Reference number (s): 202X-XXXXX; CEW202X/XXXX

**TO: CHIEF EXECUTIVE**

**SUBJECT:** **Update on the review of the office for case management**

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| **Endorsed by** | Mark’s Boss  **EXECUTIVE DIRECTOR, PEOPLE AND CULTURE** |  |  |

**RECOMMENDATION**

It is recommended that you:

Note the status of the review into the Office for Case Management.

**Choose an item.**

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| …………………………………..  Professor Martin Westwell  **CHIEF EXECUTIVE**  Date: / / 20XX | Comments: |

1. **PURPOSE**
   1. The purpose of this briefing is to update the board on the review of the Office for Case Management
2. **BACKGROUND**
   1. Earlier this year, there was a dispute between the Office for Case Management and its funder: The Department. The dispute escalated to the point of there being a high risk of industrial dispute with staff complaining about stress from extreme workloads.
   2. A paper was presented to the board recommending that an independent review of the Office for Case Management be conducted. That paper was approved and the review commenced six weeks ago.
3. **KEY POINTS**
   1. A review has been undertaken and a draft report prepared for consideration by the Department and the Board.
   2. The main findings included in the draft report are:
   * The stresses in the case management system can be attributed to the resource shortfall in the Office relative to the case-load being sought of it. This is confirmed by the experience of staff and stakeholders and by comparisons with interstate case-loads and benchmarks.
   * The root causes of this situation are a consistent growth in demand for the services of the Office, that is outside the control of the Government, and a deficient funding/business model that is within the control of the Government.
   1. Specific recommendations have been included in the draft report to address these findings.
   2. The Department is currently working through the findings and recommendations and discussing them with the report’s author to clarify any matters of ambiguity. It is expected that this process will be completed by the end of next week.
   3. At its next meeting, a paper will be presented to the board detailing the findings of the report and the Department’s recommended response to the report for approval by the board.
4. **FINANCIAL IMPLICATIONS**
   1. There will be financial implications from the review. The details of these are still being worked through by the department.

*Attachments:*

1. Click or tap here to enter text.

**TRANSIT SHEET**

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| **To:** CHIEF EXECUTIVE | |
| **File Number:** 202X-XXXXX; CEW202X/XXXX | |
| **Subject:** Review of the Office for Case Management | |
| **Purpose:** To update the CE on the status of the review | |
| **Decision:** Noting | **Priority:** Standard |
| **Critical date:** 28/06/2024 | **Reason:** Update sought by CE |

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| **Key Contact:** Mark Priadko  *This is the person who can quickly and authoritatively answer questions about the briefing.* | **Phone:** 0401 123 948 |
| **Business Unit:** Review Team | **Email:** mark@.......... |

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| **Internal consultation undertaken:** | |
| Audit and Risk  Communications  Curriculum and Learning  Customer and Information Services  Finance  Funding  Incident Management  ICT Services  Infrastructure  Legal Services | Office of the Early Years  Partnerships, Schools and Preschools  People and Culture  Procurement, Contracting and Transport  Skills SA  Strategic Policy and External Relations  Student Pathways and Careers  Support and Inclusion  System Performance  Other: Click to enter text. |
| **Detail:** Please include the names and titles of any individuals consulted | |

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| **Are there any financial, funding, budget or FTE impacts associated with this proposal?** Yes/No |
| Is the expenditure in the briefing in the unit’s approved budget for this purpose? No  If no Finance sign off is required. |
| *If the answer to the second question is “no”, the Chief Financial Officer or delegate must approve this briefing. You must attach to the Workflow evidence that you have sought appropriate financial advice.* |
| **Are there any industrial relations matters associated with this proposal?** Yes |
| *If yes, the Executive Director, People and Culture, or delegate must approve this briefing. You must attach to the Workflow evidence that you have sought appropriate advice.* |
| **Are there any Infrastructure impacts (accommodation or facility requirements) associated with this proposal?) No** |
| If yes, the Executive Director, Infrastructure, or delegate must approve this briefing. You must attach to the Workflow evidence that you have sought appropriate advice. |

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| **Endorsement:** | | |
| Name  Title  Date: | Name  Title  Date: | Name  Title  Date: |