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Injury & Disability Schemes Seminar



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Transition between systems of support: an international review

Ross Iles, Karen Munk, Simon Bailey



Transition between systems of support

- What was known beforehand
- What we were looking for
- What we found
- What we have learned since



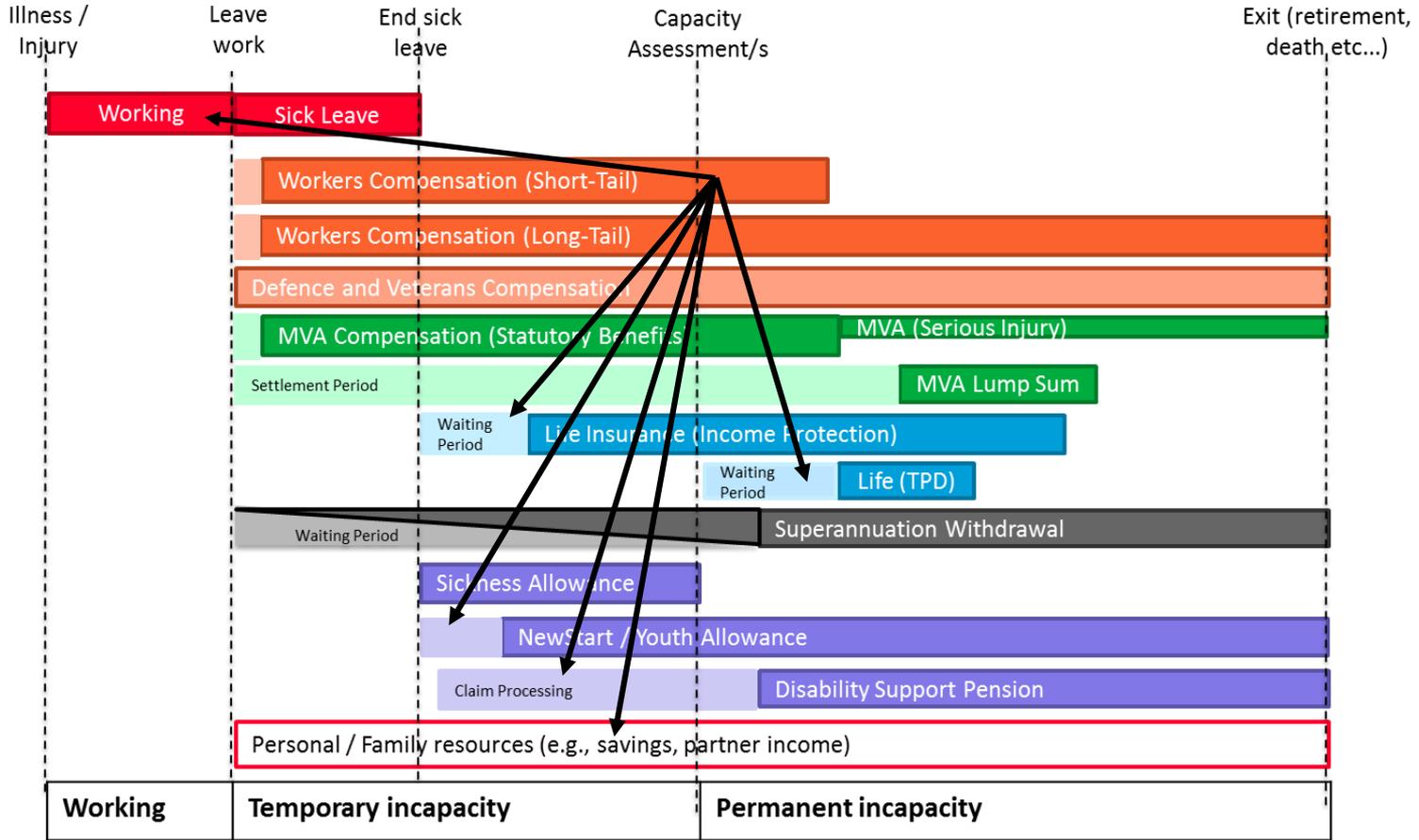
What was known

- Income support for people unable to work is a complicated “system of systems”
- Changes in legislation mean a large number of people will be required to transition from one system of support to another late 2017/early 2018



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What we were looking for

A scan of worldwide social insurance, welfare, disability, employment and social security schemes was conducted to investigate:

1. Models focused on proactively supporting, engaging and connecting individuals with options up to transition
2. Models that manage transition to the new state that is seamless and positive
3. Models that provide post-transition support and follow up
4. Features of such models



- Published and grey literature search: 2,700+ sources examined for relevance
- Input invited from 50+ international and local organisations
- July 2016 – Dec 2017



What we found

- Sentiment – challenging nature and importance of the review
- Confusion – didn't translate well to international contacts
- Evidence in this area is scarce
- Reporting aims to guide discussion around the requirements of services in this area

Proactive supports in the lead up to transition

- No examples were located that described models of preparing injured workers for such a transition
- Majority of the evidence located related to RTW and re-engaging the long term injured
- Supports should extend beyond basic services and review in detail an individual's education, employment and skills from past experience.

Seamless and positive transition

- No evidence was located that could describe the impact on outcomes for injured workers
- Case by case approaches exist and the need for support is acknowledged, however efforts are far from seamless
- The complexity of cases approaching end of benefits requires a multi-disciplinary team working together
- A single project manager that offers one to one support and guidance in all aspects of care appears a suitable approach



Post transition support and sustainability

- No sources described health, quality of life or financial outcomes
- A number of community-based services were identified that could connect workers to their local community and provide support post transition
- Evidence was not located that described processes to “plug in” injured workers to community networks
- Services that could be applied in the pre-transition phase may also have applications in the post-transition phase



Features of the models

- The review did not identify models that could readily be applied in the Australian context
- These services should centre on individualised programs delivered by professionals able to liaise with medical professionals as well as with government run agencies
- The success of services is likely to hinge on the quality and skills of the people involved
- There is also an emphasis on personal support in order to empower individuals to take control of their own lives



EXAMPLE SERVICES

Speaker School (NDSS): Canada

- Run by Ontario Injured Workers Network Group
- Free program to learn how to speak publicly, gain confidence, leadership skills and raise awareness of social justice issues
- Promoting peer support and mutual aid for affected individuals

Key features

- Individualised
- Connected
- Quality of people and service
- Empowering

Expert Patients Program (EPP): UK

- Group-based support to help people manage their long-term condition
- Delivered by people who live with a long-term condition or by people who have direct experience of living with someone who has a long-term condition
- Learn to develop communication skills, manage emotions and daily activities and plan for the future

Key features

- Individualised
- Considers the condition
- Quality of people
- Empowering

ReCONNECT: South Australia

- Provided by RTWSA
- ReCONNECT helps workers transition from the Return to Work scheme funded services to other employment and community-based support services
- Advisors work in the service and aim to decrease the stress and anxiety of injured workers

Key features

- Flexible, individualised
- Access to networks
- Quality of people
- Quality of service



Key messages

- Opportunities exist to prepare injured workers for transition points. Services exist that aim to develop communication skills, provide peer support and engage with community groups.
- It is not clear how to best handle transition. It appears a team approach is required, with a single, trusted, point of contact for the injured worker.
- In the absence of a clear understanding of outcomes, what appropriate post-transition support looks like is unknown.
- Services in this area will likely be defined by their quality: the depth of training provided, skills of those providing the service and the resources devoted to the service

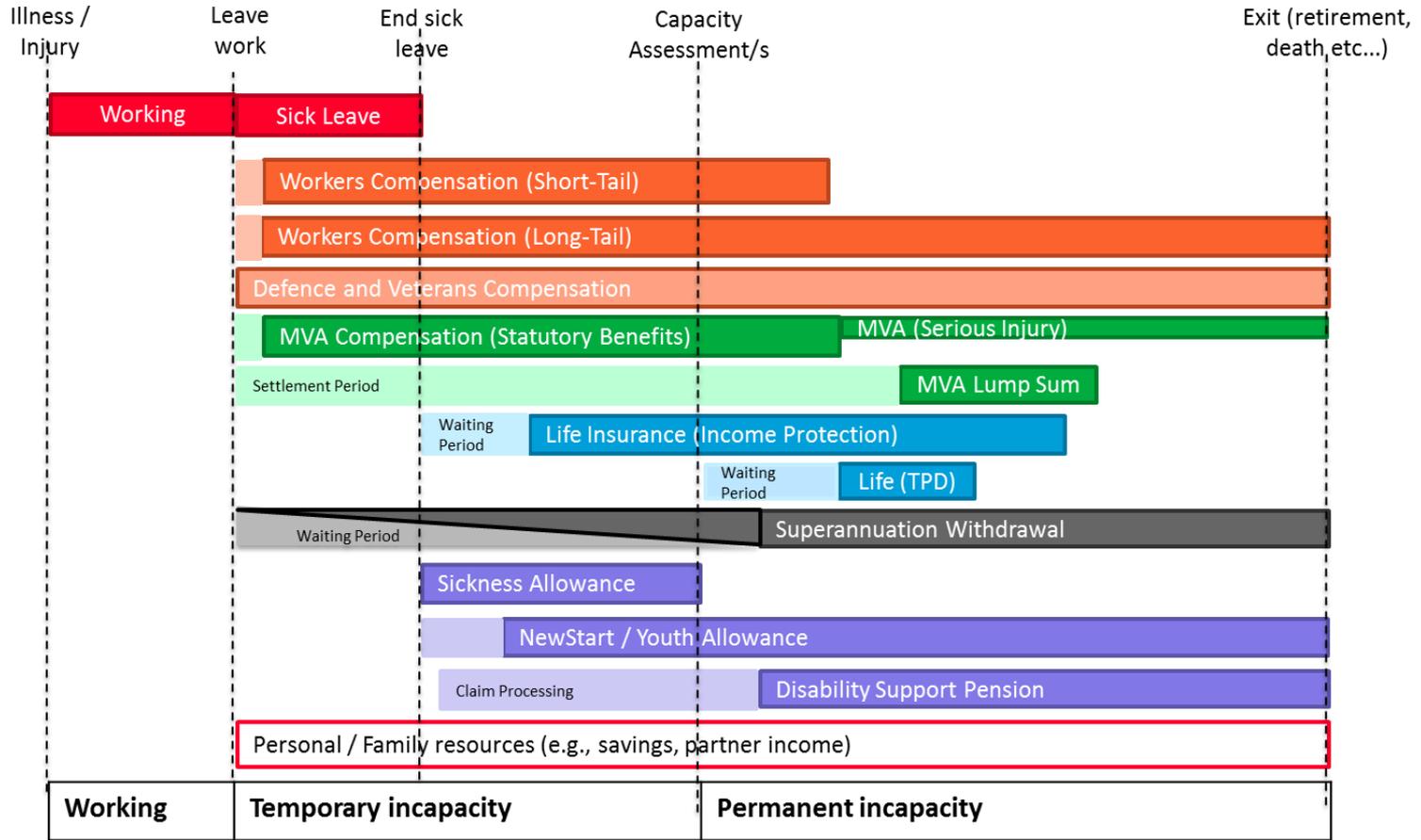
What we have learned since

- Changes in NSW workers compensation legislation mean nearly 5k injured workers' benefits will cease in the very near future
- Average age is 50+
- Average length away from work 10+ years



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Systems really are silos

- Project underway in the Insurance, Work and Health Group at Monash to map systems of support
- Interviews with key figures in different systems identify high levels of knowledge within
- Knowledge of other systems typically comes from previous experience rather than operational requirement



Upstream intervention

- MS Australia Employment Support Service designed to address the needs of individuals with Multiple Sclerosis who are having difficulty maintaining employment
- Retirement costs \$30k p.a. compared to \$7k p.a. to support the ESS
- Significant benefits beyond direct financial implications



Understanding Transition

- Often limited knowledge of where people are coming from and going to between various systems
- Evidence suggests that of superannuation TPD claims, 22% RTW in some capacity, the majority in a different type of work
- More than 60% of seriously injured TAC clients will receive income from at least two sources during the first four years post injury



It's time to start talking (and doing) something about transition to different systems of support

Please contact me to discuss further

Ross Iles

Senior Research Fellow

Insurance, Work and Health Group

Monash University

ross.iles@monash.edu

0410 525 595