



Australian Government  
Department of Social Services

# NDAP Engagement Survey

Warm Referral from Disability Advocacy Support Helpline

## Results and Recommendations

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# Survey Background

**The National Disability Advocacy Provider (NDAP) Engagement Survey was designed to seek feedback from NDAP providers to inform the development of an overarching process to complete warm referrals from the Disability Advocacy Support Helpline (the Helpline) to NDAP providers.**

The topics covered included:

- General provider information
- Referral channels currently utilised
- Wait list practices
- Capacity planning processes
- Preferred client information required for referrals to be successfully received by NDAP providers.

The survey was developed by Customer Driven with input from:

- The Helpline
- The National Centre for Disability Advocacy (NCDA)
- The Department of Social Services – Disability Advocacy Policy, Advocacy and Inclusion Branch

The survey was distributed by the NCDA with data collected from the 19<sup>th</sup> to the 31<sup>st</sup> May. Responses were received from 41 out of 59 NDAP providers (69.5%) with all states and territories represented.

Four records were removed from the survey data:

- 2 – test surveys completed by NCDA and Customer Driven
- 2 – duplicates from NDAP providers who had already responded

# Executive Summary

The NDAP Engagement Survey provided the following key insights in relation to the Helpline:

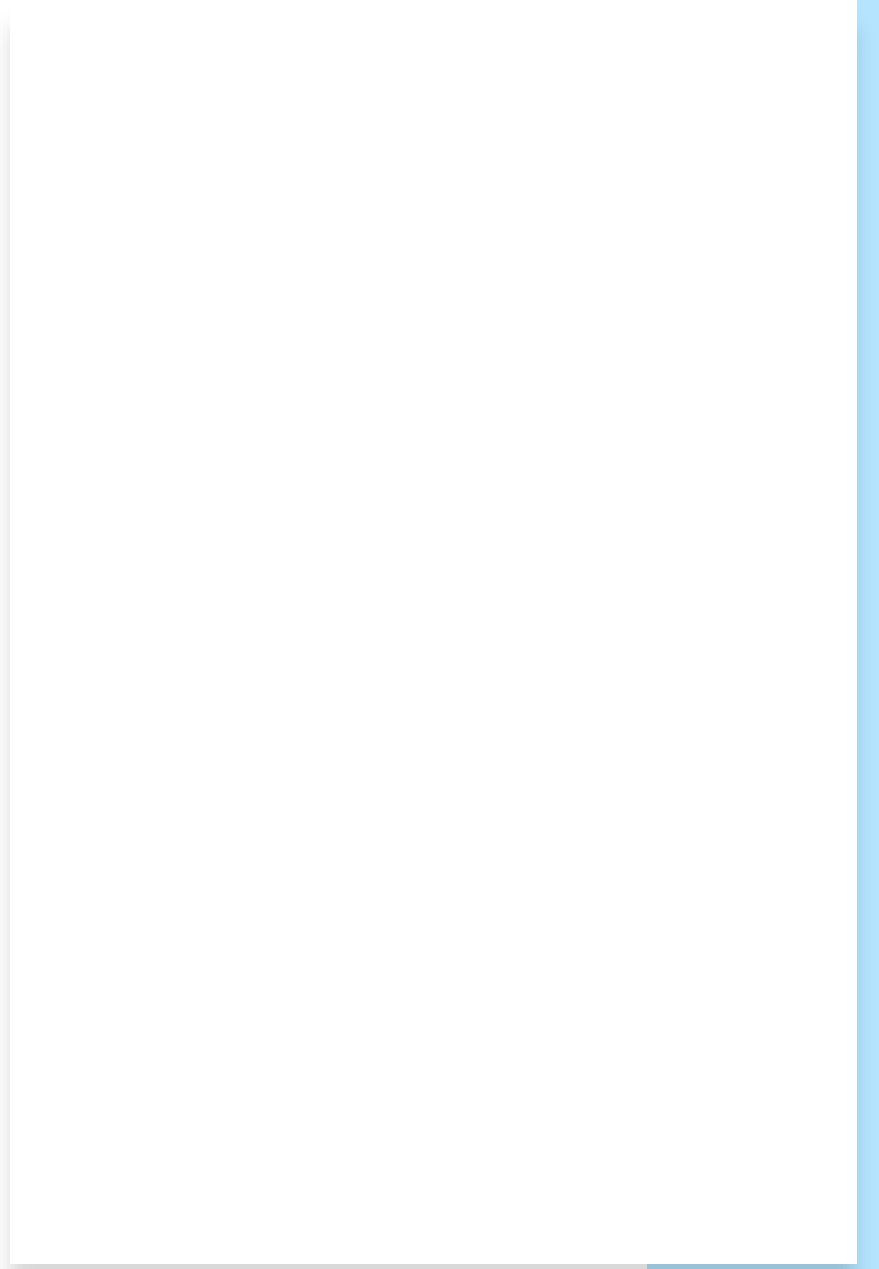
- **100%** of NDAP providers use **email** as a channel for receiving client requests for advocacy support
- **93.18%** of NDAP providers utilise **waitlists** to manage requests for advocacy support
- **24%** of NDAP providers take more than 4 weeks to make **first contact** with clients seeking advocacy support
- **45.45%** of NDAP providers have times when they **close their books** to clients seeking advocacy support
- Evidence of significant **variation** within NDAP provider client intake, wait list management and case allocation processes observed.

Recommendations for Helpline are:

1. **Email** to be used as central mechanism for the Helpline to refer clients to NDAP providers
2. Standardised referral **proforma** to be developed with required information for referrals from the Helpline to NDAP providers
3. End to end **process** to be designed to demonstrate advocacy qualification and NDAP provider acceptance of referrals received from the Helpline
4. **Information** sessions to be conducted with all NDAP providers prior to roll out of process.

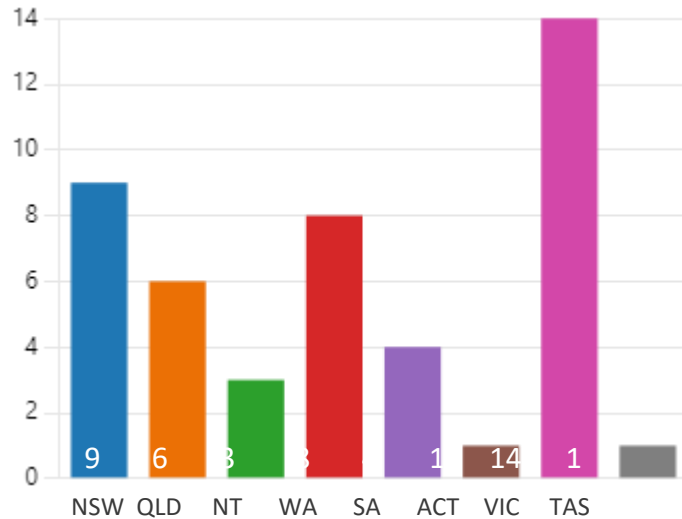


# Overview of Participants

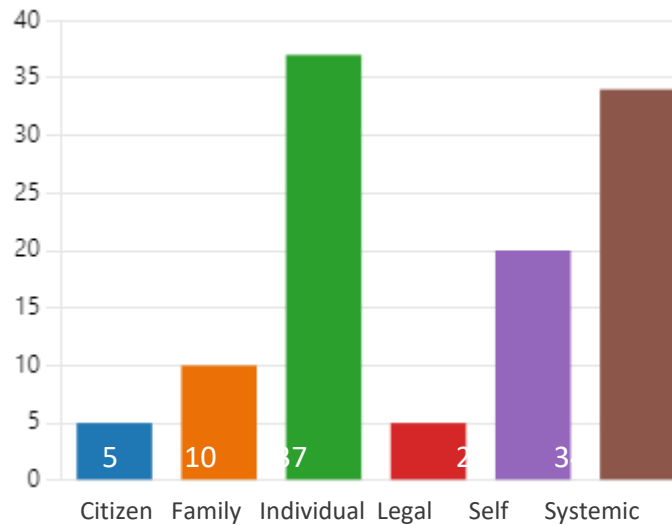


# NDAP provider – overview of respondents

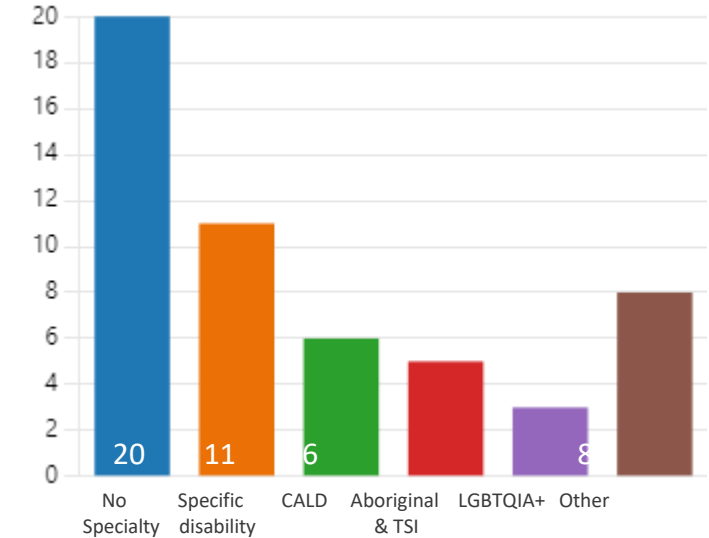
Q2. Which jurisdictions do currently provide NDAP services in? (tick as many as required):



Q4. Which services does your organisation currently provide (tick as many as required):



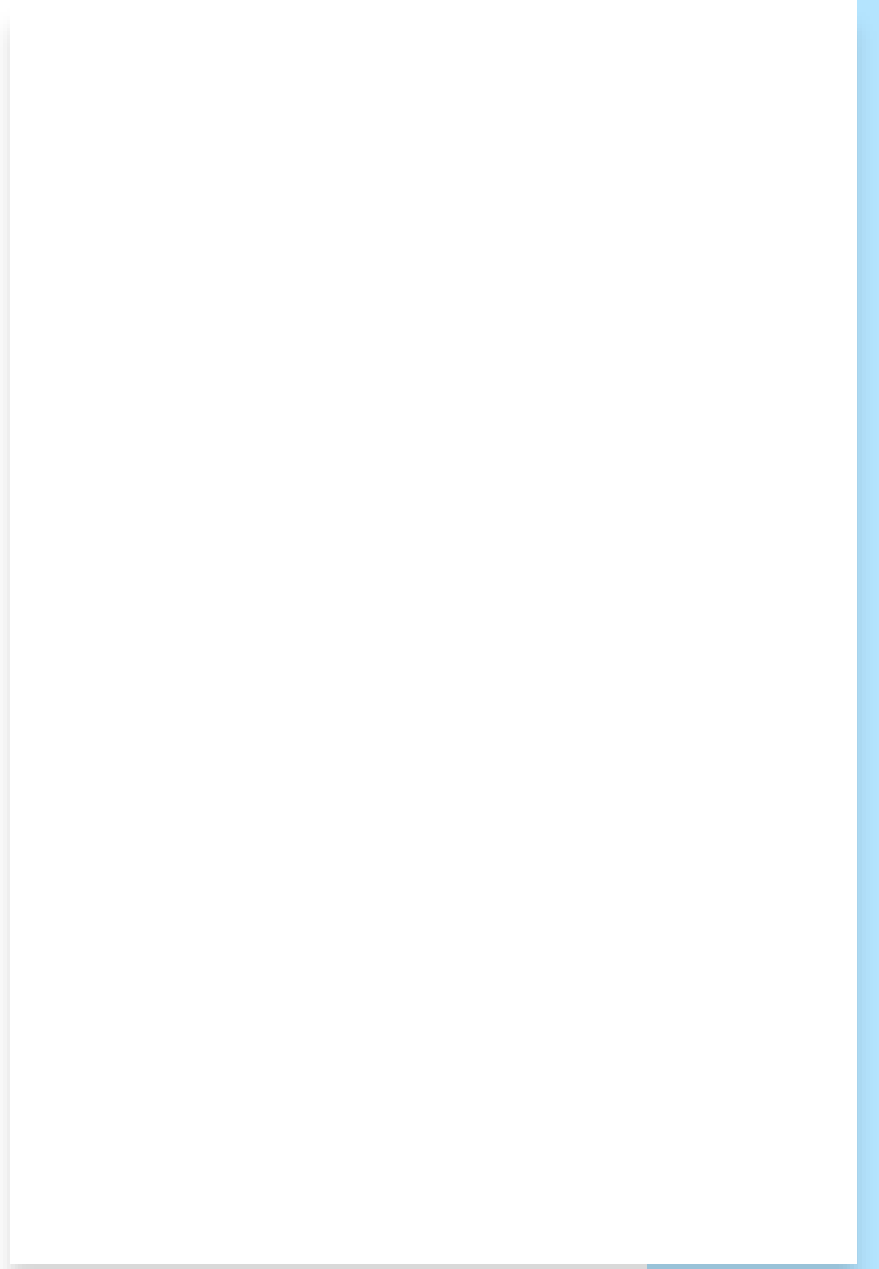
Q5. Please indicate any areas your organisation specialise in (tick as many as required):



Utilising results from survey questions 2, 4 and 5 – responses have been received from NDAP providers operating in all states and territories providing support across a variety of advocacy types and specialisations.

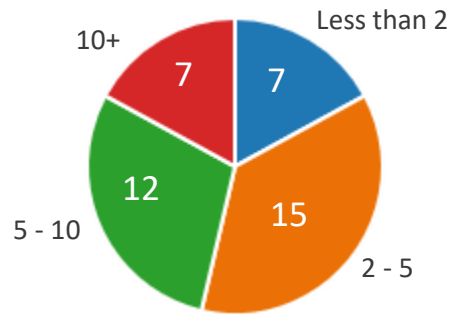


# Results and Insights

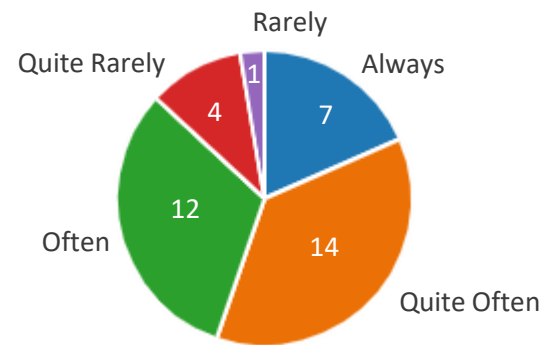


# Managing client requests for disability support

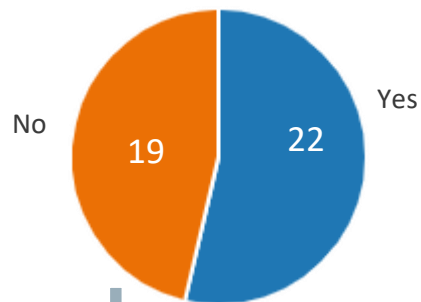
Q3. How many **full-time equivalent advocates** do you have operating within your organisation?



Q11. How often would you add a new client enquiry to a **wait list**?

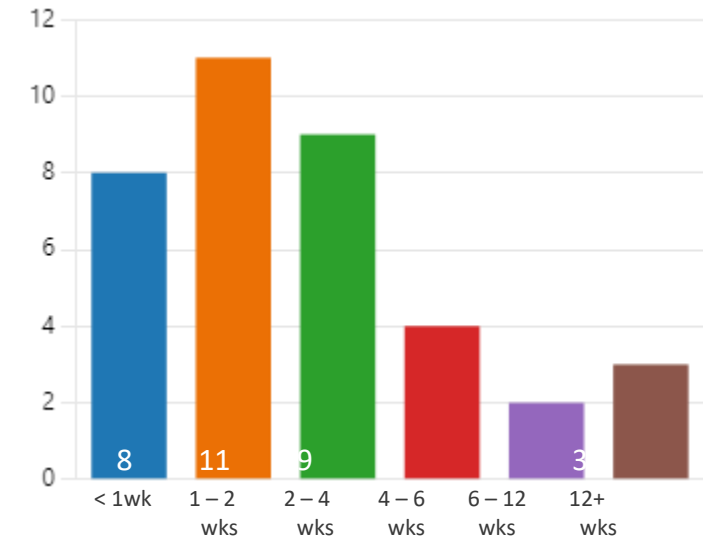


Q8. Do you have a dedicated **Intake Officer**?



95% of NDAP providers who DO NOT have a dedicated Intake Officer operate a wait list.

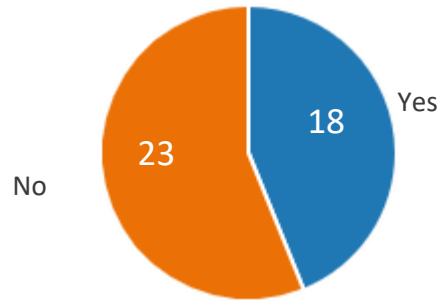
Q15. Including any time spent on a wait list, on average, how long does it take for a new client to receive their **first contact** from an advocate?



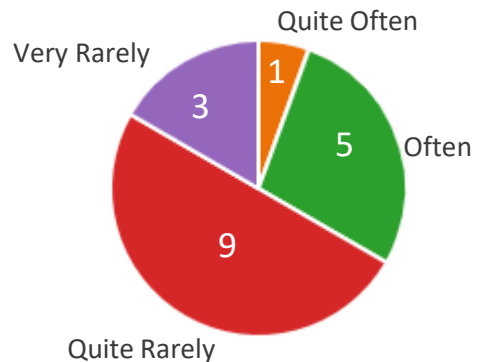
- 64.7% of NDAP providers with more than 2 full-time advocates have a dedicated Intake Officer.
- 48.68% of NDAP providers take more than 2 weeks to make first contact with a client

# Supporting clients while awaiting advocate availability

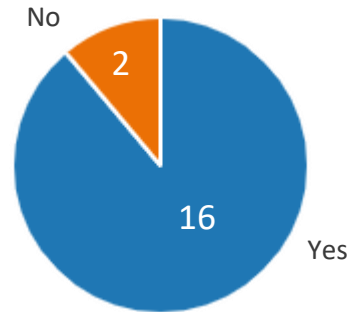
Q16. Do you ever have times when you **close your books** (ie: you are unable to assist OR place a client on a wait list)?



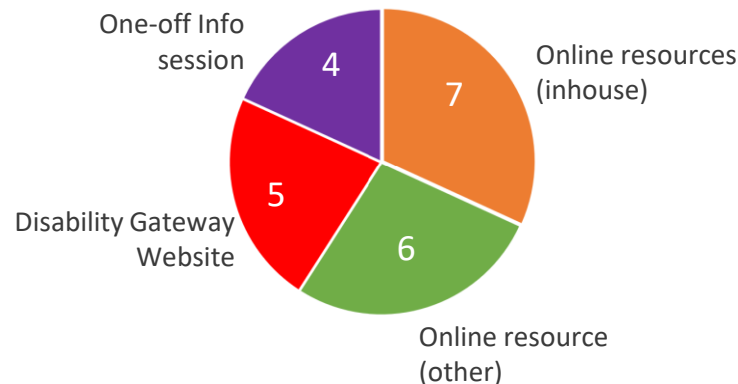
Q17. **How often** do you have to advise a client that you are unable to assist them due to capacity constraints (i.e. your books are closed)?



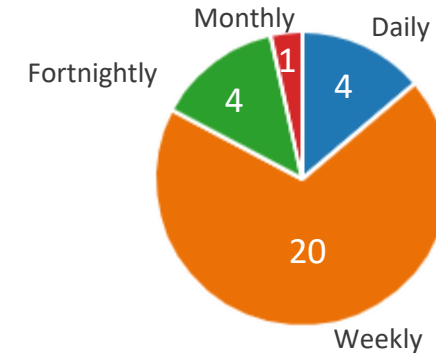
Q18. Do you have any **other resources** you are able to provide to help the client to self-advocate while they wait for support?



Q19. Please indicate what kind of additional **resources** you are able to provide clients who are advised that your books are closed (Tick all that you currently utilise):



Q21. **How often** do you make decisions about allocating clients from your wait list to advocates and / or recommence accepting new advocacy clients?



- 44% of NDAP providers close their books:
  - 33% do so often
  - 88.9% of NDAP providers who close their books have other resources to offer clients
- 72.5% of NDAPs have a regular case allocation and wait list review process
  - 82.7% of these NDAP providers review case allocation and wait lists at least weekly
- Of the NDAP providers who close their books when at capacity, 88.9% have processes to offer other support options to clients.





# Recommendations for Helpline pilot

# Recommendations

- 1. Referrals for the Helpline to an NDAP provider should be made by email in ALL cases.** While some NDAP providers have indicated that they would prefer that the Helpline utilise their own referral webform, ALL advised that they accept client referrals via email. A consistent mechanism for referrals to NDAP providers is critical to maintain the efficiency of Helpline processes.
- 2. Referral proforma to be developed for the Helpline to utilise when referring a client to an NDAP provider.** The minimum information required for the Helpline to refer a client to an NDAP provider as per the survey results are:
  - Client Name
  - Referrer Name (if applicable)
  - Referrer relationship to client (if applicable)
  - Contact Person
  - Contact Phone Number
  - Address (to confirm jurisdiction)
  - Disability Type (if disclosed)
  - Advocacy Issue
  - Urgency level
  - Urgency factors (if applicable)
  - Client consent provided
- 3. End to end process to be developed** to clarify the advocacy qualification process conducted by the Helpline (to assure NDAP providers that cases are qualified prior to being referred), as well as NDAP provider confirmation of receipt of client referral (to ensure that the Helpline advocate is able to set appropriate expectations with clients). See draft process on next slide.
- 4. Information session to be conducted for NDAP providers** in each state / jurisdiction to advise of the survey outcomes and the standardised process for referrals from the Helpline to NDAP providers. The NCDCA could be leveraged as a conduit to communicate this information.

***Caveat:** The NDAP Engagement Survey report was developed on the basis of responses from NDAP providers, with input from the Helpline, NCDCA and the Department of Social Services (the Department). The sharing of this report is for information and transparency. The Department will work with ALA to consider the recommendations and will continue to engage with the sector to develop an effective process for warm referrals.*

# End to end Client referral process (draft)

