



the
ORS GROUP

Employment Services | Workplace Rehabilitation | Injury Prevention and Wellness Services | RTO | EAP

Committee Secretary
Senate Education, Employment and Workplace Relations Committee
PO Box 6100
Parliament House
Canberra ACT 2600
Australia

26th September 2011

Dear Sir/Madam,

Thank you for the opportunity to make a submission to the committee on the administration and purchasing of Disability Employment Services in Australia.

The ORS Group is a national provider of government funded employment services and currently has Job Services Australia contracts (including a number of 4 and 5 star sites that specialise in assisting job seekers with a disability) and Disability Employment Services contracts for both Disability Management Services (DMS) and Employment Support Services (ESS).

ORS supports the Government's decision to extend DMS contracts until June 2015 as DMS providers were required to participate in a full tender for these contracts in 2009.

ORS also supports the Government's decision to only extend the contracts of high performing (4 and 5 star) ESS providers until June 2015 despite the possibility that we may need to re tender for our ESS contracts.

In 2009 ORS supported the Government's decision to roll over all existing Disability Employment Network (DEN) contracts as we agreed with the industry position that a full tender for ESS contracts would be potentially disruptive to service provision. It was understood that there would however be a full tender for ESS contracts in 2011-2012.

DEN providers did not suffer any disruption to service provision in March 2010 other than that what was required to adjust to the new ESS contract. This position is contrasted with DMS providers who in many cases were required to establish new offices, employ and train new staff and adjust to the new DMS contract.

ORS supports the decision of the government to reward high performing ESS providers as this position is consistent with the government's goal of ensuring that job seekers with a disability have access to the highest quality of service providers.

It is our experience that preparing tenders that involve new areas of service delivery has the effect of identifying innovative and best practice strategies. Historically this has seen significant and continuous improvements in the performance of main stream employment services providers (i.e. Job Network and Job Services Australia) and we believe this will be the case in ESS.

We make a difference

Suite 2 & 3, 647 Wellington Street, Perth WA 6000 | Telephone: (08) 9322 7622 | Facsimile: (08) 9322 7624
ors@orsgroup.com.au | www.orsgroup.com.au

Western Australia | New South Wales | Victoria | Queensland | Australian Capital Territory | Tasmania

ORS welcomes the opportunity to review our ESS performance and to work on strategies that will hopefully result in ORS being assessed as a high performance ESS provider should we be successful in future tenders.

ORS understands the industry's anxiety about tenders but we believe that it will ultimately generate significant benefits for the providers involved and more importantly better employment outcomes for job seekers with disabilities.

Should you require additional information on this matter please do not hesitate to contact me on

Yours sincerely,

✓ **Peter Scott** ✓
Managing Director
MA, GradDipPsych, MASRC