



UnitingCare Wesley Adelaide Inc.

10 Pitt Street
Adelaide 5000
South Australia

GPO Box 2534
Adelaide 5001
South Australia

Ph: (08) 8202 5111
Fax: (08) 8202 5842
Email:

enquiries@ucwesleyadelaide.org.au

Web: www.ucwesleyadelaide.org.au

2 May 2008

The Honourable Brendan O'Connor
Minister for Employment Participation
Parliament House
CANBERRA ACT

Dear Minister O'Connor

UnitingCare Wesley Adelaide (UCW Adelaide) welcomes the opportunity to respond to your letter of invitation to make comment on how Employment Services can be improved going forward into the new contract period.

UCW Adelaide has been providing Personal Support Programme services and prior to that, Community Support programme services for the past 10 years. We are proud of our ability to engage with a client group with multiple and complex barriers to employment and work with them to overcome significant personal issues.

Over the past couple of years, we have become increasingly concerned by the changes made to the model of the Personal Support Programme. Some changes have been subtle and some have been overt, however the combination of both has resulted in a programme whose philosophical framework has shifted dramatically. Of equal concern is the fact that UCW Adelaide as a service provider has not been consulted in relation to these changes and the likely impact these would have on our PSP client group, our PSP staff group or our agency.

In accepting your invitation to make comment, UCW Adelaide would like to highlight a number of issues we would like to see addressed during this period of review and would welcome an opportunity to discuss these with your staff in more detail. The identified issues for review are detailed further in Attachment 1.

Summary of issues for review

1. PSP becoming an exclusively pre-employment programme
2. Administration compliance requirements
3. High Performance Indicator Framework
4. DEEWR / provider relationship
5. EA3000 operational abilities
6. DEEWR Audits
7. PAGES rankings, single score and star ratings
8. Protection of client information
9. Absence of resources to support PSP clients
10. Breaching

11. Training incentives for clients
12. Management of the wait list

In addition to UCW Adelaide submitting this letter of response (focussing specifically on the Personal Support Programme), our organisation is also a signatory to the broader paper submitted by UnitingCare Australia. UnitingCare Wesley Adelaide is a member of the UnitingCare network. We are fully supportive of recommendations made in that document.

UCW Adelaide sees this call for responses as an important first step in re-shaping the future direction of Employment Services nationally and looks forward to further communication with your department about this.

Yours sincerely

Sue Park
Chief Executive Officer