PIR Agency:	Aftercare
Date:	Dec 2014 - Sept 2015
Key issue(s)	Consumers report to be receiving inconsistent service from PHaMs providers
Main Objective(s)	Determine if inconsistencies exist and make recommendations accordingly
Summary of Impact or Result	

Context

Various stakeholders have noted, that there appears to be varied experiences of PHaMs practices; this was dependent on the agency contracted to deliver the program. This results in unclear expectations for referring agencies and consumers. It also has the potential for 'bias' with regard to referrals.

Stakeholders/Partnerships

Open Minds, Aftercare, Communify, Neami and PIR

Project Management

This is a 3 phase project:
1) Determine what currently exists (Rationalise the need for the project)
2) Establish who the relevant key partners are, and, develop a strategy for the investigation
3) Assess the information from the investigation and make recommendations accordingly.

Description of Activities

Investigation outcome; inconsistencies in practice exist. These are deemed to be acceptable and still fall within the departmental guidelines for the PHaMs program providers. They can generally be attributed to the need for flexibility, which is required to accommodate 'internal' agency procedures e.g. wait times for assessment due to lengthy wait lists, staff shortages or other internal matters/challenges that an agency may experience at any given time. These synonymous with the agency itself and need to be managed internally.

Project Impact

No systems change. The project was an investigation, therefore it is not self-sustaining; it is completed.

Lessons Learned

No funds were allocated; time has been allocated by the SSF, this has been challenging given all the other commitments associated with the role. It was difficult to get *buy in* from other agencies to get involved with this investigation.   There may have been some agency anxiety regarding the issue e.g. comparisons were being made between agencies. It could also indicate that the issue was not a major one.

Appendices