



Australian Government



Ongoing Support Guidelines

V1.0

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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Ongoing Support Guidelines

Document Change History

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

Background

These Guidelines outline the Provider's responsibilities and required actions in regard to assessing a Participant's Ongoing Support requirements and the subsequent provision of Ongoing Support.

The policy intent of Ongoing Support

Ongoing Support Assistance is available to Disability Employment Services (DES) Participants who have achieved a 26-week Employment Outcome or a Work Assist Outcome, are currently Employed, and who require the services of the Provider to maintain their Employment. The Provider will work with the Participant and their Employer to enable the Participant to maintain their current sustainable Open Employment.

For Participants that have achieved a 26-week Employment Outcome and require Ongoing Support, the Provider must refer the Participant to their Initial Ongoing Support Assessment (OSA) as soon as possible.

For Participants that have achieved a 26-week Employment Outcome but do not require Ongoing Support, the Participant will remain in Post Placement Support as they work toward a 52-week outcome. If the Participant's circumstances change and they subsequently require Ongoing Support as they are tracking toward a 52-week outcome, the Provider should move the Participant into Ongoing Support.

It is not appropriate for a person to remain in Ongoing Support for the sole purpose of providing assistance to access services available under the Employment Assistance Fund (EAF). A person is able to access assistance from the EAF without needing to be participating in DES. It is also not appropriate to provide a level of Ongoing Support that is not sustainable and is likely would not be sustainable by another DES Provider upon transfer.

The Provider must work flexibly with the Participant, delivering an individual program of Ongoing Support that helps the Participant to retain their current Employment. It is expected a majority of this Support will be on-the-job assistance.

The Job Plan must accurately reflect the assistance being provided.

The Provider is responsible for delivering the appropriate level of required Ongoing Support to an eligible Participant, or transferring them to another DES Provider that is able to provide the Ongoing Support.

Ongoing Support is not available to Participants who achieve an Education Outcome. The Department's IT Systems will automatically exit a Participant after the achievement of a 26-week Education Outcome.

Participants that enter Ongoing Support from 1 July 2018 must work, on average, at least eight hours a week in order to maintain Ongoing Support eligibility. Participants receiving Ongoing Support prior to 1 July 2018 do not need to meet the eight-hour minimum.

Ongoing Support for Work Assist Participants

If the Provider determines that Ongoing Support is required to retain a Work Assist Participant's Employment after a 26-week Outcome, the Provider must refer the Participant for an OSA before moving the Participant into Ongoing Support. The Provider cannot move the Participant into Ongoing Support until the OSA has a recommendation for a Level of Ongoing Support.

Ongoing Support Fees

Flexible Ongoing Support

Flexible Ongoing Support is paid on a fee-for-service basis for each Instance of support over four hours. Providers cannot claim an Instance of Flexible Ongoing Support after the Participant has been in Ongoing Support for 28 days until an OSA has confirmed the Participant's Ongoing Support needs.

A maximum dollar cost applies for Flexible Ongoing Support, equivalent to six Instances of support in any six-month period. Once six Instances of Flexible Ongoing Support have been claimed within a 26-week period, the Provider must arrange for an OSA to determine:

- if a higher level of support is required, or
- a further period of Flexible Ongoing Support is more appropriate.

Moderate and High Ongoing Support Fees

Ongoing Support Fees are paid monthly (by default) or quarterly, in arrears. Providers that move a participant into Ongoing Support will be able to claim the first monthly payment without an OSA confirming the Participant's Ongoing Support needs. If the Initial OSA has not been completed when the next Moderate or High Ongoing Support Fee falls due, it will not be available to claim. To avoid any delays to Ongoing Support Fees, the Department encourages Providers to organise an OSA as soon as possible.

At least one contact must fall within the monthly claimable period in order for each claim for payment to be made. The minimum Contacts must be made over three consecutive Monthly Ongoing Support claims or per Quarterly Ongoing Support claim.

Transitional Arrangements – for Participants with an Anchor Date before 1 July 2018

Where a Participant achieves a 26-week outcome with an Anchor Date before 1 July 2018, the Provider can:

- move the Participant into Ongoing Support; or
- Exit the Participant as an Independent Worker.

These Participants will generate Ongoing Support Fees quarterly (by default) or monthly. Their first OSA is due 52 weeks from the Anchor Date, unless a DES - Disability Management Service (DMS) Participant requires Moderate and High Ongoing Support, which requires a Change of Circumstances Reassessment.

Disability Employment Services Grant Agreement Clauses:

Clause 22 – Evidence to support claims for payment
Section 5J - Ongoing Support
Clause 117 - Entry into Ongoing Support
Clause 118 – Participant eligibility to receive Ongoing Support
Clause 119 – Obligation to provide Ongoing Support
Clause 120 - Limitations on Disability Employment Services – Disability Management Service Ongoing Support
Clause 121 - Provider Exit from Ongoing Support
Clause 122 - Reviews of Ongoing Support
Clause 123 – Changing the Level of Ongoing Support for Disability Employment Services – Employment Support Service
Clause 124 – Updating the Department’s IT Systems
Clause 125 - Change of Circumstances Reassessment during Ongoing Support
Clause 130 – Relationship failure, transfer by agreement and transfers by the Department
Clause 135 – Exits
Clause 144 – Ongoing Support Fees
Annexure B1 – Disability Employment Service Fee Schedule 1 July 2018 onwards – Ongoing Support Fees.

Reference documents relevant to this guideline:

Transfers Guidelines
Exit Guidelines
Ongoing Support Assessment Allocation Guidelines
Ongoing Support Assessment Guidelines
Work Assist Guidelines
Job Plans Guidelines
Work Based Personal Assistance Guidelines
Records Management Instructions Guidelines
Documentary Evidence for Claims for Payment Guidelines

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.

Ongoing Support Guidelines

Who is Responsible:	What is Required:
<p>1. The Provider Determines Ongoing Support requirements after a Participant achieves a 26-week Employment or Work Assist Outcome</p> <p><i>Disability Employment Services Grant Agreement Clauses References:</i></p> <ul style="list-style-type: none"> • Clause 93 • Clause 117 • Clause 119 • Clause 124 	<p>The Provider will initially determine if the Participant requires Ongoing Support to retain their Employment after achieving a 26-week Employment Outcome or a Work Assist Outcome, taking into consideration the support provided to the Participant while in Post Placement Support.</p> <p>The Provider must move Participants that require Ongoing Support into the Ongoing Support phase in the Department’s IT Systems and refer the Participant to their Initial OSA as soon as possible.</p> <p>If the Provider initially keeps the Participant in Post Placement Support, and the Participant’s circumstances change as they are working toward a 52-week Outcome, the Provider must move the Participant into Ongoing Support and refer the Participant to their Initial OSA as soon as possible. The Provider can also move the Participant into Ongoing Support following a 52-week Outcome.</p> <p>Providers cannot move a Work Assist Participant until an OSA confirms their Ongoing Support needs.</p> <p>A Noticeboard message will appear when a Participant reaches 24 weeks in Post Placement Support. The Noticeboard message will notify the Provider that after the 26-week Employment Outcome, the Provider can either move the Participant into Ongoing Support or keep the Participant in Post Placement Support (<i>refer to Ongoing Support Assessment Allocation Guidelines</i>).</p> <p>Reasons for determining the need for Ongoing Support, remaining in Post Placement Support or Exiting the Participant must be recorded in the Department’s IT Systems. See <i>Documentary Evidence Guidelines</i> for more information.</p> <p>The Provider’s role in determining Ongoing Support requirements at this time also depends on the Participant’s program:</p> <ul style="list-style-type: none"> • DES - DMS – if the Provider determines that Ongoing Support is required to retain their current Open Employment, the Provider can deliver Flexible Ongoing Support; <ul style="list-style-type: none"> – If the DMS Participant requires Moderate or High Ongoing Support, the Provider must refer the Participant for an OSA; • DES - Employment Support Service(ESS) – if the Provider determines that Ongoing Support is required to retain their current Open Employment, the Provider can determine and deliver the appropriate level of Ongoing Support after the 26-week Employment Outcome and before the Initial OSA is conducted or can move the Participant down a level between scheduled OSAs; • Work Assist Participants – if the Provider determines that Ongoing Support is required to retain their current Open Employment, the Provider must refer the Participant for an OSA before moving the Participant into Ongoing Support. The Provider cannot move the Participant into Ongoing Support until

Who is Responsible:	What is Required:
	<p>the OSA has a recommendation for a Level of Ongoing Support.</p> <p>The following can be used as a guide to assist DES Providers to assess the appropriate level of Ongoing Support.</p> <p><u>No Ongoing Support required</u></p> <p>The Participant’s requirements for support from their DES Provider to maintain their Open Employment while in Post Placement Support were:</p> <ul style="list-style-type: none"> • little or no support required; or • Work Based Personal Assistance only <p><u>Flexible Ongoing Support</u> (DES – DMS or DES – ESS Participants)</p> <p>The Participant’s requirements for support from their DES Provider to maintain their Open Employment while in Post Placement Support were:</p> <ul style="list-style-type: none"> • sporadic support in short bursts; • episodic instances; • irregular in nature; or • at least four but less than a total of 25 hours in the last six months <p><u>Moderate Ongoing Support</u> (DES – ESS Participants only)</p> <p>The Participant’s requirements for support from their DES Provider to maintain their Open Employment while in Post Placement Support were:</p> <ul style="list-style-type: none"> • regular and ongoing; and • at least six contacts in the last three months; or • between 25 and 42 hours of Support in the last six months. <p><u>High Ongoing Support</u> (DES - ESS Participants only)</p> <p>The Participant’s requirements for support from their DES Provider to maintain their Open Employment while in Post Placement Support were:</p> <ul style="list-style-type: none"> • regular and ongoing; • significant support either in hours or intensity; and • at least 12 contacts in the last three months; or • more than 42 hours of Support in the last six months. <p><u>Purchased assistance and hours of Ongoing Support</u></p> <p>Personalised and appropriate assistance purchased internally and externally by DES Providers can be considered towards the Participant’s hours of Ongoing Support. Internally purchased assistance refers to assistance purchased from the Provider’s Own Entity or a related Entity. Externally purchased assistance refers to assistance purchased from third party providers.</p> <p><u>Consideration of purchased assistance translating to hours of Ongoing Support</u></p> <p>Where purchased assistance meets the requirements of Ongoing Support and was delivered one-to-one to the Participant, it would be reasonable that for each hour of purchased assistance to translate to one hour of Ongoing Support assistance. Where purchased assistance meets the requirements of Ongoing Support and was delivered in modes other than one-to-one assistance, such as in a group setting,</p>

Who is Responsible:	What is Required:
	<p>then the amount of hours of purchased assistance that may reasonably translate to Ongoing Support assistance may be based on a proportional amount that takes into consideration the cost of the assistance. For example, for a one day group-training course that costs \$115.00 and takes approximately eight hours to complete, it would be reasonable for this to translate to one hour of Ongoing Support.</p> <p><i>Note:</i> For the support to be considered as Ongoing Support it must have been support required by the DES Participant to retain and/or maintain their Open Employment, Unsubsidised Self-Employment, Apprenticeship or Traineeship. The purchased assistance must directly relate to maintaining the Participant’s employment.</p> <ul style="list-style-type: none"> • If the Provider determines that the Participant requires Ongoing Support, Proceed to Step 2 <p><u>If the Provider determines that the Participant does not have Ongoing Support needs</u></p> <p>Participants that do not require Ongoing Support during the 52-week Period will remain in Post Placement Support until they achieve a 52-week Employment Outcome, after which they will Exit as an Independent Worker.</p> <p><i>Note:</i> Participants with an Anchor Date prior to 1 July 2018 will Exit as an Independent Worker if they do not require Ongoing Support after the 26-week Outcome.</p> <p>Work Assist participants that do not require Ongoing Support after the 26-week Outcome will Exit as an Independent Worker.</p> <ul style="list-style-type: none"> • Proceed to Step 8
<p>2. The Provider</p> <p>Arranges an OSA for the Participant.</p> <p><i>Disability Employment Services Grant Agreement Clauses</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> • Clause 117 • Clause 120 • Clause 125 	<p>If the Provider determines that certain level of Ongoing Support is appropriate, they will move the Participant to that level and begin delivering Ongoing Support (Step 5), unless it is a Work Assist Participant. A Provider must arrange an OSA as soon as possible if they initially determined a:</p> <ul style="list-style-type: none"> • Participant that has achieved a 26-week Employment Outcome requires Ongoing Support to retain their open Employment; • DES - DMS Participant would benefit from Moderate or High Ongoing Support; • Participant has had six flexible Ongoing Support Instances within the last six months and is likely to require more; or • Participant subsequently requires Ongoing Support while tracking towards a 52-week Employment Outcome (for Participants with an Anchor Date on or after 1 July 2018). <p>The Provider must deliver the appropriate level of Ongoing Support while the OSA is being arranged.</p> <p>The Provider initiates an OSA Allocation in the Department’s IT Systems for a Participant they determined requires Ongoing Support. DES Provider arranges an OSA for the Participant in accordance with the <i>Ongoing</i></p>

Who is Responsible:	What is Required:
	<p><i>Support Assessment Allocation Guidelines.</i></p> <p>At the interview with the Ongoing Support Assessor, the Provider is required to provide documents outlining the level of Ongoing Support provided to the Participant that could be considered relevant to an Ongoing Support Assessment. See Attachment B for more information.</p> <p><i>Note:</i> Participants with an Anchor Date before 1 July 2018 will have their first OSA due 52-weeks from the Anchor Date. The Provider must deliver the necessary level of Ongoing Support until this time.</p> <p><u>Work Assist Participants</u></p> <p>Where the Provider determines that the Work Assist Participant needs Ongoing Support to maintain their current Open Employment, the provider must refer the Participant for an OSA before moving the Participant into Ongoing Support. The Provider cannot move the Participant into Ongoing Support until the OSA has a recommendation for a Level of Ongoing Support.</p> <ul style="list-style-type: none"> • Proceed to Step 3
<p>3. Ongoing Support Assessor</p> <p>Undertakes an assessment and submits the completed Assessment Report in the Department's IT Systems</p> <p><i>Disability Employment Services Grant Agreement Clauses Reference:</i></p> <ul style="list-style-type: none"> • Clause 124 	<p>The Ongoing Support Assessor will conduct interviews, then compile all relevant documentation and information and complete a detailed report on the Participant. This information is used to determine the Ongoing Support needs of the Participant.</p> <p>The Ongoing Support Assessor will submit a report on the Department's IT Systems on or before the OSA due date.</p> <p>An OSA will include a recommendation that either no Ongoing Support is required, or that Ongoing Support is required at a Flexible, Moderate or High level.</p> <p><i>Note:</i> Where a Participant or DES Provider disputes the recommendation of an OSA Report, the matter should be raised with the Ongoing Support Assessor as soon as possible – see the <i>Ongoing Support Assessment Guidelines</i> for more information.</p> <p>The recommendation will have one of the following results:</p> <ul style="list-style-type: none"> • The OSA recommends Flexible Ongoing Support for a DES - DMS Participant: Proceed to Step 5. • The OSA recommends a Moderate or High level of Ongoing Support for a DES - DMS Participant, and the Provider must transfer the Participant: Proceed to Step 4. • The OSA recommends Flexible, Moderate or High Ongoing Support for a DES - ESS Participant: Proceed to Step 5. • The OSA recommends that no Ongoing Support is required. <ul style="list-style-type: none"> – If the Participant is working towards a 52-week Outcome, the Participant must return to Post Placement Support until they achieve a 52-week Outcome after which they will Exit as an Independent Worker: Proceed to Step 8. – If the Participant is not working toward a 52-week Outcome, the Participant must Exit: Proceed to Step 8.

Who is Responsible:	What is Required:
<p>4. The Provider Arranges to transfer DES - DMS Participant.</p>	<p>The Provider will transfer a DES – DMS Participant to a new DES Provider if they are not contracted to provide the Program Services recommended in the OSA in their ESA (i.e. Moderate or High Ongoing Support).</p> <p>The Provider will contact the DES – DMS Participant and explain the reason for transfer, and ascertain the Participant’s DES – ESS Provider of choice. A list of Providers in the Participant’s area is available in the Referral screen in the Department’s IT Systems.</p> <p>The Provider will then arrange for the Participant to be transferred to the new DES Provider. See the <i>Transfers Guidelines</i> for more information.</p> <p>If the DES - DMS Provider also has a DES - ESS contract business within the same ESA, the Participant may transfer programs while remaining with the same DES Provider.</p> <ul style="list-style-type: none"> • The new DES Provider can then deliver the level of required Ongoing Support up to the recommended level, Proceed to Step 5.
<p>5. The Provider Delivers appropriate level of Ongoing Support and mode of Contact.</p> <p><i>Disability Employment Services Grant Agreement Clauses References:</i></p> <ul style="list-style-type: none"> • Clause 93.7 • Clause 120 • Clause 135 	<p>The Provider must discuss the determined or recommended Ongoing Support level with the Participant at their next Contact. Participants who have transferred from the DES - DMS will need to have their new level of support explained to them at their commencement interview. The Provider will then move the Participant into the required Ongoing Support level in the Department’s IT Systems. The Provider will also update the Participant’s Job Plan at the meeting – <i>see the Job Plans Guidelines for more information.</i></p> <p>Ongoing Support</p> <p>While providing Ongoing Support, the Provider should provide tailored Ongoing Support that is required by the Participant to retain and/or maintain their Open Employment, Unsubsidised Self-Employment, Apprenticeship or Traineeship.</p> <p>The Participant’s requirements for support may include but are not limited to:</p> <ul style="list-style-type: none"> • contacts required by the Participant to retain their current Open Employment; • assistance provided by the Provider only; • assistance purchased internally or externally from third party Providers by the Provider that directly relates to maintaining their employment; <p>The assistance purchased internally and externally must be recorded in the Job Plan, and must meet all the following principles:</p> <ul style="list-style-type: none"> • must be reasonable, necessary and directly relate to maintaining the Participant’s employment while in OS; • must address the gap between what the Participant is not able to do/or has difficulty doing in their job due to their injury, disability or health condition and what they are required to do to make participation possible and enhance functioning in their job; • must for professional services such as psychological interventions, be evidence based and delivered by health professionals that meet the required registration requirements in

Who is Responsible:	What is Required:
	<p>Australia;</p> <ul style="list-style-type: none"> • must be value for money; • must not duplicate or subsidise employer obligations; and • must not duplicate assistance that is available to the Participant under any other Australian or State Government service; • must not duplicate services that are required to be delivered to the Participant by the Provider under the Grant Agreement; • participant Training related to their current Open Employment; • on-the-job assistance and guidance; • skills training required to up-skill a Participant’s qualification and or skills in their current employment or new employment; • co-worker training; • evidence based psychological counselling such as Cognitive Behavioural Therapy; • advising or counselling family members; and • traveling time in order to provide support. <p><u>Skill-based support</u> In addition to delivering the minimum Contacts and Ongoing Support to maintain the Participant’s current employment, DES Providers have some flexibility to provide Ongoing Support to improve a Participant’s qualifications and or skills.</p> <p>Providers can up-skill a Participant’s qualifications and or skills in the same, related or new industry as the Participant’s current employment.</p> <p>If up-skilling a Participant’s qualifications and or skills in a related or new industry to the Participant’s current employment, then there must be a reasonable likelihood of the Participant obtaining new employment in a reasonable period of time.</p> <p>When up-skilling a Participant’s qualification and or skills, DES Providers must include the Ongoing Support Assistance code up-skilling assistance option and the relevant details in the Job Plan.</p> <p><u>Job Search support</u> Once the up-skilling of a Participant’s qualifications and or skills has been completed, DES Providers can have some flexibility to provide a small amount of one-off assistance in job searching to obtain new sustainable employment. Some Participants may require more job search assistance, while other Participants may require little or no job search assistance. The approach needs to be tailored to the individual Participant’s needs. In this context, there is no set minimum amount of job search assistance.</p> <p>When tailoring the amount of job search assistance required, DES Providers must take into consideration the Participant’s assessed level of Ongoing Support. As a guide, the maximum amount of job search assistance should not exceed 25% of Ongoing Support Contacts required to be delivered to the Participant.</p>

Who is Responsible:	What is Required:
	<p>Where the Participant requires the one-off job search assistance, this should be delivered as soon as possible to increase the Participant's likelihood of obtaining new sustainable employment (after up-skilling their qualifications and or skills). The allowable duration needs to be tailored to individual Participant's needs. In this context, there is no set allowable duration for the delivery of this one-off job search assistance.</p> <p><i>Note:</i> The support provided must have been required by the Participant to maintain and/or retain the Participant's Open Employment, Unsubsidised Self-Employment, Apprenticeship or Traineeship.</p> <p>The Participant's requirement for support that does not qualify as Ongoing Support could include, but is not limited to:</p> <ul style="list-style-type: none"> • Contacts provided that are not required to retain or maintain a Participant's current Open Employment; • job search activities (except in the circumstance where up-skilling of the Participant's qualifications and or skills has been completed and recorded in the Job Plan); • subcontracting arrangements unless approved by the Department; • time spent by staff at staff meetings; • staff training; and • staff administration. <p>Flexible Ongoing Support (DES - DMS and DES - ESS Participants)</p> <p>The Provider can provide a maximum of six Instances of Flexible Ongoing Support to a Participant in any 26 calendar week period.</p> <p>An Instance can cover an accumulated number of smaller contacts, or a single instance of more intensive support (for example, visiting the workplace to adjust equipment). An Instance is contact/s that equate to a minimum of four hours of service.</p> <p><i>Note:</i> Flexible Ongoing Support will be funded on a 'fee for service' basis. Program Providers may claim a maximum of six Instances of support over a six-month period. Once six Instances have been reached, a new Change of Circumstances OSA must be allocated to determine if a different level of support is required.</p> <p>Moderate and High Ongoing Support</p> <p>Participants assessed as requiring Moderate or High Ongoing Support require high levels of support and will require frequent contact depending on individual needs to successfully maintain their Open Employment. DES Providers should include the agreed Contact schedule in the Participant's Job Plan.</p> <p>Mode of Contacts</p> <p>Pursuant to clause 93.5 of the Disability Employment Services Grant Agreement, where the Provider is required to provide a Contact for Participants receiving Ongoing Support (as specified in Table 1 clause 93.1), all three levels of Ongoing Support Contacts can be delivered:</p> <ul style="list-style-type: none"> • face-to-face;

Who is Responsible:	What is Required:
	<ul style="list-style-type: none"> • by video conference; or • by phone; <p>The preferred mode of contact must be agreed with the Participant and recorded in the Department's IT Systems.</p> <p>Providers can engage with the Participant using alternative methods of communication, such as email or instant chat software, although contacts in these methods are not considered formal appointments and should only be used to supplement the contact modes as above. Contacts via instant chat and email will contribute to Ongoing Support servicing.</p> <p>Please refer to the <i>Job Plans Guidelines</i> and Attachment C for more information.</p> <p>Changing Levels of Ongoing Support</p> <p>A Provider may change the level of Ongoing Support if the Participant requires less or more support. Changing levels can be done in the following circumstances:</p> <ul style="list-style-type: none"> • If an OSA is in place, then the Provider may change the Ongoing Support level at or below the Assessor's recommended level. For example, where a Participant has progressed since the Assessment was undertaken and no longer requires the same level of Ongoing Support. • The Provider may not change to an Ongoing Support level higher than that recommended. • A Participant may be referred for an OSA at any time independently of notification from the Department's IT Systems. This may be done where a change in circumstances means that a Participant may need a higher level of Ongoing Support. This situation may arise where: <ul style="list-style-type: none"> – a Participant's circumstances change significantly (for example, more than six Instances in six months are required in Flexible Ongoing Support); and – the Provider decides the Participant would benefit from a higher level of support; – the Provider decides that a Participant has Ongoing Support needs where the OSA has previously recommended Post Placement Support • If no OSA is in place then the DES – ESS Provider may initially determine the level that best suits the needs of the Participant • If the Participant is working toward a 52-week Outcome (where the Anchor Date is on or after 1 July 2018), and no longer requires Ongoing Support, the Provider should move the Participant back into Post Placement Support. <p>Each change in level must be discussed and explained to the Participant.</p> <p><i>Note:</i> Changing the levels of Ongoing Support must be in the best interests of the Participant and must not be done to maximise Ongoing Support Fees.</p> <p>Break in current Employment</p>

Who is Responsible:	What is Required:
	<p>If a Participant has a break in their current employment, including Christmas shutdown, Annual leave or personal/sick leave, that impacts their need for servicing at their current level of Ongoing Support and the contact they require, the Provider must manually suspend the Participant for the period that they do not require servicing. For more information, see the <i>Period of Service Guidelines</i>.</p>
<p>6. The Provider Determines further support requirements after period of Ongoing Support for all DES - DMS & DES - ESS Participants.</p> <p><i>Disability Employment Services Grant Agreement Clauses Reference:</i></p> <ul style="list-style-type: none"> • Clause 122 <p>Other References:</p> <p><i>Ongoing Support Assessment Guidelines</i></p>	<p>Further periods of Ongoing Support can only occur based on a recommendation by an Ongoing Support Assessor.</p> <p>A noticeboard message will appear when a Participant has reached:</p> <ul style="list-style-type: none"> • 46 weeks from the Anchor Date of the 26-week Employment Outcome (for Participants with an Anchor Date on or before 30 June 2018); or • It has been 46 or 72 weeks since their last Ongoing Support Assessment. <p><i>Note:</i> for details about whether the 46 or the 72 weeks due date applies, please refer to the <i>Ongoing Support Assessment Guidelines</i>.</p> <p>The Noticeboard message will remind the Provider to review the Participant's progress and determine whether further Ongoing Support is required.</p> <ul style="list-style-type: none"> • The Provider determines that the Participant requires further Ongoing Support, Proceed to Step 7. • The Provider determines that the Participant can now operate as an Independent Worker, Proceed to Step 8.
<p>7. The Provider Arranges an OSA for the Participant to review Ongoing Support.</p> <p><i>Disability Employment Services Grant Agreement Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 122 	<p>The Provider must arrange an OSA within two days of receiving a Noticeboard message in the Department's IT Systems, if the Provider determines that a Participant who is already receiving Ongoing Support will require further support.</p> <p>The Provider initiates an Ongoing Support Assessment Allocation in the Department's IT Systems, in accordance with the <i>Ongoing Support Assessment Allocation</i> and <i>Ongoing Support Assessment Guidelines</i>.</p> <ul style="list-style-type: none"> • Proceed to Step 3
<p>8. The Provider Exits the Participant</p> <p><i>Disability Employment Services Grant Clauses References:</i></p> <ul style="list-style-type: none"> • Clause 117 • Clause 118 • Clause 121 • Clause 135 	<p>The Provider must Exit a Participant from Ongoing Support at any time a:</p> <ul style="list-style-type: none"> • Provider or Ongoing Support Assessor determines that a Participant is able to work independently without any further Ongoing Support, and the 26-week Outcome has been achieved (for Participants with an Anchor Date on or before 30 June 2018); • Provider or Ongoing Support Assessor determines that a Participant is able to work independently without any further Ongoing Support, and the 52-week Outcome has been achieved (for Participants with an Anchor Date on or after 1 July 2018); • Participant receiving Ongoing Support ceases to be in Employment, Unsubsidised Self-Employment, Traineeship or Apprenticeship; • Participant that commenced in Ongoing Support on or after 1 July 2018 does not work on average, at least eight work hours a week;

Who is Responsible:	What is Required:
	<p style="text-align: center;">or</p> <ul style="list-style-type: none"> • Participant in Moderate or High Ongoing Support is Suspended for more than 12 months. <p>The Participant should be notified and the decision discussed before actioning the Exit either immediately or within 20 days once the Participant is informed.</p> <p>Work Based Personal Assistance can still be provided to eligible Participants after the Exit from DES-ESS.</p> <p>Ceasing Employment</p> <p>If a Participant receiving Ongoing Support ceases to be in Employment, Unsubsidised Self-Employment, Traineeship or Apprenticeship, the Provider must perform a Provider Exit of the Participant either immediately or within 20 Business Days if no other Employment, Unsubsidised Self-Employment, Traineeship or Apprenticeship is obtained.</p> <p>If a Participant gains new Employment, the Provider must enter details of the new employment into the Department’s IT Systems and retain Documentary Evidence as verification. The Provider can enter a Change in Employment Suspension, which will delay the payment of a quarterly or monthly Ongoing Support Fee by the number of days of the Suspension. If a Participant returns to their previous position for which they were receiving Ongoing Support, the Provider will end Change in Employment Suspension and the Provider can continue to provide Ongoing Support to the Participant.</p> <p>Multiple changes of Employment are available during any period of Ongoing Support, but all new Employment must meet the Payable Outcome criteria as set out in the Disability Employment Services Grant Agreement and any guidelines.</p> <ul style="list-style-type: none"> • The Provider Exits the Participant using the appropriate Exit reason. End of Process.

Attachment A – Table 1 - Minimum Contacts

Type of Participant	Minimum Contacts
All Participants (excluding Work Assist Participants)	Initial Interview
	Six Contacts over each period of three months for Participants receiving Employment Assistance and Extended Employment Assistance.
	Regular Contacts, as deemed appropriate by the Provider, for Participants receiving Post Placement Support.
	Initial Interview for a New Program when a Participant moves from Disability Employment Services – Disability Management Service to Disability Employment Services – Employment Support Service or vice versa.
	As required, for Participants receiving Flexible Ongoing Support.
Work Assist Participants.	Initial Interview
	Regular Contacts, as deemed appropriate by the Provider, during the Period of Service.
Disability Employment Services – Employment Support Service Participants only (applicable to Disability Employment Services – Employment Support Service Providers only)	Six Contacts over each period of three months for Participants receiving Moderate Ongoing Support.
	Twelve Contacts over each period of three months for Participants receiving High Ongoing Support.

Note 1: The timing and duration of Contacts is not specified but will depend on the individual circumstances of each Participant, as determined by the Provider.

Note 2: There are no minimum number of Contacts specified for Participants who are receiving Flexible Ongoing Support.

Attachment B - Documentary Evidence for Ongoing Support File Assessments

If the Provider determines that Ongoing Support is necessary for a Participant to retain their Open Employment, they will need to retain documents that demonstrate the level of Ongoing Support provided to the Participant that could be considered relevant to an Ongoing Support Assessment (OSA).

At a minimum, the evidence that assessors will require from the DES Participant's file includes:

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

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

- details of instances of Flexible Ongoing Support;
- details of contacts recorded, including the date, time and method of contact;
- support provided by the Provider in response to issues raised during these contacts; and
- details of the Participant's Job Plan

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

- reports and assessments from doctors or other professionals;
- invoices and receipts;
- file assessments completed by the Provider;
- observation records;
- information from interviews with the Participant, and/or other stakeholders including parents, advocates, employers and supervisors;
- file notes that detail the date and time of each interview or phone conversation, including the reason for the contact;
- file notes that detail the progress made by the Participant to overcome past barriers to working independently since the Employment Placement or the last OSA; and
- templates developed by DES Providers to collect and record documentary evidence to support Ongoing Support Assessments (the use of such templates contributes to the consistency of evidence collection).

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

The following is a guide for DES Providers to assess the Ongoing Support needs for their Participants and to assist with appropriate and comprehensive documentation that will be required by the Ongoing Support Assessor.

Past barriers

Specific details of the Participant's past barriers to working independently since the Employment Placement or since the last OSA has been discussed and documented.

Impact of barriers

Information about the perceived impact of the Participant's barriers in relation to the Participant's work duties since the Employment Placement or since the last OSA.

Past and current Ongoing Support

The nature, frequency and amount in hours of support provided since the Employment Placement or since the last OSA to address the past barriers.

Specific details of the Ongoing Support strategies organised, delivered, or purchased internally or externally from third party Providers by the Provider from its own funds to address the Participant's past barriers and their impact on work duties since the Employment Placement or since the last OSA.

Progress

Information (from the Provider's perspective) in relation to the progress made by the Participant to overcome the past barriers since the Employment Placement or since the last OSA.

Current and future barriers

Information about the DES Participant's current and future barriers to existing employment that the Provider perceives as requiring Ongoing Support.

Future Ongoing Support

The nature, frequency and amount in hours of support likely to be needed in the future to address the identified ongoing barriers to employment.

Attachment C – Ongoing Support Required to retain and maintain Open Employment

The table below provides information on a number of support needs the Participant may experience in trying to maintain employment and work independently, but is not exclusive.

Categories	Support
Social and Behavioural Assistance	<p>The level of assistance needed to be provided by the Provider since the Employment Placement(s) and in the future to enable the Participant to:</p> <ul style="list-style-type: none"> a) maintain friendly and cooperative relationships with others; b) greet and interact with people confidently; c) behave appropriately in work situations; d) control and manage anger and frustration appropriately; e) cope with work-related stress and pressure appropriately; f) maintain a positive outlook and mood most of the time; g) manage fear or anxiety about work issues; h) display emotions appropriate to the situation; i) cope with change in the work environment; j) address attitudinal barriers e.g. difficulty in dealing with authority figures and difficulty accepting direction; and k) maintain personal hygiene, grooming, and dress appropriate to work environments.
Cognitive Assistance	<p>The level of assistance needed to be provided by the Provider since the Employment Placement(s) and in the future to enable the Participant to:</p> <ul style="list-style-type: none"> a) learn complex tasks (e.g. involving three or more steps) relevant to their current job after being shown or instructed in the task once or twice; b) learn simple tasks (e.g. involving one or two steps) relevant to their current job after being shown or instructed in the task once or twice; c) solve problems and make decisions appropriate to current work role; d) understand and follow complex new instructions (e.g. involving three or more steps); e) understand and follow simple new instructions (e.g. involving one or two simple steps); f) remember tasks or instructions for the remainder of the work/training day after being shown or told; g) remember tasks or instructions shortly after being shown or told; h) concentrate on tasks without being distracted; and i) plan and organise work tasks.
Vocational Assistance	<p>The level of assistance needed to be provided by the Provider since the Employment Placement(s) and in the future to enable the Participant to:</p> <ul style="list-style-type: none"> a) undertake the full range of tasks required for their current employment; b) understand the basic requirements of employment (e.g.

Categories	Support
	<p>attending work, reporting to supervisor, complying with instructions);</p> <ul style="list-style-type: none"> c) demonstrate a level of work productivity and work quality, including WHS standards acceptable in the workplace (including under supported wages system); d) work on task under the usual supervisory conditions for at least 30 minutes; e) work on task under the usual supervisory conditions for at least 1 hour; f) understand time and be punctual in starting and finishing work and scheduled breaks; g) respond appropriately to instructions from work/work preparation supervisor; h) use initiative appropriately in the workplace (e.g. initiate work tasks, move on to the next step, etc.); i) asks for assistance appropriately if required; j) comply with safety requirements in the workplace or work preparation sessions; k) attend work or work preparation sessions to a satisfactory level for the employee; l) give appropriate notification of any absences (e.g. due to sickness); m) contact employer by telephone; n) adapt to environment conditions in the workplace (e.g. noise, heat, cold, humidity); o) travel to and from work independently (e.g. travel training or assisting with transport bookings); p) develop awareness and acceptance of own abilities and limitations in work activities and employment goals; and q) be motivated and enthusiastic about current employment.
Physical Assistance and Personal Care	<p>The level of assistance needed to be provided by the Provider to the Participant since the Employment Placement(s) and in the future to enable the Participant to:</p> <ul style="list-style-type: none"> a) manipulate objects and complete gross motor tasks (e.g. tasks involving dexterity of fingers) relevant to work placement; b) move objects around and complete gross motor tasks (e.g. tasks involving movement and coordination of arms and/or legs); c) lift and move objects in accordance with the requirements of work placement and within safety limits; d) move around the workplace or training environment freely and safely; e) set up and arrange own work environment, equipment and materials; f) maintain required work pace without tiring; g) see clearly to perform work related activities (when wearing glasses or contact lenses if normally worn); h) attend to toileting and personal hygiene needs; i) prepare and consume drinks and food at work or work preparation setting;

Categories	Support
	<ul style="list-style-type: none"> j) manage own medication while at work; k) maintain personal comfort and pressure area care (if unable to walk); l) manage pain associated with physical injury or illness; and m) transfer between wheelchair and other seating and/or load and unload from wheelchair transport.
Workplace Environment Assistance	<p>The level of assistance needed to be provided by the Provider to the Participant since the Employment Placement(s) and in the future will likely be:</p> <ul style="list-style-type: none"> a) workplace determination (e.g. determination of worksites for physical accessibility and/or modification requirements); b) negotiating and arranging modifications to the workplace environment (e.g. building modifications, ramps); c) job modification or redesign to match the capabilities of the Participant; d) selection and procurement of adaptive equipment or technology; e) training the Participant in the use of adaptive equipment or technology; f) training co-workers in the use of adaptive equipment and technology; g) supporting co-workers to adjust to the Participant's abilities and workplace support needs; h) supporting the employer to accommodate the Participant's abilities and workplace support needs and redesign tasks as appropriate; and i) support supervisors to work with and support the Participant.
Special Assistance	<p>The level of assistance needed to be provided by the Provider to the Participant since the Employment Placement(s) and in the future will likely be:</p> <ul style="list-style-type: none"> a) physical intervention by staff to prevent injury to self or others (e.g. due to aggression or self-injurious behaviour); b) non-physical intervention by service staff to prevent injury to self or others (e.g. verbal intervention, behaviour management strategies); c) first aid treatment for episodic conditions such as epilepsy or asthma or incidents such as falls or other immediate threats to health; d) psychological counselling or other intervention for severe mental health-related episodes such as severe stress, anxiety, panic attack, delusions or suicidal threat; and e) counselling for less acute issues such as grief, behavioural issues.
Other Assistance	<p>The following types of other assistance the Provider will likely need to provide or fund since the Employment Placement(s) and</p>

Categories	Support
	<p>in the future will be:</p> <ul style="list-style-type: none"> a) advising, supporting or counselling the Participant's family regarding the Participant's employment related issues; b) assisting the Participant in employment related matters involving other agencies (e.g. declaring income to Centrelink); c) liaising with other agencies and treating professionals regarding the Participant's disability, medical or psychiatric condition; d) providing recognised vocational skills training relating to current or new Open Employment (i.e. training towards a recognised vocational certificate or New Apprenticeship); e) transporting the Participant to and from work, related training or other employment related appointments where no private or public transport is available for Participant to use; f) interpreter assistance for interviews and/or work orientation (e.g. sign language interpreter or other language interpreter); g) English language and/or literacy training for the Participant if required to retain Open Employment.
Communication Abilities	<p>When determining the support needs, the Provider should consider Participant's communication abilities and the impact on maintaining employment. These include:</p> <ul style="list-style-type: none"> a) understanding language; b) use of expressive language; c) speaks another language; d) hearing impairment; and e) other communication barriers.

Claiming Ongoing Support Fees

Who is Responsible:	What is Required:
<p>1.a The Provider</p> <p>The Provider provides Instance of Flexible Ongoing Support and enters details into the Department's IT Systems.</p> <p><i>Disability Employment Services Grant Agreement Clause References:</i></p> <ul style="list-style-type: none"> • Clause 117 • Clause 144 	<p>The Provider delivers Flexible Ongoing Support and records the details in the Ongoing Support Management screen of the Department's IT Systems.</p> <p>For Participants with an Anchor Date on or after 1 July 2018</p> <p>If the Initial OSA has not been completed after 28 days, the Provider cannot claim an Instance of Flexible Ongoing Support. Once the Initial OSA confirms the Participant's Ongoing Support needs, the Provider can claim Flexible Ongoing Support Fees as they become available.</p> <p>Instance of Ongoing Support</p> <p>An Instance are contacts that equate to a minimum of four hours of service. The Provider can provide a maximum of six Instances of Flexible Ongoing Support to a Participant in any 26 calendar week period. An Instance can cover an accumulated number of smaller contacts, or a single Instance of more intensive support (for example, visiting the workplace to adjust equipment).</p> <ul style="list-style-type: none"> • DES Provider chooses not to claim a Flexible Ongoing Support Fee at this time. Proceed to Step 2 • DES Provider chooses to claim a Flexible Ongoing Support Fee at this time. Proceed to Step 1b.
<p>1.b The Department</p> <p>The Department's IT Systems displays the first or subsequent Moderate or High Ongoing Support Fee for all Participants or a Flexible Ongoing Support Fee that was not claimed at the time assistance was provided.</p> <p><i>Disability Employment Services Grant Agreement Clause References:</i></p> <ul style="list-style-type: none"> • Clause 117 • Clause 144 	<p>Claiming Flexible, Moderate or High Ongoing Support Fees</p> <p>The Department's IT Systems will display any currently available Flexible, Moderate or High Ongoing Support Fees for the Provider's caseload on the <i>Job Seeker Payments</i> screen or the <i>Site Payments</i> screen.</p> <p>The system checks to verify the following things.</p> <p>Ongoing Support Fee:</p> <ul style="list-style-type: none"> • That an Instance of Flexible Ongoing Support is recorded; or • That the Participant was in Moderate or High Ongoing support for the entire payment time period; and • That a Tax Invoice has not been submitted previously for this payment by the Provider. <p>If the Initial OSA has not been completed during the initial period of Ongoing Support (the 28 days from when Participant started Ongoing Support), the Provider will not be entitled to any Ongoing Support Fees until the OSA has been undertaken and the Participant's Ongoing Support needs are confirmed. For example, if the OSA is not completed until the fifth day after the initial Ongoing Support period, the second Moderate or High Ongoing Support Fee will be paid pro rata for 23 days of Ongoing Support (28 days on the monthly claim period minus the five days where the OSA was not completed).</p> <p>Once the Initial OSA has been completed in the Department's IT Systems Ongoing Support Fees will be resumed as appropriate and</p>

Who is Responsible:	What is Required:
	<p>Providers can claim Ongoing Support Fees as they fall due.</p> <p>Where an OSA determines that a Participant does not have Ongoing Support needs, the Provider will still be entitled to Ongoing Support Fees covering the first four weeks of the Participant’s time in Ongoing Support.</p> <p>For example, if the OSA determines that the Participant does not have Ongoing Support requirements <i>before</i> the first Moderate or High Ongoing Support Fee falls due (i.e. within four weeks of the Participant entering Ongoing Support), the Provider is still entitled to the Ongoing Support Fee when it falls due at four weeks.</p> <p>Working Hours field</p> <p>The use of this field is voluntary.</p> <p>The Working Hours field on the Job Seeker Payments screen in ESSWeb is available for DES Providers to use when claiming Ongoing Support Fees.</p> <p>This field was developed to capture the working hours in a defined field for Ongoing Support Participants, in order to increase the visibility of this information.</p> <p>Where the Provider chooses to enter information into this field, the user must select ‘Save Hours’ to save the hours they have entered into ESSWeb, prior to lodging the Ongoing Support Service Fee payment.</p> <p>The number of hours a Participant in Ongoing Support is working is information that DES Providers should be aware of and should not require any additional impost to collect.</p> <p>Pro Rata Flexible, Moderate or High Ongoing Support Fee:</p> <ul style="list-style-type: none"> • Where a Participant was in both Moderate and High Ongoing Support within the same claim period, the amount will be calculated using the number of days in each level, the rate for each level and the time period of the payment (i.e. monthly or quarterly). • Where a Participant was in Flexible Ongoing Support as well as either or both Moderate or High Ongoing Support, the number of days in Flexible Ongoing Support will be calculated as zero. The amount for the Moderate and/or High Ongoing Support will be calculated using the number of days in each level, the rate for each level and the time period of the payment (i.e. monthly or quarterly). <p>Pro Rata Moderate or High Ongoing Support Fee following transfer to another DES Provider</p> <p>The amount payable will be calculated:</p> <ul style="list-style-type: none"> • for the relinquishing DES Provider, based on the period of time from the commencement of the monthly or quarterly period in which the date of the transfer occurs to the date of the transfer recorded on the Department's IT Systems; and • for the receiving Provider, based on the period of time from

Who is Responsible:	What is Required:
	<p>the date of the initial Contact with the Participant by the receiving DES Provider to the end of the monthly or quarterly period in which the date of transfer occurs.</p> <p><i>Note:</i> Ongoing Support payments for Moderate or High Ongoing Support are made in arrears. The payment time period for claiming Ongoing Support Fees is monthly (by default) or quarterly (once the initial OSA is completed, at the Provider’s request). For the Provider to claim Ongoing Support Fees, the Participant must be receiving Ongoing Support at the end of the relevant payment time period. A pro rata payment is not available if the Participant Exits Ongoing Support.</p>
<p>2. The Provider</p> <p>The Provider chooses not to claim a Flexible Ongoing Support Fee at the time assistance is provided</p>	<p>If the Provider chooses not to claim Flexible Ongoing Support Fee at the time assistance is provided, no claim for payment will be processed.</p> <p>In these circumstances, the claim will be listed on the <i>Job Seeker Payments</i> screen and the <i>Site Payments</i> screen.</p> <ul style="list-style-type: none"> • End of process
<p>3. The Provider</p> <p>The Provider chooses a claim (or claims) on the list of available Ongoing Support Fees on the <i>Job Seeker Payments</i> screen or the <i>Site Payments</i> screen</p> <p><i>Disability Employment Services Grant Clause References:</i></p> <ul style="list-style-type: none"> • Clause 144.10 • Clause 144.19 	<p>The Provider may choose a claim from the list of currently available Ongoing Support Fees for a Participant on the <i>Job Seeker Payments</i> screen. Alternatively, the Provider may choose one or more claims (for one or more Participants) at the same time from the list of currently available Ongoing Support Fees on the <i>Site Payments</i> screen.</p> <p>The lists will be posted and updated regularly and take into account all the relevant information recorded in the Department’s IT Systems at the time.</p> <p>The Provider’s staff member with authority to claim then submits a claim.</p> <p>When using the <i>Site Payments</i> screen, the Provider will need to select the Claim Category and Payment Type.</p>
<p>4. The Department</p> <p>The Department’s IT Systems displays a Tax Invoice to the Provider.</p> <p><i>Disability Employment Services Grant Agreement Clause Reference:</i></p> <ul style="list-style-type: none"> • Clauses 144 	<p>The Department’s IT Systems will display a Tax Invoice for Fee for the individual Participant after verifying that the Provider’s staff has authority to make the claim.</p> <ul style="list-style-type: none"> • Proceed to Step 5 if the Provider wishes to submit a Tax Invoice. • Proceed to Step 3 if the Provider decides to decline to submit a Tax Invoice at this time or if the Provider’s staff member does not have authority to make a claim.

Who is Responsible:	What is Required:
<p>5. The Provider</p> <p>The Provider elects to submit the Tax Invoice</p> <p><i>Disability Employment Services Grant Agreement Clause Reference:</i></p> <ul style="list-style-type: none"> • Clauses 144.5 	<p>The Provider elects to submit a Tax Invoice.</p> <p>The Provider must ensure the appropriate documentary evidence has been collected and retained in relation to this claim before submitting the Tax Invoice in the Department's IT Systems.</p> <p>See the <i>Documentary Evidence Guidelines</i> for more information.</p>
<p>6. The Department</p> <p>The Department's IT Systems processes payment</p>	<p>The Department's IT Systems will process the Tax Invoice and make payment.</p> <p>The Department will pay the Fee to the Provider on the next scheduled fortnightly payment date. DES pays Providers on a fortnightly payment cycle, the start and end of which is determined by the Department at its absolute discretion.</p> <p><i>Note:</i> The cut-off point each fortnight for submitting the Tax Invoice is the Friday before the Provider's payment day. Submitting by this day will ensure payment is made to the Provider in that fortnightly payment.</p> <ul style="list-style-type: none"> • End of process