Accountability, choice and payment structures in disability employment

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My argument

• Policy rhetoric recognises the importance of providing individualised, flexible services.

• The current contracting regime continues to constrain agency capacity to deliver flexible, individualised services.

• A person-centred approach to service delivery will lead to better employment outcomes.
Voucher systems

• Are simply a policy tool that can be used to expand or contract the welfare state.
• Will not compensate for inadequate funding or overcome supply constraints in rural/remote areas.
• The extent to which voucher scheme deliver more choice to service users and more flexible and individualised services depends on the way such schemes are regulated.
Active restriction of choice

• Choice over what sort of assistance can be purchased is often restricted by concerns over what constitutes a legitimate use of public funds; or

• Concerns over the capacity of service users to exercise choice or the likelihood that they may make ‘sub-optimal’ choices.
Passive restriction of choice

• Choice is also limited when procurement strategies restrict supply, or funding models do not provide incentives to tailor services to individual needs.
What needs to be done

• Deregulate market entry and exit

• Which needs to be accompanied by a reduction in information asymmetry

• Change the payment system so that achievement of interim milestones are rewarded
Chart 5: Average of 3 outcome scores
Chart 4: Average of process scores