

Factsheet 3.3

WDO rates and reporting



1. WDO rates and reporting

This factsheet provides guidance on how to report WDO activities in the Self-Service Portal (SSP). The clearance rates for some activities are based on the number of hours completed, while others are based on the person's level of compliance with a plan or program entered as a monthly WDO compliance agreement.

Table 1: WDO Activities and rates

WDO Activity	Rate	Total
Voluntary unpaid work	\$30 per hour	You may enter multiple WDO activities up to a total of \$1000 per month.
Financial, other counselling or case management	\$50 per hour	
Educational/vocational or life skills course	\$50 per hour	
Medical or mental health treatment	\$1000 per month for full compliance	
Drug or alcohol treatment		
Mentoring Program – all ages		

A recent audit of the WDO scheme showed that sponsors are generally confident entering and reporting on WDO participation in hourly activities. However, the audit revealed that some sponsors are uncertain about how to properly enter and report on monthly WDO compliance agreements.

This factsheet provides detailed guidance on how to enter and report on monthly WDO compliance agreements in the SSP. It also provides tips about reporting on hourly activities as well as providing worked examples and FAQs.

1.1 Monthly WDO compliance agreements

If a person participates in a WDO based on a monthly compliance agreement, they agree to complete a certain number of units of activity per month to clear the full \$1000 in the month as part of their WDO. If the WDO participant completes less than the proposed units of activity, they will only clear a proportion of \$1,000 in that month.

WDO sponsors, or relevant third-party service providers, are in the best position to develop a plan or program that suits the WDO participant's needs. A person's plan or program may include a medical or mental health treatment plan, a drug or alcohol treatment plan or a mentoring program. The number of agreed activities the person engages with form the WDO compliance agreement.

It is up to a sponsor, in consultation with a WDO applicant, to decide what and how many activities are included in the monthly compliance agreement. This decision may depend on the stage of treatment, the applicant's circumstances, their therapeutic needs, and the availability of activities.

When applying for a WDO, the sponsor should include the anticipated number of hours to be completed each month. Not all activities on a treatment plan or mentoring program can be easily measured in terms of 'hours', so it is recommended that 'hours' be interpreted as 'units' of activities. It is important that the accurate number of 'units' of activity be entered into the SSP as part of the compliance agreement. When entering the agreement on the SSP the following 'units' of activity may each be recorded as one 'hour' under the compliance agreement:

- one attendance at a face-to-face psychology appointment
- one piece of self-directed work e.g. a take home reflective exercise or homework
- one day of medication compliance (e.g daily attendance for methadone)
- one weekly, fortnightly or monthly attendance to receive a regular anti-psychotic injection
- one attendance at a group or individual therapy session

As a suggested guide, it is recommended that at least 4 'hours' of activity should be included in the compliance agreement for every month.

Any decision that a sponsor makes about what is to be included in the compliance agreement should be agreed in consultation with the WDO applicant, recorded in writing and entered into the SSP. Table 2 below shows how compliance activities should be entered and reported.

Table 2: Entering and reporting monthly WDO compliance agreements

Entering a WDO compliance agreement	Reporting on a WDO compliance agreement
<p>Enter the number of hours of compliance activity that you anticipate the participant will complete in the month to be in full compliance with their plan.</p> <p>That is, enter the number of hours they need to complete as part of their treatment plan or mentoring program.</p>	<p>A person will clear \$1000 a month for full compliance or a proportion for less.</p> <p>The final amount cleared will be calculated as a proportion of the number of hours agreed in the WDO monthly compliance agreement and entered on the SSP.</p>
Worked examples	
To clear the maximum of \$1000, Susan agrees with her WDO sponsor to complete eight (8) hours of AOD treatment a month. This is comprised of four (4) individual counselling sessions and attendance at four (4) NARCON sessions.	From the 16th July to the 15th August, Susan only attends four (4) out of the eight (8) sessions. Susan will only clear a maximum of \$500 from her fines in that month.
To clear the maximum of \$1000, Umi agrees with her WDO sponsor to participate in six (6) hours of activities as part of a mentoring program. This is comprised of four (4) group mentoring sessions and two (2) music therapy workshops.	During the reporting period, Umi is sick and only attends three (3) of the agreed sessions. Umi will only clear a maximum of \$500 from her fines in that month.
To clear the maximum of \$1000, Ralph agrees with his psychologist sponsor to attend one (1) monthly appointment. The sponsor thinks Ralph would benefit from keeping a journal and doing a take home quiz so also sets two (2) homework tasks for completion in the month.	At the end of the reporting period Ralph attended his appointment and completed both homework tasks, so the sponsor enters compliance with the three (3) activities and Ralph is able to clear the maximum of \$1000 from his fines.

Tip

When applying for a monthly WDO compliance agreement, enter the minimum number of hours needed for full compliance. This is the number of hours that will need to be completed each month to clear the maximum of \$1000. If less units are completed during the month, only a proportion of the \$1000 will be cleared.

1.2 Hourly WDO activities

If a person participates in a WDO using the hourly rate, regardless of the number of hours entered in the WDO application, the WDO participant will be able to clear the actual amount of hours they completed.

Table 2: Entering and reporting hourly rates

Entering a WDO hourly rates	Reporting on WDO hourly rates
Enter the number of hours you anticipate the person will undertake in the month. You can enter multiple activity types.	Enter the actual number of hours undertaken. The final amount cleared will be calculated at a per hour rate of ACTUAL hours completed, to a maximum of \$1000.
Worked examples	
Tony agrees to do 3 days (21 hours) of unpaid work per month. The sponsor enters this on the SSP.	When it comes time to report, the sponsor sees that Tony has worked an extra day so has completed twenty eight (28) hours of unpaid work. The sponsor reports the actual 28 hours worked and \$840 is cleared from Tony's fines in that month.
Leila agrees to work seven (7) hours in the community garden as well as doing (16) hours of a life-skills course. The sponsor enters two activities into the SSP.	When it comes time to report, the sponsor finds that Leila only completed four (4) hours unpaid work in the garden and only fourteen (14) hours in the life skills course. The sponsor enters in the actual hours worked and Leila clears \$820 from her fines.
John is completing eight (8) hours of literacy and numeracy courses whilst in custody. The sponsor enters 8 hours into the SSP.	When it comes time to report the sponsor finds out that John also completed an additional two (2) hours as part of a criminogenic education program to address his offending behaviour. Because the sponsor had entered the WDO for educational activities, she can enter the total hours (10 hours) of participation for both programs and John can clear \$500 from his fines.

Tip

When applying for a WDO using the hourly rates, the amount of hours you enter into the application will not directly affect the amount of fines cleared when you report on the WDO activity. However, make sure you enter all the activity types that the person will participate in. If you need to add an activity do so before the reporting period closes (15th of each month) to ensure you can report on it.

2. Reporting – Frequently Asked Questions

1. The WDO applicant did less hours than I entered on the application. How is this calculated?

The way the hours are calculated will depend on whether the WDO was entered as monthly WDO compliance agreement or based on hourly rates:

- **Compliance agreement** – Glen agrees with his sponsor to attend four (4) hours of weekly group counselling. He only attends for one (1) session so on reporting his fines are reduced by \$250.
- **Hourly rate** – Geoff agrees with his sponsor to do twenty one (21) hours unpaid work and eight (8) hours at a computer course. After the 15th of the month the sponsor reports that Geoff attended for only seven (7) hours of unpaid work and eight (8) hours of the course. The actual hours are reported (to a maximum of \$1000) and Geoff can clear \$610 from his fines debt.

2: I am a drug and alcohol counsellor and my client sees me for one (1) hour every week. How much can be cleared from their fines every month?

A: If you agree with your client that the monthly WDO compliance agreement consists only of weekly counselling sessions that may vary in duration, you will enter four (4) 'hours' for the month on the SSP. When you report on attendance, and the client has attended every session, you will enter 4 'hours' and the fine will be reduced by \$1000. If the client misses a week and you report that she attended for 3 'hours', \$750 will be cleared.

3: I am a clinical psychologist and I only see my client once a month. Is one 'hour' of attendance in a month enough for a WDO?

You are able to enter a WDO for one 'hour' a month. We understand that often people attend a monthly psychologist appointment. If you decide in discussion with your client that more engagement is suitable in all the circumstances, you may include homework or other activities as a compulsory part of the WDO compliance activity. The actual hours that you require a WDO participant to complete is at your discretion. It should be a decision that you make depending on the client's circumstances and your capacity to provide activities.

4: I have been seeing the client weekly for a while and we have agreed to reduce her attendance to once a month. Do I need to amend the WDO?

A: There are two ways to approach this scenario:

- Option 1:** The client's WDO monthly compliance agreement is 4 'hours' in the month. If you want to keep this agreement, after changing to monthly appointments, you might introduce homework or non-face to face elements into the compliance regime. For example, the client attends therapy one (1) time a month and in the other three (3) weeks is also expected to complete three (3) homework activities e.g a self-assessment questionnaire, a reflective task and a memory journal, which count towards full compliance with the WDO. If all of these activities are completed \$1000 may be cleared from the fines debt.
- Option 2:** After the end of the reporting period (15th of the month) you may vary the WDO and reduce the required attendance rate down to one (1) unit in the month. The participant then will only have to attend that one (1) unit (the therapy session) to clear the full \$1000 from their fines.

5: We provide methadone treatment and the client attends for a few minutes every day to get their methadone. How do we record this for compliance purposes?

A. As in the scenario above we recommend that one unit of activity equals one day of attendance for medication. So in this scenario you could enter 30 or 31 units in the month. If the client fails to attend any days to collect their medication they will receive a proportional reduction in their fines.

If you have any questions, please call the WDO hotline 1300 478 879 or email WDO@legalaid.nsw.gov.au.