

Programme Review, Programme Summary and Exits Guidelines

**V 1.2**

**Disclaimer**

This document is not a stand-alone document and does not contain the entirety of Disability Employment Services Programme 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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# Programme Review, Programme Summary and Exits Guidelines

## Document Change History

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| **Version** | **Start Date** | **Effective Date** | **End Date** | **Change & Location** |
| 1.2 | 5 December 2015 | 5 December 2015 |  | **Narrative:** removal of Eligible School Leaver cannot Participate in Extended Employment Assistance.(p 7). |
| 1.1 | 29 June 2015 | 29 June 2015 | 4 December 2015 | * Following IT enhancements, sections relating to the suspension of Participants if a Programme Review is not completed within allotted time * Following IT enhancements, sections relating to the Exit of DSP recipients under the age of 35 have been removed. * Inclusion of requirement to also advise ESS participants of Exit (Step 13, p 22) |
| 1.0 | 25 August 2014 | 25 August 2014 | 28 June 2015 | Original version. Amalgamation of the Programme summary, Programme Review and Exits guidelines, associated Job aids and Q&As. |

## Background

The Programme Review is conducted for each Participant (excluding Job in Jeopardy Participants) once they have received approximately 78 weeks of Employment Assistance. The Programme Review is conducted by an Employment Services Assessor, unless the Participant is participating in Employment or significant Education or Training, in which case it may be conducted by the Disability Employment Services (DES) provider.

The Programme Summary must be completed by DES providers (referred to as ‘DES providers’) prior to a Programme Review conducted by a Department of Human Services Assessor (Assessor) or when a Participant Exits DES. The Programme Summary provides Assessors and the Department of Human Services with information on the Participant’s progress in DES, achievements, and barriers to achieving and/or maintaining sustainable employment. The Programme Summary may also be used by the Department for monitoring purposes.

Provider Exits are performed by a DES provider for Participants who do not have participation requirements, who are fulfilling, or on an Exemption from, their participation requirements, or who otherwise must be Exited from DES. These Guidelines will outline those Participants who may be eligible for a Provider Exit, and the Department’s IT Systems will also confirm eligibility for all Provider Exits. See the relevant clauses in the Disability Employment Services Deed.

Effective Exits occur via the Department’s IT Systems. (For a full list of reasons a Participant could be Effectively Exited see the Disability Employment Services Deed.) DES providers are not required to do anything to trigger an Effective Exit, however must complete the following actions once notified of an Effective Exit on the noticeboard:

* complete a Programme Summary in relation to the Exited Participant within the required timeframe; and
* If the Participant was in Disability Management Service: provide them with an Exit Notification (see final Step in Exit process for more information)

## Disability Employment Services Deed Clauses:

Clause 99 – Programme Review

Clauses 116 – Effect of Exits

Clause 117 – Exits

Clause 118 – Other Suspensions and Exits

Clause 106 – Provider Exit from Ongoing Support

## Additional clauses:

Clauses 114 – Effect of Suspensions

Clause 115 – Suspensions

Clause 89 – Contact services

Clause 82 – Disputed Assessments

Clause 94 – Supported Wage System

## Reference documents relevant to these Guidelines:

Contacts Guidelines

Referral and Commencement Guidelines

Disability Employment Services Participant Compliance Guidelines

Records Management Instructions Guidelines

Documentary Evidence for Claims for Payment Guidelines

Outcome Guidelines

Period of Service Guidelines

Service Fee Guidelines

## Explanatory Notes:

1. All capitalised terms have the same meaning as in the Disability Employment Services Deed.
2. In this document, ‘must’ means that compliance is mandatory and ‘should’ means that compliance represents best practice.
3. Shaded areas in the flow charts denote activities that are undertaken by the Participant, the Department or Centrelink.

## Flow Chart – DES provider identifies and triggers Programme Review:

This flow chart outlines the process for a DES provider to identify and trigger program reviews. The steps are:
1. DES provider identifies a participant who is nearing 78 weeks of employment assistance.
2. DES provider records who should conduct programme review and triggers the programme review in the IT systems. The JCA provider then moves to Step 3.
3. DES provider arranges a programme review conducted by a2 Employment Services Assessor
4. DES provider completes Programme Summary.
5. Employment Services Assessor completes Programme review and determines outcome . 
Then moves onto step 
If there are no services recommended, move to step 6c. 
If participant referred to another service then move to step 6b.
If recommendation is for participant to remain in DES, move to step 6a
6a. DES provider actions outcome of Programme Review at next regular contact.  Includes delivering EEA or transferring participant.
6b. employment services assessor refers participants to other appropriate service (eg: jobactive or ADE).
6c. DES provider exits participant. 
7. DES provider conducts programme review.  If result is extended employment assistance, DES provider delivers extended employment assistance.  If result is not extended employment assistance, go to step 3


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

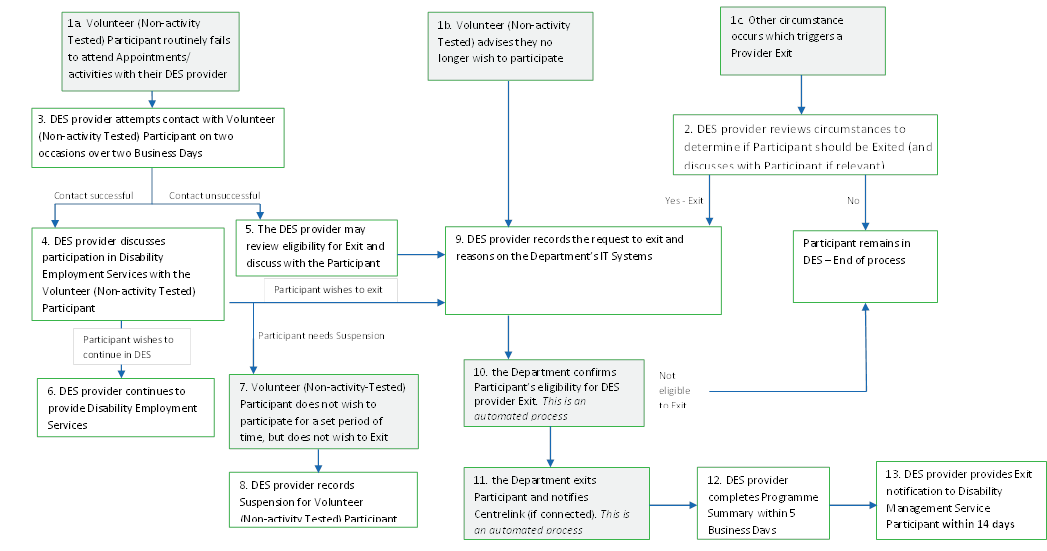
## Triggering and conducting Programme Reviews:

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| **Who is Responsible:** | **What is Required:** |
| **1. The DES provider**  DES provider identifies Participant who is nearing 78 weeks of Employment Assistance  *Disability Employment Services Deed Clause Reference:*  Clause 99  Clause 118.1 | Once a Participant (excluding Job in Jeopardy Participants) has received approximately 78 weeks of Employment Assistance they must have a Programme Review. In most circumstances this will be completed by an Employment Services Assessor.  DES providers cannot initiate a Programme Review in the Department’s IT Systems prior to the Participant receiving 74 weeks of Employment Assistance. At 74 weeks of Employment Assistance, a noticeboard message in the Department’s IT Systems will identify that a Participant will require a Programme Review within the next four weeks.  The DES provider must review the Participant’s circumstances and determine the most appropriate time to conduct the Programme Review in the next four weeks, noting that it should be completed by 78 weeks of Employment Assistance.  Service Fees beyond 78 weeks must not be claimed until the Programme Review has been completed, and if the result is Extended Employment Assistance. If the Programme Review is delayed beyond 78 weeks of Employment Assistance, the Participant will be automatically suspended in DES until the Programme Review is finalised.  If the DES provider wishes to trigger the Programme Review at this time,   * **Proceed to Step 2.**   If it is not appropriate to trigger or complete a Programme Review for the Participant at this time e.g. Participant is currently suspended, the DES provider should review the Participant’s circumstances again at their next Contact and   * **Exit the Programme Review process here**.   **NOTE:** a Programme Review cannot be triggered if the Participant is awaiting the completion of a previously requested Programme Review; or has an ESAt already pending.  If the Participant is not eligible for a Programme Review, a message will be displayed in the Departments IT Systems advising that a Programme Review for this Participant is not able to be conducted at this time. |
| **2 The DES provider**  DES provider records who should do the Programme Review, and triggers the review in the Department’s IT Systems  *Disability Employment Services Deed Clause Reference:*  Clause 99.1  Clause 99.2 | The DES provider must record in the Participant’s record on the Department’s IT Systems that the Programme Review is required. This then ‘triggers’ the Programme Review on the Department’s IT Systems.  If at 78 weeks of Employment Assistance the Participant is **not** participating in Employment or significant Education or Training, or the DES provider does not believe that Extended Employment Assistance is appropriate or is likely to result in an Employment Outcome, the DES provider must refer the Participant to an Employment Services Assessor for their Programme Review,   * **Proceed to Step 3.**   If at 78 weeks of Employment Assistance the DES Provider and Participant agree that Extended Employment Assistance is not appropriate or not likely to result in an Employment Outcome, the DES provider must exit the Participant.   * **Proceed to Step 6c.**   If at 78 weeks of Employment Assistance the Participant is participating in:   * Employment, or * Significant Education or Training,   The DES provider may conduct the Programme Review. The Participant’s participation in Employment, Education or Training will be verified by the Department’s IT Systems,   * **Proceed to Step 7**.   **Note**: Significant’ Education or Training means that which:   * Has been identified and agreed to in the Participant’s Job Plan; * Will provide the Participant with a qualification or statement of attainment upon completion; * Will enhance the Participant’s employability; and * Represents a reasonable investment of the Participant’s time, noting their assessed work capacity, and any other activities in which they may be participating |
| **3. The DES provider**  DES provider arranges Programme review ESAt  *Disability Employment Services Deed Clause Reference:*  Clause 99 | The Employment Services Assessor will conduct the Programme Review for all Participants other than in those limited circumstances where the DES provider undertakes the Programme Review.  The DES provider will book the Participant into an Employment Services Assessment (ESAt) appointment through the Electronic Diary, and advise the Participant of the Appointment. The DES provider must also advise the Participant of the ESAt appeal process, in the event that the Participant wishes to dispute the result of their Programme Review.  The DES provider must indicate the referral reason for the ESAt in the Department’s IT Systems. The DES provider must select either:  • Programme Review or  • DSP Volunteer Programme Review.  The DSS IT system will automatically suspend the Participant at 78 weeks of Employment Assistance and the suspension will be lifted once the Programme Review is finalised. If for any reason 78 weeks of Employment Assistance elapse and the automatic suspension has not occurred, the DES provider must manually Suspend the Participant until the Programme Review is completed.  If a Participant who is on income support does not attend an appointment to complete the Programme Review, and does not have a reasonable excuse, their income support payments may be suspended – see the *Job Seeker Compliance Framework Guidelines* for more information.  **Medical Evidence**  DES providers should encourage job seekers to take any new medical evidence to their assessment to ensure the best possible assessment can be conducted.  Generally for a DES Programme Review, DHS Assessment Services will have access to medical information used for previous assessments (via the MIFE and previous assessments) and in most cases will complete their assessment using the evidence already available.  Where new medical evidence is available when conducting a DES Programme Review, DHS Assessment Services will consider the medical evidence when conducting Programme Review to ensure the best possible assessment of the job seeker’s circumstances at that time. |
| **4. The DES provider**  DES provider completes Programme Summary  *Disability Employment Services Deed Clause Reference:*  Subclause 99.1(b)  Clause 118  Clause 97 | If the Programme Review is to be conducted by an Employment Services Assessor, the DES provider must complete and finalise a Programme Summary for the Participant in the Department’s IT Systems at least two Business Days prior to the date of the Programme Review. |
| **5. The JCA/DES provider**  Employment Services Assessor determines result of Programme Review and books future Appointment with DES provider if one is not already arranged  *Disability Employment Services Deed Clause Reference:*  Clause 99.3 | Once the Employment Services Assessor has assessed the Participant’s circumstances, they will submit the Employment Services Assessment report in the Department’s IT Systems with their recommendation. After the report is submitted the Programme Review result will be displayed.  The possible results of the Programme Review following an Employment Services Assessment are:   * Extended Employment Assistance, * Recommended referral to another Programme provider or another employment service, or * No service recommended.   The Employment Services Assessor may make a recommended referral for another service, which can include *jobactive* or Australian Disability Enterprises.  When the result of the Programme Review is displayed in the Department’s IT Systems, the Employment Services Assessor may also receive a message stating that they are required to book an Appointment for the Participant with their DES provider. This message will only be displayed if the Participant does not have a regular Contact already arranged with their DES provider.  In these circumstances, the Employment Services Assessor should book this Appointment through the DES provider’s Electronic Diary and advise the Participant of their Appointment time and details.  **Note**: unless the Employment Services Assessor has already booked an Appointment in the DES provider’s diary, the DES provider will need to book an Appointment and action the result for the Participant, once they receive the noticeboard message stating the result of the Programme Review.  If the Participant is assessed as remaining in DES,   * **Proceed to Step 6a**.   If the Participant is to be referred to another employment service,   * **Proceed to Step 6b**.   If the Participant is not assessed as having the capacity to benefit from any employment services,   * **Proceed to Step 6c.** |
| **6a. The DES provider**  DES provider actions Programme Review result at next regular Contact  *Disability Employment Services Deed Clause Reference:*  Clause 99.3  *Other references:*  Transfer Guidelines  Contacts Guidelines | Once the Programme Review has been conducted the DES provider will receive a noticeboard message to notify them of the result.  The DES provider must action the result at the Participant’s next regular Contact. This may include:   * providing Extended Employment Assistance, or * facilitating a transfer to another Programme provider.   Please see the *Transfer Guidelines* for more information.  DES providers should ensure that when they receive notification of a Programme Review result, they review the Participant’s ESAt report, to ensure they are delivering appropriate services to the Participant following their Programme Review.   * **End of Process.** |
| **6b. The Employment Services Assessor/DES provider**  Employment Services Assessor refers Participant to JSA or ADE.  *Disability Employment Services Deed Clause Reference:*  • Subclause 99.3(b) | Employment Services Assessor may determine that a Participant requires assistance from other services including:  • *jobactive,* or  • Australian Disability Enterprises (ADE)  If the Employment Services Assessor records a recommended referral of the Participant to *jobactive* or ADE, the Employment Services Assessor will usually facilitate the referral for the Participant.  DES providers will receive a noticeboard message notifying them when the ESAt report has been submitted and will need to review the report, including recommended referrals. Participants will be automatically Exited from DES when they commence in *jobactive* or ADE. DES providers will receive a noticeboard message when Participants are Exited, and must update the Programme Summary in relation to the Participant’s Exit.   * **End of Process.** |
| **6c. The DES provider**  DES provider Exits Participant  *Disability Employment Services Deed Clause Reference:*  • Subclause 99.3(c) | The Employment Services Assessor determines that a Participant would not benefit from participation in any programme within the next two years. In this instance the DES provider must manually Exit the Participant and complete a Programme Summary.  Please see the *Exits Guidelines* for more information.   * **End of Process.** |
| **7. The DES provider**  **DES provider conducts Programme Review**  **Disability Employment Services Deed Clause**  *Reference:*  • Clause 99  *Other references:*  Contacts Guidelines | The DES provider will conduct the Programme Review if the Participant is participating in Employment or significant Education or Training.  **Note:** “Significant” Education or Training means that which:   * Has been identified and agreed to in the Participant’s Job Plan; * Will provide the Participant with a qualification or statement of attainment upon completion; * Will enhance the Participant’s employability; and * Represents a reasonable investment of the Participant’s time, noting their assessed work capacity, and any other activities in which they have participated.   The DES provider may conduct the Programme Review for the Participant at a regular Contact. To complete the Programme Review, DES providers must record that the Participant was undertaking Employment, or significant Education or Training at 78 weeks of Employment Assistance, and the reasons why the DES provider considers that Extended Employment Assistance is likely to result in the Participant achieving an Employment Outcome. The DES provider must record the result of the Programme Review in the Department’s IT Systems.  Where the Programme Review result of Extended Employment Assistance has been recorded   * **Proceed to Step 8.** |
| **8. The DES provider**  **DES provider delivers EEA to Participant**  **Disability Employment Services Deed Clause Reference:**  **• Clause 89**  **• Clause 99** | The DES provider must deliver Extended Employment Assistance to the Participant, and review and update the Participant’s Job Plan if necessary.   * **End of Process** |

**Completing a Programme Summary:**

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| **Who is Responsible:** | **What is Required:** |
| **1a. The DES provider**  DES provider has scheduled a Programme Review for a Participant  *Disability Employment Services Deed Clause Reference:*   * Subclause 99.1(b) | Where a Participant, excluding a Job in Jeopardy Participant, has received approximately 78 weeks in Employment Assistance and a DES provider has scheduled a Programme Review to be conducted by an Assessor, the DES provider must complete a Programme Summary.  The Programme Summary is intended to inform the Assessor of the Participant’s progress in DES and assist them in conducting the Programme Review.  The DES provider may comment on the Participant’s suitability for Extended Employment Assistance. Where Extended Employment Assistance is recommended, the DES provider must supply supporting comments.  The DES provider must prepare and finalise the Programme Summary in the Department’s IT Systems at least two Business Days before the date of the scheduled Programme Review. This will allow the Assessor time to access and review the Programme Summary.   * **Proceed to Step 2.** |
| **1b. The DES provider**  DES provider knows that Participant is about to exit or has exited  *Disability Employment Services Deed Clause Reference:*   * Clause 117.15 | Where a DES provider is aware that a Participant is about to Exit (e.g. the Participant may be about to complete 24 months in Employment Assistance without achieving an Outcome), or is notified of a Participant’s Exit by a noticeboard message, the DES provider must complete a Programme Summary.  The Programme Summary is available through the Programme Summary screen. Programme Summaries can be updated and saved in ‘Draft’ status until required to be finalised.  The Programme Summary is intended to inform Centrelink and Assessors of the Participant’s progress in DES, and assist in making decisions about the appropriate next steps for the Participant.  DES providers must prepare and finalise the Programme Summary in the Department’s IT Systems within the following timeframes:   * Within 20 Business Days after:   + - The Department of Human Services Exits the Participant; or     - The Participant transfers to another DES provider or to Australian Disability Enterprises; or * Within 5 Business Days after any other Exit. * **Proceed to Step 2.** |
| **2. The DES provider**  Check if there is an existing Programme Summary  *Disability Employment Services Deed Clause Reference:*   * Clause 117.15 | The DES provider should check if there is an existing finalised Programme Summary for this Participant (e.g. a Programme Summary completed for a previous Programme Review).   * If a finalised Programme Summary exists, **Proceed to Step 3.** * If no Programme Summary exists, **Proceed to Step 1.** |
| **3. The DES provider**  Change Programme Summary status and update information fields  *Disability Employment Services Deed Clause Reference:*   * Clause 117.15 * Subclause 99.1(b)   *Other references:*   * Documentary Evidence for Claims for Payment Guidelines | The DES provider must change the ‘Finalised’ status of the existing Programme Summary back to ‘Draft’. This will allow further information to be added (although previous text can not be updated).  The DES provider should enter information about the Participant’s progress in DES, including:   * Information about how the Participant is progressing against their Job Plan; * Notes about the assistance provided/purchased and activities undertaken by the Participant; * Any barriers to current/future employment and support required; * If the Programme Summary is being prepared for a Programme Review: there is an option to provide information about whether, in the DES provider’s view, the Participant would benefit from an additional 6 months in DES; and * Any additional relevant information.   DES providers should ensure that information recorded in the Programme Summary is a factual account of the Participant’s behaviour and does not include any judgements or personal opinions. Information recorded should include:  The DES provider’s observation of the Participant’s progress and barriers, the regularity with which these barriers are observed, and the time period over which they have been observed  The servicing strategies or interventions delivered by the DES provider and the results of these interventions.  The DES provider may choose to update a Programme Summary several times before submitting it as “Finalised”. Each time a DES provider updates information, they should record the date on which information was added. This will assist a JCA provider and/or Centrelink to understand the Participant’s history in services. Each information field has a limit of 3000 characters. If this character limit is exceeded, an error message will be displayed when the DES provider “Submits” the Programme Summary.  The DES provider must record the date on which new information is entered in the free text fields.  If the Programme Summary is being prepared in relation to an Exit, the Department’s IT Systems will auto populate the Exit reason. |
| **4. The DES provider**  Submit the Programme Summary  *Disability Employment Services Deed Clause References:*   * Clause 117.15 * Subclause 99.1(b) | The Programme Summary must be finalised in the Department’s IT Systems before it can be viewed by the Department of Human Services.  The DES provider should check that all information is complete and accurate, and then finalise the Programme Summary.  Note: The Programme Summary cannot be finalised until information has been entered in all the free text fields, with the exception of ‘Additional Information’ and ‘Recommendation for Job Seeker’ (these are optional fields). |
| **5. The Department**  Finalise Programme Summary | The Department’s IT Systems validate the Programme Summary and confirm its status as Finalised. Information in the Programme Summary can no longer be edited.   * **End of process.** |

**Flow Chart - Exiting Participants from Disability Employment Services (Provider Exit):**



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

## Provider Exit—for Volunteer and Participants with Mutual Obligations:

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| **Who is Responsible:** | **What is Required:** |
| **1a. Participant**  Volunteer Participant routinely fails to attend Appointments or activities with their DES provider  *Disability Employment Services Deed Clause Reference:*   * Clause 115.14 | Volunteer Participants may cease participating, or may routinely fail to attend Appointments or activities with their DES provider.   * + **Proceed to Step 3** |
| **1b. Participant**  Volunteer advises they no longer wish to participate  *Disability Employment Services Deed Clause Reference:*   * Clause 117.9 | A Volunteer Participant may choose to no longer participate in Disability Employment Services, and advise their DES provider of their decision.   * + **Proceed to Step 9** |
| **1c. Participant**  Other circumstance occurs which requires a manual Provider Exit for both Volunteer and Participants with Mutual Obligation Requirements.  *Disability Employment Services Deed Clause Reference:*   * Clause 82.3 * Clause 99.3 * Clause 100 * Clause 103 * Clause 106 * Clause 110.1 * Clause 117.10 * Clause 117.14 * Clause 118.11 * Clause 118.12 * Clause 118.13 * Annexure A – Definitions   *Other References*   * Ongoing Support Guidelines * Change in Employment Guidelines * Job in Jeopardy Guidelines | There are a number of other circumstances under which a DES provider **must** Exit a Participant. These include where:  **Following a 26 Week Outcome**   * A Participant has achieved a 26 Week Employment Outcome or 26 Week Job in Jeopardy Outcome and does not require Ongoing Support; * A Participant who is in Ongoing Support is no longer in employment (with the exception of a Change in Employment – see *Change in Employment Guidelines*); * A Participant is in Ongoing Support and the DES provider considers that Ongoing Support is no longer required; or * A Participant in Moderate or High Ongoing Support is Suspended for more than 12 months.   **Following an Assessment**   * A Participant has a JCA, and is assessed as having a future work capacity of 0-7 hours per week. **Note:** the following Participants with a future work capacity of 0-7 are excluded from this requirement to be Exited: * participants in the Ongoing Support phase; * participants in the Post Placement Support phase; and * participants in the Employment Assistance phase who are referred to a Vacancy or confirmed in a Job Placement. * Job in Jeopardy Participants * A Participant has an Ongoing Support Assessment, and they are assessed as no longer requiring Ongoing Support.   **Job in Jeopardy Participants**  Where a Job in Jeopardy Participant ceases the Employment that was in jeopardy, the DES provider must Exit the Participant.  Where a Job in Jeopardy Participant has been in DES for 52 weeks but has not achieved a Job in Jeopardy Outcome, the DES provider **may** perform a Provider Exit if they consider that it is appropriate to the Participant’s circumstances.  The DES provider may choose to keep the Job in Jeopardy Participant in DES if they wish to continue to work towards a potential Job in Jeopardy Outcome, however no further Job in Jeopardy Service Fees are payable (see *Job in Jeopardy Guidelines* and *Service Fee Guidelines*).  Following a JCA or Ongoing Support Assessment, the DES provider will receive a noticeboard message informing them that the JCA or Ongoing Support Assessment report has been submitted. The DES provider will also receive a noticeboard message if the Participant has had a change in their Employment Benchmark. The DES Provider should check the report and action a Provider Exit if any of the aforementioned exit reasons apply.   * + **Proceed to Step 2** |

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| **2. DES provider**  Review eligibility for Exit and discuss reasons with Participant  *Disability Employment Services Deed Clause Reference:*   * Clause 82.3 * Clause 99.3 * Clause 100 * Clause 103 * Clause 106 * Clause 110.1 * Clause 117.10 * Clause 117.14 * Clause 118.11 * Clause 118.12 * Clause 118.13 * Annexure A - Definitions | The DES provider should review the Participant’s circumstances and decide if they are eligible for Exit.   * If Participant meets one of the circumstances in Step 1, the DES provider should discuss the reason for the Exit with the Participant, if possible, and * **Proceed to Step 9**   If Participant does not meet any Exit criteria,   * **End of process – Participant not Exited.** |
| **3. DES provider**  DES provider attempts contact with Volunteer Participant at least once on each of two consecutive Business Days  *Disability Employment Services Deed Clause Reference:*   * Clause 115.14 | Participants with Mutual Obligation Requirements who are Suspended become Volunteers once the DES provider records in the Department’s IT Systems that they wish to volunteer.  The DES provider must, immediately after they become aware of the non-attendance, attempt to contact the Volunteer Participant at least once on each of two consecutive Business Days.  The DES provider should make a record of these attempts in the Department’s IT Systems, including the date and time of the attempted contact, and details if the contact was successful.   * + If contact with the Participant is successful, **Proceed to Step 4**   + If contacting the Participant is unsuccessful, **Proceed to Step 5** |
| **4. DES provider**  DES provider discusses participation in Disability Employment Services with the Volunteer Participant  *Disability Employment Services Deed Clause Reference:*   * Clause 115.13 * Clause 115.14 * Clause 117.9 | If the DES provider is successful in contacting the Volunteer Participant, they should discuss their participation in Disability Employment Services.  If the Volunteer Participant wishes to continue to volunteer in Disability Employment Services,   * **Proceed to Step 6**.   If the Volunteer Participant does not wish to continue to participate in Disability Employment Services for a set period of time or is experiencing a situation that impacts their ability to participate in voluntary activities,   * **Proceed to Step 7.**     If the Volunteer Participant advises the DES provider that they do not wish to continue to participate, the DES provider must perform a Provider Exit,   * **Proceed to Step 9**. |
| **5. DES provider**  DES provider ends the volunteer period (re-instating Disability Employment Services after Suspension) on the Department’s IT Systems  *Disability Employment Services Deed Clause Reference:*   * Clause 97 * Clause 98 * Clause 115.11 * Clause 117.8 | Once the Volunteer Participant has advised the DES provider that they no longer wish to volunteer for Disability Employment Services, the DES provider must end the Participant’s volunteer period on the Department’s IT Systems. This will reinstate the Participant’s Suspension.  If the Participant wishes to Exit, or the DES provider was unable to contact them   * **Proceed to Step 6**   **Note:** If the DES provider is unable to contact the Participant, they should also consider whether it is appropriate to Exit them or take further action in accordance with their participation obligations.  If the Participant wishes to stay connected in the future,   * **Proceed to Step 7** |
| **6. DES provider**  DES provider may review eligibility for Exit and discuss reasons with Participant  *Disability Employment Services Deed Clause Reference:*   * Clause 117.8 * Clause 115.3 | The DES provider should review if the Suspended Participant with Mutual Obligation Requirements is eligible for Exit.  Participant with Mutual Obligation Requirements who may be eligible for Provider Exit include:   * Participants with a Partial Capacity to Work (PCW) of 15 or more hours per week who are meeting their Mutual Obligation Requirements through 30 or more hours per fortnight of paid work or study, and participation in the approved activity is likely to be ongoing, or last more than 13-weeks * Participant with Mutual Obligation Requirements with a Partial Capacity to Work (PCW) of less than 15 hours per week who are meeting Mutual Obligation Requirements through quarterly contacts with Centrelink * Principal Carer Parent (PCP) Participants meeting their Requirements through 30 or more hours per fortnight of paid work or full-time study, and participation in the approved activity is likely to be ongoing, or last more than 13-weeks * Principal Carer Parents (PCP) with long term Exemptions (end date longer than 16-weeks), for reasons such as:   - Large Family  - Foster Care provider  - Home Schooling, or  - Facilitating Distance Education.  Note: Mature age (55+) Fully Eligible Participants who are satisfying their Mutual Obligation Requirements are not eligible for a Provider Exit and are still required to accept appropriate full-time employment and remain connected to their Employment Provider under Social Security Law.  If the DES provider determines that the Participant with Mutual Obligation Requirements is eligible for Exit, they should discuss the reason for the Exit with the Participant with Mutual Obligation Requirements and confirm that they wish to Exit.   * If the Participant is eligible to be Exited, **proceed to Step 9** * If the Participant is not eligible for Exit, **proceed to Step 12** |
| **7. Participant**  Volunteer Participant does not wish to participate for a specified period of time, but does not wish to Exit  *Disability Employment Services Deed Clause References:*   * Clause 115.13 * Clause 102 * Clause 110 | After discussion with the Volunteer Participant it may be evident that they do not wish to Exit but they are experiencing a situation that impacts their ability to participate in Disability Employment Services for a specified period of time.  **Note:** The DES provider should consider whether the situation means that a Change of Circumstances Reassessment is appropriate for the Participant at this stage. |
| **8. The DES provider**  DES provider continues to provide services  DES provider records Suspension for Volunteer Participant  *Disability Employment Services Deed Clause Reference:*   * Clause 115.13 * Clause 115.15 | DES providers must resume delivery of Services and must continue to deliver regular Contacts to the Participant at the end of the Suspension or may revisit Step 5 above, if the Participant indicates that they no longer wish to participate.  The DES provider must manually Suspend the Volunteer Participant in the Department’s IT Systems, for a period of up to 13 weeks, or for multiple periods of 13 weeks at a time, and record the reason for the Suspension during this period.   * **End of Process—Participant not Exited** |
| **9. The DES provider**  DES provider records request to Exit and reasons on the Department’s IT Systems  *Disability Employment Services Deed Clause Reference:*   * Clause 115.14 and 117.9 | If a Participant advises their DES provider that they do not wish to participate, or the DES provider otherwise considers that an Exit is appropriate, the DES provider must immediately record a request to Exit and the reason for the Exit in the Department’s IT Systems. |
| **10. The Department**  the Department’s IT Systems confirm the Participant’s eligibility for Provider Exit  *This is an automated process* | The Department’s IT Systems will perform a check to ensure that the Participant is eligible for a Provider Exit.  The system will check to ensure that the Participant with Mutual Obligation Requirements is eligible for Exit.  The system will check:   * that the Participant with Mutual Obligation Requirements is a volunteer in DES, and * if they are a Volunteer Participant, that they are still meeting their Mutual Obligation Requirements, or are on a long-term Exemption, and are no longer required to maintain connection with a DES provider.   If the Department’s IT Systems determine that the Participant is not eligible for Exit, the Participant will remain in DES with a Suspension   * **proceed to Step 12**   If the request to Exit is successful,   * **proceed to Step 11** |
| **11. the Department**  the Department’s IT Systems Exit the Participant (and notifies Centrelink if relevant)  *This is an automated process* | Once the Department’s IT Systems have confirmed that the Participant is eligible for Exit, and that the DES provider has submitted all of the required information, the Participant will be Exited.  *Once the Participant is Exited, the Department’s IT Systems will notify the Department of Human Services if relevant that the Participant is no longer participating in DES.* |
| **12. The DES provider**  DES provider completes Programme Summary  *Disability Employment Services Deed Clause Reference:*   * Clause 117.15 | The DES provider must complete a Programme Summary on the Department’s IT Systems in relation to the Exited Participant within 5 Business Days after the Exit (see *Programme Summary section of these guidelines*).   * If the Exited Participant was in Disability Management Service, **Proceed to Step 13** * If the Exited Participant was in Employment Support Service, **End of Process.** |
| **13. The DES provider**  DES Provider provides Disability Management Service Participant with an Exit notification  *Disability Employment Services Deed Clause Reference:*   * Clause 117.16   *Other references:*   * DES Exit Notification Form | When a DMS Participant is Exited, the DES provider must provide them with an Exit notification within 14 calendar days of the Exit. DES providers should use the DES Exit Notification Form found on the Department’s IT Systems. Where possible, this should be provided to the Participant at their final Contact with the DES provider.  When an Employment Support Services Participant is Exited, the DES provider should advise them of the Exit within 14 calendar days of the Exit.  Exit Notifications **should not** be provided where the Participant has Exited because they:   * Are deceased; * Requested to be Exited; * Have exited the DES provider’s caseload but not DES (transfers); or * Were never commenced in DES. * **End of Process—Participant is Exited** |