



Australian Government

Job Access

Driving disability employment

Responses to webinar questions

NDCO webinar: Supporting graduates with disability transition into employment

1. Where can I find out more information case studies of jobs in jeopardy?

Work Assist (formerly known as *Job in Jeopardy*) provides immediate support to help employees who are experiencing difficulty fulfilling the essential requirements of their job as a result of disability, injury or a health condition.

The initiative's key objective is to help people maintain work with their current employer. Often, it is about supporting employers to understand and make reasonable adjustments in the workplace so the essential requirements of a job can still be met, staff can be retained, and recruitment costs avoided.

Employers can use Work Assist services free-of-charge via a local DES provider of their choice. The intent of the scheme is to develop and implement strategies and supports to maximise participation at work. Work Assist services are not intended to help people to achieve employment with a new employer, nor is Work Assist available for all employees.

2. How does JobAccess define 'disability' and how can people find out if they are eligible for support?

The [World Health Organisation](#) defines disability as:

Disabilities is an umbrella term, covering impairments, activity limitations, and participation restrictions. An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations.

Disability is thus not just a health problem. It is a complex phenomenon, reflecting the interaction between features of a person's body and features of the society in which he or she lives. Overcoming the difficulties faced by people with disabilities requires interventions to remove environmental and social barriers.

Any person with disability or mental health conditions can contact JobAccess to seek advice and information on a range of disability employment matters.

In order to access funding support for workplace adjustments through the [Employment Assistance Fund \(EAF\)](#), the person should have an ongoing disability that has lasted, or will last at least two years and disability must limit, restrict or impair their ability to work.

3. How is Auslan interpreting provided for employees? If someone is working a full-time job and requires access to interpreting (video/remote and /or in person) is there an average number of hours that they can access? It would be important for them to have access to some form of Auslan interpreting throughout their workdays (multiple times per week), this would be an ongoing expense not a once off workplace adjustment.

The Employment Assistance Fund (EAF) can cover Auslan (Australian Sign Language) interpreting services.

- **Auslan Level 1** interpreting is for work related activities, including remote interpreting and real time captioning: it is capped at \$6,000 for every 12-month period. A new Auslan Level 1 application is required for work-related activities every 12 months.
- **Auslan Level 2** interpreting is for job interviews and related activities, such as site visits, completion of tests and information sessions: funding is uncapped.
- **Auslan Level 3** interpreting is to help co-workers receive training (Certificate II in Auslan) to communicate with employees who are deaf or have a hearing impairment and who use Auslan as their main method of communication: it is capped at \$855.

4. We have heard of EAF - but not sure what it is about – do they need to be on pension or long term unemployed for assistance?

The Employment Assistance Fund (EAF) gives financial help to eligible people with disability and mental health conditions and employers to buy disability-specific, work-related modifications, equipment, Auslan services and workplace assistance and support services.

The EAF is available to eligible people with disability who are about to start a job, are self-employed or who are currently working. It is also available to people with disability who need Auslan assistance or special work equipment to look for and prepare for a job.

For more information on the EAF, [visit the JobAccess website](#).

5. Do employees need to work certain number of hours a week to qualify for EAF?

To be eligible for EAF:

- you are currently in a job that is expected to continue for 13 weeks or more
- you are working at least 8 hours per week
- or if self-employed, be working at least 20 hours per week over the last 13 weeks and earning an hourly income that is at least equivalent to the National Minimum Wage

For more information on the EAF, [visit the JobAccess website](#).

6. If someone doesn't already have a job does that makes them ineligible for EAF?

Yes. To be eligible for the EAF:

- you are currently in a job that is expected to continue for 13 weeks or more
- you are working at least 8 hours per week
- or if self-employed, be working at least 20 hours per week over the last 13 weeks and earning an hourly income that is at least equivalent to the National Minimum Wage

For more information on the EAF, [visit the JobAccess website](#).

EAF may also assist a JobSeeker where the equipment is required to access employment.

7. Can people who are ineligible for the NDIS able to access the EAF?

As long as a person meets the EAF guidelines they are eligible, they can access the EAF. The criteria for the NDIS is not considered.

8. What is the distinction between JobAccess and jobactive?

[jobactive](#) is the Australian Government's way to get more Australians into work. It connects job seekers with employers and is delivered by a network of jobactive providers in over 1700 locations across Australia. To find out more about jobactive and to find your local provider [visit the jobactive website](#).

[JobAccess](#) is the national hub for workplace and employment information for people with disability, employers and service providers. Created by the Australian Government, it brings together the information, resources and expert advice that can 'drive disability employment'.

Our range of services include:

- Providing expert and confidential advice service via **phone and a comprehensive website**.
- Coordinating workplace adjustments and modifications through the **Employment Assistance Fund (EAF)**.
- The **Employer Engagement service**, or National Disability Recruitment Coordinator (NDRC), who work with larger employers to increase their disability confidence.
- **The Complaints Resolution and Referral Service (CRRS)**, which aims to improve government-funded disability support services through a fair and impartial complaints resolution process.
- **The National Disability Abuse and Neglect Hotline (the Hotline)**, which is a vital reporting service available to anyone who suspects abuse or neglect of a person with disability.

9. We are a provider of assistive technology for people with low vision, blindness and reading difficulties. How can we support our customers with the process of applications for the EAF?

Suppliers can [visit the JobAccess website](#) to review the EAF application process.

Guidelines:

An EAF Application can be submitted by:

- an Employer of a person with disability;
- an Employee with disability;
- a Self-employed Worker with disability;
- a job seeker who requires Auslan Level 2 assistance or who requires work related assistive technology or special work equipment to look for and prepare for a job; or
- a Disability Employment Services Provider, jobactive Provider, or a Community Development Programme Provider on behalf of their Participant or Participant's Employer.

10. I've found that as a recruiter, people that do tick they have a disability or require a reasonable adjustment don't know what they need. Is there any service that JobAccess provides to help people discern their reasonable adjustments?

The [JobAccess website](#) lists disability types and diagnosis that are consistent with those represented in the majority of applications for workplace modification assessment through the Employment Assistance Fund.

Once an EAF application is submitted, JobAccess may be able to organise a free workplace assessment through the National Panel of Assessors. An Assessor will look at the workplace and any barriers that may exist; and talk with both the employee with disability and their employer to find solutions to make the workplace more flexible and accessible.

11. Keen to know which DES have a client base that includes university grads. We would like to target this group.

Disability Employment Services (DES) providers are a mix of large, medium and small, for-profit and not-for-profit organisations that are experienced in supporting people with disability, including students and graduates, as well as helping employers to put in place practices that support the employee in the workplace.

DES participants have a choice which provider they wish to register with. JobAccess recommends employers meet with some of their local DES to facilitate relationships, and see which services are the right match for your business needs.

12. What do I need to look for when sourcing a DES provider?

Disability Employment Services (DES) providers are experts at connecting people with disability to prospective employers.

DES providers not only source eligible candidates for jobs. They can offer your organisation advice on promoting job vacancies, shortlisting candidates and interviewing people with disability. They can also provide guidance on disability awareness in the workplace, available financial support, flexible workplace arrangements and disability legislation.

To find a DES provider near you, [go to our list of DES providers](#).

13. Is a client able to request the employers they wish to work with (e.g. career specific) and if so how does JobAccess engage with those employers?

When a jobseeker with an injury, illness or disability registers with a DES they are assigned an Employment Consultant.

The responsibility of the Employment Consultant is to develop an individually tailored pathway to employment (an Employment Pathway Plan, or EPP) help jobseekers secure and maintain sustainable employment.

The JobAccess website [provides information on how DES support jobseekers](#).

14. Are there particular sectors who are more accommodating with disability candidates, particularly for graduate roles?

Employers across diverse sectors have taken steps to improve the participation of people with disability in the workplace. [Here is a list of employers](#) who have completed the 12-month partnership program with the National Recruitment Disability Coordinator – the employer engagement service of JobAccess.

15. Can New Zealand citizens can access this service? Is there support for international students?

Any person with disability, employer or service provider in Australia can contact JobAccess to seek information and advice on a range of disability employment matters. To be eligible for an EAF application, you must be an Australian citizen or a permanent resident.

16. When employer asks about disability on a form during recruitment process – is applicant required to share?

There is no legal obligation for a candidate to share information about their disability, unless it affects their ability to carry out the inherent requirements of the job. Employers should respect an applicant or employee's decision not to share information about their disability. [Visit the JobAccess website](#) to learn more about sharing access requirements.

17. Is there any support for applicants with disability that have specific requirements for transport/accommodation that need to travel to get to assessment centres? Or is this funding available through other sources?

If a person with disability needs to travel to and from home for paid work, voluntary work, study or training or to look for work you may be eligible for the Mobility Allowance.

The Mobility Allowance can help cover the costs of travelling for work-related activities. For more information on the Mobility Allowance, speak to your DES provider, visit the [Department of Human Services website](#), or call **13 27 17**.

18. What funding can be useful for NDIS to provide to support those living with a disability to gain employment?

Any person with disability, including NDIS participants, can access funding for workplace adjustments or modifications through the Employment Assistance Fund.

19. How does JobAccess engage with the NDIS?

Through the Employment Assistance Fund, JobAccess can organise funding for any modifications required in the workplace. If an NDIS participant requires modifications in the community or day-to-day life, NDIA will organise funding for appropriate supports through the NDIA.

For items that are used for work and at home or in the community, the EAF may be able to fund the percentage of the total amount based on its use in employment. For example, if a participant requires funding for car modifications, the EAF may fund a percentage based on its use for work.