

## **Disability Employment Services – Technical Advisory Group**

Minutes of meeting held on Wednesday, 25 November 2009, 9.30am – 4.30pm

Present: Peter Tanner, Jason Mckey, Jenny Kitchen, Greg Hall, Stuart Reidy-Croft, Carl Princehorn, Annette Williams, Nikki Brouwers, Annette Gill, Nic Bolto, Greg Barton, Pauline Disseldorp, Rosemary Wallage, Viv Gugger, Lucy Macali, Alison Durbin, Kristin Lumley, Alex Kerr, Raymond Lubansky, Cedric Seveque, Andy Weiss (Access Economics) and Heather Byrne (Probity),

Apologies: Tony Waslin, Joe Dwyer, David Thompson, Sally Sinclair and Bec Jackson.

### **Welcome**

1. The Chair welcomed everyone to the meeting.

### **Minutes for meeting 2 and 3**

2. The Chair tabled the minutes for meeting 2 (4 November 2009) and meeting 3 (9 November 2009) of the Technical Advisory Group (TAG) and the content of the minutes were accepted by the TAG.

### **Independent Variables in the DES Regression Models**

3. The Department gave an overview of the data set that was provided to Access Economics for statistical analysis, outlining which additional independent variables, which were requested by the TAG, had been added to the regression models for testing. In addition, Mr Seveque answered the Group's questions on the data sources and definitions for the independent variables which arose during the second and third TAG meetings.
4. The TAG held a wide ranging discussion on the independent variables included in the data set and the coverage and reliability of various disability variables. The TAG discussed using Job Capacity Assessments (JCA) as a source of disability information and whether all participants would have complete disability information.

<b>#</b>	<b>Action Item</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Status</b>
1	Investigate if activity tested participants would be given an impairment rating in a JCA	Department	Next Meeting	New
2	Confirm whether representatives from the JCA Program Management Team can attend a TAG meeting	Department	Next Meeting	New
3	Investigate how eligible school leavers would be treated given that data would not be collected through the JCA process	Department	Next Meeting	New

- The TAG identified additional independent variables for possible inclusion in the DES regression models and requested changes to the definition of existing independent variables.

<b>#</b>	<b>Action Item</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Status</b>
4	Investigate if it would be possible to include the identified independent variables in the regression models and make changes to the definition of existing independent variables	Department	Next Meeting	New

### Key Performance Indicators - measurement definitions

- The TAG discussed the exit reasons that would be excluded for KPI 1.1. The TAG agreed to the general principle of including volunteers who exit, in the outcome measure, except for participants who are on long term activity test exemptions and those who are not contactable. The Department agreed to investigate (provided the data exists) the number of participants in DES and VRS who are exited because they could not be contacted or because of an exemption, and whether such exits were concentrated in particular geographical areas.

<b>#</b>	<b>Action Item</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Status</b>
5	Investigate the number of participants who are exited in DEN and VRS because they could not be contacted or because of an exemption (provided the data exists)	Department	Next Meeting	New

- The Department presented the reasons why participants with a pending DSP application at time of referral, who subsequently exit the program once granted, cannot be excluded from KPI 1.1. The Department agreed to review the impact of this issue in the medium term.
- The TAG agreed that direct registered participants should not be included in the measurement of KPI 1.1.
- The TAG agreed that all suspensions should be excluded in measuring a participant's time in assistance.
- The TAG discussed the trend in wages and hours for people with disabilities. The Department agreed to investigate whether Departmental data on wages and hours could be given to providers.

<b>#</b>	<b>Action Item</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Status</b>
6	Investigate if it would be possible to give wages and hours data to providers	Department	TBA – Under investigation to identify best data source	New

11. The Department presented the plan for how transition clients will be incorporated into the performance rating regression models. The TAG discussed whether transition clients should be included in KPI 1.1 and asked that the Department review whether transition issues effected the referral to commencement ratio. The TAG requested that a participant's 'time in assistance' for DES include previous time in DEN or VRS for transition clients. The department agreed to consider and would check for consistency with rules regarding 'period of service' for transition clients.

<b>#</b>	<b>Action Item</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Status</b>
7	Clarify and confirm the transition issues for 'time in assistance' and whether transition clients will be in scope for KPI 1.1	Department	Next Meeting	New

#### **Further Analysis of KPI 2.8 (Ongoing Support)**

12. The Department presented the implications for star ratings in Program B of having a separate ongoing support star and weighting by caseload.
13. The Department presented the results of DEN Capped modelling, showing the changes in star ratings resulting from setting ongoing support at 15% and excluding wages and hours for providers with a high, medium and low proportion of maintenance clients in their caseload.
14. The Department committed to continue working with providers after 1 March 2010 to monitor star ratings performance and the effect of the new measures and weightings on providers with a low/medium/high caseload in ongoing support. The Department also agreed to test independent variables for the proportion of caseload in ongoing support in the Employment Assistance regression models.

#### **Preliminary Statistical Analysis from Access Economics**

15. Access Economics provided an introduction to the statistical analysis they are conducting on the performance rating regression models and presented some preliminary results.
16. The TAG discussed the minimum number of participants required to estimate a star rating and the implications of having too few participants at a site to estimate a star rating. The Department agreed to examine what options are available for sites with too few participants in scope to reliably estimate an individual outcome measure.

<b>#</b>	<b>Action Item</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Status</b>
8	Examine what options are available for sites with too few participants in scope to reliably estimate an individual outcome measure	Department	Next Meeting	New

17. The TAG discussed the relatively low outcome rates shown in the preliminary analysis, in comparison to the outcome rates currently experienced in DEN and VRS. The Department

agreed to examine whether the mapping of DEN and VRS clients to the DES data set caused there to be a lower outcome rate than for DEN and VRS.

<b>#</b>	<b>Action Item</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Status</b>
9	Investigate the low outcome rates in the DES data set	Department	Next Meeting	New

18. The Department agreed to table a list of independent variables used in the current DEN maintenance regression models at the next meeting.

<b>#</b>	<b>Action Item</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Status</b>
10	Table a list of independent variables currently included in the existing DEN Maintenance regression	Department	Next Meeting	New

### **Regression Methodology**

19. There was general discussion around how performance is calculated at the site level (based on a provider's caseload) rather than at the participant level, with some members expressing concern that this does not provide additional incentive for placing more difficult job seekers.

### **Other Business**

20. The Department confirmed that the next meeting would occur in Melbourne on 18 December 2009, starting at 9:30 AM.