



Australian Government



ONGOING SUPPORT ASSESSMENT GUIDELINES V2.0

Disclaimer

This document is not a stand-alone document and does not contain the entirety of Providers' obligations. It should be read in conjunction with the Disability Employment National Panel of Assessors Deed of Standing Offer and any relevant Guidelines or reference material issued under or in connection with the Disability Employment National Panel of Assessors Deed of Standing Offer

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Ongoing Support Assessment Guidelines

Document Change History:

Version	Start Date	Effective Date	End Date	Change & Location
2.0	23 March 16	23 March 2016		Addition: 2 new appendix added (p 36 and p 38)
1.10	29 June 15	29 June 15	22 March 16	<p>Process: Amended to include Appendix C - Ongoing Support Assessor advice - Assessing evidence of assistance purchased translating to hours of support – OS and EPP Trial. In summary Appendix C includes:</p> <ul style="list-style-type: none"> • Advice that Minimum OS Contacts must be delivered to the DES Participant by the DES Provider. • A requirement that if no invoice and receipt and OS Assessor does not consider the assistance purchased was required to maintain the Participant’s employment then the assistance purchased can not be considered towards hours of support. OS Assessor must note this in the OSA report in the Department’s IT system. • examples of assistance purchased consistent with OS Guidelines and • Examples of assistance purchased inconsistent with OS Guidelines.
1.9	1 April 15	1 April 15	28 June 2015	<p>Clarification: Amended to clarify that Ongoing Support assistance including assistance purchased internally and externally must directly relate to maintaining the Participant’s employment.</p> <p>Policy: Amended to allow appropriate and personalised assistance purchased internally and externally from third party providers by DES Providers to be included as part of Ongoing Support hours.</p> <p>Note: These policy changes are being</p>

				<p>implemented for an 18- month trial from 1 April 2015 to 30 September 2016 period to ensure they achieve the intended outcomes and, if successful, they will be retained for the rest of the Deed period.</p> <p>Process: Added requirement for Participant’s working hours to be included in OSA report.</p> <p>Narrative: Inclusion of processes required to claim Ongoing Support Assessment fees (previously included in Ongoing Support Assessment Fees Guidelines V1.2</p> <p>Narrative: Updated to change references effected by MOG from DEEWR to DSS.</p>
1.8	28 June 12	01 July 12	31 Mar 15	<p>Background and Process: included new 78 week assessment interval.</p> <p>Frequently Asked Questions: Updated</p>
1.7	16 May 12	16 May 12	30 Jun 12	<p>Amendment: Updated references to the Disability Employment National Panel of Assessors Deed from 2010 – 2012 to 2012-2015 throughout the document.</p> <p>Miscellaneous: Amendment to 4a Ongoing Support Assessor first dot point – inclusion of frequency, hours and specific details of the nature of support (p 9).</p> <p>Miscellaneous: Clarification to 4b (p 10).</p> <p>Process: Clarification to 5a, 5b and 5c in relation to the specific details that should be documented by the assessor when conducting the DES provider interview, the Participant interview and the Employer interview (p 11-15).</p> <p>Process: Clarification in relation to the specific details that should be cited from the Participant’s file in the File Assessment Summary (p 12) and amendment to the documentary evidence for Ongoing Support File Assessments (p 19).</p>
1.6	29 Nov 11	1 Dec 11	16 May 12	<p>Miscellaneous: Addition to 4c describing circumstances where exclusion of Employer/Workplace</p>

				assessment requires DEEWR Contract Manager approval.
1.5	15 Sep 11	15 Sep 11	1 Dec 11	Miscellaneous: References to Disability Employment Services Deed 2010-2012 Clause reference corrected to reference Disability Employment National Panel of Assessors Deed 2010 – 2012 (p 7-14)
1.4	31 Aug 11	31 Aug 11	15 Sep 11	Miscellaneous: Amendment to first dot point in Background (p 3) and Section 2 (p 6). Inclusion of hours of support into guide for Moderate Ongoing Support and High Ongoing Support (p 11, step 6).
1.3	6 Jun 11	6 Jun 11	31 Aug 11	Process: References to DEEWR OSA Contact removed and additional information on Ongoing Support phase added to guidelines at page 3 and Section 6. Additional information on the OSA Dispute process added at Section 9.
1.2	7 Jun 10	7 Jun 10	6 Jun 11	Process: Amendments to Ongoing Support Assessor (p 10, part 6),
1.1	27 May 10	27 May 10	7 Jun 10	Miscellaneous: Addition of DEEWR OSA Contact details (p 5)
1.0	15 Jan 10	01 Mar 10	27 May 10	Original version of document

Summary

These Guidelines outline the responsibilities and required actions of a Disability Employment National Panel of Assessors provider or (Ongoing Support Assessor)' to complete an Ongoing Support Assessment (OSA) for a Disability Management Service or Employment Support Service Participant.

These Guidelines also outline an Ongoing Support Assessor's responsibilities and required actions in regards to claiming OSA Fees.

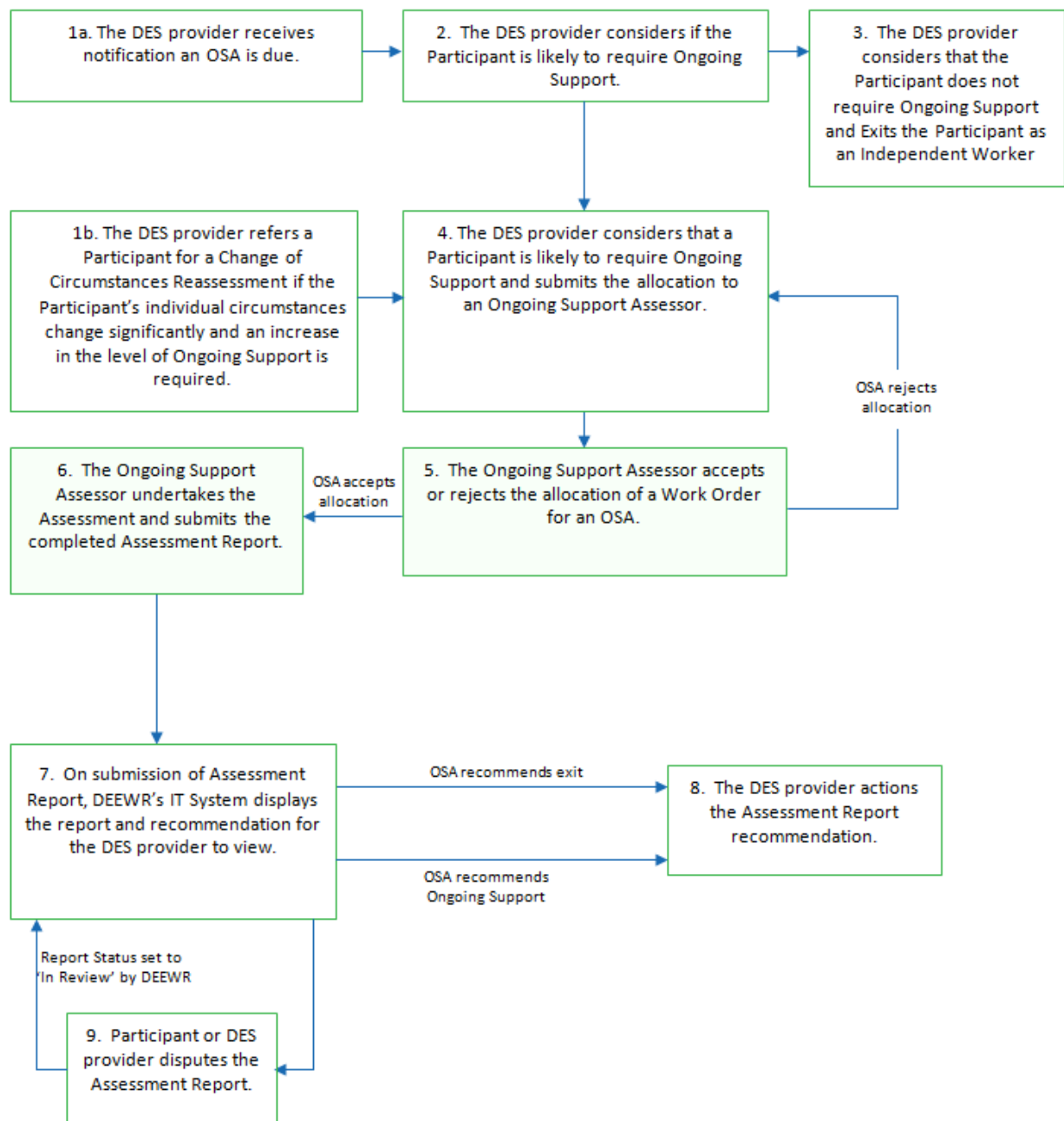
Background

Once a Participant has achieved a 26 week employment outcome, the DES provider determines if the Participant requires Ongoing Support. Ongoing Support Assessors will be required to complete an OSA and independently assess the Ongoing Support needs of Participants where a Disability Employment Services Program provider '(DES provider)' determines that a Participant is likely to need Ongoing Support in the workplace to retain their job and where:

- a Participant has reached 52 weeks since the Anchor Date of a 26 week Employment Outcome
- a Job in Jeopardy (JiJ) Participant has achieved a 26-week Outcome and requires Ongoing Support
- it has been 52 or 78 weeks since the Participant's last OSA, or
- a change in circumstances means that a Participant may need a higher level of Ongoing Support than identified in the Participant's last OSA.

Referral for an OSA is completed in the Department of Social Services' (the Department's) IT Systems.

Flow Chart 1– Ongoing Support Assessment Allocation



Note: This should not be read as a stand-alone document, please refer to the Disability Employment Services Deed.

Flow Chart 1 text version

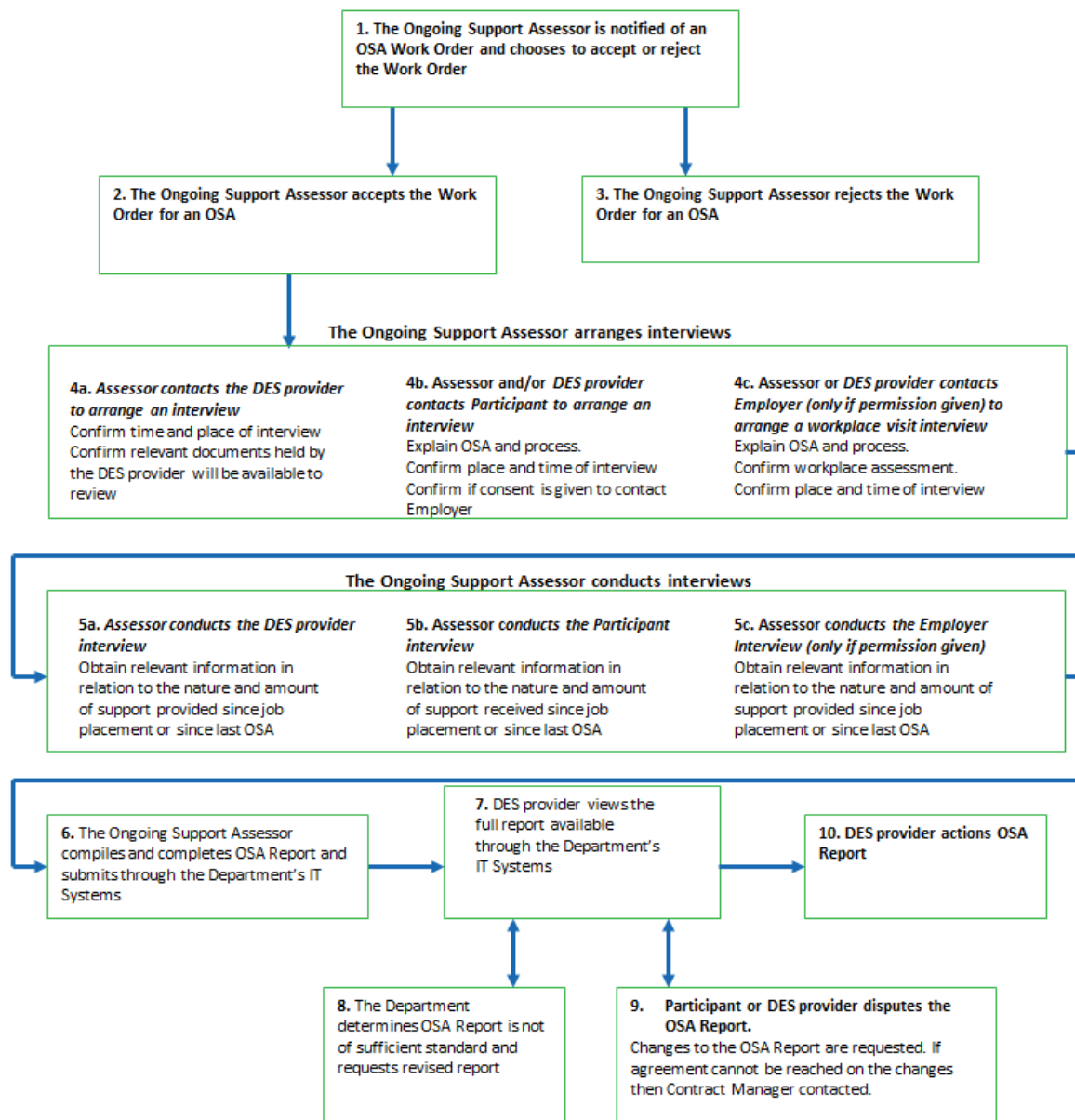
1a. The DES provider receives notification an OSA is due

1b. The DES provider refers a Participant for a Change of Circumstances Reassessment if the Participant’s individual circumstances change significantly and an increase in the level of Ongoing Support is required.

2. The DES provider considers if the Participant is likely to require Ongoing Support.

3. The DES provider considers that the Participant does not require Ongoing Support and Exits the Participant as an Independent Worker
4. The DES provider considers that a Participant is likely to require Ongoing Support and submits the allocation to an Ongoing Support Assessor.
5. The Ongoing Support Assessor accepts or rejects the allocation of a Work Order for an OSA.
6. The Ongoing Support Assessor undertakes the Assessment and submits the completed Assessment Report.
7. On submission of Assessment Report, the Department's IT System displays the report and recommendation for the DES provider to view.
8. The DES provider actions the Assessment Report recommendation.
9. Participant or DES provider disputes the Assessment Report.

Flow Chart 2 – Ongoing Support Assessment



Note: This should not be read as a stand-alone document, please refer to the Disability Employment National Panel of Assessors Deed of Standing Offer

Flow chart 2 Text version

1. The Ongoing Support Assessor is notified of an OSA Work Order and chooses to accept or reject the Work Order
 2. The Ongoing Support Assessor accepts the Work Order for an OSA, or
 3. The Ongoing Support Assessor rejects the Work Order for an OSA
- If the ongoing supporter accepts the Work Order for an OSA then there are three steps to arranging the interviews
- 4a. Assessor contacts the DES provider to arrange an interview including confirming the time and place of interview, confirming relevant documents held by the DES provider will be available to review

4b. Assessor and/or DES provider contacts Participant to arrange an interview including explaining the OSA and process, confirm time and place of interview, confirm is consent is given to contact Employer

4c. Assessor or DES provider contact Employer (only if permission given) to arrange a workplace visit interview by explaining the OSA and process, confirming the workplace assessment and confirming the place and time of interview

The Ongoing Support Assessor then conducts the interviews

5a Assessor conducts the DES provider interview by obtaining relevant information in relation to the nature and amount of support provided since job placement or since last OSA

5b. Assessor conducts the Participants interview by obtaining relevant information in relation to the nature and amount of support received since job placement of since last OSA

5c. Assessor conducts the Employer Interview (only if permission given) by obtaining relevant information in relation to the nature and amount of support provided since job placement or since last OSA

6. The Ongoing Support Assessor complies and completes the OSA Report and submits through the Department's IT Systems

7. The DES provider views the full report available through the Department's IT systems

8. If the Department determines OSA Report is not of sufficient standard it will request a revision

9. If the participant or DES provider disputes the OSA Report then changes are requested if agreement cannot be reached on the changes then the Contract Manager is contacted

10. DES provider actions the OSA Report.

Disability Employment National Panel of Assessors Deed of Standing Offer Clauses:

Clause 4 – Formation of Contracts
Clause 7 – Conduct of Assessments
Clause 11 – Provider’s responsibility
Clause 17 – General
Clause 18 – Evidence to support claims for payment
Clause 50 - Conflict of Interest
Clause 66 - OSA Services
Clause 67 - OSA Assessments
Clause 68 - OSA Assessment Reports
Clause 69 – OSA Assessment Fees
Clause 82 – Disputed Assessments
Clause 100 – Job in Jeopardy Participants
Clause 104 – Obligation to provide Ongoing Support
Clause 105 – Limitations on Disability Employment Services – Disability Management Service
Ongoing Support
Clause 106 – Provider Exit from Ongoing Support
Clause 107 – Reviews of Ongoing Support
Clause 108 – Changing the level of Ongoing Support for Disability Employment Services –
Employment Support Service Participants
Clause 110 – Change of Circumstances Reassessment during Ongoing Support
Clause 117 – Exits

Reference documents relevant to these Guidelines:

Ongoing Support Guidelines
Ongoing Support Assessment Allocation Guidelines
Records Management Instructions Guidelines
Managing Availability for National Panel of Assessors providers Job Aid
Ongoing Support Assessment Job Aid

Records Management Instructions Guidelines Explanatory Notes:

1. All capitalised terms have the same meaning as in the Disability Employment National Panel of Assessors Deed of Standing Offer.
2. In this document, ‘must’ means that compliance is mandatory and ‘should’ means that compliance represents best practice.
3. Shaded areas in the flow charts denote activities that are undertaken by the Participant, the Department or Centrelink.

Ongoing Support Assessment Guidelines

Who is Responsible:	What is Required:
<p>1. Ongoing Support Assessor</p> <p>The Ongoing Support Assessor is notified of an OSA Work Order and chooses to accept or reject the Work Order</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 4.4 • Clause 66.1 • Clause 50.3 	<p>Once a Work Order for an OSA has been allocated in the Departments' IT System, the Work Order will appear on a list for the Ongoing Support Assessor to determine whether or not to accept. Things to consider include:</p> <ul style="list-style-type: none"> • The assessor's capacity – i.e. whether or not the assessor is available to do the assessment • Conflict of interest issues. <ul style="list-style-type: none"> ➤ Ongoing Support Assessor accepts the Work Order for an OSA. Proceed to Step 2. ➤ Ongoing Support Assessor rejects the Work Order for an OSA. Proceed to Step 3
<p>2. Ongoing Support Assessor</p> <p>The Ongoing Support Assessor accepts the Work Order for an OSA</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 4.1 • Clause 4.4 (a) • Clause 68.1 	<p>The Ongoing Support Assessor accepts the Work Order for an OSA on the Department's IT System within one day of receiving it.</p> <p>An OSA is allocated via a Work Order on the Department's IT System. The Contact Person, who has the authority to accept a Work Order, selects from a list of Work Orders for OSAs allocated in the Department's IT System and accepts the Work Order. Once the Contact Person accepts the Work Order, a Contract to perform the Services is formed between the Department and the provider.</p> <p>The due date for undertaking an OSA is specified in the Work Order. The due date is normally set at :</p> <ul style="list-style-type: none"> • 52 weeks since the Anchor date of a 26 week Employment Outcome; or • 52 weeks from last OSA; or • 78 weeks from last OSA in some cases; or • Two weeks from approval of Job in Jeopardy (JiJ) 26 Week Outcome; or • Two weeks from allocation of an OSA due to Change in Circumstances. <p>Please refer to the <i>IT System Allocation of Ongoing Support Assessments Advice</i> for more information about how the system determines the OSA due date.</p>

Who is Responsible:	What is Required:
	<p>➤ Proceed to Step 4a.</p>
<p>3. Ongoing Support Assessor</p> <p>The Ongoing Support Assessor rejects the Work Order for an OSA</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause References:</i></p> <ul style="list-style-type: none"> • Clause 4.3 • Clause 4.4 (b) 	<p>The Ongoing Support Assessor rejects the Work Order for an OSA on the Department’s IT System within one day of receiving it.</p> <p>Note: Where a Work Order is rejected, the Ongoing Support Assessor will be required to give a reason – for example, “conflict of interest”. The Department will monitor the number and reasons for rejections, and may take this information into account in decisions to provide future OSA Allocations.</p> <p>The Ongoing Support Assessors update the Department’s IT Systems to indicate their availability to undertake OSAs. Refer to the <i>Managing Availability for National Panel of Assessors providers Job Aid</i>.</p> <p>➤ Ongoing Support Assessor rejects the OSA Allocation. Refer to Ongoing Support Assessment Allocation Guidelines. End of Process.</p>
<p>4a. Ongoing Support Assessor</p> <p>Contacts the DES provider to arrange an interview</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause References:</i></p> <ul style="list-style-type: none"> • Clause 67.1 (a) • Clause 67.1 (d) 	<p>The Ongoing Support Assessor should contact the DES provider currently supporting the Participant to arrange an OSA interview. The Ongoing Support Assessor should:</p> <ul style="list-style-type: none"> • Advise the DES provider of the need to see any documentation that relates to the frequency, amount in hours and specific details of the type of support, including assistance purchased internally and externally from third party <i>providers (refer to Ongoing Support Guidelines)</i>, by the DES Provider that has been provided to the Participant since Job Placement (or since the last OSA); and • Arrange an interview time and place with the DES provider. This would normally be at the DES provider site to allow easy access to the relevant files and records. • Coordinate with the DES provider to arrange an interview time and place with the Participant and to facilitate introductions to the Employer if permission is given by the Participant to contact the Employer. • Determine if the Participant needs assistance with the interview – for example requires an interpreter. • Advise the Department if there is a conflict of interest. <p>Note: DES providers can also notify the Department of a conflict of interest at any time.</p>

Who is Responsible:	What is Required:
<p>4b. Ongoing Support Assessor and/or DES provider</p> <p>Contacts the Participant to arrange an interview</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 67.1 (b) 	<p>The outcome of the discussion in Step 4a will determine the most appropriate approach for contacting the Participant to arrange an OSA Interview. It is important that both the Ongoing Support Assessor and DES provider work together to ensure the Participant is comfortable with the OSA process.</p> <p>Ideally, both the Ongoing Support Assessor and the DES provider will arrange a conference call to contact the Participant together.</p> <p>Alternatively, the Ongoing Support Assessor or DES provider should contact the Participant to arrange an OSA interview. The discussion with the Participant should include the following:</p> <ul style="list-style-type: none"> • Explain the purpose and benefits of participating in the OSA • Find out if the Participant: <ul style="list-style-type: none"> ○ Wants anyone else to be present at the interview – for example, an advocate or family member ○ Gives permission for the Ongoing Support Assessor to undertake the workplace component of the assessment, including interviewing the Participant’s employer • Arrange the time, date and location of the interview. <p>Note: It is expected that the vast majority of OSAs will include all elements of the assessment.</p> <p>If it is apparent that to interview the Participant would be detrimental to their well-being, a nominee or advocate can be interviewed. In cases where no advocate or nominee is possible, other documentary evidence to substantiate the Participant’s valid refusal to be interviewed can be documented. This could include file notes from the DES provider or medical reports etc. The nominee or advocate interview, and/or the assessment of documentary evidence on file, can be used to complete the Participant interview section of the Assessment Report.</p> <p>The Participant interview should normally occur in the Participant’s workplace. However, if this is not possible, the interview may be in conjunction with the provider interview at the DES provider site, or at another mutually agreed location where the Participant's privacy is maintained.</p> <p>Every effort must be made to contact the Participant to arrange an interview by the Assessment due date. If the Participant is unable to be contacted, the DES provider should advise the Ongoing Support Assessor.</p> <p>If it is clear that the Participant is not contactable for an</p>

Who is Responsible:	What is Required:
	<p>interview then the Ongoing Support Assessor should:</p> <ul style="list-style-type: none"> • Record details of failure to contact the Participant, in the Participant Report section of the OSA. • Contact their Contract Manager to request that the Assessment be cancelled. After verifying that appropriate steps have been taken to attempt contact with the Participant, the Contract Manager may cancel the Assessment. <ul style="list-style-type: none"> ➤ If Participant is not contactable and assessment is cancelled. End of Process ➤ If Participant has given permission to contact their Employer. Proceed to Step 4c ➤ If the Participant has not given permission to contact their Employer, Proceed to Step 5a
<p>4c. Ongoing Support Assessor or DES provider</p> <p>Contacts the Employer (only if permission is given) to arrange a workplace visit interview</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 67.1 (c) 	<p>If the Participant has given permission to undertake the workplace component of the OSA, either the DES provider or the Ongoing Support Assessor should contact the Employer to arrange an interview. The employer contact should be the most appropriate person, e.g. the Participant’s manager or the DES provider’s main contact. The Ongoing Support Assessor should:</p> <ul style="list-style-type: none"> • Explain the purpose of the OSA • Seek the employer’s agreement to the workplace component of the OSA • Arrange the time, date and location of the workplace visit and interview. Where possible, this should be done at the same time as the Participant interview. <p>It is expected that the vast majority of OSAs will include all elements of the assessment. However the Employer interview and/or workplace assessment can be excluded from the assessment if:</p> <ul style="list-style-type: none"> • The Employer or Participant do not agree to an employer interview and/or workplace assessment • The Participant is self employed <p>If an element is to be excluded for any other reason than the Ongoing Support Assessor must seek permission from their Contract Manager, and document the details in the OSA report.</p>
<p>5a. Ongoing Support Assessor</p> <p>Conducts the DES provider interview.</p> <p><i>Disability Employment</i></p>	<p>At the interview with the DES provider, the Ongoing Support Assessor should discuss the checklist at <i>Appendix B</i> so that it may be documented in the OSA report.</p> <p>The Ongoing Support Assessor should also review any relevant documentary evidence provided by the DES provider that outlines the frequency, amount in hours and specific details of the type of</p>

Who is Responsible:	What is Required:
<p><i>National Panel of Assessors Deed of Standing Offer</i> <i>Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 67.1 (a) 	<p>support including support purchased internally and externally from third party providers that has been provided to the Participant.</p> <p>File Assessment Summary Please refer to <i>Appendix A - Documentary Evidence for Ongoing Support File Assessments</i> for examples of documentary evidence that should be considered.</p> <p>Please refer to <i>Appendix C</i> - where the assistance has been purchased by the DES provider the Ongoing Support Assessor should refer to <i>Appendix C Ongoing Support Assessor advice – Assessing evidence of assistance purchased translating to hours of support.</i></p> <p>If the above information is absent from the file assessors should note this in the OSA report.</p>
<p>5b. Ongoing Support Assessor</p> <p>Conducts the Participant interview</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer</i> <i>Clause References:</i></p> <ul style="list-style-type: none"> • Clause 67.1 (b) • Clause 67.1 (d) 	<p>At the interview with the Participant and advocate (if present), the Ongoing Support Assessor should discuss the checklist at Appendix B so that it may be documented in the OSA report:</p> <p>If the Participant does not attend the interview, every effort must be made to contact the Participant to arrange another interview. If the Participant is unable to be contacted, the Ongoing Support Assessor should contact the DES provider for assistance.</p> <p>If it is clear that the Participant will not or cannot attend an interview then the Ongoing Support Assessor should use the Department’s IT Systems to record this against the Participant interview details, and request the Department cancel the Assessment.</p>
<p>5c. Ongoing Support Assessor</p> <p>Conducts the Employer interview</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer</i> <i>Clause References:</i></p> <ul style="list-style-type: none"> • Clause 67.1 (c) • Clause 67.2 	<p>At the workplace visit and interview with the Employer, the Ongoing Support Assessor should discuss the checklist at Appendix B so that it may be documented in the OSA report.</p> <p>In conducting the workplace assessment, the Ongoing Support Assessor should observe the following;</p> <ul style="list-style-type: none"> • Tasks the Participant undertakes • Support, if any, the Participant requires to complete those tasks • Support, if any, provided by co-workers • Training received/required, including any training or education of co-workers • Workplace modifications applied or required to make the tasks easier • The Participant’s confidence in the workplace. <p>Note: The Ongoing Support Assessor should observe the Participant in the workplace to ascertain the level of current support required.</p>

Who is Responsible:	What is Required:
<p>6. Ongoing Support Assessor</p> <p>Compiles and completes OSA Report and submits through the Department's IT Systems</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer</i></p> <p><i>Clause References:</i></p> <ul style="list-style-type: none"> • Clause 67.3 • Clause 68.1 	<p>Once the OSA interviews are completed, the Ongoing Support Assessor will compile all relevant information into a detailed report.</p> <p>This information is used to determine a recommendation of the Ongoing Support needs of the Participant.</p> <p>The recommendation will be for one of the following:</p> <ul style="list-style-type: none"> • Exit (No Ongoing Support required) • Flexible Ongoing Support • Moderate Ongoing Support – (for Employment Support Service Participants only) • High Ongoing Support – (for Employment Support Service Participants only) <p>In undertaking an OSA, Assessors are required to consider all relevant evidence and documentation to make an independent and balanced recommendation of each Participant's future ongoing support requirements. The following can be used as a guide to assist providers to assess the appropriate level of Ongoing Support.</p> <p>No Ongoing Support required</p> <p>The Participant's requirements for support while in Post Placement Support, or since their last OSA were:</p> <ul style="list-style-type: none"> • Little or no support required or <p>Flexible Ongoing Support (Disability Management Service or Employment Support Service Participants)</p> <ul style="list-style-type: none"> • Sporadic support in short bursts • Episodic instances • Irregular in nature • More than 3 but less than a total of 25 hours of Support in the last 6 months. <p>Moderate Ongoing Support (Employment Support Service Participants only)</p> <p>The Participant's requirements for support while in Post Placement Support, or during the period since their previous OSA was conducted, whichever is later, were:</p> <ul style="list-style-type: none"> • Regular and ongoing and • At least six contacts in the last three months or Between 25 and 42 hours of Support in the last six months.

Who is Responsible:	What is Required:
	<p>High Ongoing Support (Employment Support Service Participant’s only)</p> <p>The Participant’s requirements for support while in Post Placement Support, or during the period since their previous OSA was conducted, whichever is later, were:</p> <ul style="list-style-type: none"> • Regular and ongoing • Significant support either in hours or intensity and • At least twelve contacts in the last three months or More than 42 hours of Support in the last six months. <p>Purchased assistance and hours of Ongoing Support</p> <p>Personalised and appropriate assistance purchased internally and externally by DES Providers can be considered towards the Participant’s hours of Ongoing Support. The purchased assistance must directly relate to maintaining the Participant’s employment. Refer to Appendix C – Ongoing Support Assessor advice – Assessing evidence of assistance purchased translating to hours of support.</p> <p>Please refer to the <i>Ongoing Support Guidelines</i> for more information about each of the recommendations.</p> <p>The Ongoing Support Assessor must complete and submit the OSA Report to DSS using the Department’s IT Systems in the format required by DSS, within 7 days of completion of the Assessment, or by the Assessment due date specified in the Work Order, whichever is the earlier.</p> <p style="text-align: center;">➤ End of Process.</p>
<p>7. DES provider</p> <p>Views the full report available through the Department’s IT Systems</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause References:</i></p> <ul style="list-style-type: none"> • Clause 68 	<p>When the OSA Report is submitted, the DES provider is notified of the recommendation via the Noticeboard in the Department’s IT Systems.</p> <p>The completed OSA Report will be available to the DES provider to view in the Department’s IT Systems.</p> <ul style="list-style-type: none"> ➤ If the OSA Report is considered by the Department not to be of sufficient standard, Proceed to Step 8 ➤ If the OSA Report is disputed by the Participant or DES provider, Proceed to Step 9 ➤ If the OSA Report is to be actioned, Proceed to Step 10
<p>8. DSS</p> <p>Determines the OSA Report is not of</p>	<p>As part of the evaluation and management of Ongoing Support Assessor performance, DSS will review samples of OSA Reports. Reports may also be reviewed by DSS in response to feedback.</p>

Who is Responsible:	What is Required:
<p>sufficient standard and requests revised report</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause References:</i></p> <ul style="list-style-type: none"> • Clause 7.2 • Clause 68.2 	<p>If DSS considers an OSA Report is not of sufficient standard, the Ongoing Support Assessor may be required to resubmit a revised report within five Business Days of the request from DSS.</p> <p>Examples of an inadequate OSA Report may include:</p> <ul style="list-style-type: none"> • Information that is factually incorrect • Inadequate detail to indicate that appropriate interviews were attempted/undertaken • Details that do not substantiate the recommendation <p>If DSS requests an OSA Report to be resubmitted, DSS will update the report status to “In Review” and record in the report the reason why the report is not of sufficient standard.</p> <p>The Ongoing Support Assessor must amend and resubmit the OSA Report. The Recommendation Summary section of the report should be updated to indicate that the report was reviewed, and to summarise the changes made as a result of the review.</p> <p style="text-align: center;">➤ Proceed to Step 7</p>
<p>9. Participant or DES provider</p> <p>Disputes the OSA Report</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause References:</i></p> <ul style="list-style-type: none"> • Clause 7.3 	<p>Disputing an OSA Report</p> <p>Where a Participant or DES provider considers that the content or recommendation of an OSA Report is not appropriate, the matter should be raised with the Ongoing Support Assessor as soon as possible to give the assessor the opportunity to amend their report.</p> <p>Straightforward matters such as correction of inaccuracies in spelling, names and descriptions of type of assistance etc., should be communicated and corrected at report completion stage. For more complex issues, e.g. if new or further information becomes available, details of the reason for review of the OSA Report should be provided in writing to the Ongoing Support Assessor within 28 days of report completion.</p> <p>If within 28 days of report completion, additional information becomes available that is likely to change the OSA report recommendation, this information should be provided to the Ongoing Support Assessor who completed the OSA report.</p> <p>A ‘Change of Circumstances’ OSA should only be initiated if new information becomes available beyond this 28 day period, that the DES provider believes will require an increase to the level of Ongoing Support currently recommended for the Participant.</p>

Who is Responsible:	What is Required:
	<p>The process for disputing an OSA Report is as follows:</p> <ul style="list-style-type: none"> • In the first instance, the Participant or DES provider should contact the Ongoing Support Assessor (the contact details of the Ongoing Support Assessor are included in the OSA report) and explain their view, presenting the reasons and evidence for questioning the report. • The Ongoing Support Assessor should consider the information provided by the Participant or DES provider, and what amendments to the OSA report may be required. • If the Ongoing Support Assessor considers that changes to the OSA Report are required, the Ongoing Support Assessor should contact their Contract Manager to request that the OSA Report status is set to “In Review”. • The Ongoing Support Assessor should then update the Recommendation Summary section of the OSA Report to include: <ul style="list-style-type: none"> ○ Why the review was requested by the Participant or DES provider ○ The review outcome, including a summary of the changes required to the report as a result of the review. • The Ongoing Support Assessor should make any other necessary amendments to the OSA Report, including a change to the recommendation if appropriate, and resubmit the report within five Business Days of the dispute being raised. <p>Where the dispute outcome is not accepted by the DES provider and there is new evidence available which the Ongoing Support Assessor did not consider, a written request can be referred to the Contract Manager to review and determine an outcome. The written request for review must include documentation of the DES provider’s and the Ongoing Support Assessor’s efforts to resolve the disputed issues and the reasons given by each party to support their recommendation.</p> <p>The Department will endeavour to review all disputes received within 28 business days and will notify each party of the outcome of the request for review of a disputed OSA. The Department will monitor OSA disputes and their outcomes very closely.</p>

Who is Responsible:	What is Required:
	➤ Proceed to Step 10
10. DES provider Actions OSA Report	The OSA Report recommendation is actioned, in accordance with the <i>Ongoing Support Guidelines</i> . ➤ End of Process

Ongoing Support Assessment Fees

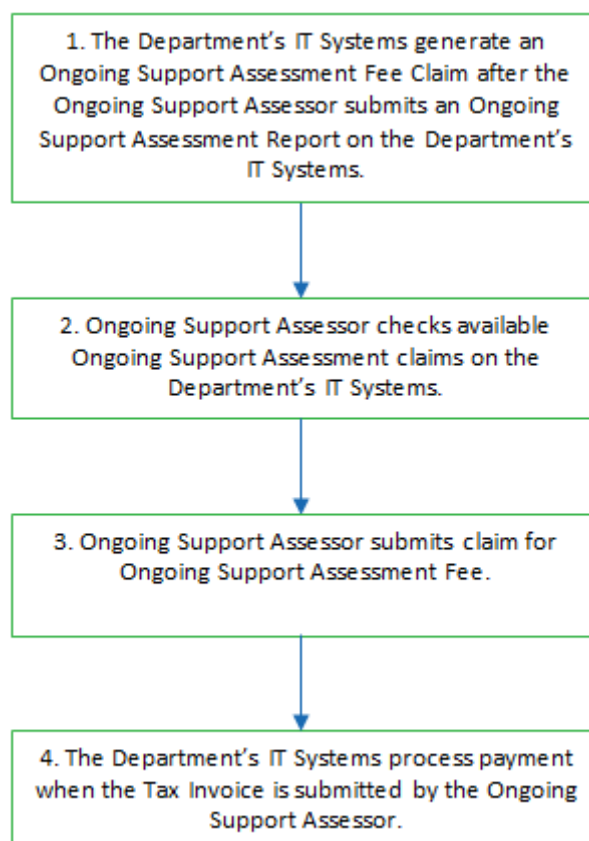
OSA Fees are paid to the Ongoing Support Assessor upon completion of an OSA and OSA Report, and the Department's acceptance of the OSA Report.

The Ongoing Support Assessor submits an OSA Report on the Department's IT Systems and the corresponding claim for the OSA Fee will become available for the Ongoing Support Assessor to lodge.

Ongoing Support Assessors can submit claims for individual OSA Fees or use the 'bulk' claim facility to submit a claim for multiple OSA Fees.

Ongoing Support Assessors must make their claims for payment for OSA Fees no later than 28 days after the day on which the Ongoing Support Assessor becomes entitled to claim the OSA Fees.

Flow Chart 3 - Claiming Ongoing Support Assessment Fees



Note: This should not be read as a stand-alone document, please refer to the Disability Employment National Panel of Assessors Deed of Standing Offer.

Flowchart 3 – Text Version

1. The Department's IT Systems generate an Ongoing Support Assessment Fee Claim after the Ongoing Support Assessor submits an Ongoing Support Assessment Report on the Department's IT Systems.
2. Ongoing Support Assessor checks available Ongoing Support Assessment claims on the Department's IT Systems.
3. Ongoing Support Assessor submits claim for Ongoing Support Assessment Fee.
4. The Department's IT Systems process payment when the Tax Invoice is submitted by the Ongoing Support Assessor.

Claiming Ongoing Support Assessment Fees

Who is Responsible:	What is Required:
<p>1. The Department's IT Systems</p> <p>The IT Systems generate an Ongoing Support Assessment Fee Claim after the Ongoing Support Assessor submits an Ongoing Support Assessment Report on the Department's Systems.</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause References:</i></p> <ul style="list-style-type: none"> • <i>Clause 68</i> • <i>Clause 69</i> 	<p>Upon lodgement of a completed Ongoing Support Assessment Report, the Department's IT Systems will display the associated Ongoing Support Assessment Fee claim on the <i>Job Seeker Payments</i> screen or the <i>Site Payments</i> Screen.</p>
<p>2. Ongoing Support Assessor</p> <p>Ongoing Support Assessor checks available Ongoing Support Assessment claims on the Department's IT Systems.</p> <p><i>Disability Employment National Panel of Assessors Deed of Standing Offer Clause References:</i></p> <ul style="list-style-type: none"> • <i>Clause 17</i> • <i>Clause 18</i> • <i>Clause 69.1</i> 	<p>The Ongoing Support Assessor checks the relevant Ongoing Support Assessment Fee claims, available on the <i>Job Seeker Payments</i> screen or the <i>Site Payments</i> screen to determine which claim can be lodged.</p> <p>On the <i>Site Payments</i> screen each Ongoing Support Assessment Fee claim will display the Ongoing Support Assessment Fee payable for each relevant Assessment ID.</p> <p>The Ongoing Support Assessor will be entitled to be paid the Ongoing Support Assessment Fee of \$420.00 (GST inclusive).</p> <p>The Ongoing Support Assessor must retain sufficient documentary evidence of entitlement to payment of Ongoing Support Assessment Fees.</p>
<p>3. Ongoing Support Assessor</p> <p>Ongoing Support Assessor submits claim for Ongoing Support Assessment Fee</p>	<p>Once satisfied that a claim can be submitted, the Ongoing Support Assessor submits the claim on the Department's IT Systems. The IT Systems will display a Tax Invoice for the available Ongoing Support Assessment Fee. The Ongoing Support Assessor can then submit the Tax Invoice.</p>

4. The Department's IT Systems

The IT Systems process the payment when the Tax Invoice is submitted by the Ongoing Support Assessor

The Department's IT Systems will process the Tax Invoice and make the payment(s).

The Department will pay the Ongoing Support Assessment Fee to the Ongoing Support Assessor on the next scheduled fortnightly payment date. Each Ongoing Support Assessor will have a fortnightly payment cycle in place with the Department, the start and end of which is determined by the Department.

Note: The cut-off point each fortnight for submitting the Tax Invoice is the Friday before the Ongoing Support Assessor's payment day. Submitting by this day will ensure payment is made to the Ongoing Support Assessor in that fortnightly payment.

➤ **End of process**

Appendix A - Documentary Evidence for Ongoing Support File Assessments

DES providers need to retain documents that support the level of Ongoing Support provided to the Participant and that could be considered relevant to an Ongoing Support Assessment.

All relevant evidence provided should be considered by the Ongoing Support Assessor to determine the Ongoing Support level recommendation. There are no pre-determined weightings.

At a minimum the evidence that assessors should cite from the DES Participant's file includes:

- details of the frequency of support
- number of contacts
- amount in hours of support, and
- specific support strategies organised, delivered or purchased internally or externally from third party providers, by the DES provider (excluding items claimed under the Employment Assistance Fund and Work Based Personal Assistance) in the last 12 months to address identified vocational and non-vocational barriers that directly related to maintaining their employment.

Information from the Department's IT System could include (but is not limited to):

- Details of instances of Flexible Ongoing Support
- Details of contacts recorded, including the date, time and method of contact
- Support provided by the DES provider in response to issues raised during these contacts
- Details of the Participant's Employment Pathway Plan/Job Plan.

Other evidence supplied could include (but is not limited to):

- Reports and assessments from doctors or other professionals
- Invoices and receipts
- File assessments completed by the DES provider
- Observation records
- Information from interviews with the Participant, and/or other stakeholders including parents, advocates, employers and supervisors
- File notes that detail the date and time of each interview or phone conversation, including the reason for the contact
- File notes that detail the progress made by the Participant to overcome past barriers to working independently since job placement or the last OSA.
- Templates developed by DES providers to collect and record documentary evidence to support Ongoing Support Assessments (the use of such templates contributes to the consistency of evidence collection).

Appendix B - Checklist for Ongoing Support Assessors

This checklist is designed to assist National Panel of Assessors to complete their Ongoing Support Assessment contractual requirements. This checklist should not be considered exhaustive. Your Account Manager may request that you undertake other functions. This checklist should be read in conjunction with the Ongoing Support Assessment Guidelines.

Participant name: _____ DES provider: _____
Employer: _____

Please note: A separate checklist should be completed for each Ongoing Support Assessment to enhance quality of assessments.

	Yes	No	N/A
Section 5a Conducting the DES provider interview:			
The Assessor should discuss and document the following:			
<u>Working hours</u>			
<ul style="list-style-type: none"> The details of the Participant's current work hours and or average hours worked over the previous consecutive 13 weeks. 			
<u>Past barriers</u>			
<ul style="list-style-type: none"> Specific details of the Participant's past barriers to working independently since job placement or since the last OSA has been discussed and documented in the OSA report. When made available from the DES provider and where relevant, identify barriers in previous OSA and or JCA/ESAt report(s) and reference in the OSA report as appropriate. 			
<u>Impact of barriers</u>			
<ul style="list-style-type: none"> Information from the DES provider about the perceived impact of the Participant's barriers to the Participant's work duties since job placement or since the last OSA. 			
<u>Current level of Ongoing Support</u>			
<ul style="list-style-type: none"> Current level of Ongoing Support provided to the Participant since job placement or since the last OSA. 			
<u>Past and current Ongoing Support</u>			
<ul style="list-style-type: none"> The nature, frequency and amount in hours of support provided since job placement or since the last OSA to address the past barriers. Specific details of the Ongoing Support strategies organised, delivered, or purchased internally and externally from third party providers, which directly relate to maintaining employment, by the DES provider from its own funds to address the Participant's past barriers and their impact on work duties since job placement or since the last OSA. 			
<u>Progress</u>			
<ul style="list-style-type: none"> Information (from the DES provider perspective) in relation to 			

	Yes	No	N/A
<p>the progress made by the Participant to overcome the past barriers since job placement or since the last OSA.</p> <ul style="list-style-type: none"> Progress made by the Participant when exercising professional judgement in relation to the level of Ongoing Support required in the future? <p><u>Current and future barriers</u></p> <ul style="list-style-type: none"> Information about the DES Participant's current and future barriers to employment that the DES provider perceives as requiring Ongoing Support. <p><u>Future Ongoing Support</u></p> <ul style="list-style-type: none"> The nature, frequency and amount in hours of support likely to be needed in the future to address the identified ongoing barriers to employment. Document specific details of the Ongoing Support strategies/assistance required to be organised, delivered or purchased, internally and externally from third party providers that directly relates to maintaining employment, by the DES provider from their own funds, to address the Participant's identified ongoing barriers to employment such as skills training to up-skill the Participant's qualifications and or skills in their current employment or new employment. Any other relevant information provided by the DES provider, in relation to support requirements to maintain the Participant's employment. <p><u>File Assessment Summary</u></p> <ul style="list-style-type: none"> To justify the recommended level of Ongoing Support, at a minimum, has the assessor cited evidence from the DES Participant's file in relation to: <ul style="list-style-type: none"> the details of the frequency of support number of contacts amount in hours of support and specific support strategies organised, delivered, or purchased internally and externally from third party provider, by the DES provider from their own funds, since job placement or since the last OSA to address identified barriers that directly relate to maintaining employment. The evidence cited is put into the File Assessment Summary component of the OSA report If the above information is absent from the DES Participant file the assessor notes this in the OSA report 			

	Yes	No	N/A
<u>Duty of care</u> <ul style="list-style-type: none"> Information disclosed to the assessor that could pose a risk of harm to the Participant or others to ensure appropriate supports are in place to reduce the risk of harm to self or others If information was disclosed the assessor discusses this information with the DES provider to ensure that appropriate supports are in place to reduce the risk of harm to self (the Participant) or others. 			
Section 5b Conducting the Participant interview			
<p>The Assessor should discuss and document the following:</p> <p><u>Working hours</u></p> <ul style="list-style-type: none"> The details of the Participant’s current work hours and or average hours worked over the previous consecutive 13 weeks. <p><u>Impact of past barriers</u></p> <ul style="list-style-type: none"> The Participant’s perspective on the perceived impact of the Participant's past barriers in relation to their work duties since job placement or since the last OSA. <p><u>Past and current Ongoing Support</u></p> <ul style="list-style-type: none"> The nature, frequency and amount in hours of support received since job placement or since the last OSA to address the past barriers. Specific details of the Ongoing Support strategies organised, delivered or purchased internally or externally from third party providers, by the DES provider from their own funds, to address the Participant’s past barriers and their impact on the work duties since job placement or since the last OSA that directly relates to maintaining employment. <p><u>Progress</u></p> <ul style="list-style-type: none"> Information (from the Participant’s perspective) in relation to the progress made by the Participant to overcome the past barriers to working independently since job placement or since the last OSA. <ul style="list-style-type: none"> Has the assessor considered the progress made by the Participant when exercising professional judgment in relation to what level of Ongoing Support is required in the future? <p><u>Current barriers</u></p> <ul style="list-style-type: none"> Information about the current barriers to existing employment that the Participant perceives as requiring Ongoing Support. <p><u>Future Ongoing Support</u></p> <ul style="list-style-type: none"> The nature, frequency and amount in hours of support likely to 			

	Yes	No	N/A
<p>be needed in the future to address the identified ongoing barriers to working independently in their job</p> <ul style="list-style-type: none"> • Specific details (from the Participant’s perspective) of the Ongoing Support strategies required to be organised, delivered or purchased internally and externally from third party providers, by the DES provider from their own funds, to address the identified ongoing barriers to working independently in their current employment or new employment that requires skills training to up-skill the Participant’s qualifications and or skills? • Any other relevant information the Participant provided in relation to DES support required to maintain their employment. 			
Section 5c Conducting the Employer interview			
<p>Has the assessor discussed and documented the following:</p> <p><u>Working hours</u></p> <ul style="list-style-type: none"> • The details of the Participant’s current work hours and or average hours worked over the previous consecutive 13 weeks. <p><u>Work performance</u></p> <ul style="list-style-type: none"> • Participant’s work performance since job placement or since the last OSA. <p><u>Impact of barriers</u></p> <ul style="list-style-type: none"> • Perceived impact of the Participant's barriers in relation to their past and current work duties. <p><u>Past and current Ongoing Support</u></p> <ul style="list-style-type: none"> • Specific details of the nature, frequency and amount in hours of support provided by the employer since job placement or since the last OSA to address the Participant’s past barriers and their impact on work duties since job placement or since the last OSA. <p><u>Progress</u></p> <ul style="list-style-type: none"> • The employer’s perspective on the progress made by the Participant to overcome the past barriers to working independently in their existing job, since job placement or since the last OSA. • The progress made by the Participant should be considered by the assessor when exercising professional judgment in relation to what level of Ongoing Support is required in the future. <p><u>Current and future barriers</u></p> <ul style="list-style-type: none"> • Current and future barriers to existing employment that the employer perceives as requiring Ongoing Support. <p><u>Future Ongoing Support</u></p> <ul style="list-style-type: none"> • The nature, frequency and amount in hours of support likely to 			

	Yes	No	N/A
<p>be provided in the future to address the identified ongoing barriers to employment including skills training to up-skill the Participant's qualifications and or skills in their current employment or new employment.</p> <ul style="list-style-type: none"> • Level of Ongoing Support the Employer indicates is required from the DES provider for the Participant to maintain their employment. • Where appropriate, the level of support that may be provided by the DES provider to assist the Participant to become an Independent Worker • Any other relevant information the Employer provided. <p>The Ongoing Support Assessor could also review any relevant documentation provided by the Employer.</p>			
Section 5c Conducting the Workplace Assessment:			
<p>The Assessor should observe and document the following;</p> <ul style="list-style-type: none"> • Tasks the Participant undertakes • Support, if any, the Participant requires to complete those tasks • Support, if any, provided by co-workers • Training received/required, including any training or education of co-workers • Workplace modifications applied or required to make the tasks easier • The Participant's confidence in the workplace. <p>Note: The Ongoing Support Assessor should observe the Participant in the workplace to ascertain the level of current support required.</p> <p><u>Working hours</u></p> <ul style="list-style-type: none"> • The details of the Participant's current work hours and or average hours worked over the previous consecutive 13 weeks. <p><u>Work performance</u></p> <ul style="list-style-type: none"> • Information about the Participant's work performance since job placement or since the last OSA. <p><u>Impact of barriers</u></p> <ul style="list-style-type: none"> • Information about the perceived impact of the Participant's barriers in relation to their past and current work duties 			

	Yes	No	N/A
<p><u>Past and current Ongoing Support</u></p> <ul style="list-style-type: none"> The specific details of the nature, frequency and amount in hours of support provided by the employer since job placement or since the last OSA to address the Participant's past barriers and their impact on work duties since job placement or since the last OSA. <p><u>Progress</u></p> <ul style="list-style-type: none"> Information (from the employer perspective) in relation to the progress made by the Participant to overcome the past barriers to working independently in their job, since job placement or since the last OSA. The progress made by the Participant should be considered by the assessor when exercising professional judgment in relation to what level of Ongoing Support is required in the future. <p><u>Current and future barriers</u></p> <ul style="list-style-type: none"> Information about the current and future barriers to existing employment that the employer perceives as requiring Ongoing Support <p><u>Future Ongoing Support</u></p> <ul style="list-style-type: none"> The nature, frequency and amount in hours of support likely to be provided in the future to address the identified ongoing barriers that directly relates to maintaining employment. The level of Ongoing Support the Employer indicates is required from the DES provider for the Participant to maintain their employment. Where appropriate, the level of support that may be provided by the DES provider to assist the Participant to become an Independent Worker. Any other relevant information the Employer wishes to provide. <p>The Ongoing Support Assessor could also review any relevant documentation provided by the Employer.</p> <p>Note: The Ongoing Support Assessor should observe the Participant in the workplace to ascertain the level of current support required.</p>			
<p>Name of Ongoing Support Assessor</p>			

	Yes	No	N/A
Name of NPA organisation			
Position in organisation			
Signature			
Date			

Appendix C - Ongoing Support Assessor advice - Assessing evidence of assistance purchased translating to hours of support – OS & EPP Trial

The following advice provides guidance to assist Ongoing Support (OS) Assessors when assessing evidence of assistance purchased by the DES provider to determine what may reasonably translate to hours of support. Some Participants may require assistance to be purchased to help maintain their employment and other Participants may not require it. The use of this form is voluntary. However where assistance was purchased by the DES provider, relevant information in relation to how the assistance purchased was considered by the OS Assessor, when determining the level of Ongoing Support required by the Participant, should be included in the Ongoing Support Assessment (OSA) report in the Department’s IT system.

Minimum Ongoing Support Contacts must be delivered to the DES Participant as outlined in the DES Deed clause 89 which defines a Contact as being between the DES Provider and the Participant. Once the amount of Contacts delivered to the Participant has been determined then the evidence of assistance purchased can be considered in terms of what reasonably may translate to hours of support. Once the assessor has determined both these requirements, and conducted the interviews with the Provider, Participant and Employer (where relevant) then the assessor makes the recommendation of the level of Ongoing Support that the Participant is likely to require to retain their employment. This advice should be read in conjunction with the Ongoing Support Assessment Guidelines and the Ongoing Support Guidelines.

Participant name: _____ **DES provider:** _____

Evidence to consider by the OS Assessor	Comments
<p>Contacts What amount of Contacts have been delivered (by the DES Provider) to the DES Participant to retain their employment? Note: A Contact must be delivered by the DES Provider and cannot be purchased.</p>	
<p>Assistance purchased As per current DES provider Documentary Evidence Guidelines is there an invoice(s) and receipt(s) of assistance purchased by the DES provider in relation to the relevant OS Participant? If no invoice and receipt is there other appropriate evidence on file to demonstrate the assistance was purchased or delivered internally by the DES provider? Does the OS Assessor consider the assistance purchased was required to maintain the Participant’s employment?</p>	

Evidence to consider by the OS Assessor	Comments
<p>If no invoice and receipt and OS Assessor does not consider the assistance purchased was required to maintain the Participant's employment then the assistance purchased cannot be considered towards hours of support. OS Assessor must note this in the OSA report in the Department's IT system.</p>	
<p>Does the assistance purchased directly relate to maintaining the Participant's employment and meet the principles outlined in the Ongoing Support Guidelines and copied below?</p> <p>The assistance purchased internally and externally must be recorded in the Employment Pathway Plan/Job Plan, and must meet all the following principles:</p> <ul style="list-style-type: none"> ○ Must be reasonable, necessary and directly relate to maintaining the participant's employment while in OS; and ○ Must address the gap between what the participant is not able to do/or has difficulty doing in their job due to their injury, disability or health condition and what they are required to do to make participation possible and enhance functioning in their job; and ○ Must for professional services such as psychological interventions, be evidence based and delivered by health professionals that meet the required registration requirements in Australia and; ○ Must be value for money and; ○ Must not duplicate or subsidise employer obligations. ○ Must not duplicate assistance that is available to the participant under any other Australian or State Government services; and ○ Must not duplicate services that are required to be delivered to the participant by the DES provider under the Deed. <p>Examples of assistance purchased consistent with OS Guidelines</p>	

Evidence to consider by the OS Assessor	Comments
<p>Examples of assistance purchased that is consistent with the Ongoing Support Guidelines and can be considered towards translating to hours of support include but are not limited to:</p> <ul style="list-style-type: none"> • Health and Allied services to address the Participant’s medical barriers as identified in their ESAT or identified by their DES provider (and supported by evidence on file) post the ESAT. • Evidence based psychological assistance purchased such as Cognitive Behavioural Therapy to address the Participant’s psychological/mental health issues as identified in their ESAT or identified by their DES provider (and supported by evidence on file) post the ESAT. • Vocational skills training to up-skill a Participant’s qualification and or skills in the same, related or different industry to the Participant’s employment. <ul style="list-style-type: none"> ○ If up-skilling a Participant’s qualifications and or skills in a related or new industry to the Participant’s current employment, then there must be a reasonable likelihood of the Participant obtaining new employment in a reasonable period of time. ○ If assistance purchased was for driving lessons due to up-skilling of a Participant’s skills, this must be delivered by an accredited driving instructor. However support delivered to obtain the driving licence cannot be counted towards hours of support). <p>Note: Based on the relevant information/evidence sighted and interviews conducted with the Participant, Provider and Employer (where relevant), the OS Assessor should use their professional judgement to determine the recommended level of OS required by the Participant to maintain their employment.</p> <p>Examples of assistance purchased inconsistent with OS Guidelines</p> <p>Examples of assistance purchased that are <u>inconsistent</u> with the Ongoing Support Guidelines and cannot be</p>	

Evidence to consider by the OS Assessor	Comments
<p>considered towards translating to hours of support include but are not limited to:</p> <ul style="list-style-type: none"> • House cleaning of the Participant’s home. • Yard maintenance of the Participant’s home and • Other similar personal supports /household types of assistance. Note: Where personal supports/household assistance is required by the Participant the DES provider should discuss with the Participant in terms of testing their eligibility under the NDIS and or drawing on the Participant’s Individual Support Package if one exists. If personal supports in the workplace are required then the DES-ESS provider should discuss Work Based Personal Assistance with the Participant. • Health and Allied Services available freely to eligible Patients under Medicare • Online delivery is not eligible to be considered in terms of translating to hours of support, as this mode of delivery generally requires the student to study independently and with little direction. • contacts between the DES provider and the Participant for the purpose of in class assistance do not contribute to Ongoing Support. 	
<p>Mode of delivery</p> <p>If the assistance purchased by the DES provider meets the requirements of Ongoing Support, was it delivered;</p> <ol style="list-style-type: none"> a) one to one to the Participant? If yes, then it may be reasonable for each hour of purchased assistance to translate to one hour of Ongoing Support. b) in a group/class room setting to the Participant? If yes, then the amount in hours of purchased assistance that may reasonably translate to Ongoing Support assistance may be based on a proportional amount taking into consideration the cost of the assistance. For example for a one day group training course that costs \$115 and takes approximately 8 hours to complete, it may be reasonable for this to translate to one hour of Ongoing Support , taking into consideration the value for money 	

Evidence to consider by the OS Assessor	Comments
<p>principle and OS Fees.</p> <p>Note: Based on the relevant information/evidence sighted and interviews conducted with the Participant, Provider and Employer (where relevant), the OS Assessor should use their professional judgement to determine the recommended level of OS required by the Participant to maintain their employment.</p> <p>Online delivery Online delivery is not eligible to be considered in terms of translating to hours of support, as this mode of delivery generally requires the student to study independently and with little direction.</p>	
Total Contacts delivered in hours	
Total assistance purchased translated to hours of OS	
Total hours of OS	
OSA level recommendation	

Appendix D – Informing the Participant of the Ongoing Assessment Interview

Background

When any referral for an Ongoing Support Assessment (OSA) is made, the Disability Employment Services (DES) provider (hereon referred to as 'DES provider') should provide the Participant with certain information. This is done to:

- Ensure that the Participant attends the OSA interview
- Maximise the effectiveness of the OSA for the Participant, and
- In the case of activity tested Participants, to comply with the *Social Security Act*.

What information must be provided to the Participant?

The DES provider should clearly inform the Participant of:

- the nature of the assessment itself—an interview to discuss previous support provided to help them maintain their employment so an independent, informed decision can be made about future Ongoing Support needs.
- the reason for the assessment—for example: the Participant may have disclosed an issue that is affecting their ability to participate in employment and a higher level of Support is warranted. In this case the OSA is needed to determine if the Participant's Ongoing Support level needs to be adjusted to meet their current personal circumstances. In other cases the purpose of the OSA may be a milestone has been reached necessitating the Assessment e.g. a JIJ Outcome or 48 weeks from job placement o last assessment.
- the importance of taking any relevant evidence to the OSA interview. This could include medical information, or anything to show the level of support required while in their employment.
- a possible change in level of support provided, or referral to a different Disability Employment Service, as a result of the OSA
- the interview date, time and venue of the assessment if it has been booked, and the Ongoing Support Assessors contact details.
- the need to contact the Ongoing Support Assessor at least 24 hours before the interview time if they cannot attend the OSA interview.

The DES provider should record the Participant's name and contact details on the *Referral details* tab if the contact details are different than in the Department's IT Systems, so the Ongoing Support Assessor has current contact information.

The consequences of not attending the interview

If an Activity Tested Participant does not attend an OSA interview they must attend the subsequent scheduled interview. Failure to attend a second scheduled interview without notifying the OSA provider with a valid excuse will result in a follow-up contact from Centrelink. Non-attendance at scheduled interviews may result in suspension or cancellation of the Activity Tested Participant's income support payment. Refer to *Disability Employment Services Participant Compliance Guidelines* for further information.

Volunteer (Activity Tested) Participants are not required to attend an OSA. Volunteers (Activity Tested) who decide not to attend an OSA interview should notify the OS Assessor as soon as possible, or at least 24 hours before the interview to let them know. If the participant decides not to undertake an OSA they are not eligible to participate in DES and

the DES provider must end the volunteering period, therefore re-instating the suspension period. The OSA due date will be reset to after the end of the suspension period.

Volunteer (non Activity Tested) Participants are not required to attend the OSA. Volunteers (non Activity Tested) who decide not to attend the OSA interview should notify the OSA provider as soon as possible or at least 24 hours before the interview to let them know. If they do decide not to undertake the OSA they are not eligible to participate in DES and the DES provider must Exit the Participant. Volunteers (non Activity Tested) who miss an OSA interview will not be followed up by Centrelink.

Appendix E – Informing the Employer of the Ongoing Assessment Interview

Background

When a Participant having an Ongoing Support Assessment (OSA) has given permission for their employer to be contacted, the Disability Employment Services (DES) provider and the Ongoing Support Assessor should ensure the employer is appropriately informed about the assessment.

This is to:

- maximise the effectiveness of the OSA for the Participant
- encourage the employer to attend the OSA interview
- assist the OSA process to be a cooperative arrangement

What information should be provided to the employer?

The Purpose of the Assessment

The aim of the OSA is for the assessor to gain an understanding of the support required by the Participant to maintain their employment. This is so that an independent, informed decision can be made about the level of support the Participant requires from their DES provider.

Assessor Qualifications

The OSA will be completed by an approved assessor, who meets mandatory qualifications and industry experience requirements.

The Assessment Procedure

The Ongoing Support Assessment consists of:

- an interview, and review of relevant documents, with the DES provider who is supporting the Participant
- an interview with the Participant
- a visit to the Participant's workplace, including an interview with the Participant's employer representative, if consented by the Participant and employer

Employer Participation

It is important for the employer to be informed that participation in the assessment process is in the best interests of the Participant and employer, but there is no obligation for the employer to participate. The employer should also be given as much notice as possible, to maximise the opportunity for their participation.

If the employer participates then the assessor will interview an employer representative. This should be the most appropriate person, such as the Participant's supervisor or the DES provider's main employer contact. The employer representative can expect to be asked about:

- support required from the DES provider for the Participant to maintain their employment
- support that the employer has provided, and expects to provide in future
- support provided by the DES provider that could eventually assist the Participant to work independently

The OSA assessor may also want to spend some time observing the Participant in the workplace, to understand support issues this may raise.

What are the benefits for the Employer?

By participating in the OSA, the Employer may improve their understanding of:

- the barriers faced by the Participant in the workplace
- support required by the Participant
- support that the DES provider plans to provide to the Participant

Service Guarantee

Organisations contracted to deliver OSAs are committed to observe a Service Guarantee that sets out the principles and standards that underpin the delivery of assessment services.

- [Disability Employment National Panel of Assessors - Your Service Guarantee](#)