

# Documentary Evidence for Claims for Payment Guidelines

# V 1.4

**Disclaimer**  
This document is not a stand-alone document and does not contain the entirety of Disability Employment Services Providers' obligations. It should be read in conjunction with the Disability Employment Services 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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### Document Change History - Documentary Evidence for Claims for Payment Guidelines

| Version | Effective Date | End Date | Change & Location |
| --- | --- | --- | --- |
| 1.0 | 1 July 2018 | 09 Sep 18 | Original version |
| 1.1 | 10 Sep 2018 | 02 Dec 18 | **Narrative:** Update to disability disclosure measures in relation to Documentary Evidence (P.18)  **Policy**: Remove all references to ‘Add Discrepancy Button’, as this system functionality no longer exists.Updated advice for managing JRRR/JEHR discrepancies (P.31). |
| 1.2 | 03 Dec 2018 | 08 Mar 20 | **Narrative:** Update to disability disclosure measures in relation to Documentary Evidence (P.18)  **Policy:** Update of Clause Numbers on P.6 to align with Grant Agreement Direction 2 |
| 1.3 | 09 Mar 2020 | 30 Jun 20 | **Narrative:** Replace all references of Newstart with JobSeeker Payment. |
| 1.4 | 01 July 2020 |  | **Policy:** Clarification around the role and allowability of File Notes (P.4), and removal of File Notes as an evidentiary option for Work Assist Outcomes (P.21), Bonus Fees (P.27), Ongoing Support Fees (P.32), WBPA (P.35) and PaTH payments (P.42-43), and discretion for Employment Outcomes (P.18). |

### Background

These Guidelines specify the Department of Social Services’ (the Department) Documentary Evidence requirements for Fees for Services, Funds, Reimbursements and Ancillary Payments, provided under the Disability Employment Services Grant Agreement (the Grant Agreement).

In the event of any inconsistency between the Grant Agreement and these Guidelines, the provisions contained in the Grant Agreement will prevail.

### Policy

The term ‘Documentary Evidence’ is defined in Annexure A of the Grant Agreement as, ‘those Records of the Provider, as specified in this Agreement including any Guidelines, which evidence that Services were provided by the Provider for each claim for payment made under this Agreement, or which otherwise support a claim for payment by the Provider.’

Under the Grant Agreement, it is a precondition of a DES Provider’s entitlement to Fees, Funds, Reimbursements, Wage Subsidies and Ancillary Payments that it has, at the time of making a claim for payment:

* retained sufficient Documentary Evidence to prove its claim for payment; and
* uploaded into the Department’s IT Systems sufficient Documentary Evidence, where required by any Guidelines.

The department may not accept Documentary Evidence dated or uploaded after the claim date.

When making a claim for Full or Pathway Outcome Fees; Bonus Fees; Moderate Intellectual Disability Payment; and Work Assist Fees, it is compulsory that all Documentary Evidence is uploaded to the Department’s IT Systems. Providers must, at the time of making the Outcome Fee claim, either:

* upload Documentary Evidence; or
* link previously uploaded Documentary Evidence to the transaction.

An exception to this requirement is effective for JRRR and JEHR supported Full and Pathway Outcome Fees, as set out in Section 2, ‘Outcome Fees,’ of these Guidelines.

When lodging a claim, DES Providers are required to complete mandatory fields in the Department’s IT Systems. This information is accepted as Documentary Evidence. As specified in these Guidelines, this information is in some circumstances sufficient to substantiate the claim, and in other circumstances requires supplementary Documentary Evidence to be retained or uploaded to the Department’s IT Systems.

In accordance with clause 22.2 of the Grant Agreement, a DES Provider must provide Documentary Evidence to the Department within 10 Business Days if requested. In respect of Full and or Pathway Outcome Fees, if Documentary Evidence has been correctly uploaded to the Department’s IT Systems, the Provider is not required to retain the Documentary Evidence in hard copy or on its own files.

Providers must use verifiable Documentary Evidence wherever possible. Where other Documentary Evidence is not available and where these Guidelines allow, File Notes may be used for some claims. Providers must record ‘File Note’ as the document category/verification source on the Outcome Details page when uploading a File Note as documentary evidence. File Notes will not be accepted as the sole form of Documentary Evidence for a claim, where they contradict other verifiable evidence, or where uploaded after the date of the claim.

Where providers manage File Notes through an approved IT System, the system must ensure that File Notes have a date, time and user stamp on the entry, and that these details are included in extracts or printouts uploaded to the Department’s IT Systems as Documentary Evidence.

Where a Participant does not give permission for the DES Provider to seek Documentary Evidence from their employer, such as in cases of non-disclosure, the DES Provider must keep evidence of this requirement from the Participant, and retain a File Note containing the compulsory details required for the claim.

The Documentary Evidence set out in the Grant Agreement and these Guidelines, together with the information required to be recorded on the Department’s IT Systems, is acceptable to the Department as sufficient proof of service provision, unless the Department has notified the DES Provider otherwise in writing.

The Provider must, consistent with relevant Grant Agreement requirements, ensure that all information and Documentary Evidence provided to the Department in any form and by any means is a true, accurate and complete record.

**Note:** To support best practice, if the Documentary Evidence is a signed statement or form, whiteout must not be used, and any alterations or amendments must be signed by the signatory. Where email evidence is used, the Employer or Participant must be clearly identifiable as the sender in the email address and/or the signature block. The signature block must also state the person’s name and, where applicable, the person’s position and organisation; it does not need to include an electronic signature.

### Disability Employment Services Grant Agreement Clauses:

Clause 18 – Liaison and Compliance

Clause 21 – General (Some basic rules about financial matters)

Clause 22 – Evidence to support claims for payment

Clause 36 – General (Information and Information Management)

Clause 44 – Records the Provider must keep

Clause 87 – Direct Registration of Participants without a Referral

Clause 91 – Appointments with Participants

Clause 92 – Initial Interview

Clause 93 – Contact services

Clause 94 – Skills Assessment

Clause 99 – PaTH Internships

Clause 101 – Wage Subsidy and Employment Assistance Fund

Clause 102 – Restart Program

Clause 106 – General requirements for a Job Plan

Clause 108 – Failure to comply with Mutual Obligation Requirements

Clause 113 – Program Review

Clause 116 – Change of Circumstances Reassessment during Period of Service

Clause 124 – Updating the Department’s IT Systems

Clause 127 – Work Based Personal Assistance Only

Clause 130 – Relationship failure, transfer by agreement and transfers by the Department

Clause 133 – Suspensions

Clause 135 – Exits

Clause 137 – General (Fees and Ancillary Payments)

Clause 142 – Service Fees

Clause 143 – Outcome Fees

Clause 148 – Ongoing Support Fees

Clause 145 – Work Assist Fees

Clause 146 – Work Based Personal Assistance Fees for Disability Employment Services – Employment Support Service Providers

Clause 147 – Ancillary Payments

Clause 148 – Moderate Intellectual Disability Payment

Annexure A – Definitions

### Reference documents relevant to these guidelines:

Contacts Guidelines

DES Disability Management Service – Special Class Client Guidelines

DES Eligible School Leaver Guidelines

DES Managing Restart Wage Subsidies from 1 January 2017

DES Period of Service Guidelines

DES Restart Guidelines

Direct Registration Guidelines

Disability Employment Services Wage Subsidy Guidelines

Disability Management Service Participants Not Receiving Income Support Guidelines

Eligibility, Referral and Commencement Guidelines

Job Plan Guidelines

Job Seeker Compliance Framework Guidelines

Managing PaTH Internships Guidelines

Moderate Intellectual Disability Payment Guidelines

Mutual Obligation Guidelines

Ongoing Support Guidelines

Outcome Guidelines

Program Review, Program Summary and Exits Guidelines

Records Management Instructions Guidelines

Service Fee Guidelines

Transfer Guidelines

Work Assist Guidelines

Work Based Personal Assistance 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.

### Key Terms

|  |  |
| --- | --- |
| **Automated Special Claims** | A process of claiming an Outcome Fee which is completed in the Department’s IT Systems by a staff member of the DES Provider with a high level of security access and in accordance with any Guidelines issued by the Department.  Automated Special Claims are only available for those claims where there is Documentary Evidence that indicates that there has been under/non declaration of earnings and/or hours of paid work to Centrelink by the Participant (disputed JRRRs and JEHRs). All other Special Claim request types must be submitted in the Overrides and Special Claims application. |
| **National Minimum Wage** | The National Minimum Wage set by the Fair Work Commission. For further information go to [Fair Work Commission website](http://www.fwc.gov.au/). |
| **JEHR** | The Jobseeker Employment Hours Result (JEHR) is a system tool which checks for an Outcome Fee claim for a Participant who has part-time participation requirements.  The Department’s IT Systems will request a check of the earnings and the hours that the Participant has declared to Centrelink during the 13-week Period or 26-week Period or 52-week Period. The response from Centrelink is compared to the participation requirements that related to the Participant at the start date of the 13-week Period (the Anchor Date) or at the start date of the 26-week Period or at the start of the 52-week Period (whichever applies to the Outcome Fee being claimed) to ensure that the required hours have been worked and that the employment is paid work. The Department’s IT Systems will make available a claim if the JEHR supports an Outcome. |
| **JRRR** | The Jobseeker Rate Reduction Result (JRRR) is a system tool which checks the records of Participants who are on JobSeeker Payment/Youth Allowance with full-time participation requirements who have a potential employment Full Outcome or Pathway Outcome. The Department’s IT Systems will automatically run the JRRR.  The JRRR runs a check on the impact of the reported earnings from employment on a Participant’s basic rate of JobSeeker Payment/Youth Allowance (the basic rate does not include rent assistance, pharmaceutical allowance or any other additional payments for which a Participant may be eligible while on JobSeeker Payment/Youth Allowance). The impact is calculated fortnightly over 13 weeks or 26 weeks for a 13, 26 or 52-Week Outcome and is expressed as a percentage of actual rate reduction. The Department’s IT Systems will make available a claim if the JRRR supports an Outcome. |
| **Special Claims for Outcome Fees** | A process of claiming Outcome Fees where the JRRR or the JEHR has not returned the expected result, or due to other circumstances where the DES Provider has been unable to lodge the Outcome Fee claim in the Department’s IT Systems payments as an auto claim. |

This section provides definitions for terms used in these Guidelines which are not already included as defined terms within the Grant Agreement. Please refer to the Grant Agreement for captialised terms in these Guidelines, which are not listed below.

### Section 1: Service Fees

Service Fees are automatically paid in advance for each period of 13 weeks, if certain conditions have been met (refer to the Service Fee Guidelines for further information on the automation of Service Fees). DES providers are required to retain sufficient Documentary Evidence which demonstrates that Services have been delivered to support each Service Fee claim.

| Service Fees | Information that must be entered into the Department’s IT Systems: | Additional evidence that must be retained (in electronic form or hard copy): |
| --- | --- | --- |
| **Initial Interviews for Participants and Initial Interviews for a New Program**  *Grant Agreement* Clause References:   * Clause 91 * Clause 92   Further information on Documentary Evidence requirements for Initial Interviews can be found in the:   * Eligibility, Referral and Commencement Guidelines * Job Plan Guidelines   Further information on Non-Beneficiary Participants can be found in the:   * Disability Management Service Participants Not Receiving Income Support Guidelines | * Attendance in the Electronic Calendar for Initial Interview or Initial Interview for a New Program. * Job Plan must be recorded with a status of ‘approved.’ | As relevant to the individual Participant circumstances:   * Copies of exemptions from attending school for Eligible School Leavers, * Copies of course enrolment forms.   Where a Participant is a Non Beneficiary (Disability Management Service only):   * Copy of the signed Non Beneficiary income test result. |
| **Direct Registration**  *Grant Agreement* Clause Reference:   * Clause 87   Further information on Direct Registration documentary evidence requirements can be found in the:   * Direct Registration Guidelines   Further information on ESAt/JCA exempt Participants can be found in the:   * Work Assist Guidelines * DES Disability Management Service – Special Class Client Guidelines * DES Eligible School Leaver Guidelines. | * Participant registration information, * Identify the Participant where they are a Work Assist Participant, Special Class Client (SCC) or Eligible School Leaver (ESL). | * Copy of the completed DES Direct Registration Form (DRF).   This must be an unaltered, complete version of the DRF that was available on the DES Provider Portal at the time the job seeker was Directly Registered in DES. The DRF must have all relevant questions answered and all relevant fields correctly completed including proof of identity checks, and must be signed and dated by both the job seeker (or their legal guardian) and the DES Provider’s representative.  Requirements for Participants who access DES under approved Labour Adjustment Packages (ie: retrenched workers from the automotive, forestry and mining industries. See jobs.gov.au for mor information).   * Copy of a redundancy letter or employment separation certificate is required.   Requirements for ESAt/JCA exempt Participants  In addition to obtaining Documentary Evidence to support the Participant’s Direct Registration in DES, specific Documentary Evidence is required to support the eligibility for ESAt/JCA exempt Participant categories set out below.  Work Assist:   * Documentary Evidence requirements as set out in the Work Assist Guidelines.   Special Class Clients (SCC):   * Medical evidence verifying the job seeker has a disability, injury or illness. This could include a medical certificate issued by a General Practitioner or other relevant medical record. * Statutory Declaration from the Participant stating they were present at one of the declared extreme events.   **Note:** The Department may seek to confirm that a SCC Participant was present at the declared extreme event as part of its ongoing program assurance process.   * Documentary Evidence to demonstrate a job seeker’s capacity to work a minimum of eight hours per week (refer to the DMS-Special Class Client Guidelines for more information).   ESL Participants:   * Documentary Evidence requirements as set out in the DES ESL Guidelines, available on the Department’s website and the DES Provider Portal. |
| **Minimum Contacts**  *Grant Agreement* Clause References*:*   * Clause 93.1   Further information on Contacts documentary evidence requirements can be found in the:   * Contacts Guidelines * Job Plan Guidelines | * The Contact schedule must be specified in the Participant’s Job Plan and Participants are required to attend Contacts as set out in their Plan. * If appropriate, details of circumstances which prevent a face-to-face Contact for the Initial Interview. Apart from an initial face-to-face meeting, appointments between a DES Participant and Provider are not restricted to face-to-face Contacts (refer to the Contacts Guidelines). * All Contacts must be recorded in the Electronic Calendar, and attendance results recorded for each Contact. Unless otherwise arranged with the DES Provider, the Participant is responsible for recording their attendance at Contacts entered into the Electronic Calendar. * Contacts that constitute an Instance of Flexible Ongoing Support must be recorded on the Ongoing Support Management Screen. Refer to Section 5: Ongoing Support Fees, for further information. | * Record of compliance with the requirements of the Job Plan. * Issues covered in each Contact including:   + Participant’s progress to find employment;   + details of assistance and support provided to Participant; and   + details of any relevant changes to the Participant’s circumstances. |
| **Job Plan**  *Grant Agreement* Clause References:   * Clause 92.1 * Clause 106.6 * Clause 106.7 | * The Job Plan must be:   + recorded with a status of ‘approved’;   + developed by the DES Provider during the Initial Interview; and   + reviewed and amended when appropriate, as outlined in clause 106.6 and clause 106.7 |  |
| **Skills Assessment**  *Grant Agreement* Clause Reference:   * Clause 94 | * Update Job Plan with outcomes of Skills Assessment. |  |
| **Exits**  *Grant Agreement Clause References:*   * Clauses 117.1 – 117.3 * Clause 132 * Clause 134.15   Further information on Exits documentary evidence requirements can be found in the:   * Program Review, Program Summary and Exits Guidelines | For all Participants in the Exit section, record:   * the Provider Exit; and * the reason for the Exit.   For all Participants who are Exited after commencement in DES, complete a Program Summary:   * within 20 Business Days where the Participant is transferred to another Program Provider, or * within Five Business Days of an exit for any other reason.   For Volunteers where an Exit is due to non-attendance of an Appointment:   * in the Electronic Calendar record details of the Volunteer’s regular non-attendance for Appointments; and * in the comments screen record details of the attempts to contact the Participant at least once on each of two consecutive Business Days.   For Participants with Mutual Obligation Requirements who do not attend appointments refer to the section on Participation Reporting and Clause 107 of the Grant Agreement. | * A concise record of any information provided by, or relating to, the Participant that influences the DES Provider's decision to Exit the Participant. |
| **Participation Reporting**  *Grant Agreement* Clause References*:*   * Clause 107   Further information on Participation / Non Attendance Reporting documentary evidence requirements can be found in the:   * Job Seeker Compliance Framework Guidelines | Where the DES Provider decides to undertake compliance action in accordance with Clause 107:   * Record a Participation Report in the Department’s IT System, on the same Business Day on which the Provider becomes aware of the event, and in accordance with any Guidelines. | * Evidence relating to the event that has resulted in the Participant’s failure. * Relevant information on the Participant with Mutual Obligations’ individual circumstances. * Any relevant reason(s) given by the Participant with Mutual Obligation Requirements for the event(s). |
| **Suspensions**  *Grant Agreement* Clause Reference*:*   * Clause 132 * Clause 133   Further information on Suspensions documentary evidence requirements can be found in the:   * Program Review, Program Summary and Exits Guidelines * DES Period of Service Guidelines | Where a Participant elects to volunteer while Suspended, record:   * the agreed volunteering period, including the start date (which cannot be backdated from the date recorded) and the expected end date, which cannot exceed the end date of the Suspension period – in the Suspensions and Volunteering section; * the agreed Voluntary activities in the Job Plan; and * that the Participant is participating as a Volunteer.   Where a Volunteer (Activity Tested) is in an agreed volunteering period, and the DES Provider subsequently becomes aware that the Participant no longer wishes to volunteer, immediately record the end of the volunteer period.  Where a Suspended or Volunteer (Activity Tested) Participant ceases to fully meet their Activity Tested requirements, record:   * the end of the suspension or volunteering period; and * amend the Participant’s Job Plan as appropriate including removing voluntary activities.   Where a Volunteer (Non-activity Tested) Participant cannot participate for a period, record:   * agreed start and end date for the Suspension (a maximum period of 13 weeks at a time); and * reason for the Suspension (as outlined in the DES Period of Service Guidelines).   Where a Participant has been suspended from Services by the DES Provider, and the DES Provider subsequently becomes aware that the Participant wishes to return to participation, immediately record the end of the Suspension. | * Details of the DES Provider’s decision and relevant evidence to support the decision not to service a Participant with a temporary reduced work capacity of 0-7 hours who elects to volunteer. |
| **Review and Reassessment**  *Grant Agreement* Clause References:   * Clause 112 * Clause 115 | * Complete the Program Summary in accordance with the Program Review, Program Summary and Exits Guidelines when a new ESAt has been arranged for the Participant between 74 to 78 weeks of Employment Assistance . | Where the Program Review ESAt determines that Extended Employment Assistance should be delivered, additional documentary evidence required includes:   * details of any Employment, including name of Employer and number of hours worked; * details of any Significant Education or Training, including the name of the training institution and the education or training course being undertaken; and * reasons that the DES Provider believes Extended Employment Assistance is likely to result in an Employment Outcome. |
| **Transfers**  *Grant Agreement* Clause Reference*:*   * Clause 129.1   Further information on Transfers documentary evidence requirements can be found in the:   * Transfer Guidelines | * Any transfer of a Participant by (including by agreement, Relationship Failure, or by the Department) is to be recorded by the relinquishing DES Provider as soon as the agreement to transfer has been finalised between the parties. * A DES Provider must submit a copy of the completed Transfer due to Relationship Failure form to the Department’s National Customer Service Line.   If a Participant is transferred by another Provider, the Gaining Provider must record the reason for the transfer in the Department's IT System. | * a copy of the completed Transfer by Agreement form |
| **Referrals to Complementary Services**  *Grant Agreement* Clause Reference:   * Annexure A | * All referrals to Complementary Services. |  |

### Section 2: Outcome Fees

The Department’s IT Systems will automatically determine eligibility for the following Outcome Fees based on the information entered into the Department’s IT Systems by the DES Provider: Four-week Outcome, Full Outcome, Pathway Outcome, Work Assist Outcome, and Bonus Fees. The following section specifies the Documentary Evidence requirements that must be uploaded in the Department’s IT Systems to support an Outcome Fee claim.

Documentary Evidence to support the Outcome Fee claim will not be required when the Job Seeker Rate Reduction Result (JRRR) or Job Seeker Employment Hours Result (JEHR) supports an auto-claim for an Outcome, (as per advice set out this section.

***Privacy considerations***

In the course of claiming an Outcome Fee, there may be instances where the DES Provider needs to contact an Employer to seek Documentary Evidence related to a Participant’s employment. Where this occurs, the Provider must obtain the Participant’s written consent prior to contacting the Employer. Employer details must be included in the written consent, and for each placement. Please be aware that a Participant has a right to non-disclosure of their disability, and this may change from employer to employer (i.e. a participant may choose to disclose to one employer, but not to another).

The Participant’s written consent must be uploaded into the Department’s IT Systems by the DES Provider. A Participant is able to supply the DES Provider with their payslip covering the necessary times and including the compulsory details.

| **Outcome Fees** | **Documentary Evidence the DES Provider must upload into the Department’s IT Systems at time of making a claim** |
| --- | --- |
| **Four-week Outcome, Full Outcome and Pathway Outcome (Employment Outcomes) for auto claiming in the Department’s IT Systems**    *Grant Agreement* Clause References*:*   * Clause 143 * Annexure A Definitions – Full Outcome and Pathway Outcome.   Further information on Outcome Fees documentary evidence requirements can be found in the:   * Outcome Guidelines | **Outcome Fees where the JRRR or JEHR does not verify an auto claim for an Outcome Fee**  The Documentary Evidence must show that the Employment is being paid at the minimum relevant rate of pay or higher for the position. Please see “Correct Wage Entitlement/ National Minimum Wage/ for Four-week Outcome, Full Outcome and Pathway Outcome.” For a Four-week Outcome the DES Provider must upload into the Department’s IT Systems Documentary Evidence which indicates that the Participant:   * remained Employed for the entire Four-week Period and worked the minimum hours required, according to the Participant’s Employment Benchmark.   For a Full Outcome the DES Provider must upload into the Department’s IT Systems Documentary Evidence which indicates that the Participant:   * remained Employed each fortnight of the 13 Week Period or 26 Week Period or 52 Week Period and earned sufficient income for the Participant’s Basic Rate of any Income Support Payment to cease; or * remained Employed each week and worked the minimum required hours in a 13-week Period or 26-week Period or 52-week Period, according to the Participant’s Employment Benchmark.   For a Pathway Outcome the DES Provider must upload into the Department’s IT Systems Documentary Evidence which indicates that the Participant:   * remained Employed each week and worked the minimum required hours in a 13-week Period or 26-week Period or 52-week Period, according to the Participant’s Employment Benchmark.   Evidence for a Four-week Outcome, Full Outcome and Pathway Outcome must include:   * copies of payslips covering the whole of the Four-week Period, 13-week Period or 26-week Period or 52-week Period, respectively; or * a signed and dated written statement or email from the Employer or Participant (including where the Participant is self-employed), and must contain (unless otherwise specified by the Department):   + the name of the Employer;   + the period of Employment;   + the full name (including first name and surname) of the person who confirmed the Employment details (that is either the Participant or person within the Employer organisation) and their contact details; and   + the date the information contained in the file note was confirmed and the full name (including first name and surname) of the DES Provider’s staff member who recorded the information; or * File Notes containing the information as per a signed statement may be accepted at the department’s discretion.   **Combination Employment and Education Outcomes**  Where a Full Outcome is being claimed for a Participant who is completing a Combination of Education and Employment the Documentary Evidence requirements for both Employment and Education Outcomes must be met.  **Moderate Intellectual Disability Payment**  **W**here a Full Outcome is being claimed for a Participant who is eligible for a Moderate Intellectual Disability Payment the Documentary Evidence must include verification of Employment of at least 15 hours per week. Refer to Section 4: “Moderate Intellectual Disability Payment,” for Documentary Evidence requirements to demonstrate a Participant is a Moderate Intellectual Disability Participant.  **Outcome Fees supported by JRRR or JEHR**  For Full or Pathway Outcome Fees, Documentary Evidence as listed above is not required where the JRRR or JEHR result supports an auto claim for an Outcome and the DES Provider is not aware of any reason why an Outcome should not be payable.  For a Full Outcome or a Pathway Outcome for Participants in self-employment, the DES Provider must upload:   * Documentary Evidence as outlined in this section for Participants in Unsubsidised Self-Employment, which confirm(s) that:   + the job seeker remained in self-employment each week/fortnight of the 13-week or 26-week Period or 52 Week Period; and   + the job seeker’s business has generated sufficient personal income to achieve the required JRRR; or   + the job seeker has worked the required number of hours each week/fortnight of the payment period to achieve the required JEHR.   **Note:** DES Providers must ensure they upload the required Documentary Evidence where the 13-week Period or 26-week Period or 52-week Period contains a Permissible Break and/or to support a claim for a Bonus. Please refer to the Documentary Evidence requirements for a Permissible Break and a Bonus in this section. |
| **Full Outcome and Pathway Outcome (Education Outcomes) for claiming in the Department’s IT Systems**  *Grant Agreement Clause References:*   * Clause 143 and Annexure A Definitions.   Further information on Outcome Fees documentary evidence requirements can be found in the:   * Outcome Guidelines | **Documentary Evidence requirements for Education Outcomes**  A written statement from the training institution confirming:   * that the Participant passed the course requirements (not only attended) for the Semester relevant to the claim, or where the course does not have defined Semesters, for the period of the course relevant to the claim; * the course was at least a certificate III level (Full Outcomes only); * the class contact hours attended by the Participant each week; * whether the Participant’s attendance was Full-Time Study or part-time study as defined by the training institution; and * the number of weeks comprising the Semester relevant to the claim or, where semesters are not defined by the training institution, the duration of the course.   **Note**: Where a Full Outcome is being claimed for a Participant who is completing a combination of part time Education and Employment, the Documentary Evidence requirements for both Employment and Education must be met. |
| **Work Assist Outcome Fee**  *Grant Agreement* Clause Reference*:*   * Clause 145   Further information on Work Assist Outcome Fees documentary evidence requirements can be found in the:   * Work Assist Guidelines | * A signed and dated written statement or email from the Employer or Participant (including where the Participant is self-employed) and must contain (unless otherwise specified by the Department) the following:   + the name of the Employer;   + the period of Employment;   + the normal number of hours worked each week prior to the Work Assist Participant requiring assistance due to difficulty carrying out the essential requirements of their job role:   + the number of paid hours the Participant worked each week during the 26 Consecutive Weeks of the Work Assist Outcome;   + the full name (including first name and surname) of the person who confirmed the Employment details (that is, either the Participant or person within the Employer organisation) and their contact details; and   + the date the information contained in the file note was certified as correct and the full name (including first name and surname) of the DES Provider’s staff member who recorded the information.   Or   * Other evidence such as payslips that confirm the Employment details required above. This evidence must substantiate the normal number of hours worked each week prior to the Participant requiring assistance due to difficulty carrying out the essential requirements of their job role. |
| **Where Participant is in Unsubsidised Self‑Employment (including NEIS Participants)**  *Grant Agreement* References*:*   * Annexure A Definitions   Further information on Outcome Fees documentary evidence requirements can be found in the:   * Outcome Guidelines | **Full / Pathway Outcome for job seekers in self-employment, for Claims lodged via Documentary Evidence / Automated Special Claims, and Manual Special Claims.**   * **Documentary Evidence which confirms that:**   + for a Full or Pathway Outcome, the job seeker remained in self-employment each week/fortnight of the 13-week or 26-week Period or 52-week Period; and   + the Participant’s business has generated sufficient personal income (net of business expenses but including tax) to achieve the required JRRR; or   + the job seeker has worked the required number of hours each week/fortnight of the payment period to achieve the required JEHR. * **Documentary Evidence which must contain:**   + the full name (including first name and surname) of the DES Provider’s staff member recording this information at the time in which it was obtained; and   + for job seekers with income (JRRR) based Job Seeker Outcome Fees:     - evidence that the job seeker’s business has generated sufficient personal income (net of business expenses but including tax) each fortnight to achieve the required JRRR; and that the hours worked by the job seeker each week/fortnight confirm that the National Minimum Wage rate has been achieved; or   + for job seekers with hours (JEHR) based Job Seeker Outcome Fees:     - evidence that the job seeker has worked the required number of hours each week/fortnight of the payment period to achieve the required JEHR and earned sufficient income (net of business expenses but including tax) each week/fortnight which confirms that the National Minimum Wage rate has been achieved.   **Note:** To calculate confirmation that the National Minimum Wage rate has been achieved, personal income should be divided by the actual hours worked by the self-employed job seeker.  **ALL of the above information must be contained in dated written evidence from the job seeker in one or more of the following forms:**   * sales records (including receipts), contracts with clients or contracts of employment; or * a statement from a Certified Practising Accountant or Certified Accountant (for example a Profit and Loss Statement) – ( Requests for Profit and Loss Statements can be made by the Participant to Centrelink under the Freedom of Information Act)), relating to the job seeker’s business; or * signed and dated written statement or email\*\* from an accountant and/or registered bookkeeper; or * copy of records from the Australian Taxation Office (ATO) for the 13 Week Period, 26 Week Period or 52 Week Period declaring that the job seeker has an income as self-employed and which prove that the Participant’s business has generated sufficient personal income (net of business expenses but include tax) to:   + **achieve the required JRRR; or**   + **confirm the National Minimum Wage rate has been achieved when combined with evidence that the job seeker has worked the required hours each week/fortnight to achieve the required JEHR (such as a record of the Participants appointments or Calendar entries).**   **In situations where this information is not available because the job seeker does not use an accountant/registered book keeper or the job seeker has not had contact with the ATO during the 13-week Period, 26- week Period, or 52-week Period, the following may be accepted:**  **For JobSeeker Payment recipients with mutual obligation / participation requirements:**   * **a signed** and **dated written statement or email\*\* confirming their hours worked each week/fortnight and income earned is required. Note:** Participants who are self-employed are required to provide a profit and loss statement to Centrelink to establish their income. Centrelink then uses the details in the Profit and Loss Statement to annualise the participant’s income. These participants are also required to lodge a Reporting Statement (SU19) each fortnight to report work activity, but are not required to report income details on this form. Copies of either the Profit and Loss or Reporting Statement are not required for Documentary Evidence purposes. The **signed and dated written statement or email confirming their hours worked each week/fortnight and income earned is sufficient, however this information should be compared with the JRRR/JEHR result to verify the declared earnings.**   Other **Income** Support recipients:   * A signed and dated written statement or email\*\* confirming their hours worked each week/fortnight and income earned. Where possible **DES** Providers should also upload a copy of the Profit and Loss Statement, the Business Activity Statement or the Tax Return Statement from the job seeker.   **More than one form of written evidence may be used provided that collectively, the written evidence contains all of the above information.**  **Please note: Proof of business establishment alone is not sufficient evidence to support an Outcome Fee.**  **\*\*Where email is used, the accountant/registered bookkeeper or job seeker must be clearly identifiable as the sender in the email address and signature block. The signature block must also state the person’s full name** (including first name and surname)**, and where applicable, the person’s position and organisation but does not need to include an electronic signature.**  **Note: Where the 13-week Period, 26-week Period or 52-week Period contains a Permissible Break, DES Providers must also ensure they upload into the Department’s IT Systems the required Documentary Evidence for a Permissible Break.**  **Note:** Where a sales record (including receipts) are used as documentary evidence for self- employment, this must be accompanied with proof of payment, ie: copies of bank statements showing income deposited by customers (with other transactions and account numbers blanked out), or a Statutory Declaration from the participant that details all of the business payments received by the Participant during the outcome period. |
| **Employment Outcomes for Participants who have a Permissible Break**  *Grant Agreement* References:   * Annexure A Definitions   Further information Outcome Fees documentary evidence requirements can be found in the:  Outcome Guidelines  **Employment Outcomes for Participants who have a Voluntary Change in Employment** | * A signed and dated written statement or email by the Participant or Employer, confirming:   + the name of the Employer organisation;   + Employer’s or Participant’s confirmation of the Permissible Break including the reason for the Permissible Break;   + the duration of the Permissible Break, including the start and end date;   + that the Participant is employed in the same position following the Permissible Break;   + the full name (including first name and surname) and contact details of the Employer’s staff member confirming the information (if applicable); and   + the full name (including first name and surname) of the DES Provider’s staff member recording this information at the time in which it was obtained (if a statement).   If the Permissible Break is in relation to a Participant’s illness, the Participant must provide a copy of their medical certificate or evidence of receipt of sickness pay to the DES Provider only if they are required to provide this level of documentation in accordance with the Employer’s leave entitlement policy or relevant industrial instrument. In other instances, a signed and dated written statement or email will be acceptable.  Voluntary Change in Employment   * A file note containing information provided from the Employer or a signed statement with evidence from the Participant, confirming all the following:   + the **name of the Employer organisation;**   + **the full name (including first name and surname) of the person who confirmed the Employment details (that is, either the Participant or person within the Employer organisation) and their contact details;**   + **the date of the cessation of Employment;**   + **the reason why the Participant ceased their Employment;**   + **the date the DES Provider spoke to the Employer or Participant; and**   + **the full name (including first name and surname) of the DES Provider’s staff member who recorded the information**.   Or   * A copy of the employment separation certificate from the Employer where the actual date and reason why the Participant ceased work is recorded. |
| **Correct Wage Entitlement/ National Minimum Wage/ for Four-week Outcome, Full Outcome and Pathway Outcome**  **Note:** This applies where Documentary Evidence is used for auto claims when the Outcome Fee is not verified by the JRRR or JEHR\*  *Grant Agreement* Clause References*:*   * Annexure A Definitions Non-Payable Outcomes sub clause   Further information Outcome Fees documentary evidence requirements can be found in the:   * Outcome Guidelines | The Documentary Evidence must show that the Employment is being paid at the minimum relevant rate of pay or higher for the position. That is, the minimum relevant rate of pay that is contained in any applicable award or agreement for the position. If no award or agreement applies, the National Minimum Wage applies.  The evidence must be in at least **one** of the following forms:   * copies of payslips covering the whole of the 13-week Period or 26-week Period or 52-week Period respectively; or * a signed written statement **OR** a file note containing all of the following:   + **the name of the Employer and period of Employment;**   + **the full name (including first name and surname) of the contact who verified the details;**   + **the date of confirmation and full name (including first name and surname) of the DES Provider’s employee recording the information;**   + **the date of phone call or contact;**   + **the hourly rate of payment each week of the 13 Week Period or 26 Week Period or 52 Week Period; and**   + **the hours of paid Employment worked each week/fortnight and the gross weekly or fortnightly income of the Participant for the** 13-week Period or 26-week Period or 52-week Period.   **Note**: This evidence is not required for Employment in an Apprenticeship as no National Minimum Wage applies, or where a productivity based wage assessment has been completed through the Supported Wage System.  Clicking ‘yes’ on the ‘Confirm National Minimum Wage’ pop up in the Department’s IT Systems asserts the user’s agreement, and the Provider has uploaded appropriate Documentary Evidence.  \* the pop up appears only when the JRRR or JEHR does not verify the outcome and documentary evidence is required for verification. |
| **Bonus for a Full Outcome or Pathway Outcome**  *Grant Agreement* References*:*   * Clause 143 and Annexure A Definitions   Further information Outcome Fees documentary evidence requirements can be found in the:   * Outcome Guidelines | **Bonus to an Outcome for Directly Related Employment**  The DES Provider must upload into the Department’s IT Systems evidence which proves that the Participant has successfully attained the qualification for the Qualifying Training Course Placement (at least a Certificate II level). The evidence must be one of the following:   * copy of the statement of attainment issued by the training institution which shows the modules/units completed; or * written statement from the training institution confirming the Participant’s achievement of the Qualifying Training Course at Certificate II level or above and lists the modules/units completed.   **Bonus to an Outcome for an Apprenticeship (including Traineeship)**   * Copy of the training contract that the Participant has entered into for the Apprenticeship (or such other form of agreement for an Apprenticeship as is approved by the relevant State or Territory training authority); or * File note stating that a copy of the training contract has been sighted by the DES Provider and the full names (including first name and surname) of the parties to the contract; or * Signed and dated statements or extracts from State/Territory Government Departments or Apprenticeship Centres that confirm the Participant’s Apprenticeship with the employer.   **Note**: It is not necessary for this training contract to be approved by the relevant State training authority as this process can take some time. |
| **Outcome Fees that are:**   * **Special Claims entered into the Overrides and Special Claims module** * **Automated Special Claims which are completed in the Department’s IT Systems by the DES Provider**   *Grant Agreement* References:   * Clause 18.6 * Clause 18.7 * Clause 123 * Annexure A Definitions. | The evidence requirements listed for each type of Outcome Fee in this section apply to all Special Claims and Automated Special Claims.  Where an Automated Special Claim is being made, evidence must also include:   * for Participants with JRRR based Outcomes, the gross fortnightly income of the Participant for the 13-week Period, 26-week Period or 52-week Period; or * for Participants with hours based Outcomes (JEHR based), the hours of paid Employment worked each week/fortnight and the hourly rate of payment each week of the 13-week Period or 26-week Period or 52-week Period; * letter from the Employer as required for a Special Claim or Automated Special Claim and; * Employer contact as required for a special claim or Automated special claim. |

### Section 3: Non/under declared hours or earnings

**Notification to Centrelink where hours or earnings may be non/under declared**

In accordance with clause 18.6 of the Grant Agreement, the DES provider must notify Centrelink within five Business Days of becoming aware that a Participant may not accurately be declaring hours or earnings:

* for all Special Claims and all Automated Special Claims where the claim is based on the JRRR or the JEHR not returning the expected result thus preventing an auto claim in the Employment IT Systems; and or
* the DES provider disagrees with the results returned by Centrelink; or
* any time the DES provider becomes aware of under/non declaration to Centrelink.

| Outcome Fees | Information that must be entered into the Department’s IT Systems: | Additional evidence that must be uploaded into the Department’s IT Systems at time of making a claim: |
| --- | --- | --- |
| **Notification to Centrelink where hours or earnings may be non/under declared**  *Grant Agreement* Clause Reference:   * Clause 18.6 | The DES provider must notify Centrelink of a Participant’s non/under declaration of their income and/or hours worked.   * Enter the details in the *Benchmark Hours Documentary Evidence* tab in the Outcome Details screen, in the Department’s IT Systems. | DES providers must upload evidence of the earnings and hours worked for the period of time used to notify Centrelink or for the 13-week Period or 26-week Period or 52-week period which has been used to notify Centrelink. The evidence must include **one** of the following verification sources that were chosen in the *Benchmark Hours Documentary Evidence* tab in the Outcome Details screen.   * copy of payslips; * letter from the Employer as required for a Special Claim or Automated Special Claim; * Group certificate; * copy of wages book; * Tax return or profit and loss statement; and * Employer contact as required for a special claim or Automated special claim. |

### Section 4: Moderate Intellectual Disability Payment (MIDP)

| MIDP | Information that must be entered into the Department’s IT Systems: | Additional evidence that must be uploaded into the Department’s IT Systems at time of making a claim: |
| --- | --- | --- |
| **Moderate Intellectual Disability Payment**  *Grant Agreement* Clause Reference:   * Clause 148 | * Apply the Moderate Intellectual Disability flag to the Participant’s registration screen in the Department’s IT Systems. | * A copy of an IQ assessment report clearly indicating the individual’s assessed IQ of 60 or less, or * A signed statement from a Registered Psychologist stating that the individual has an assessed IQ of 60 or less, or * A signed statement from an appropriate representative of a recognised and credible institution such as Centrelink (see note below), a Job Capacity Assessor or Employment Services Assessor, an Education authority or a State or Territory Disability Commission, indicating that they have evidence on file verifying that the individual’s IQ is 60 or less, or * A signed statement from a registered psychologist stating that, using a recognised assessment tool, and based on a combination of IQ and other adaptive behaviour factors, the individual falls within the classification of having moderate intellectual disability. The statement must indicate:   + the name of the assessment tool, including any version or revision numbers;   + the score or assessment relevant to the classification scale; and   + the assessment outcome, or * A copy of a JCA/ESAt report specifically indicating that a Participant has an IQ of 60 or less is sufficient evidence for this purpose.   **Note: A 'Signed Statement' must be in the form of a letter or memo and can be a hardcopy original, photocopy or FAX of an original statement or a scanned copy of an original statement.**  **Note**: Should a DES Provider wish to obtain information about a Participant’s level of intellectual functioning from Centrelink, they must obtain the Participant’s written consent by completing a ‘Disability Employment Services - Authority to Obtain Information from Centrelink’ form, which can be found as Attachment A in the ‘DES – Moderate Intellectual Disability Payment Guidelines.’ Once the form has been signed by the Participant or their Legal Guardian the DES Provider can either fax, post or take the form directly to the Centrelink Customer Service Centre where the Participant is registered. |

### Section 5: Ongoing Support Fees

The following section specifies the information and Documentary Evidence that must be that must be retained (in electronic form or hard copy) to support a claim for Ongoing Support Fees.

| Ongoing Support Fees | Information that must be entered into the Department’s IT Systems: | Additional evidence that must be retained (in electronic form or hard copy) |
| --- | --- | --- |
| **Eight work hours per week requirement**  ***Grant Agreement Reference:***  Clause 148 | * Providers must confirm that the Participant (who Commenced in Ongoing Support on or after the Agreement commencement date) has worked eight hours a week, on average, when claiming Ongoing Support fees (via a checkbox on the claim screen). | For any Ongoing Support Fee claim, the DES Provider must retain Documentary Evidence which indicates that the Participant remained Employed and worked at least eight hour each week, on average, in the claim period (either monthly or quarterly). Evidence must include:   * copies of payslips covering the claim period; or * a signed and dated written statement, or an email from the Employer or Participant (including where the Participant is self-employed), containing (unless otherwise specified by the Department) the following:   + the **name of the Employer;**   + **the period of Employment;**   + **the full name (including first name and surname)** of the person who confirmed the Employment details (that is either the Participant or person within the Employer organisation) and their contact details; and   + the **date** the information contained in the file note was confirmed and the full name (including first name and surname) of the DES Provider’s staff member who recorded the information. |
| **Ongoing Support**  *Grant Agreement* Clause Reference*:*   * Clause 121   Further information on Ongoing Support documentary evidence requirements can be found in the:   * Ongoing Support Guidelines | Where the Provider performs a Provider Exit from Ongoing Support in the Program Summary Screen or Changes the level of Ongoing Support for Employment Support Service Participants in the DES Participation Management Screen:   * The decision and the reasons for making the decision where the DES provider. | * Details of the support that has been provided to the Participant. |
| **Flexible Ongoing Support Fee**  *Grant Agreement* Clause References:   * Clauses 148.1-148.6   Further information on Flexible Ongoing Support Fee documentary evidence requirements can be found in the:   * Ongoing Support Guidelines | For each Instance of Flexible Ongoing Support in the Flexible Ongoing Support screen:   * the date(s) that support was provided; and * details of the support that was delivered. | * Details of the support provided to the Participant. * Details of the Participant’s circumstances and reasons for support being required. * Details of any relevant changes to the Participant’s circumstances and support needs. * Evidence of any assistance that was purchased, including receipts and invoices. |
| **Moderate and High Ongoing Support**  *Grant Agreement* Reference:   * Clauses 148.7-148.24   Further information on Moderate & High Ongoing Support Fee documentary evidence requirements can be found in the: Ongoing Support Guidelines | * The Contact schedule specified in the Participant’s Job Plan. * Results of each Contact to be recorded in the Electronic Calendar (on the same day as the Participant had the Contact or as soon as possible if not possible on the same day). * For Ongoing Support fees paid monthly, there must be a minimum of one contact provided in each Moderate or High Ongoing Support claim. Additionally there must be the minimum contacts required e.g. six or 12, in every three consecutive claims for Moderate or High Ongoing Support. | * Details of the support provided to the Participant at each Moderate and High Ongoing support contact. * Details of any relevant changes to the Participant’s circumstances and support needs. * Evidence of any assistance that was purchased, including receipts and invoices. |

### Section 6: Other Employment Support Service Fees

| Other Employment Support Service Fees | Information that must be entered into the Department’s IT Systems: | Additional evidence that must be retained (in electronic form or hard copy): |
| --- | --- | --- |
| **Work Based Personal Assistance Fees**  *Grant Agreement* Clause Reference*:*   * Clause 127   Further information on WBPA Fee documentary evidence requirements can be found in the:   * Work Based Personal Assistance Guidelines | * Assistance start date. * Number of hours of provided assistance. * Number of hours of purchased assistance. | * Copy of completed Work Based Personal Assistance requirements form. * Evidence of Employment, Unsubsidised Self-Employment, Apprenticeship or Traineeship. * Documentary Evidence of the Work Based Personal Assistance hours that were provided. * Evidence of any assistance that was purchased, including receipts and invoices. |
| **Relocation Assistance to Take Up a Job**  *Grant Agreement* Clause Reference*:*   * Clause 129 | * Relocation Assistance to Take Up a Job Agreement must be completed and approved in the Department’s IT System. * When submitting an Overrides & Special Claim request, include the linked Agreement ID. * In the *Employers & Vacancies* section, include:   + Vacancy details;   + Employer details; and   + Placement details. * Relocation Assistance to Take Up a Job Participant’s Placement Start Date. | Evidence of relocation:   * Fully completed, signed and dated copy of the Relocation Assistance to Take Up a Job Participant Agreement before the Participant relocates for employment   + the **completed** agreement is confirmation that the employer has first attempted to employ local job seekers in the position. * Copy of the offer and acceptance of the employment for which the Participant is relocating, including:   + the **employer;**   + **employer’s location;**   + **the likely number of hours of employment per week; and**   + **statement** that the position is ongoing. * Evidence from the Participant identifying any dependents they will be moving with, along with evidence of the eligible government payment (such as Services Australia) (Centrelink) statements).   Evidence for claiming reimbursements:   * Invoices that distinguish between individual item costs where applicable and which identify relocation assistance paid. * Evidence of when the relocation occurred. * Evidence that relocation assistance has been paid to the Participant.   **Note**: Where up-front payments have been made, invoices that distinguish between individual item costs do not need to be uploaded. However, providers must obtain and upload at least two quotes (unless there is only one supplier) for items subject to up-front payments. Providers should ensure that they record the details of any up-front payments in the Comments section of ESS, including what the payment was, for example petrol.  Where sufficient Documentary Evidence does not exist, providers can request that job seekers supply other evidence (including bank statements, statutory declaration) to support costs that have been incurred and require reimbursement. Please email all evidence to [relocationassistance@employment.gov.au](mailto:relocationassistance@employment.gov.au) for a case by case assessment. |

### Section 7: Wage Subsidy

| Wage Subsidy | Information that must be entered into the Department’s IT Systems: | Additional evidence that must be retained (in electronic form or hard copy): |
| --- | --- | --- |
| **Wage Subsidy**  *Grant Agreement*  Clause Reference:   * Clause 101   Further information on Wage Subsidy documentary evidence requirements can be found in the:   * DES Wage Subsidy Scheme Guidelines * DES Wage Start Guidelines | * Confirmation on the Vacancy Placement screen that the Placement is a Wage Subsidy Placement within 56 days of the Placement commencing.   **Wage Subsidy Agreement**   * The Employer Signed on Date must be entered on the Wage Subsidy tab of the Vacancy Placement screen to indicate that the Wage Subsidy Agreement has been finalised, before any claim for reimbursement can be made.   **Placement Ends Early**   * The actual end date and reason why the placement ended early must be recorded in the Department’s IT systems. | Evidence of the agreement, in the form of:   * A signed DES Wage Subsidy Agreement between the DES provider and the Employer. The Agreement must cover all relevant details including:   + **participant name and contact details;**   + **employer name and contact details;**   + **employment job description;**   + **weekly wage payable;**   + **agreed wage subsidy amount (total);**   + **if GST is required to cover the employer’s GST liability; and**   + **any Additional Terms and Conditions negotiated in the wage subsidy agreement, including, but not limited to, payment schedule & method, permissible breaks & voluntary changes in employment.**   Evidence of employment, as outlined in section 2 for the Documentary Evidence for claims for Outcomes, including the hours worked by the Participant, the wages paid by the employer to the Participant, and any unpaid absences.    Evidence of payment of the subsidy to the employer in the form of:   * a record of transaction (bank statement or report from the Employment Provider’s financial system); * a Tax Invoice and receipt from the Employer; * a remittance advice; or * a statutory declaration from the Provider.   The evidence must clearly include:   * the amount of the Restart Wage Subsidy payment; * the Employer’s details (including ABN); and * the date the payment was made.   Where Provider Expenses for a Wage Subsidy Scheme subsidy has been claimed:   * a record of the incidental work items including evidence of the purchase, and justification as to why the item is essential; and * a record of whether the claim includes the $100 (excl GST) Administration Fee. |

### Section 8: Restart Wage Subsidy

| **Restart Wage Subsidy** | **Information that must be entered into the Department’s IT Systems:** | **Additional evidence that must be retained (in electronic form or hard copy):** |
| --- | --- | --- |
| **Restart Wage Subsidy**  *Grant Agreement clause reference:*   * Clause 102.   **Guidelines reference:**   * DES Managing Restart Wage Subsidies from 1 January 2017 * DES Restart Guidelines Agreements entered into prior to 1 January 2017 | For a Restart Wage Subsidy, the following information must be entered into the Department’s IT Systems:   * an approved Restart Wage Subsidy Agreement; * a linking Vacancy; and * Employer and Placement details (information will be pre-populated from other parts of the Department’s IT System).   When submitting an overrides and special claim request, the Employment Provider must include the linked Agreement identifier and/or the Vacancy identifier. | **Restart Wage Subsidy Agreements:**   * For Restart Wage Subsidy Agreements approved by the Employer online through the jobactive website or the jobactive Employer App, no additional evidence is required. * For Restart Wage Subsidy Agreements that are signed offline, a copy of the Restart Wage Subsidy Agreement, signed by both the Employment Provider and Employer.   **Evidence of Employment**  Documentary Evidence demonstrating the Participant was Employed as per the Restart Wage Subsidy Agreement and the required hours were worked over the Restart Wage Subsidy Period. This should include either:   * a declaration by the Employer through the Department’s IT Systems; * payslips to demonstrate hours worked or a print-out from the Employer’s payroll software; or * a statutory declaration, email or other correspondence from the Employer.   In addition, the Provider must upload evidence from the Employer to verify any periods of leave.  **Claims for Reimbursement**  Documentary Evidence must be uploaded by the Provider to demonstrate prior payment from the Provider to the Employer. In addition to the Documentary Evidence uploaded by the Provider as set out under the heading ‘Payments to Employers’ above, this should include either:   * a record of transaction (bank statement or report from the Employment Provider’s financial system); * a Tax Invoice and receipt from the Employer; * a remittance advice; or * a statutory declaration from the Provider.   The evidence must clearly include:   * + the amount of **the** Restart Wage Subsidy payment;   + the Employer’s details (including ABN); and   + the date the payment was made. |

### Section 9: PaTH Internship

| **PaTH Internship** | **Information that must be entered into the Department’s IT Systems:** | **Additional evidence that must be retained (in electronic form or hard copy):** |
| --- | --- | --- |
| **Reimbursement for $1000 host business payment**  *Grant Agreement clause reference:*   * **Clause 99**   **Guidelines reference:**   * Managing PaTH Internship Guidelines | * Providers certify that a claim for reimbursement is payable through the Internship Agreement Details screen in the Department’s IT systems. | Evidence that the internship commenced. This can be:   * written correspondence from the host business such as a letter or email 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; or * a remittance advice.   All documentary evidence must include the following information:   * + PaTH **Internship Agreement ID;**   + **host business name and ABN;**   + **payment amount; and**   + **date the payment** was made to the host business. |
| **PaTH Internship Outcome Payment**  *Grant Agreement clause reference:*   * **Clause 99**   **Guidelines reference:**   * Managing PaTH Internship Guidelines | * Providers certify that a claim for reimbursement is payable through the Internship Agreement Details screen in the Department’s IT systems. | * Written correspondence from the host business such as a letter or email from the provider.   The evidence must include the following details:   * + **date that the internship commenced;**   + **end date, or statement that the internship has continued for at least four weeks; and**   + **confirmation that the internship was for between 30 and 50 hours per fortnight during this period.** * Where a signed and dated written statement is used, it must be on the Employer’s letterhead and contain the Employer’s ABN. * Where a tax invoice is supplied, it must be in a form in accordance with ATO requirements. * If the DES provider needs to contact an Employer to obtain a payslip as a form of Documentary Evidence, the Provider must obtain the Participant’s written consent prior to contacting the Employer. The Participant’s written consent must be uploaded into the Department’s IT Systems by the DES provider in either electronic form or hard copy. A Participant is able to supply the Provider with their payslip covering the necessary times and including the compulsory details. |