



**Australian Government**



# Ongoing Support Guidelines

## V 2.8

**Disclaimer**

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

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## Document Change History

Version	Start Date	Effective Date	End Date	Change & Location
2.8	5 Dec 2015	5 Dec 2015		<b>Amendment:</b> amended to include the voluntary use of the Working Hours field on the Job Seeker Payments screen in ESSWeb.
2.7	29 June 2015	29 June 2015	4 Dec 2015	<b>Clarification:</b> Amended to include further guidance on up-skilling. Amended to include further guidance on purchased assistance translating to Ongoing Support hours. <b>Narrative:</b> amended terminology from Employment Pathway Plan to Job Plan.
2.6	1 April 2015	1 April 2015	29 June 2015	<b>Clarification:</b> Amended to clarify that Ongoing Support assistance including assistance purchased (internally and externally) must directly relate to maintaining the Participant's employment. <b>Policy:</b> Amended to allow appropriate and personalised assistance purchased internally and externally from third party providers by DES Providers, to be included as part of Ongoing Support hours. <b>Policy:</b> Amended to allow skills training to up-skill a Participant's qualifications and or skills in their current employment or new employment. <b>Policy:</b> Amended to allow contacts to be delivered in modes other than face-to-face including by video conference, phone, instant chat or email. <b>Note:</b> These policy changes are being implemented for an 18-month trial period from 1 April 2015 to 30 September 2016 to ensure they achieve the intended outcomes and, if successful, they

Version	Start Date	Effective Date	End Date	Change & Location
				will be retained for the remainder of the Deed period
2.5	25 August 2014	25 August 2014	31 March 2015	<b>Policy:</b> amalgamation of Ongoing Support and Ongoing Support fees guidelines <b>Narrative:</b> Amendments to wording to clarify advice.
2.4	01 August 2013	01 August 2013	24 August 2014	<b>Policy:</b> Change to allow up to 20 business days to change Employment in Ongoing Support (p17.p19 and attachment) Change to Attachment B to be the same as the Deed.
2.3	1 July 13	1 Jul 13		<b>Narrative:</b> Remove references to remote servicing throughout document.
2.2	1 Jul 12	1 Jul 12	1 Jul 13	<b>Policy:</b> Addition of information to that Providers can seek extenuating circumstances for Change in Employment Suspensions of longer than five days.(p24, Attachment C) <b>Narrative:</b> Amendment to the timing for some Ongoing Support Assessments (Step 6, p18)
2.1	31 Aug 11	31 Aug 11	30 Jun 12	<b>Miscellaneous:</b> Inclusion of hours of support for Moderate Ongoing Support and High Ongoing Support. (p7, Step 1). Inclusion of examples of evidence DES providers can provide to Ongoing Support Assessors to support level of Ongoing Support provided. (p9, Step 2) <b>Narrative:</b> Amendments to wording to clarify advice. (p15, Attachment A)
2.0	1 Jul 11	1 Jul 11	31 Aug 11	<b>Policy:</b> Minimum Contact Requirements have been amended in the General Deed Variation 3. Step 1 – Assessing Participants’ Ongoing Support needs amended to reflect the new

Version	Start Date	Effective Date	End Date	Change & Location
				<p>Deed provisions  <b>Attachment B:</b> Table 1 updated to reflect the Table 1 in the Deed.            Addition of Attachment C – Change in Employment  <b>Clarification:</b> DES Job in Jeopardy participants may access Ongoing Support subject to OSA – p3.            Anchor date – this is the anchor date of the 26 Week Employment Outcome – p3,12,13. Step 2 – No Ongoing Support Required – removal of ‘up to 10 hours of support provider and duplicated wording - Work Based Personal Assistance only – p7  <b>Narrative:</b> Step 2 – clarification of instances of support – p11. Step 5 – Break in current Employment – clarification providing OS to maintain employment during leave periods – p13. Attachment A – Addition of FAQs 2 and 5 – p15,16  <b>Process:</b> Step 2 - Removal of dot points 3 and 4 – duplication see Steps 5 and 6 – p12,13. Removal of reference to ‘Change of Employment’ guidelines – p6. Attachment B – inclusion of Change in Employment guidelines for OS – p18. Addition of flow chart – Process for entering a suspension for Participants who voluntarily change their Employment – p19. Addition of steps for Change of Employment – p20  <b>Policy:</b> Addition of ‘or within 14 days’ – p9,10. Step 1 – Changes to guide for assessing appropriate levels of MOS and HOS – p8</p>
1.1	10 Jun 10	10 Jun 10	30 Jun 11	<b>Process:</b> Addition of Break in current Employment (p11 - step 5)

Version	Start Date	Effective Date	End Date	Change & Location
				<b>Narrative:</b> Clarification of contact requirements (p7 – step 1)
1.0	15 Jan 10	01 Mar 10	10 Jun 10	Original version of document

## Background

These Guidelines outline a Disability Employment Services (DES) provider's (hereon referred to as 'DES provider') 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 DES Participants who have achieved a 26 Week Employment Outcome, are currently Employed, and who require the services of a DES provider to retain and/or maintain their Employment. The DES provider will work with the Participant and their Employer to enable the Participant to maintain their current sustainable Open Employment.

For those Participants achieving a 26 Week Employment Outcome, DES providers will initially determine if Ongoing Support is required by and best suited to an individual Participant's needs to retain their current open Employment or if the Participant should be Exited as an Independent Worker.

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. A person is able to access assistance from the Employment Assistance Fund 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 DES 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 DES 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.

### From 1 April 2015 to 30 September 2016

From April 2015 the Department is implementing an 18-month trial of new Ongoing Support and Employment Pathway Plan/Job Plan arrangements. The new arrangements are designed to increase flexibility and reduce administrative burden; while ensuring quality services are maintained for DES Participants. The changes provide clarification that Ongoing Support assistance including assistance purchased (internally and externally) must directly relate to maintaining the Participant's employment.

The Ongoing Support changes allow appropriate and personalised assistance purchased internally or externally from third party providers by DES Providers, to be included as part of

Ongoing Support hours. The existing provisions limit Ongoing Support services to assistance provided directly by the DES provider.

To further support the Government's participation agenda and increase employment outcomes for people with disability; from April 2015 providers can purchase skills training to up-skill a Participant's qualification and or skills in their current employment or new employment. The policy intent is that up-skilling provides opportunities for the participant to remain competitive in their job, advance in another job, and support their aspirations, with the same or another employer.

These trial arrangements allow providers to deliver Flexible, Moderate and High Ongoing Support Contacts in modes other than face-to-face including by video conference, phone, instant chat or email. This increased flexibility will give providers more time to deliver direct support to Participants and employers to meet their needs. The mode of contact and the assistance purchased must be included in the Participant's Job Plan (*Refer to Job Plans Guideline for further information*).

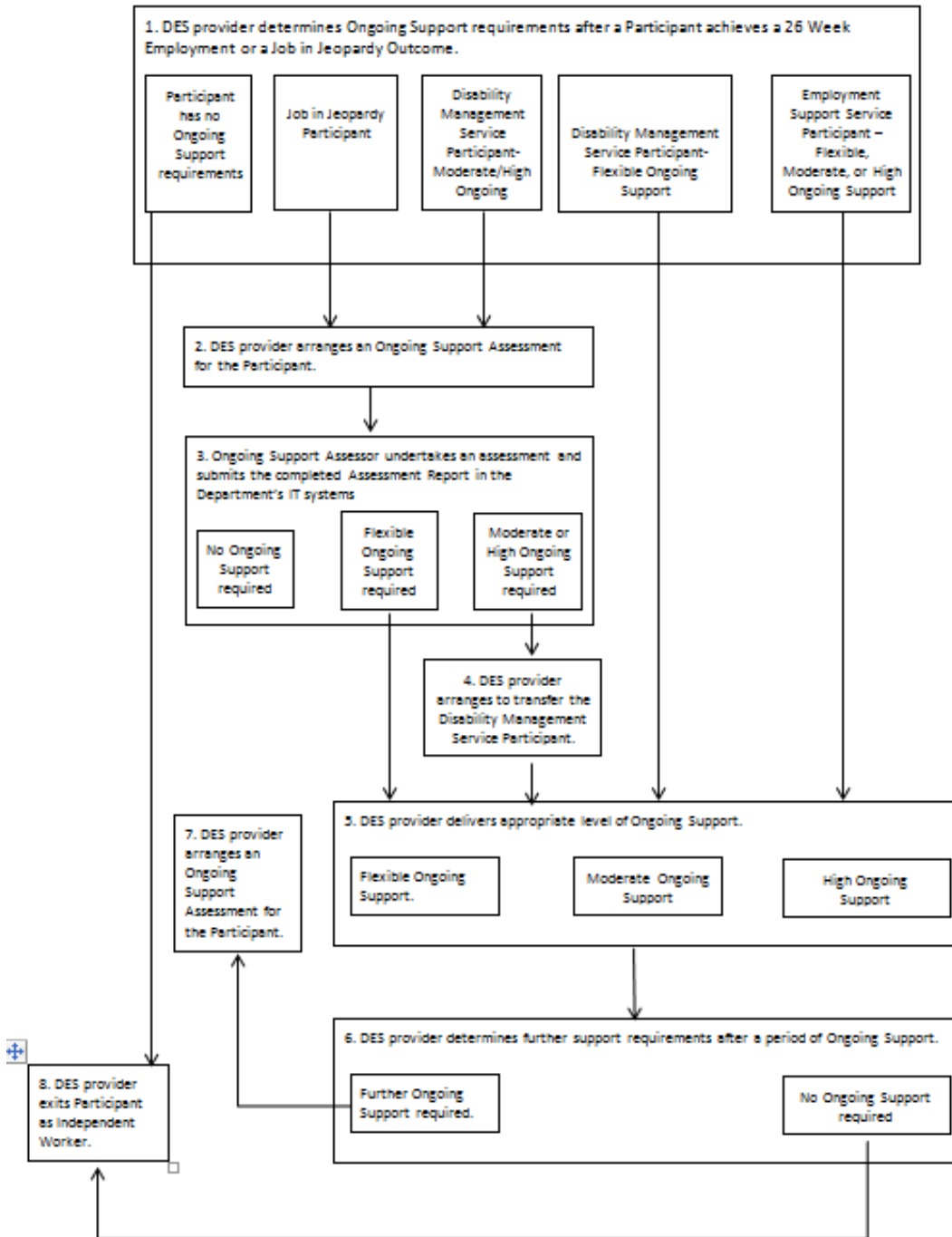
### **Ongoing Support Fees**

High and Moderate Ongoing Support fees will be paid in arrears, either quarterly (the default), or monthly. 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 per Quarterly Ongoing Support claim or over 3 consecutive Monthly Ongoing Support claims.

Flexible Ongoing Support is paid on a fee-for-service basis for each Instance of support over four hours. 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 DES provider must arrange for an Ongoing Support Assessment to determine if a higher level of support is required or whether a further period of Flexible Ongoing Support is more appropriate.



**Flow Chart – Assessing a Participant’s needs for Ongoing Support:**



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

**Text Version of Assessing a Participant's needs for Ongoing Support:**

- (a) DES provider determines Ongoing Support requirements after a Participant achieves a 26 Week Employment or Job in Jeopardy Outcome.

If Participant is a Job in Jeopardy Participant who requires Ongoing Support or a Disability Management Service Participant who requires Moderate or High Ongoing Support, proceed to step 2.

If Participant is a Disability Management Service Participant who requires Flexible Ongoing Support or an Employment Support Service Participant who requires Flexible, Moderate or High Ongoing Support, proceed to Step 5.

If Participant has no Ongoing Support Requirements, proceed to Step 8.

- (b) DES provider arranges an Ongoing Support Assessment for the Participant.
- (c) Ongoing Support Assessor undertakes an assessment and submits the completed Assessment Report in the Department's IT Systems.
- (d) DES provider arranges to transfer Disability Management Service Participant.
- (e) DES provider delivers appropriate level of Ongoing Support.
- (f) DES provider determines further support requirements after period of Ongoing Support.
- (g) DES provider arranges an Ongoing Support Assessment for the participant.
- (h) DES provider exits Participant as Independent Worker.

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

### **Disability Employment Services Deed Clauses:**

Clause 103 - Entry into Ongoing Support  
Clause 105 - Limitations on Program A Ongoing Support  
Clause 106 - Provider Exit from Ongoing Support  
Clause 109 – Updating the Department’s IT Systems  
Clause 110 - Change of Circumstances Reassessment during Ongoing Support  
Clause 117 – Exits  
Clause 20 – Evidence to support claims for payment  
Clause 113 – Relationship failure, transfer by agreement and transfers by the Department  
Clause 125 – Ongoing Support Fees  
Section 5J – Ongoing Support  
Annexure B1 – Program A Fees (Table 5)  
Annexure B2 – Program B Fees (Tables 5, 5a, 5b)

Annexure B2 – Table of Ongoing Supports Fees - Table 5, 5a, 5b

### **Reference documents relevant to these guidelines:**

Transfer Guidelines  
Exit Guidelines  
Ongoing Support Assessment Guidelines  
Job in Jeopardy Guidelines  
Job Plans Guideline  
Workplace Based Personal Assistance Guidelines  
Records Management Instructions Guidelines  
Documentary Evidence for Claims for Payment Guidelines

### **Explanatory Note:**

1. All capitalised terms have the same meaning as in the Disability Employment Services Deed
  - (a) In this document, “must” means that compliance is mandatory and “should” means that compliance represents best practice.
  - (b) Shaded areas in the flow charts denote activities that are undertaken by the Participant, the Department or Centrelink.

## Ongoing Support Guidelines:

Who is Responsible:	What is Required:
<p><b>1. The DES provider</b></p> <p>Determines Ongoing Support requirements after a Participant achieves a 26 Week Employment or Job In Jeopardy Outcome</p> <p><i>Disability Employment Services Deed Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 103.1</li> <li>• Clause 104.1</li> <li>• Clause 109</li> </ul>	<p>The DES provider will determine if the Participant requires Ongoing Support to retain their current Open Employment after achieving a 26 Week Employment Outcome, taking into consideration the support provided to the Participant while in Post Placement Support.</p> <p>A DES Participant, including JIJ, who does not require Ongoing Support to retain their current Open Employment, must be Exited as an Independent Worker.</p> <p>A Noticeboard message will appear when a Participant achieves a 26 Week Employment Outcome requesting a programme phase move or exit.</p> <p>Reasons for determining the need for Ongoing Support or Exiting the Participant must be recorded in the Department’s IT system. See Documentary Evidence Guidelines for more Information.</p> <p>The DES provider’s role in determining Ongoing Support requirements at this time depends on the Participant’s programme:</p> <ul style="list-style-type: none"> <li>• Disability Management Service – if the DES provider determines that Ongoing Support is required to retain their current Open Employment, the provider can deliver Flexible Ongoing Support or can refer the Participant for an Ongoing Support Assessment if a higher level of support is required;</li> <li>• Employment Support Service – if the DES 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.</li> <li>• Job in Jeopardy Participants – if the DES provider determines that Ongoing Support is required to retain their current Open Employment, the provider must refer the Participant for an Ongoing Support Assessment;</li> </ul> <p>The following can be used as a guide to assist providers to assess the appropriate level of Ongoing Support.</p> <p><b>No Ongoing Support required</b></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"> <li>• little or no support required or</li> <li>• Work Based Personal Assistance only</li> </ul> <p><b>Flexible Ongoing Support</b> (Disability Management Service or</p>

Who is Responsible:	What is Required:
	<p>Employment Support Service 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"> <li>• Sporadic support in short bursts</li> <li>• Episodic instances</li> <li>• Irregular in nature</li> <li>• More than three but less than a total of 25 hours in the last six months</li> </ul> <p><b>Moderate Ongoing Support</b> (Employment Support Service 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"> <li>• Regular and ongoing and</li> <li>• At least six contacts in the last three months or</li> <li>• Between 25 and 42 hours of Support in the last six months</li> </ul> <p><b>High Ongoing Support</b> (Employment Support Service 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"> <li>• Regular and ongoing</li> <li>• Significant support either in hours or intensity and</li> <li>• At least 12 contacts in the last three months or</li> <li>• More than 42 hours of Support in the last six months</li> </ul> <p><b>Purchased assistance and hours of Ongoing Support</b></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><b>Consideration of purchased assistance translating to hours of Ongoing Support</b></p> <p>Where purchased assistance meets the requirements of Ongoing Support and was delivered one-to-one to the DES 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</p>

Who is Responsible:	What is Required:
	<p>requirements of Ongoing Support and was delivered in modes other than one-to-one assistance, such as in a group setting, then the amount of hours of purchased assistance that may reasonably translate to Ongoing Support assistance may be based on a proportional amount which 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><b>Note:</b> 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> <p>If the DES provider determines that:</p> <ul style="list-style-type: none"> <li>• A Participant requires Ongoing Support, but that Participant will need an Ongoing Support Assessment, <b>Proceed to Step 2.</b> <ul style="list-style-type: none"> <li>– (For Job in Jeopardy Participants or Disability Management Service Participants requiring Moderate or High Ongoing Support).</li> </ul> </li> <li>• A Participant requires a level of Ongoing Support that the provider is contracted to deliver, <b>Proceed to Step 5.</b></li> <li>• Ongoing Support is not required, <b>Proceed to Step 8.</b></li> </ul>
<p><b>2. The DES provider</b> Arranges an Ongoing Support Assessment for the Participant.</p> <p><i>Disability Employment Services Deed Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 105.1</li> <li>• Clause 110</li> </ul>	<p>A DES provider must arrange an Ongoing Support Assessment if they determine a:</p> <ul style="list-style-type: none"> <li>• Disability Management Service Participant would benefit from Moderate or High Ongoing Support;</li> <li>• Job in Jeopardy Participant who achieves an Outcome needs Ongoing Support;</li> <li>• A Participant has had 6 flexible Ongoing Support instances within the last six months and is likely to require more.</li> </ul> <p>The DES provider initiates an Ongoing Support Assessment Allocation in the Department's IT Systems for a Participant they determined required Ongoing Support.</p> <ul style="list-style-type: none"> <li>• DES provider arranges an Ongoing Support Assessment for the Participant in accordance with the <i>Ongoing Support Assessment Allocation Guidelines</i>, <b>Proceed to Step 3</b></li> </ul> <p>At the interview with the Ongoing Support Assessor the DES provider is required to provide documents outlining the level of</p>

Who is Responsible:	What is Required:
	Ongoing Support provided to the Participant and that could be considered relevant to an Ongoing Support Assessment. See Appendix B for more information.
<p><b>3. Ongoing Support Assessor</b></p> <p>Undertakes an assessment and submits the completed Assessment Report in the Department’s IT Systems</p> <p><i>Disability Employment Services Deed Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 109</li> </ul>	<p>The Ongoing Support Assessor will conduct interviews, then compile all relevant documentation and information and complete a detailed report on the Participant.</p> <p>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 Ongoing Support Assessment (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>Note: 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"> <li>• Disability Management Service Participant and the OSA recommends Flexible Ongoing Support <b>Proceed to Step 5.</b></li> <li>• Disability Management Service Participant and the OSA recommends a Moderate or High level of Ongoing Support, the DES provider must transfer the Participant, <b>Proceed to Step 4.</b></li> <li>• Employment Support Service Participant and the OSA recommends Flexible, Moderate or High Ongoing Support, <b>Proceed to Step 5.</b></li> <li>• If the OSA recommends that no Ongoing Support is required, the Participant must be exited at the next regular contact, <b>Proceed to Step 8.</b></li> </ul>
<p><b>4. DES provider</b></p> <p>Arranges to transfer Disability Management Service Participant.</p>	<p>A DES provider will transfer a Disability Management Service Participant to a new provider if they are not contracted to provide the Program Services recommended in the Ongoing Support Assessment in their ESA (i.e., Moderate or High Ongoing Support).</p> <p>The DES provider will contact the Disability Management Service Participant and explain the reason for transfer, and ascertain the Participant’s Employment Support Service 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>

Who is Responsible:	What is Required:
	<p>The DES provider will then arrange for the Participant to be transferred to the new provider. See the <i>Transfer Guidelines</i> for more information.</p> <p>If the Disability Management Service provider also has Employment Support Service business within the same ESA, the Participant may transfer programs while remaining with the same provider.</p> <ul style="list-style-type: none"> <li>The new DES provider can then deliver the level of required Ongoing Support up to the recommended level, <b>Proceed to Step 5.</b></li> </ul>
<p><b>5. The DES provider</b> Delivers appropriate level of Ongoing Support and mode of Contact.</p> <p><i>Disability Employment Services Deed Clause Reference:</i></p> <ul style="list-style-type: none"> <li>Clause 105.1</li> <li>Clause 117.11</li> </ul>	<p>The DES provider must discuss the determined or recommended Ongoing Support level with the Participant at their next Contact. Participants who have transferred from the Disability Management Service will need to have their new level of Support explained to them at their commencement interview. The DES provider will then move the Participant into the required Ongoing Support level in the Department's IT Systems. The DES provider will also update the Participant's Job Plan at the meeting – see the <i>Job Plans Guideline</i> for more information.</p> <p><b>Ongoing Support</b></p> <p>While providing Ongoing Support, the DES 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"> <li>Contacts required by the Participant to retain their current Open Employment;</li> <li>Assistance provided by the DES provider only;</li> <li>Assistance purchased internally or externally from third party providers by the DES provider that directly relates to maintaining their employment;</li> </ul> <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"> <li>Must be reasonable, necessary and directly relate to maintaining the participant's employment while in OS; and</li> <li>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; and</li> </ul>



Who is Responsible:	What is Required:
	<ul style="list-style-type: none"> <li>○ Must for professional services such as psychological interventions, be evidence based and delivered by health professionals that meet the required registration requirements in Australia; and</li> <li>○ Must be value for money; and</li> <li>○ Must not duplicate or subsidise employer obligations; and</li> <li>○ Must not duplicate assistance that is available to the participant under any other Australian or State Government services; and</li> <li>○ Must not duplicate services that are required to be delivered to the participant by the DES provider under the Deed.</li> </ul> <ul style="list-style-type: none"> <li>● Participant Training related to their current Open Employment;</li> <li>● on the job assistance and guidance;</li> <li>● skills training required to up-skill a Participant’s qualification and or skills in their current employment or new employment; <ul style="list-style-type: none"> <li>○ In addition to delivering the minimum Contacts and Ongoing Support to maintain the Participant’s current employment, providers have some flexibility to provide Ongoing Support to improve a Participant’s qualifications and or skills.</li> <li>○ Providers can up-skill a Participant’s qualifications and or skills in the same, related or new industry as the Participant’s current employment. 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.</li> </ul> </li> <li>● co-worker training;</li> <li>● evidence based psychological counselling such as Cognitive Behavioural Therapy;</li> <li>● advising or counselling family members; and</li> <li>● traveling time in order to provide support.</li> </ul> <p><b>Note:</b> 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 contribute</p>

Who is Responsible:	What is Required:
	<p>to Ongoing Support, but not limited to are:</p> <ul style="list-style-type: none"> <li>• Contacts provided that are not required to retain or maintain a Participants current Open Employment</li> <li>• Job search activities</li> <li>• subcontracting arrangements unless approved by the department</li> <li>• time spent by staff at staff meetings;</li> <li>• staff training;</li> <li>• staff administration</li> </ul> <p><b>Flexible Ongoing Support</b> (Disability Management Service and Employment Support Service Participants)</p> <p>The DES 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><b>Note:</b> Flexible Ongoing Support will be funded on a 'fee for service' basis. Programme 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 Ongoing Support Assessment must be allocated to determine if a different level of support is required.</p> <p><b>Moderate and High Ongoing Support</b></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><b>Mode of Contacts</b></p> <p>All three levels of Ongoing Support Contacts can be delivered face-to-face, by video conference, phone, instant chat, or email as per the Deed or any Guidelines. The preferred mode of contact must be agreed with the Participant and included in their Job Plan. <i>(for further information).</i></p> <p>See Job Plans Guideline, Appendix C and Notice No: 16 of the DES Deed for more information.</p> <p><b>Changing Levels of Ongoing Support</b></p>

Who is Responsible:	What is Required:
	<p>A DES 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"> <li>• If an Ongoing Support Assessment is in place, then the DES 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</li> <li>• The DES provider may not change to an Ongoing Support level higher than that recommended.</li> <li>• A Participant may be referred for an OSA at any time independently of notification from the Department's IT System. 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"> <li>– a Participant's circumstances change significantly e.g. More than six Instances in six months are required in Flexible Ongoing Support; and</li> <li>– a DES provider decides the Participant would benefit from a higher level of support</li> </ul> </li> <li>• If no Ongoing Support Assessment is in place then the Employment Support Service DES provider may choose the level that best suits the needs of the Participant, within 52 weeks of the Anchor Date of the 26 Week Employment Outcome.</li> </ul> <p>Each change in level must be discussed and explained to the Participant.</p> <p><b>Note:</b> 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><b>Break in current Employment</b></p> <p>If a Participant has a break in their current employment including:</p> <ul style="list-style-type: none"> <li>• Christmas shutdown,</li> <li>• Annual leave and</li> <li>• sick leave</li> </ul> <p>that impacts their need for servicing at their current level of Ongoing Support and the contact they require, the DES provider must manually suspend the Participant for the period that they don’t require servicing. For more information see the <i>Period of</i></p>

Who is Responsible:	What is Required:
	<i>Service Guidelines.</i>
<p><b>6. The DES provider</b> Determines further support requirements after period of Ongoing Support for all Disability Management Service &amp; Employment Support Service Participants.</p> <p><i>Disability Employment Services Deed Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 105.1</li> </ul> <p>Other References: <i>Ongoing Support Assessment Guidelines</i></p>	<p>After the initial period of Ongoing Support, 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"> <li>• 48 weeks from the Anchor Date of the 26 Week Employment Outcome, or</li> <li>• It has been 48 or 74 weeks* since their last Ongoing Support Assessment</li> </ul> <p>*For details about whether the 48 or the 74 week period applies, please refer to the Ongoing Support Assessment Guidelines.</p> <p>The message will remind the DES provider to review the Participant's progress and determine whether further Ongoing Support is required.</p> <ul style="list-style-type: none"> <li>• The DES provider determines that the Participant requires further Ongoing Support, <b>Proceed to Step 7.</b></li> <li>• The DES provider determines that the Participant can now operate as an Independent Worker, <b>Proceed to Step 8.</b></li> </ul>
<p><b>7. The DES provider</b> Arranges an Ongoing Support Assessment for the Participant.</p> <p><i>Disability Employment Services Deed Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 105.1</li> </ul>	<p>The DES provider must arrange an Ongoing Support Assessment within two days of notification, if the DES provider determines that a Participant who is already receiving Ongoing Support will require further support.</p> <ul style="list-style-type: none"> <li>• The DES provider initiates an Ongoing Support Assessment Allocation in the Department's IT Systems, in accordance with the Ongoing Support Assessment Guidelines, <b>Proceed to Step 3</b></li> </ul>
<p><b>8. The DES provider</b> Exits the Participant as an Independent Worker</p> <p><i>Disability Employment Services Deed Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 103.4</li> <li>• Clause 106.1 (a)</li> <li>• Clause 117.10</li> </ul>	<p>A DES provider must Exit a Participant from Ongoing Support at any time, a DES provider or Ongoing Support Assessor determines that a Participant is able to work independently without any further Ongoing Support, or</p> <ul style="list-style-type: none"> <li>• if a Participant receiving Ongoing Support ceases to be in Employment, Unsubsidised Self-Employment, Traineeship or Apprenticeship, or</li> <li>• if a Participant in Moderate or High Ongoing Support is Suspended for more than 12 months.</li> </ul> <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><b>Ceasing Employment</b></p>

Who is Responsible:	What is Required:
	<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 DES provider must enter details of the new employment into the Department's IT System and retain Documentary Evidence as verification. The DES 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 Change in Employment Suspension can be ended 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 Deed and any guidelines.</p> <ul style="list-style-type: none"> <li>• DES provider exits the Participant, <b>End of Process.</b></li> </ul>

**Appendix A – Table 1 - Minimum Contacts**

<b>All Participants (excluding Job in Jeopardy Participants)</b>	Initial Interview on Commencement
	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
<b>Job in Jeopardy Participants</b>	Initial Interview on Commencement
	Regular Contacts, as deemed appropriate by the provider, during the Period of Service
<b>Employment Support Service Participants only</b>	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 Contacts specified for Participants who are receiving Flexible Ongoing Support.

## Appendix B - Documentary Evidence for Ongoing Support File Assessments

If a DES 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 DES provider (excluding items claimed under the Employment Assistance Fund 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 System 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 DES provider in response to issues raised during these contacts
- 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 DES 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 job 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 job 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 job placement or since the last OSA.

#### Past and current Ongoing Support

The nature, frequency and amount in hours of support provided since job 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 DES provider from its own funds to address the Participant's past barriers and their impact on work duties since job placement or since the last OSA.

#### Progress

Information (from the DES provider's perspective) in relation to the progress made by the Participant to overcome the past barriers since job 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 DES 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.



## Appendix 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 DES provider since Job Placement(s) and in the future to enable the Participant to:</p> <ul style="list-style-type: none"> <li>a) maintain friendly and cooperative relationships with others;</li> <li>b) greet and interact with people confidently;</li> <li>c) behave appropriately in work situations;</li> <li>d) control and manage anger and frustration appropriately;</li> <li>e) cope with work-related stress and pressure appropriately;</li> <li>f) maintain a positive outlook and mood most of the time;</li> <li>g) manage fear or anxiety about work issues;</li> <li>h) display emotions appropriate to the situation;</li> <li>i) cope with change in the work environment;</li> <li>j) address attitudinal barriers e.g. difficulty in dealing with authority figures and difficulty accepting direction; and</li> <li>k) maintain personal hygiene, grooming, and dress appropriate to work environments.</li> </ul>
Cognitive Assistance	<p>The level of assistance needed to be provided by the DES provider since Job Placement(s) and in the future to enable the Participant to:</p> <ul style="list-style-type: none"> <li>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;</li> <li>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;</li> <li>c) solve problems and make decisions appropriate to current work role;</li> <li>d) understand and follow complex new instructions (e.g. involving three or more steps);</li> <li>e) understand and follow simple new</li> </ul>

Categories	Support
	<p>instructions (e.g. involving one or two simple steps);</p> <ul style="list-style-type: none"> <li>f) remember tasks or instructions for the remainder of the work/training day after being shown or told;</li> <li>g) remember tasks or instructions shortly after being shown or told;</li> <li>h) concentrate on tasks without being distracted; and</li> <li>i) plan and organise work tasks.</li> </ul>
Vocational Assistance	<p>The level of assistance needed to be provided by the DES provider since Job Placement(s) and in the future to enable the Participant to:</p> <ul style="list-style-type: none"> <li>a) undertake the full range of tasks required for their current employment;</li> <li>b) understand the basic requirements of employment (e.g. attending work, reporting to supervisor, complying with instructions);</li> <li>c) demonstrate a level of work productivity and work quality, including WHS standards acceptable in the workplace (including under supported wages system);</li> <li>d) work on task under the usual supervisory conditions for at least 30 minutes;</li> <li>e) work on task under the usual supervisory conditions for at least 1 hour;</li> <li>f) understand time and be punctual in starting and finishing work and scheduled breaks;</li> <li>g) respond appropriately to instructions from work/work preparation supervisor;</li> <li>h) use initiative appropriately in the workplace (e.g. initiate work tasks, move on to the next step, etc.);</li> <li>i) asks for assistance appropriately if required;</li> <li>j) comply with safety requirements in the workplace or work preparation sessions;</li> <li>k) attend work or work preparation sessions to a satisfactory level for the employee;</li> <li>l) give appropriate notification of any absences (e.g. due to sickness);</li> <li>m) contact employer by telephone;</li> <li>n) adapt to environment conditions in the workplace (e.g. noise, heat, cold, humidity);</li> <li>o) travel to and from work independently (e.g.</li> </ul>

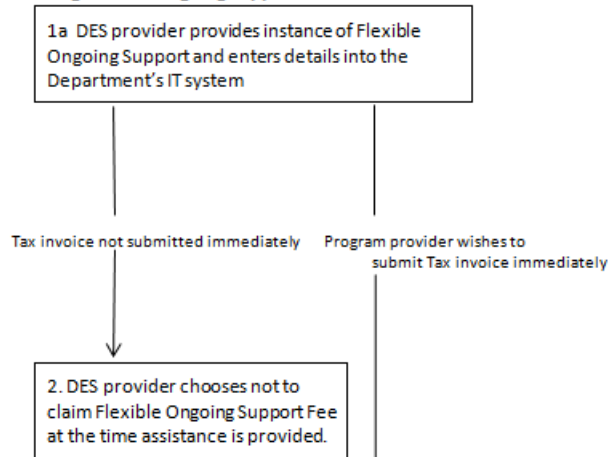
Categories	Support
	<p>travel training or assisting with transport bookings);</p> <p>p) develop awareness and acceptance of own abilities and limitations in work activities and employment goals; and</p> <p>q) be motivated and enthusiastic about current employment.</p>
Physical Assistance and Personal Care	<p>The level of assistance needed to be provided by the DES provider since Job Placement(s) and in the future to enable the Participant to:</p> <ul style="list-style-type: none"> <li>a) manipulate objects and complete gross motor tasks (e.g. tasks involving dexterity of fingers) relevant to work placement;</li> <li>b) move objects around and complete gross motor tasks (e.g. tasks involving movement and coordination of arms and/or legs);</li> <li>c) lift and move objects in accordance with the requirements of work placement and within safety limits;</li> <li>d) move around the workplace or training environment freely and safely;</li> <li>e) set up and arrange own work environment, equipment and materials;</li> <li>f) maintain required work pace without tiring;</li> <li>g) see clearly to perform work related activities (when wearing glasses or contact lenses if normally worn);</li> <li>h) attend to toileting and personal hygiene needs;</li> <li>i) prepare and consume drinks and food at work or work preparation setting;</li> <li>j) manage own medication while at work;</li> <li>k) maintain personal comfort and pressure area care (if unable to walk);</li> <li>l) manage pain associated with physical injury or illness; and</li> <li>m) transfer between wheelchair and other seating and/or load and unload from wheelchair transport.</li> </ul>
Workplace Environment Assistance	<p>The level of assistance needed to be provided by the DES provider since Job Placement(s) and in the future,:</p> <ul style="list-style-type: none"> <li>a) workplace determination (e.g. determination of worksites for physical accessibility and/or</li> </ul>

Categories	Support
	<p>modification requirements);</p> <ul style="list-style-type: none"> <li>b) negotiating and arranging modifications to the workplace environment (e.g. building modifications, ramps);</li> <li>c) job modification or redesign to match the capabilities of the Participant;</li> <li>d) selection and procurement of adaptive equipment or technology;</li> <li>e) training the Participant in the use of adaptive equipment or technology;</li> <li>f) training co-workers in the use of adaptive equipment and technology;</li> <li>g) supporting co-workers to adjust to the Participant's abilities and workplace support needs;</li> <li>h) supporting the employer to accommodate the Participant's abilities and workplace support needs and redesign tasks as appropriate; and</li> <li>i) support supervisors to work with and support the Participant.</li> </ul>
Special Assistance	<p>The level of assistance needed to be provided by the DES provider since Job Placement(s) and in the future:</p> <ul style="list-style-type: none"> <li>a) physical intervention by staff to prevent injury to self or others (e.g. due to aggression or self-injurious behaviour);</li> <li>b) non-physical intervention by service staff to prevent injury to self or others (e.g. verbal intervention, behaviour management strategies);</li> <li>c) first aid treatment for episodic conditions such as epilepsy or asthma or incidents such as falls or other immediate threats to health;</li> <li>d) psychological counselling or other intervention for severe mental health-related episodes such as severe stress, anxiety, panic attack, delusions or suicidal threat; and</li> <li>e) counselling for less acute issues such as grief, behavioural issues</li> </ul>
Other Assistance	<p>The following types of other assistance the DES provider likely need to provide or fund since Job Placement(s) and in the future?</p>

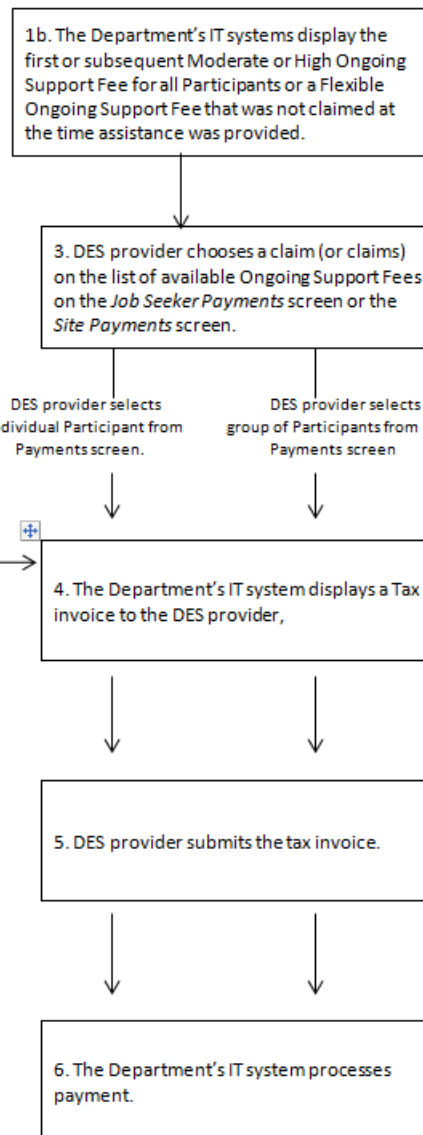
<b>Categories</b>	<b>Support</b>
	<ul style="list-style-type: none"> <li>a) advising, supporting or counselling the Participant's family regarding the Participant's employment related issues;</li> <li>b) assisting the Participant in employment related matters involving other agencies (e.g. declaring income to Centrelink);</li> <li>c) liaising with other agencies and treating professionals regarding the Participant's disability, medical or psychiatric condition;</li> <li>d) providing recognised vocational skills training relating to current or new Open Employment (i.e. training towards a recognised vocational certificate or New Apprenticeship);</li> <li>e) transporting the Participant to and from work, related training or other employment related appointments;</li> <li>f) interpreter assistance for interviews and/or work orientation (e.g. sign language interpreter or other language interpreter);</li> <li>g) English language and/or literacy training for the Participant if required to retain Open Employment.</li> </ul>
Communication Abilities	<p>When determining the support needs, the DES provider should consider Participant's communication abilities and the impact on maintaining employment. These include:</p> <ul style="list-style-type: none"> <li>a) understanding language;</li> <li>b) use of expressive language;</li> <li>c) speaks another language;</li> <li>d) hearing impairment</li> <li>e) other communication barriers.</li> </ul>

## Flow Chart - Claiming Flexible, Moderate or High Ongoing Support Fees:

### Claiming Flexible Ongoing Support Fees



### Claiming Flexible, Moderate, or High Ongoing Support Fees



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

### Text Version of Flow Chart – Claiming Flexible, Moderate or High Ongoing Support Fees

- 1) Flow chart can start at either A or B depending on what type of fees the provider is claiming:
- (c) **Claiming Flexible Ongoing Support Fees:** DES provider provides instance of Flexible Ongoing Support and enters details into the Department's IT Systems.  
If Tax Invoice not submitted immediately, go to step 2.  
If Program provider wishes to submit Tax Invoice immediately go to step 4.
- (d) **Claiming Flexible, Moderate or High Ongoing Support Fees:** 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.  
Go to Step 3
- 2) DES provider chooses not to claim Flexible Ongoing Support Fee at the time assistance is provided. **End of process.**
- 3) DES provider chooses a claim (or claims) on the list of available Ongoing Support Fees on the *Job Seeker Payments* Screen or the *Site Payments* screen. The DES Provider may either Select Individual Participants from the payments screen or Select a group of Participants from the Payments Screen
- 4) the Department's IT system displays a Tax Invoice to the DES Provider
- 5) DES provider submits the tax invoice
- 6) the Department's IT System processes payment. **End of process.**

## Claiming Ongoing Support Fees:

Who is Responsible:	What is Required:
<p><b>1a. The DES provider</b></p> <p>DES provider provides Instance of Flexible Ongoing Support and enters details into the Department's IT Systems</p> <p><i>Disability Employment Services Deed Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 125.1</li> </ul>	<p>The DES provider provides Flexible Ongoing Support and records the details in the Ongoing Support Management screen of the Department's IT Systems.</p> <p>Note: An instance is contact/s that equate to a minimum of four hours of service. A DES provider can provide a maximum of six instances of Flexible Ongoing Support (FOS) 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"> <li>• DES provider chooses not to claim Flexible Ongoing Support Fee at this time. <b>Proceed to Step 2</b></li> </ul> <p>DES provider chooses to claim Flexible Ongoing Support Fee at this time. <b>Proceed to Step 1b.</b></p>
<p><b>1b. The Department</b></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 Deed Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 125.3</li> <li>• Clause 125.17 and 125.18</li> <li>• Clause 125.23</li> <li>• Clause 124.4</li> </ul>	<p><b>Claiming Flexible, Moderate or High Ongoing Support Fees</b></p> <p>The Department's IT Systems will display any currently available Flexible, Moderate or High Ongoing Support Fees for the DES 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><b>Ongoing Support Fee:</b></p> <ul style="list-style-type: none"> <li>• That an Instance of Flexible Ongoing Support is recorded; or</li> <li>• That the Participant was in Moderate or High Ongoing support for the entire payment time period; and</li> <li>• A Tax Invoice has not been submitted previously for this payment by the DES provider.</li> </ul> <p><b>Working Hours field</b></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 DES 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>



Who is Responsible:	What is Required:
	<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><b>Pro Rata Flexible, Moderate or High Ongoing Support Fee:</b></p> <ul style="list-style-type: none"> <li>• 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).</li> <li>• Where a Participant was in Flexible Ongoing Support as well as either /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).</li> </ul> <p><b>Pro Rata Moderate or High Ongoing Support Fee following transfer to another DES provider:</b></p> <p>The amount payable will be calculated:</p> <ul style="list-style-type: none"> <li>• for the relinquishing 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</li> <li>• for the receiving provider, based on the period of time from the date of the initial Contact with the Participant by the receiving provider to the end of the monthly or quarterly period in which the date of transfer occurs.</li> </ul> <p><b>Note:</b> Ongoing Support payments for Moderate or High Ongoing Support are made in arrears. The payment time period for claiming Ongoing Support Fees is 13 weeks (i.e. Quarterly), unless the Department has agreed to change the payment time period to monthly. For a DES provider to claim Ongoing Support Fees, the Participant must be receiving Ongoing Support at the end of the relevant payment time period. If a Participant exits Ongoing Support, a pro rata payment will <u>not</u> be made available.</p>

<b>Who is Responsible:</b>	<b>What is Required:</b>
<p><b>2. The DES provider</b></p> <p>DES provider chooses not to claim a Flexible Ongoing Support Fee at the time assistance is provided</p>	<p>If the DES 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 <i>Job Seeker Payments</i> screen and the <i>Site Payments</i> screen.</p> <ul style="list-style-type: none"> <li>• <b>End of process</b></li> </ul>
<p><b>3. The DES provider</b></p> <p>DES 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 Deed Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> <li>• Clause 125.10(a) and (b)</li> <li>• Clause 125.19(a) and (b)</li> </ul>	<p>The DES 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 DES 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 DES provider's staff member with authority to claim then submits a claim.</p> <p>The Department's IT Systems requires that claims for Ongoing Support Fees must be made no later than 28 days after the day on which a claim for the Ongoing Support Fee becomes available to be submitted by the DES provider.</p> <p>When using the Site Payments screen, DES providers will need to select the Claim Category and Payment Type.</p>
<p><b>4. the Department</b></p> <p>the Department's IT Systems displays a Tax Invoice to the DES provider.</p> <p><i>Disability Employment Services Deed Clause</i></p> <p><i>Reference:</i></p> <ul style="list-style-type: none"> <li>• Clauses 125.3</li> </ul>	<p>the Department's IT Systems will display a Tax Invoice for Fee for the individual Participant after verifying that the DES provider's staff has authority to make the claim.</p> <ul style="list-style-type: none"> <li>• <b>Proceed to Step 5</b> if DES provider wishes to submit a Tax Invoice.</li> <li>• <b>Proceed to Step 3</b> if DES provider decides to decline to submit a Tax Invoice at this time or if the DES provider's staff member does not have authority to make a claim.</li> </ul>
<p><b>5. The DES provider</b></p> <p>DES provider elects to submit the Tax Invoice</p> <p><i>Disability Employment Services Deed Clause</i></p> <p><i>Reference:</i></p> <ul style="list-style-type: none"> <li>• Clauses 125.3</li> </ul>	<p>DES provider elects to submit a Tax Invoice.</p> <p>The DES 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 Documentary Evidence Guidelines for more information.</p>

Who is Responsible:	What is Required:
<p><b>6. the Department</b> 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 DES provider on the next scheduled fortnightly payment date. Each DES provider will have a fortnightly payment cycle in place with the Department, the start and end of which is determined by the Department at its absolute discretion.</p> <p><b>Note:</b> The cut-off point each fortnight for submitting the Tax Invoice is the Friday before the DES provider's payment day. Submitting by this day will ensure payment is made to the DES provider in that fortnightly payment.</p> <ul style="list-style-type: none"> <li>• <b>End of process</b></li> </ul>