



**Australian Government**



## **Service Fee Guidelines**

**V 1.0**

### **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.

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# Document Change History:

Version	Start Date	Effective Date	End Date	Change & Location
1.0	15 Jan 10	01 Mar 10	—	Original version of document

## Background

These Guidelines outline a Disability Employment Services Program Provider’s (hereon referred to as ‘DES provider’) responsibilities and required actions in regard to claiming Service Fees for Participants.

### Service Fees

Service Fees (see Table of Service Fees at [Attachment A](#)) will be paid in advance for each 13 week period applicable to a Participant. The amount of the Service Fees takes account of a number of factors, including:

- the Participant’s Program
- for Employment Support Service, whether the Participant is in Funding Level 1 or Funding Level 2
- for Disability Management Service, whether the Participant is in the first and second or subsequent 13 week period of assistance; and
- whether or not the Participant resides in a Remote ESA.

Each Participant can attract:

- a maximum of six Service Fees while receiving Employment Assistance; and
- a maximum of two Service Fees while receiving Extended Employment Assistance.

The DES provider may submit a claim for payment of a Service Fee for the first 13 week period when the Participant first Commences in Disability Employment Services, after completion of an Initial Interview.

DES providers may submit a claim for payment of Service Fees for 13 week periods for each Participant who is identified by DEEWR on the relevant ‘Participant Payment’ and ‘Site Payments’ screens posted and updated on DEEWR’s IT Systems. When posting and updating the payments screens, DEEWR takes account of all relevant information about the Participants recorded in DEEWR’s IT Systems. DES providers will have the choice to submit claims for individual Participants or use the ‘bulk’ claim facility to submit a claim for multiple Participants at the same time.

The DES provider must make a claim for payment for Service Fees no later than 28 days after the day on which the DES provider becomes entitled to claim the Service Fee.

DEEWR will not recover Service Fees if the only reason that the DES provider has not met the requirements for the Fee is that:

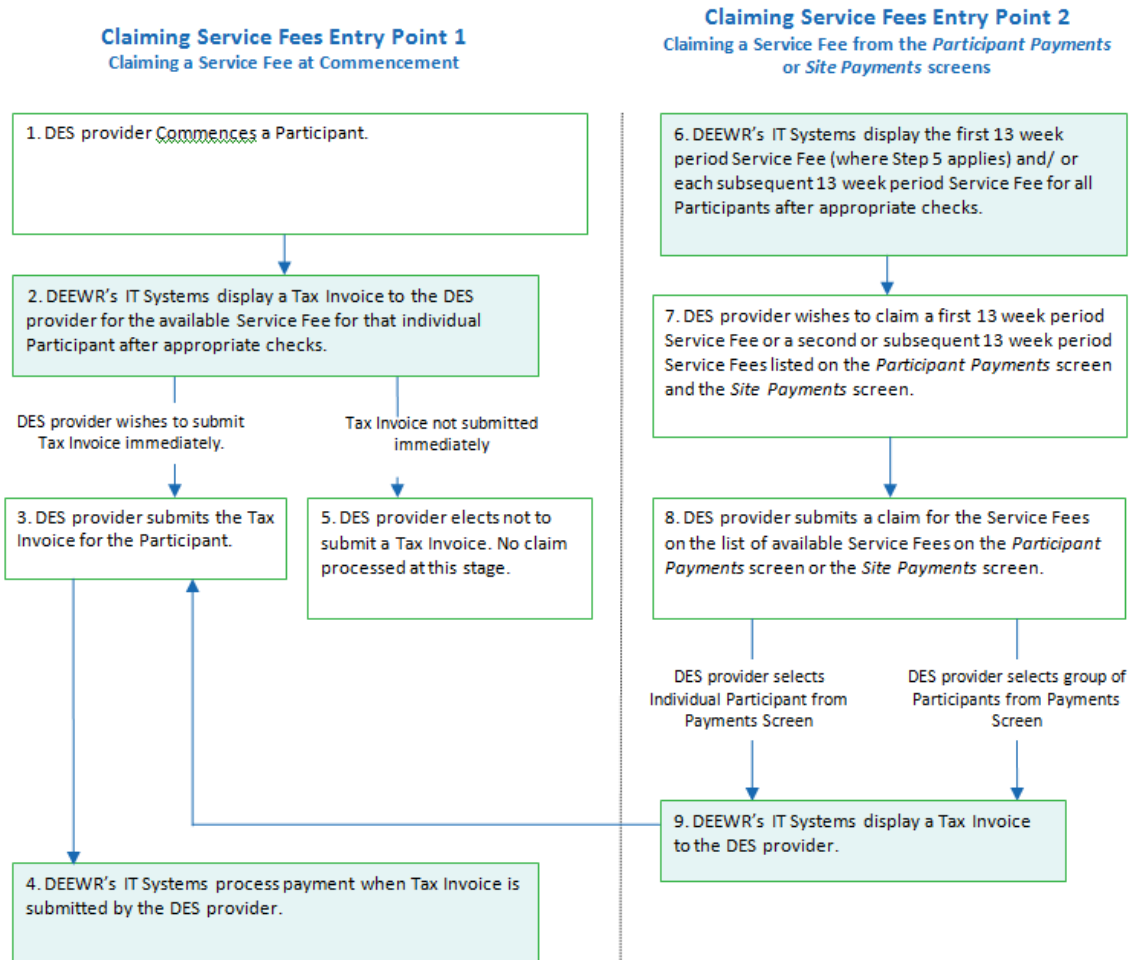
- a Participant Exits;

- a Participant transfers to another DES provider;
- a Participant is Suspended; or
- the DES provider enters an Anchor Date into DEEWR's IT System for the Participant

during the 13 week period to which the Service Fee relates.

Where a DES provider believes they should be able to claim a Service Fee payment that was not generated in DEEWR's IT Systems, or where the DES provider was unable to make a claim due to a systems or other issue beyond their control, the DES provider may use the Overrides and Special Claims function

## Flow Chart - Claiming Service Fees—either at Commencement or from the 'Participant Payments' or the 'Site Payments' screens:



**Note: This should not be read as a stand-alone document, please refer to the Disability Employment Services Deed 2010-2012.**

## Test version of Flow Chart - Claiming Service Fees—either at Commencement or from the ‘Participant Payments’ or the ‘Site Payments’ screens:

### *Entry Point One: Claiming a Service Fee at Commencement*

- 1) DES provider Commences a Participant.
- 2) DEEWR’s IT Systems display a Tax Invoice to the DES provider for the available Service Fee for that individual Participant after appropriate checks.
  - If DES provider wishes to submit Tax Invoice immediately, **go to Step 3.**
  - If the Tax Invoice is not submitted immediately, **go to Step 5.**
- 3) DES provider submits the Tax Invoice for the Participant.
- 4) DEEWR’s IT Systems process payment when Tax Invoice is submitted by the DES provider, **end of Process**
- 5) DES provider elects not to submit a Tax Invoice. No claim processed at this stage.

### *Entry Point Two: Claiming a Service Fee from the Participant Payments or Site Payments screens*

- 6) DEEWR’s IT Systems display the first 13 week period Service Fee (where Step 5 applies) and/or each subsequent 13 week period Service Fee for all Participants after appropriate checks.
- 7) DES provider wishes to claim a first 13 week period Service Fee or a second or subsequent 13 week period Service Fees listed on the Participant Payments screen and the Site Payments screen.
- 8) DES provider submits a claim for the Service Fees on the list of available Service Fees on the Participant Payments screen or the Site Payments screen.
- 9) DEEWR’s IT Systems display a Tax Invoice to the DES provider.

## Disability Employment Services Deed Clauses:

Clause 19 – General

Clause 20 – Evidence to support claims for payment

Clause 99 –Program Review

Clause 112 – Relocation of Participant

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

Clause 88 – Initial Contacts

Clause 119 – General

Clause 120 – Funding Levels for Employment Support Service

Clause 121 – Service Fees

Annexure B1 – Program A Fees

Annexure B2 – Program B Fees

## Reference documents relevant to these Guidelines:

Referral and Commencement Guidelines

Transfer Guidelines

Exit Guidelines

Records Management Instructions Guidelines

Documentary Evidence Guidelines

Process for Concluding 2006-2010 Employment Services Contracts Guidelines

Process for Commencing 2010-2012 Disability Employment Services Deed Guidelines.

Table of Service Fees Attachment A

Claiming an initial Service Fee for a Participant – Job Aid

Claiming Service Fees from the Participant Payments or Site Payments Screens – Job Aid

Overrides and Special Claims for Service Fees – Job Aid

## Explanatory Note:

- 1) All capitalised terms have the same meaning as in Disability Employment Services Deed 2010-2012.
- 2) In this document, 'must' means that compliance is mandatory and 'should' means that compliance represents best practice.
- 3) Shaded areas in the flow charts denote activities that are undertaken by the Participant, DEEWR or Centrelink.

## Claiming Service Fees:

Who is Responsible:	What is Required:
<p><b>1. The DES provider</b></p> <p>DES provider Commences a Participant</p> <p><i>Disability Employment Services Deed 2010-2012 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> <li>• Clause 88</li> </ul>	<p>The DES provider Commences a Participant in a Program and records the Commencement in DEEWR's IT Systems.</p>
<p><b>2. DEEWR</b></p> <p>DEEWR's IT Systems display a Tax Invoice to the DES provider for the available Service Fee for that individual Participant</p> <p><i>Disability Employment Services Deed 2010-2012 Clause</i></p> <p><i>References:</i></p> <ul style="list-style-type: none"> <li>• Clause 112</li> <li>• Clause 113</li> <li>• Clause 121</li> </ul>	<p><b>Claiming Service Fees Entry Point 1</b></p> <p>DEEWR's IT Systems will display a Tax Invoice for the first 13 week period for that individual Participant, provided that the DES provider's staff member has authority to make the claim. DEEWR's IT Systems will make the following checks:</p> <p><b>First 13 week period Service Fee:</b></p> <ul style="list-style-type: none"> <li>• that the Participant has been Commenced; and</li> <li>• whether or not the Participant's Permanent Address was in a Remote ESA at the time the claim becomes available.</li> </ul> <p><b>Pro rata Service Fee following transfer to a new DES provider:</b></p> <ul style="list-style-type: none"> <li>• that the new DES provider has Commenced the Participant;</li> <li>• the number of days left in the 13 week period in order to calculate the pro rata Service Fee; and</li> <li>• whether or not the Participant's Permanent Address is in a Remote ESA at the time the claim becomes available.</li> </ul> <p><b>Proceed to Step 3</b> if DES provider wishes to submit a Tax Invoice.</p> <p><b>Proceed to Step 5</b> if DES provider decides to decline to submit a Tax Invoice at this time or if the DES provider's staff member does not have authority to make a claim.</p>

Who is Responsible:	What is Required:
<p><b>3. The DES provider</b></p> <p>DES provider submits the Tax Invoice for the Participant</p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clauses 121</li> </ul>	<p>The DES provider, subject to being satisfied that a claim can be submitted for that Participant, submits the Tax Invoice on DEEWR's IT Systems.</p>
<p><b>4. DEEWR</b></p> <p>DEEWR's IT Systems process payment when Tax Invoice is submitted by the DES provider</p>	<p>DEEWR's IT Systems will process the Tax Invoice and make payment.</p> <p>DEEWR will pay the Service Fee to the DES provider on the next scheduled fortnightly payment date. Each DES provider will have a fortnightly payment cycle in place with DEEWR, the start and end of which is determined by DEEWR at its absolute discretion.</p> <p>Note: The cut off point each fortnight for submitting the Tax Invoice is the Friday before the DES provider's payment day. Submitting by this day will ensure payment is made to the DES provider in that fortnightly payment.</p> <p><b>End of process</b></p>
<p><b>5. The DES provider</b></p> <p>DES provider elects not to submit a Tax Invoice or a Tax Invoice is not displayed. No claim processed at this stage</p>	<p>If the DES provider elects not to submit a Tax Invoice at that time, or the DES provider's staff member does not have the authority to claim, <i>no claim for payment will be processed.</i></p> <p>In these circumstances the claim will be listed on <i>Participant Payments</i> screen and the <i>Site Payments</i> screen (this list contains all currently available Service Fees for all Participants for that Site).</p>



Who is Responsible:	What is Required:
<p><b>6. DEEWR</b></p> <p>DEEWR's IT Systems display the first 13 week period Service Fee (where Step 5 applies) and/or each subsequent 13 week period Service Fee for all Participants after appropriate checks</p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 99</li> <li>• Clause 112</li> <li>• Clause 113</li> <li>• Clause 121</li> </ul>	<p><b>Claiming Service Fees Entry Point 2</b></p> <p>DEEWR's IT Systems will display any currently available Service Fees for all Participants on the list of currently available Service Fees on the <i>Participant Payments</i> screen and the currently available Service Fees for a Site on the <i>Site Payments</i> screen after appropriate checks to verify:</p> <p>First 13 week period Service Fee:</p> <ul style="list-style-type: none"> <li>• that the Participant has been Commenced;</li> <li>• that a Tax Invoice has not been submitted by the DES provider at Commencement; and</li> <li>• whether or not the Participant(s) is/are classified as Remote at the time the claim becomes available.</li> </ul> <p><b>Subsequent 13 week period Service Fees</b></p> <ul style="list-style-type: none"> <li>• the Participant has reached a second or subsequent 13 week period for which a Service Fee is payable; and</li> <li>• the Service Fee has not been paid previously; and</li> <li>• whether or not the Participant(s) has a Permanent Address in a Remote ESA at the time the claim becomes available.</li> </ul> <p><b>Pro rata Service Fee following transfer to another DES provider:</b></p> <ul style="list-style-type: none"> <li>• that the new DES provider has Commenced the Participant in his or her Program; and</li> <li>• the number of days left in the 13 week period for each Participant in order to calculate the pro rata Service Fee; and</li> <li>• whether or not the Participant/s has a Permanent Address in a Remote ESA at the time the claim becomes available.</li> </ul> <p>The first and second Service Fees for Extended Employment Assistance are available after a Program Review has been conducted that recommends the continuation of servicing for another 26 weeks in Extended Employment Assistance.</p>

Who is Responsible:	What is Required:
<p><b>7. The DES provider</b></p> <p>DES provider wishes to claim a Service Fee listed on the <i>Participant Payments</i> screen and the <i>Site Payments</i> screen</p> <p><i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 121</li> </ul>	<p>If:</p> <ul style="list-style-type: none"> <li>• a DES provider did not submit a Tax Invoice for a Participant at Step 5 ; or</li> <li>• the Participant has reached a second or subsequent 13 week period for which a Service Fee is payable;</li> </ul> <p>the DES provider will be able to access DEEWR's IT Systems and choose to view either the currently available Service Fees for the individual Participant on the <i>Participant Payments</i> screen or the currently available Service Fees on the <i>Site Payments</i> screen.</p> <p>When using the <i>Site Payments</i> screen, DES providers will need to select the Claim Category and Payment Type.</p> <p>The lists will be posted and updated regularly and take into account all relevant current information recorded in DEEWR's IT Systems.</p>
<p><b>8. The DES provider</b></p> <p>DES provider submits a claim for the Service Fees on the list of available Service Fees on the <i>Participant Payments</i> screen or the <i>Site Payments</i> screen</p> <p><i>Disability Employment Services Deed 2010-2012 Clause References:</i></p> <ul style="list-style-type: none"> <li>• Clause 121</li> </ul>	<p>The DES provider may submit the claim from the list of currently available Service Fees for a Participant on the <i>Participant Payments</i> screen or alternatively may submit a claim from the list of currently available Service Fees on the <i>Site Payments</i> screen for one or more Participants at a time.</p> <p>The DES provider's staff member with authority to claim then submits a claim.</p> <p>Service Fees must be claimed within 28 days of the day the claim for the Service Fee becomes available to be submitted by the DES provider.</p>
<p><b>9. DEEWR</b></p> <p>DEEWR's IT Systems display a Tax Invoice to the DES provider</p>	<p>Once the DES provider submits a claim for one or more Participants DEEWR's IT Systems will display a Tax Invoice to the DES provider.</p>

**Attachment A - Services Fees for Disability Management Service and Employment Support Service —as detailed Table 1 in Annexures B1 and B2 of the Disability Employment Services Deed 2010-2012**

<b>Program Service Fees</b>	<b>Timing</b>	<b>Service Fee</b>	<b>Remote Service Fee with 1.7 loading</b>
<b>Disability Management Service</b>	First 13 week Service Fee	\$1595	\$2711
<b>Disability Management Service</b>	Second 13 week Service Fee	\$1595	\$2711
<b>Disability Management Service</b>	Third and subsequent 13 week Service Fees	\$715	\$1215
<b>Employment Support Service Level 1</b>	First and subsequent 13 week Service Fees	\$890	\$1513
<b>Employment Support Service level 2</b>	First and subsequent 13 week Service Fees	\$1900	\$3230