

## DES FACT SHEET FOR RTOs

### What is a Disability Employment Services (DES) Provider?

DES providers are contracted by the Australian Government to provide specialist employment services to job seekers with disability, injury or health condition.

DES providers work with job seekers to provide a suitable and flexible mix of services that meet their individual needs and assist them to obtain sustainable employment. This pathway to employment is documented in the DES participant's Job Plan.

The Job Plan will also contain any activity test or participation requirements that a job seeker must meet to receive their income support payments. Participation in education or training is one way that a job seeker can satisfy their activity test or participation requirements. Not all DES participants will have participation requirements.

### How to Find a Local DES Provider

The Australian JobSearch website allows provider searches to be conducted according to provider type and geographic location. To find a DES provider visit:

<http://www.jobsearch.gov.au/serviceproviders>

### DES Programmes

Job seekers will generally connect with a DES provider through the Department of Human Services (DHS) (Centrelink), following an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA), which determines whether a job seeker is eligible for the DES programme.

Job seekers can also connect with a DES provider by approaching them directly for services (Direct Registration). In most cases, the DES provider will need to refer a Directly Registered job seeker for an ESAt to determine their eligibility for DES.

Eligible job seekers are placed into one of the two DES programmes, based on the nature of their disability, injury or health condition and their assessed need for Ongoing Support in the workplace.

The two programmes within DES are:

- **DES-Disability Management Service (DES-DMS)** for job seekers with disability who are not expected to need long-term support in the workplace but might need irregular flexible support to keep a job.

- **DES-Employment Support Service (DES-ESS)** for job seekers with permanent disability and with an assessed need for regular and Ongoing Support in the workplace.

DES participants may require support and assistance from their DES provider and RTO to successfully complete training. The DES provider will discuss this with the RTO at the time of referral to training.

### Referring a DES Participant to Training

Before referring a DES participant to training, a DES provider will need to determine that training is in the best interests of the participant and identify a suitable course and RTO that meets their interests, abilities and local employment opportunities. The DES provider will also liaise with the relevant training authority and/or the RTO to determine whether the participant is eligible for a government subsidised training place.

DES providers will usually contact the RTO for a preliminary conversation about the participant and appropriate training, including availability of places, eligibility requirements, costs, previous training the participant has undertaken, and any support they will need to successfully complete the training.

The DES provider will then fill out a referral form. On receipt of this form the RTO will conduct a course eligibility check before accepting the participant. The RTO will then complete the referral form and return it to the referring DES provider. Upon receipt the DES provider will be required to enter details from this form, including the course fees charged, into the DES IT system.

The DES provider will work together with the RTO provider during the period of training to ensure that the participant is appropriately supported.

DES providers are also required to monitor and record a participant's compliance with their activity test or participation requirements during the period of training and will therefore request information on the participant's attendance in and attainment of the course.

DES Providers may be eligible to claim Full Education Outcomes fees for a participant's successful completion of a government subsidised training course. Eligibility is subject to all normal Education Outcome requirements being met.