

# Managing PaTH Internship Guidelines

**V 1.0**

**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 Grant Agreement and any relevant guidelines or reference material issued by the Department of Social Services under or in connection with the Disability Employment Services Grant Agreement.

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Managing PaTH Internship Guidelines

### Document Change History

| Version | Effective Date | End Date | Change & Location |
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| 1.0 | 1 July 2018 |  | Original version of document |

### Background

A PaTH Internship (‘internship’) gives a Participant aged 17-24 years (inclusive) the chance to demonstrate their skills in the workplace to a potential employer, develop vocational skills and improve their employment prospects.

For employers, hosting an internship is an opportunity to trial a Participant in a structured work experience placement to see if they are the right fit for their business.

An internship allows the provider, host business and Participant to work together to design an internship that meets the needs of the business and is tailored to the Participant’s skills, experience and interests.

Each internship is voluntary for 30 to 50 hours per fortnight over four to 12 weeks. An internship provides financial incentives for the host business and intern.

Before starting an internship, the provider, host business and Participant must agree to the terms of the internship and sign a PaTH Internship Agreement (‘agreement’). The provider is also required to complete a risk assessment for each internship.

Participants can view internship opportunities through the PaTH Internship portal on the jobactive website (powered by JobSearch website).

PaTH Internships are available to all eligible Participants in jobactive, Transition to Work and Disability Employment Services (DES). This guideline is for DES providers only.

### Disability Employment Services Grant Agreement Clauses:

Clause 22 – Evidence to support claims for payment

Clause 75 – Compliance with laws and government policies

Clause 99 – PaTH Internships

Annexure A – Definition

### Explanatory Note:

All capitalised terms have the same meaning as in Disability Employment Services Grant Agreement.

In this document, “must” means that compliance is mandatory and “should” means that compliance represents best practice.

### Managing PaTH Internships

| Who is Responsible: | What is Required: |
| --- | --- |
| 1. The ProviderThe Provider assesses Participant EligibilityDisability Employment Services Grant Agreement Clauses References:* Clause 99
 | Providers must confirm each Participant is eligible to participate in an internship before entering into a PaTH Internship Agreement.To be eligible for a PaTH internship a Participant must:be aged 17–24 years old (inclusive;)be on income support and have mutual obligation requirementsbe registered in jobactive, Transition to Work or DEShave been continuously serviced in employment services from any jobactive, Transition to Work or DES Provider for at least six months.**System step***:* A widget will display the number of Participants eligible for internships on a provider’s caseload. |
| 2. The ProviderThe Provider assesses Business EligibilityDisability Employment Services Grant Agreement Clauses References:* Clause 75
* Clause 99
* Annexure A Definitions
 | Providers must check the business meets all eligibility requirements to host an internship before a PaTH Internship Agreement is created.An eligible business must:have a valid ABNhave a reasonable prospect of employment, which means that the business:has a current vacancywill likely have a vacancy following the internship orhas a regular pattern of recruitment for a position that is aligned with the Participant’s interests, experience and qualifications.An eligible business cannot:be a family member of the Participant, which means the host business cannot be a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the Participant or spouse/de facto partner.have previously hosted the Participant, except in exceptional circumstances *(for example if the Participant falls ill and the internship ends, the Participant can recommence the internship with the same host business)*.If exceptional circumstances apply, departmental approval is required.The host business will be eligible to receive an additional $1000 host payment.use an intern to displace any existing employee of the host business or reduce an employee’s hours of work, including casual or part-time workers.be the employment services provider of the Participant, which means a provider cannot host a Participant from their own caseload.Eligible host businesses include:for-profit organisationsnot-for-profit organisationsGovernment departments and agenciesCommonwealth Government departments are not eligible to receive the $1000 host paymentthe Provider’s Related Entity.Host businesses may choose to hire the intern at any time during the internship. If this happens, the host business or intern should contact the provider to end the PaTH Internship Agreement.An internship must not:be a position, including a retail position, involving nudity or in the sex industryinvolve illegal activityinvolve income or funds from gambling deemed to be inappropriate by the Departmentbe a placement the Department has advised is not acceptable. |
| 3. The Host BusinessHost Businesses may use third party organisations (brokers) to arrange internshipsDisability Employment Services Grant Agreement Clauses References:* Clause 99
 | A host business may use a third party organisation, or broker, to act on their behalf. A broker may represent one or more host businesses.*For example, an industry association may act as a broker to assist several small businesses engage potential interns. The broker would typically support the business with the administration of setting up the internship, including advertising the internship and interviewing potential interns. This also includes working with the business and provider to finalise work health and safety material, or pre-placement training and induction packages relevant for the industry.*A broker must have a valid ABN.A broker may support the host business to:advertise internship opportunities through the online portalinterview or shortlist referred Participantswork with the provider to finalise the details of the PaTH Internship Agreementassist the provider to conduct a risk assessment of the internshipliaise with the provider throughout the internship.A broker cannot:sign the PaTH Internship Agreement with the intern and the host businessbe paid by the providerconduct and finalise the risk assessment. The provider must only pay the host business the full $1000 (GST inclusive). Any payment arrangements between the broker and host business is a private business matter. |
| 4. The ProviderThe Provider sources a PaTH InternshipDisability Employment Services Grant Agreement Clauses References:* Clause 99
 | Internships can be sourced through the following:providers using their established business networkshost businesses or brokers advertising internship opportunities through the jobactive website.Participants can also source their own internship opportunities with local businesses. If this occurs, the provider must:contact the employer to discuss the internship opportunitycheck the internship meets the eligibility requirementscheck the internship meets the needs of both the Participant and the employer.***System step***: If a Participant sources their own internship, the provider must create the internship in the Department’s IT Systems. All eligible Participants on the provider’s caseload will be able to view the internship, until a Participant is confirmed as being placed into the internship. |
| 5. The Provider, Host Employer and/or BrokerThe Provider, Host Employer and/or Broker advertises a PaTH InternshipDisability Employment Services Grant Agreement Clauses References:* Clause 99.3
 | All internships are recorded in the Department’s IT Systems. Only available internships are advertised to eligible Participants on the jobactive website.A Participant must be registered on the jobactive website to see internship opportunities they may be interested in.A Participant can view available opportunities closest to their registered postcode.Internships can be advertised by providers, brokers or individual host businesses.Things to consider when creating an internship advertisement include:the responsibilities of the internthe preferred dates and hours of work (including weekends)specific qualifications or training before starting.Internships advertised by host businesses or brokersHost businesses and brokers can advertise an internship to eligible Participants without contacting a provider first.A host business and broker must be registered on the [jobactive website](http://www.jobactive.gov.au/) (http://www.jobactive.gov.au/)to advertise an internship.All internships advertised by businesses will direct Participants to contact their provider first and will need to give the provider the internship identification number to discuss the internship.When a business or broker advertises an internship through the jobactive website, the system will automatically select jobactive, Transition to Work and DES providers in their local area to share the host business’ or broker’s internship with. Alternatively, a host business or broker can nominate one or more providers they want to share their internship with.If a Participant is interested in an internship the provider can search for any available internships in the Department’s IT Systems even when the internship is not shared and then contact the business directly.**System step**: The provider must enter the internship identification number into the search field in the Department’s IT Systems to view the business’ contact details.**System step**: Providers will be able to view shared internship invitations from businesses or brokers in the Department’s IT Systems.**System step**: A widget will also show notifications to providers for jobs and internships that are shared with that particular provider. This is displayed in the Department’s IT Systems.**System step**: Where a provider receives a notification of a shared internship opportunity through the Department’s IT Systems, providers should:accept or decline the invitation through the Department’s IT Systems within five business daysif accepted, contact the host business or broker to gain a better understanding of the internship opportunity.If the provider does not accept or decline the invitation within five business days, the host business or broker will receive a notification and be encouraged to re-engage with other providers.Internships advertised by providers**System step**: Providers can advertise internship opportunities on behalf of host businesses using the Department’s IT Systems.When a provider advertises an internship, it is displayed on the jobactive website only to Participants on that provider’s caseload.**System step**: If a Participant sources their own internship, the provider must also create the internship in the Department’s IT Systems.All eligible Participants on the provider’s caseload will be able to view the internship, until a Participant is confirmed as being placed into the internship.**System step**: The internship vacancy will remain visible to other eligible Participants on the jobactive website until the internship placement has been updated to ‘Placement Confirmed’.If the host business has several internship opportunities and the provider is not able to support all of them, the provider should contact other providers in their area and discuss the possibility of jointly working with the host business to meet their needs. |
| 6. The ProviderThe Provider checks previous internshipsDisability Employment Services Grant Agreement Clauses References:* Clause 99
* Clause 99.5
 | The provider must check the host business has a reasonable prospect of employment before placing additional Participants into future internships.**System step**: Providers can view details of host business’ previous internships via the Vacancy Screen and Employment Services Reporting. This includes:how many internships the business has hostedthe number of active internships with the businesshow many interns have been placed into paid employment positions with the host business or other employment during or shortly after the internship.In determining host suitability, the provider can also view the feedback provided by the intern and host business at the end of each internship. Providers are encouraged to contact the host business to discuss why previous interns did not meet their needs.Misuse of the programHost businesses and brokers identified as misusing the program may be excluded from future participation. Providers who become aware that the host business or broker is misusing the program must inform the Department no later than the close of business on the next business day. The provider can use the following to inform the Department:contacting the relevant Account or Contract Managercalling the National Customer Service Line on 1800 805 260 (free call from land line)submitting confidential feedback through the [Department of Social Services](http://www.dss.gov.au/) website at www.dss.gov.au |
| 7. The ProviderThe Provider checks Internship conditionsDisability Employment Services Grant Agreement Clauses References:* Clause 16
* Clause 49
* Clause 99
 | The host business or broker, Participant and provider will co-design an internship that gives the Participant an opportunity to gain experience in a real workplace that is individually aligned to their interests. This will help the Participant to get a better understanding of the host business’ requirements and what is expected as a potential future employee.Check internship details meet all requirementsProviders should co-design the internship with the Participant and host business or broker to match the Participant’s skills, interests and experience and meet the host business’ expectations and requirements.*For example, the provider should consider the Participant’s suitability for jobs available with the host business, accessibility to the internship including public transport (including costs associated with travel) and caring responsibilities the Participant may have.*Working with both the host business and Participant will ensure both their needs are addressed and reduce the number of unsuitable Participants referred to an internship. A positive experience will increase the willingness of a host business to take on interns in the future.The internship must:be for four to 12 weeks in durationbe for a minimum of 30 hours and a maximum of 50 hours per fortnightnot exceed a maximum of eight hours per daynot be on a public holiday.The internship should be for a maximum of 25 hours per week, but the host business and intern have the flexibility to manage the hours of participation over a fortnight to reflect the needs and requirements of both the intern and the host business. The provider must ensure the duration of the internship is suitable for the Participant.*For example, if a host business advertises an internship for 12 weeks and the provider considers the Participant would not need 12 weeks to learn those skills or activities, the provider must discuss these requirements with the host business and come to an agreement to reduce the length of the internship or adapt the activities.*To be as work-like as possible, interns should be provided with the same conditions in terms of maximum shift breaks and any equipment or support an employee would receive. At a minimum, an intern must be provided with at least one 30 minute break for every five hours of work completed. The individual circumstances of each Participant should also be considered.*For example if a Participant requires a break every three hours, instead of five, due to their injury, disability or health condition, the provider should ensure the host business understands the needs of the Participant and agrees to allow the additional breaks.*Check the workplace is suitableProviders must be satisfied that the host business has a safe system of work in place for the internship, in accordance with:work, health and safety requirements under the relevant state or territory legislation.obligations relating to work health and safety under the Deed.This must be done before the PaTH Internship Agreement has been signed and the internship starts.In addition, as per the Deed, the provider must complete a risk assessment for each internship placement. The requirements align with the National Work Experience Programme.***Documentary evidence***: The provider must keep a record of each risk assessment and any action taken in accordance with each risk assessment. The provider must provide the relevant records to the Department on request.***Documentary evidence***: Providers have the discretion to determine how they document their risk assessments for PaTH Internships and the National Work Experience Programme.***Work Health & Safety content***: When identifying and assessing risks, the provider should consider the following factors for each internship:the level of supervision to be provided to each internthe host business’ existing work health and safety practicesthe nature of the activities the intern will complete the environment in which the internship takes place (including travelling to and from the internship and travelling during the internship)whether a site visit is required to identify or mitigate risks (for example, if a small business has few formally documented policies and procedures)any equipment and supportthe Participant’s personal circumstances (including working capabilities, health restrictions and level of workplace experience).***Work Health & Safety content***: The provider must assess all the risks, agree to appropriate mitigation strategies with the host business and ensure they are applied.*For example, the provider should also consider whether the internship is:**in a non-public area (such as a private residence)**with a sole trader (such as a butcher or hairdresser who operates from a small shop)**likely to involve significant periods in non-public areas or working alone with another person**for alternative hours of work (for example, early starts, night work)**at a business conducted from a private residence with exposure to other people (such as a veterinary surgery)**suitable for the Participant to travel to and from**in a labour hire environment in one or more different workplaces.**For example, an internship may be with a sole tradesperson who works from a private residence often without other people around. The provider will need to consider the risks of this internship and may consider a Participant under 18 unsuitable or require a working with children, or working with vulnerable people check on the sole trader as a risk mitigation before the intern can start.*Insurance CoverageThe Department of Social Services purchases personal accident insurance and combined public and or product liability insurance to cover Participants undertaking Activities, including PaTH Internships (for example travel to and from the internship location).See *Insurance Reader’s Guide* for exclusions and reporting requirements.Providers can still deliver internships where activities are excluded under the Department’s insurance policies. If this occurs, providers can decide to purchase alternative insurance which must be in place before the Participant can start the internship.As an alternative to purchasing insurance, the provider could consider amending the activities in the proposed internship so no part of it would be excluded under the Department’s insurance coverage.Check each intern will have adequate supervision***Work Health & Safety content***: Providers must ensure that the host business maintains a high level of supervision to help the Participant learn the requirements of a workplace to ensure the health, welfare and safety of each intern and members of the public.Supervisors should provide guidance and support for the Participant in the workplace. This includes, but is not limited to:teaching the intern the skills required to complete the activitiesadapting the activities and teaching methods to the intern’s circumstancesensuring the intern understands what is required of them, enabling them to perform tasks safely. The level of supervision should be appropriate to the requirements of the internship and should consider:the complexity of the activitiesthe impact of the intern’s disabilitythe risk of harm to the intern and to others.The provider must ensure:the host business provides an appropriate Supervisor for each intern A Supervisor can be an individual who will supervise the intern at all times or a position. *For example, a Shift Manager or Team Leader.*the Supervisor is employed or engaged by the host business including internships where Participants may move between different locationsthe Supervisor has a high level of skills and knowledge relevant to the activities the intern will completethe host business provides continuous supervision over the entire duration of the work shift where the activities involve children, the elderly or otherwise vulnerable people.Providers must check if the nature of an internship requires interns and/or Supervisors to have checks as per the Deed.The provider must ensure the host business and Supervisor understands their requirements to supervise an intern at all times during the internship.*For example, if there is an internship with a labour hire company, the labour hire company is considered to be the host business. The labour hire company must supervise the intern at all times across all locations and sites.* |
| 8. The ProviderThe Provider updates and signs the Job PlanDisability Employment Services Grant Agreement Clauses References:* Clause 99.3
 | PaTH Internships must be included in a Participant’s Job Plan as a voluntary item before a PaTH Internship agreement can be created.As the Social Security Act 1991 requires Job Plans to meet specific requirements, the provider must:update the Job Plan with the PaTH Internship activityprovide the updated Job Plan to the Participant for their agreement prior to the creation of the PaTH Internship Agreement.A Participant cannot participate in an internship until their Job Plan is updated and approved by their provider in the Department’s IT Systems.Providers can send the Job Plan to the participant Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree online. Providers must ensure the Participant has access to and is aware of how to agree to the terms of the Job Plan on their dashboard.***System step***: A Participant’s approved Job Plan must include the PaTH Internship Job Plan activity code before a provider can create a PaTH Internship Agreement for the Participant.***System step***: Providers must approve the updated Job Plan in the Department’s IT Systems as soon as the Participant and provider have signed the Job Plan.***Documentary evidence***: The Participant’s Job Plan must retain the PaTH Internship Job Plan activity for the duration of their PaTH Internship.***System step***: If the Job Plan is signed in hardcopy, the provider must enter in to the Department’s IT Systems the date the Job Plan was signed and confirm the Job Plan has been approved.See *Mutual Obligation Requirements Guidelines* and *Job Plans Guidelines* regarding Job Plan requirements. |
| 9. The ProviderThe Provider generates a PaTH Internship AgreementDisability Employment Services Grant Agreement Clauses References:* Clause 99.3
 | The PaTH Internship Agreement (agreement) is a three-way agreement between the provider, Participant and host business that outlines the terms and conditions of the internship. A PaTH Internship Agreement is required for each internship.Before a Participant can start an internship, the provider must assess the risks of the internship and confirm the placement is suitable for the Participant.The internship is voluntary and interns, host businesses and providers can end the internship at any time if they determine the internship is no longer suitable.The provider must ensure the PaTH Internship Agreement has all of the fields completed, including confirmation the host business:does not use the internship to displace paid workers or reduce any paid worker’s hours of work, including casual or part-time workershas a reasonable prospect of employment for the intern following the internship.The information required for the agreement includes but is not limited to:the internship start and end datethe agreed number of hours per fortnightlocation of the internshipsupervisor detailslength of internshipthe activities that the intern will complete.***System step***: Providers must create the agreement in the Department’s IT Systems using the PaTH Internship Agreement template.Sign the PaTH Internship AgreementThe agreement must be signed by the Participant, host business and provider prior to the intern’s commencement in the internship. The provider must:explain the terms and conditions and requirements of the internship set out in the agreement to both the Participant and the host businessprovide the Participant and host business with relevant contact information and insurance detailssend the agreement to the host business and Participant’s jobactive website account for electronic approval or the provider can arrange for the agreement to be signed in hard copy.A Participant can review and agree to the terms and conditions of the agreement through the Job Seeker App.If the agreement is in hardcopy, the provider must provide the intern and the host business with a copy of the signed agreement.***Documentary evidence***: When the agreement is signed in hard copy, provider must:approve the agreement in the Department’s IT Systemsretain a copy.***System step***: The provider must action and approve the PaTH Internship Agreement in the Department’s IT Systems. |
| 10. The ProviderThe Provider checks that the Participant is ready for the InternshipDisability Employment Services Grant Agreement Clauses References:* Clause 49
* Clause 75
* Clause 99
 | Providers must check that the host business and Participant have everything they need to commence the internship. In consultation with the host business or broker, providers are encouraged to identify any pre-requisites of the internship (such as white card, or responsible service of alcohol certificate) and check it is completed before the Participant starts their internship.In addition, providers will need to identify any assistance the Participant will require to maximise the success of the internship. This will include transport, clothing and presentation, tools and equipment, work-related licencing and post-placement support. Funding to cover such costs for the Participant would be at the discretion of the provider.Before the internship starts, providers must:give the Participant the PaTH Internship intern factsheet and contact card that includes information regarding:their rights and responsibilities during the internshiphow to report concerns, complaints or issues during their internshipgive the Participant the Participant Insurance Guide that includes information on how to lodge a claim or report an incidentre-confirm with the Participant that participation in an internship is voluntary and they can leave an internship at any time without penaltyadvise the Participant to contact the provider immediately if their circumstances change, become employed or can no longer participate in the internshipensure the participant understands all information provided and provide additional support when required*For example, if the Participant is from a non-English speaking background, the provider should consider providing an interpreter service to ensure the Participant understands their requirements and any details associated with the internship.*re-confirm with the host business that they have the relevant contact information for the Participant, provider and the Departmentensure all parties have, or have access to, a copy of the PaTH Internship Agreement. |
| 11. The ProviderThe Provider manages the PaTH InternshipDisability Employment Services Grant Agreement Clauses References:* Clause 99.5
 | The provider should remain in contact with the host business and intern during the internship to ensure:they are aware of any changes in circumstances affecting the internshipthe intern is attending their internship and meeting the needs of the host business and their expectations of the internship placement.The provider should discuss the preferred contact method and frequency with the Participant, host business or broker to avoid disruption to the internship. The provider may use Participant contacts and site visits to detect safety risks.Any changes to the agreement or the Participant’s record should be made by the provider immediately to reduce the risk of over payment of the $200 fortnightly incentive payment paid to the intern by the Department of Human Services.Confirm the internship has startedProviders must confirm with the host business that the intern has commenced in the internship. This should happen on the internship start date but no later than five business days of the internship start date.Interns receive a $200 fortnightly incentive for their participation in an internship. The incentive payment is for the Participant to participate in the internship and is not to cover upfront costs associated with the internship. Funding to cover such costs for the Participant would be at the discretion of the provider.The incentive is paid once commencement is confirmed and is paid by the Department of Human Services in addition to the Participant’s income support payment. The incentive payment will cease when the actual end date on the agreement has passed or the internship is manually ended by the provider.***System step***: Providers must confirm the internship start date in the Department’s IT Systems.Host businesses receive a $1000 (GST inclusive) payment for each Participant that commences as an intern in their business.Providers must:make payment to the host business within five business days from confirmation the Participant has commenced in the internship (unless otherwise agreed by the host business)pay the host business using their own funds once only for each Participant commenced with that host businesssubmit a claim for reimbursement through the Department’s IT systems. See claim payments for more information.Update the PaTH Internship Agreement when circumstances changeIn some instances, a provider must update a PaTH Internship Agreement in the Department’s IT Systems and ensure all parties agree to and re-sign the amended PaTH Internship Agreement. This includes:if the agreed commencement date is delayed more than five daysThis is to amend the commencement of the Participant’s incentive payment being paid from the Department of Human Services.if the length of the internship is extended *(for example, from four weeks to six weeks)* An internship placement must not exceed 12 weeks in total.if the details of the internship change is significant *(for example increasing the fortnightly hours, or changing the agreed activities)*.***System step***: The provider must update the PaTH Internship Agreement in the Department’s IT Systems. The provider must then re-approve the PaTH Internship Agreement in the Department’s IT Systems.***Work Health & Safety content***: The provider must consider whether the changes to the internship will require a new risk assessment.A PaTH Internship Agreement is not required to be re-signed or approved in the Department’s IT Systems if there are minor changes to the following:locationsupervisor detailshours of participationactivities.If these changes occur, the provider must ensure the intern and host business agree to these changes.***Documentary evidence***: The provider must keep a record of these updates. This will not require the agreement to be re-signed in the Department’s IT Systems.***System step***: The host business and intern will only be able to view the latest version of their signed agreement through their account on the jobactive website.Manage Participant transfersTo allow continuity in the internship, interns will not automatically transfer to another provider or provider site:when they update their address with the Department of Human Servicesas a result of business reallocation.This allows the provider to consider options to continue supporting the Participant throughout the internship.Where it is not practical for an intern to remain with their provider, the provider must end the agreement before manually transferring the Participant to another provider. This may be done when:it is not possible for the Participant to continue being serviced by the provider *(for example, the Participant relocates too far away to continue)*ora Participant is not able to be excluded from business reallocation transfers.Before a manual transfer is completed, the provider must discuss the implications of the internship with the intern.If a Participant transfers to a new provider and can continue to attend the internship placement, the new provider should liaise with the old provider and host business. This is to determine whether continuing the internship would benefit the Participant and the host business.The new provider must create a new agreement.An internship placement must not exceed 12 weeks. The new agreement must be the agreed timeframe minus the number of weeks the intern has already participated.The Department must approve the subsequent internship placement with the same Participant and host business.The host business will be eligible for another $1,000 payment because a new agreement has been entered into.***System step***: For all manual transfers, the provider must end the agreement in the Department’s IT Systems using the appropriate end reason.NovationsIn instances of provider novations, the agreement can be transferred by the Department to the new provider. This allows the intern to continue their internship placement and continue receiving their $200 fortnightly incentive from the Department of Human Services.The new provider will be responsible for the intern and the internship. This includes monitoring work health and safety requirements and ensuring the internship continues to meet the needs of both the host business and the Participant. |
| 12. The ProviderThe Provider finalises the PaTH InternshipDisability Employment Services Grant Agreement Clauses References:* Clause 99
 | Providers should be aware of the Participant’s participation in the internship and update the agreement in the system to show the completion of the internship.Interns will continue to receive the $200 fortnightly incentive from the Department of Human Services until the end date of the agreement or when the agreement has been manually ended in the Department’s IT Systems.***System step***: Where an internship ends before the agreed internship end date, including if the host business employs the Participant, the provider must immediately manually end the internship agreement in the Department’s IT Systems.This sends a message to the Department of Human Services to cease the incentive payment to the Participant.***System step***: Providers must manually end the agreement and record the correct end reason in the Department’s IT Systems.This will ensure the Department can monitor when an internship has ended early and the correct reason why.The Internship Agreement end reason will initiate an invite to the intern and host business to provide feedback to the Department.Feedback on the internshipUpon completion of the internship, the intern and host business will be invited to provide feedback through the Participant’s jobactive account on the online portal.Interns will be asked questions on their overall experience of the internship. *For example, Participants will indicate whether their supervisor helped them develop their skills.*Host businesses will be asked questions on the intern’s work behaviours throughout the internship. *For example, host businesses will indicate whether the Participant was punctual and satisfactorily completed their allocated activities.*The host business will also be able to provide comments directly to the Department through the online feedback.***System step***: Providers can view this feedback through the Department’s IT Systems and can contact the Department if they have any concerns arising from the feedback.Providers are encouraged to contact the host business to discuss any feedback they have concerns with, particularly where an internship does not result in employment. The provider should use this opportunity to discuss why the intern did not meet the host business’ needs and how the needs of both the host business and Participants could be met for future internships. |
| 13. The ProviderThe Provider claims paymentsDisability Employment Services Grant Agreement Clauses References:* Clause 99
* Clause 100
* Clause 142
 | Claim a reimbursement for the $1000 host business payment The host business is eligible to receive a $1000 (GST inclusive) payment for each intern that commences in their business.The provider must pay the host business from their own funds within five business days of the intern commencing the internship, unless otherwise agreed by the host business. Providers must only claim the host payment reimbursement for a PaTH Internship Agreement that has been approved in the Department’s IT systems. The reimbursement can be claimed at any time from the placement confirmed date to 56 days after the end of the PaTH Internship Period.***Documentary evidence***: To claim a reimbursement for the $1000 host business payment, the following documentary evidence must be retained by the provider:evidence that the internship commenced. This can be written correspondence from the host business such as a letter, email or a file note from the provider to confirm their discussion and the commencement of the intern with the host business.evidence of the PaTH Internship Amount being paid from the provider to the host business. This may include:a record of transaction (bank statement or a record of transaction from the provider’s financial system)a Tax Invoice with receipt from the host business ora remittance advice.***Documentary evidence***: All documentary evidence must include the following information:PaTH Internship Agreement IDhost business name and ABNpayment amountdate the payment was made to the host business.***System step***: Providers submit claims for reimbursement through the Department’s IT systems.Claim a PaTH Internship Outcome PaymentA PaTH Internship Outcome is payable to DES providers for DES Participants who commence their internship after 1 July 2018.To be eligible for an outcome payment an intern must have participated in internship for between 30 and 50 hours per fortnight, for a period of four weeks.PaTH Internship Outcome Payments are payable at two different levels, as set out in Annexure B3 of the Grant Agreement. Unless updated in Annexure B3, the amount of the payments are:$880 for DES-DMS (all Funding Levels) and DES-ESS (Funding Level One, Two and Three) Participants.$1,210 for DES-ESS (Funding Level Four and Five) Participants.Providers can claim an outcome fee after four weeks for qualifying internships even if the internship is continuing, or subsequently ends before the planned end date.Providers should claim the PaTH Internship Outcome Payment within 56 days of the Agreement end date.***System step:*** Providers submit claims for payment through the Department’s IT systems.***Documentary evidence***: To claim a PaTH Internship Outcome Payment, the following documentary evidence must be retained by the provider:evidence that the internship commenced.evidence that the internship continued for at least four weeks.evidence that the internship was for between 30 and 50 hours per fortnight during this period.This evidence can be written correspondence from the host business such as a letter, email or a file note from the provider.Tracking towards an Employment Outcome paymentWhen the Participant gains employment following their internship, either with the host business or another employer, the provider can start tracking towards DES Employment Outcome.See *Job Placement Guidelines* and *Outcome Guidelines*.Wage subsidy eligibilityIf the Participant moves into employment following their internship, employers may be eligible to receive a wage subsidy available to eligible DES Participants.See **Wage Subsidy Scheme Guidelines** for wage subsidy conditions. |