

# Inclusive Employment Australia

## Participant Handbook

Your journey to meaningful  
work starts here



October 2025



Inclusive  
**Employment**  
Australia

**APM**  
employment services



# Welcome to APM

## We're so glad you're here.

At APM, we're here to support you on your journey to meaningful work.

We know that finding a job can be tough - especially if you're living with a disability, injury, or health condition.

That's why we're a national provider of Inclusive Employment Australia, a program designed to help you build your skills, find the right job, and succeed in work.

You'll have a dedicated employment consultant who will work with you one-on-one. They'll help you set goals, build confidence, and get the support you need every step of the way.

If you ever want to talk about something personal, just let us know. We can arrange a quiet space for you. Your comfort and privacy matter to us.

If you need an interpreter, just ask, we're happy to help.





# About the program

**Inclusive Employment Australia** is funded by the Australian Government and delivered by APM.

We're a private company, separate from Services Australia (Centrelink) - but Services Australia may have referred you to us.

## This program is here to help you:

- Discover your strengths
- Build your work skills
- Find a job that suits you
- Get support once you're working
- Manage health issues that might affect your ability to work

If you receive payments from Services Australia and your situation changes - like a health issue or personal crisis - talk to your APM employment consultant.

You may be eligible for a temporary break from your mutual obligations. Your consultant will help you return to the program when you're ready.







# What you can expect from APM

As a participant, you'll get support that's tailored to your needs, culture, family, and personal circumstances.

## Here's what you can expect:

- Regular meetings with your employment consultant
- A personalised Job Plan based on your goals
- Help with job searching, applications, and interviews
- Support when you start work - including help for your employer
- Ongoing assistance with health, training, and community connections

We're here to help you succeed, not just in finding a job, but in keeping it and growing in your career.





# Your responsibilities

To get the most out of the Inclusive Employment Australia program, there are a few things you'll need to do. For some people, these are called mutual obligations.

## Your responsibilities include:

- Attending your appointments and taking part in activities
- Sharing accurate information about your situation
- Working with your consultant to build your Job Plan
- Following the steps in your Job Plan
- Keeping track of your job search and showing your efforts
- Doing your best in interviews
- Letting your consultant know if you have any concerns



## Need help understanding your obligations?

- Talk to your employment consultant
- Visit [servicesaustralia.gov.au/mutual-obligation-requirements](https://servicesaustralia.gov.au/mutual-obligation-requirements)
- Use your MyGov dashboard to stay on track



# Your Job Plan

Your Job Plan is part of your personal roadmap to employment. It's built around your goals, strengths, and the support you need.

## Together with your consultant, you'll:

- Talk about your skills, experience, and interests
- Identify any challenges and how to manage them
- Explore job options in your local area
- Get help with your resumé and job search skills
- Look at training opportunities to gain new skills, certificates, or licences

## Your plan also considers:

- Your education and work history
- Any support you need to find or keep a job
- Health conditions, caring responsibilities, or other personal factors

You can bring a support person or advocate to any appointment. If you need an interpreter, just ask, we're happy to help.





# Finding a job

Your consultant will help you find the right job and prepare you for work.

## You'll get support to:

- Explore job options that suit your goals
- Learn how to search for jobs effectively
- Connect with community services and training
- Meet local employers and visit workplaces
- Apply for jobs and prepare for interviews

We may also offer wage subsidies to employers who hire you for long-term roles. This helps reduce early employment costs for them and makes it easier for you to get hired.

You'll learn how to use MyGov to manage your appointments, activities, and progress online.







# Starting work

Once you get a job, we'll keep supporting you for at least 12 months to help you settle in and succeed.

## We can help with:

- Workplace assessments and modifications
- Training and tools to do your job well
- Talking with your employer if issues come up
- Managing personal challenges that affect work
- Connecting with health, training, and community supports

## We'll also help you understand your rights at work, including:

- Fair pay and working conditions
- What to do if you're sick or injured
- Safety at work
- What to do if you face discrimination or harassment

For more info, visit the Fair Work Ombudsman at [fairwork.gov.au](https://www.fairwork.gov.au) or call 13 13 94.







## Extra support

If you need more help after 12 months, talk to your consultant. We'll explore what support is available.



### Declaring your income

When you start working, it's important to tell:

- Your APM consultant – so we can support you
- Services Australia (Centrelink) – so your payments are accurate

You can report your income:

- Through your MyGov account
- Using the Express Plus Centrelink app
- By calling 13 3276 (13 EARN)

If Services Australia doesn't know about your earnings, you could be overpaid and you may need to pay money back.

Even if your payments reduce, you'll still be better off financially when you're earning an income.

### Advocacy Support

If you need help speaking up or getting fair treatment, advocacy services are available:

- [askizzy.org.au/disability-advocacy-finder](https://askizzy.org.au/disability-advocacy-finder)
- [disabilitygateway.gov.au](https://disabilitygateway.gov.au)

Or call the Disability Gateway on 1800 643 787



## Your feedback matters

We want to make sure our service works for you and the best way to do that is by listening.

### You can help us improve by:

- Talking to your employment consultant or local manager
- Filling out a feedback card (available at all APM offices)
- Taking part in APM's participant surveys

We welcome all feedback, whether it's a compliment, suggestion, or complaint.

## Making a complaint

If you're unhappy with the service or have concerns, you can:

- Speak to your local APM manager
- Call our national office on 1300 366 047
- Submit a complaint online at [apm.net.au/feedback](https://apm.net.au/feedback)

We'll investigate your complaint and keep you informed.  
If it can't be resolved, it will be escalated to a senior manager.

## Need more help?

If you're not satisfied with our response, you can contact:

- JobAccess Complaints Resolution and Referral Service (CRRS): 1800 880 052
- Department of Social Services: 1800 634 035
- Translating and Interpreting Service (TIS): 13 14 50





Ben, APM Client





# Helpful resources

Here are some useful websites and contacts to help you during your journey with Inclusive Employment Australia:

## Useful links

**APM website** – [apm.net.au](http://apm.net.au)

Learn more about our services and find local office details.

**Employable Me job seeker portal** – [employableme.com](http://employableme.com)

Tools and resources to help with your job search.

**Department of Social Services** – [dss.gov.au/disability-and-carers](http://dss.gov.au/disability-and-carers)

Information about disability support and services.

**JobAccess** – [jobaccess.gov.au](http://jobaccess.gov.au)

Support for people with disability and employers.

**MyGov** – [my.gov.au](http://my.gov.au)

Manage your Centrelink, Medicare, and other government services.

**Fair Work Commission** – [fwc.gov.au](http://fwc.gov.au)

Information about workplace rights and conditions.

**Centrelink** – [servicesaustralia.gov.au/centrelink](http://servicesaustralia.gov.au/centrelink)

Access your payments and mutual obligation details.

**Disability Advocacy Finder** – [askizzy.org.au/disability-advocacy-finder](http://askizzy.org.au/disability-advocacy-finder)

Find advocacy services near you.

## Important contacts

**APM support line** – 1800 276 276

**Centrelink Reporting Line** – 13 3276 (13 EARN)

**Fair Work Ombudsman** – 13 13 94

**Disability Gateway** – 1800 643 787

**JobAccess CRRS (Complaints)** – 1800 880 052

**Translating and Interpreting Service (TIS)** – 13 14 50



# Important information

- Your employment consultant will explain the Employment Services Code of Practice and the Employment Services Guarantee to you.
- They can help make sure you have a clear understanding of Inclusive Employment Australia and your rights and responsibilities, while they work with you to achieve your employment goals.

## Privacy

- You will only be asked for information that is necessary for us to assist you in finding and keeping a suitable job
- To assist with your program, you will also be asked to sign consent forms enabling APM to obtain and release information to third parties (such as a family member, doctor or employer)
- Information will only be released to parties to help your program and for whom you have completed a consent form
- All data is stored within Australia and will comply with all applicable privacy laws or data protection laws that are in force to regulate the collection, storage, use and disclosure of personal information

## Child safety

APM adheres to the National Principles for Child Safe Organisations and are committed to ensuring the safety and wellbeing of all children in our care. View our Child Safety and Wellbeing Policy at [apm.net.au/child-safety](http://apm.net.au/child-safety)



# National Standards for Disability Services

The Australian Government sets the service standards for disability service providers.

The National Standards for Disability Services help promote and drive a nationally consistent approach to improving the quality of services. They focus on rights and outcomes for people with disability.

There are six standards for disability services – these outline what the government expects of service quality.

## Standard 1 - Rights

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

### APM

- Takes a person-centred approach and treats you with dignity and respect
- Supports your choice and active decision-making in determining and achieving your goals
- Actively prevents your discrimination, exploitation, abuse, harm and neglect, and safeguards your human rights
- Maintains privacy by gaining your informed consent before the release of confidential information and ensures your information is securely stored
- Promptly addresses any breach of rights and provides support to access legal advice and/or advocacy





## Standard 2 - Participation and inclusion

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

### APM

- Promotes employment as an opportunity for participants to be actively involved and have a valued status within the community
- Provides a holistic goal-focused service which is respectful of your abilities, interests, aspirations, identity, heritage, preferences, and support network
- Works in collaboration with a range of local community partners and relevant services to ensure an integrated approach
- Promotes community and cultural connection for Aboriginal and Torres Strait Islander people

## Standard 3 - Individual outcomes

Services and supports, are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

### APM

- Provides a service which is tailored to you and designed to achieve your agreed program goals
- Uses a process of analysing, planning, implementing, and checking, to help achieve your goals
- Works collaboratively with local services, training providers and employers to create opportunities for you to be involved in the community



## Standard 4 - Feedback and complaints

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

### APM

- Promotes a variety of ways in which you can provide feedback about your service and your experience of the organisation
- Encourages and utilises feedback both positive and negative, to improve the service we provide
- Supports you to resolve any negative feedback in a transparent and timely manner

## Standard 5 - Service access

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

### APM

- Provides Inclusive Employment Australia and eligibility criteria through community engagement and linkages to support a streamlined referral process
- Supports participants that do not meet program eligibility to identify more appropriate services
- Applies access, eligibility and exit criteria in a fair, consistent and transparent manner
- Regularly reviews services to ensure streamlined access and reduces any potential barriers



## Standard 6 - Service management

The service has effective and accountable service management and leadership to maximise outcomes for individuals.

### APM

- APM is structured to enable the effective management of daily operations, performance, service delivery/design, audit/compliance, information system/technology and organisational development.
- Each of the managers of these departments is responsible for:
  - Governance
  - Leadership, planning and best practices
  - Continuous improvement
  - Communication

Speak to your employment consultant if you have any questions about these standards and how they relate to your support.

## Need help or have questions?

We're here to support you.



APM Employment Services

 **1800 276 276**

 **support@apm.net.au**

 **apm.net.au/iea**