



Australian Government
Department of Social Services

National Disability Employment Framework - Issues Paper

May 2015



Purpose of this paper

The Australian Government is committed to improving the employment outcomes for people with disability. The Government has established a Disability Employment Taskforce to review the current support system and develop a new National Disability Employment Framework. The Taskforce will carry out two rounds of public consultation to hear your views on how we can achieve this aim. The consultation process will include forums across Australia, as well as opportunities to have your say online. The full consultation process is outlined below.

This paper is the first stage of the process. In it we outline what the Australian Government is currently doing to help people with disability find and keep jobs. We also pose questions to encourage discussion about ways we can improve what we are doing to lead to better employment outcomes for people with disability.

Consultation process overview

Time	Activity	Description
May 2015	Issues paper	We have developed this paper to outline what the Australian Government currently does to support employment for people with disability. At various points we pose questions to generate discussion with an aim to encourage creative solutions to inform future policy directions.
May/June 2015	Consultation round 1, including public forums	We will visit capital cities and several major regional centres to discuss questions raised in this paper. We will also maintain a website to seek feedback and discussion on the questions raised in this paper.
August 2015	Discussion paper	We will develop and publish a discussion paper to suggest solutions to better support employers and people with disability to find and keep jobs. This paper will take into account a range of evidence and information including the views shared at the first consultation round.
August/September 2015	Consultation round 2, including public forums	We will visit several capital cities and some other centres to discuss possible solutions to improving employment outcomes for people with disability, outlined in the discussion paper. We will also maintain a website to seek feedback and discussion on the options raised in the discussion paper.
First half of 2016	Development of a new disability employment framework	We will develop a new employment framework that will outline new ways that the Australian Government can support employment options for people with disability. This Framework will take into account a range of evidence and information including the views shared throughout the consultation process.

How can I take part?

You can share your opinion with us in person at a public forum, or by making a written submission on our website.

For more information, go to [DSS Engage](#).

Glossary of terms

Term	Description
ADE	Australian Disability Enterprise
DES	Disability Employment Services
Disability	Includes sensory impairment, physical impairment, learning disabilities, mental health conditions or behavioural conditions
JSA	Jobs Services Australia
Life-course	A sequence of stages and events that people typically pass through as they progress from birth to death
NDIS	National Disability Insurance Scheme
PHaMs	Personal Helpers and Mentors
SDAC	Survey of Disability, Ageing and Carers
We	The Department of Social Services

Australians with Disability

According to the Survey of Disability, Ageing and Carers (SDAC), 4.2 million Australians (or 18.5 per cent) reported having a disability in 2012. A further 4.7 million people (21 per cent) had a long-term health condition that did not restrict their everyday activities. For those people with disability, 3.7 million (88 per cent) had a specific limitation or restriction that meant they were limited in the core activities of self-care, mobility or communication, or restricted in schooling or employment.

The rate of disability increases with age. Less than 1 in 20 children under the age of five have a disability compared to almost 9 in 10 people aged 90 years and over in 2012.¹

When identifying their main condition, 81 per cent of people with disability (3.4 million people) reported a physical condition and 19 per cent (813,900 people) reported a mental or behavioural disorder.² The main physical conditions reported were conditions of the musculo-skeletal system and connective tissue which were reported by one third (33 per cent) of people with disability. These conditions included back problems (15 per cent) and arthritis and related disorders (14 per cent). Of the 19 per cent who reported a mental or behavioural disorder as the condition causing them the most problems, intellectual and developmental disorders were the most common primary disability identified (5.6 per cent), followed by depression and mood affective disorders (3.8 per cent) and dementia and Alzheimer's disease (2.1 per cent).

Workforce Participation of People with Disability

Employment Outcomes

Australia's employment outcomes for people with disabilities are poor, despite low levels of unemployment and changes to Government employment programmes over recent years.

According to the SDAC, in 2012 there were 2.2 million Australians with disability of working age. Of this group, only 52.9 per cent were in the workforce or actively seeking work. This rate compared to a workforce participation rate of 82.5 per cent for people without disability in 2012. This means that over a million Australians of working age with disability were outside the workforce.

Australia's workforce participation rate of 52.9 per cent for people with disability is low by international standards.³ Additionally, for those in the workforce, there are concerns about underemployment and whether jobs are matched with skills and abilities or focused on career options for the individual.

The Australian Government is looking at ways to improve the employment outcomes for people with disability to enhance their social and economic participation.

This Issues Paper examines the current range of employment support for people with disability to help us develop an improved National Disability Employment Framework for 2018 and into the future.

Barriers to Workforce Participation

People with disability may face many barriers to participating in the workforce. An Australian Chamber of Commerce and Industry report from February 2013 summarised three main barriers to employment for people with disability as:

- lack of skills and workforce preparedness, including technical or discipline specific skills, language, literacy and numeracy skills and employability skills;
- lack of employer engagement by employment services providers; and
- employer perceptions and misconceptions about employing people with disability.⁴

¹ Australian Bureau of Statistics (2012), *Survey of Disability Ageing and Carers*

² Australian Bureau of Statistics (2012), *Survey of Disability Ageing and Carers*

³ Organisation for Economic Co-operation and Development (November 2010); *Sickness, Disability and Work: breaking the barriers*

⁴ Australian Chamber of Commerce and Industry (February 2013), *Improving the Employment Participation of People with Disability in Australia – ACCI Response*

These barriers suggest that an approach to improve employment outcomes for people with disability must not only focus on making job seekers job ready, but equally must focus on meeting employer needs, improving and harnessing labour market opportunities, and improving employer engagement with the disability sector.

The Benefits of Employing People with Disability

If the barriers to employment can be overcome, there are a range of benefits to employing people with disability, not only for the individual, but also for business. Many organisations are already recognising the strong business case for supporting diversity in the workplace. The Australian Chamber of Commerce and Industry lists the benefits of employing outside the mainstream recruitment pool as:

- creating a competitive advantage – research shows focusing on diversity is an effective way to become more innovative;
- securing a future workforce – the future labour market is likely to be more competitive so diverse employment practices can help overcome skills and labour shortages;
- being an employer of choice – diversifying the employment base can help businesses to be seen as employers of choice;
- building employee loyalty – employees are likely to respond to opportunities with enthusiastic and loyal service; and
- businesses that employ a diverse workforce can gain a competitive edge, as their employee profile may better reflect the diversity of their customer or client base.⁵

An important part of improving employment outcomes for people with disability is promoting these benefits to employers and the broader community.

Questions

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| <p>What can improve employment outcomes for people with disability?</p> <p>What can help reduce barriers for people with disability seeking employment?</p> <p>What can help reduce barriers for employers hiring people with disability?</p> <p>How can we promote the benefits of employing people with disability?</p> |
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A Better Future

The Australian Government is committed to encouraging and supporting the equal and active participation by people with disability in economic and social life. This is underpinned by the *Disability Discrimination Act 1992* and Australia's ratification of the *United Nations Convention on the Rights of Persons with Disabilities* in 2008 and more recently by the development of the *National Disability Strategy 2012-2020* and the roll out of the *National Disability Insurance Scheme (NDIS)*.

The NDIS will play an important role in placing the individual at the centre of service delivery and linking different system and service elements together to support positive outcomes for people with disability. This is an approach to providing support to people with disability that will significantly alter community attitudes and the expectations of people with disability.

The Australian Government sees a future where people with disability, like other Australians, can expect to participate economically and socially in the workplace to the best of their ability. It supports an investment in the individual to reach their full potential, and also provide what employers need.

⁵ Australian Chamber of Commerce and Industry (2012), *Employ outside the box: The rewards of a diverse workforce*.

Principles for Changes to Disability Employment Services

A number of recurring themes have arisen in consultations, evaluations and discussions with a range of groups over recent years. For example, an internal evaluation of DES found:

- a lack of awareness of Government support available to help both individuals and employers;
- a need for greater emphasis on training and job satisfaction and suitability, over job placement; and
- a need to relax prescribed administrative requirements of employment services to create a system which is flexible to meet individual and changing needs.⁶

Additionally, other reports such as the recent *People with Disability Australia (PWDA) Disability Employment Services (DES) Consumer Engagement Project* and the Australian Federation of Disability Organisations (AFDO) report *Consumers front and centre: What consumers really think about Disability Employment Services*, have supported these findings while also adding:

- a need for individualised approaches to increase choice and control for the jobseeker;
- a lack of focus on the needs of employers – matching people with jobs;
- inadequate ongoing support once employees are placed in a job;
- misconceptions about employing people with disability; and
- a need for a holistic approach to service provision which works across people’s lives.^{7,8}

Based on these themes and the approach of the NDIS, we have identified the following principles we believe should underpin the new framework for disability employment.

Principles	Benefits
Individual funding based on needs and aspirations	Choice and control to the individual
Market-based service provision	Flexibility, innovation and responsiveness to individually based consumer choices
Long-term career planning and capacity building	Sustainable employment outcomes that meet current and future labour market needs
Understanding of employer needs	Better match between job seeker and jobs, leading to better, longer term employment
Increased open employment options	Social and economic gains for the individual and broader community
Whole-of-government coordination and use of technology	Improved service pathways and reduced ‘red tape’ for clients and service providers
The person is supported through the life-course	An integrated approach that maximises lifetime wellbeing

Questions

Do you agree with these as the underlying set of principles for change?

Are there other principles you would include?

⁶ DEEWR *Evaluation of Disability Employment Services 2010–2013 - Final report*

⁷ People with Disability Australia. (August 2014) *PWDA DES Consumer Engagement Project*

⁸ Australian Federation of Disability Organisations, (2014) *Consumers front and centre: What consumers really think about Disability Employment Services*.

Current Services Overview

There are several Australian Government programmes available to assist people with disability find and keep jobs. These services are broadly targeted to groups based on their capacity to work and the level of support they need to find and retain employment. The programmes we will discuss in this paper are:

- Australians Disability Enterprises;
- Disability Employment Services (Employment support services and Disability Management Services);
- Job Services Australia; and
- support for employers.

In addition, the support available through the NDIS will address some of the barriers to finding and retaining employment, for example by funding personal attendant care at the time of day of a person's choosing, funding equipment related to the person's functional needs or funding specialised employment supports that respond to the nature of the person's disability. This is why Personal Helpers and Mentors (PHaMs), which provides personalised support to people with mental illness, is transitioning to the NDIS.

The following shows a continuum of services and support currently provided by government. It has been broadly matched to the ability level of the individual the programme is aimed at. In reality there are people with varying abilities in each of these services and individuals regularly move along the continuum between services.

Continuum of Current Employment Services and Support						
2.2 million Australians with disability of working age (2012 Survey of Disability, Ageing and Carers)						
	Level of support					Capacity to work
Individual's ability in relation to employment	Unable to work	Able to work in specialist supported environment	Able to work in mainstream with ongoing support	Able to work in mainstream after reasonable adjustment	Able to work in mainstream with employment support	Able to work in mainstream with no support
Programmes	<ul style="list-style-type: none"> • Day Programmes • the Personal Helpers and Mentors (PHaMs) service 	<ul style="list-style-type: none"> • Australian Disability Enterprises (ADEs) • PHaMs 	<ul style="list-style-type: none"> • Disability Employment Services - Employment Support Service (DES-ESS) • PHaMs 	<ul style="list-style-type: none"> • Disability Employment Services - Disability Management Service (DES-DMS) • PHaMs 	<ul style="list-style-type: none"> • Job Services Australia (JSA) • PHaMs 	<ul style="list-style-type: none"> • PHaMs
Available Payments	Disability Support Pension (DSP), Newstart Allowance (NSA), Mobility allowance					
Other Support	National Disability Insurance Scheme (NDIS)					
Support for employers	Employment Assistance and Other Services (EAOS) (including Employment Assistance Fund, Supported Wage System, JobAccess information support and website, the National Disability Recruitment Coordinator and Wage Subsidies).					

This is a continuum that maps the services available to people with disability against two characteristics of the individual: the level of support they require and their capacity for work.

Based on the combination of these characteristics, the 2.2 million Australians with disability of working age are broken into 6 categories; beginning with individuals that require a high level of support and are unable to work, through to those who do not require support and have the greatest capacity to work. The services and supports aimed to assist people based on the two characteristics are listed as follows:

1. Unable to work
 - Day Programmes
 - The Personal Helpers and Mentors (PHaMs) service
2. Able to work in specialist supported environment
 - Australian Disability Enterprises (ADEs)
 - PHaMS
3. Able to work in mainstream with ongoing support
 - Disability Employment Services – Employment Support Service (DES-ESS)
 - PHaMs
4. Able to work in mainstream after reasonable adjustment
 - Disability Employment Services – Disability Management Service (DES-DMS)
 - PHaMs
5. Able to work in mainstream with mainstream employment support
 - Job Services Australia (JSA)
 - PHaMS
6. Able to work in mainstream with no support
 - PHaMS

Payments that are available to all categories are listed underneath the continuum:

- Disability Support Pension (DSP);
- Newstart Allowance; and
- Mobility Allowance.

Other support available to all categories is:

- The National Disability Insurance Scheme

Programmes that provide support for employers are also listed:

- Employment Assistance and Other Services (EAOS) including:
 - Employment Assistance Fund;
 - Support Wage System;
 - JobAccess information support and website;
 - the National Disability Recruitment Coordinator; and
 - Wage Subsidies.

Questions

How effective are the pathways into these services?

How well do these programmes work together to support people with disability throughout their life-course, including for conditions episodic in nature?

Are there other services which could assist people with disability to find a job?

What scope is there to move employment services to an individualised funding model?

Employment Services in Context

This paper focuses on employment support services, however, they are only one element of support that can effect the employment outcomes for people with disability. Services in areas such as education, health and income support all play a role in the ability or willingness of people with disability to gain employment. This also includes services for carers and family members, including income support payments and employment support

How these services link with, and contribute to employment outcomes needs to be considered when trying to improve employment outcomes for people with disability. For example, having an employment focused investment in the early stages of life and transition from education to employment, or consistent messaging of employment requirements for income support.

The broader context around the person with disability, which includes the relationship with their carer or family, needs consideration. The employment of people with disability will affect a number of factors directly related to their carers, including the potential to increase the carers' ability to work and potential effects on income support payments. This may mean employment services also consider carers' employment options as well as the person with disability.

Questions

How can elements of the disability support system better link with employment support to improve employment outcomes for people with disability?

Are there other contextual factors of the jobseeker that should be considered?

Overview of current services and supports

The following presents an overview of the current services and supports available and poses questions to generate discussion on how well programmes meet the needs of people with disability and employers.

Disability Employment Services (DES)

Description

DES provides specialist employment assistance to help people with disability, injury or a health condition find and keep employment in the open labour market. DES also provides support to employers if needed. DES offers two uncapped programmes:

- **Disability Management Services (DMS)** - provides services to eligible job seekers with temporary or permanent disability, injury or health condition who need the assistance of a disability employment service but who are not expected to need regular, long-term support in the workplace.
- **Employment Support Services (ESS)** - is available to eligible job seekers with permanent disability injury or health condition who need regular long-term ongoing support in the workplace.

The Government contracts DES providers to provide open employment services for job seekers with disability and their prospective employers. Support includes individualised, tailored assistance with an emphasis on building capacity to work, work experience, job search assistance, skills development, education and training, and informed choice.

DES providers also have a key role in assisting people in receipt of income support to meet their mutual obligation and participation requirements.

Current funding for DES providers ceases in March 2018.

Performance

- Currently, around **140** DES providers run open employment services from over **2,200** sites across Australia.
- As at 31 March 2015, there were over **170,000** participants in the DES programme.
- Since the introduction of the programme in March 2010 there have been over **253,000** paid job placements for people with disability. This is a **59 per cent** increase compared to previous programmes.
- **32 per cent** of DES Employment Assistance job seekers were in employment three months following participation in DES.

Questions

How can DES providers better assist people with disability to prepare for and find a job?
How can DES providers better support people with disability in the workplace?
How can DES providers better support employers?
How can the employment service model be improved to help providers deliver better support?
Does DES need to be redesigned to operate in an NDIS environment?

Job Services Australia (JSA)

Description

The Australian Government started JSA on 1 July 2009 to:

- provide tailored assistance for job seekers
- provide early assistance to the most disadvantaged job seekers
- meet the skills needs of employers
- enhance opportunities for work experience, including improvements to Work for the Dole and Green Corps
- introduce a more work-like compliance system
- simplify programs and processes to reduce administration and red tape, to cut costs for service providers.

JSA providers are a mix of large, medium and small, for-profit and not-for-profit organisations that are experienced in providing services and support for job seekers and employers.

JSA providers offer personalised support to help job seekers to find a job. They also connect job seekers with other government initiatives, including training programmes, to help them gain skills to find and keep a job.

Job Active 2015

From 1 July 2015, a new national employment services system, Job Active, will begin to increase workforce participation by working age Australians and help more job seekers move from welfare to work. The new system will replace JSA.

The new employment service is a significant redesign of the current system. Its objectives are to:

- better meet the needs of employers;
- increase job seeker activation by removing the option of passive welfare and introducing stronger mutual obligation requirements;
- increase job outcomes for unemployed Australians with specific targets for Indigenous Job Seekers; and
- reduce service prescription and cut red tape.

Performance

- In 2013-14, **81** JSA providers delivered job services in over **1,700** locations.
- As at February 2015 there were **828,852** job seekers in JSA. **221,759** of these identified as having a disability.
- From when JSA began up until February 2015, more than **2.1 million** people have been placed in jobs. **407,777** of these people identified as having a disability.
- In the 12 months to February 2015, **76,917** job seekers with disability found a job placement. Of these, **32,606** achieved a 13 week outcome and **21,903** achieved a 26 week outcome.

Questions

How can JSA providers better assist people with disability to prepare for and find a job?

How can JSA providers better support people with disability in the workplace?

How can JSA providers better support employers and respond to employer needs?

How do you think the proposed changes will improve the JSA model and employment outcomes for people with disability?

Australian Disability Enterprises (ADEs)

Description

Australian Disability Enterprises are not-for-profit businesses that can be found across Australia in a variety of industries. ADEs are workplaces providing supported employment for employees with varying support needs. They provide employees with ongoing assistance to engage in work and gain the benefits of having a job such as improved confidence, self-esteem and social engagement.

ADEs also play a broader role in the community, the lives of people with disability and their families and carers providing a source of economic and social capital. For people with disability they can be more than just a job by providing opportunities to form social networks and being a source of social inclusion.

The Australian Government provides funding to ADEs for the ongoing assistance and training in the workplace they provide to employees with a disability to perform their jobs. Supported employment places are available to people with disability that are able to work for at least 8 hours per week. ADEs are transitioning to the National Disability Insurance Scheme.

Performance

- Currently, **191** ADEs provide supported employment in **299** outlets across Australia.
- Supported employment is currently provided to over **20,000** people with disability.
- In 2014, **159** ADE supported employees left ADEs to move into open employment.
- As of March 2010, **71 per cent** of all supported employees were employed on a part-time basis (less than **35 hours** per week) and worked an average of **25 hours** per week.⁹
- The most common industries for ADEs are packaging, landscaping, cleaning, recycling, and light manufacturing.¹⁰

Questions

Can we improve support for people moving out of ADEs into open employment?

How can ADEs operate as viable businesses?

⁹ DSS (March 2010) *Inclusion for people with disability through sustainable supported employment; Discussion paper.*

¹⁰ DSS (March 2010) *Inclusion for people with disability through sustainable supported employment; Discussion paper*

Support for Employers

Description

The Australian Government, as a part of DES, offers employers several services to assist them to employ a person with a disability through the Employment Assistance and Other Services programme (EAOS). This support includes the:

- **Employment Assistance Fund.** This helps people with disability and their employers by providing financial support to pay for special workplace equipment, modifications and services (including Auslan) the employee with disability requires to do their job.
- **JobAccess.** This is a website and free telephone information and advice service for employers and people with disability who have a job or are looking for one. It provides confidential, expert advice on all disability employment matters, including assistance available through the Employment Assistance Fund.
- **Supported Wage System.** This allows employers to pay a productivity based wage to people whose work productivity is reduced because of disability.
- **Wage Subsidy Scheme.** This provides funding to employers to employ participants with disability in the open employment market at award wages.
- **National Disability Recruitment Coordinator.** This works with large employers (who employ more than 100 people) to develop an agreement to commit the employer to increase their employment of people with disability.
- **Job in Jeopardy Assistance.** This is delivered by Disability Employment Services (DES) providers as part of the DES programme. It provides assistance to people in the workforce who are at risk of losing their job due to the impact of their injury, disability or health condition.

Performance

- The Employment Assistance Fund received **4,080** applications in 2013-14 and provided assistance to **2,787** people with disability.
- In 2014 there were about **850,000** unique visits to the JobAccess website. There are about **2,600** telephone and email enquiries to JobAccess advisors each month.
- In 2013-14 the Supported Wage System assessed **4820** people with disability. They were assessed as having a median productivity of **60 per cent** and received an average of **\$174.98** per week for an average of **14.6 hours** of work.
- In 2013-14 **16,023** job placements were supported by the Wage Subsidy Scheme and **6,838** of these positions reached a 26 week outcome.
- The National Disability Recruitment Coordinator has negotiated **53** new agreements with large employers since January 2013. It is projected to create over **700** job vacancies by the end of 2014-15.
- In the period 3 March 2010 until 31 August 2014, **5283** people received Job in Jeopardy assistance. Of those, **3406** remained in their jobs after assistance, including **1409** who required ongoing support.

Questions

Are employers aware of these supports?

How can supports help achieve long-term employment for people with disability?

Are the support needs of large employers different to the support needs of small employers?

How can we encourage more engagement between employers and people with disability?

What other supports or approaches could increase employment participation of people with disability?

Other Supports for People with Disability

In addition to employment services, there are other supports that may assist people with disability in achieving employment outcomes. In particular the NDIS and the services transitioning to it, like PHaMs, will work in a complementary way with employment services to help people with disability engage economically and socially to the best of their ability.

National Disability Insurance Scheme (NDIS)

Description

The NDIS is a new way of providing individualised support for eligible people with permanent and significant disability. The NDIS is a flexible, whole-of-life approach to the support needed by participants to pursue their goals and aspirations and participate in daily life. It provides participants with choice and control in reaching their full potential.

The NDIS is currently operating in seven trial sites and transition to full national coverage will start from July next year. Trial sites include the Newcastle and Lake Macquarie local government areas of the Hunter in New South Wales, the Barwon area of Victoria, Tasmania for young people aged 15-24, South Australia for children aged 0-13, the Australian Capital Territory, the Barkly region of the Northern Territory, and the Perth Hills area of Western Australia. In Western Australia, the experience of the comparative trials of the National Disability Insurance Agency NDIS model and the NDIS My Way model are informing the operational planning for the future of the NDIS in WA. From 1 July 2015, the NDIS will also roll out in the Nepean, Blue Mountains, Hawkesbury and Lithgow area for children and young people aged 17 years and under.

For the most part, the NDIS will work alongside employment services, including specialist and mainstream services, to help people with disability reach their employment goals. The assistance funded by the NDIS for participants may support employment goals. There are some specific elements of disability employment services which are in scope of the NDIS, including ADEs and PHaMs. These programmes are transitioning to the NDIS, so NDIS participants are provided with funding for supported employment as a part of their individualised funding package.

Performance

- At full rollout, the NDIS will support 460,000 people with significant and permanent disability.
- The NDIS is a nationally based scheme with funding and governance shared amongst all governments.
- The NDIS takes a lifetime approach to planning support for participants.

Questions

- In what way do you think the NDIS can support employment outcomes for people with disability?
- What do you think we can learn from the NDIS to improve job services for people with disability?

Personal Helpers and Mentors (PHaMs)

Description

PHaMs provides practical assistance for people aged 16 years and over whose lives are severely affected by mental illness. PHaMs helps participants to overcome social isolation and increase their connections to the community. PHaMs provides one-on-one support to help participants in their recovery journey and assists them to find other support services they may need.

A personal helper and mentor:

- helps participants to manage their daily activities and connect to their community;
- provides direct and individualised support through outreach services;
- provides referrals and links with appropriate services, such as drug and alcohol services or accommodation services;
- works with participants to develop individual recovery plans, focused on participants' goals;
- involves and supports family, carer and other relationships; and
- reports progress against the participant's individual recovery plan.

PHaMs has services specifically for employment. PHaMs Employment Services focus on assisting people to address non-vocational, or personal issues that are barriers to finding and maintaining employment, training or education. These services work closely with Government employment services to ensure that people with severe mental illness are able to use the labour market assistance that is available to them. PHaMs Employment services are in scope to transition to the NDIS.

Performance

- In 2013-14 PHaMs assisted **18,539** participants.
- **1,737** of these participants received assistance through PHaMs employment services.

Questions

What more can be done to assist people with mental illness to find a job?

What more can be done to support people with mental illness in the workplace?

Life-course and Diversity

The needs of people with disability change over their lifetimes and vary between different groups. These differences may change the types of support a person needs to help them find and keep a job.

Life-Course

We are also undertaking work on the life course of people with disability, which recognises the diversity of experience for people with disability across the stages of life. This may reflect the experiences of children in education, those seeking to transition into employment, disability that is episodic in nature and those who acquire disability during their life. This work will focus on the critical milestones which enhance the prospects of obtaining and sustaining employment.

Diversity

Different groups of people with disability may also have different needs. For example, the needs of someone with a physical disability will be different to the needs of a person with an intellectual disability or mental illness.

Employment services will need different approaches to assist these different groups of people. The following groups of people do poorly in terms of employment outcomes:

- people with mental illness and behavioural disorders;
- people with intellectual impairment in open employment;
- people with disability over 50;
- young people with disability, particularly when transitioning from school to work;
- people with disability and a work capacity of 8-14 hours a week;
- people with disability from culturally and linguistically diverse backgrounds; and
- Indigenous people with disability.

Questions

Are there particular milestones which have a positive impact on employment prospects for people with disability?

What issues need to be considered in relation to specific groups of people with disability?

What approaches work with the different groups and these different issues?

Notes

All figures used in this Paper which do not include a reference were sourced from DSS administrative data.

Contact details

You are invited to contribute to this discussion. Please visit our website for further details and to make submissions at [DSS Engage](#).

Alternately, hard copy submissions can be sent to:

Disability Employment Taskforce
PO Box 7576
Canberra Business Centre ACT 2610

If you have questions about this process you can email the Taskforce at:
disabilityemploymenttaskforce@dss.gov.au

Next Steps

Consultation on this paper is your first opportunity to contribute to the future directions of disability employment support services. It has highlighted the different elements of the current system and posed questions to generate discussion.

There will be another round of consultations in August and September 2015, following the release of more detailed options and proposals in a Discussion Paper.