



Australian Government



Ongoing Support Assessment Allocation Guidelines V 1.4

Disclaimer

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

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Ongoing Support Assessment Allocation Guidelines

Document Change History:

Version	Start Date	Effective Date	End Date	Change & Location
1.4	01 Jul 12			<p>Background: updated to reflect new 78 week assessment interval</p> <p>Deed clauses and Reference documents: Amended.</p> <p>Process: 1a, updated to reflect new 78 week assessment interval</p> <p>Removed Frequently Asked Questions</p>
1.3	7 Jun 11	7 Jun 11	30 Jun 12	<p>Flow Chart: Dispute process added.</p> <p>Deed clauses and Reference documents: Amended.</p> <p>Process: Section 8, Note added.</p> <p>Process: Section 9, Disputing an OSA Report added.</p> <p>FAQ's: Q3 amended for improvement, and Q5 added.</p>
1.2	24 Jan 11	24 Jan 11	7 Jun 11	<p>Process: Amendment to submitting an Ongoing Support Assessment allocation (Point 4, p7). Changed the word 'initiate' to 'submit' to reflect system changes affecting the allocation process implemented in Dec 2010.</p>
1.1	27 May 10	27 May 10	21 Jan 11	<p>Process: Amendment to Referral for an Ongoing Support Assessment Guidelines (Point 4, p7). Proceed to Step 7 replaced with Proceed to Step 5</p>
1.0	15 Jan 10	01 Mar 10	27 May 10	Original version of document

Background

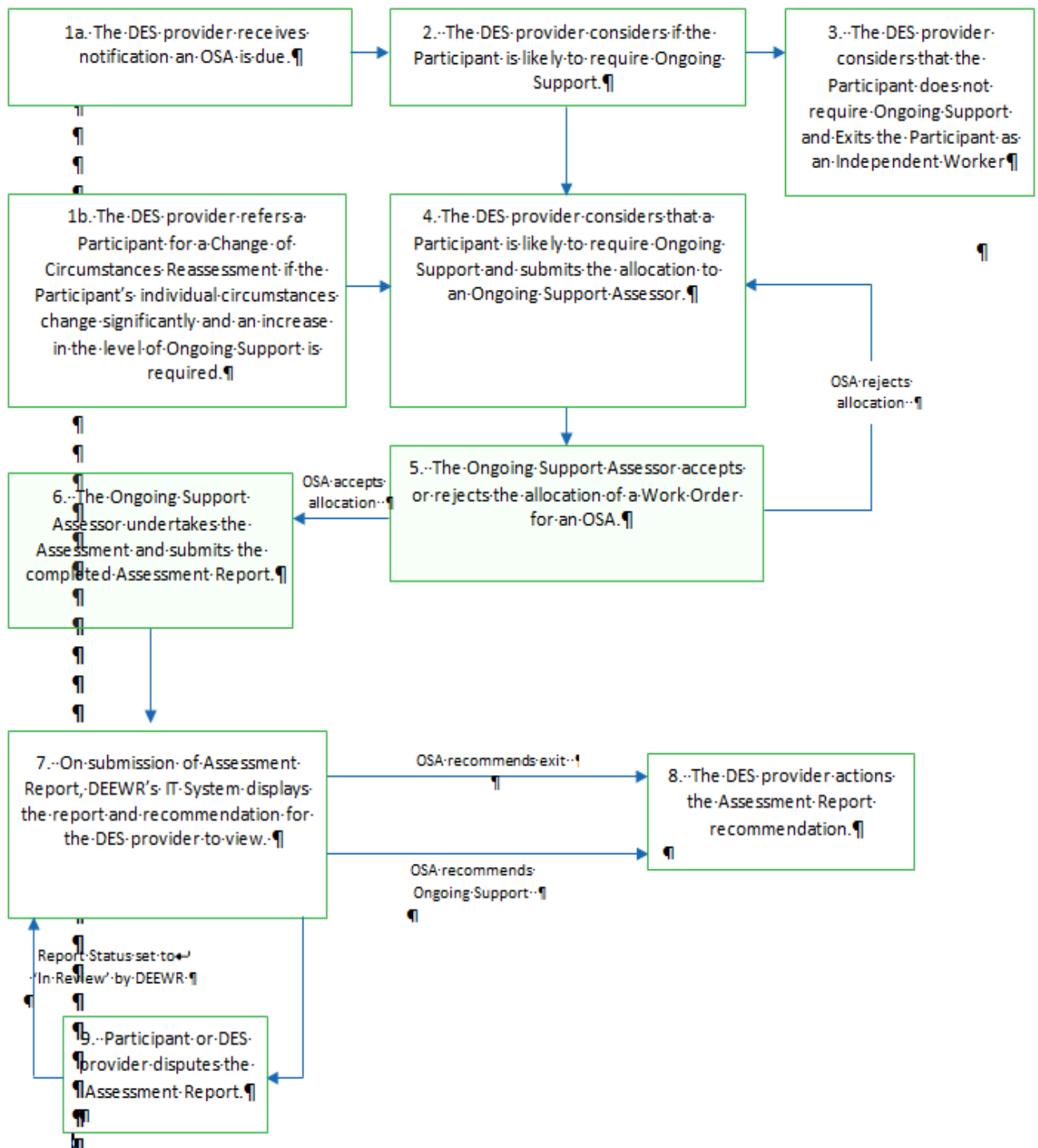
These Guidelines describe the process for Disability Employment Services (DES) providers (hereon referred to as 'DES providers') to arrange an Ongoing Support Assessment (OSA) for a Participant. When an OSA is required, the work is allocated to an Ongoing Support Assessor so that the Ongoing Support needs of a Participant may be independently assessed.

A Participant must receive an OSA before they are provided further Ongoing Support if:

- it has been 52 weeks since the Job Placement Anchor Date;
- it has been 52 weeks since the Participant's most recent OSA or Change of Circumstances Reassessment; or
- it has been 78 weeks since the Participant's most recent OSA; and
 - the two most recent assessments recommended the same level of support; and
 - the most recent assessment was not a Change of Circumstances Reassessment.

Where a Participant achieves a Job in Jeopardy Outcome and the provider considers that a Participant is likely to need Ongoing Support in the workplace to retain their job, the DES provider should arrange for an OSA to determine whether the Participant requires Ongoing Support. Referral for an OSA is completed in DEEWR's IT Systems.

Flow Chart – Ongoing Support Assessment Allocation:



Text Version of Flow Chart – Ongoing Support Assessment Allocation Guidelines

1. (a) The DES provider receives notification on OSA is due. OR
(b) 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 consider 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 Assesor accepts or rejects the allocation of a Work Order for an OSA.
 - If the OSA rejects the allocation, process refers back to step 4.
 - If the OSA accepts the allocation, process refers to step 6
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
 - The OSA recommends exit proceed to step 8
 - The OSA recommends Ongoing Support proceed to step 8
8. The DES provider actions the Assessment Report recommendation
9. Participant of DES provider disputes the Assessment Report following on from step 7.
 - The report status set to 'In Review' by the Department

Note: This should not be read as a stand-alone document, please refer to the Disability Employment Services Deed 2012–2015.

Disability Employment Services Deed 2012-2015 Clauses:

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 Assessment Allocation Job Aid](#)
[Finding Participants who require Ongoing Support or an Ongoing Support Assessment Job Aid](#)
[IT System Allocation of Ongoing Support Assessments Advice](#)
[Ongoing Support Guidelines](#)
[Exits Guidelines](#)
[Job in Jeopardy Guidelines](#)
[Transfer Guidelines](#)
[Ongoing Support Assessment Guidelines](#)
[Ongoing Support Assessment Job Aid](#)
[Ongoing Support Fee Guidelines](#)
[Documentary Evidence for Claims for Payment Guidelines](#)
[Records Management Instructions Guidelines](#)

Explanatory Notes:

1. All capitalised terms have the same meaning as in the Disability Employment Services Deed 2012 – 2015.
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 Ongoing Support Assessor.

Ongoing Support Assessment Allocation Guidelines:

Who is Responsible:	What is Required:
<p>1a. The DES provider</p> <p>The DES provider receives a notification an OSA is due</p> <p><i>Disability Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 100.1(a) • Clause 107.1 • Clause 107.2 	<p>DEEWR's IT Systems will notify a DES provider that a Participant is due for an OSA when:</p> <ul style="list-style-type: none"> • a Participant has reached 48 weeks from Job Placement Or it has been 48, or 74 weeks since the Participant's last OSA or • a Job in Jeopardy Participant has achieved a 26-week Outcome <p style="text-align: center;">➤ Proceed to Step 2.</p> <p>Note: The DES provider must initiate an Ongoing Support Assessment Allocation within two days of being notified that an Ongoing Support Assessment is due.</p> <p>In certain circumstances Participants may be referred for an OSA independently of notifications from DEEWR's IT systems. Refer to 1b for further information.</p>
<p>1b. The DES provider</p> <p>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.</p> <p><i>Disability Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 105.1 • Clause 110.1 	<p>In certain circumstances a Participant may be referred for an OSA independently of notification from DEEWR's IT Systems. This may be done where a change in individual circumstances means that a Participant may need a higher level of Ongoing Support and a Change of Circumstances Reassessment is required.</p> <p>This situation may arise where:</p> <ul style="list-style-type: none"> • a Participant's individual circumstances change significantly; and • the DES provider decides the Participant would benefit from a higher level of support <p style="text-align: center;">➤ Proceed to Step 4.</p>
<p>2. The DES provider</p> <p>The DES provider considers if the Participant is likely to require Ongoing Support.</p> <p><i>Disability Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 105.1 • Clause 106.1 	<p>The DES provider will consider whether Ongoing Support is likely to be required or if the Participant can be Exited as an Independent Worker.</p> <ul style="list-style-type: none"> ➤ If the DES provider decides to exit the Participant as an Independent Worker - Proceed to Step 3. ➤ If the DES provider considers that a Participant is likely to require Ongoing Support – Proceed to Step 4.

<p>3. The DES provider</p> <p>The DES provider considers that the Participant does not require Ongoing Support and exits the Participant as an Independent Worker</p> <p><i>Disability Employment Services Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 106.1 • Clause 117.11 • Clause 117.12 	<p>Where the DES provider decides that the Participant is able to work independently without any further support, the DES provider must exit the Participant from the program.</p> <ul style="list-style-type: none"> ➤ DES provider Exits the Participant - End of Process.
<p>4. The DES provider</p> <p>The DES provider considers that a Participant is likely to require Ongoing Support and submits the allocation to an Ongoing Support Assessor.</p>	<p>Where the DES provider considers that a Participant is likely to require Ongoing Support they should submit an Ongoing Support Assessment allocation in DEEWR's IT System. The DES provider must do this within two days of being notified that an Ongoing Support Assessment is due. Refer to the <i>Ongoing Support Assessment Allocation Job Aid.</i></p> <p>The DES provider must provide the Participant's employment details, case manager contact details and any other relevant information in DEEWR'S IT system at time of allocation. DEEWR's IT System will select the Ongoing Support Assessor that the Assessment will be allocated to.</p> <ul style="list-style-type: none"> ➤ Proceed to Step 5
<p>5. Ongoing Support Assessor</p> <p>The Ongoing Support Assessor accepts or rejects the allocation of a Work Order for an OSA.</p>	<p>The Ongoing Support Assessor accepts or rejects the allocation of a Work Order for an OSA on the DEEWR IT System within one day of receiving it.</p> <ul style="list-style-type: none"> ➤ Ongoing Support Assessor accepts the allocation of a Work Order for an OSA, Proceed to Step 6. ➤ Ongoing Support Assessor rejects the allocation of a Work Order for an OSA, Proceed to Step 4.
<p>6. Ongoing Support Assessor</p> <p>The Ongoing Support Assessor undertakes the Assessment and submits the completed Assessment Report</p>	<p>The Ongoing Support Assessor undertakes the Assessment by:</p> <ul style="list-style-type: none"> • conducting interviews with the DES provider, Participant and Employer (where permission has been given to do so) • preparing the Assessment Report and deciding on a recommendation • completing and submitting the Assessment Report on DEEWR's IT System. <ul style="list-style-type: none"> ➤ Proceed to Step 7.

<p>7. DEEWR's IT System</p> <p>On submission of Assessment Report, DEEWR's IT System displays the report and recommendation for the DES provider to view.</p>	<p>Once the completed report has been submitted, DEEWR's IT System will notify the DES provider of the OSA recommendation. The DES provider will also be able to access and view the full Assessment Report.</p> <ul style="list-style-type: none"> ➤ Proceed to Step 8. ➤ If the OSA Report is disputed by the Participant or DES provider — Proceed to Step 9.
<p>8. The DES provider</p> <p>DES provider actions the OSA recommendation</p> <p><i>Disability Employment Services Deed 2012-2015 Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 104.1 • Clause 107.4 	<p>An OSA will result in one of the following recommendations:</p> <ul style="list-style-type: none"> ➤ Ongoing Support level not changed —the DES provider will continue servicing the Participant in their current level — End of process. ➤ Ongoing Support level changed — the DES provider must commence the Participant in their new Ongoing Support level at the next regular contact — End of process. <p>Note: If an OSA Recommendation is to reduce the support level then the reduced support level will take effect in the IT System immediately.</p> <ul style="list-style-type: none"> ➤ Ongoing Support recommended for a Job in Jeopardy Participant — if the DES provider delivers Employment Support Service services or the recommendation is for Flexible Ongoing Support, they must move the Participant into Ongoing Support at the level recommended, at the next regular contact; If the recommendation is Moderate or High Ongoing Support and the Disability Management Service DES provider does not deliver Employment Support Service services, they must transfer the Participant by agreement to a Employment Support Service provider at the next regular contact — End of process. ➤ Ongoing Support level increased from Flexible Ongoing Support and Participant is in Disability Management Service — if the DES provider also delivers Employment Support Service services, they must move the Participant to the Employment Support Service recommended Ongoing Support level at the next regular contact; if the DES provider does not deliver Employment Support Service services, they must transfer the Participant by agreement to a Employment Support Service provider at the next regular contact — End of process. ➤ Exit — the DES provider must exit the Participant at the next regular contact — End of process.
<p>9. Participant or DES provider</p> <p>Participant or DES provider disputes the OSA Report</p> <p><i>Disability Employment Services</i></p>	<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.</p> <p>Details of the reason for review of the OSA Report should be</p>

<p><i>Deed 2012-2015 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 82 	<p>provided 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. A Change of Circumstances Reassessment 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> <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 DEEWR 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 5 Business Days of the dispute being raised.
	<p>Where the dispute outcome is not accepted by the DES provider and there is further evidence available, the issue can be referred to the Contract Manager to review and determine an outcome.</p> <p>DEEWR will monitor OSA disputes and their outcomes very closely, particularly at the start of a contracting period.</p> <p>➤ Proceed to Step 7</p>