

Questions for Disability Employment Services (DES)

This document is intended to help prompt ideas and questions to ask when investigating a Disability Employment Service (DES) for your family member. It is not an exhaustive list and it is not suggested that you ask every question. The wording and questions should vary based on your family member's individual and unique circumstances.

Before you decide which service providers to approach, consider your family member's vision, or goals for the future, both short and long term. In addition, consider the following:

- What aspects of a good life would they like to have access to?
- What aspects of a good life would you, as their family member, like them to have?
- What skills can your family member work on and/or develop to move towards the fulfilment of those goals?
- What could they do to gain relevant experience in their particular area of interest?

Gather information about your family member's previous work experience and training, including any relevant certificates or references. In addition, research the Disability Employment Services (DES) system to better understand what should be offered to your family member. You can find out more information through the Job Access website: <https://www.jobaccess.gov.au/people-with-disability/about-des>.

Questions to ask the service related to the job seeker

- How will you get to know my family member?
- My family member is interested in [describe interest]. Can you describe how your service will support them to pursue their interest of working in this area?
- My family member shines in particular contexts [eg. working with computers/with children/sporting environments]. How will you help him/her ascertain careers that will be a good fit?
- My family member would like to develop skills and qualifications in the area of (describe skill/qualification). For this reason, they are interested in combining a TAFE course with work. Is this something you assist with?
- My family member is unsure of the type of work they are interested in doing, how will you support him/her to investigate what work will suit them?
- What does support look like once my family member starts working in a role? And how long will the support be available?



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Questions related to their services



- In the past six months how many people have you supported into finding work in open employment? Can you provide examples of the types of workplaces?
- What role will we, as the family and who knows [insert name] best play in the thinking and planning?
- How frequently will you be meeting with my family member?
- How do you determine who will be working directly with my family member? I/we would like to be a part of this process in choosing this person, how can this happen? Also, we would like to have direct communication with him/her rather than going through the service. How will this happen?
- What type of job development / training is provided to your staff? Is ongoing training required for staff?
- How do you encourage natural supports in the workplace to emerge? Meaning support that is provided by an established and current employee?
- Do you set up orientation processes and/or work with the employer to do that?
- How is feedback provided to the employee from the employer/from you as the service?

Useful tips when meeting with service providers:

- Focus on what is typical for a person of the same age
- Share the person's long-term vision
- Focus on building a positive, collaborative, and productive relationship through clear, honest and open communication
- Ensure the person with disability stays at the center of all communication and that their wishes are considered
- Discuss supported decision making
- Review the vision and plan

For more useful resources and information, please visit our websites at www.family-advocacy.com or www.ric.org.au .

Contact us

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