



Australian Government

# Job Access

Driving disability employment

## Ongoing Support

Support for employees with an injury, disability or health condition, and their employers

Find out more call JobAccess on 1800 464 800 or visit [www.JobAccess.gov.au](http://www.JobAccess.gov.au)

# Ongoing Support

For people who are already working, Ongoing Support can help if an injury, disability or health condition is making it hard for them to keep their job.

Ongoing Support a free service funded by the Australian Government and is available through Inclusive Employment Australia.

## For employees

If you are already working and an injury, disability or health condition is making it hard for you to keep your job, you may be able to get help through Ongoing Support .

You can apply for Ongoing Support by contacting an Inclusive Employment Australia provider. If you are eligible the provider will help you to register for Inclusive Employment Australia to receive Ongoing Support as an Ongoing Support (Work Assist) participant.

## For employers

You can access Ongoing Support if you have an employee who is finding it difficult to fulfil the essential requirements of their job due to the impact of their injury, disability or health condition.

With the employee's permission, you can contact an Inclusive Employment Australia provider to apply for Ongoing Support on their behalf. If they are eligible the provider will help them to register for Inclusive Employment Australia and start providing Ongoing Support.

## Inclusive Employment Australia

An Inclusive Employment Australia provider can work with both the employer and employee, or just with the employee, to provide Ongoing Support to help keep the employee in their job.

The help available to Ongoing Support (Work Assist) participants includes but is not limited to:

- face-to-face support, such as meeting in person for appointments
- advice about job redesign, for example changing or swapping tasks
- a comprehensive workplace assessment and help to identify and implement reasonable adjustments
- help to apply for free workplace modifications and/or special equipment
- referrals to health support services, such as physiotherapy, occupational therapy, pain management or counselling
- other support in the workplace to help manage the impact of the injury, disability or health condition

The Inclusive Employment Australia provider may also link you with other available services, such as the assistance offered by JobAccess.

## Eligibility

To apply for Inclusive Employment Australia as an Ongoing Support (Work Assist) participant you must:

- be currently employed
- have a disability, injury or health condition (this will be confirmed by the Inclusive Employment Australia provider)
- have been working in your current job over a consecutive period of at least 12 weeks, or there is an expectation that the job will last for at least 12 weeks
- be assessed by an Inclusive Employment Australia provider as needing Ongoing Support to keep your job
- be at least 14 years old but have not reached the Age Pension age be an Australian resident or eligible visa holder (Protected Special Category Visa (SCV), Temporary Protection Visa (TPV), or Safe Haven Enterprise Visa (SHEV) should discuss eligibility with an Inclusive Employment Australia provider)
- not already be receiving assistance from another Inclusive Employment Australia provider or other Government funded employment service provider.

Where an Ongoing Support (Work Assist) participant moves to a new job with the same employer, the participant may still receive Ongoing Support.

## For more information

Call the JobAccess advice line on **1800 464 800**.

To access Ongoing Support (Work Assist) and to find an Inclusive Employment Australia provider go to [www.JobAccess.gov.au](http://www.JobAccess.gov.au).

