



SYNOPSIS

TRANSITION BETWEEN SYSTEMS OF SUPPORT: AN INTERNATIONAL REVIEW

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Key words: scheme exit, transition, review

Purpose of your paper: In response to legislative reforms and emerging demand across social and personal insurance schemes for new ways to achieve genuine and sustainable life outcomes for clients, an international review was performed service model options to support clients leaving schemes..

Synopsis: Changes to workers compensation legislation in South Australia and New South Wales and evolving challenges in the Victorian Scheme mean that clients' are increasingly exiting Schemes' requiring a range of connections with their communities, families, and other support systems.

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

1. Models focused on proactively supporting, engaging and connecting individuals with options leading up to Scheme exits
2. Models that manage transition to new state that is seamless and positive
3. Models that provide post transition support and follow up with a focus on sustainable outcomes
4. Features of such models including: technology, people, service design, family and community engagement and cost structures.

To address the aims of the review a two-tiered approach was conducted.

- A review of published literature. Of the 1,754 records identified in the search, 21 were considered relevant to the aims of the review.
- Utilized the professional networks of the Institute for Compensation, Safety and Recovery Research (ISCRR) to identify other literature sources to inform the aims of the review. Known experts were contacted with a snowballing approach applied, resulting in the input from 33 different organisations across 6 countries.

The key finding of the review is that the impending scheme exit is a unique aspect of the Australian compensation system, particularly when described to researchers/key players in international jurisdictions. There are few examples of models that address scheme exits and the evidence available to inform actions in this space is limited.

This paper will describe in detail the findings of the review and outline the evidence available to support different approaches to providing transition services. Implications for the schemes approaching the implementation of new legislation will be discussed, and the key features of services that could be developed in this space will be outlined.