



**Australian Government**



# **2018 DES Reform Transition Guidelines**

**V 1.3**

**Disclaimer**

This document is not a stand-alone document and does not contain the entirety of Disability Employment Services Program Providers' obligations. It should be read in conjunction with the Disability Employment Services Deed (the 'Deed') and, if applicable, the Disability Employment Services Grant Agreement (the 'Grant Agreement') and relevant Guidelines or reference material issued by the Department of Social Services under or in connection with the Deed or Grant Agreement.

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## Document Change History

Version	Start Date	Effective Date	End Date	Change & Location
1.0		2 April 2018		Original version of document
1.1		2 April 2018		<ul style="list-style-type: none"> <li>• Update to RMI links.</li> <li>• Update to timeline.</li> <li>• Updated section 8.3 to clarify the Department's expectations on closing sites in the IT Systems for Exiting Providers.</li> <li>• Further information added to 3.8 to clarify that Participants will not be allocated to Outreach Sites.</li> <li>• Update to Performance Framework section regarding claims anchored prior to 1 July 2018.</li> </ul>
1.2	02 April 2018	06 May 2018		Updated with effective date
1.3	07 May 2018			Update DES Branding

## 1. Background

This document provides information about the transition to the new Disability Employment Services (DES) program, commencing 1 July 2018, and outlines the actions Providers are expected to undertake during the Transition Period and the initial period of the new program.

## 2. Introduction

Following the outcomes of the DES 2018 Grant Opportunity Restricted Application Process, arrangements have been put in place to support the transition of DES-DMS and DES-ESS Participants to the new DES program. The transition arrangements outlined in these Guidelines ensure Participants continue to receive Services and are transferred where and when required, taking into account their individual circumstances.

The transition arrangements have been developed using the objective and principles outlined below.

The Department of Social Services (the 'Department') Notified Providers of its intention to commence a Transition Period under the Disability Employment Services Deed ('Deed') in December 2017. The Transition Period commences on 2 April 2018 and ends on 30 June 2018. Transition activities will continue after this period to ensure the successful implementation of the DES program. The Disability Employment Services Grant Agreement (the 'Grant Agreement') applies to all activities on or after 1 July 2018. While the Grant Agreement does not come into

effect until 1 July 2018, the Department expects New Providers to comply with these Guidelines during the Transition Period.

## **2.1. Transition Objective and Principles**

### **Objective**

Transition is the set of arrangements put in place to move the provision of the Services from the existing Deed to the Grant Agreement commencing on 1 July 2018. The transition arrangements ensure Participants continue to receive Services and are transferred to a Gaining Provider, when required, taking into account each Participant's individual circumstances.

### **Principles**

The Department, in collaboration with the Department of Jobs and Small Business, will manage the transition process using the following principles:

#### **Minimal disruption and continuity of service delivery for participants and employers**

- The process should be as seamless as possible for Participants serviced by a Provider. Where a Participant is required to change Providers, or chooses a new Provider, this process should be as efficient and sensitive (to Participant needs) as possible. The transition will continue to support connections between Employers and Transition Participants where possible.

#### **Honour existing contractual arrangements with current Providers**

- Providers will be paid current Fee amounts (as specified in the Deed and current Guidelines) for Services delivered and Placements anchored prior to the new Grant Agreement taking effect.

#### **Transition activities must support the commencement of the new model on time on 1 July 2018**

- Transition activities must support the commencement of the new model on 1 July 2018.

## **2.2. Transition Period**

The Transition Period will commence on 2 April 2018 and conclude on 30 June 2018. During this time, the Department will provide dedicated transition support to Participants, Employers and Providers. There will also be a post-transition support period that runs from 1 July 2018 and continues until 31 August 2018.

## **2.3. Transition terminology**

Capitalised terms used throughout this advice have the meaning as set out in the Deed or in this advice, unless specified or the context requires that the term has the meaning set out in the Grant Agreement.

Throughout this advice, the following terms are used to refer to particular types of Providers and Participants. As the results of the DES 2018 Grant Opportunity Restricted Application Process vary for organisations, it is possible for an organisation to have several of the terms below apply to them:

- **Continuing Providers** - Providers who will continue to deliver Services under the Grant Agreement in an Employment Services Area (ESA) where they are currently delivering Services under the Deed.
- **Exiting Providers** - Providers who will cease delivering DES-DMS or DES-ESS in an ESA on 30 June 2018.
- **New Providers** – Providers who have signed a Grant Agreement for the delivery of DES-DMS or DES-ESS in one or more ESAs, commencing 1 July 2018.
- **Gaining Providers** – New Providers and Continuing Providers who will receive Transition Participants onto their caseloads in the Department’s IT Systems.
- **Transition Participant** - Participants who are required to transfer to a different Provider as a result of the outcomes of the Disability Employment Services 2018 Grant Opportunity Restricted Application Process (i.e. if the Participant’s current Provider will no longer deliver DES-ESS or DES-DMS Services in the relevant ESA from 1 July 2018).
- **Joint Meeting** - A mechanism for Exiting Providers and Gaining Providers to exchange information to support a smooth transition for Transition Participants, Providers and Employers (if applicable).

Further terms used in this advice are defined in Appendix A (Glossary).

#### 2.4. Important transition dates for Providers

Indicative Date	Transition Arrangements
December 2017	<ul style="list-style-type: none"> <li>• Transition Notice sent to DES Providers</li> </ul>
February 2018	<ul style="list-style-type: none"> <li>• Draft Transition Guidelines made available</li> <li>• DES 2018 Grant Agreements sent to Continuing Providers and New Providers (mid-February 2018)</li> <li>• Participants receive letters advising of upcoming changes to DES (March 2018)</li> </ul>
March 2018	<ul style="list-style-type: none"> <li>• Provider Transition advice and information including Participant information sheet published on the Provider Portal and <a href="#">the Department’s website</a></li> <li>• Signed Grant Agreements due to be provided back to the Department (9 April 2018)</li> </ul>
April 2018	<ul style="list-style-type: none"> <li>• Transition Period commences (2 April 2018)</li> <li>• Transition webinar (12 April 2018)</li> <li>• Referrals to Exiting Providers cease and Exiting Providers no longer able to conduct Direct Registrations (12 April 2018)</li> <li>• Last day for Continuing Providers and New Providers to inform the Department of Site addresses to have an opportunity to be nominally allocated Transition Participants (30 April 2018)</li> </ul>

Indicative Date	Transition Arrangements
May 2018	<ul style="list-style-type: none"> <li>• Transition Participants receive letters advising of nominally allocated Continuing Provider or New Provider and opportunity to choose an alternative Provider (mid-May 2018)</li> <li>• DES Participant Transition Line available (1300 854 414)</li> <li>• Indicative Transition Participant caseload screens available (14 May 2018)</li> </ul>
June 2018	<ul style="list-style-type: none"> <li>• Online Training modules available (1 June 2018)</li> <li>• Choice period for Transition Participants ends (15 June 2018)</li> <li>• Pre-diary functionality available to book Appointments for Transition Participants (18 June 2018)</li> <li>• Joint Meetings commence (18 June 2018)</li> <li>• Exiting Providers cease delivering Services (COB Friday, 29 June 2018)</li> </ul>
July 2018	<ul style="list-style-type: none"> <li>• Transition weekend (30 June 2018 – 1 July 2018)</li> <li>• Gaining Providers commence and deliver DES Services to Transition Participants (2 July 2018)</li> </ul>

### 3. Transition Communication

#### 3.1. Providers

Transition information will be provided on [the Department's website](#) and on the Employment and Community Services Network Provider Portal ('Provider Portal') at the following location:

Provider Portal > DES > Provider Operations > DES Reform 2018 Transition

The Department will facilitate a webinar that will provide transition information and support to Providers.

Providers should be mindful of their obligations in relation to the transfer of Participants that are set out in the Deed, and, if applicable, the Grant Agreement, and should be familiar with the *DES Transfers Guidelines* which can be found on the Provider Portal that outline the process of Participant transfers.

Providers can also send transition-related queries to [DESTransition@dss.gov.au](mailto:DESTransition@dss.gov.au). Account and contract managers will also support Providers throughout the Transition Period, and Providers are encouraged to seek their assistance where required.

#### 3.2. Participants, carers and advocates

Exiting Providers will be expected to work with their Participants during all stages of the transition and provide all relevant information and explain all processes.

During the Transition Period and post-transition support period, Participants, carers and nominees may call the DES Transition Line on 1300 854 414 for transition support.

In March 2018, the Department sent letters to all Participants advising them of the upcoming changes to the DES program. This letter highlighted that there will be some Providers who will no longer deliver DES from 1 July 2018, and that they may need to choose another Provider. A second letter will be sent in May for Participants whose Providers are ceasing to deliver Services in the Participant's ESA, informing them of how to choose a new Provider (a New Provider or a Continuing Provider) for Services commencing 1 July 2018. Transition Participants will have an opportunity to choose their new Provider, except for Pre-Release Prisoner Participants, and Participants with a level three incident report.

From mid-June 2018, Joint Meetings will occur between Transition Participants, Exiting Providers and Gaining Providers to support a smooth transition. These meetings may also include carers, advocates, a support person and Employers, where relevant and appropriate. Joint Meetings should cater for each individual Participant's circumstances and should not occur for Suspended Participants. Further information is available in the section, **Joint Meetings**.

### **3.3. Provider communication with Participants**

From the commencement of the Transition Period, Providers should be prepared to discuss the transition arrangements with Transition Participants.

Exiting Providers will be supplied with a '*Participant Fact Sheet*' that must be handed to Transition Participants on their caseload at the time. The *Participant Fact Sheet* will outline what changes may be happening in their local area and when those changes are going to occur.

The *Participant Fact Sheet* will direct Transition Participants to discuss arrangements with their Provider.

When discussing the transition arrangements with Transition Participants, Providers should give them the *Participant Fact Sheet* and ensure they provide information about:

- the continuity of support and assistance for the Participant and their Employer (if applicable);
- the Joint Meeting process; and
- where to get more information about the transition arrangements.

### **3.4. Employers**

With consent of the Participant, Exiting Providers should seek to keep Employers informed of the transition arrangements for each Participant and discuss the arrangements required to ensure the continuity of assistance and support for both Participants and Employers.

A '*Fact Sheet for Employers*' about the changes in DES will be published on the Department's website and the Provider Portal.

Where the Participant gives consent, Employers may be asked to attend a Joint Meeting with the Exiting Provider and Gaining Provider. For more information, see **Joint Meetings**.

When discussing transition arrangements with Employers, Providers should ensure they provide information about:

- the changes to the delivery of DES for the Participant, including the new Provider's details (where appropriate);

- the continuity of support and assistance to maintain the Participant’s employment, including the continuity of Wage Subsidy agreements;
- the Joint Meeting process; and
- where to get more information about the Transition arrangements.

### **3.5. Ceasing of Referrals**

Except in limited circumstances (as outlined below), Referrals during the Transition Period will be to Continuing Providers. During the Transition Period, the Department will cease Referrals to Exiting Providers. Once the Department ceases Referrals to an Exiting Provider:

- Participants can no longer be Referred to the Provider from the Department of Human Services (DHS)-Centrelink;
- Participants will not be Referred to the Provider following an Exit and re-Referral;
- the Provider’s Site(s) will no longer be available for transfers of Participants; and
- the Provider cannot Directly Register a job seeker.

The Department will determine the date to cease Referrals, taking into consideration factors including the number of Providers in the ESA that will continue to deliver DES and the mix of contract types (for example, Generalist and Specialist) operating in the ESA.

In a very small number of ESAs, where ceasing of Referrals affects all or most of the business in an ESA, Referrals may need to continue to Exiting Providers. This may be in order to avoid over-referral to Continuing Providers or to maintain continuity of Services for Participants. In such situations, the Departments may, at its absolute discretion and on a case-by-case basis, continue Referrals to one or more Exiting Providers in an ESA.

In this situation, Provider(s) in the relevant ESAs will be informed of an alternative date for ceasing Referrals. Irrespective of when Referrals cease, all Participants on an Exiting Provider’s caseload will be transferred to a Gaining Provider’s caseload on the transfer weekend (30 June 2018 – 1 July 2018) as outlined in **Transfer of Transition Participants**.

### **3.6. Ceasing of Direct Registrations**

During the Transition Period, Exiting Providers must assist job seekers who approach them (for Direct Registration) to identify a suitable Continuing Provider.

### **3.7. Selection of initial Provider**

The Department will provide Transition Participants with the opportunity to select who their Provider will be from 1 July 2018. If Participants do not wish to exercise their choice, they will be transferred to a Continuing Provider or a New Provider, close to the Participant’s residential address.

Participants whose current Provider will continue to deliver DES from 1 July 2018 will continue to receive Services from this Provider. These Participants will retain their program status (e.g. Commenced or Suspended). A Provider cannot Exit a Participant who has already Commenced with the Provider for the purposes of lowering the Provider’s caseload, even if the Provider has nominated a lower Maximum Caseload than their current caseload. The Provider must continue to provide Services to all Participants already Commenced.

Where a current Exiting Provider exits the market during the Transition Period and prior to 1 July 2018, its Participants will be transferred to a Continuing Provider; these Participants will no longer be Transition Participants.

During the Transition Period, Participants will continue to be able to transfer to a different Provider under current transfer rules.

When a Participant is transferred to another Provider, their electronic records stored in the Department's IT Systems will also transfer to that Provider.

### **3.8. Participant allocation**

In May 2018, the Department will nominally allocate Participants on the caseload of an Exiting Provider to a Continuing Provider or New Provider, for transfer on the weekend of 30 June 2018. The initial allocation will be conducted prior to Transition Participants being offered an opportunity to choose their preferred new Provider. The last day for Continuing Providers and New Providers to inform the Department of Site addresses to have an opportunity to be nominally allocated Transition Participants is COB 30 April 2018.

Transition Participants will be nominally allocated by the Department using the following process and considerations.

#### **Transition Participant Allocation Principles**

- 1) Transition Participants will be nominally allocated to a Continuing Provider or New Provider Site within 5km of their residential address. Where there are one or more Provider Sites within the 5km radius, the allocation will be randomly generated.
- 2) Where a Specialist Service Provider is ceasing and a New Provider or Continuing Provider Site of a similar specialisation is within the above mentioned 5km radius, the Transition Participant will be nominally allocated to the Provider of that Site. Transition Participants currently being serviced by a Generalist Service Provider will be nominally allocated to a Generalist Service Provider.
- 3) If no Sites are within the abovementioned 5km radius, steps 1 and 2 will be repeated with an expanded radius of 10km and, if still unsuccessful, repeated again with progressive increases of 10km to the radius until the Participant can be nominally allocated.
- 4) A Provider will not be allocated Transition Participants above its nominated Maximum Caseload.

These allocation principles are inclusive of full and part-time sites only. The Department will not allocate participants to Outreach sites.

### **3.9. IT System to support early diary functionality and indicative transition caseload**

From mid-May 2018, Continuing Providers and New Providers will be able to view Transition Participants that have nominally been allocated to their Site(s) or have chosen to be serviced at their Site(s) on the Indicative Caseload screen. When released, the Indicative Caseload screen will be able to be accessed by selecting 'DES Transition', then 'Indicative Caseload' from the left hand menu on ESSWeb (the Department's IT Systems). Functionality will be available to pre-book Appointments from 18 June 2018 for Participant Appointments commencing Monday 2 July 2018

through the Department's IT Systems. Please note that due to Transition Participants having choice of Provider during this period, the list of Transition Participants may change from day-to-day; and contact details of Participants will not be available until 18 June 2018.

### **3.10. Participant letters**

In May 2018, the Department will send letters to Transition Participants. The letters will contain:

- information that their Provider will no longer be delivering DES from 1 July 2018 and that they can choose another Provider;
  - information about what the Participant needs to do, including choosing a new Provider by 15 June 2018, or they will be allocated to the designated Provider in the letter;
  - information about continuity of support and assistance;
  - information about the Joint Meetings process;
  - details about how to find information on Providers in the area through Connections for Quality on JobAccess; and
- information about how a Participant can choose an alternate Provider, effective from 1 July 2018.

Wherever possible, a copy of the letter sent to a Participant will also be sent to an appropriate nominee where a Participant has advised that a nominee may receive the Participant's correspondence.

### **3.11. Participants choosing a different Provider**

Transition Participants will be nominally allocated to a New Provider or Continuing Provider. If the Transition Participant chooses to transfer to a different Provider, their choice will be facilitated by the National Customer Service Line from mid-May 2018 to 15 June 2018. Participants can call the National Customer Service Line on 1300 854 414 and request a transfer.

Transition Participants should be encouraged to access information about Providers using the information published on [the JobAccess website](#).

### **3.12. Joint Meetings**

Joint Meetings are a mechanism for Exiting Providers and Gaining Providers to exchange information to support a smooth transition for Transition Participants, Providers and Employers (if applicable). The objective of the Joint Meeting is to facilitate the handover of all past and current information about a Transition Participant, including Employer details (if applicable) and the arrangements in place that support the continuity of Services. Joint Meetings should be held for all Participants (excluding Suspended or pending Participants) needing to transfer to another Provider.

Site managers of Gaining Providers and Exiting Providers are expected to discuss and put in place suitable arrangements for holding the Joint Meetings.

A Job Aid has also been developed to assist Providers (Appendix B).

Participants, as well as their carer, advocate or support person (where appropriate) should be included in a Joint Meeting. If applicable, Employers can also be included in Joint Meetings, but Providers must note that permission must be given by the Participant for Employer involvement.

Only one Participant should be present at a Joint Meeting at any one time, even if the Gaining Provider is receiving multiple Participants from an Exiting Provider.

Joint Meetings should take place from 18 June 2018 and cater for each individual Participant's circumstances. Some suggestions on the type of meetings include:

- face-to-face meetings, using existing Participant Appointments at the Exiting Provider's Site, when and where appropriate;
- teleconferences;
- group meetings;
- Employer sites; or
- a combination of the above.

At the Joint Meeting, Gaining Providers and Exiting Providers should discuss the support and assistance required by the Participant to ensure the continuity of Services. This includes:

- vocational and non-vocational activities;
- Ongoing Support;
- Wage Subsidy Agreements;
- any Compliance Activities; and
- any other arrangements that support the continuity of Services or Employment for the Participant.

A Joint Meeting should not be conducted for Participants that are currently Suspended or pending on the indicative transition caseload. However, Providers should ensure an exchange of Participant information is undertaken.

### **Gaining Provider**

Gaining Providers must initiate and contact the Exiting Provider to arrange Joint Meetings for each Transition Participant that appears on their indicative transition caseload and requires a Joint Meeting. A report will be available on the Department's IT Systems identifying a Participant's Exiting Provider via the Employment Services Reporting portal.

A Gaining Provider should raise any difficulties in arranging Joint Meetings with an Exiting Provider and, if necessary, with its Account Manager.

There may be some instances where a Gaining Provider receives Participant information in hardcopy such as case notes following a Joint Meeting, and the Participant does not subsequently transfer to their caseload on 1 July 2018. In these circumstances, the Gaining Provider must immediately return all relevant records to its Account Manager. Refer to **Procedures for returning hardcopy Records**.

### **Exiting Provider**

Exiting Providers must cooperate and participate in Joint Meetings with the Gaining Provider. Exiting Providers should also complete the Program Summary for each of their Transition Participants. Gaining Providers will have access to the PDF report in the Employment Services System after commencing the Transition Participant. Exiting Providers must continue to provide

Services to Participants on their caseload, in accordance with the Deed, up until the date the Participant is transferred to the Gaining Provider.

### **Exchange of Participant information**

Exiting Providers must advise Transition Participants of the information that is intended to be shared at the meeting with the Gaining Provider and provide any relevant hard copy Records to the Gaining Provider in accordance with the *DES Records Management Instructions Guidelines (RMI)*.

Exiting Providers should only discuss at the Joint Meeting information and transfer documentation that is required to support the continuation of Services. This includes, for example:

- barriers to employment;
- current skills, attributes and strengths;
- role and activities of ongoing support;
- agreed job tasks and requirements;
- wage subsidy agreements and subsidy payments evidence/history;
- Employer information;
- safe work practices required;
- employee advocate/family contact information (if relevant);
- continuing access to rehabilitation and allied health services where this is being provided; and
- continuing support for education and/or training where the participant is undertaking these.

Continuing Providers and Exiting Providers must comply with the privacy obligations for handling personal information as set out in the Deed and the *Privacy Act 1988* (Cth).

New Providers must comply with the *Privacy Act 1988* (Cth). Notwithstanding that the Grant Agreement does not come into effect until 1 July 2018, the Department expects New Providers to comply with the privacy obligations for handling personal information as set out in the Grant Agreement during the Transition Period.

### **3.13. Transfer of Transition Participants**

#### **Participant transfers prior to the transfer weekend (up to and including 29 June 2018)**

During the Transition Period, existing arrangements for the transfer of Participants will continue to apply. This includes for reasons such as irretrievable breakdown of relations between a Participant and their Provider or Participant change of address. Participants transferring during the Transition Period will be transferred to a Continuing Provider. Once transferred to a continuing Provider, the Participant will no longer be identified as a Transition Participant.

Providers must not transfer Participants from closing Sites to their ongoing Sites or between ESAs without approval from their Account Manager. The Department will monitor the number and type of Participant transfers.

#### **Participant transfer on the transfer weekend (30 June 2018 – 1 July 2018)**

On the transfer weekend, all Participants identified for transfer from Exiting Providers will transfer to Gaining Providers, unless alternative arrangements have been agreed with the Department.

Transition Participants with a 'Commenced' or 'pending' status will be transferred to a Gaining Provider in their current phase of service (subject to any eligibility checks) and have their program status set to 'pending' in the Department's IT Systems. The Gaining Provider will be required to engage with each Participant as soon as possible after transfer, as outlined in **Commencing Transition Participants**, and ensure Participants are Commenced in the Department's IT Systems.

Transition Participants with an Exemption from Services and transferred to a Gaining Provider with a 'suspended' status in the Department's IT Systems, will remain suspended on the Gaining Provider's caseload until the Exemption end date. Participants should not be engaged or Commenced until after the Exemption end date.

Gaining Providers will have access to each Transition Participant's record in the Department's IT Systems from the date the Participant is transferred to the Gaining Provider's caseload. For more information on the availability of Participant information, refer to **Commencing Transition Participants**.

#### **Non-Transition Participants**

Participants who are attached to a Continuing Provider will remain at the status they were prior to the transfer weekend. For example, a Participant with a Commenced status will remain at Commenced after the transfer weekend.

#### **Pre-Release Prisoner (PRP) Participant transfers**

The transfer of a PRP Participant who is also a Transition Participant will be negotiated with a suitable Gaining Provider prior to the transfer weekend. The transfer process for these Participants to a Gaining Provider will occur in line with the transition arrangements outlined above.

Gaining Providers must immediately talk to their Account Manager if a PRP Participant is identified on their caseload without prior agreement.

#### **Transfer of Participants with an active incident report level III**

Where appropriate, Exiting Providers must ensure that Gaining Providers are aware of any incident reports before the Participant is commenced by the Gaining Provider. The Gaining Provider will be able to view the Participant's incident report in the Department's IT Systems once the Participant has been transferred to their caseload following the transfer weekend.

Gaining Providers are required to accept and deliver Services to a Participant with an active incident report in the same way that they accept and deliver Services to other Participants.

#### **Participants that have had a relationship failure with their Provider**

The Department will monitor Transition Participants who have had a relationship failure with a Provider, to ensure that these Participants are not inadvertently nominally allocated to that same Provider. Participants still may select a Provider who they have had a relationship failure with.

If a Gaining Provider becomes aware that a Participant on their caseload has previously been transferred due to a relationship failure with their Site(s) and the Provider has concerns about

delivering Services to the Participant, the Gaining Provider should immediately inform their Account Manager.

### **Participants with sensitive records**

The contact details of Participants flagged as 'sensitive' on the Department's IT Systems will be unavailable to a Gaining Provider in the Department's IT Systems. Providers should contact their local DHS-Centrelink Office for further instructions on initiating communications with these Participants after they have been transferred.

### **3.14. Connections for Quality**

Connections for Quality is functionality on JobAccess that allows Providers to showcase their organisation and any specialty services, relationships or achievements that set them apart from other Providers, particularly at a local level. Providers must publish claims against each of five Service Quality Indicators using the Department's IT Systems.

The five Service Quality Indicators are:

- Our job seekers;
- Our Employers;
- Our Networks;
- Our Performance; and
- About Us.

Detailed information regarding how to publish an organisation's information will be made available on [the Department's website](#). All Gaining Providers are required to enter Connections for Quality information into the Department's IT Systems for any new Sites, and publish before 1 July 2018.

Connections for Quality allows Participants and Employers to recommend a Provider, leave feedback about the Service Quality Indicators information, and submit comments about their experiences with a Provider. Comments and recommendations are displayed on JobAccess. Providers with the appropriate access level can monitor, view and respond to comments through the Department's IT Systems.

### **3.15. Provider support**

A Business Adjustment Package has been developed to provide support for Exiting Providers. The package is made up of 11 modules and provides tools to assist the Board and/or Senior Management to understand the implications of reduced business on the operations and future of an organisation, and to identify and address business decisions and suggest ways to develop new business strategies for the future. This will be available on the Provider Portal.

The Employment Services Industry Jobs Board is available for staff to find available work related to the industry. The Employment Services Industry Jobs Board can be accessed at [jobsearch.gov.au/job/esijobs](http://jobsearch.gov.au/job/esijobs).

Providers are able to search for potential employees and load vacancies for industry staff to search. This assists industry staff seeking alternative employment and organisations seeking

potential employees to connect more quickly, thereby reducing the uncertainty for both parties and improving the retention of staff within the industry.

In addition, employment service peak organisations have developed a suite of information to help Providers. Some of the information available includes redundancy guides and *Resilience during the Tough Times* to support organisations and staff in coping with significant change. Information is available on the peak organisations' websites.

## **4. Payments**

Claims made under the Deed for the delivery of DES-DMS and DES-ESS Services that occur up to and including 30 June 2018 will be honoured in-line with the Deed and relevant Guidelines. The Grant Agreement covers claim and Fee arrangements on and following 1 July 2018.

Exiting Providers should finalise all outstanding claims for payment in accordance with the Deed and relevant Guidelines as soon as possible.

### **4.1. Service Fees**

The payment of Service Fees will be automated after 1 July 2018. All Service Fee claims that fall due prior to 1 July 2018 must be manually claimed.

#### **Exiting Providers**

Service Fees that are payable within 13 weeks prior to the start of the new Disability Employment Services Grant Agreement on 1 July 2018 will be paid at the current rate under the Deed.

If a Provider exits DES on or before 1 July 2018, Service Fees will be pro-rated to the exit date, meaning the Department will pay the relevant Service Fee proportionate to the amount of time the Provider has left in the program. Recoveries of Services Fees may be undertaken, if an Exiting Provider has been overpaid.

#### **Gaining Providers**

A pro-rated Service Fee will be payable to the Gaining Provider to cover the remaining quarterly Service Period for the Participant. This pro-rated Service Fee will be paid to the Gaining Provider once the Participant has Commenced with the Gaining Provider.

For Transition Participants, the Gaining Provider will receive a pro-rata Service Fee under the new fee schedule in the Grant Agreement, for the period from the date that the Transition Participant Commences with the Gaining Provider until the date that the Participant's next Service Fee is due.

### **4.2. Job Placement Fees/Four-week Outcomes**

All Job Placements must be verified on or prior to 29 June 2018 in order to attract a Job Placement Fee. If the Provider does not verify the Job Placement before this time, or the Participant has not met the requirements for a Job Placement Fee, the Employment Placement Start Date will be set to 1 July 2018 and the Participant will start to track towards a Four-week Outcome. Providers will not have the functionality to retrospectively verify placements after 29 June 2018.

Where a Participant is already working in a job when a Gaining Provider Commences the Participant and the job is not recorded in The Department's IT Systems, the position is not considered Pre-Existing Employment, provided the Participant had Commenced in DES with the Exiting Provider.

### **4.3. Education and Employment Outcome Fees and Bonus Fees**

Education and Employment Outcome Fees (including the Job in Jeopardy/Work Assist 26-week Outcome Fees), and associated Bonus Fees will be payable to the Provider delivering Services to the Participant at the time the relevant Outcome Fee or Bonus Fee becomes payable.

The payment of Outcome Fees (including the Job in Jeopardy/Work-Assist 26-week Outcome Fee) and Bonus Fees during the Transition Period are subject to the *DES Outcome Guidelines*.

Providers are encouraged to continue anchoring Participants in Post Placement Support in accordance with the Deed and Guidelines throughout the Transition Period. Providers must not end an Outcome placement unless permissible under the Deed. The Department will monitor Placements and Outcomes during the Transition Period and any concerns will be raised with Providers.

If a Gaining Provider is eligible for a 26-week Outcome Fee in accordance with the above advice but is unable to claim the fee in the Department's IT Systems as the Exiting Provider has not claimed the 13 week Outcome Fee, the Gaining Provider can lodge a manual Special Claim.

Outcome Fees will be paid relative to the Anchor Date. Where a Participant's Anchor Date was prior to 1 July 2018, the Fee will be paid under the fee schedule in the Deed. The new fee schedule in the Grant Agreement will apply where the Anchor Date is on or after 1 July 2018.

Participants can only generate a 52-week Outcome if the Participant is anchored on or after 1 July 2018.

The Grant Agreement amends the criteria for Education Outcomes. This means the criteria for Education Outcomes outlined in the Grant Agreement is applicable to any claims that fall due on or after 1 July 2018, except for 26-week Education Outcomes where the associated 13-week Education Outcome fell due prior to 1 July 2018. In which case, the associated 26-week Education Outcome can meet the current criteria for Education Outcomes to attract the Outcome Fee.

Where a Transition Participant is undertaking an eligible education activity that has not been recorded in the Department's IT Systems, the Gaining Provider can enter the Anchor Date and start date of the course in the Department's IT Systems as the same date as the Participant Commenced with the Gaining Provider. The Gaining Provider will need to enter an end date that is at least 13 weeks after the start date entered for the course. The Gaining Provider must note in the comments section of the activity details the actual commencement date and end date of the education activity. This will only apply where the Participant has already Commenced in DES prior to transition.

## **4.4. Ongoing Support Fees**

### **Flexible Ongoing Support**

Exiting Providers must submit all claims for Flexible Ongoing Support Fees in the Department's IT Systems as soon as possible in accordance with the Deed and relevant Guidelines. A Provider's eligibility to claim Ongoing Support Fees remains subject to the *DES Ongoing Support Guidelines*.

### **Moderate and High Ongoing Support**

Pro-rata arrangements will continue for Providers of Moderate and High Ongoing Support.

### **Eligibility**

Participants in Ongoing Support prior to 1 July 2018 will not be subject to the new eligibility criteria outlined in the Grant Agreement, including the eight-hour a week work minimum and the revised Ongoing Support Assessment schedule.

## **4.5. DES Wage Subsidies**

Providers must continue to make payments and provide appropriate support to Transition Participants and Employers receiving a Wage Subsidy.

### **What do Providers need to do?**

#### **Exiting Providers**

- Providers must ensure that all new Wage Subsidy placements are negotiated and approved in the Department's IT Systems prior to the close of business, 1 June 2018.
- Review all current Wage Subsidy placements for Transition Participants in the Department's IT Systems to ensure they are accurately recorded and finalised, updated or terminated as necessary by close of business, 1 June 2018.
- Ensure all outstanding Wage Subsidy payments have been made prior to 1 June 2018.
- Ensure that all claims for Reimbursement are made prior to the Wage Subsidy Maximum End Date.
- Speak to their Account Manager if further information or guidance throughout the transition process is required. The Account Manager will also contact Providers with any other relevant information.

#### **Gaining Providers**

- Staff should undertake appropriate training in the Department's IT Systems if required.
- Sign a new Wage Subsidy agreement (Wage Subsidy Scheme, Wage Start or Restart) with the Employer to ensure there is continuing management of the existing Wage Subsidy placement.
- Continue to pay Wage Subsidies to Employers of Transition Participants as they fall due. Collect required evidence to support payment of Wage Subsidies. This could include evidence that has been collected by the Exiting Provider for the claim period.

Additional information can be found in the *DES Wage Subsidy Scheme Guidelines*, *Wage Subsidy Scheme Supporting Document*, *DES Wage Start Subsidy Guidelines* and *DES Restart Wage Subsidy Guidelines* on the Provider Portal and [the Department's website](#).

## **4.6. Employment Assistance Fund (EAF)**

### **Finalising approved EAF Applications**

Exiting Providers must ensure that all Reimbursements for existing EAF applications that have been approved by JobAccess are claimed before Participants are transferred from their caseload. All claims must be processed within system availability times by Friday, 29 June 2018.

### **EAF Applications during Transition Period**

Exiting Providers should avoid creating new EAF applications towards the end of the Transition Period. If urgent EAF assistance is required for a Transition Participant after 22 June 2018, Providers should contact JobAccess and seek advice regarding the best approach for arranging the application.

### **EAF Supporting information**

- *Applying for the Employment Assistance Fund - DES and jobactive Provider Guidelines*
- *The Employment Assistance Fund Guidelines*
- Applying for the Employment Assistance Fund (Service Providers)
- JobAccess Helpline by phoning 1800 464 800.

### **EAF Handover at Joint Meetings**

As part of the Joint Meetings, Exiting Providers must ensure that the details of current EAF arrangements for each Participant are communicated to the Gaining Provider. Gaining Providers should ask whether there are any EAF arrangements in place, or required.

## **5. Commencing Transition Participants**

### **5.1. Participant administrative Information that transfers in The Department's IT Systems**

A Transition Participant will transfer to their Gaining Provider on the transfer weekend (30 June – 1 July 2018). Upon transfer, a pending Referral in the Department's IT Systems with the Gaining Provider is created and the individual can be commenced with the Provider (subject to continuing eligibility, and noting that suspended Participants should not be commenced until their suspension ends).

The following information is transferred with the individual and the Gaining Provider has full access to the following categories of information on the Department's IT Systems:

- Personal Details (including contact and address history unless it is a sensitive record);
- Registration details;
- Job Plan;
- Participant Profile;

- Compliance details including the Comprehensive Compliance Assessment;
- Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) PDF report;
- ESAt or JCA History;
- Job Seeker Classification Instrument (JSCI) – details of the history and latest Job Seeker Classification Instrument;
- DES Anchor History including anchor type, start date, end date and Anchor end reason;
- Resumes;
- Early School Leaver Education History (view only screen);
- Program Summary PDF Report;
- Additional Eligibility (view only screen); and
- Incident reports.

Other information that will not be transferred:

- Participant Comments;
- Employer Records; and
- Participant Approved Activities.

## 5.2. Priority Engagement

Gaining Providers receiving a large caseload of Transition Participants should prioritise the commencement of Participants based on each individual’s specific circumstances and support needs. Transition Participants with the highest support needs should be Commenced immediately.

This Indicative Caseload screen will allow planning for Commencement of Transition Participants.

As a guide, the following Transition Participants should be commenced as soon as possible and within five Business Days after the transfer weekend.

<b>Groups</b>	<b>Priority Number</b>
Participants currently in receipt of mobility allowance or an Approved Program of Work Supplement (APWS)	1
Participants currently undertaking a Compliance Activity at the time of transfer	1
Participants who have compulsory participation requirements	1
Participants in Employment (including those receiving Wage Subsidies, Ongoing Support) and tracking towards an Outcome	2
Participants referred but not Commenced	3

Other Transition Participants should be commenced as soon as reasonably possible. Providers should attempt to have all Transition Participants commenced within 20 Business Days of the transfer weekend.

## 6. Service Delivery Arrangements

### 6.1. Job Plans

#### **Gaining Providers – Negotiating a new Job Plan**

At the first interview/contact with a Transition Participant, a new Job Plan should be negotiated and approved in the Department's IT Systems. To assist in negotiating a new Job Plan, information from the Participant's previous Job Plan will be made available to the Gaining Provider. The Gaining Provider should review the activities and provider assistance in the Job Plan with the Participant and update where necessary. At a minimum, an update should be made to the regular Contact Appointment, to reflect the Gaining Provider delivering Services to the Participant. Any activities with the Exiting Provider will need to be removed and if necessary re-added to reflect the Gaining Provider's Site details.

#### **Exiting Providers**

Up until 30 June 2018, all pending Job Plans where a Participant has signed a hard copy version should be approved on the the Department's IT Systems. If the Participant has not signed the hard copy of the pending version of the Job Plan, the Exiting Provider should reinstate the most recently approved Job Plan. The Participant's Job Plan should be deleted where it has not previously been approved.

Exiting Providers should search for any unapproved Job Plans as close as practical to 30 June 2018 and action as above.

Please refer to the *DES Job Plan Guidelines* on the Provider Portal for further information.

### 6.2. Jobseeker Compliance

**Please note, changes to the legislation will affect jobseeker compliance framework activities with effect from 1 July 2018. Further details will be made available during May 2018.**

### 6.3. Wage Subsidy Agreements

If a Transition Participant is identified as a Wage Subsidy Participant, both the Gaining Provider and Exiting Provider must liaise with each other and continue to deliver Services to the Participant and Employer in accordance with the Wage Subsidy agreement.

The Exiting Provider must immediately inform the Employer and Transition Participant that they will no longer be supporting the Wage Subsidy placement, and a Gaining Provider will be in contact shortly to create a new Wage Subsidy agreement to support the ongoing Wage Subsidy placement.

The Gaining Provider must immediately contact the transferred Wage Subsidy Participant's Employer and enter into a new Wage Subsidy agreement. To support the ongoing Wage Subsidy placement, the Gaining Provider must use its best endeavours to honour the same terms and conditions previously agreed to by the Exiting Provider and the Employer.

For more information, Providers should refer to section **DES Wage Subsidies**.

## 6.4. New Enterprise Incentive Scheme (NEIS)

Some NEIS Participants may be transferred to a Gaining Provider. If this is the case, the Gaining Provider will be responsible from 1 July 2018 for monitoring the delivery of NEIS Services to that NEIS Participant in accordance with the Grant Agreement and relevant Guidelines.

Information on how to manage and service Participants undertaking both DES and NEIS is located on the Provider Portal.

Gaining Providers will be able to identify Transition Participants in NEIS through the Department's IT Systems.

## 6.5. Employment Assistance Fund (EAF)

If an EAF application is in place to provide assistance for a Transition Participant, the Gaining Provider will need to contact JobAccess to arrange for the assistance to continue. Providers should also refer to section **Employment Assistance Fund** (EAF).

## 6.6. Supported Wage System (SWS)

### SWS Handover at Joint Meetings

As part of the Joint Meetings, Exiting Providers must ensure that current SWS Participants are identified to Gaining Providers. It is particularly important for the details of recent SWS applications and upcoming SWS assessments to be conveyed so that Participants and their Employers can be properly supported with these processes.

### Identification of SWS Participants in the Department's IT Systems

If a Transition Participant has an approved SWS Application, then "Supported Wage System" will be displayed on the *Program Lifecycle* section of the Participant's *Case Summary* in the Department's IT Systems.

If the Transition Participant has commenced Employment under SWS, then the date of the most recently signed SWS Wage agreement will also be displayed.

If a Transition Participant has ended their SWS Employment, the Department's Assessment Team should be advised, otherwise this information will remain incorrect.

### Supporting Information

- The Department's Assessment Team may be contacted on 1800 065 123.
- [JobAccess](#) or call 1800 464 800.
- Learning Centre – DES Policy Modules – DES 2013 – Supported Wage System (to be updated).

## 7. Performance Framework

### 7.1. Star Ratings - Inherited performance

Gaining Providers do not inherit the past performance of Exiting Providers (from any Transition Participants they receive). Outcomes that fall due or are claimed after 1 July 2018 for outcomes anchored under current arrangements (pre 1 July 2018) will not be included in post 1 July 2018 Star Ratings calculations.

## **7.2. Code of Practice and Service Guarantees**

The DES Service Guarantee outlines the assistance a Provider will deliver. It outlines what help each Participant can expect to receive, the Participant's responsibilities, where to find information on the National Standards for Disability Services and who to contact if the Participant is not happy with the Services the Participant is receiving.

The Employment Services Code of Practice sets out the principles and standards that underpin the delivery of employment services. Organisations contracted to deliver DES must observe the Employment Services Code of Practice.

In summary, the Provider's customer feedback process must:

- be consistent with the Deed and, if applicable from 1 July 2018, the Grant Agreement, any relevant Guidelines, and where relevant, the Employment Services Code of Practice and the Service Guarantee; and
- clearly indicate that Participants may also make a Complaint directly to the Department by calling the National Customer Service Line on 1800 805 260.

For more information, please refer to the Employment Services Code of Practice and the DES Service Guarantee on the Provider Portal.

## **8. The Department's IT Systems**

The Department's IT Systems is the IT system that allows Providers to:

- manage their Participant caseloads;
- record Participant activities and agreements;
- book interviews and Appointments using the online diary;
- record Employer and Employment details, and Participant Referrals and Placements; and
- lodge claims for payment.

### **8.1. Setting up access to the Department's IT Systems**

#### **New Providers**

For New Providers, the following information about security will be provided with the executable Grant Agreement, with instructions on required actions:

- IT Access and Security Overview - outlines what steps Providers need to complete in order to gain access to the Department's IT Systems. Note: The User Security Declaration is now completed by users electronically as part of the registration process in eSAM;
- Employment Systems - Initial Access Request (IAR);
- External Provider Guide to the Identity Management System; and
- Security Policy for External Service Providers and Users.

#### **Continuing Providers**

Continuing Providers establishing new Sites within ESAs will be responsible for setting up user accounts so that staff at these Sites can access Employment Applications.

Continuing Providers moving into a new ESA will already have an Organisational Security Contact (OSC) who can assist in setting up these accounts. The Employment Systems Help Desk (1300 305 520) can assist Continuing Providers with security issues.

The Provider's OSC is responsible for the creation and management of the user accounts within each organisation. Providers can find more information on this process on the *IT Security & Access* page on the Provider Portal.

## **8.2. Training**

The Learning Centre develops training materials to assist Providers to train their staff in DES Operational Policy and the Department's IT Systems. Several training modules are available through self-paced online modules, documents and a 'live' training database – a practice version of the Department's IT Systems.

Please note: Learning modules will be updated and available for all Providers from 1 June 2018. New Providers and Gaining Providers should familiarise themselves with the DES 2018 Guidelines, which will be made available during February 2018, prior to the new modules being available.

## **8.3. Exiting Providers**

The Department will promptly close Sites for Exiting Providers in the IT Systems in accordance with the Deed and relevant Guidelines to allow for the finalisation of claims and any other business at these Sites.

Exiting Providers must ensure that they remove access to the Department's IT Systems from any staff no longer requiring access as soon as practical after the transfer of all Transition Participants.

# **9. Deed Management**

## **9.1. Expectations**

All Services required under the Deed must continue to be provided during the Transition Period. The expectation is that Exiting Providers in an ESA will continue to deliver Services until close of business 29 June 2018. The Grant Agreement will commence on 1 July 2018.

## **9.2. Requests to change Site or Service delivery arrangements**

Any enquiries or requests to change the Service delivery arrangements at any Sites should be directed in writing to the Provider's Account Manager in-line with any current advice issued by the Department.

## **9.3. Requests for Deed Variation from Existing Providers**

During the Transition Period, the Department will continue to follow current processes for any requests to vary the Deed. Related enquiries or requests should be directed in writing to a Provider's Account Manager.

## **9.4. Requests for Deed Variations from Providers wishing to exit early**

The Department will consider requests on a case-by-case basis from Providers who wish to cease delivering Services in an ESA or all ESAs prior to the expiry of the Deed on 30 June 2018. The

decision to allow Providers to cease delivering Services prior to the end of the Term of the Deed will be based on:

- the amount of business being handed back;
- the proximity to 30 June 2018;
- the availability of a suitable alternative Provider to accept the business; and
- any other factors relevant to the circumstances of the request.

For more information the Provider should contact its Account Manager.

## 10. Complying with National Standards for Disability Services

The *Disability Services Act 1986* (Cth) requires that all Providers must comply with the Quality Strategy in order to receive funding from the Australian Government.

The Quality Strategy includes a Quality Assurance System which requires all Providers funded under the *Disability Services Act 1986* (Cth) to be independently assessed and certified as complying with the National Standards for Disability Services for DES programs. The National Standards for Disability Services:

- sets out disability employment and rehabilitation standards to be observed in the provision of employment and rehabilitation services or programs to people with a disability; and
- specifies key performance indicators relevant to each standard to be applied in assessing whether the standard has been observed in the provision of those services.

All Providers are required to hold a current Certificate of Compliance with the National Standards for Disability Services. New Providers who do not currently hold certification against the National Standards are required to obtain such certification within 12 months of commencement of the Grant Agreement.

Further information regarding the Quality Strategy, including the process for obtaining a Certificate of Compliance, is available on the Department's website ([www.dss.gov.au](http://www.dss.gov.au)).

## 11. Site Establishment

To ensure a smooth transition to the new model, it is the Department's expectation that all Provider Sites are established and fully operational to perform the Services on 1 July 2018. Under the Grant Agreement, Sites must be established and fully operational by 31 July 2018, or the Department may take action to address non-compliance with the Grant Agreement.

## 12. Records Management

The information included in this Records Management section is a summary of the information included in the *Records Management Instructions Guidelines (RMI)*. The RMI provides legally binding instructions on the management, retention and disposal of identified Records created or used by Providers during the delivery of Services under the Deed and the Grant Agreement.

Providers should read the RMI in conjunction with applicable provisions of the Deed and, if applicable, the Grant Agreement.

The management of identified Deed Records and Agreement Records includes a minimum retention period of up to six years after last action. The full description of RMI Records is available at Attachment C of *the RMI Guidelines* in the Records Retention Periods table.

The preferred format for Records to be returned is electronically. Paper Records will be accepted only in exceptional circumstances and with Providers requiring permission from the Department's Records and Information Management section through their Account Manager.

Exiting Providers must transfer Participant Service Records (paper or electronic) to the Gaining Providers as a part of Joint Meeting arrangements. Exiting Providers must ensure that they only transfer information required to support the continuation of Services to Transition Participants, in accordance with the Deed and RMI.

### **12.1. Personal Information**

Providers must comply with Chapter 7 (Transfer of Records) and Chapter 8 (Records Retention) of the RMI in relation to the management of identified Records containing Personal Information. The RMI apply to active and inactive Records containing Personal Information created by Providers. Once a Record has been placed in a file, it must not be removed.

### **12.2. Procedures for returning Electronic Records**

Providers must comply with Chapter 9 (Return of Records) of the RMI in relation to the procedures for returning electronic documents to the Department. The Department's preferred formats for electronic Records are those created and managed in Microsoft Office (or the open source equivalent) formats, or in PDF format. Providers must ensure that electronic Records transferred to the Department are readable, identifiable and are not corrupted. Records must have meaningful titles and be contained within a single Participant folder listing the Participant's Job Seeker ID, first name and last name as outlined in the RMIs.

Electronic records already on the Department's IT Systems do not need to be returned.

### **12.3. Procedures for returning hardcopy Records**

Where a Provider intends to return hardcopy Records to the Department, the Provider must seek the Department's approval prior to the return of any Records to the Department (in compliance with Chapter 9 (Return of Records) of the RMI). If a Provider is given permission to return hardcopy Records, it should contact its Account Manager to discuss the format and volume of Records to be returned and to commence the process in line with Chapter 9 (Return of Records) of the RMI.

### **12.4. Records Due for Destruction**

Providers must comply with Chapter 10 (Destruction of Records) of the RMI in relation to the timing of and approved methods for destroying Records. Records may only be destroyed after they have reached the minimum retention period after last action. However, Providers need to ensure that Records relevant to legal proceedings, or where legal action or litigation can reasonably be expected, are not destroyed, even where minimum retention periods are met.

Providers must maintain a list of destroyed Records which must be supplied to the Department upon request. This list must also be maintained by the Provider in accordance with the applicable retention period or as directed by the Department.

### **Destruction Methods**

Commonwealth policy requires that Records must be destroyed using one of the following methods:

#### **A. Electronic Records:**

- digital file shredding;
- degaussing – the process of demagnetising magnetic media to erase recorded data;
- physical destruction of storage media – such as pulverisation, incineration or shredding; or
- reformatting – if it can be guaranteed that the process cannot be reversed.

Deletion is not destruction and does not meet the requirements for destruction of Commonwealth records. When digital records are deleted, it is only the pointer to the record (such as the file name and directory path) that is deleted. The actual data objects are gradually overwritten in time by new data. However, until the data is completely overwritten, there remains a possibility that the information can be retrieved.

#### **B. Paper Records:**

- pulping;
- burning; or
- shredding.

If the destruction is undertaken at an off-site facility, then a certificate of destruction including details of the Records destroyed and appropriate authorisation, must be obtained and retained by the Provider.

Account Managers have a list of companies that destroy documents in accordance with Australian Government standards. Costs associated with destroying records are the Provider's responsibility.

## 13. Branding

### 13.1. Use of DES branding

All Providers are required to use DES branding and must display DES signage. Providers should ensure that their use of the branding complies with the DES Style Guide available on the Provider Portal. This Guide provides detailed information on how to use the DES branding and logo and outlines the requirements in regards to signage. A copy of the guide may be found on the Provider Portal at select *Style Guide & Signage*. This should not be read as a stand-alone document, please refer to the Deed or Grant Agreement for additional information.

### 13.2. Stickers /signage etc.

The DES signage can be ordered through National Mail and Marketing. Copies of the DES logo are also available for download on the Provider Portal.

There are three different stickers available at the moment and these are the product numbers:

- **Front adhesive signage** – white background: **DSS2194.11.17**  
For use on the inside of clear glass windows and doors
- **Back adhesive signage** – white background: **DSS2195.11.17**  
For use on the outside of clear glass, or on opaque surfaces such as walls and doors.

Providers are able to order a maximum of 20 stickers (of each style type) at a time. Providers can order directly from National Mail and Marketing by emailing [dss@nationalmailing.com.au](mailto:dss@nationalmailing.com.au) or by telephone on 1800 050 009.

### Exiting Providers

Exiting Providers must cease using the DES logo as promptly as possible at any Site or former Site, as soon as they have ceased delivering the Services. Exiting Providers must:

- remove and dispose of DES window stickers in a manner that ensures they are not able to be used again; and
- remove the DES logo from all Provider communication products, including but not limited to the Provider's website, other signage displaying the logo, information products and advertising.

Exiting Providers should also dispose of any DES printed information products produced by the Department, including but not limited to DES Service Guarantee Posters or the Employment Services Code of Practice Posters and information products printed from the Provider Portal. Information products should be disposed of through secure recycling.

Costs associated with destroying printed information products are the Provider's responsibility. However, Providers with large quantities of DES printed information products can organise to return the products to the Department if they cannot be re-used at a Provider's ongoing Sites. Providers should advise their Account Manager if they wish to return products.

## Appendix A - Glossary

In addition to the transition terminology defined in section 2.3 (Transition terminology), terms and acronyms used in this advice have the following meaning:

<b>Term/Acronym</b>	<b>Description</b>
Deed	Disability Employment Services Deed
DES	Disability Employment Services
DES-DMS	Disability Employment Services – Disability Management Service
DES-ESS	Disability Employment Services – Employment Support Service
EAF	Employment Assistance Fund
ESA	Employment Services Area
ESAt	Employment Services Assessment
JCA	Job Capacity Assessment
JSCI	Job Seeker Classification Instrument
KPI	Key Performance Indicators
NEIS	New Enterprise Incentive Scheme
OSC	Organisational Security Contacts
PRP	Pre-Release Prisoner
RMI	Records Management Instructions Guidelines
SWS	Supported Wage System
WBPA	Work Based Personal Assistance

## Appendix B – Job Aid for Joint Meetings

The purpose of a Joint Meeting is to provide a mechanism for Gaining Providers and Exiting Providers to exchange relevant information regarding a Participant transitioning to a different Provider on the transfer weekend. The table below provides some guidance for Providers when organising Joint Meetings.

Steps	Gaining Providers	Exiting Providers	Notes
1 Initiating Joint Meetings	<ul style="list-style-type: none"> <li>The Gaining Provider should attempt to organise a Joint Meeting for each Transition Participant with the relevant Exiting Provider.</li> <li>Gaining Providers can identify Transition Participants requiring a Joint Meeting from their indicative transition caseload in the Department's IT Systems.</li> <li>The Gaining Provider should contact the Exiting Provider to arrange a suitable meeting time.</li> </ul>	<ul style="list-style-type: none"> <li>Exiting Providers can utilise an existing Appointment to undertake a Joint Meeting (wherever possible) and, once attended, should mark the Appointment as a Joint Meeting in the diary.</li> </ul>	<ul style="list-style-type: none"> <li>A face-to-face meeting should be conducted wherever possible. Alternate types of Joint Meetings, such as teleconferences, may be appropriate depending on the Participant's circumstances.</li> <li>Where possible, existing Participant Appointments in the Exiting Provider's diary should be used to complete a Joint Meeting. If no Appointments exist or are suitable, Providers should arrange an alternate Appointment.</li> <li><i>Note: A Joint Meeting should not be conducted for Transition Participants that are currently Suspended or pending.</i></li> </ul>
2 Confirming Joint Meetings	<ul style="list-style-type: none"> <li>In some circumstances, it may be appropriate for the Gaining Provider and Exiting Provider to meet to discuss a Participant's circumstances without the Participant attending.</li> <li>Gaining Providers should immediately raise with their Account Manager, any difficulties in arranging Joint Meetings with Exiting Providers.</li> </ul>	<ul style="list-style-type: none"> <li>Exiting Providers must contact and discuss any arrangements regarding the Joint Meeting with the Participant.</li> <li>Exiting Providers should confirm the Appointment details with the Gaining Provider.</li> </ul>	<ul style="list-style-type: none"> <li>The Participant must be consulted regarding the inclusion of their Employer, where in a Job Placement, or any nominees (incl. carers or advocates) in the Joint Meeting.</li> <li>Where a Joint Meeting cannot be arranged with a Participant, Providers should arrange a handover meeting between themselves.</li> </ul>

Steps	Gaining Providers	Exiting Providers	Notes
<p>3</p> <p>Conducting Joint Meetings</p>		<p>At the Joint Meeting, Exiting Providers can discuss the support and assistance required by the Participant with the Gaining Provider. This includes the Participant's:</p> <ul style="list-style-type: none"> <li>• current support arrangements;</li> <li>• Wage Subsidy agreements and evidence of subsidy payments and wages;</li> <li>• progress towards addressing Vocational Barriers and Non-Vocational Barriers;</li> <li>• Ongoing Support requirements;</li> <li>• Work Based Personal Assistance (WBPA); and</li> <li>• any other arrangements that support the continuity of Service or Employment.</li> </ul> <p>The Exiting Provider should advise the Participant of the information that is intended to be shared at the meeting with the Gaining Provider and forward any relevant Participant Service Records to the Gaining Provider in accordance with the <i>DES Records Management Instructions Guidelines</i>.</p>	<ul style="list-style-type: none"> <li>• If hardcopy information about a Participant is made available at the Joint Meeting, both the Exiting and Gaining Provider should ensure that use of this information complies with the Privacy obligations as set out in the Deed and the Grant Agreement regarding the use, disclosure and transfer of Participant Service Records.</li> <li>• Participant information may also be transferred to the Gaining Provider after the meeting, as appropriate.</li> </ul>
<p>4</p> <p>Recording the Joint Meeting</p>	<ul style="list-style-type: none"> <li>• Gaining Providers should maintain a record of Participants with whom they have had a Joint Meeting.</li> </ul>		<ul style="list-style-type: none"> <li>• As Joint Meetings will generally be undertaken using existing Appointments, Participants with Mutual Obligation Requirements or participation requirements must attend the meeting to ensure they meet their obligations.</li> </ul>