



## *Work Connection Ltd.*

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The Hon Brendan O'Connor MP  
Minister for Employment Participation  
Parliament House  
CANBERRA ACT 2600

15 January 2008

Dear Minister,

Further to your recent request for input/feedback from Disability Employment Network members RE: views on how employment services can be improved, please review the following:

We welcomed your announcement of the Government's objective to minimise time and money spent on administration. This is certainly something that both Work Connection and its clients would appreciate. Prior to the previous government's changes to the disability employment sector in 2005, our support workers spent approximately 70 percent of their time engaged in the "core business" of a disability employment service—that is, finding jobs for people with disabilities and assisting them to retain that employment. In the "old days", administration occupied only around 30 percent of our organisation's workload. We now find that those figures are reversed.

While we recognise that evidence gathering and reporting to DEEWR are important and necessary elements of the job we do, we do not want this to detract from our mission to find and keep jobs for people with disabilities. Therefore, we would welcome any measures to minimise paperwork e.g. to limit the number of forms required by the Department, the prevention of the need for duplication of evidence and the collation of several forms to become single, simplified documents. Having fewer forms to fill out would prevent boredom/confusion on the part of clients (and staff!) and would increase client involvement in the administrative process.

Please do not hesitate to contact us regarding these comments should the need arise.

Sincerely,

Andrew Harris  
Project Manager  
Work Connection Ltd.

