partnerships harness resources and build local infrastructure to support communities to share responsibility for young people's learning and development. The Partnership Brokers work with key stakeholders to identify the needs of their region, help partners to agree on how they can work together towards a common purpose, and support partnerships to achieve their goals.

Partnership Brokers in South Australia

Metropolitan Adelaide

Eastern Adelaide
AITEC
Ph: 08 8232 9688
www.aitec.edu.au

Northern Adelaide

Northern Futures
Ph: 1800 613 933
www.northernfutures.org.au

Southern Adelaide (Inner South)

Quality LinCS
Ph: 08 8372 6952
www.qualitylincs.com.au

Southern Adelaide (Outer South)

Community Partnerships @ Work
Ph: 08 8326 6540
www.cpatw.com.au

Western Adelaide

Western Futures
Ph: 08 8354 4212
www.westernfutures.com.au

Adelaide Hills

AITEC
Ph: 08 8232 9688
www.aitec.edu.au

Regional South Australia

Barossa
Barossa Lower North Futures
Ph: 08 8842 2268
www.blmfutures.com

Fleurieu and Kangaroo Island

Community Partnerships @ Work
Ph: 08 8326 6540
www.cpatw.com.au

Eyre and Western

Eyre Futures
Ph: 08 8682 4177
www.eyrefutures.com.au

Far North and APY Lands

Eyre Futures
Ph: 08 8682 4177
www.eyrefutures.com.au

Limestone Coast

Limestone Coast Regional Development Board
Ph: 08 8723 1057

Murray and Mallee

Ph: 08 8532 4468
www.schoolandbeyond.com.au

Yorke and Mid North

Barossa Lower North Futures
Ph: 08 8842 2268
www.blmfutures.com

Companion Card

About the Companion Card

Companion Card is a card issued to people with a permanent disability who require attendant care support. The Card allows a companion to enter free of charge to participating venues and activities. The card itself is credit-card sized, similar to a driver's licence, and has a photo identifying the cardholder. The Companion Card does not show a date of birth and so cannot be used in the place of a proof-of-age identification. In South Australia the Companion Card is free and is valid for five years.

Organisations that agree to accept the Companion Card are called Affiliates. Many organisations that are not officially Affiliates will still accept the Companion Card and offer the same or similar services as an Affiliate organisation/service provider. It is the responsibility of the Card Holder to check whether the venue or service will honour the Companion Card at the time of booking tickets.

The Companion Card issued in South Australia can also be used in the Australian Capital Territory, New South Wales, Queensland, Tasmania, Victoria and Western Australia. Companion Card holders may wish to check the Companion Card websites for those other jurisdictions for a list of Affiliates before travelling interstate.

Eligibility for a Companion Card

Companion Card holders must demonstrate ALL of the following

- They live in South Australia
- They have a significant and permanent disability
- Due to the impact of their disability they are unable to participate at most community venues and activities without attendant care support, and
- Their need for this level of support will be lifelong.

Applying for a Companion Card

Telephone 1800 667 110 to have a Cardholder Application form posted out. The application form can also be downloaded from the Publications/Applications page on the Companion Card SA website:
www.sa.companioncard.asn.au

Complete the application form and submit to Companion Card Program GPO Box 292 Adelaide SA 5001 for auditing and processing.

Applicants must remember to provide two identical passport quality/sized colour photographs with the application.

For more information about Companion Card

Ph: 1800 667 110

www.sa.companioncard.asn.au

"Companion Card has saved me so much money and given me so much freedom. I always need a companion with me and whatever I did I always needed to buy two tickets. Now I'm older I can go out with my mates and they can help me with personal care and I don't feel like I need to hang out with my parents all the time. Plus, Mum hates the kind of movies I like and I don't want to see a chick flick that she likes just so I get a day out! It'll be even better when I want to go out to a nightclub."

Office of the Training Advocate

The Training Advocate is established under the Training and Skills Development Act 2008 to provide services that are individually tailored to clients.

The Training Advocate's functions include:

- promotion of employment, education and training
- independent complaint handling process
- advocacy
- information and advice
- monitoring the training system.

The Training Advocate supports clients or prospective clients, including international students, with their questions or concerns about the education and training system. The Training Advocate carries out its functions according to provisions of the *Training and Skills Development Act (2008)*.

The Training Advocate operates under a Charter of Functions and provides confidential, tailored services to assist people with their enquiries or concerns about any aspect of the vocational education and training system.

Assistance is available to: individuals, businesses, trainees and apprentices, international students.

A flowchart that illustrates the Office of the Training Advocate's services can be found here:
<http://www.trainingadvocate.sa.gov.au/Portals/0/documents/otaservices.pdf>

To contact the Office of the Training Advocate:

Ph: 1800 006 488
Ground Floor, 55 Currie St, Adelaide
GPO Box 320, Adelaide, SA, 5001
trainingadvocate@sa.gov.au

Health and Community Services Complaints Commissioner

The HCSCC helps people – service users, carers and service providers – resolve complaints about health and community services in South Australia, when a direct approach to the service provider is either unreasonable, or has not succeeded.

HCSCC can help to resolve complaints

- about services sought, used or received from a community service, community service provider, health professional, health service or health service provider in South Australia
- that started within the last 2 years
- made by almost anyone over 16
- made orally or in writing

HCSCC cannot handle complaints about

- incidents that happened over 2 years ago
- a matter that has commenced before a court
- a matter that has already been determined by a court, tribunal, authority, or other person or body acting under a law
- a decision of a court or a tribunal
- a death once the Coroner has started an inquest
- actions of government ministers or politicians
- actions of private individuals
- employment disputes

To contact the Health and Community Services Complaints Commissioner:

Ph: 08 8226 8666 / 1800 232 007 (country callers)
Fax: 08 8226 8620
www.hcsc.sa.gov.au

SA Equal Opportunity Commission

Equal opportunity is a right to be treated fairly in public life regardless of personal characteristics. People at some time in their life may think they haven't had a fair go. Sometimes this kind of treatment is against the law. Anti-discrimination laws set out rights and responsibilities about treating people as equals.

The South Australian Equal Opportunity Commission (EOC) tries to make sure that people are aware of rights and responsibilities that apply to equal treatment as well as provides a mechanism for people to make a formal complaint about a person, service or organisation that has treated them in ways that are defined as unlawful. The EOC can also provide advice that is designed to prevent a discriminatory situation occurring and has developed a range of materials that help clarify the law. These materials can be downloaded from the EOC website: www.eoc.sa.gov.au.

If a person thinks they have been unlawfully discriminated against, sexually harassed or victimised, they may be able to lodge a complaint under the South Australian Equal Opportunity Act. To find out if a complaint is covered by the Equal Opportunity Act, the *When is Discrimination Against the Law?* section of the website should be checked. Alternatively, any person who thinks they may have a valid complaint should contact the EOC and talk to one of the staff. Interpreters can be arranged if required.

Services provided by the EOC are free, impartial and unless the complainant consents to disclosure or a law such as the Children's Protection Act would be breached, all information provided is confidential.

Making a complaint

It is strongly advised that someone wishing to make a formal complaint reads the fact sheet 'Making a Complaint'. It can be downloaded from the EOC website. A complaint form in one of three ways:

- Submit a complaint form online
- Print a complaint form, fill it in and post or fax it to the EOC
- Fill out a complaint form available on the website in Word and either post it to the EOC or email it as an attachment

There is a time limit to make a complaint. Complaints must be lodged within twelve months from when the act of discrimination, sexual harassment or victimisation happened. Under certain circumstances, late complaints may also be accepted. More information about time limits and late complaints can be found on the website.

Contacting the South Australian Equal Opportunity Commission

Enquiries: 10am – 3pm Monday – Friday
Ph: 08 8207 1977 / 1800 188 163 (country callers)
TTY: 08 8207 1911 (for the deaf)
Fax: 08 8207 2090
Email: eoc@agd.sa.gov.au
Level 10, 30 Currie St., Adelaide, SA 5000
GPO Box 464, Adelaide SA 5001

Australian Human Rights Commission

The Australian Human Rights Commission leads the implementation of the Disability Discrimination Act (1992). This Act makes disability discrimination unlawful and aims to promote equal opportunity and access for people with disabilities. The Commission also has major responsibilities under the international Convention on the Rights of Persons with Disabilities.

Complaints about discrimination and breaches of human rights can be made to the Australian Human Rights Commission.

The Commission also performs a wide range of functions to assist individuals and organisations to understand their rights and meet their legal responsibilities.

The Commission conducts public inquiries, negotiates disability guidelines and standards, supports organisations to develop Disability Action Plans and runs community education programs.

For more details go to: www.humanrights.gov.au

For information about making a complaint about disability discrimination, go to:
http://www.humanrights.gov.au/complaints_information/lodging.html

National Disability Advocacy Program (NDAP)

The National Disability Advocacy Program (NDAP) assists people with disability to overcome barriers such as physical access, discriminatory attitudes, abuse and neglect, that impact on their daily life and their ability to participate in the community.

In broad terms, advocacy for people with disability can be defined as speaking, acting or writing with minimal conflict of interest on behalf of the interests of a person or group, in order to promote, protect and defend the welfare of and justice for either the person or group. Disability Advocacy Agencies are not a legal advice service, but can in some instances assist in preventing situations from escalating to legal conflict.

Disability advocacy agencies facilitate the airing and resolution of disability based grievances in a manner that supports and encourages people with a disability, their carers families and associates. Simply put, advocacy services help people with disabilities and their families to access their rights to equitable service and access. Some disability advocacy agencies that provide one-on-one services to people with a disability may represent or support people with a disability in negotiations with services, employers and education and training providers.

Some disability advocacy agencies also advocate for systemic change and changes in public policy and legislation that will improve the access and lives of people with a disability.

NDAP agencies in South Australia Metropolitan Adelaide

Disability Advocacy and Complaints Service of South Australia Inc

470 Marion Road, Plympton Park, SA 5038
Ph: 08 8297 3500 / SA Country: 1800 088 325
Fax: 08 8297 1155
TTY: 08 8297 4144
Email: drigney@dacssa.org.au
www.dacssa.org.au

(one-on-one service available, with referrals from public welcome)

MALSSA Disability Rights Advocacy Service

Shop 4, 80 Henley Beach Road, Mile End, SA 5031
Ph: 08 8351 9500 / SA Country: 1800 816 720
Fax: 08 8152 0396
Email: malssaadmin@malssa.org.au
www.malssa.org.au

(one-on-one service available, with referrals from public welcome)

Brain Injury Network of South Australia

70 Light Square, Adelaide, SA 5000
Ph: 08 8217 7600 / SA Country: 1300 733 049
Fax: 08 8211 8164
Email: info@binsa.org

www.binsa.org

(specialist agency for people with brain injuries and their associates)

Citizen Advocacy

Unit 1/76 Sturt Street, Adelaide, SA 5000
Ph: 08 8410 6644
Fax: 08 8410 0388
Email: casa@tne.net.au
www.citizenadvocacy.com.au

Family Advocacy

5 Ninth Street, Bowden, SA 5007
Ph: 08 8340 4450 / SA Country: 1800 856 464
Fax: 08 8340 4452
Email: fai@familyadvocacy.org.au
www.familyadvocacy.org.au
(support & information for family members of people with disability to empower them to advocate for themselves)

Independent Advocacy

99 Frome Street, Adelaide, SA 5000
Ph: 08 8232 6200 / SA Country: 1800 999 884
Fax: 08 8232 6255
Email: indepadv@internode.on.net
sacommunity.org/org/201548-Independent_Advocacy_SA_Inc.

“My advocate listened to me and did what I wanted. Too many people think they know what I need because of my disability. My advocate helped me stick up for myself and did it my way.”

National Disability Advocacy Program (NDAP) Regional South Australia

Family Advocacy

Rm 6, 31 Old North Road, Clare, SA 5453
Ph: 08 8842 1684
Email: faicountrynorth@familyadvocacy.org.au

NPY Women's Aboriginal Corporation

(Serving APY Lands)
3 Wilkinson Street, Alice Springs, NT 0870
Ph: 08 8958 2345
Fax: 08 8952 3742
Email: enquiries@npywc.org.au
www.npywc.org.au

Riverland Advocacy Service (RAS)

2 Ahern Street, Berri, SA 5343
Ph: 08 8582 2422
Fax: 08 8582 2411
Email: graham@malssa.org.au
www.riverlandadvocacy.org.au

South East Disability Advocacy Service (SEDAS)

71 Suttontown Road, Mount Gambier, SA 5290
Ph: 08 8723 6002
Email: dshipton@malssa.org.au
www.sedas.org.au

"The advocacy agency helped me talk to Centrelink about getting a mobility allowance. It's made life much easier and even improved my mental health."

"The best thing about the advocacy service? Ok, they helped me with my problem, but what impressed me was how willing they were to come and visit me at a place that made sense for me. That's important when you have a disability and getting around to offices can be hard."

Other Useful Contacts and Links

Money Matters: financial assistance for further education and training.

TAFE SA's Money Matters brochure has information about:

Fee Concessions	Fee Assistance
Paying Fees by Instalments	Scholarships
Financial Assistance	Centrelink Assistance

Contact Student Services on any campus for a copy.

The **University of South Australia's** website has information about the University's Equity Scholarships as well as other scholarships available to students at university. Equity Scholarships may be available to students with the following backgrounds:

Continuing Students	Rural Students
New Students	Indigenous Students
Economically Disadvantaged Students	

Check it out!
<http://www.unisa.edu.au/scholarship/>

The **University of Adelaide** has a comprehensive website with information about scholarships available to students. Eligible students include:

Commencing Students	Continuing Students
Students in Financial Need	Students with Disabilities
Students from Rural and Remote Areas	Students from Aboriginal or Torres Strait Islander Backgrounds

<http://www.adelaide.edu.au/scholarships/>

Flinders University has over 224 scholarships that people with a disability may be eligible for. Look here:
<http://www.flinders.edu.au/scholarships-system/main-display-undergraduate.cfm>

Other sites that may have useful information about financial assistance for further education and training:
Scholarships: http://www.adcet.edu.au/Student_Resources/Financial__Matters/Scholarships_and_Awards.chpx

Benefits and Payments: http://www.adcet.edu.au/Student_Resources/Financial__Matters/Benefits_and_Payments.chpx

People wanting to study at university or other higher education providers should find out as much as they can about Commonwealth Supported Places, HECS-HELP and FEE-HELP fee support. Information is available here:
<http://www.goingtouni.gov.au/>

Some church organisations, service organisations, chambers of commerce and ethnic friendship societies have been known to assist students in financial difficulty. If a student finds themselves in a difficult situation financially and have contacts with such an organisation, they may wish to approach them for assistance.

"I went to Student Services because I didn't know how I would pay for my course. They helped me do an application to the Wyatt Benevolent Institution. Wyatt helped pay some of my fees and I was able to pay the rest in affordable instalments. And now I have my certificate. Next stop – a job with a decent wage!"

Links to Legislation

Disability Discrimination Act (1992)	www.comlaw.gov.au/Series/C2004A04426
Disability Standards for Education	www.comlaw.gov.au/Details/F2005L00767
Equal Opportunity Act (1984) – SA	www.eoc.sa.gov.au

Links to information about Higher Education and Training

South Australian Tertiary Admissions Centre	www.satac.edu.au
Flinders University (Disability Services)	www.flinders.edu.au/current-students/healthandcounselling/disabilities.cfm
University of Adelaide (Disability Services)	www.adelaide.edu.au/disability
University of South Australia (Disability Services)	www.unisa.edu.au/disabilityservices/default.asp
TAFE SA (Disability Support)	www.tafesa.edu.au/services/disability-support.aspx
Australian Council for Private Education and Training (ACPET)	www.acpet.edu.au
Australian Clearinghouse on Education and Training (ADCET)	www.adcet.edu.au
Abilities for All (training for disengaged people with disabilities) Ph: 08 8463 7792	

Links to information about Traineeships and Apprenticeships

www.dfeest.sa.gov.au/apprentices
www.australianapprenticeships.gov.au
www.training.com.au
www.aigts.com.au (Australian Industry Group Training Services)
www.isc.org.au (Industry Skills Councils)
www.workforceinfoservice.sa.gov.au (Industry Skills Boards)

Links to information about Employment and Careers

Fair Work Australia	www.fwa.gov.au
SafeWork SA	www.safework.sa.gov.au
Australia's Career Information and Exploration Service	www.myfuture.edu.au
Career Moves: Transition for Young people with a Disability (NSW)	www.careermoves.net.au
SA Works	www.saworks.sa.gov.au
Southern Adelaide Skills Portal	www.southernadelaide.com.au
Careers SA	www.saworks.sa.gov.au/Default.aspx?alias=10.62.127.124/careerssa



