



Australian Government

Job Access

Driving disability employment

Working with Inclusive Employment Australia

Guide for employers



Acknowledgement of Country

We acknowledge the traditional custodians of Australia and the lands upon which we live and work and pay our respects to Elders past and present. We also acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples.

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Overview

Inclusive Employment Australia is a new specialist disability employment program. It replaced the Disability Employment Services (DES) program on 01 Nov 2025.

This program helps employers hire and support employees with disability. Whether you're hiring a new employee or supporting an existing one, this guide shows the supports available to you.

What is Inclusive Employment Australia?

Inclusive Employment Australia is a federal government program. It assists people with disability, injury or health condition to prepare for, find and maintain work and grow career.

A range of organisations deliver this program, including for-profit and not-for-profit providers. Providers also work with employers to make workplaces more inclusive.

How can Inclusive Employment Australia providers help employers?

Inclusive Employment Australia providers can offer free tailored support to help employers during recruitment, onboarding and retain people with disability, injury, or health conditions keep their job. They provide expert advice on workplace modifications, access to wage subsidies, job customisation, and ongoing support to foster an inclusive workplace culture. Using an Inclusive Employment Australia provider can save time, reduce costs, and help you hire skilled candidates.

Employers can get support to make workplace plans that works well for both the employer and the employee with disability.

Pre-employment

Job design

- The Inclusive Employment Australia provider can review the job role and suggest workplace adjustments for people with disability.
- They can also help create a support plan with the employer and person with disability. For more details, refer to the JobAccess [job analysis and customisation guide](#).

Candidate search

- Inclusive Employment Australia providers have one of the largest talent pools of people with disability who are looking for work.
- Providers will build relationships with employers to better understand available job opportunities.

Screening

1. Interviews and assessments are common ways to see if candidates are a good fit for an employer. At times they may not always show a candidate's true job skills. Interviews often focus on how well candidates speak or answer questions, which may not capture the core requirements of the job.
- Work trials let candidates show their skills in a real-world setting. Providers can help set up these trials.
 - For more ideas, check out JobAccess' [alternative ways to assess candidates](#).

Training

2. The Inclusive Employment Australia providers can help prepare candidates for work by:
 - developing practical skills to get a job
 - connecting with education or training
 - finding and completing work experience placements
 - learning about job opportunities in the local area
 - locating apprenticeships or traineeships
 - connecting with relevant local community services
 - provide volunteering opportunities to help candidates gain valuable work experience.

Subsidised wages

- Employers may be able to [get a wage subsidy](#) when they hire someone through Inclusive Employment Australia.

Post-employment

Workplace adjustments

- Workplace adjustments, or reasonable adjustments, help employees with disability work safely and productively.
 - Employers should ask the employee if they need adjustments during recruitment and onboarding.
3. Not all employees with disability will require workplace adjustments. If they do, JobAccess can help with [adjustments, support, and training](#). They can also assist with costs.

For more tips and advice on workplace adjustments:

- Visit the [‘workplace modifications’ section of the JobAccess employer toolkit](#).
- Check out our [conversation guide](#).

Support

- Providers can work with employers to create an employee support plan. This plan should show the roles and duties of the employer, employee with disability, and provider. Support plans may include:
 - what support the employee will need to learn the job
 - the type, frequency, and duration of support the provider can offer. Include timeframes, review periods and requests for additional support
 - the training requirements for specific tasks and productivity coaching
 - the identification of natural workplace and co-worker supports

- the process for reducing the level of support as capacity increases
- contact details of all parties involved.
- If an employee with disability requires a workplace adjustment, support plans may also detail:
 - specific work-related equipment
 - a plan for adapting existing equipment or tools
 - briefing of co-workers on adjustments, if needed
 - training requirements for the employee to use the equipment
 - training requirements for the hiring manager to communicate with employees, if needed.
- The employer, employee and provider signs the support plan. A copy is also added to employee's human resources file. This should be repeated whenever the document is revised.

Ongoing support (Work Assist)

Ongoing support (Work Assist) is available to employees with disability, injury or a health condition who need support to maintain their job or are having difficulty performing the essential functions of their job.

An Inclusive Employment Australia provider can work with employers and employees with disability to provide support, including:

- face-to-face support, such as meeting in person for appointments
- advice on job redesign, for example changing or swapping tasks
- support with managing workplace changes
- referrals to health services, such as physiotherapy, occupational therapy, pain management, or counselling.

JobAccess offers free templates and advice

- [Reasonable adjustment policy](#) template and checklist for employers to adapt to their organisation.
- [Workplace adjustment passport](#) connects each stage of the process. It also helps if the employee changes teams, departments, or managers.

Employers can partner with the [National Disability Recruitment Coordinator \(NDRC\)](#), the employer engagement service delivered by JobAccess. The NDRC works with employers to develop disability employment strategies and connect with the Inclusive Employment Australia program.

How and when do employers engage with Inclusive Employment Australia?

Visit [find a provider](#) on the JobAccess website and research providers in your area.

Connect with an Inclusive Employment Australia provider, and explain your business needs, job vacancies, and how your recruitment process works.

Inclusive Employment Australia providers can match an employer with suitable candidates. Building a strong relationship benefits both sides and can lead to lasting job opportunities.

Employer partners of the [National Disability Recruitment Coordinator \(NDRC\)](#) can get help to host an information session with local providers.

About JobAccess

JobAccess is the Australian Government's hub for disability employment support. We provide free, expert advice for:

- [People with disability](#)
- [Employers](#)
- [Service providers.](#)

JobAccess has been helping remove barriers to disability employment since 2006. The program is delivered by experts in:

- Disability
- Mental health
- Workplace adjustments
- Disability inclusion.

JobAccess [won an international award](#) for the service in 2025.

Advice and funding for workplace adjustments

Get confidential, expert advice on [workplace adjustments](#) for current or potential employees who may need support to perform their jobs. These adjustments may be eligible for funding through the [Employment Assistance Fund](#).

For questions about supporting people with disability at work, call JobAccess on 1800 464 800. You can speak with our friendly advisers or [submit an online enquiry](#).

Employer support and partnerships

The [National Disability Recruitment Coordinator \(NDRC\)](#) supports employers with free tools and guidance to build confidence in hiring people with disability. Tailored support and expert advice are also available to help organisation remove barriers and build inclusive workplaces.

Register for updates

[Sign up for updates](#) to get the latest news and invites to free events that support your disability inclusion efforts.