

Disability Employment Services – Technical Advisory Group

Minutes of meeting held on Friday, 22 January 2010, 9.30am – 2.30pm

Present: Tony Waslin (Chair), Peter Tanner, Jason McKey, Greg Hall, Rabbani Karin, David Thompson, Annette Gill, Pauline Disseldorp, Rosemary Wallage, Stuart Reidy-Croft, Lucy Macali, Jenny Kitchin, Lachlan Smirl (Access Economics), Michael Hynes, Tony Ferguson, Alison Durbin, Alex Kerr, Joe Dwyer and Heather Byrne (Probity).

Apologies: Carl Princehorn, Bec Jackson, Annette Williams, Nikki Brouwers, Nic Bolto, Viv Gugger, Greg Barton, Sally Sinclair, Cedric Seveque and Kristin Lumley.

Welcome

1. The Chair welcomed everyone to the meeting.

Minutes for meeting 5

2. The Chair tabled the minutes for meeting 5 (18 December 2009) of the Technical Advisory Group (TAG) and the content of the minutes were accepted by the TAG, with an addition to action item 3, raised by Jason Mckey, to be added by the Department (Section 6 also refers).
3. The Chair reviewed the action items from meeting 5. To address action item 2 the Department and members of the Transition Reference Group (TRG) outlined the discussions held with the representative of the JCA Program Management Team, who attended the TRG meeting held on 21 January 2010.

Quality

4. The Department outlined the proposed method of measuring KPI 3 (Quality), explaining how the DES quality framework would address the elements included in the JSA quality framework. The Department stressed it would make use of the Disability Service Standards (DSS) to avoid duplication. The Department also outlined their intention for a clearer distinction between the elements that should be covered by the DSS certification process and those covered by contract management. The Group supported the quality framework detailed by the Department.
5. The TAG had a wide ranging discussion about the quality framework and the DSS, including:
 - whether it was appropriate to address the same elements covered in the JSA quality framework?
 - whether there was further scope to use the DSS rather than contract management to address some elements of the quality framework?
 - whether the Department could engage with DSS auditors to ensure there was a consistent approach on how to interpret the DES policy?
 - the need for a clear communication process for the quality KPI for relevant stakeholders (including contract and account managers).

Outstanding Questions and Issues

6. The Department presented the TAG with a scoping document for the Hours and Wages research project. The TAG requested, and the Department agreed, to include job tenure as an element to be investigated in the research project, subject to data availability. The Department indicated that the findings of the research project were expected to be presented to the TAG in April.

#	Action Item	Responsible	Due Date	Status
1	Present findings of wages, hours and tenure to the TAG.	Department	Next Face to Face Meeting (April)	New

7. The Department explained that the difference in outcome rates between the DES data set and current VRS and DEN outcome rates is the product of manipulation needed to proxy DES data from existing DEN and VRS data, confirming to TAG members that this does not impact on the validity of analysis undertaken.
8. The Department indicated it is proposed to adopt the same thresholds for the minimum number of participants in scope as applied with DEN and VRS ratings for a site to receive a star rating. Analysis to date indicates that the proposed approach balances the volume of business needed to provide robust ratings while also producing ratings as early as possible.
9. The Department provided information addressing the remaining outstanding issues and questions of the Group, including the placement of bandwidths and the availability of information from the OSA report, which is at this stage unable to be included in the ratings as the report is free text only.

Reporting

10. The Department outlined its plan for the development of provider reports and the opportunity for input into reporting from TAG members and providers.
11. The Department advised that it would commence discussions shortly which would include the TAG members, or representatives, prioritising the most important elements to be included in reports and allowing feedback in to the development of EA reporting and performance reports, including Health Checks. The TAG suggested that the Department use existing JSA reports, where appropriate, and tailor these reports to the specific needs of the DES programs.

#	Action Item	Responsible	Due Date	Status
2	Possible phone hook up to discuss reporting requirements.	Department	Phone hook up (TBA)	New

Statistical Analysis from Access Economics

12. Access Economics presented a summary of the statistical analysis they have conducted on the performance rating regression models, including an overall assessment of the robustness of the star ratings methodology.

Other Business

13. The need for a communication strategy was discussed. This included a brief discussion around what information and products were needed, the timing of any strategy, and the stakeholders to be included.
14. The Department indicated that the next face to face meeting would occur in Melbourne in the month of April 2010.