

Senate Standing Committee on Education Employment and Workplace Relations

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

Outcome 4 - Employment & Participation Policy

DEEWR Question NoEW0840_10.

Senator Cash provided in writing.

Question

NEW DISABILITY EMPLOYMENT SERVICES PROVIDERS – PARTICIPANT TRANSITION

1) It is stated in the Participant Transition fact sheet that a small number of people currently being assisted under Vocational Rehabilitation Services or Disability Employment Network may need to move to a new provider after 1 March 2010. a) How many job seekers will have a new provider after 1 March 2010? b) What will be the impact of this be on the relevant job seeker? c) How will this impact be assessed?

Answer

- a) Four thousand and ninety-seven Disability Employment Network and Vocational Rehabilitation Services' participants moved to a new provider on 1 March 2010.
- b) Participants moving to a new provider were sent a letter in mid-January advising them of the change and the Department of Education, Employment and Workplace Relations endeavoured to make telephone contact to further explain their options and respond to any queries. Participants were able to choose a new provider to deliver the full range of assistance available under Disability Employment Services.
- c) The impact of the transition to Disability Employment Services is monitored through participant queries and the standard performance management framework that supports quality service delivery to all participants.