



Australian Government
Department of Social Services



The Future of Disability Employment Services (DES) from 2018

These slides are being provided for information and applicants seeking to deliver DES are encouraged to undertake their own due diligence and research.

Have you registered your interest??



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Information to date

- Industry Information Paper released on 24 June
- 13 face-to-face information sessions conducted across Australia
- 680 registrations for information sessions
- 300+ questions.
- Webinar available via engage.dss.gov.au
- Registration Of Interest opened on 2 August
- Information including Q&As on Community Grants Hub

Indicative Timeline

Date	Task
24 June 2017 ✓	Release of Industry Information Paper
June/July 2017 ✓	Industry Information Sessions
2 August ✓	Registration of Interest Opens
14 August 2017 ✓	Release of June 2017 Star Ratings Registration of Interest period
29 August 2017	Registration of Interest Closes
11 September 2017	<ul style="list-style-type: none"> • Stage 2 Grant Application period opens • Letters to providers regarding contract continuation
End October	Stage 2 Grant Application period closes
November 2017	Grant Assessment process begins
February/March 2018	Grant outcomes announced. Initial round of offers to providers.
April-June 2018	Transitioning of exiting and continuing providers
1 July 2018	Commencement of new model.



The DES Landscape

DES Entry Points

- Centrelink referrals – 91%
- Direct registration – 8%
- Job in Jeopardy (JiJ) – which assists at-risk workers – *(to be known as Work Assist from 2018)* – less than 1%

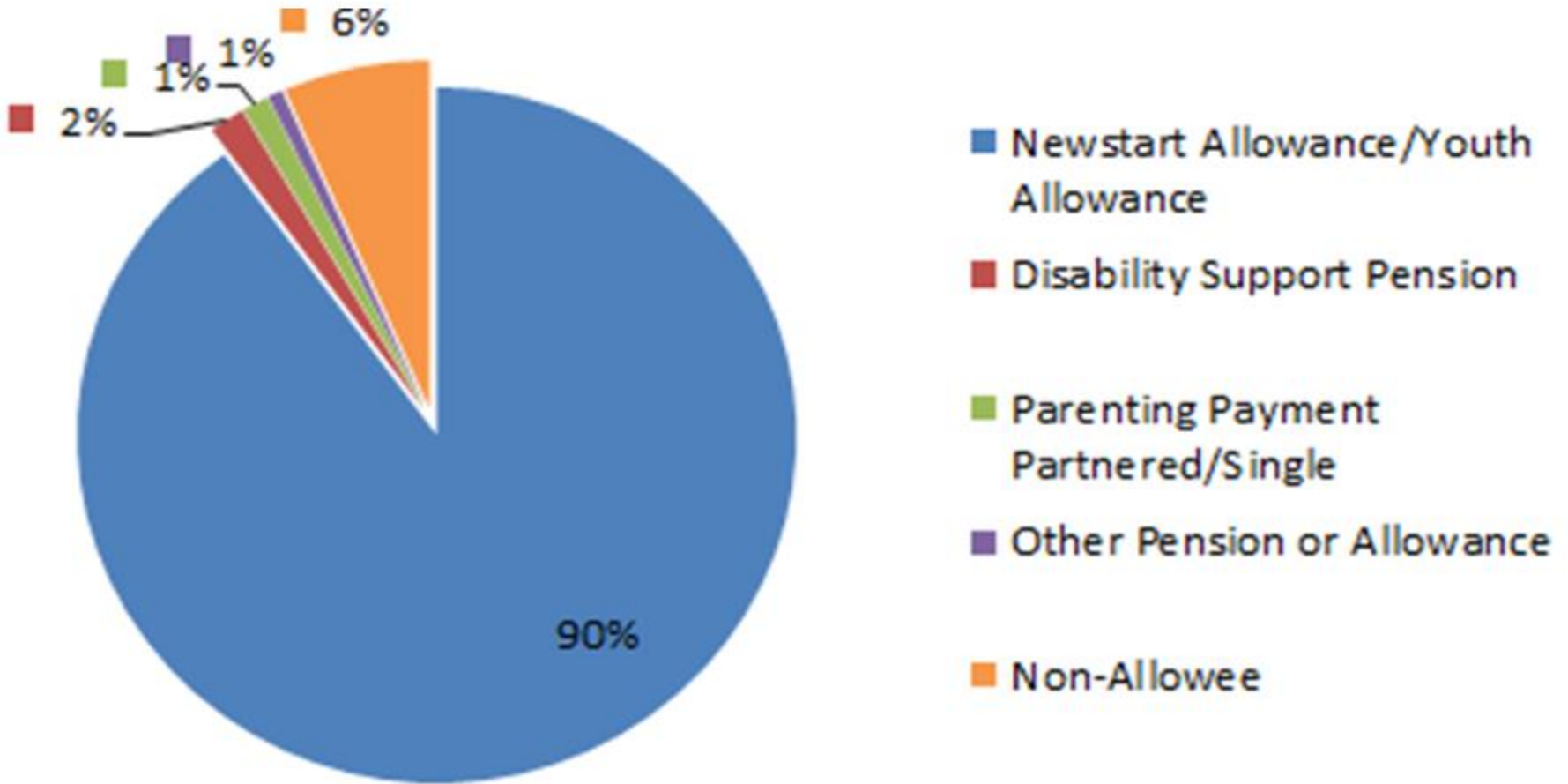
Commencements and Placements (DSS Annual Report 2015-16, Page92)

Table 2.5.3: Disability, Mental Health and Carers — Progress achieving goals

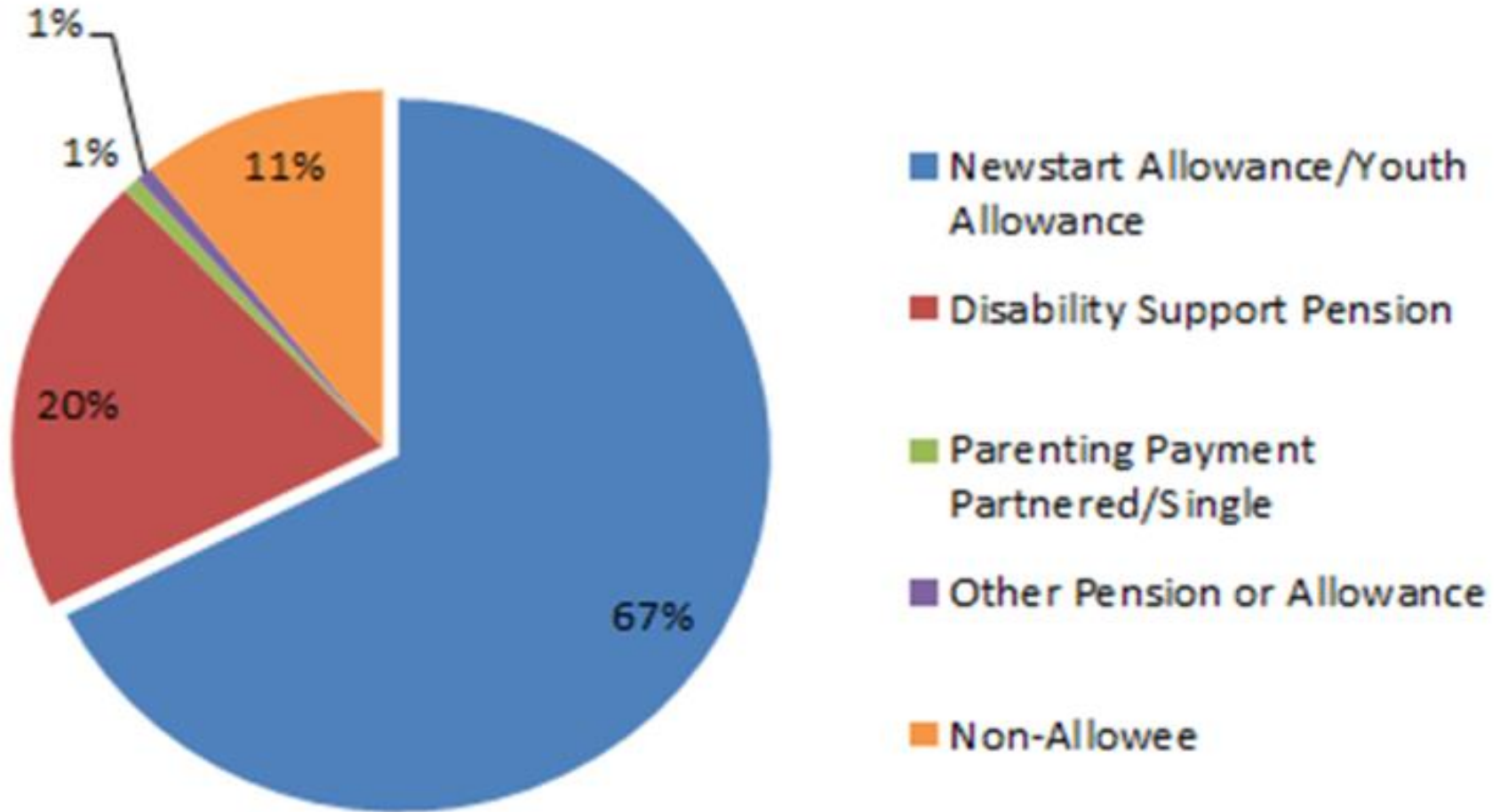
Key performance indicator	2015–16	2014–15	2013–14
Disability Employment			
Number of commencements	86,729	96,918	93,395
Total job placements achieved	49,757	48,048	46,574
Disability Management Service			
Number of commencements	41,781	46,967	47,088
Total job placements achieved	22,153	20,428	22,197
Employment Support Services			
Number of commencements	44,948	49,951	46,307
Total job placements achieved	27,604	27,620	24,377
Community Mental Health			
Percentage of participants maintaining progress against relevant goals	92% ^a	95%	97%

^a This indicator was previously measured by a survey that providers sent to selected participants. It is now collected from the DSS Data Exchange. Results for 2015–16 are not comparable with previous years.

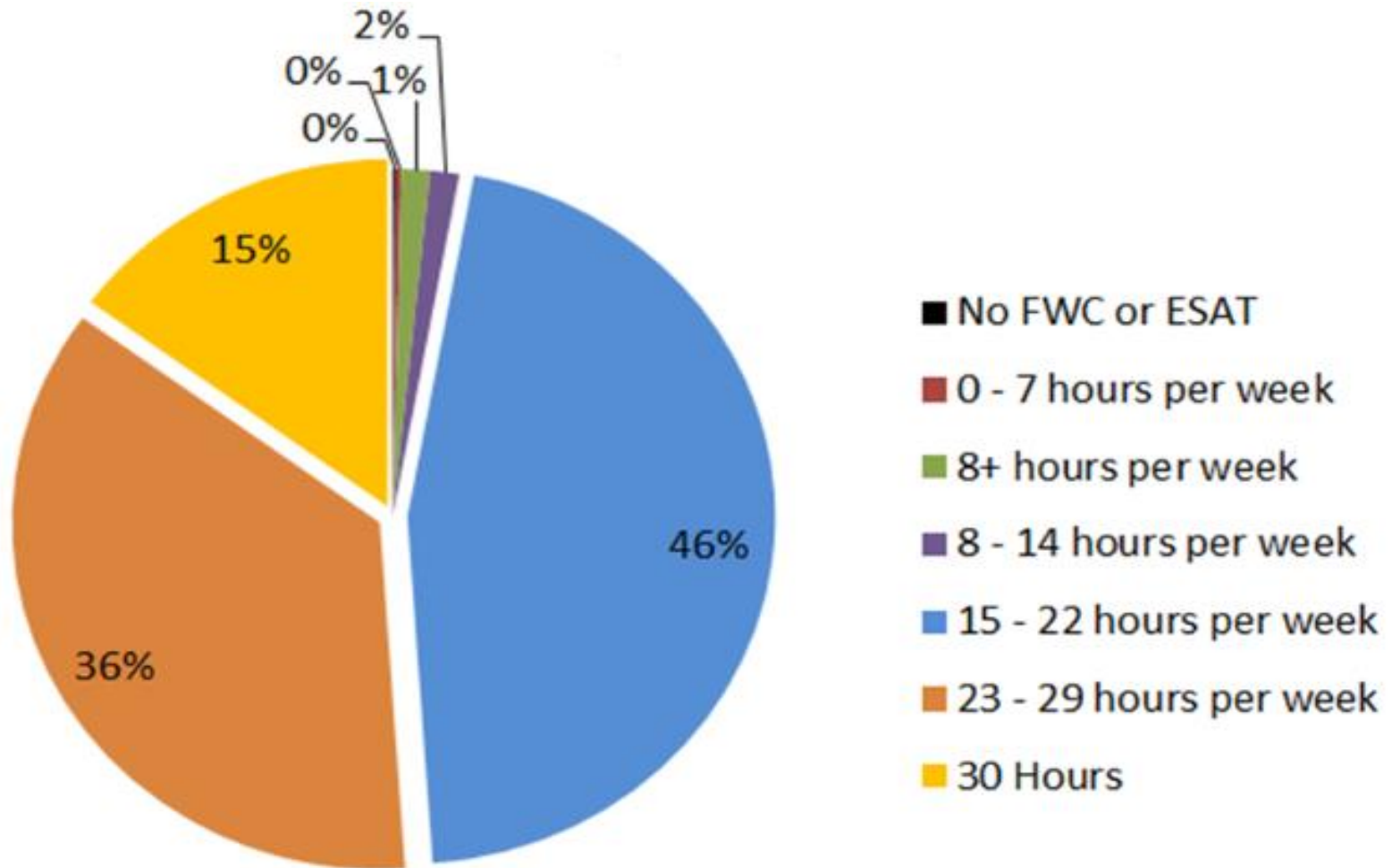
DMS Caseload by Allowance type



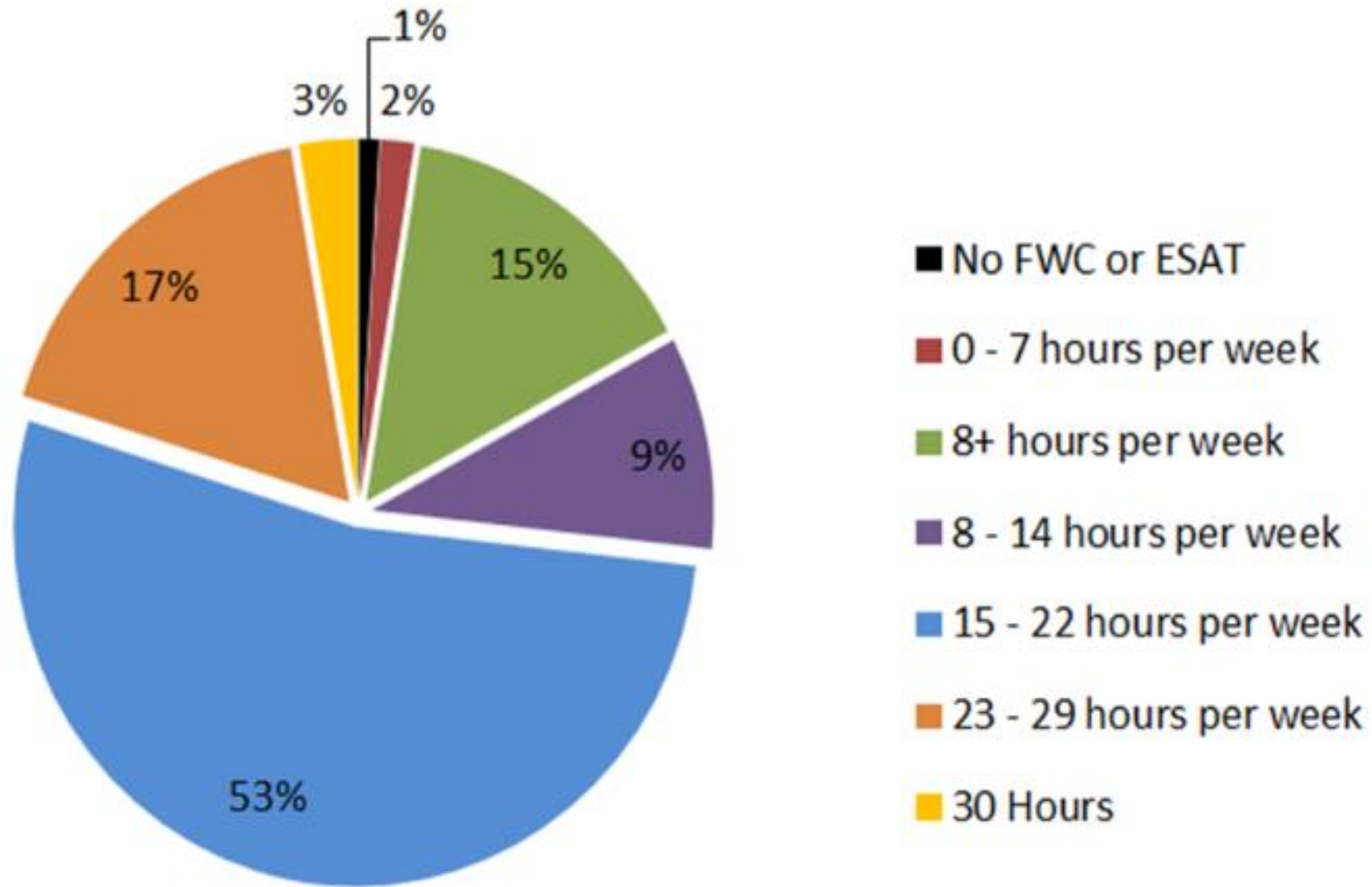
ESS Caseload by Allowance Type



DMS Caseload by Future work capacity



ESS Caseload by Future work capacity



Employment Assistance caseload

Disability group	Number of participants by band									
	DMS					ESS				
	1	2	3	4	5	1	2	3	4	5
Acquired brain injury	13	58	77	87	94	63	259	254	258	283
Autism	47	93	72	38	5	785	1387	879	430	176
Hearing	42	130	120	115	124	171	324	225	223	169
Intellectual	29	40	28	17	9	836	1277	651	321	170
Neurological	95	451	492	522	565	253	704	702	685	666
Physical	919	5642	9320	11223	12152	422	2909	5498	7844	10603
Psychiatric	740	4248	6154	6394	5769	711	4771	7689	8387	7769
Specific Learning	62	152	140	85	37	491	1062	830	464	192
Speech	9	20	10	7	2	49	41	22	12	19
Vision	13	70	122	138	209	98	216	208	212	310

at 31 March 2017

Outcomes

Service	Funding Level	Outcomes
Disability Management Service (DMS)	5	3877
	4	6923
	3	9630
	2	11881
	1	3141
Employment Support Service (ESS)	5	3875
	4	6055
	3	8842
	2	12544
	1	7471
TOTAL Disability Employment Services	5	7752
	4	12978
	3	18472
	2	24425
	1	10612

The table below includes all actual 13 and 26 week outcome claims (full and pathway) for the period between 1 April 2015 and 31 March 2016 by the new risk-adjusted funding bands

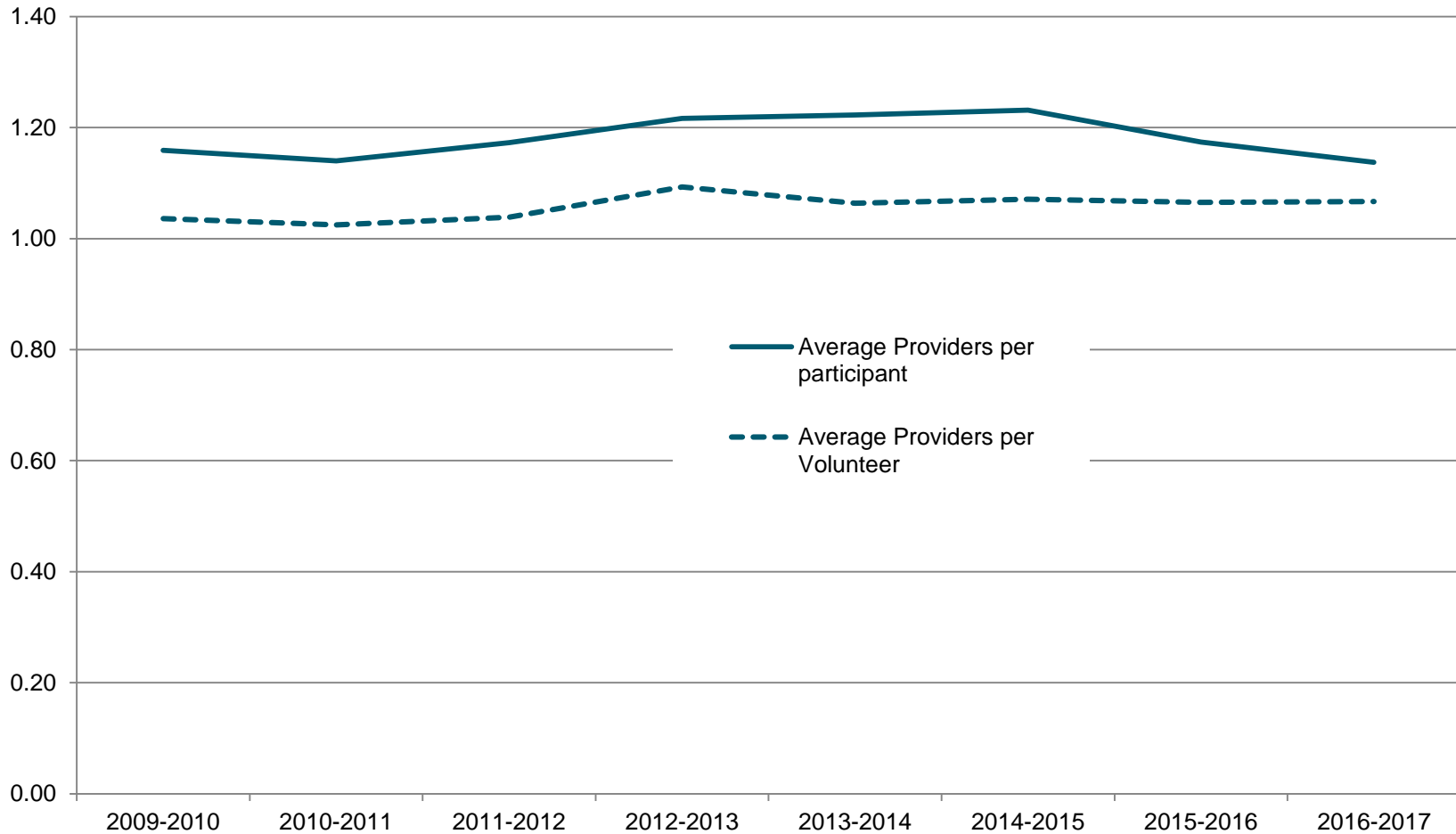
DSP Recipient potentially eligible for DES

State		Total by Age				Total by Work capacity					
		under 18	18 to 25	26 to 45	46 to 65	FWC 8+	FWC 8-14	FWC 15-22	FWC 23-29	FWC 30+	not assessed
*	13			< 5	n.p.		13				
ACT	2470	n.p.	n.p.	827	1468	316	1992	106	25	10	21
NSW	83845	92	4609	20923	58221	6957	68737	5011	1231	601	1308
NT	3566	< 5	153	1296	2113	323	3082	64	21	31	45
QLD	49184	47	3386	13617	32134	5899	38558	2761	665	298	1003
SA	18882	11	807	4917	13147	1981	14347	1853	377	141	183
TAS	7080	11	454	1983	4632	670	5656	416	115	39	184
VIC	55354	74	2738	15086	37456	5710	44802	3155	719	358	610
WA	16367	36	798	4463	11070	1917	12826	807	270	164	383
(blank)	248		< 5	n.p.	n.p.	10	112	11	< 5	< 5	109
Grand Total	237009										

*Residential address overseas

Source: DHS administrative data

Average number of movements per participant



Key reasons for movement

Relocated - Change of Address Provider to Provider	27%
By Agreement Transfer Site to Site	16%
Transfer to another site	13%
By Agreement Transfer Provider to Provider	12%
Better Servicing	8%
DES transfer - eligibility change due to JCA	5%
Volunteer job seeker confirms request to Exit	5%
Provider choice following relocation	4%
Relocated - Change of Address Site to Site	4%



The DES Application Process

Stage 1 – Registration of Interest (ROI)

- Unrestricted ROI for ALL organisations wishing to provide DES after 1 July 2018
- Indication of ESAs being applied for and for each ESA:
 - Services to be delivered – DMS and/or ESS
 - Whether specialist and/or generalist services
- Organisations which do not register interest will **not** be eligible to proceed to Stage 2
- Commenced on 2 August and open until 29 August
- ROI will not be assessed

Moratorium on contract changes

- Freeze on requests/approvals for novation or contract changes from:
 - close of the Registration of Interest process (ROI) on 29 August 2017until
 - the execution of the new Grant Agreements (estimated March 2018)
- Extenuating circumstances

Invitation To Treat (ITT)

- Existing DES Providers who have registered in Stage 1
- Invited to continue to deliver DMS and/or ESS in ESAs where DES provider is:
 - Is performing 3-Stars or above for that service or those services
 - Received new or additional business in 2016-17 reallocation process, or
 - Received new or additional business due to gap filling arrangement in 2017

Summary of DES ITTs

Program	ITT Status	Contracts @ June 2017	Caseload
DES	Contracts to be offered ITTs	594	139,000
	Contracts not eligible for an ITT	203	48,000
	Total Contracts	797	187,000
DMS	Contracts to be offered ITTs	273	61,000
	Contracts not eligible for an ITT	93	23,000
	Total Contracts	366	84,000
ESS	Contracts to be offered ITTs	321	78,000
	Contracts not eligible for an ITT	110	25,000
	Total Contracts	431	103,000

ITT Process

- The process:
 - Letter on 11 September
 - Via email identified in ROI
- Conditions
 - ITT based on the service type and foot print at June 2017 Star Ratings
 - The moratorium on contract change will apply

ITT Process (continued)

- ITT recipients can apply for additional business through the Stage 2 – Restricted Grant Application process for:
 - any additional DES services or additional ESAs; or
 - any contracts that are declined through the ITT process (as a result of changes)
- Impacts on Selection Criteria 1 for ITT recipients

Stage 2 – Grant Application

- Organisations which lodged ROI in Stage 1 invited to:
 - Submit an application – new providers, existing contracts below 3 Stars, existing providers wishing to expand service type or coverage
 - Accept or decline an ITT – 3 star or better contracts with continuing providers
- Non-competitive process
- Open for 6 weeks
- ITT will run separately alongside Grant Application process

Application Pack

- Application Form
- DES Grant Opportunity Guidelines (GoG)
- Draft Grant Agreement
- Preliminary Questions and Answers
- Information to be provided by an organisation

Draft Assessment Criterion 1

Management and Governance

- Demonstrate how your organisation's management and governance arrangements will drive performance and quality service delivery.
- Limit: 15,000 characters for response.

Draft Assessment Criterion 2

Understanding of, and strategies to deliver, Disability Employment Services

- Demonstrate how your organisation will deliver employment services for people with disability and achieve sustainable employment outcomes.
- Limit: 15,000 characters for response (if applying for ESAs identified in the application as metropolitan locations)
- Limit: 15,000 characters for response (if applying for ESAs identified in the application as regional locations)

Draft Assessment Criterion 3

Understanding of, and strategies to deliver, Disability Employment Services for specialist cohorts

- Demonstrate how your organisation will deliver employment services for people with disability in specialist cohorts and achieve sustainable employment outcomes.
- Limit: 5,000 characters for response (for each specialisation)

Draft Assessment Criterion 4

Past performance

- Demonstrate your organisation's experience and past performance delivering disability or employment services (or similar services) relevant for people with disability.
- Limit: 25,000 characters for response (if applying for ESAs identified in the application as metropolitan locations)
- Limit: 25,000 characters for response (if applying for ESAs identified in the application as regional locations)

Other requirements

- ESAs and coverage - sites
- Financial viability and other checks of applicant organisations
 - Applicants not currently delivering DES must complete a financial and credentials information form
- National Standards for Disability Services
 - Must be certified compliant or must obtain certification within 12 months
- Information Technology Certification
 - Must obtain security accreditation within 36 months



Transition to new arrangements

Draft Transition Principles

- Minimal disruption and continuity of service delivery for participants and employers
- Honour existing contractual arrangements with current DES providers
- Transition activities must support the commencement of the new model on time on 1 July 2018

Transition Arrangements

- Transition Period to commence in April 2018.
- Participants with exiting providers will be able to choose their new provider
- Other participants can choose from 1 July 2018
- Period of service will continue for all participants

Transition Reference Group

- First meeting held on 16 August 2017
- Membership of the Reference Group includes:
 - DES provider peaks
 - Participant group representatives
 - Dept. of Human Services and Dept. of Employment
- Topics discussed during the first meeting included:
 - elements of participant choice during the transition period;
 - planned communication activities; and
 - opportunities to enable participant choice.

Transition Reference Group

- Next meeting will be held towards the end of September.
- Topics for discussion will include:
 - Changeover of Fee schedules;
 - Star Ratings;
 - Provider communications – Fact sheets, Guidelines etc; and
 - Thin Markets – Options and handling strategies for ESAs with no or insufficient provider coverage

Other work related to DES

- School Leaver Trial
- Employment Services Assessment Review
- Star Ratings Review
- National Panel of Assessors Application

National Panel of Assessors (NPA)

- New NPA panel from 1 July 2018
- NPA Industry Information Paper:
www.engage.dss.gov.au
- Applications open 11 September 2017
- Applications will be advertised soon on
www.communitygrants.gov.au
- Subscribe for updates and application alerts

Useful Information and Links

- Community Grants Hub
- Labour Market Information Portal
- DES Deed
- ESA Maps
- Engage Website

Register your interest!!



<https://www.communitygrants.gov.au>

Questions ?

