



Australian Government
Department of Social Services



New Disability Employment Services from 2018

Discussion Paper

Easy Read version



How to use this document



This information is written in an easy to read way. We use pictures to explain some ideas.



This document has been written by the Australian Government Department of Social Services (DSS). When you see the word 'we', it means DSS.



This Easy Read document is a summary of another document.



You can find the other document on our website at www.engage.dss.gov.au



You can ask for help to read this document. A friend, family member or support person may be able to help you.

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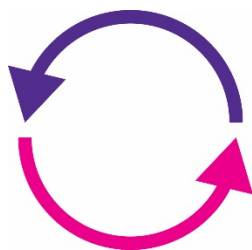
Helping people with disability get jobs



At the moment in Australia, about 53% of people with disability either have a job or are looking for a job.



This compares to about 83% of people without disability.



We want to change this.



We want to help more people with disability:

- get jobs
- keep jobs.



Every year, the Australian Government spends around \$800 million on an employment program for people with disability.



We want to make this program better.



We've been talking to people about the best ways to do this.



This document explains the ideas for making things better.



You can have a say about this.

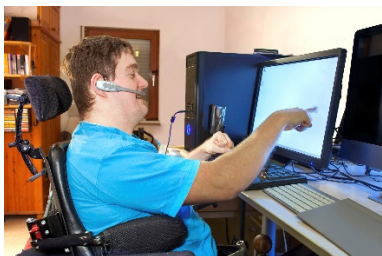


We explain how to tell us what you think on page 23.

Making changes for better results

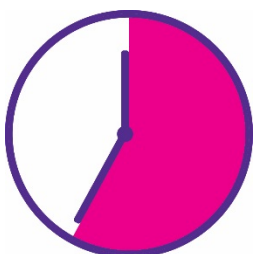


We want to get better results for people with disability.



We want more people to get and keep long-term jobs that suit their:

- skills
- talents
- needs.



Some people might only be able to work part-time, and that's ok.



We want to give people more choices.



Many of you will know about the NDIS – this is a new way of providing support to people with disability.



The NDIS is based on the ideas of choice and control.



We'd like employment services for people with disability to also offer more choice and control.



This document is focussed on the changes we want to make to the Disability Employment Services (DES) program.



DES help people with disability find jobs with a range of employers and businesses.

Getting to know DES



DES provides support to thousands of people with disability every year.



At the moment, over 180,000 people around Australia are signed up to use DES.



DES helps people find a job and, every job that is started is called a 'placement'.

Every year:



- around 93,000 people start DES



- nearly 50,000 people get a job placement.



However, we know that not everyone who gets a job through DES stays in it for a long time.



We want to make this better.



We know that some DES providers are better than others.



Each provider is given a star rating based on how good they are at getting people jobs.



If they have 5 stars, that means they're doing a really good job.



We want there to be more 5 star services.

How are we planning to improve services?

Offering more choice of providers



We want to make it easier for people to change DES providers.



At the moment, if you want to move to a different DES provider, you have to meet specific requirements.



In the future, we'd like people to be able to move to a different DES provider easily.

We are thinking about changing the rules about:



- the size of the area a DES provider can work in



- the number of DES providers in each area.



This means that people should have more providers to choose from in some areas.



We also want to talk about having some money controlled by the person, rather than the DES provider.

Creating competition between DES providers



We want to create more competition between DES providers.



Competition inspires DES providers to do a better job.



More competition means DES providers will need to attract participants to their services by offering them the best support to get a job.

Changing the way DES providers get paid



We want to change the way that DES providers get paid.



We want payments that better help people who it is hard to find work for.



Providers need the right payments to help everyone equally.



We can improve DES so it does a better job helping people.



We want to talk about a new payment system that helps make sure providers are looking for jobs for everyone with disability.



Not just those people who it is easy to find work for.



We also want the payments to encourage providers to keep people in jobs for a longer time.



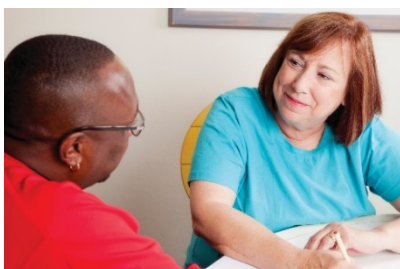
We would like to talk about introducing a payment at 4 weeks to make sure someone has started a job well.



Then, they get paid again when the person stays in the job for 13 and 26 weeks.



We'd like to talk about introducing payments at 52 weeks, to encourage DES providers to help people stay in their job for the long term.



We also want to offer better Ongoing Support arrangements so people can stay in their job.

Offering more information



We think that the Government, and DES providers, should offer people more information about the choices they have.

That way, people:



- will know more about what's on offer



- can make better decisions about the provider they use.

Creating better job plans

We want great job plans that explain:



- the kind of job a person wants



- how they can get that job



- the support they need to keep that job.

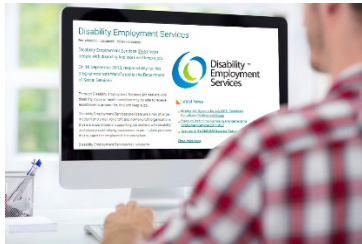


We think that better job plans will help people have more choice and control over the activities that will help them get a job.

Making it easier for providers to help people



We want to make it easier for DES providers to apply for DES so they can help more people with disability look for work.



We also want to make it easier for good providers to open up new sites in different areas to help more people with disability look for work.

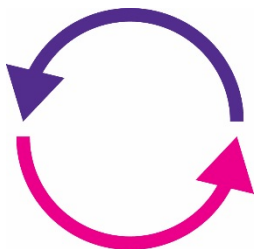
At the moment it is really hard for:



- new providers to join DES



- good providers to reach out and help more people with disability find jobs.



We want to change that so more providers can join DES and help people.

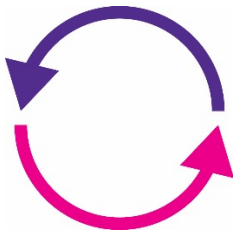
Encouraging employers to hire people with disability



We want more employers to hire people with disability.



Some employers have concerns about hiring people with disability.



We want to change this.



We will be talking to more employers and helping to change their attitudes about hiring people with disability.



We also want to see if there is a better way to help students with disability find a job when they leave school.

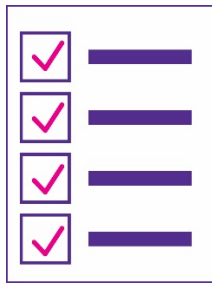
A summary of the changes we might make

How things are now	What things might be like in future
You don't have much control over which provider you use.	You can: <ul style="list-style-type: none">• choose your provider• change your provider.
You don't have much control over how your funding is spent.	You have more say about how your funds are spent.
You don't have much control over job planning.	You have more say in your job planning. You are given more information to help you plan.
You aren't given a lot of information about providers to help you make choices.	You are given more information about: <ul style="list-style-type: none">• providers• services they offer• other people's experiences.

How things are now	What things might be like in future
It is hard for new providers to take part in DES.	New providers will be able to apply to deliver DES at certain points of the 5 year contract.
Providers who are doing a good job can't grow or expand because of the way DES is designed.	Providers who are doing a good job can grow or expand.
Current funding arrangements are limited.	Providers give more time and effort looking after people it's been hard to find jobs for.
The funding goes towards achieving 13 and 26 week outcomes.	There is more funding for achieving goals and outcomes further into the future – at 52 weeks.
When you change providers, your old provider gets paid even after you have left them.	Funding will be linked to you if you change providers so that providers are only paid for the time that they assist you.

How things are now	What things might be like in future
<p>The ways we check to see which kind of service is the best for people with disability looking for a job might not be working very well.</p>	<p>We want to review the ways in which we make a call on which kind of service is the best for people with disability looking for a job.</p>
<p>Some people with disability who need help to keep their job aren't getting help if they need it.</p>	<p>We help people stay in their job with better support arrangements.</p>
<p>Employers don't know a lot about:</p> <ul style="list-style-type: none"> • DES • giving jobs to people with disability. 	<p>Employers find out more about the good things that can happen when they give jobs to people with disability.</p>
<p>Some employers don't want to give jobs to people with disability.</p>	<p>There is new funding to support new ways for employers to give jobs to people with disability.</p>

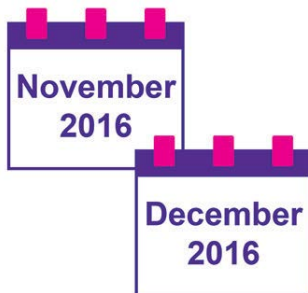
When will these changes happen?



At the moment, we are talking about these changes.



We want to know if people agree that these changes will make a difference in the lives of people with disability.



We plan to keep talking to people throughout November and December 2016.



Then, in 2017, we will work on what we will do.

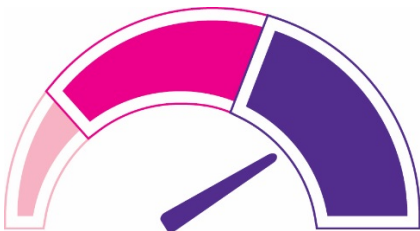


We want the changes to start in March 2018.



That's when the current DES contracts come to an end.

It will be a good time to start a new way of working.



We also want to make sure that the changes go smoothly.



We will help DES providers to make the change.

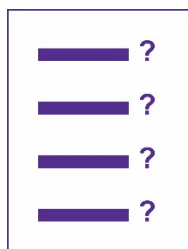
What do you think?



What do you think of the ideas we are suggesting?



Do you have any other ideas you'd like to share with us?



We've included some questions to think about on pages 25 to 30.

You can tell us what you think by:



- Visiting our website
<https://engage.dss.gov.au/>



- Writing to us at:
Disability Employment Services Reform
2018
GPO Box 9820
CANBERRA ACT 2610



- Sending an email
DESReform2018@dss.gov.au



You need to send your ideas to us by 16 December 2016.



We will read your ideas.



We may publish them on our website, or use them in our reports.



Please let us know if you don't want us to publish your ideas.

Questions to think about



Should people who take part in DES be required to go to face-to-face meetings?



Should DES have a minimum number of available:

- contacts
- hours of support?



Is this something that should be as part of the Job Plan and agreed between:

- the DES provider
- the person taking part?



How can we make sure people are involved in the development of their Job Plans?



What information would you like to know about DES providers in your area if it was available:

- online
- through a smartphone app?



If you were given more say in how money is spent on you, would you know what to spend it on?



If not, what information or support would you need to help with this?



Would you like DES providers to focus on getting you:

- a long-term job?
- short-term jobs?



Did you find it easy or difficult to access DES, such as the registration and assessment process?



If you found it difficult:

- what didn't you like?
- how could it be improved?



If a participant chooses not to tell their employer about their disability, how should DES providers assist them in the workplace?



What should the provider do to assist if a person's job is a risk due to their:

- disability?
- injury?
- health condition?



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