



Australian Government

Department of Education, Employment and Workplace Relations

The New Disability Employment Services Towards Implementation



Disability Employment Services

- Commence 1 March 2010
- Progress to date
 - IT System Development
 - The Performance Framework
 - Transition
 - Training



Employment Services System IT Consultation

- Different methodologies were utilised, including:
 - 90 LiveMeets
 - 12 Face to face meetings
 - 3 series of CEO Information Sessions
 - 16 IT Advisory Group meetings
 - 4 Surveys
- A Web page



Consultation Feedback

From the Surveys...

“Please continue the great improvement on servicing your members. I think ESS has improved a lot due to the continued listening to feedback from its end users. It will only get better if this trend follows.”

“The simultaneous Face to Face and LiveMeet sessions were/are great.”

“Face to Face sessions allow flexible delivery, and time to examine areas that are sometimes overlooked.”

To Help Desk...

‘we are very impressed with the new functionality, it makes our job much easier’

‘this is the first time we've been able to keep working on the first day of a new system, there have been no bugs and no crashes’

‘the Learning Centre is great, we've been able to have some training beforehand and it's really helped’



Moving Forward with DESIT Build

- . DESIT Consultations
- . DES development will continue to deliver improved accessibility, usability and reporting for you
- . The enhanced system features and reporting capabilities already available in ESS will become available for DES providers



Feedback

Email: IT.Consultation@deewr.gov.au

Webpage:

<http://www.workplace.gov.au/workplace/Publications/DisabilityEmploymentServicesITConsultation.htm>

Newsletter:

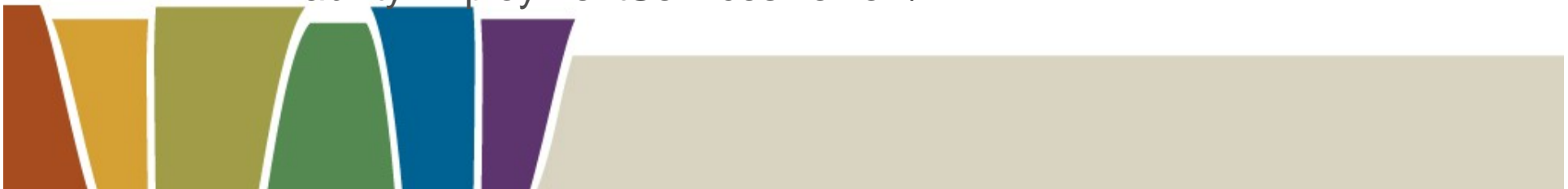
Subscribe via EA Knowledgebase article 3720 or

receive via email - IT.Consultation@deewr.gov.au



Performance Framework

- Industry Reference Group.
- The industry group consisted of representatives from: ACE, AFDO, ARPA, NDS, NESA.
- The Disability Employment Services Performance Framework Industry Reference Group report
www.workplace.gov.au/workplace/Publications/PolicyReviews/DisabilityEmploymentServicesReview/



Key objectives for the performance framework:

- Fair
- Transparency
- Consistent
- Improving information
- Continuous improvement



IRG Key Recommendations

- Comparative performance
- Regression
- Distribution of Providers across ratings bands
- Measures and Weightings
- Referral to Commencement
- Timeliness Measure
- Ongoing Support
- Measures of Service Quality



What's Next?

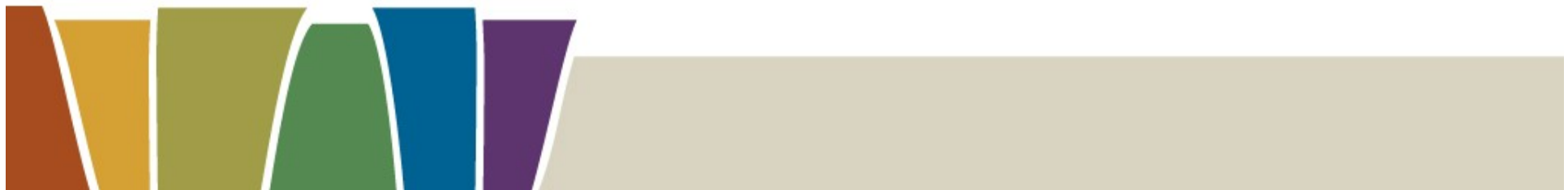
Establishment of a Technical Reference Group (including external experts and providers) to work on the more technical aspects of the framework, including:

- Reliable regression methodology,
- If appropriate, further analysis and development on the placement of bandwidths.
- Additional work to be undertaken on the evidence guidelines to support KPI 3 (Quality)
- Development of format for regular reports.



Transition

- Will require careful attention
- Transition information available at:
www.workplace.gov.au/publications/purchasing
- Detailed Transition Reference Document – Nov 2009:
- Transition enquiries:
Transition2010@deewr.gov.au



Training for DES

3 Levels of Training

Level 1: Introductory
(concepts, messages
and intent)

Level 2: Operational
Policy and Procedures

Level 3: The IT system





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