

Dear Sir

Please find response in regard to your letter to Employment Services re employment participation. We are a regional Personal Support Programme Provider.

- We find disproportionate funding to employment services ie PSP as compared to ISCA
- PSP is very poorly funded, but requiring the most intense support due to complex needs of the client group
- We would suggest that ISCA places judgement in regard to 'choosing' clients for successful outcomes
- We find that the referral process from PSP to DEN program extremely unsatisfactory & stressful for the already vulnerable PSP client (ie another JCA required)
- Because of the economic outcome requirements on PSP we find that the most disadvantaged clients are the most 'disadvantaged'.
- PSP employment placement outcomes are totally unreasonable – a sustained 15 hours per week is unrealistic & no claimable wage subsidy is available.
- We feel that because the ESA PSP Providers are in competition, that this puts performance measurements before the welfare of the client.
- The PSP clients that have lost their licences are unable to gain employment & therefore highly unlikely to be employed or attend study – this is even more of a barrier in regional areas.
- Social outcomes could be weighted in direct relation to their participation in program & improvement in their lives.
- WfD participation should be rewarded & weighted more heavily
- DSP recipients are discouraged to participate in employment programs because of the threat of losing their DSP through the process of a JCA eg referral from PSP to DEN
- Funding for economic outcomes should be more highly paid.

Kind Regards

Robyn Toovey

**Personal Support Programme Manager
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