



Australian Government

Department of Social Services

# Disability Employment Reform

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**Position:** Group Manager, Disability Employment

# Acknowledgement of Country



*The Department of Social Services acknowledges the traditional custodians of the land on which we meet today and their connections to land, water, culture and community.*

*We pay our respects to the elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.*

# Probity Statement

*The Department of Social Services is committed to conducting a fair, honest, and transparent process for the design and implementation of the new specialist disability employment program and related services.*

*For today's event, this means that:*

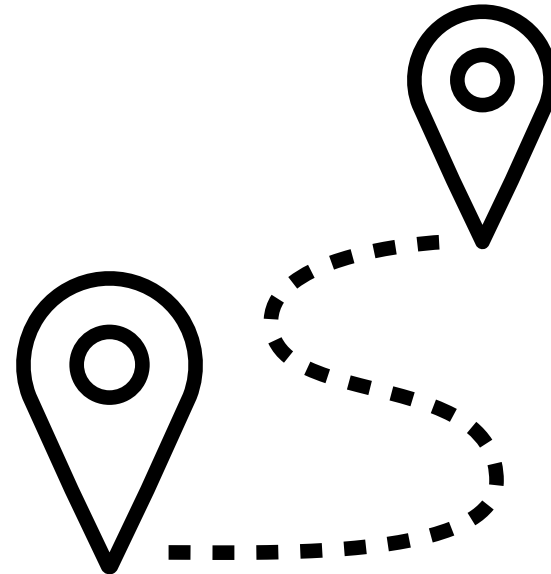
- this presentation will be made publicly available on the DSS Engage website*
- any views expressed, or information provided, by attendees to this event will be considered, along with the views expressed and information provided by other stakeholders.*

# Overview

## Key Topics

1. Summary of new program design
2. Market strategy
3. Supporting Programs
4. Performance Framework
5. Supported Employment

**The new disability  
employment program  
commences 1 July 2025**

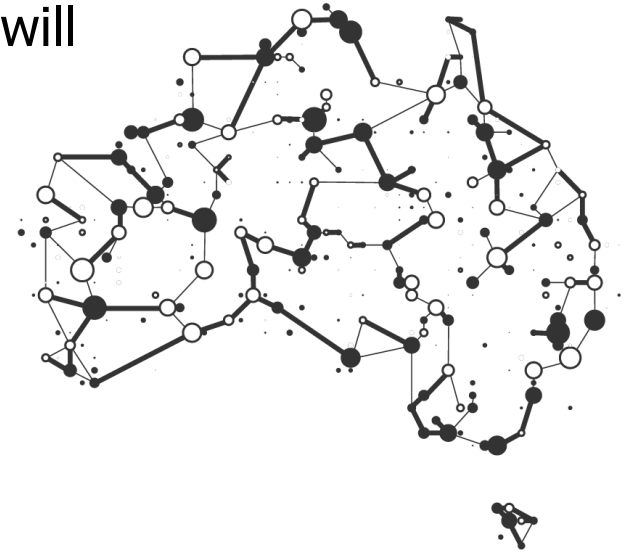


# Summary of new program design

- A simplified program design focussed on relationships with participants and employers and less complexity.
- Expanded eligibility targeting those who will benefit most.
- An intensive and flexible service to meet the individual needs of participants.
- A focus on meaningful engagement of participants to deliver a respected service led by the participant.
- Support whilst in employment for those who need it.
- Employer services to build capability to employ people with disability and improved wage subsidies.

# Market Structure

- The new program aims to strengthen the quality and diversity of providers.
- Specialist providers with deep expertise in a participant cohort will be encouraged.
- Balance market controls that support the viability of smaller and more specialist providers to enter or re-enter the market.
- Increase diversity and participant choice and control.
- Employment Service Areas (ESAs) remain the same.



# National Panel of Assessors and Disability Employment Centre for Excellence

## National Panel of Assessors (NPA)

The NPA program is a standing panel of independent assessment service providers contracted to provide assessments to support the needs of people with disability in the workplace.

The NPA program will continue to provide high-quality assessment services from 1 July 2025.

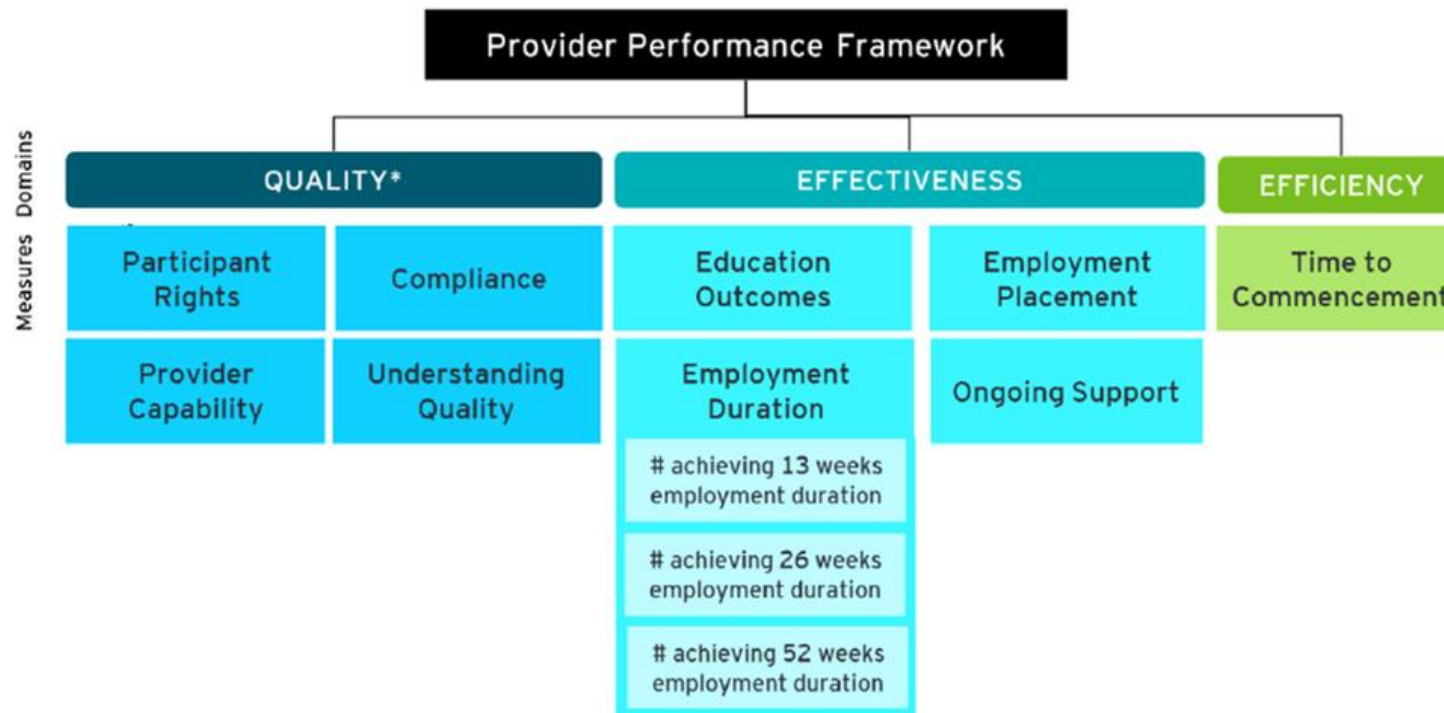
## Centre of Excellence

The Centre of Excellence will be an evidence-informed, best-practice hub that will focus on providing resources and tools to help employment service providers deliver disability aware quality services to both clients with disability and employers.

The Centre is intended to commence in March 2025, and share evidence-based best practice resources.

# New Performance Framework

- The new Performance Framework replaces the 2018 DES Performance Framework, Interim Measures and Star Ratings.
- It monitors and measures the performance of providers against an agreed set of key performance measures to continuously improve the overall performance of the program in achieving meaningful and sustainable employment outcomes for participants.
- The Framework uses the three Key Performance Indicators, consistent with the current DES Grant Agreement:





# Provider Scorecard

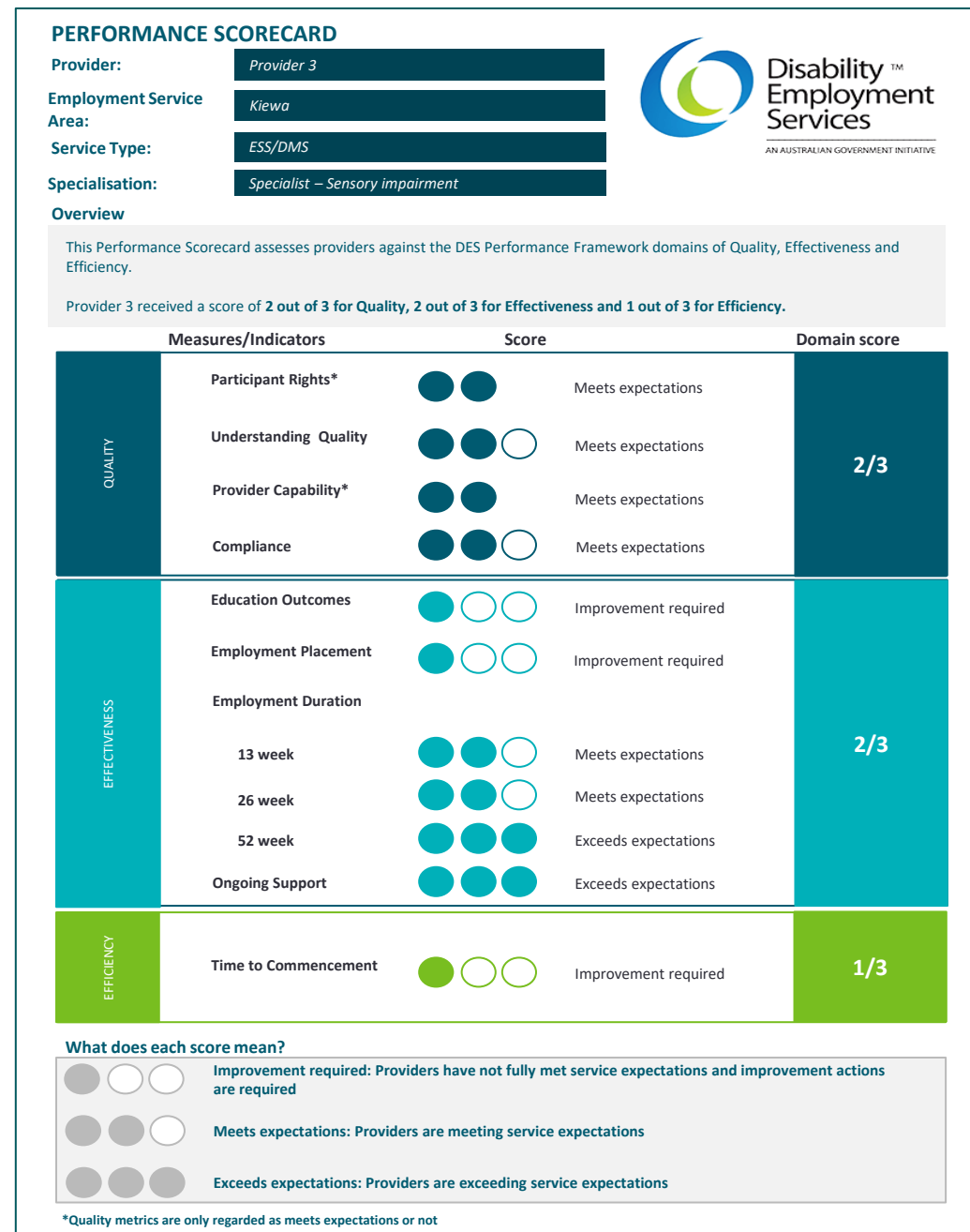
Detailed performance scorecards will be prepared for providers quarterly and include:

- A rating for each individual performance indicator and an overall score for that Key Performance Indicator (Quality, Effectiveness or Efficiency)
- A breakdown of the measures within each KPI, with a score against each.

First run of provider Scorecards produced for all providers late July 2024.

Due to availability of historical data, the first run of the Scorecards will include:

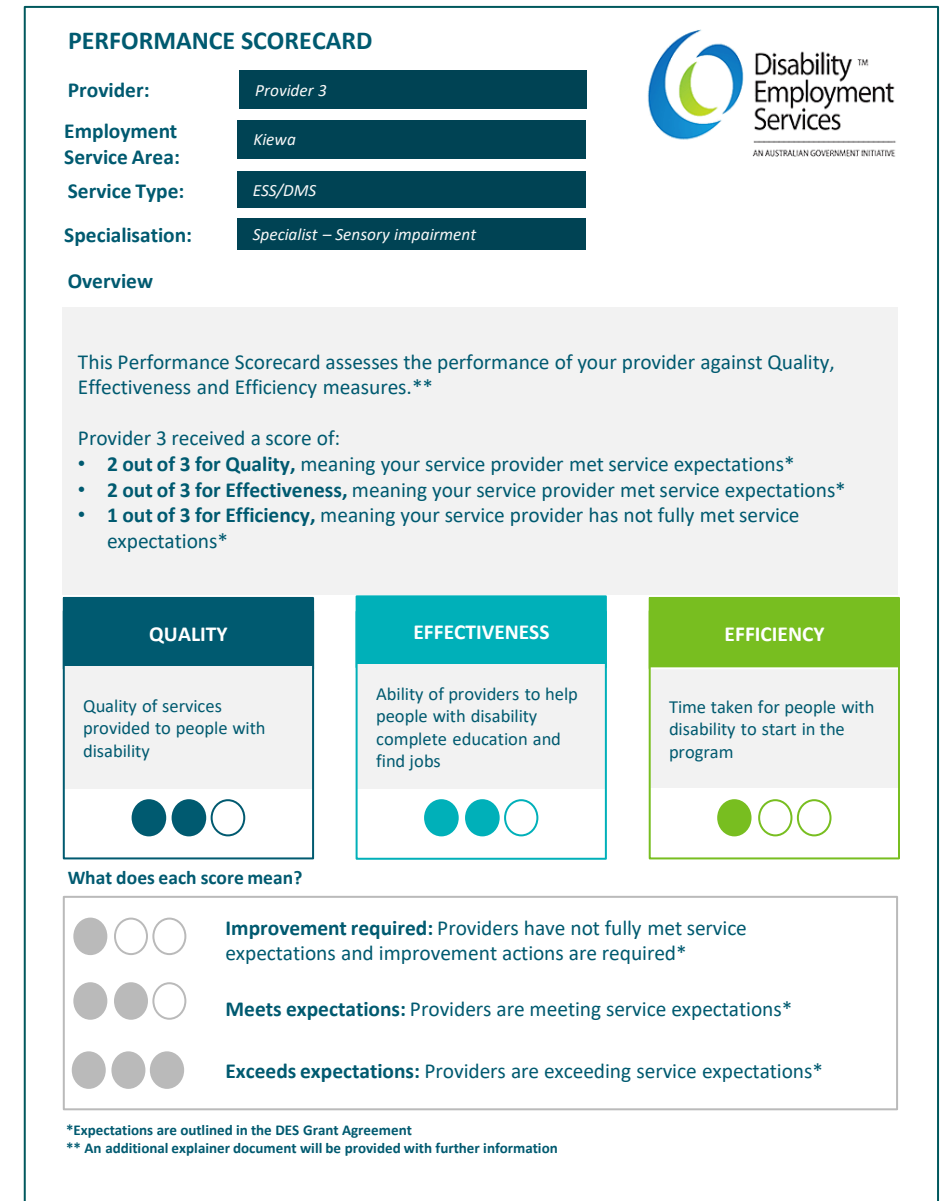
- Employment Duration
- Ongoing Support and
- Quality (indicative) metrics only



# Participant Scorecard

A higher-level scorecard will be made available for Participant use:

- Assisting the participant to make an informed decision when selecting a provider
- Highlights the name and location of the provider and the reporting period covered
- The intention is to add any specialisation undertaken by that provider
- Includes a brief description of each Performance indicator and the scoring metrics
- First limited release of these scorecards published 24 August 2024
- User testing will be undertaken prior to the publication of the scorecards to ensure the language is fit for purpose for participants



# Supported Employment

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- Supported employment measures announced in the 2023-24 Budget underway:
    - The Structural Adjustment Fund;
    - a new disability employment advocacy and information supports program; and
    - piloting employment expos.
  - Survey regarding transition to the Supported Wage System (SWS).
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# Feedback and more information



New information will be made available through the  
Department of Social Services  
([dss.gov.au/new-specialist-disability-employment-program](https://dss.gov.au/new-specialist-disability-employment-program))  
and DSS Engage  
<[engage.dss.gov.au](mailto:engage.dss.gov.au)>



Email: [DESConsultations@dss.gov.au](mailto:DESConsultations@dss.gov.au)

# Questions

