



Case Study Nine:

Developing a recruitment platform

This case study looked at an online recruitment platform matching employers with suitable AHAs.

This Victorian-based organisation operated an online AHA recruitment and employment service for Victoria, Sydney, Brisbane, and Adelaide with the intention of covering all capital cities by the end of 2021.

The organisation worked by collecting the relevant qualifications, and conducting the NDIS-required screening checks and phone interviews to determine the AHA applicant's suitability for delivery of NDIS Level 2 AHA services. The organisation matched AHAs with both NDIS participants and AHPs who applied for AHA support via the platform.

To ensure a good fit, free meet and greet sessions were set up between the AHA and the participant or AHP. If both parties agreed to proceed, a handover was set up and the AHA was employed casually.

Benefits

The major benefit was in having a centralised online platform to hire AHAs. The platform did all of the recruitment work and gave participants choice and control over whom they shared their information.

The founders identified that AHP students with the right skills to be employed as AHAs were under-utilised and brought them into the workforce. This benefitted the employers and the students who were paid working in an area directly related to their study.

Challenges

The platform predominately hired AHP students. They found Certificate IV trained AHAs lacked the level of skill, knowledge or experience of AHP students. Consequently, they were not as well rounded and struggled with writing session notes and communicating professionally with participants.

Each State or Territory has different supervision and delegation expectations; no national framework existed to a national platform.

Strategies for success

Many AHPs did not know the benefits of using AHAs, or how to delegate to them. The provider also found inconsistencies in the information obtained from Government departments and the NDIA.

The platform developers were in the process of developing a training program on supervision and delegation for AHPs. This includes educating clients on the benefits of using AHAs, such as reducing wait times for new participants and increasing the amount of therapy they receive.

The developers recommended the development of a national delegation and supervision framework.

Key principles of good practice

- Delivered an online platform for hiring AHAs that is accessible and easy to use.
- Developed a training package on delegation and the benefits of using AHAs for new platform users, including NDIS providers and AHPs around.