

DEWR Response
NORTH REGIONAL EMPLOYMENT COLLECTIVE (NREC)

- ***Employment services are relevant to the circumstances and needs of the job seeker***
 - DEN services to be maintained as a specific service separate to other DEWR funded services
 - Capped and Uncapped streams to be maintained as separate services
 - There is a disincentive for DSP recipients to refer to DEN services; this needs to be addressed so that DSP recipients are able to access DEN services without fear of losing their DSP status
 - The function of the Job Capacity Assessment should separate referral from income support entitlements. KPIs for JCAs should not include referral on a specific timeframe which impacts suitability of referral for job seekers
 - Outlet capacity to directed to those services and/or areas of unmet need
 - Services should be able to receive funding for clients transitioning from Business Services
 - DEWR's schedule of fees needs to be indexed against the CPI to enable services to retain staff in a competitive job market

- ***Incentives for training which will improve the employability of job seekers (including incentives for long term training and education to address labour market needs)***
 - Wage Subsidy payments should be increased
 - A training outcome for DEN clients

- ***Job seekers receive appropriate training***
 - a Job Seeker Training Account which is separate to the DEN schedule of payments

- ***Performance management principles (including star ratings and business reallocation) that support sustainable outcomes and promote quality service delivery)***
 - **STAR RATINGS:** these need to change from a relative distribution model to a benchmark performance based model, thereby achieving a greater level of fairness across the sector

 - Internal weightings within the star ratings model which currently favour employment assistance, need to be changed to reflect an importance on all relevant aspects of the program including maintenance

 - **OTHER:** Capped program to be excluded from the tender procurement process. DEN Capped licences to be issued based

on achievement of Quality Assurance and benchmarking of employment places. This would allow stability for job seekers who are among the most marginalised in society

- DEWR's bureaucratic process and accountability requirements has put stresses and strains on retention of highly skilled experienced DEN staff, with many exiting the industry since transition from FaCSIA to DEWR
 - DEWR's contract is in conflict with the Disability Service Standards which underpins DEN service delivery and needs to change to reflect the act of Parliament (as it is a lot easier to change the contract rather than the Act of Parliament)
 - Australian Public Service should work closely with DEN providers to increase the number of people with disability they employ
- ***The minimisation of time and money spent on administration***
- Contract guidelines should be based on flexibility and less rigid compliance requirements. The current system of DEWR accountability and compliance reduces the government's value for money and makes it difficult for services to meet their obligations to the Disability Services Act
 - EA Reporting should be based on provider's needs
 - Continual change to operational guidelines needs to be addressed as this leads to excessive internal administration such as staff training