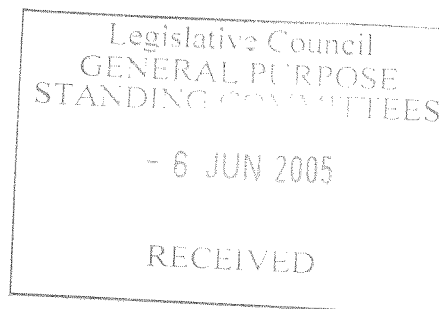


**Department
of Ageing,
Disability &
Home Care**

**Office of
the Director-
General**



Ms Madeleine Foley
Principal Council Officer
Legislative Council
General Purpose Standing Committee No.2
Parliament of New South Wales
Macquarie Street
SYDNEY NSW 2000

Ref: D05/7515

Dear Ms Foley

I refer to your correspondence regarding the General Purpose Standing Committee No.2 for the *Inquiry Into Post School Programs for Young Adults with a Disability*.

Please find enclosed the amended transcript and the additional information relating to the Questions on Notice asked by the Committee on 11 May 2005.

I trust this information is of assistance.

Yours sincerely

**Brendan O'Reilly
Director-General**

- 3 JUN 2005

ADDITIONAL INFORMATION REQUESTED BY THE INQUIRY

2.1 Increased demand for respite and other disability services

The Director-General has requested each Departmental region to identify Transition to Work and Community Participation service users and their families (both 2004 school leavers and ex-ATLAS clients) who have requested additional services from other parts of the disability sector as a result of the Reforms to Post School Programs. Most of the collated data apply to DADHC-operated services, not DADHC funded services in the Non-Government sector. The following numbers of Transition to Work and Community Participation service users are known to have requested additional disability services since the introduction of the Reforms. Increased demand is evident in the areas of:

- Respite – approximately 33 requests for additional hours
- Staffing hours required for individual service users who are accommodated in DADHC or NGO accommodation support services –approximately 15 people require increased support during the day
- Blocked Respite – 2 Community Participation users are currently blocking DADHC operated respite beds.

Please note that this is an estimate.

Transition to Work and Community Participation service users requesting additional Disability Services since the introduction of Post School Reforms

	Respite Services	Additional Accommodation Hours	Blocked Respite
Total	33	15	2

Source: Departmental data collection 2 June 2005

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Transition to Employment Focus Meeting Group.

5th December 2002

Present: Damien Anderson, ACROD NSW; Sue Werner, Spastic Centre NSW; Peter Tanner, On Q Human Resources; Neil Preston/ Brett Fahey, Greenacres; Phil Tuckerman, Job Support Inc; Robyn Norris, Northern Region DADHC; Marcia Dwonczyk, Director Client Access Branch; Kerrie Tickner, Manager ATLAS and Day program Unit.

Apologies: Hugh Packard, Valmar Support Services; Debra Hoffman, Spastic Centre.

Initial Discussion:

Initial discussions focused on the need for the group to develop and demonstrate transition to employment from the ATLAS programs.

The Focus Group would be an action-learning group, where by services and the department would work together in partnership to develop pilot models around key areas and test changes in program guideline current practice.

The Department provided Focus Groups members with background information and update on the current service e system, issues and initial results from the 2001/2002 school leaver assessments conducted in 2002.

(See attachments)

Issues Discussed:

- Personal care needs at work versus ATLAS programs.
- Cost of transport and issues of travel training.
- What happens outside of work i.e. accommodation and home support.
- People with good/ stable home support tend to be more successful in employment.
- The Commonwealth is unclear about what it is buying or has a stand back approach.
- Release of funding dollar by both government's Commonwealth and State do not coincide.
- It is difficult to rely on Centrelink and the dual pathway.
- ACCI needs to review employability skills.
- Limited referral from Centrelink.

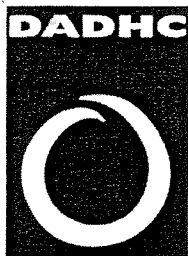
- Part time access to employment and the need to maintaining skills prove difficult between commonwealth and state jurisdictions (CSDA boundaries).
- It is important to demonstrate to families the positive options and possibilities. Need to promote the pilot widely.
- Services and the Department require further information from school, breakdown of who is in special and mainstream schools (issue for the 2003 school leavers and future work with education agencies in NSW).
- Need to challenge the level of assessment required in school and in post school environments.
- Annual school leaver process creates a level of competitiveness between services.
- Should promote standards of excellence amongst services
- Benchmarks in funding and determination of what is being purchase against levels.
- Need to identify centres of excellence.
- Department needs to define what it is purchasing. I.e. transition to employment and community access.
- Need to be aware of the impact of the Commonwealth's Australians Working Together reforms (AWT). AWT tends to make inappropriate referrals/ lot of screening occurring.
- Department needs to follow up on the Lighthouse project. (Hunter region)

Critical issues for Pilots.

- Buffer – options for 6 months
- Outcomes - sharing of data and information between Group members on access to employment places and successful and unsuccessful transition.
- Provide right of Return – time frames to be discussed further, possibly p to 6-12 months.

Actions:

- Department o send a flyer explaining about the pilot by end December 2002.
- Department in co-operation with services to explore insurance issues.
- Send contact list to Group members.
- Department to commence work with participating services to commence development of pilot models.



Department
of Ageing,
Disability &
Home Care

► Policy and
Planning

ATLAS Review and Reform Project

D03/2209

Transition to Employment Focus Group – Minutes

Date: 14 February 2003 Time: 10:00 – 1:00pm

Venue: The Portside Centre, Level 5 207 Kent Street, SYDNEY

COPY

Present: Damien Anderson, ACROD NSW; Patricia Carroll, St George and Sutherland Community College; Sheelagh Bryant, The Spastic Centre; Warren Chapman, The Spastic Centre; Peter Tanner, On Q Human Resources; Neil Preston, Greenacres; Brett Fahey, Greenacres; Hugh Packard, Valmar Support Services; Phil Tuckerman, Jobsupport; Cathy Commins, Sunnyfield; Robyn Norris, Northern Region DADHC; Kerrie Tickner, DADHC; Michelle Dowd, DADHC.

Apologies: Margaret Haskell, Mai Wel.

Background – Kerrie Tickner

Brief overview of the Training Focus Group. This group has been established to identify strategies and develop pilots to address training needs for service user skill gaps identified through the assessment process.

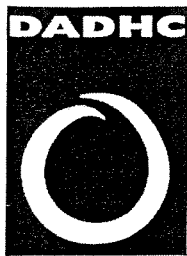
Recap of previous meeting and critical issues identified for pilots.

Presentation and discussion of results of the assessment strategy for service users by year cohort (1999, 2000, 2001) by Local Planning Area by recommended level of support code. Results for 2002 were not available. DADHC will send these out to participants.

Discussion

Issues discussed:

- Work experience without pay. Is it legal? Does insurance cover it? How does DET deal with this issue? Workcover. FaCS are listed under Regulation 48 so have better coverage.
- Clarification required on Exit process after 90 days and partial programs. Issue of ATLAS funding ceasing once service user works more than 8 hours per week, program guidelines provide limited information.
- DADHC is developing Interim Policies on these issues and will release them to the Working Groups shortly. They will then be distributed to participants of this Focus Group.



- Buffers: need to keep funding for up to 2 years to make transition successful. Need flexibility to have “parallel program “ to Commonwealth employment programs.
- Overview of policy work to occur at DADHC, including benchmarking and possible early screening of Year 10 and 11 students.
- Costs of transition. High level up front cost may be worth it if it achieves a robust transition.
- Concern expressed that FaCS actions re Business Services may undermine ATLAS reforms.

Proposed Pilot Models

Phil Tuckerman – Jobsupport

Transition to employment program only. The pilot will involve 4-5 cluster sites of 3-5 ATLAS clients in work experience placements for 20 hours per week. Jobsupport staff will provide training on site for both the clients and their supervisors. Client ability to travel is a criteria for entry.

Outcomes can be measured by:

- Number of clients who achieve employment.
- Number of clients who could achieve employment if there was a Commonwealth place.
- Retention rate, hours employed and wages once employed.
- Client and family satisfaction levels.

For pilot to succeed, need a two year right of return and financial incentive, including allowing referring ATLAS services to keep funding.

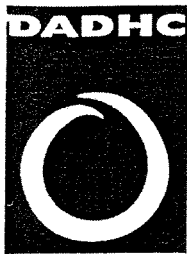
Warren Chapman – Sydney Employment Development Service, The Spastic Centre.

Model must be catered to suit individual needs. Brokerage may be needed to buy training or services for individual needs. Dual funding is essential – must be able to maintain DADHC and FaCS funding to achieve transition. ATLAS funding may need to continue for 2-3 years once a person has obtained employment, but perhaps at a reduced level, to assist with transport needs and person care needs.

Model has a 5 point service approach: intake and assessment of needs; vocational counselling; specialised training; placement; post-placement support.

Neil Preston – Greenacres

Assessment of travel training and work capacity. Joblink involves 2 days work experience in business service and 2 days off site training in work skills and living skills including behaviour, money and travel skills. There are 80 training modules. The program is totally vocationally focused.



Need contracted capacity and base number of places to address viability issues. Need to be able to backfill as clients exit. Other ATLAS services referring to Joblink need funding continued to address viability issues.

Hugh Packard – Valmar Support Services.

Valmar is the only provider in the region. It has a case management role. ATLAS funds are used for CAS programs or to assist clients into business services or open employment. Valmar has a partnership with Riverina Community College.

A pilot needs to provide parallel funding with DADHC and FaCS. It must also address the “8 hours” issue.

Peter Tanner – On-Q Human Resources

On-Q only accepts ATLAS clients who have paid work as an outcome. Lack of synchronisation between AWT and ATLAS programs is problem. Need a more orderly intake: when it suits the client and when the service has a vacancy.

Model for pilot is individualised and integrated. Need to overcome perverse incentives through contracted capacity, continued funding post employment placement and right of return. Need provision for short-term intervention to deal with issues that may be placing job in jeopardy for client.

Person Centred Planning

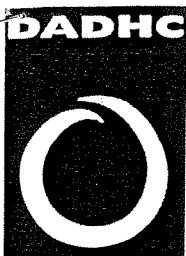
Discussion will be carried over to the next meeting.

Actions

- Communication to Services – FaCS and State
- Agreed “core” data – next meeting
- Comprehensive look at insurance – Phil Tuckerman, ACROD and DAHDC
- Clarification of role of STT’s and ITP’s – DADHC to have discussions with DET.
- Policy Clarification required - DADHC:
 - variation to Program Guidelines 1997;
 - other ATLAS service involvement;
 - work experience
 - service users at University
 - long term needs (ie transport and attendant care) and use of State funds
 - contracted capacity.

Next Meeting: 11 April 2003 10:00am – 3:00am.

To be held at DADHC, Level 13, 83 Clarence Street, SYDNEY.



Department
of Ageing,
Disability &
Home Care



Policy and
Planning

ATLAS Review and Reform Project

D03/5713

Transition to Employment Focus Group – Minutes

Date: 21 May 2003 Time: 10:00 – 3:00pm

Venue: The Portside Centre, Level 5 207 Kent Street, SYDNEY

Present: Phil Morath, The Crowle Foundation; Warren Chapman, The Spastic Centre; Peter Tanner, On Q Human Resources; Brett Fahey, Greenacres; Phil Tuckerman, Jobsupport; Cathy Commins, Sunnyfield; Robyn Norris, Northern Region DADHC; Kerrie Tickner, DADHC; Joanne McLean; Michelle Dowd, DADHC.

Overview & Update

Pilot Update: DADHC has visited Greenacres, Jobsupport, The Spastic Centre, Valmar Support Services, Sunnyfield and will visit On-Q Human Resources next week. Deeds of Variation to Funding Agreements have been drafted. Awaiting final sign off. Pilots will be back-dated to 1 February 2003. DADHC will be in touch with each service individually to finalise pilots.

Each organisation present gave an overview of the services they provide, current issues faced and proposed elements of pilots

Discussion

- Influence of schools/teachers on expectations and outcomes re employment. What can we do to address this?
- Need to work out differences between schools which have a good record of achieving employment and those that don't.
- Identify what works and where it occurs. Where is the good practice and how to disseminate it?
- Some of the programs being run by ATLAS services could be provided in schools, i.e. "soft skills" – employment skills, how to be an employee.
- Limited work experience for students with disabilities in schools.
- Need partnership with schools. Some services bypassing schools at the moment.
- Need communication re expectations. Reshaping of expectations.
- DADHC considering protocol approach to "Expos". Information forums involving all governments and services.



Interim Policy Update – Joanne McLean, DADHC

DADHC is currently developing policies and procedures for ATLAS services in the following areas: exits, transfers, complaints, access. The information will be in a manual format with:

- Policy information
- Practice Guide – DADHC staff
- Practice Guide and information for service providers
- Information for service users – board maker versions
- Resource lists

Manuals will define and provide clarification on current program procedures rather than changing major policy. They will be in plain English. The Working Groups will be consulted on the drafts.

Future Directions

Discussion re clarification of purpose and direction of focus group and pilots.

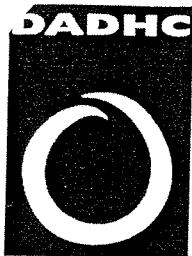
- More flexibility to achieve better outcomes
- Pilots would lead to better practice overall and demonstrate new ways of doing this.
- Test hypothesis that organisations with links between ATLAS and employment services are more able to prepare people for employment
- To bring about change and improve outcomes
- Testing system change
- Creating incentives, accountability
- Defining what is being purchased
- Pilots leading the way – participate and partnerships with other organisations.

Data

What data needs to be recorded from pilots was discussed and the following suggested:

Core Data

- Service user descriptor data, including:
 - disability
 - school class type
 - DADHC assessed support code
 - FaCS Case Base Funding Level
- Outcomes, including:
 - wages: supported?



- hours of employment
- employment type: open or supported
- tenure

Other Data:

- VET outcomes
- University
- Amount of time in ATLAS program until employment

Inputs, including:

- support and training provided: hours and type
- costs

More discussion is needed to define the above inputs.

Baseline data is needed for comparison. Could be obtained from DADHC exit form information or brief survey of exiting service users.

Communication

DADHC to draft a letter to inform ATLAS services about pilots and arrangements for transfers etc... and a letter to service users participating in the pilots.

Agenda: next meeting

Data – define further
Commonwealth funding and implications
Systems & influencing change
Insurance issues

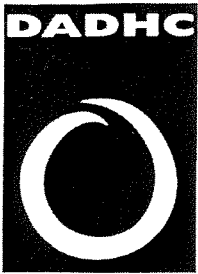
Next Meeting: 8 August 10:00am – 2:00am.

To be held at DADHC, Level 13, 83 Clarence Street, SYDNEY.

Author: Michelle Dowd
Date: 28 June 2003

Endorsed By: _____
Kerrie Tickner
Manager, ACP

Date: _____



Department
of Ageing,
Disability &
Home Care

<Service Provider>
<Address>

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► Policy and
Planning

Dear <Service Provider contact person>

The Department of Ageing, Disability and Home Care (DADHC) has recently established a number of transition to employment pilot projects throughout the State.

The purpose of these pilots is to trial innovative approaches to assist ATLAS service users who have work capacity to transition to employment. The pilots will also test variations to existing program guidelines and practice which we believe may be acting as barriers to service providers being able to assist service users to successfully transition.

In your area, <name of pilot service provider> is a pilot participant. To enable as many service users with work capacity to benefit from the pilot as possible, DADHC will assist you to transfer your service users with employment goals to the <name of pilot service provider> pilot project.

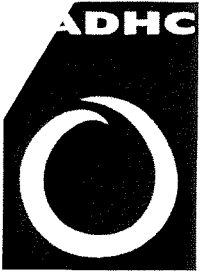
To help alleviate service viability issues, if you transfer a service user to <name of pilot service provider>, DADHC will not seek to recoup funds and you will be entitled to retain the full funding amount for that service user until the end of the funding year (that is, 31 December of the year the transfer is made). The pilots will operate until December 2004.

DADHC is committed to improving the post school service system and creating pathways that deliver greater access for people with a disability to transition to work or community participation options. The transition to employment pilots should assist existing ATLAS service users who wish to work, make the transition to employment. They will also provide valuable information for the ATLAS Reform project.

If you have ATLAS service users you think may benefit from participating in the transition to employment pilots, I strongly encourage you to contact your

Level 13, 83 Clarence Street, Sydney NSW 2000 **Phone** (02) 8270 2000
DX 10485 SSE **TTY** (02) 8270 2167 (for people who are hearing impaired)
Website www.dadhc.nsw.gov.au

W:\ATLAS_DAY Programs\Transition to Employment Focus Group\Transition to
Employment Pilots\Service Provider Transfer letter.dot



<DADHC Regional Contact name> on <phone number> at your DADHC Regional office for further information about the pilots and the transfer process.

Yours sincerely

Kerrie Tickner
Manager
Assessment & Client Pathways

Author: Michelle Dowd
Date: 28 June 2003

Endorsed By: _____
Kerrie Tickner
Manager, ACP

Date: _____

Transition to Employment Pilot Project Meeting

30th January 2004

Portside 10am – 3pm

COPY

Present were: . Brett Fahey, Greenacres Joblink

- . Damien Anderson, ACROD NSW
- . Hugh Pachard, Valmar
- . Sue Werner, SEDS
- . Warren Chapman, SEDS
- . Phil Tuckerman, Jobsupport
- . Robyn Norris, DADHC, Northern
- . Kerrie Tickner, DADHC, Central Office

Apologies: . Kathy Lovelock St George and Sutherland

- . Scott Holtz DSA
- . Neil Preston, Joblink
- . Peter Tanner, ON-Q
- . Alex Morgan. ON-Q
- . Phil Moras
- . Cathy Commins, Sunnyfield Association

Kerrie Tickner

The Treasury Budget enhancement Capacity Building 'one off' funding to enhance the program was for the 2003/04 funding for ATLAS, PSO and Day Programs. It will be for the System and Policy changes that are eminent.

The enhancement is to maintain the program and complete the reform initiative.

There is an expected 800 registrations for the 2004 school leavers. Last year we had 651 register and 596 were placed.

ASSESSMENTS FOR 2004 SCHOOL LEAVERS

DADHC are looking to include the domestic assessment used in the CRS assessment process, as it proved to be a good predictor of the Work Readiness/ Work Capacity. It is hoped that the assessments will be finalised by July. The STT DET will do the assessment for 2004 school leavers.

EXTENSION OF THE PILOT TIMELINE

These will be finalised in the next couple of weeks and sent out to the participating organisation. Apologise for the delay.

DRAFT TEMPLATES AND REPORTING

- Consent to be addressed by each organisation
- Procedural process for exit process to ensure funding continues – need to make some additions to the EXIT form.

PILOT UPDATES

Brett Fahey, Greenacres Joblink

Thirteen (13) are now employed with extended support. Two are in open employment. They are running a program called ATLAS EXPERIENCE program for new school leavers. It was run to help school leavers make more informed choices about the types of services. Brett commented that clients that are being referred are more capable as they are mainstreamed.

POSITIVES

1. Six months safety net ensured job durability
2. Ability to keep skilled staff
3. Staff have been running the ATLAS EXPERIENCE program with the 2003 school leavers
4. Introduced paid employment during the cooling off period
5. Positive changes in the attitude of the person once wages were client began paid employment

CHALLENGES

1. Transition protocols
2. Service Protocol also needed

Warren and Sue – SEDS

Sue showed photographs (with clients consent) of the individual they have placed in employment.

Still helping with transport, as this is the major issue around people they support sustaining their placement

A new ATLAS person at Uni will also be part of the pilot

CHALLENGES

1. Transport
2. People with Physical Disabilities are presenting with limited independent living skill.
3. Lack of opportunities in current living situations/environments which cp.
4. Creates issues around independence for the individual in other life domains.
5. "Whole of Life" issues need to be addressed to reduce the impacts on the work capacities
6. Academic needs – policy timeframes
7. TAFE Access – no assistance to apply before school ends
8. Access to Centrelink allowance, taxi vouchers and education supplements.
9. Training organisation to take on People With Physical Disabilities becoming difficult

Hugh Placard – VALMAR

They have eight out of fourteen from the project to employment. Varied Placements. Six will exit by end of 2004. Some are under CBF funding, block funding or rural and remote.

CHALLENGES

1. Life skills for the participants and ILT areas
2. Question how unbiased the assessment is.
3. Possible impartial assessment to ensure a fair assessment
4. Overall durability of Employment
5. We need to work up the principals of the school leavers TRANSITION PROCESS

POSITIVES

1. Two school based traineeships with school involved
2. Project is allowing transition planning for organisations and projected planning

Phil Tuckerman – JOB SUPPORT

(The Reference Group – Rely on ransom audit – whether internal or external – didn't make a lot of difference.)

Have 25 people – 5 clusters

Thirteen people have moved to open employment

The project gives people a “shot of success” – or “opportunity to succeed”

Their project trains in a particular issues to improve success

They address the “unfortunate behaviours” in a positive manner

Have an agreement to get people from other ATLAS services

POSITIVES

1. Service can keep funding until the next intake – Jan the following year
(do we have a criteria of how the \$'s can be expended?)

CHALLENGES

2. To be able to track success of school leavers in the mainstream classes
3. Flexibility to move from/to transition if not enough places

Status Report

- DADHC to draft up a reporting proforma (Kerrie and robyn to draft and send for comment prior to next meeting.
- Rebadge the exit form to identify people from the pilot projects
- First report by end of March 2004 to be done electronically
- Client Evaluation Form – refer to UNI survey
- Target other areas for new pilots.
- Possibly invite services that have had outstanding results to visit groups and tell share the success

IMPROVING INFORMATION FOR SCHOOL LEAVERS – brainstorm!!!!

- Information forums
- Show bag
- IPP's
- Assessment
- Open Employment
- Supported Employment
- Uni/TAFE
- Transition
- Community Access
- Benefits/Entitlement
- Centrelink
- DST ????
- Transport/mobility allowance and taxi vouchers
- Expectation
- Plain English
- Training for School Counsellors
- DCO's – DEST
- Details/website
- Traineeship/Apprenticeships
- PSO – DADHC will be sending out a status report to services asking details of clients on the program.

- Will also be improving information to PSO clients on access to employment

NEXT MEETING DATES:

✓ 16 March 2004 (10am -3pm)	To be rescheduled
✓ 18 May 2004	
✓ 16 July 2004	
✓ Half day conference either side of the ATLAS conference in September (august)	31st Aug - choice of am or PM.
✓ 17 September 2004 (evaluation process)	
✓ 19 November 2004	

Transition to Employment Pilot Project Meeting
18th May 2004
Level 6, 83 Clarence Street, Sydney
10:00am – 2:00pm

Present were: Hugh Packard, Valmar
Sue Werner, SEDS
Warren Chapman, SEDS
Phil Tuckerman, Jobsupport
Kathy Lovelock, St George and Sutherland
Neil Preston, Greenacre Joblink
Tania Oldeman, On-Q (Replaces Peter Tanner)

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Apologies: Scott Holtz DSA
Alex Morgan, ON-Q
Phil Morath
Cathy Commins, Sunnyfield Association
Aleta Carpenter
Brett Fahey, Greenacres Joblink
Damien Anderson, ACROD NSW
Robyn Norris, DADHC, Northern
Kerrie Tickner, DADHC, Central Office

ACTIONS ARISING FROM LAST MEETING

Reporting Proforma

Draft proforma was tabled and the group requested to comment.

Suggestions included:

- Questions rearrangement.
- Need to capture ATLAS outcomes in the reporting framework.
- Reporting requirements in the Jobsupport Pilot contract to be the basis for the proforma

Exit form

A draft exit form was also tabled and comments sought from the group.

Suggestions included:

- Provide for transfer to service
- Provide for open/supported employment.
- Include amount (\$/hr or weekly wage) at the point where users exit (information likely to be useful when lobbying for people to be on Commonwealth program).

OVERVIEW – Elizabeth Parker

Assessments for 2004 School Leavers

- In April 2004, support teachers and consultants were trained on the use of the electronic registration and referral system.
- Registration and referrals for 2004 school leavers commenced on 3 May 2004 and will close on 25 June 2004. A domestic assessment tool has been added and will serve as a good predictor of work readiness and capacity. School Leaver Questions have also been revised to include questions on work experience and future work and vocational aspirations.
- It is hoped that the assessments (to be undertaken by University of Wollongong) will be finalised in early August. Assessment results and information packages referring applicants to appropriate post school pathways will then be sent out.

Reporting Framework

- It was suggested that members be required to submit only 2 reports (mid-year and the final-year reports) between now and the end of the year (June-December), as the pilots have not had much attention over the past 3 months.
- There were no objections to this suggestion.

PILOT UPDATES

VALMAR - Hugh Packard

- Currently support people in both open and supported employment.
- Both programs are run parallel.
- Currently trailing 6 people and hope that 5 will be ready by the end of the year.

GREENACRES ASSOCIATION - Neil Preston

Is aiming to identify lasting employment outcomes.

- currently working with both supported and open employment users (12 people)
- 23 people joined the pilot this year. Of these;
 - 3 are undertaking TAFE courses as well as open employment opportunities,
 - 5 to 6 people are expected to move to open employment. However, Greenacre has concerns about the possible impacts of the recent Commonwealth reforms to disability employment assistance.
- Of the 23 people in the 2003 ATLAS program, 18 will be ready for employment in May/June 2005.

Positives

- Have started people in paid work trials – therefore needs variation to ensure funding for the next 3 months.

Challenges

- 37 people likely to end up without funding as a result of the current Commonwealth reforms.
- Concerned about the continuity of the pilot as the people in transition are on time-limited money with the only alternative as day services.
- Potential funding issues for 27 people due to the Commonwealth funding reforms.

On-Q – Tania Oldeman

Have 26 clients in ATLAS. Of these;

- 6 are working (open employment)
- 9 have placements
- Negotiations underway for another 3 positions
- 4 people are considering moving out to their own places
- Most clients are considering moving to work

Challenges/concerns

- Their ATLAS clients need ongoing support and are likely to suffer if FACS funding is withdrawn or not provided.
- Location isolated with no public transport, therefore, face major transport problems.
- Have concerns about the Post Code restrictions with IWT
- 2 clients are due to exit in June but remain uncertain of their continued funding until end of the year. Although these people are job ready, there are no placements available.

- On-Q has therefore made a commitment to other clients that placements will be found for them.

JOBSUPPORT – Phil Tuckerman

Jobsupport usually only exits people that have been on 3 months paid employment

Between 2002 – April 2004, Jobsupport has had:

- 32 exits of which 1 exited to supported employment and 17 (16 current) to open employment
- 8 returns to an ATLAS service
- 6 independents – have chosen neither to work nor return to ATLAS.
- Currently, has a capacity of 25 people.
- Got more grant than was expected, therefore, have a capacity of 30 people.
- Recently, there have been a small number of people coming through and sometimes they get independents. For example, they recently had 2 people with intellectual disability opt to be independent. However, such people end up as unemployed by the end of 1 year.

SPASTIC (SEDS) - Warren and Sue

- 6 people were made independent last year. However, SEDS usually continues to provide support.
- 12 people are on pilots
- A couple are ready to exit and 2 are on traineeships

All these but 1 have substantial physical disability

Positives

- 2 – 3 people are at university and are part of the pilot. These are vocational focussed
- 2 are at business services at Spastic and are supported (ie they blend in with the work program).
- Current considerations to implement programs in Liverpool and Parramatta similar to that currently run in North Sydney.

Challenges

- Anticipated problems with the current guidelines provisions that people who work for 3 months have to exit the ATLAS program.
- Anticipated problems with the 2-year ATLAS limit as most of their clients are not likely to be job ready within that time.

TRANSITION TO EMPLOYMENT TOOL KIT

A draft tool kit was tabled and the group members asked to comment. The group suggested that:

- the tool kit present a case study of different models that are working, outlining why they work and how they work;
- Organise visits to pilots to establish what is working and how.
- Likelihood of the information included to depend on how case base funding will affect employment services.

Suggested questions/issues to include:

- What is job readiness and how do you determine that a service user is job ready? This could involve a memorandum of understanding in terms of who does what to get users job ready.
- Need to set up links in terms of how different services will work.

- Include information on other avenues where funding could come from
- Include information on work experience (insurance) issues.

FaCS & Federal Budget Updates

Positives

- The safety net may encourage the backfilling of places in businesses. This will create opportunities but is a one-off.

Anticipated problems

- Under the current grant, providers are unlikely to remain financially viable if they continue to provide work-based personal care.
- Increased part-time work may be the only alternative for sustaining businesses
- The resulting service system may be based on non-recurrent money
- Industrial issues need to be clarified as there are no provisions for a minimum wage.
- Potential for the FaCS wage incentive fall out, despite being used in the past as a substitute for work experience (eg by spastic).
- Transition may be limited to only people that are 15% productive
- Potential lack of vacancies if business services do not make people move to the 9000 targeted support.
- Potential risk of available places exceeding capacity

Issues raised for DADHC consideration

- What is to happen to people that are not work ready by the end of the 2year ATLAS program.
- Potential problems with people that exit when work ready but have no available placements
- Consider introducing a safety net for anyone that gets into a funded transition, especially where there are no jobs for work ready exiting users.
- Consider a flexible day program that allows people to work part time and remain on the day program
- Brief service providers
- Consider options for differentiating funding in community participation programs.

NEXT MEETING DATES:

16 July 2004	
Half day conference either side of the ATLAS conference in September/ august	
17 September 2004 (evaluation process)	
19 November 2004	

Department of Ageing, Disability and Home Care

POST SCHOOL PROGRAMS REFORM HOT LINE

NUMBER OF INQUIRIES MADE BETWEEN 9 JULY 2004 - 31 MAY 2005

In the period 9 July 2004 to 31 May 2005 738 calls were made to the Reform Hot Line about 755 matters.

	General information	Funding levels	Hours of service	Assessment process	High support needs	Appeals	Consultation	Individualised funding	Higher education	Respite	Tender process	Vacancy management	\$6M additional funding	TOTAL	Percentage
Client	5	2												12	2%
Parent/carer/advocate	117	133	36	52	17	43	2	4	6	7		2	11	471	62%
Service provider	50	13	2	17	4	7		1			39			153	20%
Advocacy organisation					1									2	1%
Teacher	12			7		9			1					31	4%
Higher education	2								2					6	1%
General public	10	1			1	1	1							19	2%
DADHC staff	20	2		6		2			9		2	2		61	8%
TOTAL	216	151	38	82	23	62	3	5	18	7	41	4	11	755	100%

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ATLAS/ Post School Options and Day Program Reform

Summary of Pilot Initiatives.

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Transition to Employment pilots:

- The purpose of these pilots is to try innovative approaches to assist existing ATLAS program participants who have been identified as having the potential to transition to employment.
- The pilots also test variations to existing program guidelines and practice, which may be acting as barriers to successfully assisting a participant to successfully transition.
- The following organisations are conducting the pilots:
 - Greenacres Association – Southern Region
 - Valmar Support Services – Western Region
 - Sunnyfield Association – Met North
 - On Q- Northern Region
 - Job Support Inc – Met South East, North and South West.
 - The Spastic Centre NSW – Met North.
- To date 30 of the 138 exits from the Program since January 2004 are attributed to these pilots.
- There is a Transition to Employment Focus Group, which oversees the progression of these pilots and identifies the systemic and policy barriers.
- There is a Transitional Pathways Working Group whose terms of reference is to support and advise on the policy development and service specifications for a Transitional Services model (ATLAS) for implementation in January 2005.
- There are currently no staff resources to support these pilots and it has been recommended that a 7/8 officer be employed to progress these pilots and the policy and service specification development for ATLAS transition services.

Industry Training Pilots:

- An Industry Training Focus Group was established in late 2002 to progress the development of pilot specifications and conduct three resource forums in late 2003, which have been completed.
- There is currently no staff resource to support the establishment of these pilots and it has been recommended that a 7/8 officer be employed to progress these pilots or that these pilots are delayed until the completion of regionalisation of the program administration. However the establishment of these pilots are critical in ensuring the successful transition of program participants to employment and developing the capacity of the service sector in relation to the following identified skill gap areas: grooming / hygiene, communication and behaviour and travel.
- The focus of the group in 2004 was to develop pilot training frameworks for day programs.

Day Programs:

- There has been little work to date on the Day program component of the reform strategy and the management of Day programs generally both funded and direct has not been the responsibility of the Reform Co-ordination Unit nor Community Access branch.
- A 9/10 office is commencing on the 5 April 2004 to oversight the strategic development for day programs.
- Since February 2004, the Unit has had a policy officer who is reviewing reports previously prepared on day programs both directly and funded services. (Brian Elton Day Program Review (2001) and the internal DADHC funded services review (2001))
- A Working Group, Community Access and High Support Needs was established in 2003. The products from this group will include new policy and service specification to support the establishment of age appropriate day programs.
- The funding levels for these programs will be identified in the classification and cost study (funding review) to be commencing in April.
- In order to pilot age appropriate services, it is planned to run pilots in 2 regions – Met South East and Southern.
- These pilots will include assessing current day program participants, reviewing the program and the funding, piloting new program specifications and reporting frameworks.
- It is envisaged the pilot will run parallel and inform the policy development and the funding study and commence in May 2004.
- The lack of development on this component is impacting on the agreed actions and the planned move of current ATLAS/ PSO participants to age appropriate day programs.
- The action plan requires existing participants to transfer to day program at a lower funding level. It is now likely that existing ATLAS/ Participants will need to be grand fathered at existing funding levels to Day programs until July 2005, when new programs and funding level would be introduced.
- This would require further budget supplementation (04/05) and is dependent on the Departments ability to re-negotiate Funding Agreements with providers.

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DEED OF VARIATION

THIS DEED dated the 19th day of APRIL 2004
2003

BETWEEN The Department of Ageing, Disability and Home Care of Level 13, 83
Clarence Street, Sydney NSW for and on behalf of the Minister for Ageing and
Disability Services ("the Department")

AND Job Support Incorporated (ABN: 38 429 230 773) of Suite 201, 1-5
Commercial Road, Kingsgrove NSW ("the Service Provider")

BACKGROUND

- A. The Department and Service Provider entered into a funding agreement dated <insert date> ("the Funding Agreement").
- B. Under the Funding Agreement the Service Provider provides services under the ATLAS and Post School Options Programs.
- C. The Department is currently conducting a pilot program to trial flexible and innovative service delivery options to assist service users' transition to employment under the ATLAS/PSO programs ("the Pilot").
- D. The Service Provider has agreed to participate in the Pilot.
- E. For the purposes of the Pilot the parties have agreed to the following amendments to the Funding Agreement.

1. CURRENT OBLIGATIONS

- 1.1 The Service Provider receives funding for the services users listed in the Schedule to this Deed ("the Service Users") to provide services to the Service Users to assist their transition from school to community living and adult life. The Service Users currently participate in the Service User's Community Work Options Program ("the Program").
- 1.2 The Schedule to this Agreement can be amended at any time by written agreement between the Department and the Service Provider.

2. AMENDED OBLIGATIONS UNDER THE PILOT

The terms and conditions of the Funding Agreement continue to apply to the Pilot except as follows:

2.1 Duration of pilot

2.1.1 The Pilot will start on 5 December 2002 and continue until 31 December 2004.

2.2 Services

2.2.1 The Service Users will transfer to the Pilot.

2.2.2 Subject to this Deed, the Service Provider will continue to provide the Program to the Service Users.

2.3 Funding

2.3.1 Funding amounts for the Services Users will continue as listed in the Schedule this Deed.

2.3.2 The Service Provider is entitled to retain funding for a Service User who has transitioned from the Program to employment ("the Transitioned User") until the 31 January 2005, to which the funding relates.

2.3.3 The Service Provider is able to fill the vacancy created with a transferred ATLAS participant from another Service Provider with the approval of the Department, prior to the transfer, until the 31 January 2005 the Calendar year.

2.3.4 The referring Service Provider is able to retain funding until the next 31 January 2005 period for the transferred ATLAS participant. The transferring Service Provider and the Department will need to identify how these additional funds will support or enhance existing service provision to existing ATLAS participants. This is a variation of existing Program Guidelines.

2.5 Right of return

A Transitioned User has a right to seek re-entry and will be re-assessed for support need into any ATLAS program any time within two year of the date of the Transitioned User's transition from the Program to employment, if the employment proves unsuccessful for any reason.

2.6 Application of PSO guidelines

The Post School Options Guidelines continue to apply to the Pilot except to the extent of any inconsistency with this Deed of Variation.

3. REVIEW OF PILOT

3.1 The Department will conduct an evaluation and review of the Pilot prior to its completion.

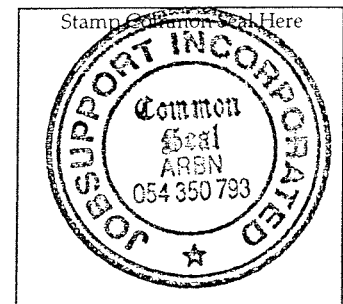
3.2 The Service Provider will provide all reasonable assistance to the Department or its nominated agent in undertaking the evaluation and review of the Pilot.

- 3.3 The Service Provider will provide progress reports for each Service User participating in the pilot as may be requested by the Department and a final report to the Department within 2 months of the completion of the Pilot.
- 3.4 For the purposes of reporting under Clause 3.3, final reporting requirements in relation to each Service User must include:
- (a) Service Users description data, including:
 - disability;
 - school class type;
 - Department assessed support code;
 - Commonwealth Department of Family and Community Services Case Base Funding Level.
 - (b) Outcomes, including:
 - wages: supported;
 - hours of employment;
 - employment type: open or supported;
 - tenure;
 - VET outcomes;
 - University.
 - (c) Inputs, including:
 - Support and training provided: hours and type
 - Costs.
 - (d) Numbers of vacancies filled; number of transfers from other ATLAS services users; number of new school leavers.
 - (e) Any other information or data as may be requested by the Department.

The parties accept the above amendments.

EXECUTED AS A DEED

The Common Seal of JOBSUPPORT INC.
Service Provider's Name



was hereunto affixed in accordance with its articles of association

in the presence of

<u>Robert R Freeland</u> (name)	<u>TREASURER</u> (Title)	<u>Robert R Freeland</u> (signature)
<u>PHILLIP JEAN TUCKERMAN</u> (name)	<u>PUBLIC OFFICER</u> (Title)	<u>[Signature]</u> (signature)

[Department's Use Only]

SIGNED as a Deed
on this _____ day of _____ 2003
Signed sealed and delivered by:

(name)

(signature)

pursuant to the authority vested in him/her under
an instrument of delegation executed by the Minister
for Ageing and Minister for Disability Services,
New South Wales

before me

(name)

(signature)

LOCATION OF TRANSITION TO EMPLOYMENT PILOTS – SUMMARY OF ISSUES

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Location of Existing Pilot Participants

Region	ATLAS Service	Participation
Hunter	Mai Wel	Invited to participate – has not yet
Metro North	Sunnyfield The Crowle Foundation Spastic Centre	Sending proposal Sending proposal Proposal received
Metro SE	St George & Sutherland Community College	Invited to participate – has not yet
Metro SW	Jobsupport Disability Services Australia	Proposal received Invited to participate – has not yet
Metro West	None	
Northern	On-Q Human Resources	Proposal received
Southern	Greenacres	Proposal received
Western	Valmar Support Services	Proposal received

The majority of pilot participants were asked to participate based on success in transitioning service users, they are not necessarily the services with the highest concentrations of service users in the 04-05 transitional group.

Priority Areas

In terms of numbers of service users assessed at 04-05 support level, the priority for targeting the location of pilots is as follows:

1. Metro South West (44)
2. Northern (29)
3. Western (20)
4. Southern (17)
5. Hunter (11)
6. Metro South East (10)
7. Metro West (8)
8. Metro North (1)

If service users assessed at 03A-03B support level are included, the **Hunter** region should be considered a high priority area as the area has the highest number of service users in this category (140).

Gaps

Gaps in the location of the pilots include:

- **Metro SW** - South West Sydney LPA (NB: this area has a high number of stand alone ATLAS services, i.e. no link to employment services)
- **Hunter** – need to encourage Mai Wel to participate

- **Northern** – New England LPA and Mid North Coast LPA (high number of 03's in Mid North Coast)
- **Western** – Central West and Orana Far West LPAs
- **Southern** – Southern Highlands LPA
- **Metro West** – no services invited
- **Metro SE** – need to encourage St George & Sutherland Community College to participate

Where to from here?

- Target high priority areas first
- Invite additional service providers to participate in pilots in areas where there are gaps. This would increase pilots to up to 20.
- Promote partnerships between pilot services and other ATLAS services in area → incentives for referring ATLAS services, funding implications and likelihood of success in each area need to be considered.

Transition to Employment Pilots

Data Recording

Exit Form details

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Additional data information:

DADHC Assessed Support Code	
FaCs funding source: <div style="text-align: right; padding-right: 20px;">Block grant</div> <div style="text-align: right; padding-right: 20px;">Case Base funding</div>	
Outcomes:	
Wages	
Hours of Employment	
Length of work experience	
Use of partial funding arrangements (length of time, level of ATLAS funds....)	
VET outcomes	
University Outcomes (?)	
Training and Support provided	
Hours	
Type of support	
Cost	

Transition to Employment Pilots – Update

CSTDA Bilateral Agreement Workplan – timelines Sep 04 to Dec 04

I have pulled the following strategies and tasks from the CSTDA Bilateral agreement as the deadline falls between Sep 04 and Dec 04. These deadlines could have changed since June 04.

Employment, Transitions and Alternatives to Work Programs

Strategy

Map Policies and practices affecting movement between and within Commonwealth disability services

Task

Identify policy gaps and systemic barriers between Commonwealth and State Disability services

Complete by Dec 2004

Strategy

Develop strategies to improve pathways

Task

Identify case studies that have worked well to date and identify the strategies that ensured the outcomes were successful.

Complete by September 2004

Strategy

Develop an improved process for the referral to Centrelink of school leavers seeking disability employment assistance

Task

Actively encourage and assist NSW to assist

Pilot Updates (based on Minutes of meeting 18 May 2004)

Organisations involved:

Valmar

SEDS

Jobsupport

Greenacre Joblink

On-Q

Sunnyfield Association

17 September 2004 – Evaluation Process