



Australian Government



Program Review, Program Summary and Exits Guidelines

V 1.5

Disclaimer

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

Table of Contents

Program Review, Program Summary and Exits Guidelines	1
<i>Table of Contents</i>	2
Document Change History	3
Background	3
Disability Employment Services Grant Agreement Clauses:	4
Reference documents relevant to this guideline:	4
Explanatory Note:	4
Triggering and conducting a Program Review	5
Completing a Program Summary	10
Provider Exit - for Volunteers and Participants with Mutual Obligations	12
Attachment A - Recommencing a Participant in DES after an Exit	18

Document Change History

Version	Effective Date	End Date	Change & Location
1.0	1 Jul 2018	2 Dec 2018	Original version of document.
1.1	3 Dec 2018	8 Mar 2020	Clause references updated to reflect Grant Agreement Direction 2.
1.2	9 Mar 2020	27 Jun 2021	Department names changes
1.3	28 Jun 2021	30 Jun 2022	Change incorrect reference where required throughout guideline from clause 113 to clause 117.
1.4	1 Jul 2022	31 Dec 2022	Updated jobactive references to Workforce Australia. Updated process for requesting ESATs (p6)
1.5	1 Jan 2023		Changed incorrect reference where required throughout guideline from clause 135 to 139 Attachment A – reference to items (b) or (d) updated to items (c) or (e)

Background

These Guidelines provide an overview of Program Reviews, the Program Summary, and Disability Employment Services (DES) Provider Exits.

The Program Review is conducted for each Participant (excluding Work Assist Participants) once they have received approximately 78 weeks of Employment Assistance. The Program Review is conducted by a Services Australia Assessor, unless the Participant is participating in Employment or significant Education or Training, in which case it may be conducted by the DES Provider.

The Program Summary must be completed by Providers prior to a Program Review conducted by an Assessor or when a Participant Exits DES. The Program Summary provides Assessors and Services Australia with information on the Participant's progress in DES, achievements, and barriers to achieving and/or maintaining sustainable employment. The Program Summary may also be used by the Department for monitoring purposes.

There are two types of Exits in DES, Effective Exits and Provider Exits.

Effective Exits occur via the Department's IT Systems. DES Providers are not required to trigger an Effective Exit, however, they must complete a Program Summary in relation to the Exited Participant.

Provider Exits are completed by the Provider where the Participant is eligible for an Exit. Provider Exits are only performed by a Provider for Participants who do not have participation requirements, or who are fulfilling, or on an Exemption from, their participation requirements, or who otherwise must be Exited from DES.

Disability Employment Services Grant Agreement Clauses:

Clause 93 – Contact Services

Clause 108 – Failure to comply with Mutual Obligations Requirements

Clause 109 – Compliance Activities

Clause 113 – Non-compliance action for Disability Support Pension Recipients (Compulsory Requirements)

Clause 117 - Program Review

Clause 121 – Provider Exit from Ongoing Support

Clause 133 – Suspensions

Clause 139 – Exits

Clause 136 – Other Suspensions and Exits

Reference documents relevant to this guideline:

Documentary Evidence Guidelines

Working Right Checklist

Department of Home Affairs Visa Entitlement Verification Online website

Explanatory Note:

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

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

Triggering and conducting a Program Review

Who is Responsible:	What is Required:
<p>1. Provider Identifies Participant who is nearing 78 weeks of Employment Assistance.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 117.1 • Clause 136.1 	<p>Once a Participant (excluding Work Assist Participants) has received approximately 78 weeks of Employment Assistance they must have a Program Review. In most circumstances this will be completed by a Services Australia Assessor.</p> <p>Providers cannot initiate a Program 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 Program Review within the next four weeks.</p> <p>The DES Provider must review the Participant's circumstances and determine the most appropriate time to conduct the Program Review in the next four weeks, noting that it should be completed by 78 weeks of Employment Assistance.</p> <p>Service Fees beyond 78 weeks must not be claimed until the Program Review has been completed and the result is Extended Employment Assistance. If the Program Review is delayed beyond 78 weeks of Employment Assistance, the Participant will be automatically suspended in DES until the Program Review is finalised.</p> <p>If the Provider wishes to trigger the Program Review at this time,</p> <ul style="list-style-type: none"> • Proceed to Step 2. <p>If it is not appropriate to trigger or complete a Program Review for the Participant at this time e.g. Participant is currently suspended, the Provider should review the Participant's circumstances again at their next Contact and</p> <ul style="list-style-type: none"> • Exit the Program Review process here. <p>Note: a Program Review cannot be triggered if the Participant is awaiting the completion of a previously requested Program Review; or has an Employment Services Assessment (ESAt) already pending.</p> <p>If the Participant is not eligible for a Program Review, a message will be displayed in the Departments IT Systems advising that a Program Review for this Participant is not able to be conducted at this time.</p>
<p>2. Provider Records who should do the Program Review, and triggers the review in the Department's IT Systems.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 117.1 • Clause 117.2 	<p>The DES Provider must record in the Participant's record on the Department's IT Systems that the Program Review is required. This then 'triggers' the Program Review on the Department's IT Systems.</p> <p>If after 74 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 and complete the Program Summary.</p> <ul style="list-style-type: none"> • End of Process.

Who is Responsible:	What is Required:
	<p>If after 74 weeks of Employment Assistance the Participant is:</p> <ul style="list-style-type: none"> not participating in Employment or significant Education or Training; or the Provider and Participant do not agree that Extended Employment Assistance is appropriate or is likely to result in an Employment Outcome, <p>the Provider must refer the Participant to an Employment Services Assessor for their Program Review.</p> <ul style="list-style-type: none"> Proceed to Step 3. <p>If after 74 weeks of Employment Assistance the Participant is participating in:</p> <ul style="list-style-type: none"> Employment, or Significant Education or Training, <p>the Provider may conduct the Program Review. The Participant’s participation in Employment, Education or Training will be verified by the Department’s IT Systems.</p> <ul style="list-style-type: none"> Proceed to Step 7. <p>Note: “Significant” Education or Training means that which:</p> <ul style="list-style-type: none"> 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.
<p>3. Provider Arranges Program review ESAt</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> Clause 117 	<p>The Employment Services Assessor will conduct the Program Review for all Participants other than in those limited circumstances where the Provider undertakes the Program Review.</p> <p>The Provider will book the Participant into an ESAt appointment by emailing a request to Services Australia’s FOCUS Response Team, at: FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au, and advise the Participant of the Appointment. The Provider must also advise the Participant of the ESAt appeal process, in the event that the Participant wishes to dispute the result of their Program Review.</p> <p>The Provider must indicate the referral reason for the ESAt in the Department’s IT Systems. The Provider must select either:</p> <ul style="list-style-type: none"> Program Review; or DSP Volunteer Program Review. <p>The Department’s IT Systems will automatically suspend the Participant at 78 weeks of Employment Assistance and the suspension will be lifted once the Program Review is finalised. If for any reason 78 weeks of Employment Assistance elapse and the automatic suspension has not occurred, the Provider must manually Suspend the Participant until the Program Review is completed.</p>

Who is Responsible:	What is Required:
	<p>If a Participant who is on income support does not attend an appointment to complete the Program Review, and does not have a reasonable excuse, their Income Support Payments may be suspended – see the <i>Targeted Compliance Framework: Mutual Obligation Failure Guidelines</i> for more information.</p> <p>Medical Evidence Providers should encourage job seekers to take any new medical evidence to their assessment to ensure the best possible assessment can be conducted.</p> <p>Generally for a DES Program Review, Services Australia Assessment Services will have access to medical information used for previous assessments and in most cases will complete their assessment using the evidence already available.</p> <p>Where new medical evidence is available when conducting a DES Program Review, Services Australia Assessment Services will consider the medical evidence when conducting Program Review to ensure the best possible assessment of the job seeker’s circumstances at that time.</p> <ul style="list-style-type: none"> • Proceed to Step 4.
<p>4. Provider Completes Program Summary.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 117.1(b) • Clause 136 • Clause 108 	<p>If the Program Review is to be conducted by an Employment Services Assessor, the Provider must complete and finalise a Program Summary for the Participant in the Department’s IT Systems.</p> <p>This must be organised at least two Business Days prior to the date of the Program Review.</p> <ul style="list-style-type: none"> • Proceed to Step 5.
<p>5. ESAAt Assessor Determines result of Program Review and books future Appointment with Provider if one is not already arranged.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 117.3 	<p>Once the Employment Services Assessor has assessed the Participant’s circumstances, they will submit the ESAAt report in the Department’s IT Systems with their recommendation. After the report is submitted, the Program Review result will be displayed.</p> <p>The possible results of the Program Review following an ESAAt are:</p> <ul style="list-style-type: none"> • Extended Employment Assistance; • Recommended referral to another Provider or another employment service; or • No service recommended. <p>The Employment Services Assessor may make a recommended referral for another service, which can include Workforce Australia.</p> <p>When the result of the Program 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 Provider. This message will only be displayed if the Participant does not have a regular Contact already arranged with their Provider.</p>

Who is Responsible:	What is Required:
	<p>In these circumstances, the Employment Services Assessor should book this Appointment through the DES Provider’s Electronic Calendar and advise the Participant of their Appointment time and details.</p> <p>Note: Unless the Employment Services Assessor has already booked an Appointment in the Provider’s Calendar, the 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 Program Review.</p> <ul style="list-style-type: none"> • 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.
<p>6.a Provider Actions Program Review result at next regular Contact.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • <i>Clause 117.3</i> 	<p>Once the Program Review has been conducted the Provider will receive a noticeboard message to notify them of the result. The Provider must action the result at the Participant’s next regular Contact. This may include:</p> <ul style="list-style-type: none"> • providing Extended Employment Assistance; or • facilitating a transfer to another DES Provider. <p>Please see the <i>Transfers Guidelines</i> for more information.</p> <p>Providers should ensure when they receive notification of a Program Review result that they review the Participant’s ESAt report, to ensure they are delivering appropriate services to the Participant following their Program Review.</p> <ul style="list-style-type: none"> • End of Process.
<p>6.b Provider Actions Program Review result at next regular Contact.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • <i>Clause 117.3(b)</i> 	<p>An Employment Services Assessor may determine that a Participant requires assistance from other services including:</p> <ul style="list-style-type: none"> • Workforce Australia Services; • Workforce Australia Online; or • Workforce Australia – Transition to Work. <p>If the Employment Services Assessor records a recommended referral of the Participant to a Workforce Australia service, the Employment Services Assessor will usually facilitate the referral for the Participant.</p> <p>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 a Workforce Australia service. Providers will receive a noticeboard message when Participants are Exited, and must update the Program Summary in relation to the Participant’s Exit.</p> <ul style="list-style-type: none"> • End of Process.
<p>6.c Provider Actions Program Review result.</p>	<p>The Provider must manually Exit the Participant and complete a Program Summary if, as a result of a Program Review ESAt, the Assessor</p>

Who is Responsible:	What is Required:
<p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 117 	<p>determines that a Participant would not benefit from participation in any program within the next two years.</p> <ul style="list-style-type: none"> • End of Process.
<p>7. Provider Conducts Program Review.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 117 	<p>The Provider will conduct the Program Review if the Participant is participating in Employment or significant Education or Training and the Provider considers that providing Extended Employment Assistance to the Participant is likely to result in an Employment Outcome.</p> <p>Note: “Significant” Education or Training means that which:</p> <ul style="list-style-type: none"> • 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. <p>The Provider may conduct the Program Review for the Participant at a regular Contact. To complete the Program Review, Providers must record that the Participant was undertaking Employment, or significant Education or Training after 74 weeks of Employment Assistance, and the reasons why the Provider considers that Extended Employment Assistance is likely to result in the Participant achieving an Employment Outcome. The Provider must record the result of the Program Review in the Department’s IT Systems.</p> <p>Where the Program Review result of Extended Employment Assistance has been recorded,</p> <ul style="list-style-type: none"> • Proceed to Step 8.
<p>8. Provider Delivers Extended Employment Assistance to the Participant.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 106 • Clause 117 	<p>The Provider must deliver Extended Employment Assistance to the Participant, and review and update the Participant’s Job Plan if necessary.</p> <ul style="list-style-type: none"> • End of Process.

Completing a Program Summary

Who is Responsible:	What is Required:
<p>1. Provider When a Program Summary is needed.</p> <p><i>Grant Agreement Reference:</i></p> <ul style="list-style-type: none"> • Clause 117.1(b) 	<p>Purpose of the Program Summary The Program Summary is intended to inform Services Australia and Assessors of the Participant’s progress in DES, and assist in making decisions about the appropriate next steps for the Participant.</p> <p>A Program Summary is needed:</p> <ul style="list-style-type: none"> • Before a Program Review • When a Participant is about to Exit or has Exited. <p>The Program Summary is available through the Program Summary screen. Program Summaries can be updated and saved in ‘Draft’ status until required to be finalised.</p> <p>Before starting a new Program Summary, the Provider should check if there is an existing finalised Program Summary for this Participant (for example, a Program Summary completed for a previous Program Review).</p> <p>Before a Program Review The Provider must prepare and finalise the Program Summary in the Department’s IT Systems at least two Business Days before the date of the scheduled Program Review. This will allow the Assessor time to access and review the Program Summary.</p> <p>When a Participant is about to Exit or has Exited Where a Provider is aware that a Participant is about to Exit (for example, 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 Provider must complete a Program Summary.</p> <p>Providers must prepare and finalise the Program Summary in the Department’s IT Systems within the following timeframes:</p> <ul style="list-style-type: none"> • Within 20 Business Days after: <ul style="list-style-type: none"> - Services Australia 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.
<p>2. Provider Completing the Program Summary</p> <p><i>Grant Agreement Reference:</i></p> <ul style="list-style-type: none"> • Clause 139.15 	<p>The Provider will either complete a new Program Summary or update an existing Program Summary.</p> <p>Where there is an existing Program Summary, the Provider must change the ‘Finalised’ status of the existing Program Summary back to ‘Draft’. This will allow further information to be added (although previous text cannot be updated).</p>

Who is Responsible:	What is Required:
	<p>When creating or updating the Program Summary, the Provider should enter information about the Participant’s progress in DES, including:</p> <ul style="list-style-type: none"> • 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 Program Summary is being prepared for a Program Review, there is an option to provide information about whether, in the Provider’s view, the Participant would benefit from an additional six months in DES. Where the Provider is recommending Extended Employment Assistance the Provider must provide supporting comments; and • Any additional relevant information. <p>Providers should ensure that information recorded in the Program Summary is a factual account of the Participant’s behaviour and does not include any judgements or personal opinions. Information recorded should include the:</p> <ul style="list-style-type: none"> • 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; • servicing strategies or interventions delivered by the Provider and the results of these interventions.; and • date on which new information is entered in the free text fields. <p>The Provider may choose to update a Program 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 an Employment Services or JCA Assessor and/or Services Australia 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 Provider “Submits” the Program Summary.</p> <p>If the Program Summary is being prepared in relation to an Exit, the Department’s IT Systems will auto populate the Exit reason.</p> <ul style="list-style-type: none"> • Proceed to Step 3.
<p>3. Provider Submitting and finalising the Program Summary.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 139.15 • Clause 117.1(b) 	<p>The Program Summary must be finalised in the Department’s IT Systems before it can be viewed by Services Australia.</p> <p>The Provider should check that all information is complete and accurate, and then finalise the Program Summary.</p> <p>The Department’s IT Systems validate the Program Summary and confirm its status as Finalised. The Program Summary cannot be finalised until information has been entered in all the free text fields, with the</p>

Who is Responsible:	What is Required:
	<p>exception of 'Additional Information' and 'Recommendation for Job Seeker' (these are optional fields).</p> <p>Once the Program Summary is finalised, it can no longer be edited.</p> <ul style="list-style-type: none"> • End of Process.

Provider Exit - for Volunteers and Participants with Mutual Obligations

Who is Responsible:	What is Required:
<p>1.a Provider Volunteer Participant routinely fails to attend Appointments or activities with their DES Provider.</p> <p><i>Grant Agreement Reference:</i></p> <ul style="list-style-type: none"> • Clause 133.14 	<p>Volunteer Participants may cease participating, or may routinely fail to attend Appointments or activities with their Provider.</p> <ul style="list-style-type: none"> • Proceed to Step 3
<p>1.b Provider Volunteer advises they no longer wish to participate</p> <p><i>Grant Agreement Reference:</i></p> <ul style="list-style-type: none"> • Clause 139.9 	<p>A Volunteer Participant may choose to no longer participate in Disability Employment Services, and advise their Provider of their decision.</p> <ul style="list-style-type: none"> • Proceed to Step 9
<p>1.c Provider Other circumstance occurs which requires a manual Provider Exit for both Volunteer and Participants with Mutual Obligation Requirements.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 86.3 • Clause 113.3 • Clause 114 • Clause 117 • Clause 121 • Clause 125.1 • Clause 139.1 • Clause 139.14 • Clause 136.1 • Clause 136.2 • Clause 139.3 	<p>There are a number of other circumstances under which a DES Provider must Exit a Participant. These include where:</p> <p>Following a 26-week Outcome</p> <ul style="list-style-type: none"> • A Participant is no longer in employment (with the exception of a Change in Employment – see <i>Outcome Guidelines</i>); • A Participant in Moderate or High Ongoing Support is Suspended for more than 12 months; • A Work Assist Participant does not require Ongoing Support following a 26-week Work Assist Outcome. <p>Following a 52 Week Outcome</p> <ul style="list-style-type: none"> • A Participant has achieved a 52-week Employment Outcome and does not require Ongoing Support. <p>Following an Assessment</p> <ul style="list-style-type: none"> • A Participant has an ESAt or JCA, and is assessed as having a future work capacity of 0-7 hours per week. <p>Note: the following Participants with a future work capacity of 0-7 hours are excluded from this requirement to be Exited:</p> <ul style="list-style-type: none"> • Participants in the Ongoing Support phase; • Participants in the Post Placement Support phase; • Participants in the Employment Assistance phase who are referred to a Vacancy or confirmed in a Job Placement; • Work Assist Participants; and

Who is Responsible:	What is Required:
	<ul style="list-style-type: none"> Participants that have had an Ongoing Support Assessment, and they are assessed as no longer requiring Ongoing Support. <p>Work Assist Participants Where a Work Assist Participant ceases the Employment that was in jeopardy, the Provider must Exit the Participant.</p> <p>Where a Work Assist Participant has been in DES for 52 weeks but has not achieved a Work Assist Outcome, the DES Provider may perform a Provider Exit if they consider that it is appropriate to the Participant’s circumstances.</p> <p>The Provider may choose to keep the Work Assist Participant in DES if they wish to continue to work towards a potential Work Assist Outcome, however no further Work Assist Service Fees are payable (see <i>Work Assist Guidelines</i> and <i>Service Fee Guidelines</i>).</p> <p>Following an ESAt, JCA or Ongoing Support Assessment, the Provider will receive a noticeboard message informing them that the ESAt, JCA or Ongoing Support Assessment report has been submitted. The Provider will also receive a noticeboard message if the Participant has had a change in their Employment Benchmark. The Provider should check the report and action a Provider Exit if any of the aforementioned exit reasons apply.</p> <p>Disability Support Pension recipient under 35 years with compulsory requirements It may be appropriate to Exit a compulsory DSP recipient from their program under certain circumstances, but in order for the person to remain qualified for DSP, a Job Plan must always be in place (refer to the Disability Support Pension recipients under 35 years guidelines for more information).</p> <ul style="list-style-type: none"> Proceed to Step 2
<p>2. Provider Review eligibility for Exit and discuss reasons with Participant.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> Clause 86.3 Clause 113.3 Clause 114 Clause 117 Clause 121 Clause 125.1 Clause 139.1 Clause 139.14 Clause 136.1 Clause 136.2 Clause 136.3 	<p>The DES Provider should review the Participant’s circumstances and decide if they are eligible for Exit.</p> <ul style="list-style-type: none"> If Participant meets one of the circumstances in Step 1, the 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, the Participant is not Exited. End of Process.

Who is Responsible:	What is Required:
<p>3. Provider Attempts contact with Volunteer Participant at least once on each of two consecutive Business Days.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 133.14 	<p>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.</p> <p>The 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.</p> <p>The 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.</p> <ul style="list-style-type: none"> • If contact with the Participant is successful, Proceed to Step 4. • If contacting the Participant is unsuccessful, Proceed to Step 5.
<p>4. Provider Discusses participation in Disability Employment Services with the Volunteer Participant.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 133.13 • Clause 133.14 • Clause 139.9 	<p>If the Provider is successful in contacting the Volunteer Participant, they should discuss their participation in Disability Employment Services.</p> <ul style="list-style-type: none"> • If the Volunteer Participant wishes to continue to volunteer in Disability Employment Services, continue delivering services in accordance with the Grant Agreement. • 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.
<p>5. Department DES Provider ends the volunteer period (re-instating Disability Employment Services after Suspension) on the Department's IT Systems.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 108 • Clause 109 • Clause 133.11 • Clause 139.8 	<p>Once the Volunteer Participant has advised the Provider they no longer wish to volunteer for Disability Employment Services, the Provider must end the Participant's volunteer period on the Department's IT Systems. This will reinstate the Participant's Suspension.</p> <ul style="list-style-type: none"> • If the Participant wishes to Exit, or the Provider was unable to contact them, Proceed to Step 6 <p>Note: If the 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.</p> <ul style="list-style-type: none"> • If the Participant wishes to stay connected in the future, Proceed to Step 7.
<p>6. Provider Reviews eligibility for Exit and discusses reasons with Participant.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 139.8 • Clause 133.3 	<p>The Provider should review if the Suspended Participant with Mutual Obligation Requirements is eligible for Exit.</p> <p>Participants who may be eligible for Provider Exit include:</p> <ul style="list-style-type: none"> • Participants with Partial Capacity to Work (PCW) of 15 or more hours per week who are meeting their quarterly Mutual Obligation Requirements through 30 or more hours per fortnight

Who is Responsible:	What is Required:
	<p>of paid work or study, and participation in the approved activity is likely to be ongoing, or last more than 13-weeks;</p> <ul style="list-style-type: none"> • Participants with PCW of less than 15 hours per week who are meeting their quarterly Mutual Obligation Requirements; • Principal Carer Parent (PCP) Participants who are meeting their quarterly Mutual Obligation 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; or <p>➤ PCPs with long term Exemptions (end date longer than 16-weeks), for reasons such as:</p> <ul style="list-style-type: none"> - Large Family; - Foster Care Provider; - Home Schooling, or - Facilitating Distance Education. <p>Note: Mature age (55+) Participants with full time activity test requirements 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 (Please see the Mutual Obligation Requirements Guideline for more information).</p> <p>If the Provider determines that the Participant with Mutual Obligation Requirements is eligible for Exit, they should discuss the reason for the Exit with the Participant and confirm that they wish to Exit.</p> <ul style="list-style-type: none"> • If the Participant is eligible to be Exited, proceed to Step 9 • If the Participant is not eligible for Exit, proceed to Step 12
<p>7. Provider Volunteer Participant does not wish to participate for a specified period of time, but does not wish to Exit</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 133.15 • Clause 116 • Clause 125 	<p>After discussion with the Volunteer Participant it may be evident that they do not wish to Exit but are experiencing a situation that impacts their ability to participate in Disability Employment Services for a specified period of time. In such cases, the Provider may determine that a Suspension is appropriate or may consider that a Change of Circumstances Reassessment is appropriate.</p> <ul style="list-style-type: none"> • If the Participant is Suspended, End of Process • If the Provider believes a Change of Circumstances Reassessment may be appropriate, refer to the <i>Referral for an Employment Services Assessment Guidelines</i>.
<p>8. Provider Continues to provide services and records the Suspension for Volunteer Participant</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 133.13 • Clause 133.15 	<p>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.</p> <p>The 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.</p> <ul style="list-style-type: none"> • Participant does not Exit, End of Process

Who is Responsible:	What is Required:
<p>9. Provider Records request to Exit and reasons on the Department's IT Systems.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 133.14 • Clause 139.9 	<p>If a volunteer Participant advises their Provider that they do not wish to participate, or the Provider otherwise considers that an Exit is appropriate, the Provider must immediately record a request to Exit and the reason for the Exit in the Department's IT Systems.</p> <ul style="list-style-type: none"> • Proceed to Step 10
<p>10. Department's IT Systems Confirm the Participant's eligibility for Provider Exit.</p> <p>This is an automated process.</p>	<p>The Department's IT Systems will perform a check to ensure that the Participant is eligible for a Provider Exit.</p> <p>The system will check to ensure that the Participant with Mutual Obligation Requirements is eligible for Exit.</p> <p>The system will check:</p> <ul style="list-style-type: none"> • 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
<p>11. Department's IT Systems Exits the Participant (and notifies Services Australia if relevant).</p> <p>This is an automated process.</p>	<p>Once the Department's IT Systems have confirmed that the Participant is eligible for Exit, and that the Provider has submitted all of the required information, the Participant will be Exited.</p> <p>Once the Participant is Exited, the Department's IT Systems will notify Services Australia if relevant that the Participant is no longer participating in DES.</p> <ul style="list-style-type: none"> • Proceed to Step 12
<p>12. Provider Completes Program Summary</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 139.15 	<p>The Provider must complete a Program Summary on the Department's IT Systems in relation to the Exited Participant within five Business Days after the Exit (see Program Summary section of these guidelines).</p> <ul style="list-style-type: none"> • 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.
<p>13. Provider Provides an Exit notification.</p> <p><i>Grant Agreement References:</i></p> <ul style="list-style-type: none"> • Clause 139.16 	<p>When a DMS Participant is Exited, the DES Provider must provide them with an Exit notification within 14 calendar days of the Exit. 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 Provider.</p>

Who is Responsible:	What is Required:
	<p>When an Employment Support Services Participant is Exited, the Provider should advise them of the Exit within 14 calendar days of the Exit.</p> <p>Exit Notifications should not be provided where the Participant has Exited because they:</p> <ul style="list-style-type: none"> • are deceased; • requested to be Exited; • have exited the Provider’s caseload but not DES (transfers); or • were never commenced in DES. <ul style="list-style-type: none"> • Participant is Exited, End of Process.

Attachment A - Recommencing a Participant in DES after an Exit

Under Clause 139.4 of the Disability Employment Services Grant Agreement, Participants (other than Work Assist Participants) wishing to return to DES after certain Exits (see below) must first be referred to an ESAt. For information about Work Assist Participant's, refer to the Work Assist Guidelines.

Clause 139.4

Unless the Participant is returning as a Work Assist Participant, where an Exit occurs and the Participant subsequently returns to the Program Services, the Participant must have a Valid ESAt or JCA, except where:

- (a) the Exit occurred while the Participant was receiving Ongoing Support or Work Based Personal Assistance Only;
- (b) the Participant Exited as an Independent Worker;
- (c) the Participant Exited in accordance with clause 117.3(c);
- (d) the Participant achieved a 26-week Employment Outcome, following which the Participant ceased Employment and Exited; or
- (e) the Exit was an Exit referred to in items (c) or (e) of the definition of an Effective Exit,

in which case the Participant must receive a New ESAt and, subject to that ESAt, begin a new Period of Service.