



How McArthur facilitated a smooth transition for Council RAS professionals to the aspire4life team.

BACKGROUND

In April 2024, the Commonwealth Government confirmed a major transition in Victoria, shifting the Regional Assessment Service (RAS) from Local Government-based Aged and Community Care teams to new service providers. The interim transition period, running from July to December 31, 2024, marked the end of the traditional local government structure, with new providers handling assessments across Aged Care Planning regions.

THE STRATEGY

McArthur's specialist RAS Assessor locum pool has operated successfully for 20+ years, supporting RAS teams across Victoria. This service helps manage staffing for these specialised teams.

In April 2024, following the Interim RAS transition announcement, McArthur offered employment to local council RAS Assessors as locum staff. As a result, the locum pool grew from 30 to 80 Assessors within six weeks. McArthur also approached Aspire4Life, offering a skilled workforce of RAS Assessors ready to start by July 1st, 2024, to support the interim RAS period. This partnership allowed Aspire4Life to quickly deploy Assessors across Victoria, adjusting to referral volumes in each region.

Additionally, it positioned Aspire4Life to confidently tender for the permanent contract under the new Single Assessment Service, starting January 2025, with an established workforce to manage ongoing assessments in Victoria.

THE CHALLENGE

Aspire4Life, one of the largest interim RAS providers, faced challenges as it had no existing workforce in Victoria. With just six weeks' notice, the organisation had to recruit experienced RAS Assessors across the state to commence work by July 1. Meanwhile, Local Government RAS teams had to disband their workforce by June 30, also with minimal transition time.

THE PROCESS

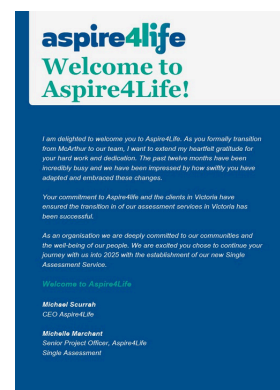
Stage 1

McArthur aimed to smoothly transition candidates exiting council RAS Teams by simplifying the process and ensuring accessibility and making candidates feel secure and supported through redundancies, job loss, and team disbandment. This was achieved through two key steps:

1. Meeting with RAS Teams: McArthur engaged with teams across the state to discuss employment options starting July 2024.
2. Supportive Registration & Onboarding: McArthur implemented a seamless onboarding process, addressing individual concerns with transparency based on available information from Aspire4Life.

Stage 2

McArthur presented candidates to Aspire4Life and organized an information session with both parties. Roles were then allocated, and all staff attended a two-day induction with Aspire4Life. The inductions integrated new staff into Aspire4Life's Allocations teams in groups of 20-30 every two weeks over six weeks. By mid-August 2024, the full staff quota was reached.



OUTCOMES AND OUTTAKES

- The recruitment activities enabled Aspire4Life to deliver services to clients across Victoria, meeting the KPIs and targets set by the Commonwealth Government.
- Aspire4Life was successful in their tender application to provide permanent, ongoing assessments when the Single Assessment Services was introduced in January 2025.
- Aspire4Life cemented its reputation in the sector by successfully delivering on projects where other reputable organisations had failed to meet targets.
- McArthur in partnership with Aspire4Life transitioned the majority of the casual Assessment workforce to permanent positions with Aspire4Life from Jan. 2025.