

**SENATE STANDING COMMITTEE ON
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE
SUPPLEMENTARY ESTIMATES 2009-10**

Outcome **4**
DEEWR Question No. **EW546_10**

Senator Siewert provided in writing.

Question

Disability Employment Network

What accountability measures are there to ensure that DEN providers meet their stated commitments in agreements with job seekers?

Answer

All employment service providers, including Disability Employment Network (DEN) providers, must meet the standards of service and behaviour set out in a Service Guarantee. The Guarantee specifies the services job seekers must receive while they are looking for work including job search services, development of an individual plan to assist job seekers to achieve employment goals, direct approaches to employers for employment opportunities and meeting with job seekers regularly to assist them in their search for work.

The Service Guarantee is a part of the Employment Services Funding Deed 2006–2009. The Department of Education, Employment and Workplace Relations monitors the way employment services are delivered to ensure that they are in line with the Service Guarantee.

Under the conditions of the current Employment Services Funding Deed 2006–2009, DEN providers must be certified against the Disability Services Standards of the *Disability Services Act 1986*. The Disability Services Standards cover issues such as the privacy, dignity, value and employment conditions of the person with a disability, and the skills and training for staff working at the service.