

AW Workwise National Panel of Assessors

Fact Sheet

AW Workwise has been appointed by the Department of Education, Employment and Workplace Relations (DEEWR) to the National Panel of Assessors to provide Supported Wage Scheme Assessments (SWS), Ongoing Support Assessments (OSA), and Workplace Modification Scheme Assessments (WMS). As an accredited assessor you will need to be able to provide assessments for:

- SWS and OSA, or
- WMS only, or
- SWS, OSA and WMS

The following information is an edited version of DEEWR's descriptors of the services to be provided by accredited assessors across Australia:

Supported Wage Scheme

If a person with disability is not able to work at the same productivity levels as their co-workers due to the effects of their disability, and the person with disability meets the impairment criteria for receipt of the Disability Support Pension, the person may be eligible to participate in the SWS. For example, if a worker involved in the SWS is assessed as having a productivity level of 70 per cent compared to co-workers performing the same duties, the worker and the employer can agree to ongoing employment at a pay rate of 70 per cent of the normal rate.

An SWS assessor will conduct an initial productivity assessment after an applicant has applied for SWS. The assessor will work within the Federal, state and territory industrial relations systems to facilitate an SWS wage assessment agreement between the employer and employee, and submission of the agreement to the relevant industrial relations authority, if required. A review of the SWS Participant's productivity must be undertaken by an SWS assessor every 12 months, or when a substantial change has occurred in the employee's productivity level or duties, whichever is sooner.

Ongoing Support Assessments

OSA assessors will independently assess the Ongoing Support needs of participants in Disability Employment Services. An OSA will be completed where a Disability Employment Services Provider determines that a participant is likely to need Ongoing Support in the workplace to retain their job and in circumstances where for example:

- A participant has reached 52 weeks from Job Placement
- It has been 52 weeks since the participant's last OSA, or
- A change in circumstances means that a participant may need a higher level of Ongoing Support than identified in the participant's last OSA.

The assessment will determine that the participant should be exited, or that they are eligible for Flexible, Moderate, or High Ongoing Support.

The assessment will normally consist of:

- An interview with the participant's Program Provider

- A file assessment of support provided in the period since Job Placement or since the last OSA
- A participant interview, and
- A workplace assessment, which should include an interview with the participant's employer.

Workplace Modifications Scheme

WMS assessors will be required to conduct assessments for people with disability to identify barriers to accessing or performing their work and to recommend equipment, modifications and other support to remove the identified barriers.

WMS Assessments must be completed using the *Workplace Modifications Assessment Report* pro forma provided by DEEWR.

AW Workwise is currently recruiting assessors with qualifications at a diploma or higher-level in the fields of Occupational Therapy, Psychology, Physiotherapy, Rehabilitation Counselling and Vocational Training to conduct these assessments on a casual or contract basis. Applicants will also be required to have two years practical experience in the disability employment or related sectors, undergo a criminal records check, and be approved by DEEWR.

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Key Performance Indicators

KPI 1 Efficiency

1.1 Timeliness

- (a) 90 per cent of assessment services are completed within the timeframes set out in the Deed.
- (b) 90 per cent of allocated assessments are accepted by the Panel Assessor.
- (c) Where Panel Assessors reject allocated assessments, the Panel Assessor provides acceptable reasons for all rejections.
- (d) 90 per cent of assessment reports are lodged within 7 Business Days of the date the assessment is conducted.
- (e) Where the Department has returned Assessment Reports to AW Workwise for corrective action, the Panel Assessor will finalise and submit all subsequent reports to the Department within 5 Business Days of receipt of request by the Panel Assessor for SWS and OSA and, for WMS, within 2 Business Days.

KPI 2 Effectiveness

2.1 Accurate individualised assessments

2.2 Thorough assessment reports

- (a) Assessments are conducted in a manner that responds to the individual with disability's circumstances, measured by:
 - (i) AW Workwise sampling of assessment reports; and
 - (ii) taking into consideration where there is a higher than average level of appealed decisions that are overturned.
- (b) 90 per cent of assessment reports sampled by AW Workwise are accepted as complete, without requiring further work.

KPI 3 Quality

3.1 Stakeholder Satisfaction

- (a) AW Workwise's satisfaction with the delivery of the Service, as measured by but not limited to results of stakeholder satisfaction surveys, feedback (including from other assessors subsequently assessing the same client) and complaints.