

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2017-18 Budget Estimates Hearings

Outcome Number: 3.1 Disability, Mental Health and Carers Question No: SQ17-000353

Topic: Disability Employment Services (DES)

Hansard page: Written

Senator Carol Brown asked:

Can the Department outline what the role of Centrelink will be, if any, in the referral process of participants in the new 'Choice and Control' model?

Answer:

From 1 July 2018 DES participants will have greater choice about the services they receive and how they receive them. The changes will:

- more effectively allow DES participants to choose which provider they go to (including outside of current Employment Service Area);
- more effectively allow DES participants to change providers and
- provide better information for participants about providers at point-of-decision (Centrelink).

The role of Centrelink will be to continue to make referrals to the DES Program based on the participants' choice of provider.