

Ongoing Support Assessments....the first three months

Rob Macfarlane, Maccess

The journey so far.....

- Resentment:

A tender ultimatum

- No SWS without being a funding cop!!!
- The quid pro quo for universal entitlement

The journey so far (cont.)

- Resignation

Good old accountability

...not just government mistrusting service providers

The journey so far (cont.)

- Resolution

An unnecessary expense to the taxpayer?

-my stats: 24 OSA to date, but only 2
“disagreements” with DES providers on
funding level recommendations

In the meantime.....

- Some administrative hiccoughs
 - synchronising SWS & Ongoing Support Assessments
 - timelines & due-dates

Some Policy Shortfalls

1. INCONSISTENT TIMEFRAMES

-Flexible vs. Moderate/High

-24 hrs (6 x 4hrs) in 6 months vs. Fortnightly/

Weekly contact

Some Policy Shortfalls

2. INADEQUATE DEFINITION OF SUPPORT

- face to face vs “support of value”

- not broad enough

- excludes non-vocational support & career advancement

Some Policy Shortfalls

3. ASSESSMENT PROCESS

- no clear procedural guidelines (assessment process, report format/content)
- worksite visit requirement?
- nil assessor feedback

Some policy shortfalls

4. IMPLEMENTATION PROBLEMS

- insufficient training

- inadequate guidelines

- service confusions

What should be done?

- Short-term: fix the policy & procedures
 1. Hour bands of support, not prescriptive contact regimes
 2. Expansive definition of support –“support of value” (ACE Blueprint)
 3. Better training & guidelines
 4. Monitor quality of assessments
 5. Research OSA economic efficiency

What should be done?

- Long-term:

Go back to DES-determined funding recommendation process

Use existing QA system to monitor