



**Australian Government**



## **Documentary Evidence for Claims for Payment Guidelines V 2.6**

### **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 2010-2012 and any relevant Guidelines or reference material issued by DEEWR under or in connection with Disability Employment Services Deed 2010-2012.

## Table of Contents

Documentary Evidence for Claims for Payment Guidelines .....	1
Document Change History: .....	3
Background.....	5
Disability Employment Services Deed 2010-2012 Clauses:.....	6
Reference documents relevant to these Guidelines: .....	7
Disability Employment Services Wage Subsidy Guidelines.....	7
Explanatory Note:.....	7
Introduction:.....	8
Policy: .....	8
Key Terms: .....	9
Section 1: Service Fees: .....	10
Section 2: Job Placement Fees: .....	18
Section 3: Outcome Fees:.....	20
Section 4: Outcomes Based on Employment – Notification to Centrelink where hours or earnings may be non/under declared:.....	29
Section 5: Ongoing Support Fees: .....	30
Section 6: Other Employment Support Service Fees: .....	32
Section 7: Wage Subsidy: .....	34
Section 8: Ancillary Payments: .....	37

## Document Change History:

Version	Start Date	Effective Date	End Date	Change & Location
2.6	1 July 12	1 July 12		<b>Policy:</b> Eligible School Leaver documentary evidence requirements removed, and are now set out in the DES Eligible School Leaver Guidelines.
2.5	1 Jan 12	1 Jan 12		<b>Narrative:</b> References to Job Capacity Assessments/Employment Services Assessments modified to reflect terminology changes throughout document. <b>Policy:</b> Documentary Evidence requirements for Wage Subsidy Scheme and Wage Connect Subsidy (effective 1 Jan 2012) ( <a href="#">Section 7</a> ).
2.4	1 Jun 11	01 Jun 11	1 Jan 12	<b>Policy:</b> Clarification of documentary evidence requirements for Contacts (Section 1). Clarification of documentary evidence requirements for Break in Employment and Change in Employment (p21-22). Clarification that an Apprenticeship need not be Full-Time to qualify for a Bonus (p23). Documentary Evidence requirements for Remote Pathway Outcomes for accumulated Employment (Effective 1 July 11) (p24-25).
2.3	23 Mar 11	29 Mar 11	1 Jun 11	<b>Policy:</b> More flexible documentary evidence requirements for permissible breaks due to illness of less than 3 days (p20). <b>Narrative:</b> Clarification that the Participant must remain employed during the outcome period (p17). Updated to reflect change in terminology from Federal Minimum Wage to National Minimum Wage (p7&p20).
2.2	31 Jan 11	31 Jan 11	23 Mar 11	<b>Narrative:</b> Section 1 p10 insertion of JCA report option for MIDL documentary evidence and footnote regarding requirement for DES providers to obtain written consent from a Participant prior to contacting Centrelink for information about a Participant's IQ.
2.1	29 Jul 10	29 Jul 10	31 Jan 11	<b>Narrative:</b> Removal of incorrect reference to Self Employment (p16).

2.0	29 Jun 10	1 Jul 10	29 Jul 10	<b>Policy:</b> Insertion of information about On-the-job Support, including additional clause reference (p4 - Disability Employment Services Deed 2010-2012 Clauses) and a new section (p29 – section 8). Insertion of information about the Moderate Intellectual Disability Loading (p9-10 – Section 1, p17 – Section 2, and p19 – Section 3).
1.0	15 Jan 10	1 Mar 10	30 Jun 10	Original version of document.

## Background

These Guidelines specify, in accordance with the definition of Documentary Evidence, which Records of the Disability Employment Services (DES) Program provider (from hereon referred to as 'DES provider') are satisfactory to the Department of Education, Employment and Workplace Relations (the Department) as sufficient evidence that Services were provided by the DES provider for each claim for payment made under the Disability Employment Services Deed 2010-2012 (the Deed), or which otherwise support a claim for payment made by the DES provider under the Deed.

## Disability Employment Services Deed 2010-2012 Clauses:

Clause 16 – Liaison and Compliance

Clause 19 – General (Some basic rules about financial matters)

Clause 20 – Evidence to support claims for payment

Clause 34 – General (Information and Information Management)

Clause 42 – Records the provider must keep

Clause 83 – Direct Registration of Participants without a referral

Clause 87 – Appointments with Participants

Clause 88 – Initial Contacts

Clause 89 – Contact services

Clause 90 – Skills Assessment

Clause 93 – Wage Subsidy and Employment Assistance Fund

Clause 96 – General requirements for an Employment Pathway Plan

Clause 97 – Failure and Reporting

Clause 109 – Updating DEEWR's IT system

Clause 113 – Relationship failure, transfer by agreement and transfers by DEEWR

Clause 115 – Suspensions

Clause 117 – Exits

Clause 119 – General (Fees and Ancillary Payments)

Clause 121 – Service Fees

Clause 122 – Job Placement Fees

Clause 123 – Outcome Fees

Clause 124 – Additional Fees for Remote ESAs

Clause 125 – Ongoing Support Fees

Clause 126 – Job in Jeopardy Fees

Clause 127 – Existing High Cost Worker Fees for Disability Employment Services – Employment Support Services providers

Clause 128 – Work Based Personal Assistance Fees for Disability Employment Services – Employment Support Services providers

Clause 129 – Ancillary Payments

Annexure A – Definitions

## Reference documents relevant to these Guidelines:

Contacts Guidelines

Creating and Updating an Employment Pathway Plan Guidelines

Direct Registration Guidelines

Eligible School Leaver Guidelines

Exits Guidelines

Job in Jeopardy Participant Guidelines

Job Placement and Job Placement Fee Guidelines

Disability Employment Services Participant Compliance Guidelines

Ongoing Support Fee Guidelines

Outcome Guidelines

Program Review Guidelines

Program Summary Guidelines

Records Management Instructions Guidelines

Referral and Commencement Guidelines

Remote Foundation Skills Outcome Guidelines

Remote Education Commencement and Educational Achievement Outcome Guidelines

Service Fee Guidelines

Transfer Guidelines

Disability Employment Services Wage Subsidy Scheme Guidelines

Work Based Personal Assistance Guidelines

Moderate Intellectual Disability Loading Guidelines

Disability Employment Services Wage Subsidy Guidelines

## Explanatory Note:

1. Italicised text is a hyperlink to the relevant reference material;
2. All capitalised terms have the same meaning as defined in Annexure A of the Disability Employment Services Deed 2010 – 2012.
3. In this document, “must” means that compliance is mandatory and “should” means that compliance represents best practice, and
4. In this document, reference to “file note” may be a file note in hard copy or electronic form.

## Introduction:

This document sets out the Department's Documentary Evidence requirements for specified Fees for Services, Funds, Reimbursements and Ancillary Payments provided under the Deed.

DEEWR is committed to reducing any unnecessary administrative burden and duplication arising as a result of its contract monitoring arrangements, including where overlap is identified with the Disability Services Standards. In doing so, DEEWR will work closely with industry to develop new contract monitoring arrangements. This includes identifying priority areas for streamlining to reduce imposition on DES providers and their resources while also maintaining appropriate levels of accountability for the expenditure of funds.

## Policy:

'Documentary Evidence' is defined in the Deed as 'those Records of the DES provider, as specified in this Deed including any Guidelines, which evidence that Services were provided by the DES provider for each claim for payment made under this Deed, or which otherwise support a claim for payment by the DES provider.

Documentary Evidence is subject to the requirements of the Deed. In the event of any inconsistency between the Deed and these Guidelines, the provisions contained in the Deed will prevail.

It is a precondition of a DES provider's entitlement to Fees, Funds, Reimbursements and Ancillary Payments that it has at the time of making a claim for payment, sufficient Documentary Evidence to prove that the Services have been delivered in accordance with the Deed. In accordance with clause 20.2 of the Deed, a DES provider must provide Documentary Evidence to DEEWR within 10 Business Days if requested.

DES providers are also required to retain sufficient Documentary Evidence to prove its claim for payment for the period required under clause 42.8 of the Deed.

Documentary Evidence may be systems-based or on paper as appropriate, however Documentary Evidence recorded electronically is not required to be placed on paper files. Documentary Evidence which is not on DEEWR's IT Systems must be made available to DEEWR on request. Documentary Evidence, whether recorded on DEEWR's IT Systems or on the DES provider's own system, must be accurate and complete.

When lodging a claim DES providers are required to complete mandatory fields in DEEWR's IT Systems. This information is accepted as Documentary Evidence which in some circumstances, as specified in these Guidelines, is sufficient to substantiate the claim and in other circumstances, as specified in these Guidelines, requires supplementary Documentary Evidence to be recorded and retained.

Where a Participant does not give permission for the DES provider to seek Documentary Evidence from their employer, such as in cases of non disclosure, the DES provider may retain a file note containing the compulsory details required for the claim. File notes may also be used in other circumstances as indicated under these Guidelines.

The Documentary Evidence set out in the Deed and these Guidelines, together with the information required to be recorded on DEEWR's IT Systems is acceptable to DEEWR as sufficient proof of service provision, unless DEEWR has notified the DES provider otherwise in writing (for example, due to a history of lack of contractual compliance or exceptional circumstances such as allegations of fraud).

## Key Terms:

This section provides definitions for terms used in these Guidelines which are not already included as defined terms within the Deed.

<b>Automated Special Claims</b>	<p>Automated Special Claims are a process of claiming an Outcome Fee which is completed in DEEWR's IT Systems by a staff member of the DES provider with a high level of security access and in accordance with any Guidelines issued by DEEWR</p> <p>Automated Special Claims are only available for those claims where there is Documentary Evidence that indicates that there has been under/non declaration of earnings and/or hours of paid work to Centrelink by the Participant (disputed JRRRs and JEHRs). All other Special Claim request types must be submitted in the Overrides and Special Claims application</p>
<b>National Minimum Wage/Federal Minimum Wage</b>	<p>The rate of pay set by the Australian Fair Pay Commission and specified at <a href="http://www.fwa.gov.au">www.fwa.gov.au</a></p>
<b>JEHR</b>	<p>The Jobseeker Employment Hours Result (JEHR) is a system tool which is a check made for an Outcome Fee claim for a Participant who has part-time participation requirements.</p> <p>When a user requests this system check a message is sent to Centrelink to request a check of the earnings and the hours that the Participant has declared to Centrelink during the 13 Week Period or 26 Week Period. The response from Centrelink is compared to the participation requirements that related to the Participant at the start date of the 13 Week Period (the Anchor Date) or at the start date of the 26 Week Period (whichever applies to the Outcome Fee being claimed) to ensure that the required hours have been worked by the Participant and that the employment is paid work</p>
<b>JRRR</b>	<p>The Jobseeker Rate Reduction Result (JRRR) is a system tool which allows users to run income support rate reduction checks on the records of Participants who are on Newstart Allowance/Youth Allowance with full-time participation requirements who have a potential employment Full Outcome or Pathway Outcome.</p> <p>The JRRR runs a check on the impact of the reported earnings from employment on a Participant's basic rate of Newstart Allowance/Youth Allowance (the basic rate does not include rent assistance, pharmaceutical allowance or any other additional payments for which a Participant may be eligible while on Newstart Allowance/Youth Allowance). The impact is calculated fortnightly over 13 weeks of an Outcome 13 Week Period or 26 Week Period and is expressed as a percentage of actual rate reduction.</p>
<b>Special Claims for Outcome Fees</b>	<p>Special claims are a process of claiming Outcome Fees where the JRRR or the JEHR has not returned the expected result, or due to other circumstances where the DES provider has been unable to lodge the Outcome Fee claim in DEEWR's IT Systems payments as an auto claim.</p>

## Section 1: Service Fees:

Service Fees are paid in advance for each period of 13 weeks. In accordance with the Deed, DES providers are required to keep sufficient Documentary Evidence which demonstrates that Services have been delivered to support each Service Fee claim.

Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Initial Interviews for Participants and Initial Interviews for a New Program</b></p> <p><i>Disability Employment Services Deed 2010-2012</i></p> <p><i>Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 87</li> <li>• Clause 88</li> </ul> <p><i>Further information on Initial Interviews Documentary Evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Referral and Commencement Guidelines</li> <li>• Creating and Updating an Employment Pathway Plan Guidelines</li> <li>• Direct Registration Guidelines</li> </ul>	<p>For <u>all Participants</u>: record attendance in the Electronic Diary for:</p> <ul style="list-style-type: none"> <li>• Initial Interview</li> <li>• Initial Interview for a New Program</li> </ul> <p>For <u>all Participants</u> record the completion of:</p> <ul style="list-style-type: none"> <li>• Initial Interview</li> <li>• Initial Interview for a New Program</li> </ul> <p>For each Participant:</p> <ul style="list-style-type: none"> <li>• Employment Pathway Plan (EPP) must be recorded with a status of 'approved'.</li> </ul>	<p>As relevant to the individual Participant circumstances:</p> <ul style="list-style-type: none"> <li>• Copies of exemptions from attending school for early school leavers</li> <li>• Copies of course enrolment forms</li> </ul> <p>For a Job in Jeopardy Participant, evidence of the reasons the DES provider considers the Participant's job to be in jeopardy is required. This may be recorded in a letter, email or file note and must include:</p> <ul style="list-style-type: none"> <li>• Details of the Employment</li> <li>• The name of the Employer</li> <li>• The Participant's normal hours of employment</li> <li>• The Participant's current hours of employment</li> <li>• Name of the person who confirmed the Employment details (that is either the Participant or person within the Employer organisation) and their contact details, and</li> <li>• The date the information contained in the file note was confirmed and the name of the DES provider's staff member who recorded the information.</li> </ul> <p>Where a Participant is a Non Beneficiary (Disability Management Service only):</p> <ul style="list-style-type: none"> <li>• Copy of the signed Non Beneficiary income test result.</li> </ul> <p>Where a Participant is eligible for the Moderate Intellectual Disability Loading:</p>

Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
		<ul style="list-style-type: none"> <li>• a copy of an IQ assessment report clearly indicating the individual's assessed IQ of 60 or less, or</li> <li>• a signed statement from a Registered Psychologist stating that the individual has an assessed IQ of 60 or less, or</li> <li>• a signed statement from an appropriate representative of a recognised and credible institution such as Centrelink(see note below), a Job Capacity Assessor or Employment Services Assessor, an Education authority or a State or Territory Disability Commission indicating that they have evidence on file verifying that the individual's IQ is 60 or less, or</li> <li>• a signed statement from a registered psychologist stating that, using a recognised assessment tool, and based on a combination of IQ and other adaptive behaviour factors, the individual falls within the classification of having moderate intellectual disability. The statement must indicate: <ul style="list-style-type: none"> <li>– the name of the assessment tool, including any version or revision number,</li> <li>– the score or assessment relevant to the classification scale, and</li> <li>– the assessment outcome.</li> </ul> </li> <li>• A copy of a JCA/ESAt report specifically indicating that a Participant has an IQ of 60 or less is sufficient evidence for this purpose.</li> </ul> <p><b>Note:</b> Should a DES provider wish to obtain information about a Participant's level of intellectual functioning from Centrelink, they must obtain the Participant's written consent by completing a 'Disability Employment</p>

Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
		<p>Services - Authority to Obtain Information from Centrelink' form, a copy of which can be found as Attachment B in the 'DES – Moderate Intellectual Disability Loading Guidelines'. Once the form has been signed by the Participant or their Legal Guardian the DES provider can either fax, post or take the form directly to the Centrelink Customer Service Centre where the Participant is registered.</p> <p>Where a Participant is an Eligible School Leaver, the documentary evidence requirements to support Eligible School Leaver eligibility are set out in the DES Eligible School Leaver Guidelines.</p>
<p><b>Direct Registration</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 83</li> </ul> <p><i>Further information on Direct Registration documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Direct Registration Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Participant registration information</li> <li>• Identify the Participant where they are a Special Class Client, Eligible School Leaver, Job in Jeopardy or Moderate Intellectual Disability Loading Client.</li> </ul>	<p>Copy of the completed Direct Registration form with the Participant's personal information used to determine eligibility and the consent from the Participant regarding the use of the personal information disclosed to the DES provider.</p> <p>For Participants who have been made redundant from an industry that is approved for a Labour Adjustment Package a copy of a redundancy letter or employment separation certificate is required.</p> <p>For a Special Class Client evidence is required to support eligibility and must include:</p> <ul style="list-style-type: none"> <li>• Evidence that the Participant was in a location affected by the relevant disaster/event at the time it occurred, for example aeroplane tickets, passports</li> <li>• Medical evidence verifying that injuries were received as a result of the disaster/event or</li> <li>• Where the above evidence is not available a Statutory Declaration from the Participant.</li> </ul>
<p><b>Minimum Contacts</b></p> <p><i>Disability Employment Services</i></p>	<ul style="list-style-type: none"> <li>• The Contact schedule must be specified in the Participants Employment Pathway Plan</li> </ul>	<p>Record of compliance with the requirements of the Employment Pathway Plan.</p> <p>Issues covered in each Contact including:</p>

Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><i>Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 87.4 - 87.5</li> <li>• Clause 89</li> </ul> <p><i>Further information on Contacts documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Contacts Guidelines</li> <li>• Creating and Updating an Employment Pathway Plan Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Details of circumstances which prevent a face-to-face Contact for each Contact not delivered face-to-face.</li> <li>• On the same day as the Participant has attended the Contact, or as soon as possible if not possible on the same day, results of each Contact that are to be mandatorily recorded in the Electronic Diary ie: <ul style="list-style-type: none"> <li>– Initial Interviews</li> <li>– Re-engagement (including for the purposes of Reconnection): and</li> <li>– Contacts following a Change of Circumstances Reassessment or a Program Review.</li> </ul> </li> <li>• It is not mandatory to use the Electronic Diary for recording other Contacts. However, where a contact is booked in the Electronic Diary, the result must also be recorded in the Electronic Diary.</li> <li>• Contacts that constitute an Instance of Flexible Ongoing Support must be recorded on the Ongoing Support Management Screen.</li> </ul>	<ul style="list-style-type: none"> <li>• Participant's progress to find employment</li> <li>• Details of ongoing support provided to Participant</li> <li>• Details of any relevant changes to the Participant's circumstances.</li> </ul> <p>The results of Contacts not booked in the Electronic Diary.</p>
<p><b>Employment Pathway Plan (EPP)</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 88.1</li> <li>• Clause 96.8</li> </ul>	<p>The EPP must be recorded with a status of 'approved' and:</p> <ul style="list-style-type: none"> <li>• For each Participant the EPP must be developed by the DES provider during the Initial Interview.</li> <li>• For each Participant the DES provider must review and, if appropriate, amend the terms of the Participant's existing EPP as outlined in clause 96.2 and clause 96.3.</li> </ul>	<ul style="list-style-type: none"> <li>• Record of the compliance with the requirements of the EPP.</li> </ul>

Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Skills Assessment</b></p> <p><i>Disability Employment Services Deed 2010-2012</i></p> <p>Clause Reference:</p> <ul style="list-style-type: none"> <li>• Clause 90.4</li> </ul>	<ul style="list-style-type: none"> <li>• Upload completed Skills Assessment</li> <li>• Update EPP with outcomes of Skills Assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• A concise record of any information provided by the Participant that influences their Skills Assessment.</li> </ul>
<p><b>Exits</b></p> <p><i>Disability Employment Services Deed 2010-2012</i></p> <p>Clause References:</p> <ul style="list-style-type: none"> <li>• Clause 87.5</li> <li>• Clause 115</li> <li>• Clause 117.15</li> </ul> <p><i>Further information on Exits documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Exits Guidelines</li> </ul>	<p>For all Participants in the Exit section record:</p> <ul style="list-style-type: none"> <li>• the Provider Exit, and</li> <li>• the reason for the Exit.</li> </ul> <p>For all Participants complete a Program Summary:</p> <ul style="list-style-type: none"> <li>• Within 20 Business Days where Centrelink completes the Exit or the Participant is transferred to another Program Provider</li> <li>• Within 5 Business Days of an Exit for any other reason.</li> </ul> <p>For Volunteers where an Exit is due to non-attendance of an Appointment, in the Electronic Diary record:</p> <ul style="list-style-type: none"> <li>• Details of the Volunteer's regular non-attendance for Appointments.</li> </ul> <p>In the comments screen record:</p> <ul style="list-style-type: none"> <li>• Details of the attempts to contact the Participant at least once on each of two consecutive Business Days.</li> </ul> <p>For Activity Tested Participants who do not attend Appointments refer to the section on Participation Reporting and Clause 97 of the Deed.</p>	<ul style="list-style-type: none"> <li>• A concise record of any information provided by, or relating to, the Participant that influences the DES provider's decision to Exit the Participant.</li> </ul>
<p><b>Participation Reporting</b></p> <p><i>Disability</i></p>	<p>Where a failure has occurred, in the comments screen record:</p> <ul style="list-style-type: none"> <li>• Details of the attempts to contact</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence relating to the event that has resulted in the Participant's failure.</li> </ul>

Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><i>Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 97.1</li> <li>• Clause 97.2</li> </ul> <p><i>Further information on Participation Reporting documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Job Seeker Compliance Guidelines</li> </ul>	<p>the Participant at least once on each of two consecutive Business Days.</p> <p>Where the DES provider decides to undertake compliance action in accordance with Clause 97.2 the DES provider must within five Business Days of the event:</p> <ul style="list-style-type: none"> <li>• document in the Participation Report information relevant to the event, including any relevant participation history; and</li> <li>• submit the Participation Report to Centrelink.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant information on the Activity Tested Participant's individual circumstances.</li> <li>• Any relevant reason(s) given by the Activity Tested Participant for the event(s).</li> </ul>
<p><b>Suspensions</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 115</li> </ul> <p><i>Further information on Suspensions documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Exits Guidelines</li> <li>• Period of Service Guidelines</li> </ul>	<p>Where an Activity Tested Participant elects to volunteer while Suspended record:</p> <ul style="list-style-type: none"> <li>• the agreed volunteering period, including the start date (which can not be backdated from the date recorded) and the expected end date, which cannot exceed the end date of the Suspension period – in the Suspensions and Volunteering section</li> <li>• the agreed Voluntary activities in the EPP, and</li> <li>• that the Participant is participating as a Volunteer.</li> </ul> <p>Where a Volunteer (Activity Tested) is in an agreed volunteering period, and the DES provider subsequently becomes aware that the Participant no longer wishes to volunteer:</p> <ul style="list-style-type: none"> <li>• immediately record the end of the volunteer period.</li> </ul> <p>Where a Suspended or Volunteer (Activity Tested) Participant ceases to fully meet their</p>	<ul style="list-style-type: none"> <li>• Details of the DES provider's decision and relevant evidence to support the decision not to service a Participant with a temporary reduced work capacity of 0-7 who elects to volunteer.</li> </ul>

Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
	<p>Activity Tested requirements, record:</p> <ul style="list-style-type: none"> <li>the end of the suspension or volunteering period</li> <li>amend the Participant's EPP as appropriate including removing voluntary activities.</li> </ul> <p>Where a Volunteer (Non-activity Tested) Participant cannot participate for a period, record:</p> <ul style="list-style-type: none"> <li>agreed start and end date for the Suspension (a maximum period of 13 weeks at a time)</li> <li>reason for the Suspension (as outlined in the Period of Service Guidelines).</li> </ul> <p>Where a Participant has been suspended from Services by the DES provider, and the DES provider subsequently becomes aware that the Participant wishes to return to participation:</p> <ul style="list-style-type: none"> <li>immediately record the end of the Suspension.</li> </ul>	
<p><b>Review and Reassessment</b></p> <p><i>Disability Employment Services Deed 2010-2012</i></p> <p><i>Clause References:</i></p> <ul style="list-style-type: none"> <li>Clause 99</li> <li>Clause 102</li> </ul>	<p>Complete the Program Summary:</p> <ul style="list-style-type: none"> <li>when a Change of Circumstances Reassessment has been arranged for the Participant</li> <li>where a New JCA has been arranged for the Participant after approximately 74 to 78 weeks.</li> </ul>	<p>Where the DES provider makes the decision to deliver Extended Employment Assistance;</p> <ul style="list-style-type: none"> <li>Details of any Employment, including name of Employer and number of hours worked</li> <li>Details of any Significant Education or Training, including the name of the training institution and the education or training course being undertaken</li> <li>Reasons that the DES provider believes Extended Employment Assistance is likely to result in an Employment Outcome.</li> </ul>
<p><b>Transfers</b></p>	<ul style="list-style-type: none"> <li>Any transfer of a Participant by agreement is to be recorded by the</li> </ul>	<p>A DES provider must:</p>

Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><i>Disability Employment Services Deed 2010-2012</i>  <i>Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 113.1</li> </ul> <p><i>Further information on Transfers documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Transfer Guidelines</li> </ul>	<p>relinquishing DES provider as soon as the agreement to transfer has been finalised between the parties.</p>	<ul style="list-style-type: none"> <li>• retain a copy of the completed Transfer by Agreement form, or</li> <li>• submit to DEEWR a copy of the completed Transfer due to Relationship Failure form.</li> </ul>
<p><b>Referrals to Complementary Services</b></p> <p><i>Disability Employment Services Deed 2010-2012</i>  <i>Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Annexure A</li> </ul>	<ul style="list-style-type: none"> <li>• All referrals to Complementary Services.</li> </ul>	<ul style="list-style-type: none"> <li>• No additional Documentary Evidence is required.</li> </ul>
<p><b>Special Claims for Service Fees</b></p> <p><i>Disability Employment Services Deed 2010-2012</i>  <i>Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 121</li> </ul>	<ul style="list-style-type: none"> <li>• Entry of a special claim override request in the 'Overrides and Special Claims' application.</li> </ul>	<ul style="list-style-type: none"> <li>• File notes, copies of reports and documents relating to the Participant, forms completed by the Participant or any information that can substantiate that a Service Fee is payable.</li> </ul>

## Section 2: Job Placement Fees:

### Privacy considerations

If the DES provider needs to contact an Employer regarding the Participant to seek Documentary Evidence, the DES provider must obtain the Participant's written consent prior to contacting the Employer. A Participant is able to supply the DES provider with their payslip covering the necessary times and including the compulsory details.

Job Placement Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Job Placement Fees</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 122</li> </ul> <p><i>Further information on Job Placement Fees documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Job Placement and Job Placement Fee Guidelines</li> </ul>	<p>Within 28 calendar days of the Job Placement Start Date record:</p> <ul style="list-style-type: none"> <li>• the Job Placement Start Date; and</li> <li>• details of the DES provider's confirmation with the Employer that the Participant has started in the Job Placement.</li> </ul> <p>Within 28 calendar days of the Job Placement Fee Date record:</p> <ul style="list-style-type: none"> <li>• the Job Placement Fee Date; and</li> <li>• details of the DES provider's verification with the Employer that the Participant has achieved the relevant Job Placement Hours in the Job Placement.</li> </ul>	<p><b>Specific detail which must be contained in the Documentary Evidence:</b></p> <p>A file note or a signed and dated written statement or email from the Employer or Participant and must contain (unless otherwise specified by DEEWR) the following:</p> <ul style="list-style-type: none"> <li>• Employer's name</li> <li>• the date the Participant started Employment</li> <li>• the dates and hours worked each day excluding breaks</li> <li>• the name of the person who confirmed the Employment details (that is, either the Participant or person within the Employer organisation) and their contact details, and</li> <li>• the DES provider's staff member who confirmed the information with the Employer and the date this information was collected.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Copies of payslips covering the period including the Job Placement Start Date or the period where the Job Placement Hours were worked.</li> </ul> <p><b>Note:</b> Where email is used, the Employer or Participant must be clearly identifiable as the sender in the email address and signature block. The signature block must also state</p> <ul style="list-style-type: none"> <li>• the person's name</li> <li>• the person's position (where applicable), and</li> </ul>

Job Placement Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
		<ul style="list-style-type: none"> <li>• organisation (does not need to include an electronic signature).</li> </ul> <p><b>Note:</b> Where a Job Placement Fee is being claimed for a Participant who is eligible for a Moderate Intellectual Disability Loading the Documentary Evidence must include verification of Employment of at least 15 hours over the 10 Consecutive Working Days.</p>

### Section 3: Outcome Fees:

DEEWR's IT Systems will automatically determine eligibility for the following Outcome Fees based on the information entered into DEEWR's IT Systems by the DES provider:

- Full Outcome
- Pathway Outcome
- Job in Jeopardy Outcome
- Bonus, and
- Remote Education Outcomes

#### Privacy considerations

If the DES provider needs to contact an Employer regarding the Participant to seek Documentary Evidence, the DES provider must obtain the Participant's written consent prior to contacting the Employer. A Participant is able to supply the DES provider with their payslip covering the necessary times and including the compulsory details.

Outcome Fees	Documentary Evidence the DES provider must retain (in electronic form or hard copy)
<p><b>Full Outcome and Pathway Outcome (based on Employment) for auto claiming in DEEWR's IT Systems</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 123</li> <li>• Annexure A Definitions – Full Outcome and Pathway Outcome.</li> </ul> <p><i>Further information on Outcome Fees documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Outcome Guidelines</li> </ul>	<p>For a Full Outcome the DES provider must retain Documentary Evidence which indicates that the Participant:</p> <ul style="list-style-type: none"> <li>• remained Employed each fortnight of the 13 Week Period or 26 Week Period and earned sufficient income for the Participant's Basic Rate of any Income Support Payment to cease; or</li> <li>• remained Employed each week and worked the minimum required hours in a 13 Week Period or 26 Week Period according to the Participant's Employment Benchmark.</li> </ul> <p>For a Pathway Outcome the DES provider must retain Documentary Evidence which indicates that the Participant:</p> <ul style="list-style-type: none"> <li>• remained Employed each week and worked the minimum required hours in a 13 Week Period or 26 Week Period according to the Participant's Employment Benchmark.</li> </ul> <p>Evidence must include:</p> <p>A file note or a signed and dated written statement or email from the Employer or Participant (including where the Participant is self-employed) and must contain (unless otherwise specified by DEEWR) the following:</p> <ul style="list-style-type: none"> <li>• the name of the Employer</li> <li>• the period of Employment</li> <li>• name of the person who confirmed the Employment details (that is either the Participant or person within the Employer organisation) and their contact details, and</li> <li>• the date the information contained in the file note was confirmed and the name of the DES provider's staff member who recorded the information.</li> </ul> <p>Or</p>

Outcome Fees	Documentary Evidence the DES provider must retain (in electronic form or hard copy)
	<ul style="list-style-type: none"> <li>• Copies of payslips covering the whole of the 13 Week Period or 26 Week Period, respectively.</li> </ul> <p><b>Note:</b> Where email is used, the Employer or Participant must also be clearly identifiable as the sender in the email address and signature block. The signature block must also state</p> <ul style="list-style-type: none"> <li>• the person’s name</li> <li>• the person’s position (where applicable), and</li> <li>• organisation (does not need to include an electronic signature).</li> </ul> <p><b>Note:</b> Where a Full Outcome is being claimed for a Participant who is completing a combination of Education and part-time Employment the Documentary Evidence requirements for Employment and Education must be met.</p> <p><b>Note:</b> Where a Full Outcome is being claimed for a Participant who is eligible for a Moderate Intellectual Disability Loading the Documentary Evidence must include verification of Employment of at least 15 hours per week.</p>
<p><b>Full Outcome and Pathway Outcome based on an Education related activity that meets the requirements for an Outcome and for a Qualifying Education Course for claiming in DEEWR’s IT Systems</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 123 and Annexure A Definitions.</li> </ul> <p><i>Further information on Outcome Fees documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Outcome Guidelines</li> </ul>	<p>A file note which contains:</p> <ul style="list-style-type: none"> <li>• the period of attendance for the Semester</li> <li>• how many weeks were in the Semester</li> <li>• the class contact hours attended each week</li> <li>• whether the Education was conducted as Full-Time Study or as part-time study as defined by the training institution</li> <li>• the full name of the training institution</li> <li>• the date of the contact</li> <li>• the name and contact details of the training institution representative confirming the Participant’s attendance was satisfactory, and</li> <li>• the name of the DES provider’s member of staff who recorded the information and the date of the confirmation.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• A written statement from the training institution confirming: <ul style="list-style-type: none"> <li>– that the Participant’s attendance was satisfactory</li> <li>– the class contact hours attended each week</li> <li>– whether the attendance was Full-Time Study or part-time study as defined by the training institution, and</li> <li>– how many weeks were in the Semester.</li> </ul> </li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• A single statement of attainment issued by the training institution confirming successful completion of the Semester.</li> </ul>

Outcome Fees	Documentary Evidence the DES provider must retain (in electronic form or hard copy)
	<p><b>Note:</b> It is not a requirement that a Participant successfully passes the course and achieves a certificate of attainment. However, a copy of the certificate would meet all the requirements.</p> <p><b>Note:</b> Where a Full Outcome is being claimed for a Participant who is completing a combination of part time Education and Employment the Documentary Evidence requirements for Employment and Education must be met.</p>
<p><b>Job in Jeopardy Outcome Fee</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 126</li> </ul> <p><i>Further information on Job in Jeopardy Outcome Fees documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Job in Jeopardy Guidelines</li> </ul>	<p>A file note or a signed and dated written statement or email from the Employer or Participant (including where the Participant is self-employed) and must contain (unless otherwise specified by DEEWR) the following:</p> <ul style="list-style-type: none"> <li>• the name of the Employer</li> <li>• the period of Employment</li> <li>• the normal number of hours worked each week prior to the Job in Jeopardy person's Employment being in jeopardy</li> <li>• the number of paid hours worked each week during the 26 Consecutive Weeks of the Job in Jeopardy Outcome</li> <li>• name of the person who confirmed the Employment details (that is, either the Participant or person within the Employer organisation) and their contact details, and</li> <li>• the date the information contained in the file note was confirmed and the name of the DES provider's staff member who recorded the information.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Other evidence such as payslips that confirm the Employment details required above. This evidence must substantiate the normal number of hours worked each week prior to the Participant's Employment being in jeopardy.</li> </ul> <p><b>Note:</b> Where email is used, the Employer or Participant must be clearly identifiable as the sender in the email address and signature block. The signature block must state</p> <ul style="list-style-type: none"> <li>• the person's name</li> <li>• the person's position (where applicable), and</li> <li>• organisation (does not need to include an electronic signature).</li> </ul>
<p><b>Where Participant is in Unsubsidised Self-Employment</b></p> <p><i>Disability Employment Services Deed 2010-2012 References:</i></p> <ul style="list-style-type: none"> <li>• Annexure A</li> </ul>	<ul style="list-style-type: none"> <li>• Proof that the business exists and is not being subsidised;</li> <li>• Evidence that the Participant has worked the required number of paid hours each week of the Outcome period – this could include a record of the Participant's appointments or diary entries; and</li> <li>• To determine the Participant has earned sufficient income (net of business expenses but including tax), which proves that the National Minimum Wage/Federal Minimum Wage rate has been achieved; the personal income should be divided by the actual hours worked by the self-employed Participant. Evidence of income must be in one</li> </ul>

Outcome Fees	Documentary Evidence the DES provider must retain (in electronic form or hard copy)
<p>Definitions</p> <p><i>Further information on Outcome Fees documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Outcome Guidelines</li> </ul>	<p>of the following forms:</p> <ul style="list-style-type: none"> <li>– Sales records, contracts with clients or contracts of Employment</li> <li>– A statement of income from a Certified Practicing Accountant or Certified Accountant;</li> <li>– Copy of records from the Australian Taxation Office declaring that the Participant has an income as self-employed.</li> </ul>
<p><b>Employment Outcomes for Participants who have a Permissible Break, Break in Employment or Change in Employment</b></p> <p><i>Disability Employment Services Deed 2010-2012</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> <li>• Annexure A Definitions</li> </ul> <p><i>Further information Outcome Fees documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Outcome Guidelines</li> </ul>	<p>For a <i>Permissible Break</i> a file note which must contain information provided from the Employer or a signed statement with evidence from the Participant confirming:</p> <ul style="list-style-type: none"> <li>• the name of the Employer organisation</li> <li>• Employer’s or Participant’s confirmation of the break in Employment including the reason for the break</li> <li>• the duration of the break</li> <li>• that the Participant is Employed in the same position</li> <li>• the date the DES provider spoke to the Employer or Participant, and</li> <li>• the name of the DES provider’s staff member who recorded the information.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• If the Permissible Break is in relation to a Participant’s illness <b>and</b> the break is for a period of three or more days, the Participant <b>must</b> provide a copy of their medical certificate or evidence of receipt of Sickness Allowance to the DES provider instead of a signed statement or file note.</li> </ul> <p>For a <i>Break in Employment or a Change in Employment</i> a file note which must contain information provided from the Employer or a signed statement with evidence from the Participant confirming:</p> <ul style="list-style-type: none"> <li>• the name of the Employer organisation</li> <li>• the name of the person who confirmed the Employment details (that is, either the Participant or person within the Employer organisation) and their contact details</li> <li>• date of the cessation of Employment</li> <li>• the reason why the Participant ceased their Employment</li> <li>• the date the DES provider spoke to the Employer or Participant , and</li> <li>• the name of the DES provider’s staff member who recorded the information.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• A copy of the employment separation certificate from the Employer where the actual date and reason why the Participant ceased work is recorded.</li> </ul>
<p><b>National Minimum Wage/Federal</b></p>	<p>The Documentary Evidence clearly indicates that the Employment is being paid at a level that</p>

Outcome Fees	Documentary Evidence the DES provider must retain (in electronic form or hard copy)
<p><b>Minimum Wage (FMW) system check pop up for Full Outcome and Pathway Outcome</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>Annexure A Definitions Non-Payable Outcomes sub clause</li> </ul> <p><i>Further information Outcome Fees documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>Outcome Guidelines</li> </ul>	<p>satisfies the FMW applicable at that time. The evidence must be in <b>one</b> of the following:</p> <p>A file note <b>OR</b> a signed written statement containing:</p> <ul style="list-style-type: none"> <li>the name of the Employer and period of Employment</li> <li>the name of the contact who verified the details</li> <li>the date of confirmation and name of the DES provider’s employee recording the information</li> <li>the date of phone call or contact</li> <li>the hourly rate of payment each week of the 13 Week Period or 26 Week Period, and</li> <li>the hours of paid Employment worked each week/fortnight and the gross weekly or fortnightly income of the Participant for the 13 Week Period or 26 Week Period.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>Copies of payslips covering the whole of the 13 Week Period or 26 Week Period respectively.</li> </ul> <p><b>Note:</b> The only exceptions to this are for Employment in an Apprenticeship as no FMW applies, or where a productivity based wage assessment has been completed through the Supported Wage System.</p> <p><b>Note:</b> From 1 July 2010 the Federal Minimum Wage is known as the National Minimum Wage.</p>

Outcome Fees	Documentary Evidence the DES provider must retain (in electronic form or hard copy)
<p><b>Bonus for a Full Outcome or Pathway Outcome</b></p> <p><i>Disability Employment Services Deed 2010-2012</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> <li>• Clause 123 and Annexure A Definitions</li> </ul> <p><i>Further information Outcome Fees documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Outcome Guidelines</li> </ul>	<p><b>Bonus to an Outcome for Directly Related Employment</b></p> <p>The DES provider must retain evidence which proves that the Participant has successfully attained the qualification for the Qualifying Training Course Placement (at least a Certificate II level). The evidence must be one of the following:</p> <ul style="list-style-type: none"> <li>• a copy of the certificate of attainment issued by the training institution which shows the modules/units completed.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• a written statement from the training institution confirming the Participant’s achievement of the Qualifying Training Course at Certificate II level or above and lists the modules/units completed.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• A file note containing: <ul style="list-style-type: none"> <li>– the full name of the training institution</li> <li>– the date of the contact with the training institution</li> <li>– the name and contact details of the training institution representative confirming the Participant achieved the qualification and the level of the qualification</li> <li>– the modules/units completed, and</li> <li>– the name of the DES provider’s member of staff who recorded the information.</li> </ul> </li> </ul> <p><b>Bonus to an Outcome for an Apprenticeship</b></p> <p>The DES provider must retain evidence in one of the following forms:</p> <ul style="list-style-type: none"> <li>• a copy of the training contract that the Participant has entered into for the Apprenticeship (or such other form of agreement for an Apprenticeship as is approved by the relevant State or Territory training authority).</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• a file note stating that a copy of the training contract has been sighted by the DES provider and the names of the parties to the contract.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• If the Apprenticeship contract is unable to be sighted by the DES provider, the file note must document the Employer’s confirmation of the Participant’s Apprenticeship. The file note must contain all of the following: <ul style="list-style-type: none"> <li>– the name of the Employer and the person within the workplace who confirmed the information</li> <li>– the date the contract was signed</li> <li>– the names of the parties to the contract</li> <li>– the date of the phone call with the Employer, and</li> </ul> </li> </ul>

Outcome Fees	Documentary Evidence the DES provider must retain (in electronic form or hard copy)
	<ul style="list-style-type: none"> <li>– the name of the DES provider employee recording the information.</li> </ul> <p><b>Note:</b> It is not necessary for this training contract to be approved by the relevant State training authority as this process can take some time.</p>

<p><b>Remote Education Outcomes</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 124, Clause 130.2 and Annexure A: Definitions</li> </ul> <p><i>Further information Remote Education Outcome Fees documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Remote Foundation Skills Outcome Guidelines</li> <li>• Remote Educational Commencement and Remote Educational Achievement Outcomes Guidelines</li> </ul>	<p>A file note confirming that the requirements for a Remote Education Commencement Outcome (RECO), Remote Educational Achievement Outcome (REAO) or a Remote Foundation Skills Outcome (RFSO) were satisfied.</p> <p>The file note must include the:</p> <ul style="list-style-type: none"> <li>• full name of the training institution</li> <li>• date of the contact with the training institution</li> <li>• name of the contact details of the training institution representative confirming the Participant’s commencement or achievement in the activity</li> <li>• details of the education or training undertaken or completed, as relevant, and</li> <li>• name of the DES provider’s member of staff who recorded the information.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• A written statement from the education/training provider confirming that the Participant has undertaken or completed the education or training activity, which satisfies the requirements of a RECO, REAO or RFSO.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• A copy of the statement of attainment issued by the training institution, if this is sufficient to confirm successful completion of the Certificate 2 level course or higher. In order to confirm that the requirements for a REAO were satisfied, the statement of attainment* must include the: <ul style="list-style-type: none"> <li>– Participant’s name</li> <li>– date the course was completed</li> <li>– details of the course completed and the level of the qualification, and</li> <li>– institution where the course was undertaken.</li> </ul> </li> </ul> <p>*If the statement of attainment does not include the details listed above, a file note must also accompany the statement of attainment confirming the above details.</p> <p><b>Note:</b> DES providers should refer to the requirements for a RECO, REAO or RFSO outlined in the Remote Education Commencement and Remote Educational Achievement Outcomes Guidelines and Remote Foundation Skills Outcome Guidelines, as relevant, and liaise with the education/training provider to ensure the written statement provides sufficient information to demonstrate the relevant Outcome has been achieved.</p>
<p><b>Remote Pathway Outcome for accumulated Employment</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 123, Clause 130.2 and Annexure</li> </ul>	<p>For a Pathway Outcome the DES provider must retain Documentary Evidence which indicates that the Participant:</p> <ul style="list-style-type: none"> <li>• worked in paid Employment for at least the minimum required hours according to the Participant’s Employment Benchmark over a minimum of: <ul style="list-style-type: none"> <li>– 13 weeks (which may or may not be consecutive) over no more than 26 calendar weeks for a 13 Week Outcome; or</li> <li>– 26 weeks (which may or may not be consecutive) over no more than 52 calendar weeks for a 26 Week Outcome.</li> </ul> </li> </ul>

<p>A: Definitions (Effective 1 July 2011)</p> <p><i>Further information on Remote Pathway Outcome for accumulated Employment documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Outcome Guidelines</li> </ul>	<p>Evidence must include a file note or a signed and dated written statement or email from each Employer or Participant (including where the Participant is self-employed) and must contain (unless otherwise specified by DEEWR) the following:</p> <ul style="list-style-type: none"> <li>• the name of the Employer</li> <li>• the period of Employment</li> <li>• name of the person who confirmed the Employment details (that is either the Participant or person within the Employer organisation) and their contact details, and</li> <li>• the date the information contained in the file note was confirmed and the name of the DES provider’s staff member who recorded the information.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Copies of payslips covering the weeks worked.</li> </ul> <p><b>Note:</b> Where email is used, the Employer or Participant must also be clearly identifiable as the sender in the email address and signature block. The signature block must also state:</p> <ul style="list-style-type: none"> <li>• the person’s name</li> <li>• the person’s position (where applicable), and</li> <li>• the organisation (does not need to include an electronic signature).</li> </ul>
<p><b>Outcome Fees that are:</b></p> <ul style="list-style-type: none"> <li>• Special Claims entered into the Overrides and Special Claims module</li> <li>• Automated Special Claims which are completed in DEEWR’s IT Systems by the DES provider</li> </ul> <p><i>Disability Employment Services Deed 2010-2012</i> <i>References:</i></p> <ul style="list-style-type: none"> <li>• Clause 16.6, Clause 16.7, Clause 123 and Annexure A Definitions.</li> </ul>	<p>The evidence requirements listed for each type of Outcome Fee in this section apply to all Special Claims and Automated Special Claims.</p> <p>Where an Automated Special Claim is being made evidence must also include:</p> <ul style="list-style-type: none"> <li>• for Participants with JRRR based Outcomes, the gross fortnightly income of the Participant for the 13 Week Period, or</li> <li>• for Participants with hours based Outcomes (JEHR based), the hours of paid Employment worked each week/fortnight and the hourly rate of payment each week of the 13 Week Period or 26 Week Period.</li> </ul>

**Section 4: Outcomes Based on Employment – Notification to Centrelink where hours or earnings may be non/under declared:**

In accordance with clause 16.6 of the Deed, the DES provider must notify Centrelink within five Business Days of becoming aware that a Participant may not accurately be declaring hours or earnings:

- for all Special Claims and all Automated Special Claims where the claim is based on the JRRR or the JEHR not returning the expected result thus preventing an auto claim in DEEWR’s IT Systems; and
- any time the DES provider becomes aware of under/non declaration to Centrelink.

Outcome Fees	Information that must be entered into DEEWR’s IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Notification to Centrelink where hours or earnings may be non/under declared</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 16.6</li> </ul>	<p>The DES provider must notify Centrelink of a Participant’s non/under declaration of their income and/or hours worked by entering the details in the <i>Rate Reductions and Earnings</i> section, ‘<i>JRRR/JEHR Discrepancy</i>’ screen in DEEWR’s IT Systems.</p>	<p>DES providers must retain evidence of the earnings and hours worked for the period of time used to notify Centrelink or for the 13 Week Period or 26 Week Period which has been used to notify Centrelink. The evidence must include <b>one</b> of the following and <b>match</b> that chosen in the JRRR/JEHR Discrepancy screen as the verification method:</p> <ul style="list-style-type: none"> <li>• copy of payslips</li> <li>• letter from the Employer as required for a Special Claim or Automated Special Claim</li> <li>• group certificate</li> <li>• copy of wages book</li> <li>• tax return or profit and loss statement, and</li> <li>• Employer contact as required for a special claim or Automated special claim.</li> </ul>

## Section 5: Ongoing Support Fees:

Ongoing Support Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Ongoing Support</b>  <i>Disability Employment Services Deed 2010-2012</i>  <i>Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 109</li> </ul> <p><i>Further information on Ongoing Support documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Ongoing Support Guidelines</li> </ul>	<p>The decision and the reasons for making the decision where the DES provider:</p> <ul style="list-style-type: none"> <li>• assesses a Participant for entry into Ongoing Support</li> <li>• performs a Provider Exit from Ongoing Support</li> <li>• changes the level of Ongoing Support for Employment Support Service Participants.</li> </ul>	<ul style="list-style-type: none"> <li>• A concise record of any information provided by, or relating to, the Participant that influences the DES provider's decision in delivering Ongoing Support</li> <li>• Details of the support that has been provided to the Participant.</li> </ul>
<p><b>Flexible Ongoing Support Fee</b>  <i>Disability Employment Services Deed 2010-2012</i>  <i>Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clauses 125.1 - 125.6</li> </ul> <p><i>Further information on Flexible Ongoing Support Fee documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Ongoing Support Fee Guidelines</li> </ul>	<p>For each Instance of Flexible Ongoing Support:</p> <ul style="list-style-type: none"> <li>• The date(s) that support was provided</li> <li>• Details of the support that was delivered.</li> </ul>	<ul style="list-style-type: none"> <li>• Details of the support provided to the Participant</li> <li>• Details of the Participant's circumstances and reasons for support being required</li> <li>• Details of any relevant changes to the Participant's circumstances and support needs</li> <li>• Where assistance was purchased evidence must include receipts and invoices.</li> </ul>

Ongoing Support Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Moderate and High Ongoing Support</b></p> <p><i>Disability Employment Services Deed 2010-2012 Reference:</i></p> <ul style="list-style-type: none"> <li>• Clauses 125.7 - 125.24</li> </ul> <p><i>Further information on Moderate and High Ongoing Support Fee documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Ongoing Support Fee Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• The Contact schedule specified in the Participant's EPP</li> <li>• Details of circumstances which prevent a face-to-face Contact for each Contact not delivered face to face</li> <li>• Results of each Contact to be recorded in the Electronic Diary (on the same day as the Participant had the Contact or as soon as possible if not possible on the same day).</li> </ul>	<ul style="list-style-type: none"> <li>• Details of the support provided to the Participant at each Moderate and High Ongoing support contact</li> <li>• Details of any relevant changes to the Participant's circumstances and support needs</li> <li>• Where assistance was purchased evidence must include receipts and invoices.</li> </ul>

## Section 6: Other Employment Support Service Fees:

Other Employment Support Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Work Based Personal Assistance Fees</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 128</li> </ul> <p><i>Further information on Work Based Personal Assistance Fee documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Work Based Personal Assistance Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Assistance start date</li> <li>• Number of hours of provided assistance</li> <li>• Number of hours of purchased assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Copy of completed Work Based Personal Assistance requirements form</li> <li>• Evidence of Employment, Unsubsidised Self-Employment, Apprenticeship or Traineeship</li> <li>• Documentary Evidence and/or a file note of the Work Based Personal Assistance hours that were provided</li> <li>• Where assistance was purchased evidence must include receipts and invoices for services claimed.</li> </ul>
<p><b>Existing High Cost Worker Fees</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <p>Clause 127</p>		<p>The DES provider must provide DEEWR with evidence of the additional costs of support that has been provided to the eligible Existing High Cost Worker.</p> <p>Documentary Evidence can include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Evidence of support provided to the Participant. For example, copies of timesheets for both the worker and support staff, stating hours worked by the worker and details of support hours and services provided;</li> <li>• Where any support hours were provided by non-employees, a copy of invoices stating a description of the amount and nature of support provided; and</li> <li>• Paperwork which clearly sets out expenses incurred that directly relate to the support of an eligible</li> </ul>

Other Employment Support Service Fees	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
		Existing High Cost Worker

## Section 7: Wage Subsidy:

Wage Subsidy	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Wage Subsidy</b> <i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 93</li> </ul> <p><i>Further information on Wage Subsidy documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Disability Employment Services Wage Subsidy Scheme Guidelines</li> </ul>	<p>The DES provider must confirm on the Vacancy Placement screen that the Placement is a Wage Subsidy Placement within 28 days of the Placement commencing.</p> <p><b>Wage Subsidy Agreement</b></p> <p>The Employer Signed on Date must be entered on the Wage Subsidy tab of the Vacancy Placement screen to indicate that the Wage Subsidy Agreement has been finalised, before any claim for reimbursement can be made.</p> <p><b>Placement Ends Early</b></p> <p>If a Placement ends early the actual end date and reason why must be recorded in DEEWR's IT systems.</p>	<p>A signed DES Wage Subsidy Agreement, between the DES provider and the Employer. The Wage Subsidy Agreement may be generated by DEEWR's IT Systems or completed manually by the provider. The Agreement should cover all relevant details including:</p> <ul style="list-style-type: none"> <li>• Participant name and contact details;</li> <li>• Employer name and contact details;</li> <li>• Employment job description;</li> <li>• Weekly wage payable;</li> <li>• Agreed wage subsidy amount (total);</li> <li>• If GST is required to cover the employer's GST liability;</li> <li>• Any Additional Terms and Conditions negotiated in the wage subsidy agreement, including, but not limited to, payment schedule and method, breaks in employment.</li> </ul> <p>Evidence of employment, including the hours worked by the participant, the wages paid by the employer to the participant, and any unpaid absences. This must be in one of the following forms:</p> <ul style="list-style-type: none"> <li>• a signed and dated written statement, email or timesheet from the Employer;</li> <li>• payslips covering the reimbursement period; or</li> <li>• a tax invoice,</li> </ul> <p>and <b>must</b> contain the following:</p> <ul style="list-style-type: none"> <li>• name of the Employer;</li> <li>• start and end dates for the period to which the reimbursement period relates;</li> </ul>

Wage Subsidy	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
		<ul style="list-style-type: none"> <li>• hours of employment in the reimbursement period;</li> <li>• gross wages paid in the reimbursement period; and</li> <li>• unpaid absences during the evidence period (i.e. days that the Participant would normally have been working).</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Where email is used, the Employer must be clearly identifiable as the sender in the email address and signature block. The signature block must also state the person's name, and where applicable, the person's position and organisation but does not need to include an electronic signature.</li> <li>• Where a signed and dated written statement is used, it must be on the Employer's letter head and contain the Employer's ABN.</li> <li>• Where a tax invoice is supplied, it must be in a form in accordance with ATO requirements.</li> <li>• If the DES provider needs to contact an Employer to obtain a payslip as a form of Documentary Evidence, the Provider must obtain the Participant's written consent prior to contacting the Employer. A Participant is able to supply the Provider with their payslip covering the necessary times and including the compulsory details.</li> </ul> <p>The above Documentary Evidence may also be used by DES providers when making claims for Outcome payments.</p> <p>Where Provider Expenses for a Wage Subsidy Scheme subsidy has been claimed;</p> <ul style="list-style-type: none"> <li>• a record of the incidental work items including evidence of the purchase,</li> </ul>

Wage Subsidy	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
		<p>and justification as to why the item is essential; and</p> <ul style="list-style-type: none"> <li>• a record of whether the claim includes the \$100 (excl GST) Administration Fee.</li> </ul>

**Section 8: Ancillary Payments:**

Ancillary Payments	Information that must be entered into DEEWR's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Ancillary Payments - On-the-job Support Training Fee</b></p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 129</li> </ul> <p><i>Further On-the-job Support requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Job in Jeopardy Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Job in Jeopardy Participant must have an 'On-the-job Support' flag to be eligible for reimbursement of costs of On-the-job Support Training.</li> </ul>	<ul style="list-style-type: none"> <li>• The DES provider must retain evidence that the eligible Job in Jeopardy Participant is enrolled in a course with a Registered Training Organisation or other course of training approved by DEEWR</li> <li>• The DES provider must retain evidence that the training is directly relevant to the eligible Job in Jeopardy Participant either retaining their existing job or transitioning to a new job with their existing Employer</li> <li>• The DES provider must retain evidence of the actual amount paid for the On-the-job Support Training.</li> </ul>