

***Information contained in this document was provided to Peak Body CEO's at the Working Group – 8 October 2020**

DES 2020 Budget measures: Characteristics of cohorts ineligible from 1 July 2021

Current participant caseload – 30+ hours:

- Program distribution: 82% DMS
- Funding levels: 20% in Funding Level 1 (FL1); 38% in FL2
- Disability types: Psychiatric 35%; Physical 26%; Autism 14%

Current participant caseload – Non-allowees:

- Program distribution: 72% ESS
- Funding levels: 38% in FL1; 36% in FL2
- Disability types: Physical 44%; Psychiatric 43%

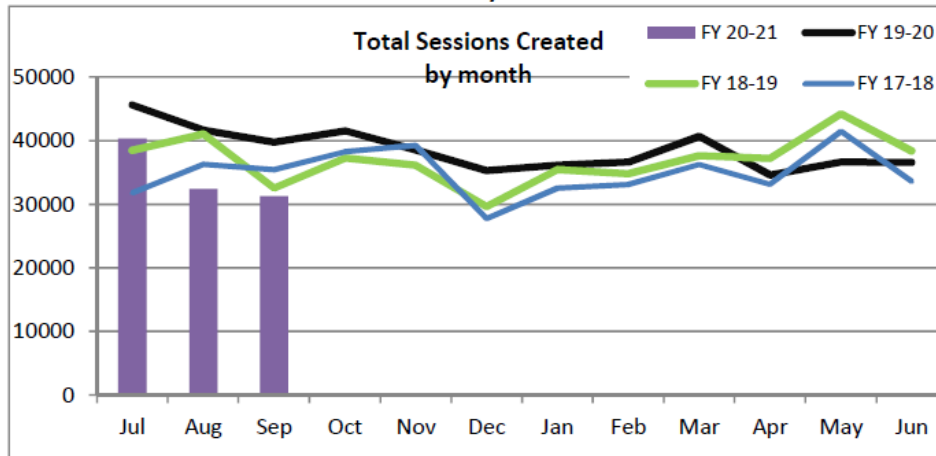
Communications to DES participants about the return of Mutual Obligation requirements

- Sms sent before 29 September 2020: “Mutual Obligations are compulsory from 28 September. Contact your DES provider for support on how this affects you. See jobsearch.gov.au”
- Emails sent 6 October 2020 as per attached document.

ESAt referrals and cancellations

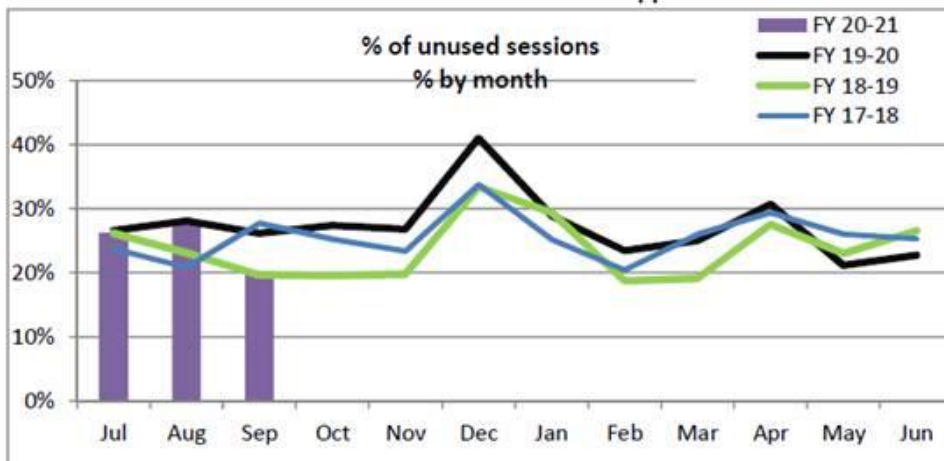
- Number of sessions available between 30 and 40k per month (referrals 20 to 30k per month)

Count of the number of sessions created by DHS

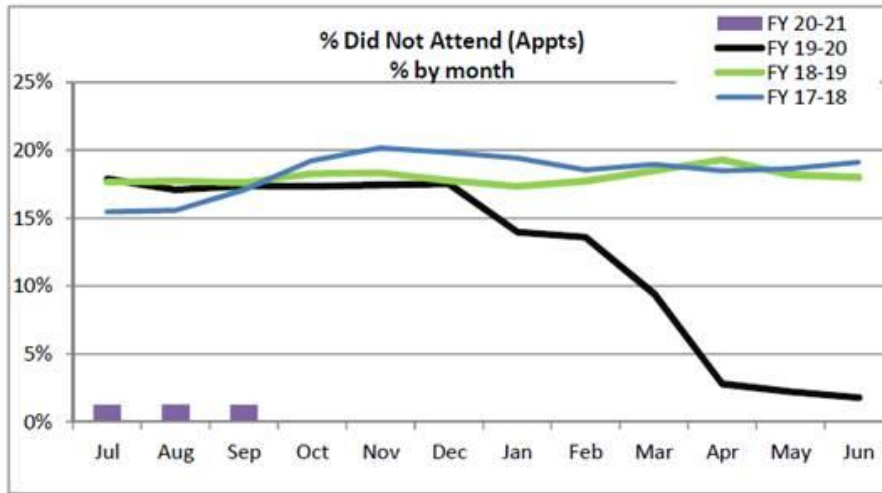


- Between 20 and 30 % of the sessions are remaining unused so there is capacity in the system

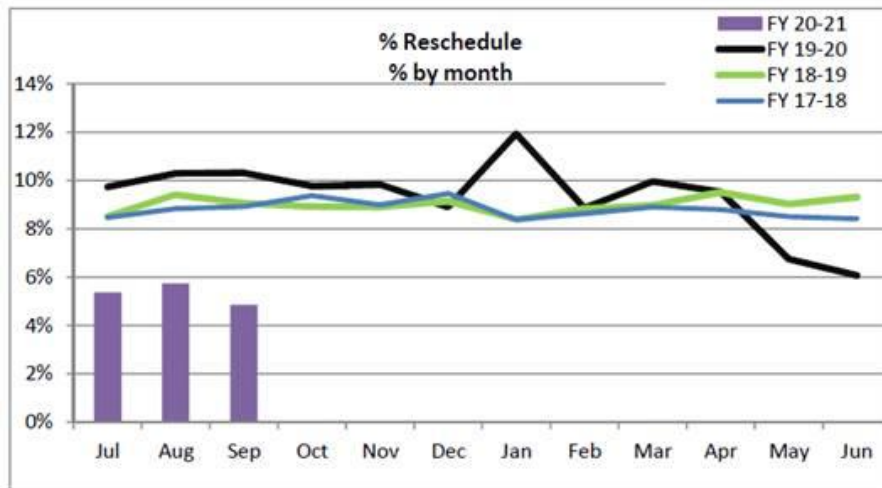
% of sessions that remained unused after the appointment date



- Since COVID-19 response took over from mid-March 2020 and mandated telephone assessments, the 'Did Not Attend (DNA)' has fallen from 18% to 2%



- The rescheduled (which also includes cancelled appointment) rate has also dropped over the same period from 9% to 5%.



Star Ratings

- The current work on the June/September 2020 DES Star Ratings relates to:
 - Work Assist participants:
It has been identified that a number of Work Assist participants are being counted in the denominators of other non-Work Assist performance measures. This is being fixed.
 - Ongoing Support participants:
A number of Ongoing Support participants who have been in DES Ongoing Support for many years, some since 2010, were not being included in the 2018 Ongoing Support performance measure numerator and denominator calculations when they should be. This is being fixed.
- The question was also about treatment of outcomes in DES Star Ratings such as 4-week or pathway outcomes. The best way to seek information on the DES Star ratings is to refer to the DES Star Ratings methodology which can be found in the provider portal or DSS website < <https://www.dss.gov.au/disability-and-carers/programs-services/disability-employment-services/des-star-ratings-additional-information>>
- Questions related to DES Star Ratings are more technical in nature, providers and peaks should send questions to the mail box: <DESStar@dss.gov.au>, so the department can prepare an appropriate response.