



Australian Government



# Documentary Evidence for Claims for Payment Guidelines

V 5.10

## **Disclaimer**

This document is not a stand-alone document and does not contain the entirety of Job Services Australia providers' obligations. It should be read in conjunction with the Employment Services Deed 2012-2015 and any relevant Guidelines or reference material issued by the Department of Employment under or in connection with Employment Services Deed 2012-2015.

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## Summary

These Guidelines specify, in accordance with the definition of Documentary Evidence, which Records of the Job Services Australia (JSA) provider (from here on referred to as 'JSA provider') are satisfactory to the Department as sufficient evidence that Services were provided by the JSA provider for each claim for payment made under the Employment Services Deed 2012-2015 (the Deed), or which otherwise support a claim for payment made by the JSA provider under the Deed.

## Employment Services Deed 2012-2015 Clauses:

16.6 and 16.7 – Liaison and Compliance  
19.4 – Some basic rules about financial matters – General  
20.1, 20.2, 20.3 and 20.4 – Evidence to support claims for payment  
51.5 – Contact services  
52.2, 52.3, 52.4, 52.10, 52.11 – Initial Contacts  
58.2 – Participation Reporting  
61.2 – Employment Pathway Fund Reimbursement  
61A – Wage Connect Subsidy  
67.1 – End of Activity Report  
73.3(g) – Harvest Placement Services  
75.1 – Fees – General  
76 – Service Fees  
77 – Stream 1 (Limited) Participant Fees  
78 – Job Seeker Placement Fees and Vacancy Management  
78.8(iv) – Referral  
79 – Job Seeker Outcome Fees  
80 – Harvest Labour Services – Fees  
88.5 – Accuracy and Completeness  
96.8 – Records the Provider must keep – Retention  
Annexure E Definitions

## Reference documents relevant to these Guidelines:

Contacts Guidelines  
Creating and Updating an Employment Pathway Plan Guidelines  
Direct Registration of eligible job seekers in Stream Services Guidelines  
Employment Pathway Fund Guidelines  
Exit Guidelines  
Vacancy, Job Seeker Placement and Job Seeker Outcome Guidelines  
Skills Assessment and Intensive Activity Guidelines  
Records Management Instructions  
Eligibility, Referral and Commencement Guidelines  
Remote Foundation Skills Outcome Guidelines  
Remote Educational Achievement Outcome Guidelines  
Service Fee Guidelines  
Setting up and Managing a Work Experience Activity Guidelines  
Transfer Guidelines  
Vulnerable Youth (VY) Guidelines  
Vulnerable Youth (Students) (VY(S)) Guidelines  
Wage Connect Subsidy Guidelines

### **Explanatory Note:**

1. All capitalised terms have the same meaning as defined in Annexure E of the Employment Services Deed 2012 – 2015 (the Deed).
2. In this document, “must” means that compliance is mandatory and “should” means that compliance represents best practice, and
3. 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 of Employment's (the Department's) Documentary Evidence requirements for Reimbursements and specified Fees for Services provided under the Employment Services Deed 2012– 2015 (the Deed).

## Policy

'Documentary Evidence' is defined in the Deed as 'those Records of the Provider, as specified in this Deed including any Guidelines, which evidence that Services were provided by the Provider for each claim for payment made under this Deed, or which otherwise support a claim for payment by the 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 JSA provider entitlement to Fees and Reimbursements 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 Provider must provide Documentary Evidence to the Department within 10 Business Days if requested.

An exception to clauses 20.1, 20.2 and 96.8 will be effective for placements after 1 April 2014 and lodged for payment from 1 July 2014. Dated written evidence will not be required when the Job Seeker Rate Reduction Result (JRRR) or Job Seeker Employment Hours Result (JEHR) supports an auto-claim for a Job Seeker Outcome. If an Upgrade, Bonus apprenticeship, traineeship or Permissible Break is associated with these claims, the relevant Documentary Evidence must be held in accordance with these guidelines.

Service Fees are paid in advance for each job seeker 13-Week Service Fee Period. In accordance with the Deed, JSA providers are required to keep sufficient Documentary Evidence which demonstrates that Services have been delivered to support each Service Fee claim.

For Advance Employment Pathway Fund (EPF) Payments for Group-Based Work Experience Activities, JSA providers must retain sufficient Documentary Evidence to allow the payment to be acquitted via an Acquittal Report within 40 Business Days of the completion, or cessation, of the Work Experience Activity (in accordance with *clauses 60.21 to 60.24* of the Deed). This Documentary Evidence must demonstrate the proof of purchase and can include invoices. Receipts must distinguish between item costs, where applicable.

The Department's IT Systems require the following information to be entered for all EPF purchases:

- Work Experience Activity ID
- confirmation of whether the payment is being made to a Related Entity, and
- the expenditure amount (including the GST component).

Where a JSA provider is seeking approval for an Advance EPF payment in excess of \$20,000 they must seek prior approval, in writing, from their Department Account Manager. This request must contain the amount and reasons why additional EPF is being sought by the JSA provider.

When JSA providers are required to retain sufficient Documentary Evidence to prove claims for payment under the Deed, it must be retained for the period required under *subclause 96.8* 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.

When lodging a claim JSA providers are required to complete mandatory fields in the Department'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.

The Documentary Evidence set out in the Deed and these Guidelines, together with the information required to be recorded on the Department's IT Systems is acceptable to the Department as sufficient proof of service provision, unless the Department has notified the JSA provider otherwise in writing (for example, due to a history of lack of contractual compliance or exceptional circumstances such as allegations of fraud). In accordance with clause 20.4 of the Deed, the Department may contact Employers or job seekers or any other parties to verify Documentary Evidence provided by a Provider.

**Note:** The Department is working to record more information on the Department's IT Systems which when implemented will reduce the quantity of material JSA providers must retain as Documentary Evidence outside of the Department's IT Systems. These Guidelines will be updated accordingly as these systems enhancements become available.

## Key Terms

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

<p><b>Automated Special Claims</b></p>	<p>Automated Special Claims are a process of claiming a Job Seeker Outcome Fee which is completed in the Department's IT Systems by a staff member of the JSA provider with a high level of security access and in accordance with any Guidelines issued by the Department.</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 (discrepancy of JRRRs or JEHRs) and Permissible Breaks. All other Special Claim request types must be submitted in the Overrides and Special Claims application.</p>
<p><b>Federal Minimum Wage/National Minimum Wage</b></p>	<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>
<p><b>JEHR</b></p>	<p>The Jobseeker Employment Hours Result (JEHR) is a system tool which is a check made for a Job Seeker 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 with the participation requirements related to the Participant at the start date of Placement into Employment or at the start date of the 26 Week Period (whichever applies to the Job Seeker Outcome Fee being claimed) to ensure that the required hours have been worked by the Participant and that the Employment is paid work.</p>
<p><b>JRRR</b></p>	<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 a Job Seeker Outcome 13 Week Period or 26 Week Period and is expressed as a percentage of actual rate reduction.</p>
<p><b>Special Claims for Job Seeker Outcome Fees</b></p>	<p>Special Claims are a process of claiming Job Seeker Outcome Fees where the JRRR or the JEHR has not returned the expected result, or due to other circumstances where the JSA provider has been unable to lodge the Job Seeker Outcome Fee claim in the Department's IT Systems payments as an auto claim.</p>
<p><b>Special Claims for Service Fees</b></p>	<p>A Special Claim Override is submitted when a JSA provider would like a Special Claim to cover a Service Fee payment that was not generated/completed in the Department's IT Systems but they believe should have been, or the JSA provider was unable to make a claim owing to a systems issue or another issue beyond their control.</p>

## Section 1: Service Fees:

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Initial Interviews and First Contacts</b></p> <p><i>Employment Services Deed 2012-2015 Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 52</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>• Eligibility, Referral and Commencement Guidelines;</li> <li>• Creating and Updating an Employment Pathway Plan Guidelines.</li> </ul>	<p>For <u>all job seekers</u>: record attendance in the <i>Electronic Diary</i> for:</p> <ul style="list-style-type: none"> <li>• <i>Initial Interview,</i></li> <li>• <i>Initial Interview for a New Stream,</i></li> <li>• <i>First Work Experience Contact,</i></li> <li>• <i>First Compulsory Activity Phase Contact.</i></li> </ul> <p>For <u>all job seekers</u> record the completion of:</p> <ul style="list-style-type: none"> <li>• <i>Initial Interview,</i></li> <li>• <i>Initial Interview for a New Stream,</i></li> <li>• <i>First Work Experience Contact,</i></li> <li>• <i>First Compulsory Activity Phase Contact.</i></li> </ul> <p>For each <u>Stream 1</u> job seeker and <u>Stream 1 (Limited)</u> job seeker:</p> <ul style="list-style-type: none"> <li>• <i>Load completed résumé.</i></li> </ul> <p>For each job seeker in <u>Stream 2, Stream 3 or Stream 4</u>:</p> <ul style="list-style-type: none"> <li>• <i>Employment Pathway Plan (EPP) must be recorded with a status of 'approved'.</i></li> </ul>	<p>As relevant to the individual job seeker's circumstances:</p> <ul style="list-style-type: none"> <li>• <i>Copies of exemptions from attending school for early school leavers</i></li> <li>• <i>Copies of redundancy letters or separation certificates, or</i></li> <li>• <i>Copies of course enrolment forms.</i></li> </ul>

Documentary Evidence the JSA provider must retain:		
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Direct Registration</b></p> <p><i>Employment Services Deed 2012-2015 Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 40</li> </ul> <p><i>Further information on Direct Registration documentary evidence requirements please refer to the:</i></p> <ul style="list-style-type: none"> <li>• Direct Registration of eligible job seekers in Stream Services Guidelines.</li> </ul> <p><i>For further information please refer to the:</i></p> <ul style="list-style-type: none"> <li>• Vulnerable Youth (VY) and Vulnerable Youth Student VY (S) Guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Job seeker registration information.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Copy of the completed Direct Registration form with the job seeker's personal information used to determine eligibility and the consent from the job seeker regarding the use of the personal information disclosed to the JSA provider.</i></li> </ul> <p><b>Note:</b> The JSA provider needs only to sight basic identity documentation for <u>Vulnerable Youth or Vulnerable Youth (Students)</u> and record this on the Direct Registration form as the Department of Human Services (DHS) will confirm proof of identity during income support and assessment process.</p> <ul style="list-style-type: none"> <li>• <i>For job seekers who have been made redundant from the automotive manufacturing or textile, clothing and footwear industries a copy of a redundancy letter or employment separation certificate is required.</i></li> </ul>
<p><b>Mandatory Contacts</b></p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 50, Clause 51.4, Clause 51.5</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, and</li> </ul>	<ul style="list-style-type: none"> <li>• <i>The Contact schedule specified in the job seeker's EPP.</i></li> <li>• <i>Details of Exceptional Circumstances which prevent a face-to-face Contact for each Contact not delivered face-to-face.</i></li> <li>• <i>Results of each Contact to be recorded in the Electronic Diary (on the same day as the job seeker has attended the Contact or as soon as possible if not possible on the same day).</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Record of compliance with the requirements of the EPP.</i></li> <li>• <i>Issues covered in each Contact including job seeker's progress towards finding employment.</i></li> </ul>

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<ul style="list-style-type: none"> <li>• Employment Pathway Fund Guidelines</li> </ul>		
<p><b>Additional Contacts</b></p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 50, Clause 60.6</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, and</li> <li>• Employment Pathway Fund Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Additional Contacts are to be recorded in the Electronic Diary.</i></li> <li>• <i>Results of each additional Contact to be recorded in the Electronic Diary.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Account Manager prior written approval where the amount claimed for the additional Contact is higher than the standard rates as specified in the EPF Guidelines.</i></li> <li>• <i>Issues covered in each Contact including job seeker's progress to find employment.</i></li> </ul>
<p><b>Employment Pathway Plan (EPP)</b></p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 52.3, Clause 57.2, Clause 57.3</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>• Eligibility, Referral and Commencement Guidelines, and</li> <li>• Creating and</li> </ul>	<p>The EPP must be recorded with a status of 'approved' and:</p> <ul style="list-style-type: none"> <li>• <i>For each Stream 1 job seeker the EPP must be updated by the JSA provider after completion of the first 13-weeks of the Period of Service but before the end of the 17-weeks of the Period of Service, or</i></li> <li>• <i>For each job seeker in Stream 2, Stream 3 or Stream 4 the EPP must be developed by the JSA provider during the Initial Interview.</i></li> <li>• <i>For each job seeker the JSA provider must review and, if appropriate, amend the terms of the job seeker's existing EPP as outlined in clause 57.3.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Record of the compliance with the requirements of the EPP.</i></li> </ul>

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
Updating an Employment Pathway Plan Guidelines		
<b>Skills Assessment</b>  <i>Employment Services Deed 2012-2015 Reference:</i> <ul style="list-style-type: none"> <li>• Clause 53.3</li> </ul>	<p>For Stream 1 job seekers, a Skills Assessment <b>must</b> occur before the end of week 30 of the job seeker's Period of Service.</p> <ul style="list-style-type: none"> <li>• A Contact Appointment is arranged and recorded as attended in the Diary. The Skills Assessment must be completed during this Appointment.</li> <li>• The Skills Assessment Summary must be recorded and submitted in the Skills Assessment screen.</li> <li>• The Skills Assessment should be uploaded in the Skills Assessment screen where it is compatible with the ESS.</li> <li>• The declarations in the Skills Assessment screen must be completed.</li> <li>• <i>Update the job seeker's EPP with the outcomes of the Skills Assessment.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>A concise record of any information provided by the job seeker that influences their Skills Assessment.</i></li> <li>• If unable to upload the Skills Assessment in ESS, a copy must be retained by the JSA provider as Documentary Evidence that the Skills Assessment has been completed. The Documentary Evidence is used to confirm that the Third 13 week Service Fee has been paid according to the Deed requirements.</li> </ul>
<b>Intensive Activities</b>  <i>Employment Services Deed 2012-2015 Reference:</i> <ul style="list-style-type: none"> <li>• Clause 54</li> </ul>	<p>For Stream 1 job seekers, an Intensive Activity <b>must</b> occur before the end of week 30 of the job seeker's Period of Service.</p> <ul style="list-style-type: none"> <li>• Record the referral of the Intensive Activity in the "Activity Placement" screen of the ESS.</li> <li>• Record the actual start date, actual end date and number of hours completed in the activity placement screens.</li> <li>• 'Intensive Acty – Stream 1 Only' must be selected from the Placement Type drop down field.</li> <li>• An appropriate Exit Reason such as 'Successful Completion of Activity' must be selected.</li> <li>• Update the EPP accordingly with the details of the Intensive Activity.</li> </ul>	<ul style="list-style-type: none"> <li>• A record of the number of hours of Intensive Activity delivered both on and off site including through attendance records or file notes.</li> <li>• Any evidence used to calculate or adjust the job seekers participation requirement, including a file note of the reason for extending the participation period.</li> </ul>

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>JSA provider Exits for Volunteers Non-activity Tested</b></p> <p><i>Employment Services Deed 2012 - 2015 Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 48.7</li> </ul> <p><i>Further information on Provider Exits documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Exit Guidelines</li> </ul>	<p>In the <i>Case Summary</i> screen/<i>General Details</i> section record:</p> <ul style="list-style-type: none"> <li>• the Provider Exit, and</li> <li>• the reason for the Exit.</li> </ul> <p>In the <i>Electronic Diary</i>:</p> <ul style="list-style-type: none"> <li>• Details of the Volunteer's regular non-attendance for Appointments.</li> </ul> <p>In the <i>Comments</i> screen, where the Volunteer does not attend Appointments:</p> <ul style="list-style-type: none"> <li>• Details of the attempts to call the job seeker on at least one occasion on the same Business Day.</li> </ul>	<ul style="list-style-type: none"> <li>• A concise record of any information provided by, or relating to, the job seeker that influences the JSA provider's decision to Exit the job seeker.</li> </ul>

Documentary Evidence the JSA provider must retain:		
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Provisional Exits</b></p> <p><i>Employment Services Deed 2012-2015 Reference:</i></p> <ul style="list-style-type: none"> <li>• <i>Annexure E Definitions</i></li> <li>• Clause 45.1</li> <li>• Clause 45.2</li> </ul> <p><i>Further information on Provisional Exits documentary evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Period of Service, Suspension and Provisional Exit Guidelines</li> </ul>	<p>See also Placement and Outcomes Documentary Evidence requirements below.</p> <p>Where a JSA provider anticipates that a job seeker's Employment will result in the achievement of a Full Outcome in the Department's IT Systems record:</p> <ul style="list-style-type: none"> <li>• the Provisional Exit</li> </ul> <p>As soon as the JSA provider becomes aware that the Employment has ended, or a Full Outcome will not be achieved, record:</p> <ul style="list-style-type: none"> <li>• the end of the Provisional Exit.</li> </ul> <p>If an Activity Tested or a Non activity Tested job seeker chooses to volunteer and is identified as a Volunteer during a Provisional Exit, record either:</p> <ul style="list-style-type: none"> <li>• the end of the Provisional Exit, OR</li> <li>• the agreed volunteering period, including the start date (which cannot 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 Volunteer Period screen; whichever action applies to the job seeker's circumstances.</li> </ul> <p>Resume providing Stream Services to the job seeker.</p>	<ul style="list-style-type: none"> <li>• No additional documentary evidence is required.</li> </ul>
<p><b>Suspensions</b></p> <p><i>Employment Services Deed 2012 - 2015 References:</i></p> <ul style="list-style-type: none"> <li>• <i>Annexure E Definitions</i></li> <li>• Clause 45.1</li> <li>• Clause 46</li> </ul> <p><i>Further information on Suspensions documentary</i></p>	<p>In the <i>Suspensions and Volunteer Periods</i> screen record the:</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, Suspension and Provisional Exit Guidelines).</li> </ul> <p>Where an Activity Tested or a Non activity Tested job seeker elects to volunteer while Suspended record:</p> <ul style="list-style-type: none"> <li>• the agreed volunteering period, including the start date (which cannot be backdated from the date</li> </ul>	<ul style="list-style-type: none"> <li>• No additional documentary evidence is required.</li> </ul>

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><i>evidence requirements can be found in the:</i></p> <ul style="list-style-type: none"> <li>• Period of Service Guidelines</li> </ul>	<p>recorded) and the expected end date, which cannot exceed the end date of the Suspension period – in the <i>Suspensions and Volunteer Period</i> screen</p> <ul style="list-style-type: none"> <li>• the agreed Voluntary activities in the EPP, and</li> <li>• that the job seeker is participating as a volunteer.</li> </ul> <p>Where a job seeker has been suspended from Services by the JSA provider, and the JSA provider subsequently becomes aware that the job seeker wishes to return to participation:</p> <ul style="list-style-type: none"> <li>• immediately record the end of the Suspension.</li> </ul> <p>Where an Activity Tested or Non activity Tested Volunteer is in an agreed Volunteering period, and the JSA provider subsequently becomes aware that the job seeker no longer wishes to volunteer:</p> <ul style="list-style-type: none"> <li>• immediately record the end of the volunteer period</li> </ul>	
<p><b>Transfers</b></p> <p><i>Employment Services Deed 2012-2015 Reference:</i></p> <ul style="list-style-type: none"> <li>• Clause 44.1</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>	<ul style="list-style-type: none"> <li>• Any transfer of a job seeker by agreement is to be recorded as soon as the agreement to transfer has been finalised between the parties.</li> </ul>	<ul style="list-style-type: none"> <li>• A JSA provider must retain a copy of the completed Transfer by Agreement form,</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• A JSA provider must submit a copy of the completed Transfer due to Relationship Failure form to the Department.</li> </ul>
<p><b>Referrals to Jobs and Programs</b></p>	<ul style="list-style-type: none"> <li>• All referrals to jobs and programmes.</li> </ul>	<ul style="list-style-type: none"> <li>• No additional documentary evidence is required.</li> </ul>
<p><b>Full-Time Work for the Dole and Drought Force Only Participants</b></p>	<ul style="list-style-type: none"> <li>• Full-Time Work for the Dole and Drought Force Only Participants must be linked on the 'activity management' component.</li> </ul>	<ul style="list-style-type: none"> <li>• For Full-Time Work for the Dole participants, the job seeker's actual attendance on Work Experience Activities, including activity type (activity ID), activity</li> </ul>

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
		location, actual start and end dates and actual hours of attendance.
<b>Special Claims for Service Fees</b>	<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 job seeker, forms completed by the job seeker or any information that can substantiate that a Service Fee is payable.</li> </ul>
<b>Harvest Service Fees</b>  <i>Employment Services Deed 2012-2015 References:</i> <ul style="list-style-type: none"> <li>Clause 27; Clause 73.10.</li> </ul>	<ul style="list-style-type: none"> <li>A claim for Harvest Service Fees is accessed by the JSA provider recording a general payment request in the system and selecting "Harvest Labour Service Fee" as the type of claim.</li> </ul>	<ul style="list-style-type: none"> <li>Details of the dates the JSA provider maintained a presence in the Harvest Area.</li> <li>The dates of the Harvest Period being claimed.</li> <li>Details of all information contained in required reporting as specified in the Deed.</li> </ul>

## Section 2: Job Seeker Placement Fees:

These Guidelines specify the Documentary Evidence the JSA provider must retain at the time of submitting a claim and should be read in conjunction with *the Employment Services Deed 2012-15* and the *Vacancy, Job Seeker Placement and Job Seeker Outcome Guidelines*.

Documentary Evidence for a Job Seeker Placement Fee must demonstrate that the JSA provider has sourced the Vacancy or Assignment from the Employer or Host Organisation.

Job Seeker Placement Fees	Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):
<p><b>All Job Seeker Placement Fees</b></p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 19.4(a)</li> <li>• Clause 78, in particular:</li> <li>• 78.4</li> <li>• 78.5</li> <li>• 78.5A</li> <li>• 78.5B</li> <li>• 78.6</li> <li>• 78.8</li> <li>• Definition of 'Job Seeker Placement Fee'</li> <li>• Definition of 'Job Seeker Placement Start Date'</li> <li>• Definition of 'Job Seeker Placement Hours'</li> </ul>	<p>Documentary Evidence <b>must</b> contain ALL of the following information (collected within the timeframes required in the Deed):</p> <ul style="list-style-type: none"> <li>• The name of the JSA provider's staff member recording the following information at the time in which it was obtained, and</li> <li>• The Employer must confirm: <ul style="list-style-type: none"> <li>○ the Employer's name and, if applicable, Host Organisation's name, and</li> <li>○ the date of the request for recruitment services, for example, date of direct engagement/date of Vacancy lodgement, and</li> <li>○ brief details of the recruitment request, for example, start/end date, number of people required, position title or Vacancy type, and</li> <li>○ the name of the Employer or Host Organisation's staff member who confirmed the recruitment request, their position and contact details, and</li> </ul> </li> <li>• The job seeker must confirm: <ul style="list-style-type: none"> <li>○ the JSA provider found the employment, and</li> <li>○ they were personally contacted about the Vacancy or Assignment and that a referral was discussed prior to being referred to the Employer, and</li> </ul> </li> <li>• Either the Employer or Host Organisation or the job seeker must confirm: <ul style="list-style-type: none"> <li>○ the job seeker's Job Seeker Placement Start Date; and</li> <li>○ the hours worked each day within 10 Consecutive Working Days, excluding breaks.</li> </ul> </li> </ul> <p>ALL of the above information <b>must</b> be contained in dated written evidence in <b><u>one or more of the following forms:</u></b></p> <ol style="list-style-type: none"> <li>a) A template containing the required information, signed by relevant parties (i.e. job seeker and/or Employer); and/or</li> <li>b) A signed and dated written statement or email** from the Employer or Host Organisation and/or job seeker; and/or</li> <li>c) payslips/payroll details/timesheets covering the period including the Job Seeker Placement Start Date and the period where the Job Seeker Placement Hours were worked.</li> </ol> <p>More than one form of written evidence may be used provided that collectively, the written evidence contains ALL of the above information.</p> <p>**Where email is used, the Employer or Host Organisation or job seeker must be clearly identifiable as the sender in the email address and/or the signature block. The signature block must also state the person's name, and where applicable, the</p>

<b>Job Seeker Placement Fees</b>	<b>Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):</b>	
	person's position and organisation but does not need to include an electronic signature.	
<b>Harvest Placement Fees</b>	<b>Documentary Evidence the JSA provider must retain:</b>	
<p><b>Harvest Placement Fees</b></p> <p>Harvest Placement Fees are claimable for each Harvest Placement Outcome recorded against a jobseeker's ID in a Harvest Vacancy.</p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 78, clause 78.2(a) and (b) and clause 78.5.</li> </ul>	<b>Information that must be entered into the Department's IT Systems:</b>	<b>Additional evidence that must be retained (in electronic form or hard copy):</b>
	<p>The placement of a Harvest worker with an employer will be evidenced by completing a referral and placement outcome against a Harvest Vacancy in the Department's IT Systems.</p> <ul style="list-style-type: none"> <li>• A jobseeker ID must be placed against the Harvest vacancy as a referral, and</li> <li>• A Placement outcome must be registered after confirmation of a Harvest vacancy commencement in the Department's IT Systems.</li> </ul> <p>Evidence to support lodgement of a Vacancy or Assignment in the Department's IT Systems within one (1) Business Day of obtaining the Vacancy or Assignment unless the exceptions specified in clauses 78.2 (a) and (b) of the Deed apply. As a minimum, the Documentary Evidence must include:</p> <ul style="list-style-type: none"> <li>• the date of the request for recruitment services, and</li> <li>• brief details of the recruitment request, for example, start/end date, number of people required.</li> </ul>	<p>Evidence collected within 28 calendar days of the Placement confirming with the Harvest Employer or Host Organisation that:</p> <ul style="list-style-type: none"> <li>• the Participant has commenced employment, and as a minimum the Placement Start Date.</li> </ul> <p>As a minimum Documentary Evidence to substantiate the claim <b>must include details</b> of the:</p> <ul style="list-style-type: none"> <li>• Harvest Employer or Host Organisation's name</li> <li>• the Participant's Placement Start Date</li> <li>• the name of the person who confirmed the employment details (the person within the Harvest Employer or Host Organisation)) and their contact details, and</li> <li>• the JSA provider's staff member who confirmed the information with the Harvest Employer or Host Organisation and the date this information was collected.</li> </ul> <p>Dated written evidence must contain all of the above information and be in <b>one or more</b> of the following <b>forms</b>:</p> <ul style="list-style-type: none"> <li>• a file note</li> <li>• a signed and dated written statement, email or timesheet from the Harvest Employer or Host Organisation, and</li> <li>• evidence from the Participant of payslips covering the period including the Harvest Placement Start Date.</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Where email is used, the Harvest Employer or Host Organisation and the person's name must be clearly</li> </ul>

Job Seeker Placement Fees	Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
		<p>identifiable as the sender in either the email address or the signature block. The email does not need to include an electronic signature.</p> <ul style="list-style-type: none"> <li>• If the JSA provider needs to contact a Harvest Employer to obtain a payslip as a form of Documentary Evidence, the Provider must obtain the Participant's written consent prior to contacting the Harvest Employer. A Participant is able to supply the Provider with their payslip covering the necessary times and including the compulsory details.</li> </ul>

### Section 3: Job Seeker Outcome Fees (Employment):

These Guidelines specify the Documentary Evidence the JSA provider must retain at the time of submitting a claim and should be read in conjunction with the *Employment Services Deed 2012-15* and the *Vacancy, Job Seeker Placement and Job Seeker Outcome Guidelines*.

#### Privacy considerations

The Provider must gain the job seeker’s written consent before approaching an Employer to discuss the job seeker’s Employment and job seeker’s personal information:

- where the job seeker has found his or her own Employment, or
- if the Job Seeker Placement was by another Provider.

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<p><b>Full Outcome and Pathway Outcome based on Employment where the Job Seeker Rate Reduction Result (JRRR) or Job Seeker Employment Hours Result (JEHR) supports an auto-claim and the JSA provider agrees with the result (excluding NEIS and apprenticeships)</b></p> <ul style="list-style-type: none"> <li>• .</li> </ul> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 19.4</li> <li>• Clause 20.1</li> <li>• Clause 79</li> <li>• Definition of ‘Full Outcome’</li> <li>• Definition of ‘Pathway Outcome’</li> </ul>	<p>Documentary Evidence is not required where the JRRR or JEHR result supports an auto claim for a Job Seeker Outcome and the JSA provider is not aware of any reason why a Job Seeker Outcome should be a non-payable Outcome in accordance with clause 79.4(d) of the Employment Services Deed 2012-2015.</p> <p><b>Note:</b> JSA providers must ensure they retain the required Documentary Evidence where the 13 Week Period and/or 26 Week Period contains an Upgrade, Bonus or Permissible Break. Please refer to Upgrade, Bonus and Permissible Break requirements.</p> <p>(For JSA providers who are also claiming Wage Connect Subsidy Reimbursements, the Documentary Evidence required for the Wage Connect Subsidy Reimbursement may also satisfy the Documentary Evidence requirements for Job Seeker Outcome Fees. Please see Section 6 – Wage Connect Subsidy Reimbursement.)</p> <p><b>Note:</b> Where the 13 Week Period or 26 Week Period contains a Permissible Break, JSA providers must also ensure they retain the required Documentary Evidence for a Permissible Break.</p>

	Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):
<p><b>Full Outcome and Pathway Outcome based on Employment (excluding NEIS, self-employment, and apprenticeships) for Claims lodged via:</b></p> <ul style="list-style-type: none"> <li>• Documentary Evidence/Discrepancy claims,</li> <li>• Automated Special Claims, and</li> <li>• Manual Special Claims.</li> </ul> <p>The JSA provider must retain Documentary Evidence which confirms that:</p> <ul style="list-style-type: none"> <li>• for a Full Outcome, the job seeker worked each week/fortnight of the 13 Week Period or 26 Week Period; and</li> <li>• the job seeker's income supports the JRRR achieved for the job seeker; or</li> <li>• the hours worked by the job seeker support the JEHR achieved for the job seeker.</li> </ul> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 19.4</li> </ul>	<p>Documentary Evidence <b>must</b> contain ALL of the following:</p> <ul style="list-style-type: none"> <li>• the name of the Employer, and</li> <li>• the period of Employment, and</li> <li>• the name of the person who confirmed the Employment details (that is either the job seeker or person within the Employer organisation), the date the information was confirmed and their contact details, and</li> <li>• the name of the JSA provider's staff member recording this information at the time in which it was obtained,</li> <li>• evidence to confirm that the Employment is being paid at a level that satisfies the relevant modern award rate of pay or the National Minimum Wage applicable at that time, and</li> <li>• for job seekers with income (JRRR) based Job Seeker Outcomes, the job seeker's gross income earned for each week/fortnight and hourly rate of payment or hours worked each week/fortnight for the 13 Week Period or 26 Week Period, or</li> <li>• for job seekers with hours (JEHR) based Job Seeker Outcomes, 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> <p>ALL of the above information <b>must</b> be contained in dated written evidence from the job seeker and/or Employer in one of the following <b>forms</b>:</p> <ul style="list-style-type: none"> <li>• A template containing the required information, signed by the relevant parties (i.e. job seeker and/or Employer); or</li> <li>• A signed and dated written statement or email** from the Employer or job seeker, or</li> <li>• Copies of payslips covering the whole of the 13 Week Period or 26 Week Period, respectively.</li> </ul> <p>More than one form of written evidence may be used provided that collectively, the written evidence contains all of the above information.</p> <p>**Where email is used, the Employer or job seeker 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.</p> <p><b>Note:</b> Where the 13 Week Period or 26 Week Period contains a Permissible Break, JSA providers must also ensure they retain the required Documentary Evidence for a Permissible Break.</p>

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<ul style="list-style-type: none"> <li>• Clause 20.1</li> <li>• Clause 79</li> <li>• Definition of 'Full Outcome'</li> <li>• Definition of 'Pathway Outcome'</li> <li>• Definition of 'Non-Payable Outcomes', paragraphs (s) and (t)</li> </ul>	
<p><b>Full Outcome and Pathway Outcome for <u>job seekers</u> in <u>self-employment for Claims lodged via:</u></b></p> <ul style="list-style-type: none"> <li>• Documentary Evidence/Discrepancy claims,</li> <li>• Automated Special Claims, and</li> <li>• Manual Special Claims.</li> </ul> <p>The JSA provider must retain Documentary Evidence which confirms that:</p> <ul style="list-style-type: none"> <li>• For a Full Outcome, the job seeker remained in self-employment each week/fortnight of the 13 Week or 26 Week Period; and</li> <li>• the job seeker's business has generated sufficient personal income (net</li> </ul>	<p>Documentary Evidence <b>must</b> contain:</p> <ul style="list-style-type: none"> <li>• the name of the JSA provider's staff member recording this information at the time in which it was obtained, and</li> <li>• for job seekers with income (JRRR) based Job Seeker Outcome Fees: <ul style="list-style-type: none"> <li>○ evidence that the job seeker's business has generated sufficient personal income (net of business expenses but including tax) each fortnight to achieve the required JRRR; and that the hours worked by the job seeker each week/fortnight confirm that the National Minimum Wage rate has been achieved; or</li> </ul> </li> <li>• for job seekers with hours (JEHR) based Job Seeker Outcome Fees: <ul style="list-style-type: none"> <li>○ evidence that the job seeker has worked the required number of hours each week/fortnight of the payment period to achieve the required JEHR and earned sufficient income (net of business expenses but including tax) each week/fortnight which confirms that the National Minimum Wage rate has been achieved.</li> </ul> </li> </ul> <p><b>NOTE:</b> To calculate confirmation that the National Minimum Wage rate has been achieved, personal income should be divided by the actual hours worked by the self-employed job seeker.</p> <p>ALL of the above information <b>must</b> be contained in dated written evidence from the job seeker in one <b>or more</b> of the following <b>forms:</b></p> <ul style="list-style-type: none"> <li>• sales records, contracts with clients or contracts of employment and a statement from a Certified Practising Accountant or Certified Accountant (for example a Profit and Loss Statement) relating to the job seeker's business; or</li> <li>• Signed and dated written statement or email** from an accountant and/or registered bookkeeper; or</li> <li>• copy of records from the Australian Taxation Office (ATO) for the 13 Week Period or the 26 Week Period declaring that the job seeker has an income as self-employed and which prove that the Participant's business has generated sufficient personal income (net of business expenses but include tax) to: <ul style="list-style-type: none"> <li>○ achieve the required JRRR; or</li> <li>○ confirm the National Minimum Wage rate has been achieved when combined with evidence that the job seeker has worked the required hours each week/fortnight to achieve the required JEHR (such as a record of the Participants appointments or diary entries).</li> </ul> </li> </ul>

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<p>of business expenses but including tax) to achieve the required JRRR; or</p> <ul style="list-style-type: none"> <li>the job seeker has worked the required number of hours each week/fortnight of the payment period to achieve the required JEHR.</li> </ul> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>Clause 79</li> <li>Definition of 'Full Outcome'</li> <li>Definition of 'Pathway Outcome'</li> </ul>	<p>In situations where the job seeker does not use an accountant/registered book keeper or the job seeker has not had contact with the ATO during the 13 and/or 26 Week Periods and obtaining the above evidence is not possible, the following may be accepted:</p> <ul style="list-style-type: none"> <li>For a Newstart Allowance recipient with full-time participation requirements, a copy of the Centrelink Reporting Statement or</li> <li>For a Newstart Allowance recipient with part-time participation requirements, copy of the Centrelink Reporting Statement and a signed and dated written statement or email** confirming their hours worked each week/fortnight and income earned; or</li> <li>For other Income Support recipients a signed and dated written statement or email** confirming their hours worked each week/fortnight and income earned; or</li> <li>Where possible JSA providers should also retain a copy of the Profit and Loss Statement, the Business Activity Statement or the Tax Return Statement from the job seeker.</li> </ul> <p>More than one form of written evidence may be used provided that collectively, the written evidence contains all of the above information.</p> <p><b>Please note:</b> Proof of business establishment alone is <b>not</b> sufficient evidence to support a Job Seeker Outcome Fee.</p> <p>**Where email is used, the accountant/registered bookkeeper or job seeker 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.</p> <p><b>Note:</b> Where the 13 Week Period or 26 Week Period contains a Permissible Break, JSA providers must also ensure they retain the required Documentary Evidence for a Permissible Break.</p>
<p><b>Full and Pathway Outcomes for job seekers who are placed into an <u>apprenticeship or traineeship (excluding Access Program)</u> where the Job Seeker Rate Reduction Result (JRRR) or Job Seeker Employment Hours Result (JEHR) supports an auto-claim and the JSA provider agrees with the result.</b></p> <p>The JSA provider must retain</p>	<p>Documentary Evidence <b>must</b> contain the following:</p> <ul style="list-style-type: none"> <li>confirmation that the job seeker has entered into a training contract for the full-time or part-time apprenticeship or traineeship (or such other form of agreement for an apprenticeship or traineeship as is approved by the relevant State or Territory training authority), and</li> <li>the name of the Employer, and the period of Employment.</li> </ul> <p>ALL of the above information <b>must</b> be contained in dated written evidence from the job seeker and/or Employer in one of the following <b>forms</b>:</p> <ul style="list-style-type: none"> <li>A template containing the relevant information, signed by the relevant parties (i.e. job seeker and/or Employer);or</li> <li>a signed and dated written statement or email** from the Employer or job seeker or Australian Apprenticeships Centre; or</li> <li>a copy of the training contract that the job seeker has entered into for the full-time or part-time apprenticeship or</li> </ul>

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<p>Documentary Evidence which confirms that:</p> <ul style="list-style-type: none"> <li>the job seeker has entered into a training contract for the full-time or part-time apprenticeship or traineeship.</li> </ul> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>Clause 79</li> <li>Definition of 'Full Outcome'</li> <li>Definition of 'Pathway Outcome'</li> </ul>	<ul style="list-style-type: none"> <li>traineeship (or such other form of agreement for an apprenticeship or traineeship as is approved by the relevant State or Territory training authority) from the Employer or job seeker; or</li> <li>a signed and dated written statement stating that a copy of the contract has been sighted by the JSA provider, the names of the parties to the contract, the date the contract was signed, the commencement date of the apprenticeship or traineeship, and whether the apprenticeship or traineeship is full-time or part-time.</li> </ul> <p>More than one form of written evidence may be used provided that collectively, the written evidence contains all of the above information.</p> <p>Payslips will not be required where the JRRR or JEHR result supports an auto claim for a Job Seeker Outcome and the JSA provider is not aware of any reason why a Job Seeker Outcome should not be payable.</p> <p><b>Note:</b> JSA providers must ensure they retain the required Documentary Evidence where the 13 Week Period and/or 26 Week Period contains an Upgrade, Bonus or Permissible Break. Please refer to Upgrade, Bonus and Permissible Break requirements.</p> <p><b>**Where email is used, the Employer or job seeker or Australian Apprenticeships Centre 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.</b></p> <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. The apprenticeship or traineeship contract will detail if the new apprenticeship or traineeship is full-time or part-time.</p> <p><b>Note:</b> If a job seeker is placed in an <b>apprenticeship or traineeship</b> where the JRRR does not provide the required result due to low hourly earnings, a Special Claim or Automated Special Claim must be lodged to claim a Full or Pathway Outcome. Please refer to Documentary Evidence requirements for Special Claims and Automated Special Claims.</p>
<p><b>Full and Pathway Outcomes for job seekers who are placed into an <u>apprenticeship or traineeship (excluding Access Program)</u> for Claims lodged via:</b></p> <ul style="list-style-type: none"> <li>Documentary Evidence/Discrepancy</li> </ul>	<p>Documentary Evidence <b>must</b> contain the following:</p> <ul style="list-style-type: none"> <li>confirmation that the job seeker has entered into a training contract for the full-time or part-time apprenticeship or traineeship (or such other form of agreement for an apprenticeship or traineeship as is approved by the relevant State or Territory training authority), and</li> <li>the name of the Employer, and</li> <li>the period of Employment, and</li> <li>the name of the person who confirmed the Employment details (that is either the job seeker or person within the Employer organisation), the date the information was confirmed and their contact details, and</li> </ul>

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<ul style="list-style-type: none"> <li>• Automated Special Claims, and</li> <li>• Manual Special Claims.</li> </ul> <p>The JSA provider must retain Documentary Evidence which confirms that:</p> <ul style="list-style-type: none"> <li>• for a Full Outcome, the job seeker remained each week in a Full-Time apprenticeship or traineeship for a 13 Week Period and/or 26 Week Period; or</li> <li>• the job seeker's income supports the JRRR achieved for the job seeker; or</li> <li>• the hours worked by the job seeker support the Job Seeker Employment Hours Result (JEHR) achieved for the job seeker.</li> </ul> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 79</li> <li>• Definition of 'Full Outcome'</li> <li>• Definition of 'Pathway Outcome'</li> </ul>	<ul style="list-style-type: none"> <li>• the name of the JSA provider's staff member recording this information at the time in which it was obtained, and</li> <li>• for a Full Outcome for job seekers with income (JRRR) based Job Seeker Outcomes, evidence that the job seeker has remained each week in the full-time apprenticeship or traineeship for the 13 Week Period or 26 Week Period, or</li> <li>• for all other job seekers with income (JRRR) based Job Seeker Outcomes, the gross fortnightly income and the hourly rate or hours worked each fortnight of the job seeker for the 13 Week Period or 26 Week Period, or</li> <li>• for job seekers with hours (JEHR) based Job Seeker Outcomes, 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> <p>ALL of the above information <b>must</b> be contained in dated written evidence from the job seeker and/or Employer in the following <b>forms</b>:</p> <ul style="list-style-type: none"> <li>• A template containing the required information, signed by the relevant parties (i.e. job seeker and/or Employer); or</li> <li>• A signed and dated written statement or email** from the Employer or job seeker or Australian Apprenticeships Centre; or</li> <li>• copies of payslips covering the whole of the 13 Week Period or 26 Week Period, respectively, and</li> <li>• a copy of the training contract that the job seeker has entered into for the full-time or part-time apprenticeship or traineeship (or such other form of agreement for an apprenticeship or traineeship as is approved by the relevant State or Territory training authority) from the Employer or job seeker; or</li> <li>• a signed and dated written statement from the JSA provider stating that a copy of the contract has been sighted by the JSA provider, the names of the parties to the contract, the date the contract was signed, the commencement date of the apprenticeship or traineeship, and whether the apprenticeship or traineeship is full-time or part-time.</li> </ul> <p>More than one form of written evidence may be used provided that collectively, the written evidence contains all of the above information.</p> <p>**Where email is used, the Employer or job seeker or Australian Apprenticeships Centre 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.</p> <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. The apprenticeship or traineeship contract will detail if the new apprenticeship or traineeship is full-time or part-time.</p> <p><b>Note:</b> If a job seeker is placed in an <b>apprenticeship or traineeship</b> where the JRRR does not provide the required result due to low hourly earnings, a Special Claim or Automated Special Claim must be lodged to claim a Full or Pathway Outcome.</p> <p><b>Note:</b> Where the 13 Week Period or 26 Week Period contains a Permissible Break, Providers must also ensure they retain the</p>

	Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):
	required Documentary Evidence for a Permissible Break.
<p><b>Full and Pathway Outcomes for Participants who are placed into an <u>apprenticeship or traineeship that are Access Program Participants</u></b></p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 79</li> <li>• Definition of ‘Full Outcome’</li> <li>• Definition of ‘Pathway Outcome’</li> </ul>	<p><b>13 Week Period</b></p> <p>Where the apprenticeship or traineeship is the result of the Australian Apprenticeships Access Program (Access Program) the JSA provider <b>must</b> obtain:</p> <ul style="list-style-type: none"> <li>• a copy of the Employment Continuation Advice Form.</li> </ul> <p><b>Note:</b> The Access Program Broker is required to file this completed Form to claim a Job Seeker Outcome once the job seeker has achieved 13 weeks of continuous post-placement support. The Broker or their subcontracted Access Program Provider can provide this Form to the JSA provider after the 13 week mark upon request. Note that the JSA provider may not be eligible for any Fees at the 13 Week Period and can only claim any gap between what the Access Program Broker is paid and the 13 Week Period Job Seeker Outcome Fee. Regardless, the JSA provider must enter the claim into the Department’s IT Systems in order to claim any Fees at 26 Week Period.</p> <p><b>26 Week Period</b></p> <p>The JSA provider <b>must</b> obtain written confirmation that the job seeker is still in their apprenticeship or traineeship at the 26 Week Period, by obtaining:</p> <ul style="list-style-type: none"> <li>• the Employer’s contact details from the Broker or Access Program Provider, and</li> <li>• obtain signed and dated written evidence or an email** directly from the Employer that the participant worked in their apprenticeship or traineeship and satisfied the requirements of a Job Seeker Outcome for the 26 Week Period.</li> </ul> <p><b>Note:</b> The Access Program Broker is not required to maintain contact with the job seeker after he/she has achieved 13 weeks of post-placement support.</p> <p>**Where email is used, the Employer or Access Program Provider job seeker 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.</p>
<p><b>Access Program Incentive Fee for Participants who are placed into an apprenticeship or traineeship that are Access Program Participants</b></p>	<p>Documentary Evidence <b>must</b> contain the following:</p> <ul style="list-style-type: none"> <li>• Commencement in an Australian Apprenticeship as a result of participation in the Australian Apprenticeship Access Program (Access Program).</li> </ul> <p>ALL of the above information <b>must</b> be obtained in dated written evidence:</p> <ul style="list-style-type: none"> <li>• A copy of the evidence held by the Access Program Provider or their subcontracted Access Program Provider; or</li> </ul>

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 79</li> <li>• Definition of 'Access Program Incentive Fee'</li> </ul>	<ul style="list-style-type: none"> <li>• A signed and dated written statement or email** from the job seeker, Employer or Access Program Provider.</li> </ul> <p>**Where email is used, Access Program Provider or Employer or job seeker 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.</p>
<p><b>Pathway Outcome</b> based on a NEIS Participant receiving <b>NEIS Assistance</b> for a 13 Week Period and/or a 26 Week Period</p> <p><b>Note:</b> Full Outcomes are not available for NEIS placements.</p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 79</li> <li>• Annexure D: New enterprise Incentive Scheme</li> <li>• Definition of 'Pathway Outcome'</li> </ul>	<p>Documentary Evidence <b>must</b> be in the form of a signed and dated written statement or email** from the NEIS Panel Member which <b>must</b> contain:</p> <ul style="list-style-type: none"> <li>• the name of the NEIS Panel Member,</li> <li>• date of the contact and name of the NEIS Panel Member's staff member providing the information,</li> <li>• the name of the NEIS Participant,</li> <li>• the date the NEIS Participant commenced receiving NEIS Assistance,</li> <li>• confirmation from the NEIS Panel Member that the NEIS Participant has been receiving NEIS Assistance and that the NEIS Participant has been running their NEIS Business continuously for the 13 Week Period or 26 Week Period, and</li> <li>• the name of the JSA provider's staff member recording this information at the time in which it was obtained.</li> </ul> <p>**Where email is used, the NEIS Panel Member 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.</p>
<p><b>Upgrade in Employment which leads to a Full Outcome</b></p> <p>The JSA provider must retain Documentary Evidence which confirms that the Direct Assistance provided by the JSA provider to the job seeker and/or Employer was directly responsible for the Upgrade</p>	<p>In addition to the requirements for a Job Seeker Outcome outlined above, Documentary Evidence <b>must</b> contain the following:</p> <ul style="list-style-type: none"> <li>• a summary of the Direct Assistance provided by the JSA provider to the job seeker and/or the Employer, and</li> <li>• an explanation of how the Direct Assistance was directly responsible for the Upgrade in Employment to a Full Outcome, and</li> <li>• date the Direct Assistance was provided, and</li> <li>• evidence of the job seeker's hours/earnings prior to the Upgrade, and</li> <li>• the name(s), position and contact details of any contacts (including Employer staff members and/or Registered Training Organisation staff members) made as part of the provision of Direct Assistance, and</li> <li>• the name of the JSA provider's staff member recording this information at the time in which it was obtained.</li> </ul> <p>ALL of the above information <b>must</b> be contained in dated written evidence from the job seeker and/or Employer in one of the</p>

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<p>in Employment.</p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 79</li> <li>• Definitions of 'Upgrade'</li> <li>• Definition of 'Direct Assistance'</li> </ul>	<p>following <b>forms</b>:</p> <ul style="list-style-type: none"> <li>• a signed and dated written statement or email** from the Employer or job seeker; or</li> <li>• a copy of a certificate of training/licences received by the job seeker (including the job seeker's name and the date of attainment) and paid for by the JSA provider; or</li> <li>• a copy of other documents which provide evidence of expenditure by the JSA provider where Direct Assistance has been provided.</li> </ul> <p>More than one form of written evidence may be used provided that collectively, the written evidence contains all of the above information.</p> <p>**Where email is used, the Employer or job seeker 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.</p>
<p><b>Bonus for Directly Related Employment</b></p> <p>The JSA provider must retain evidence which proves that the job seeker has successfully attained relevant Qualifying Training Course qualification to be eligible for a Bonus for Directly Related Employment.</p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 79</li> <li>• Definition of 'Directly Related Employment'</li> <li>• Definition of 'Bonus'</li> </ul>	<p>Documentary Evidence <b>must</b> contain (unless otherwise specified by the Department) the following:</p> <ul style="list-style-type: none"> <li>• the full name of the Registered Training Organisation, and</li> <li>• the level of the relevant Qualifying Training Course qualification (at least a Certificate II level), and</li> <li>• confirmation that the job seeker successfully completed the qualification, and</li> <li>• the modules/units completed and the date(s) of completion, and</li> <li>• the name of the JSA provider's staff member recording this information at the time in which it was obtained.</li> </ul> <p>ALL of the above information <b>must</b> be contained in one of the following <b>forms</b>:</p> <ul style="list-style-type: none"> <li>• a copy of the certificate of attainment/academic transcript issued by the Registered Training Organisation, or</li> <li>• a signed and dated written statement or email** from the Registered Training Organisation including the name of the Registered Training Organisation staff member signing.</li> </ul> <p>**Where email is used, the Registered Training Organisation 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.</p>
<p><b>Full Outcomes for job seekers who have a Permissible Break in</b></p>	<p>In addition to the requirements for a Job Seeker Outcome outlined above, Documentary Evidence <b>must</b> be in the form of a signed and dated written statement or email** by the job seeker or Employer which <b>must</b> contain information provided from the Employer or evidence from the job seeker confirming:</p>

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<p><b>Employment</b></p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 79</li> <li>• Definition of 'Permissible Break'</li> </ul>	<ul style="list-style-type: none"> <li>• the name of the Employer organisation, and</li> <li>• Employer's or job seeker's confirmation of the Permissible Break in Employment including the reason for the Permissible Break,* and</li> <li>• the duration of the Permissible Break, including the start and end date, and</li> <li>• that the job seeker is employed in the same position following the Permissible Break, and</li> <li>• the name and contact details of the Employer's staff member confirming the information (if applicable), and</li> <li>• the name of the JSA provider's staff member recording this information at the time in which it was obtained.</li> </ul> <p>*If the Permissible Break is in relation to a job seeker's illness, the job seeker should provide a copy of their medical certificate or evidence of receipt of sickness pay to the JSA provider only if they are required to provide this level of documentation in accordance with the Employer's leave entitlement policy or relevant industrial instrument. In other instances, a signed and dated written statement or email** will be acceptable.</p> <p>**Where email is used, the Employer or job seeker must be clearly identifiable as the sender in the email address and signature block. The signature block must also state the person's name, are where applicable, the person's position and organisation but does not need to include an electronic signature.</p>

### Section 3: 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 JSA provider must notify Centrelink within five Business Days of becoming aware that a job seeker may not accurately be declaring hours or earnings.

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into the Department'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>Employment Services Deed 2012-2015 Reference:</i></p> <ul style="list-style-type: none"> <li>• Clauses 16.6</li> </ul>	<p>The JSA provider must notify Centrelink of a job seeker's non/under declaration of their income and/or hours worked by entering the details in the <i>Job Seeker, Rate Reductions and Earnings</i> section, Reduction Details, 'Documentary Evidence Details' tab.</p>	<p>The JSA provider must retain evidence of the earnings and hours worked for the period of time (weeks/fortnights/13 Week Period/26 Week Period) used by the JSA provider to notify Centrelink of the non/under declaration. The evidence <b>must</b> include <b>one</b> of the following and <u>match</u> that chosen in the 'Documentary Evidence Details' 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 confirming information for a Job Seeker Outcome fee,</li> <li>• written statement or email from the job seeker,</li> <li>• group certificate,</li> <li>• copy of wages book,</li> <li>• tax return, or</li> <li>• Employer contact.</li> </ul>

## Section 4: Job Seeker Outcomes based on Education:

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<p><b>Full Outcome and Pathway Outcome based on an Education related activity</b></p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 79</li> <li>• Definition of 'Qualifying Education Course'</li> <li>• Definition of 'Full Outcome'</li> <li>• Definition of 'Pathway Outcome'</li> </ul>	<p>Documentary Evidence <b>must</b> be in one or more of the following <b>forms</b>:</p> <ul style="list-style-type: none"> <li>• a certificate of attainment/academic transcript issued by the Registered Training Organisation confirming successful completion of the Semester, and</li> <li>• a dated written statement or email** from the JSA provider or training institution confirming:               <ul style="list-style-type: none"> <li>○ whether the course was full-time Study or part-time study as defined by the training institution, and</li> <li>○ the Semester start and end dates,</li> <li>○ the length of the course, and</li> <li>○ the name of the JSA provider's staff member recording this information at the time in which it was obtained.</li> </ul> </li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• a signed and dated written statement or email** from the training institution or job seeker confirming the following:               <ul style="list-style-type: none"> <li>○ the class contact hours attended each week,</li> <li>○ whether the course was full-time Study or part-time study as defined by the training institution, and</li> <li>○ the Semester start and end dates, and</li> <li>○ the length of the course, and</li> <li>○ the name of the JSA provider's staff member recording this information at the time in which it was obtained.</li> </ul> </li> </ul> <p><b>Note:</b> It is not a requirement that a job seeker successfully passes the course and achieves a certificate of attainment. However, a copy of the certificate of attainment would meet all the requirements.</p> <p>**Where email is used, the Registered Training Organisation or JSA provider 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.</p>
<p><b>Transition Support for Early School Leavers Skills for Education and Employment programme Outcome (Transition Support for ESL</b></p>	<p>Documentary Evidence <b>must</b> be in one or more of the following <b>forms</b>:</p> <ul style="list-style-type: none"> <li>• A signed and dated written statement or email** from the first or second referral to an Australian Government Skills for Education and Employment (SEE) programme provider confirming that the participant has successfully completed 200 hours SEE programme training, which satisfies the requirements of a Transition Support for ESL SEE programme Outcome. The written statement should include the start date and completion date for the training; and the name,</li> </ul>

Documentary Evidence the JSA provider must retain at the time of submitting a claim (in electronic form or hard copy):	
<p><b>Outcome)</b></p> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 79.12</li> <li>• Definition of 'Transition Support for Early School Leavers Skills for Education and Employment programme Outcome'</li> <li>• Definition of 'Pathway Outcome'</li> </ul>	<p>position and contact details of the SEE programme staff member. OR</p> <ul style="list-style-type: none"> <li>• A signed and dated written statement or email** from the first or second referral to Australian Government Skills for Education and Employment (SEE) programme provider confirming that, that participant has successfully achieved an additional level of competence in at least two Australian Core Skills Framework Indicators of SEE programme training. The written statement should include the start date and completion date of the training; and the name, position and contract details of the SEE programme staff member</li> </ul> <p><b>Note:</b> JSA providers should liaise with the SEE programme provider to ensure the written statement provides sufficient information to demonstrate the Transition Support for ESL Outcome has been achieved.</p> <p>**Where email is used, the SEE programme provider 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.</p>

## Section 5: Employment Pathway Fund (EPF) Reimbursements:

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>All EPF Reimbursements</b></p> <p><i>For further information in relation to EPF, please see the:</i></p> <ul style="list-style-type: none"> <li>• Employment Pathway Fund Guidelines.</li> </ul> <p><i>Employment Services Deed 2012-2015 References:</i></p> <ul style="list-style-type: none"> <li>• Clause 19, 21, 22, 24, 60, 61 and Annexure E Definitions</li> </ul>	<p><u>For all EPF purchases</u></p> <ul style="list-style-type: none"> <li>• Selection of whether the purchase is Batch or not</li> <li>• Confirmation of whether the payment is being made to a Related Entity/Own Organisation</li> <li>• Whether the purchase is Work Experience Activity related</li> <li>• Indication of whether the purchase is in relation to the Aboriginal Employment Covenant (AEC)</li> <li>• The job seeker ID (with exception given to Batch purchases – see below) and</li> <li>• The expenditure amount (including the GST component)</li> <li>• When a supplier is being created the ABN is mandatory.</li> </ul> <p><u>For all purchase categories where purchases are over \$300</u> Supplier/employer details</p> <p><u>Batch purchases</u></p> <ul style="list-style-type: none"> <li>• In addition to the above mandatory fields for all EPF purchases details of the individual Participants for whom the items were purchased are required by acquitting the purchase against individual Participants or through a quick acquittal.</li> </ul>	<p><u>For all EPF purchases (except for Work for the Dole 2014-15 individual hosted places)</u></p> <ul style="list-style-type: none"> <li>• Tax invoices or receipts that distinguish between individual item costs where applicable. Please refer to the ATO website (<a href="http://www.ato.gov.au">www.ato.gov.au</a>) to determine what is a valid tax invoice.</li> </ul> <p>See Work for the Dole 2014-15 section below</p> <p><b>Note:</b> Where goods or services are delivered in-house and the organisation does not have internal billing arrangements for these goods or services (or where a supplier is not registered for GST), the JSA provider must maintain documentary records that set out the information that would typically be contained in a tax invoice.</p> <p>Specifically, for professional or provider services this includes the cost of the service, the date and duration, the name of the job seeker, and the staff member or internal service that delivered the service.</p> <p><u>Batch purchases</u></p> <ul style="list-style-type: none"> <li>• Record of allocation to job seekers for items acquitted through an internal records management system (quick acquitted) such as bus tickets.</li> </ul>

Documentary Evidence the JSA provider must retain:		
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<b>Wage subsidies</b>	<p>Wage subsidies must be linked to the vacancy in the Department's IT Systems.</p> <ul style="list-style-type: none"> <li>• Gross wage</li> <li>• JSA provider contribution</li> <li>• Amount per hour</li> <li>• Commencement date</li> <li>• Cessation date</li> <li>• First payment</li> <li>• EPF wage subsidy amount</li> <li>• Work trial</li> </ul>	<ul style="list-style-type: none"> <li>• A signed wage subsidy agreement, signed prior to or on the start date of the subsidy period, between the JSA provider and the employer. The agreement <b>must</b> cover all relevant details including the employment details, the length of the wage subsidy, the amount that shall be paid and when the payments will be made;</li> <li>• Agreement from the employer that the job is ongoing and sustainable.</li> <li>• Confirmation that the wage meets Federal minimum wage requirements or is based on the applicable award or enterprise agreement, and</li> <li>• Account Manager prior written approval for a wage subsidy that is equal to 100% of wage costs.</li> </ul> <p><b>Note:</b> The Department's IT Systems generated Wage Subsidy Agreement no longer meets the minimum Documentary Evidence requirements.</p> <p><b>A new Wage Subsidy Agreement template which meets the new Documentary Evidence requirements is available on the Employment Pathway Fund page on the Provider Portal.</b></p> <p><i>For information relating to the documentary evidence requirements for a Wage Connect Subsidy see Section 6 below.</i></p>

<b>Outreach Services</b>		<ul style="list-style-type: none"> <li>• A copy of the Department’s approved Outreach Services Business Plan, including comprehensive financial estimates by financial year for the Deed period.</li> <li>• A list of job seeker IDs for Outreach Services where diary appointments are managed from a parent Site.</li> <li>• A list of job seeker IDs for Outreach Services when a JSA provider uses the quick acquittal method for acquitting batch purchases where individual item costs are under \$300.</li> </ul>
<b>Provider Services</b>	<ul style="list-style-type: none"> <li>• The duration of the service.</li> <li>• The type of service.</li> <li>• The reason for the service.</li> <li>• For Reverse Marketing only, the employer’s name and contact phone number.</li> </ul> <p><b>Note:</b> Standard rates are applicable for Additional Contacts, Post Placement Support, Reverse Marketing and Mentoring. Entering the exact duration of the service will ensure that the correct amount is being claimed.</p>	<ul style="list-style-type: none"> <li>• Prior written approval from a Department Account Manager where standard rates are varied.</li> </ul>
<b>Professional Services including Mental Health Support Services</b>	<ul style="list-style-type: none"> <li>• The duration of the service.</li> <li>• The type of professional providing the service (such as a psychologist, counsellor or social worker), and</li> <li>• Whether the service is being provided as an individual or group-based session.</li> <li>• Confirmation whether the job seeker attended or did not attend the appointment.</li> </ul> <p>Note: Standard rates are applicable for mental health support services provided by professionals employed by the JSA provider (where payment to the provider’s Own Organisation is confirmed). The above fields will ensure the correct rate amount is being claimed.</p>	<ul style="list-style-type: none"> <li>• Prior written approval from a Department Account Manager where standard rates are varied.</li> <li>• A copy of the qualifications of staff delivering in-house Professional Services.</li> <li>• Notes entered into ESS or kept on file of confirmation that the JSA provider has investigated if a Medicare rebate and/or or Private Health Insurance is payable on externally purchased Professional Services.</li> <li>• For job seekers with a history of missed appointments, evidence of discussion with the job seeker regarding the intervention, and why the service is being recommended and the agreement of the job seeker’s agreement to attend the appointments. This can be provided in a signed and</li> </ul>

		<p>dated written statement or email by the job seeker. Where email is used, the job seeker must be clearly identifiable as the sender in the email address and/or signature block. The signature block does not need to include an electronic signature.</p> <p><i>Note: The Department's definition of 'history of missed appointments' means where a job seeker has missed 3 or more appointments.</i></p>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Supplier name (including purchases under \$300)</li> <li>• Course type</li> <li>• Course sub-type</li> <li>• Course name</li> <li>• Start date and</li> <li>• Industry code (only mandatory for accredited training courses).</li> </ul> <p><b>Note:</b> Details will be auto-populated if the user has entered an Activity ID.</p>	
<p><b>Work Experience activities</b></p> <p><i>For further information in relation to Work Experience activities, please see the:</i></p> <ul style="list-style-type: none"> <li>• Setting up and Managing a Work Experience Activity Guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Activity ID</li> <li>• Selection of Overhead or Participant costs</li> <li>• Selection of whether the user is seeking an advance payment</li> <li>• Industry code</li> </ul> <p><b>Note:</b> Details of the industry code will be auto-populated if the user has entered an Activity ID and this field was populated in the Activity Management screens.</p>	<p>The JSA provider <b>must</b> complete and submit the Acquittal Report to the Department within 40 days of completion, or cessation, of the relevant Group-based Work Experience Activity (in accordance with <i>clauses 60.21 to 60.24</i> of the Deed) and include the detail of the 'reimbursed' costings.</p>
<b>Work for the Dole 2014-15</b>	<p><b>Funding for places</b></p> <ul style="list-style-type: none"> <li>• For individual hosted places, the JSA provider must enter the amount of funding that was paid to the host organisation for overhead costs in the comments field on the EPF record details screen.</li> </ul> <p><b>Identifying Work for the Dole places</b></p> <ul style="list-style-type: none"> <li>• Providers must record who identified the place on</li> </ul>	<p><b>Funding for places</b></p> <ul style="list-style-type: none"> <li>• For group based activities, the existing Employment Pathway Fund advance process will be used, where there is an obligation for the JSA provider to complete and submit their acquittal report to the Department within 40 business days of the activity ending.</li> <li>• Providers must seek Account Manager prior written</li> </ul>

	<p>creation of the activity. The subtype options in the system are:</p> <ul style="list-style-type: none"> <li>○ <b>2014 WfDC initiated</b></li> <li>○ <b>2014 provider initiated</b></li> </ul> <ul style="list-style-type: none"> <li>● If after two weeks a place has not been identified for a job seeker providers must record this reason for commencing the job seeker in another work experience activity as a comment in the Job seeker&gt;Comments screen as a 'Work for the Dole 2014-15' type in ESS.</li> </ul> <p><b>Stream 4 job seeker requirements</b></p> <ul style="list-style-type: none"> <li>● Providers must record the reason they determine that a job seeker does not have the capacity to participate in Work for the Dole as a comment in the Job seeker&gt;Comments screen as a 'Work for the Dole 2014-15' type in ESS.</li> </ul> <p><b>Recording of Hours</b></p> <ul style="list-style-type: none"> <li>● Providers must record the number of hours each job seeker participates in each Work for the Dole activity using the current process for both the Work Experience Phase and Compulsory Activity Phase in the Actual Activity Participation Hours screen.</li> </ul>	<p>approval where funds additional to the original draw-down amount are being subsequently sought. Tax invoices and receipts that distinguish between item costs must be maintained.</p>
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## Section 6: Wage Connect Subsidy:

	<b>Documentary Evidence the JSA provider must retain:</b> <b>Additional evidence that must be retained (in electronic form or hard copy):</b>
<p><b>Wage Connect Subsidy Agreement</b></p> <p><i>Employment Services Deed 2012-2015 References:</i>            Clause 61A.6, 61A.7, 61A.8, 61A.9, 61A.10 and Annexure E Definitions</p> <p><i>For further information in relation the Wage Connect Subsidy, please see the:</i></p> <ul style="list-style-type: none"> <li>• Wage Connect Subsidy Guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• A signed Wage Connect Agreement, between the JSA provider and the Employer in a form stipulated by the Department. The agreement must cover the negotiated Wage Connect Subsidy terms including the Employment details, the length of the wage subsidy, the amount that shall be paid and agreement by the Employer to complete a survey prior to the final payment of the subsidy.</li> </ul> <p><b>Note:</b> Blank Wage Connect Agreement forms that meet the Documentary Evidence requirements are available on the Wage Connect Subsidy page of the Stream Services Provider Portal Page. The Department’s IT Systems will also be able to generate an agreement which meets the Documentary Evidence requirements auto-populating job seeker, provider, and vacancy and employer information.</p> <p><i>For information relating to the Documentary Evidence requirements for Employment Pathway Fund (EPF) wage subsidies see Section 5 above.</i></p>
<p><b>Reimbursement of Wage Connect Subsidy</b></p> <p><i>Employment Services Deed 2012-2015 References:</i>            Clause 61A.16, 61A.17, 61A.18 and Annexure E Definitions</p>	<p>Documentary Evidence <b>must</b> contain ALL of the following:</p> <ul style="list-style-type: none"> <li>• the name of the Employer, and</li> <li>• start and end dates for the period to which the reimbursement relates</li> <li>• hours of employment in the reimbursement period</li> <li>• gross wages paid in the reimbursement period</li> <li>• unpaid absences during the evidence period (i.e. days that the Wage Connect Participant had leave without pay)</li> <li>• the name of the person who confirmed the details within the Employer organisation, the date the information was confirmed and their contact details, and</li> <li>• the name of the JSA provider’s staff member recording this information at the time in which it was obtained.</li> </ul> <p>ALL of the above information <b>must</b> be contained in dated written evidence from Employer in one of the following <b>forms</b>:</p> <ul style="list-style-type: none"> <li>• A complete and signed version of the Wage Connect Subsidy Documentary Evidence Employer Declaration at <b>Attachment A, Example A;</b> or</li> <li>• A template that contains all of the above information and is signed by the job seeker and/or Employer; or</li> <li>• A signed and dated written statement or email from the Employer or job seeker,</li> <li>• Evidence submitted via Australian Job Search by the Employer,</li> <li>• A tax invoice, or</li> </ul>

	<b>Documentary Evidence the JSA provider must retain:  Additional evidence that must be retained (in electronic form or hard copy):</b>
	<ul style="list-style-type: none"> <li>• Copies of payslips covering the whole of the reimbursement period.</li> </ul> <p>More than one form of written evidence may be used provided that collectively, the written evidence contains all of the above information.</p> <p>JSA providers <b>must</b> also retain evidence that they have made payment of the Wage Connect Subsidy to the Wage Connect Employer from its own funds prior to submitting a claim for Reimbursement.</p> <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 tax invoice is supplied, it must be in a form in accordance with ATO requirements.</li> <li>• If the JSA provider needs to contact an Employer to obtain a payslip as a form of Documentary Evidence, the JSA provider must obtain the Participant’s written consent prior to contacting the Employer. A Participant is able to supply the JSA 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 JSA providers when making claims for Job Seeker Outcome payments.)</p>

## Section 7: Out of Area Jobs:

	<b>Documentary Evidence the JSA provider must retain:</b> <b>Additional evidence that must be retained (in electronic form or hard copy):</b>
<b>13 Week Bonus Outcome Performance Measure</b>	<p>Documentary Evidence must contain all of the following information to be entitled to a 13 Week Bonus Outcome Performance Measure:</p> <ul style="list-style-type: none"> <li>• the Employer’s name and address and, if applicable, the Host Organisation’s name and address; and</li> <li>• the date of direct engagement/date of Vacancy lodgement start/end date or Found Own Employment Outcome Start Date and end date..</li> </ul> <p>All of the above information must be contained in dated written evidence in one or more of the following forms:</p> <ul style="list-style-type: none"> <li>• the JSA provider’s own template that contains all the required information and is signed by the Employer; or</li> <li>• a signed and dated written statement or email** from the Employer or Host Organisation.</li> </ul> <p>** Where an email is used, the Employer or Host Organisation must be clearly identifiable as the sender in the email address and signature block. The signature block must state the person’s name, and where applicable, the person’s position and organisation, but does not need to include an electronic signature.</p>

## Section 8: Labour Mobility programmes:

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into the Department's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
<p><b>Move 2 Work</b> For placements made prior to IT functionality to complete agreements in the Department's IT System (22-24 March 2014):</p>	<ol style="list-style-type: none"> <li>In the <i>Job Seekers -&gt; Registration &amp; Referrals -&gt; Registration -&gt; Registration</i> section, add the appropriate Move 2 Work Special client type, either: <ul style="list-style-type: none"> <li>Move 2 Work no Dependants - \$4500</li> <li>Move 2 Work with Dependants - \$6500</li> </ul> </li> <li>In the <i>Employers &amp; Vacancies</i> section, include: <ul style="list-style-type: none"> <li>Vacancy details</li> <li>Employer details</li> <li>Placement details</li> </ul> </li> </ol> <p><b>Note:</b> The JSA provider must confirm the job seeker's Job Seeker Placement Start Date</p> <ol style="list-style-type: none"> <li>Entry of a Special claim Override Request in the 'Overrides and Special Claims' application must include: <ul style="list-style-type: none"> <li>Vacancy ID</li> </ul> <p>Where Move 2 Work Special Client Indicator has not been activated – authority from the Department to proceed with the Move 2 Work placement</p> </li> </ol>	<ol style="list-style-type: none"> <li>Documentary Evidence <b>must</b> include: <ul style="list-style-type: none"> <li>Fully completed, signed and dated copy of the Move 2 Work agreement before the job seeker relocates for employment;</li> <li>Copy of the offer and acceptance of the employment that the job seeker is relocating for that identifies <ul style="list-style-type: none"> <li>the employer</li> <li>employer's location</li> <li>the likely number of hours of employment per week; and</li> <li>that the position is ongoing.</li> </ul> </li> </ul> </li> <li>Documentary Evidence for claiming reimbursements <b>must</b> include: <ul style="list-style-type: none"> <li>Invoices that distinguish between individual item costs where applicable and which identify relocation assistance paid.</li> <li>Evidence of when the relocation occurred.</li> <li>Evidence that relocation assistance has been paid to the job seeker</li> </ul> </li> </ol> <ul style="list-style-type: none"> <li>Where a Move 2 Work Special Client Indicator has not been activated Providers must retain the email from the Department authorising the Move 2 Work Placement.</li> </ul>

<p><b>Move 2 Work</b>  <i>For placements made after IT functionality to complete agreements in the Department's IT system (22-24 March 2014):</i></p>	<p>4. Under <i>Labour Mobility Agreement</i> -&gt; <i>Search or Labour Mobility Agreement</i> -&gt; <i>Move 2 Work</i>:</p> <ul style="list-style-type: none"> <li>• Approved Move 2 Work agreement completed in the Department's IT System.</li> </ul> <p>5. When submitting a Overrides &amp; Special Claim request in the 'Overrides and Special Claims' application, include the linked Agreement ID.</p> <p>6. Where an agreement has not been completed in the Department's IT System, Providers must complete <b>points 2 and 3</b> in the Move 2 Work section above.</p>	<p>Providers must retain evidence as per <b>points A and B</b> in the Move 2 Work section above.</p>
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<p><b>Relocation Assistance to Take Up a Job</b></p>	<p>Under <i>Labour Mobility Agreement</i> -&gt; <i>Search</i> or <i>Labour Mobility Agreement</i> -&gt; <i>Relocation Assistance</i> section:</p> <ul style="list-style-type: none"> <li>• Approved Relocation Assistance to Take Up a Job Agreement must be completed in the Department's IT System.</li> </ul> <p>When submitting a Overrides &amp; Special Claim request, include the linked Agreement ID.</p> <p>In the <i>Employers &amp; Vacancies</i> section, include:</p> <ul style="list-style-type: none"> <li>• Vacancy details</li> <li>• Employer details</li> <li>• Placement details</li> </ul> <p><b>Note:</b> The JSA provider must confirm the job seeker's Job Seeker Placement Start Date</p>	<p>Documentary Evidence <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• Fully completed, signed and dated copy of the Relocation Assistance to Take Up a Job Agreement <b>before</b> the job seeker relocates for employment;</li> <li>• Copy of the offer and acceptance of the Relocation Assistance to Take Up a Job Placement that the job seeker is relocating for that identifies <ul style="list-style-type: none"> <li>○ the employer</li> <li>○ employer's location</li> <li>○ the likely number of hours of employment per week; and</li> <li>○ that the position is ongoing.</li> </ul> </li> </ul> <p>Documentary Evidence for claiming Reimbursements <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• as per <b>point B</b> in the Move 2 Work section above</li> </ul> <p>Where up-front payments have been made, invoices that distinguish between individual item costs do not need to be retained. However, providers must obtain and retain at least two quotes (unless there is only one supplier) for items subject to up-front payments. Providers should ensure that they record the details of any up-front payments in the Comments section of the claim in ESS, including what the payment was, for example petrol.</p> <p>Where sufficient Documentary Evidence does not exist, providers can request that job seekers supply other evidence (including bank statements, statutory declaration) to support costs that have been incurred and require reimbursement. Please email all evidence to <a href="mailto:relocationassistance@employment.gov.au">relocationassistance@employment.gov.au</a> for a case by case assessment.</p>
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## Section 9: Tasmanian Jobs Programme

	Documentary Evidence the JSA provider must retain:	
	Information that must be entered into Department of Employment's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
Tasmanian Jobs Programme	<p><b>For placements entered into prior to 1 July 2014:</b> In the <i>Job Seekers -&gt; Registration &amp; Referrals -&gt; Registration -&gt; Circumstances</i> section, add the Tasmanian Jobs Programme Special client type.</p> <p>In the <i>Employers &amp; Vacancies</i> section, include:</p> <ul style="list-style-type: none"> <li>• Vacancy details</li> <li>• Employer details</li> <li>• Placement details</li> </ul> <p><b>Note:</b> The JSA provider must confirm the job seeker's Placement Start Date</p> <p>Entry of a Special claim Override Request in the '<i>Overrides and Special Claims</i>' application that must include:</p> <ul style="list-style-type: none"> <li>• Vacancy ID,</li> <li>• The date the Tasmanian Jobs Programme Agreement was signed.</li> </ul> <p><b>Note:</b> Under <i>Specific request type</i> select <i>Tasmanian Jobs – no linked agreement</i>.</p> <p><b>For placements entered into from 1 July 2014 onwards:</b> In the <i>Employers &amp; Vacancies -&gt; Vacancy Agreements -&gt; Tasmanian Jobs Programme</i> section: Approved Tasmanian Jobs Programme Agreement completed in the Department's IT System.</p> <p><b>Note:</b> When submitting a Special Claim Override request in the '<i>Overrides and Special Claims</i>' application, include the Vacancy</p>	<p><b>For placements entered into prior to 1 July 2014:</b> Documentary Evidence <b>must</b> include for placements made:</p> <ul style="list-style-type: none"> <li>• <b>Prior to 27 March 2014:</b> written confirmation from the Employer that a placement has Commenced, the Tasmanian Jobs Programme Participant's start date and that they intend on using the Tasmanian Jobs Programme of the placement. This can be done using the confirmation of Employment proforma provided on the Provider Portal or the Employer can provide their own letter/email.</li> <li>• <b>From 27 March 2014 onwards:</b> a fully completed, signed and dated copy of the Tasmanian Jobs Programme Agreement.</li> </ul> <p><b>Note:</b> Blank Tasmanian Jobs Programme Agreement forms that meet the Documentary Evidence requirements are available on the Tasmanian Jobs Programme page of the Stream Services Provider Portal Page.</p> <p><b>For all Placements:</b> Documentary Evidence <b>must</b> include:</p> <ul style="list-style-type: none"> <li>• Copies of the participant's payslips covering the first full pay cycle (at least one fortnight) and the last full pay cycle (at least one fortnight) for the 26 week period. Payslips must include the following: <ul style="list-style-type: none"> <li>○ the name of the employer</li> <li>○ start and end date for the period worked that the payslips cover</li> <li>○ hours of Employment for the period worked</li> <li>○ gross wages paid, including total year to date gross wages paid</li> </ul> </li> </ul>

Documentary Evidence the JSA provider must retain:		
	Information that must be entered into Department of Employment's IT Systems:	Additional evidence that must be retained (in electronic form or hard copy):
	ID. Under <i>Specific request type</i> select <i>Tasmanian Jobs – linked agreement</i> .	<p>Where relevant information is not contained in a participant's payslip it can be provided in one of the following dated and written <b>forms</b>:</p> <ul style="list-style-type: none"> <li>• JSA provider's own template that contains all of the above information and is signed by the Employer; or</li> <li>• A signed and dated written statement or email from the Employer, or</li> <li>• A tax invoice.</li> </ul> <p>More than one form of written evidence may be used provided that collectively, the written evidence contains all of the above information.</p> <ul style="list-style-type: none"> <li>• Evidence that the JSA provider has made payment of the Tasmanian Jobs programme Incentive payment to the Tasmanian Jobs Programme Employer from its own funds prior to submitting a claim for Reimbursement.</li> </ul>

## **Wage Connect Subsidy Documentary Evidence Example Template**

The following template includes the information that JSA providers must hold in order to claim a Wage Connect Subsidy Reimbursement described in the Employment Services Deed 2012-2015 (the Deed), these Guidelines and the Wage Connect Subsidy Guidelines.

The use of the template is not mandatory, though JSA providers may choose to use when other forms of original Documentary Evidence are not available, or they prefer to use the template to standardise the information gathering necessary to satisfy Deed and/or Guideline requirements for the claim process.

Alternatively, JSA providers may choose to either supplement or substitute the template with other Documentary Evidence in hand at the time the claim is made.

The following example template may be used by JSA providers:

A. Wage Connect Subsidy Documentary Evidence - Employer Declaration



**Example A**

**Australian Government**

**OFFICE USE ONLY (optional)**

Job Seeker ID: \_\_\_\_\_

Vacancy ID: \_\_\_\_\_

**Wage Connect Subsidy Documentary Evidence - Employer Declaration**

**Employer**

I, \_\_\_\_\_, confirm on behalf of, \_\_\_\_\_  
(Organisation Staff Member Name) (Employer/Host Organisation)

\_\_\_\_\_ ('the Organisation'), that \_\_\_\_\_  
(Provider)

provided assistance through the provision of a Wage Connect Subsidy in relation to

\_\_\_\_\_ 's (Job Seeker) employment within the organisation.

Confirmation of hours/earnings is contained in the attached payslips, timesheets, other (please specify) \_\_\_\_\_ AND/OR in the statement below.

I confirm that \_\_\_\_\_ (Participant) was working with  
\_\_\_\_\_ (Organisation) on \_\_\_\_\_ (Start date) until \_\_\_\_\_ (End date) and  
remains in employment on this date \_\_\_\_\_ (Today's date).

\_\_\_\_\_ (Participant) was employed for \_\_\_\_\_ total hours during the claim period and  
there were \_\_\_\_\_ unpaid absence days (if any).

A total of \$ \_\_\_\_\_ in gross wages was paid to \_\_\_\_\_ (Participant).

\_\_\_\_\_  
Employer/Host Organisation Staff Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contact Details (phone and/or email)

**Provider**

I, \_\_\_\_\_, confirm on behalf of, \_\_\_\_\_  
(Provider Staff Member Name) (Provider)

\_\_\_\_\_, that the information in the section above is correct and that the Employment Services Deed 2012-15, in particular clause \_\_\_\_\_ and associated Guidelines has been complied with.

I understand that section 137 of the *Criminal Code Act 1995* provides that giving information to the Commonwealth which is known to be false or misleading, or omitting any matter or thing without which the Information is misleading, is punishable by imprisonment.

\_\_\_\_\_  
Provider Staff Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contact Details (phone and/or email)

## Document Change History:

Version	Start Date	Effective Date	End Date	Change & Location
5.10	7 Nov 14	7 Nov 14		<p><b>Correction: Changes to Section 5</b> Removal of requirement to record information in EPP or Barrier Management Tool in relation to EPF expenditure (note this requirement was removed in version 5.8 and was incorrectly included in 5.9).</p> <p><b>Correction: Changes to Section 8</b> Addition of information regarding documentary evidence for Relocation Assistance to Take up a Job. (note this requirement was removed in version 5.8 and was incorrectly included in 5.9).</p>
5.9	7 Nov 14	7 Nov 14	7 Nov 14	<p><b>Policy: Changes to Section 3</b> Update references to Documentary Evidence requirements for Full and Pathway Outcomes for job seekers who are placed into an <u>apprenticeship or traineeship (excluding Access Program)</u> where the Job Seeker Rate Reduction Result (JRRR) or Job Seeker Employment Hours Result (JEHR) supports an auto-claim and the JSA provider agrees with the result (pg 22–23).</p>
5.8	11 Sep 14	11 Sep 14	6 Nov 14	<p><b>Policy: Changes to Section 3</b> Update reference to 30 June 2014 auto claim requirements and non payable Outcome (pg 5,19 and 23); Update all references to Documentary Evidence, Discrepancy and Automated Special Claim requirements (pg 20-21, 24); Remove reference to SU19 from self-employment requirements (pg 22); Addition of job seeker confirmation for education requirements (pg 31).</p>
5.7	30 Jun 14	1 Jul 14	10 Sep 14	<p><b>Policy: Changes to Section 5</b> Clarification around Work for the Dole 2014-15 individual hosted places (pg 33) Addition of Work for the Dole 2014-15 funding for places (pg 37-38)</p>
5.6	5 Jun 14	5 Jun 14		<p><b>Policy: Changes to Auto claim Documentary Evidence requirements (pg 5,6,19,20 and 23).</b></p> <p><b>Policy: Changes to Section 3</b> Clarification of Permissible Break requirements for absences due to illness (pg 28 - 29).</p> <p><b>Policy: Changes to Section 7</b> Remove requirements to confirm employer/host organisation's staff member name for 13 Week Bonus Performance Measure (pg 40).</p> <p><b>Policy: Changes to Section 8</b> Addition of Relocation assistance to take up a job (pg 42).</p> <p><b>Narrative: Update reference to Skills Assessment and Intensive Activity Guidelines (pg3).</b></p> <p>Update reference to Eligibility, Referral and Commencement Guidelines (pg 3, 8 and 10).</p> <p>Remove reference to hyperlinks in italics (pg 4).</p> <p>Clarification of Service Fee Period (pg 5).</p>

				<p>Addition of recording attendance and completion of First Compulsory Activity Phase Contact (pg 8).</p> <p>Update reference to Department of Human Services (DHS) from Centrelink (pg 9).</p> <p>Clarification of change from Required Contacts to Mandatory Contacts (pg 9).</p> <p>Clarification of Intensive Activity requirements (pg 11-12).</p> <p>Update reference to Period of Service, Suspension and Provisional Exit Guidelines (pg 13).</p> <p>Clarification of Move 2 Work (pg 41-42).</p> <p>Clarification of Tasmanian Jobs Programme (pg 43-44)</p> <p>Moved Version History table to end of document (pg 47)</p> <p>Removed reference to “section 137 of the <i>Criminal Code Act 1995</i>” at the employer section of the Wage Connect Subsidy Documentary Evidence Declaration Form (pg 46)</p>
5.5	27 Mar 14	27 Mar 14	4 Jun 14	<p><b>Policy:</b> Replaced references to DEEWR with ‘the Department’, change from DEEWR’s IT System to the Department’s IT Systems and correction of reference to JSA provider throughout document.</p> <p>Update Reference Document reference to new Vacancy, Job Seeker Placement and Job Seeker Outcome Guidelines (pg 7, 21 and 24).</p> <p>Removal of reference to Job Seeker Placement, Job Seeker Outcome and Upgrades Documentary Evidence templates throughout document.</p> <p><b>Policy: Changes to Section 2</b></p> <p>Addition of Host Organisation to confirm Job Seeker Placement Date and 10 Consecutive Working Days; addition of position title or Vacancy type to be included with recruitment request details and addition that the job seeker must confirm the JSA provider found their employment (pg 21).</p> <p><b>Policy: Changes to Section 3</b></p> <p>Removal of Pathway Outcome for Accumulated Employment in a Remote Area and Remote Education Outcomes following the introduction of RJCP.</p> <p>Addition of accountant/registered bookkeeper statement or email; Centrelink Reporting Statements and other income support recipients’ statement or email to self-employment; removal of evidence business exists and not subsidised (pg 27).</p> <p>Addition of written statement from the Australian Apprenticeships Centre for Full or Pathway Outcomes for apprenticeships/traineeships (pg 28-30).</p> <p>Addition of ‘signed’ to written evidence or email for Access Program participant’s for the 26 Week Period (pg 30).</p> <p>Addition of Access program Incentive Fee requirements (pg 31).</p> <p>Correction to reference of NEIS Panel Member for email for NEIS Pathway Outcome (pg 31).</p> <p>Correction of reference to Registered Training Organisation for email for Directly Related Employment Bonus (pg 33).</p> <p>Addition of email to Permissible Break requirements and copy of Employer’s leave entitlements policy if unable to obtain medical certificate or sickness pay evidence (pg 33).</p> <p>Removal of satisfactory attendance and addition of JSA Provider for email for education based Job Seeker Outcomes (pg 34).</p> <p><b>Policy: Changes to Section 5</b></p> <p>Updated section on Work Experience activities to remove</p>

			<p>requirement to submit End of Activity Reports and refer to correct Deed clause.</p> <p><b>Policy: Changes to Section 6</b></p> <p>Addition of evidence of Wage Subsidy payment to Employer before submission of Reimbursement payment (pg 42).</p> <p>Update reference to Wage Connect template from E to A (pg 41, 48 and 49).</p> <p><b>Policy: Changes to Section 8</b></p> <p>Addition of policy for placements made after enhanced IT functionality approved Move 2 Work Agreements must be entered into the Department's IT System (pg 44).</p> <p><b>Policy: Changes to Section 9</b></p> <p>Amendment to Tasmanian Jobs Programme requirements pre and post 10 March 2014 (pg 45).</p> <p>Addition of evidence of Tasmanian Jobs Programme Incentive payment to Employer before submission of Reimbursement payment (pg 46).</p> <p><b>Policy: Changes to Attachment A</b></p> <p>Remove reference to 'Best Practice' on the introduction of the template (pg 47).</p> <p>Remove Job Seeker Placement Fee, Job Seeker Outcome and Upgrade templates.</p>
5.4			<p><b>Policy: New Section 9</b></p> <p>Added documentary evidence requirements for the Tasmanian Jobs Programme.</p>
5.3			<p><b>Policy: Change to Section 1</b></p> <p>JSA provider Exits for Volunteers Non-activity Tested – Updated In relation to contacts required prior to Exiting a Non-activity Tested volunteer (p15).</p> <p><b>Policy: Change to Section 4</b></p> <p>Updated the requirements for claiming the Transition Support for Early School Leavers Skills for Education and Employment Program Outcome payment to reflect changes made to the Outcome payment in GDV7 (p35).</p> <p>References to Language Literacy and Numeracy programme changed to Skills for Education and Employment programme (p35).</p> <p><b>Policy: Change to Section 5</b></p> <p>Where purchases are over \$300 – updated non- mandatory documentary evidence options(p36).</p> <p>For all purchase categories where purchases are over \$300 – amendments to include Employment Pathway Plan (EPP)/Barrier Management Tool (BMT) documentary evidence update (p37).</p> <p>Deleted the para relating to Rent and Crisis Accommodation as the Stream 1-3 trial ended on 10 September (p40). (JSA provider now have permant access to the Employment Pathway Fund (EFP) for this intervention).</p> <p><b>Section: 8 Move 2 Work</b></p> <p>Narrative: Clarification of Move 2 Work documentary evidence to be retained (p45).</p> <p><b>Attachment A:</b> Update to Example E Wage Connect Subsidy Documentary Evidence – Employer Declaration (p54).</p>
5.2	1 Jul 13	1 Jul 13	<p><b>Policy: Change to Section 1</b></p> <p>Written confirmation by a Department Account Manager is required where the amount claimed for Additional Contacts is</p>

				<p>higher than the Department's standard rate (p12).</p> <p><b>Policy: Changes to Section 5</b></p> <p>Advice on EPF categories and sub-categories regardless of value, that providers must record in job seeker's Employment Pathway Plan or Barrier Management Tool the activities and/or assistances purchased to address the job seeker's barriers to employment (p.35).</p> <p>Documentary evidence requirements for goods and services purchased for exited job seekers (p.36).</p> <p>Requirement to link wage subsidies to a vacancy (p.37).</p> <p>Information that must be approved by the Department and retained for Outreach Services, including Outreach Services Business Plan and job seeker IDs for Outreach Services (p.38).</p> <p>Provider Services - information that must be entered into the Department's IT systems and written confirmation by a Department Account Manager where amounts claimed is higher than the Department's standard rates (p.38).</p> <p>Professional Services – information that must be entered into the Department's IT systems. Confirmation of additional evidence that providers must retain (p.38).</p> <p>Removal of Connecting People with Jobs initiative which ceased on 30 June 2013.</p> <p><b>Policy: Change to Section 6</b></p> <p>Added best practice template for Wage Connect claims</p> <p><b>Policy: New Section 8</b></p> <p>Added documentary evidence requirements for new initiative Move 2 Work</p>
5.1	15 Apr 13	15 Apr 13	30 Jun 13	<p><b>Policy: Changes to Section 5</b></p> <p>Employment Pathway Fund clarification of what constitutes a tax invoice (p 34), that written confirmation of approval is required where standard rates vary for Provider and Professional Services (p35-36), that written confirmation of approval is required where a wage subsidy is equal to 100% of wage costs (p35), inclusion of Professional Services to Mental Health information and inclusion of JSA provider to the description of Rent and Crisis accommodation (p 37).</p>
5.0	1 Jan 13	1 Jan 13	15 Apr 13	<p>Removed references to the 'Employment Services Deed 2009-2012' and replaced with 'Employment Services Deed 2012-2015' in line with current deed period.</p>
4.1	10 Sept 12	10 Sept 12	1 Jan 13	<p><b>Policy: Changes to Section 5</b></p> <p>Added information that must be entered into the Department's IT system when the EPF is used to pay for rent or crisis accommodation (p.37)</p> <p>Added information that must be entered into the Department's IT systems when the EPF is used to pay for Provider Services (p.37)</p> <p>Deleted reference to 'JRRR/JEHR Discrepancy' screen and replaced with 'Documentary Evidence Details' screen (p.30)</p>
4.0	18 May 12	1 July 12	10 Sept 12	<p><b>Policy: Changes to Section 1</b></p> <p>Update of Skills Assessment timeframes clarification of information that must be entered into the Department's IT system (p12)</p> <p>Simplified Intensive activity text. (p12-13)</p> <p><b>Policy: Changes to Section 2, 3 and 4</b></p> <p>Removed references to 'Provider Brokered' and 'Provider Assisted' Outcomes and replaced all references to 'Outcomes' with 'Job</p>

				<p>Seeker Outcome'</p> <p>deleted all references to:  'Placement' and replaced with 'Job Seeker Placement';  'Placement Fee' and replace with 'Job Seeker Placement Fee';  'Placement Fee Date' and replace with 'Job Seeker Placement Fee Date';  'Placement Hours' and replace with 'Job Seeker Placement Hours';  and  'Placement Start Date' and replace with 'Job Seeker Placement Start Date'.</p> <p>Simplified Documentary Evidence Requirements for Job Seeker Placement Fees and Job Seeker Outcome Fees</p> <p>Removed 'file note' from Job Seeker Placement Fees and Job Seeker Outcome Fees and replaced with signed and dated written statement</p> <p>Added Best Practice templates at Attachments A, B, C, D</p> <p><b>Narrative: Section 5</b></p> <p>pg. 34-37 amend documentary evidence requirements for Employment Pathway Fund Reimbursements</p> <p><b>Process: Section 6</b></p> <p>pg. 37 Inclusion of evidence submitted via Australian JobSearch by the employer</p>
3.6	22 Dec 11	1 Jan 2012	1 July 12	<p><b>Policy:</b> Wage Connect Subsidy Documentary Evidence requirement added (p 19, Section 3: Outcome Fees (Employment), pg 24, Section 4: Outcome Fees (Employment) Special Claims &amp; JEHR Documentary Evidence Claims, and pp 36-37, Section 6: Wage Connect Subsidy</p>
3.5	20 Jun 11	20 Jun 11	1 Jan 12	<p><b>Policy:</b> Provider Brokered Outcome Documentary Evidence requirement added (P22, Section 3: Outcome Fees (Employment) – Provider Brokered Outcomes),</p> <p><b>Policy:</b> Outcome claims for Job Transition Participants (p23)</p>
3.4	1 Jan 11	17 Mar 11	20 Jun 11	<p><b>Policy:</b> Inclusion of the Connecting People with Jobs trial Documentary Evidence under Employment Pathway Fund (p 35)</p>
3.3	5 Nov 10	1 Dec 10	17 Mar 11	<p><b>Narrative:</b> Wording amended to incorporate changes made under General Deed Variation No. 2 (p3-35).</p>
3.2	28 Jul 10	28 Jul 10	30 Nov 10	<p><b>Process:</b> JEHR Documentary Evidence claim added (p24-27 – Section 3: Outcome fees (Employment)- Special Claims and JEHR Documentary Evidence).</p>
3.1	08 Feb 10	08 Feb 10	28 Jul 10	<p><b>Policy:</b> Additional option to meet Documentary Evidence requirements to support claim for Outcome Fees (Employment) Special Claims and Automated Special Claims; change is backdated and effective as of 1 July 2009 (p24)</p>
3.0	28 Aug 09	28 Aug 09	08 Feb 10	<p><b>Narrative:</b> Clarification of requirements for Pathway Outcomes for NEIS (p19, p20)</p>
2.0	19 Aug 09	19 Aug 09	28 Aug 09	<p><b>Policy:</b> Reduction in Documentary Evidence requirements for Direct Registration (p9)</p>
1.0	29 May 09	01 Jul 09	19 Aug 09	Original version of document