

**EVALUATION OF MANDATORY COUNSELLING  
MANAGEMENT RESPONSE AND ACTION PLAN**

<b>RECOMMENDATION</b>	<b>MANAGEMENT RESPONSE AND PLANNED ACTION</b>	<b>MANAGEMENT ACCOUNTABILITY</b>	<b>ACTION COMPLETION DATE</b>
<p>1. The OSB should develop and collect additional performance data to further measure the effectiveness of mandatory counselling and inform whether improvements need to be made</p>	<p>Agreed.</p> <p>OSB will develop additional performance measures and a data collection plan.</p> <p>a) OSB will develop potential short-, medium- and long-term performance measures.</p> <p>b) OSB will consult with stakeholder groups such as trustees, CAIRP and credit bureaus concerning data that might be available.</p> <p>c) OSB will finalize the performance measures and data collection plan, taking into account the collection methodology.</p>	<p>Director General, Outreach Services</p> <p>Director General, Outreach Services</p> <p>Director General, Outreach Services</p>	<p>September 2013</p> <p>December 2013</p> <p>March 2014</p>

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<p>2. To assist in the delivery of mandatory counselling, the OSB should explore ways of facilitating access to products and tools for delivery of the program and for use by qualified counsellors and debtors.</p>	<p>Agreed.</p> <p>OSB will work with industry experts to identify existing tools and products that could be utilized by counsellors and debtors.</p> <p>OSB will conduct a consultation with stakeholder groups concerning methods to facilitate access to tools and products. This could include changes to the Directive to encourage the use of tools, or consideration by CAIRP of the relevance of the tools and products to their Insolvency Counsellors Qualification Course.</p>	<p>Director General, Outreach Services</p> <p>Director General, Outreach Services</p>	<p>January 2014</p> <p>June 2014</p>

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<p>3. The OSB should examine the current model of mandatory counselling to see if options could be provided to better address the needs of the various debtor groups. Once completed, the OSB should consider the resources required to support the updated model.</p>	<p>Agreed.</p> <p>The OSB will engage an expert in the design of counselling programs to review the current model, in conjunction with the evaluation report, and to provide advice on potential improvements for various groups of debtors.</p> <p>The OSB will complete a consultation with relevant stakeholder groups concerning any planned changes to the program.</p> <p>The OSB will finalize planned changes to the program by publishing proposed revisions to the Directive and by addressing any resource implications.</p>	<p>Director General, Outreach Services</p> <p>Director General, Outreach Services</p> <p>Director General, Outreach Services</p>	<p>March 2014</p> <p>October 2014</p> <p>March 2015</p>