

FAQs - Our Disability Employment Support (DES) service

Is Disability Employment Supports (DES) still open?

Yes, All DSA Employment Solutions DES sites are still operating and delivering services remotely.

Do I still need to attend appointments and activities?

Yes, you still need to keep to your appointments and activities.

If you are self-isolating due to testing positive or have been in direct contact with someone who has COVID-19, contact Centrelink via phone (not in person) to obtain an exemption, here are the numbers:

- Newstart Allowance, JobSeeker Payment and Special Benefit recipients can call 132 850.
- Youth Allowance recipients can call 132 490.
- Parenting Payment recipients with mutual obligation requirements can call 136 150.

Why can't I attend the site for face to face support?

Due to the Governments social distancing guidelines we have temporarily suspended face-to-face appointments, however under extreme circumstances we can review the need on a case by case requirement. Please contact your DSA DES Employment Consultant to discuss.

This has been in effect since 30th March 2020, however we will continue to monitor recommendations from the Government and will advise participants and families when this changes.

How will contact appointments be delivered if it's not face to face?

We are delivering appointments through phone, email or video conferencing, however if you are unable to use these platforms, contact your DSA DES Employment Consultant and they can work with you to continue providing assistance and support. If you have any concerns, please contact your DSA DES Employment Consultant who can guide you through the requirements.

Alternatively, you can contact the government's National Customer Service Line on 1800 805 260.

Who do I contact if I have questions or need further information?

If you are currently registered and receiving supports from DSA Employment Solutions, contact your DSA DES Employment Consultant or the Sites Assistant Manager.

If you are not registered and would like further information, please contact our Connections team on 1300 372 121 and they will direct your call to the team member who will assist you.

Am I able to register with DSA Employment Solutions DES?

Yes, DSA Employment Solutions is still operating and we have a team on hand to assist you with your queries and getting started in our services.

What will happen when DES resumes face-to-face and onsite services?

We have increased our hygiene and infection control measures at all sites and services, and in our daily housekeeping regime. All our staff have completed the COVID-19 Infection Control training.

I feel anxious about coronavirus – what should I do?

It is normal to experience some worry or concern about this issue, however if it begins to affect your mental health or physical wellbeing it is recommended you seek support from a health professional.

More information about DSA's response to Coronavirus can be found [here](#).

Visit [health.gov.au](https://www.health.gov.au) for latest alerts

Call the Coronavirus Health Information Line on **1800 020 080** (operating 24/7)

For mental health support contact Beyond Blue on 1300 22 4636 or visit [BeyondBlue.org.au](https://www.beyondblue.org.au)