

Senate Standing Committee on Education Employment and Workplace Relations

**QUESTIONS ON NOTICE
Additional Estimates 2009-2010**

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0816_10

Senator Cash provided in writing.

Question

PARTICIPANT TRANSITION

What plans are in place to ensure a smooth transition for participants of the already in the previous program to the New Disability Employment Services?

Answer

A range of measures were in place for a smooth transition to Disability Employment Services on 1 March 2010 including:

- An external Transition Reference Group comprising representative organisations for Disability Employment Services and nominated providers was established to provide advice about transition arrangements.
- Most transitioning participants (over 95 per cent) remained with their existing provider. This minimised any disruption to service delivery.
- Comprehensive transition documentation was provided to Disability Employment Services providers.
- A transition webpage, with comprehensive transition documentation and regular transition updates was established for providers and stakeholders.
- All transitioning Disability Employment Network and Vocational Rehabilitation Services' participants were sent a letter in mid-January advising them of the changes and also giving them the opportunity to choose an alternate provider if they wished.
- A transition telephone line was established for participants and their nominees to call.
- The Department of Education, Employment and Workplace Relations endeavoured to make telephone contact with all individuals who were with a provider that was not going to be part of Disability Employment Services from 1 March 2010 to further explain their options and respond to any queries.