**Consumer Group recommendations and proposed timing for consideration by DSS.**

# Listed below are the recommendations put forward by consumer groups that the department will consider in the Short term, that is what may be achieved before 1 December 2015.

# DES Programme Design

***General Recommendations***

* Improve programme support for enrolment of participants in education or training

# Promotion and Marketing of DES

**General marketing campaign suggestions**

* Ensure that newly arrived migrants and or refugees with disability are aware of DES
* Improve promotion of DES and Job Access.

**Information about DES**

***General information improvement suggestions***

* Improve clarity and transparency around available DES services and supports.
* Improve information about DES incl. services, standards, rights and responsibilities
* Improve transparency about availability of support
* Improve information for deaf participants about employment and training programmes.
* Provide simple information about school leaver employment / employment options.

***Cohort-specific information suggestions***

* Provide information about Australian workplace practices / culture and workers’ rights / obligations

# Assessment and Referrals

**Assessment suggestions**

* Conduct assessments based on individual needs and capacity

# Providers

**General provider comments**

* Review provider caseloads
* Consultants need to be proactive and match job to person
* Provider/participant relationship should be a partnership, to provide flexible assistance.
* Audit DES provider compliance with guidelines

***Provider abilities and attitudes***

* Train DES staff in disability awareness, blindness and vision impairment
* Improve DES staff knowledge of JobAccess assistance
* Support and motivate DES providers to be more responsive and respectful of user needs, and to deliver more innovative, individualised support
* Provide disability awareness training and cultural sensitivity training, and encourage appropriate recruitment.

# Employers

***General Recommendations***

* Government should lead the way in employing people with disability.

# Placement

***General Recommendations***

* Help people with ASD understand how to explain achievements and experiences through sample resumes/applications

**Consumer Group recommendations and proposed timing for consideration by DSS.**

# Listed below are the recommendations put forward by consumer groups that the department will consider in the Medium term, that is what may be undertaken prior to end of the current Deed in March 2018.

**DES Programme design**

***General programme redesign recommendations***

* Establish Disability Employment Institute (comprising employers, providers, consumers and government) to review and redesign DES
* Support participants to run their own business.

**Promotion and Marketing of DES**

***General marketing campaign suggestions***

* DSS marketing campaign promoting DES to employers and educating DES providers on disabilities (with providers training programmes on the effects of specific disabilities and how to communicate and handle this through employment services)
* Develop, resource and deliver a national marketing / communications campaign

***Specific marketing suggestions***

* Use National Ethnic and Multicultural Broadcasters’ Council (NEMB) to promote DES to CALD communities
* Develop a YouTube channel (similar to immiTV) to create clear, short videos promoting support services provided by DES for CALD participants
* Improve collaboration among settlement services, disability organisations and employment services, and increase specialist DES providers for CALD / NESB communities.

**Information about DES**

***Cohort-specific information suggestions***

* Information about DES should be available in Auslan to allow informed choices
* Educate employers about ASD candidate strengths and challenges, and encourage clear job descriptions which separate essential and non-essential skills
* Fund NCID to host annual forums in all LMRs for youth with intellectual disability and supports
* Fund regular, local, face-to-face meetings with individuals / families about employment, outcomes and options
* Develop awareness campaign for women with disabilities and the wider community.

**Support provided**

***Suggested improvements to available support***

* Provide training to improve knowledge of adaptive technology
* Provide training in how to use SEEK, MyCareer etc
* Improve support around communicating / engaging with DES providers, and empower users to direct and evaluate that support

***Cohort Specific***

* Support people with Autism Spectrum Disorder by:
  + providing concrete visual support.
  + explaining workplace social behaviour/politics
  + identifying anxiety-creating workplace environments and developing solutions.
  + Assisting with transition to the workplace, including through Flexible Ongoing Support.
* Provide services for young migrants who have suffered trauma and torture

***Servicing issues***

* DES providers to travel to clients, or allow assessments via Skype or other ICT method

***Other***

* Provide training and educational opportunities that reflect a client’s current skills, experience and needs
* Modify and streamline workplace modifications

# Employers

**Employer perceptions and understanding**

* Work to improve employer attitudes to CALD people and people with disability

**Support for employers**

* Invest in employers
* Improve employers support, including awareness / education training on disability and gender
* Implement employer incentives

# Placement

***Job-matching***

* Improve job matching
* Improve job matching to better suit client experience, skills, education and career interests.

***Other comments***

* Support recovery-oriented or strengths based services (eg Individual Placement and Support)
* Support creative employment opportunities for women with disability to seek (eg starting small businesses)
* Encourage employers to adjust interviews for people with ASD, including:
  + clarifying expectations about the process
  + allowing DES providers to accompany interviewees
  + allow work trials to demonstrate capacity

**Providers**

***Provider abilities and attitudes***

* Improve DES provider job matching, workplace mod and employer interactive ability
* Consultant expectations should be higher, realistic and clearly articulated
* Increase training opportunities for DES staff to better understand and cater to the diverse nature of disability
* Improve quality / performance of DES delivery through increased wages, incentives to excel, and recruitment of specialised staff.

***Provider staff turnover***

* Improve continuity of support (high turnover of provider staff)

**General provider comments**

* Conduct annual independent study to assess effectiveness of DES providers.

**CALD and Indigenous**

***General recommendations***

* Promote the benefits of employing people from CALD backgrounds
* Provide post-employment support to address racism and or discrimination

# Equity

***General recommendations***

* Government to improve representation of women with disability in decision-making and leadership positions, and ensure equal participation / representation of women with disability in public and political life
* Improve data collections (by age, gender, disability type, place of residence and cultural background) and consider needs of these groups in developing policy and programmes

**Accessibility**

***General recommendations***

* Provide accessible IT systems in DES offices
* Make DES system accessible - all websites should meet WCAG 2.0

**Perceptions**

***General recommendations***

* Reduce stigma associated with mental illness

**Linkages**

***General recommendations***

* Enable smooth transition from TTW to DES - allow concurrency
* Start planning school to employment transition by Year 10, using a formal partnership between schools, NDCOs and DES to develop student-centred planning
* Improve integration with other systems (Centrelink, TAFEs, ADEs etc)

**Consumer Group recommendations and proposed timing for consideration by DSS.**

# Listed below are the recommendations put forward by consumer groups that the department will consider in the Long term, that is for the next deed period commencing in 2018.

# DES Programme design

**General programme redesign recommendations**

* Redesign DES
* Redesign DES programme following a strategic review

**Specific redesign models**

* Redevelop DES with funding linked to individual job seeker, like NDIS
* Align DES with NDIS model, incl. user choice/control, market driven control and delivery based on independent support packages
* Replicate NSW Government Transition to Work (NSW-TTW) programme in all LMRs.

**Career change support**

* Support employed people who want a career change or advancement

***Other recommendations***

* Promote workplace trials instead of interview to work model
* Expand DES support beyond 18 months
* Deliver services using innovative models including outreach and home visits
* Develop national strategic framework to fund specialist CALD services
* Provide work experience for secondary school students

# Assessment and Referrals

***General recommendations***

* Assess future work capacity using the Functional Assessment used by NSW-TTW, instead of the JCA.

***Referrals***

* Provide greater choice of providers (do not restrict by participant location)

# Support provided

**Suggested improvements to available support**

* DES providers to offer career counselling

**Cohort-specific suggestions**

* Provide more Auslan interpreting and cochlear implants, perhaps through the EAF
* Establish specialist services for people with moderate intellectual disability in all LMRs

# Employers

**Employer perceptions and understanding**

* Employers need to recognise people’s abilities and offer meaningful work

# Placement

***General comments***

* Work with employers to develop simple/factual application forms.
* Provide early intervention process to encourage employment.

# Funding

**Suggestions to increase available funding**

* Increase programme funding
* Increase programme funding, to ensure professional provider staff.
* Remove disincentives in DES including lack of indexation of fees.

# CALD and Indigenous

***General recommendations***

* Offer attractive jobs for newly arrived migrants / CALD communities and recognise capabilities / qualifications.

# Accessibility

***General recommendations***

* Offer mobile services for those with a physical disability

# Perceptions

***General recommendations***

* Address low expectations of work participation including through NDIS