



Australian Government



**Disability
Employment
Services**

PROGRAM REVIEW GUIDELINES

V 1.2

Disclaimer

This document is not a stand-alone document and does not contain the entirety of Disability Employment Services Program Providers' obligations. It should be read in conjunction with the Disability Employment Services Deed 2010-2012 and any relevant Guidelines or reference material issued by DEEWR under or in connection with Disability Employment Services Deed 2010-2012.

Contents

- Background 1
- Flow Chart – DES provider identifies and triggers Program Review:..... 2
- Disability Employment Services Deed Clauses: 3
- Reference documents relevant to these Guidelines: 3
- Explanatory Note:..... 3
- Triggering and conducting Program Reviews: 4

Program Review Guidelines

Document Change History:

Version	Start Date	Effective Date	End Date	Change & Location
1.2	21 Mar 2012	21 Mar 2012		Clarification: presentation of new medical evidence at DES Program Review p6
1.1	20 Oct 2011	20 Oct 2011		Narrative: References to Job Capacity Assessments/Employment Services Assessments modified throughout to reflect terminology changes.
1.0	15 Jan 10	01 Mar 10	—	Original version of document

Background

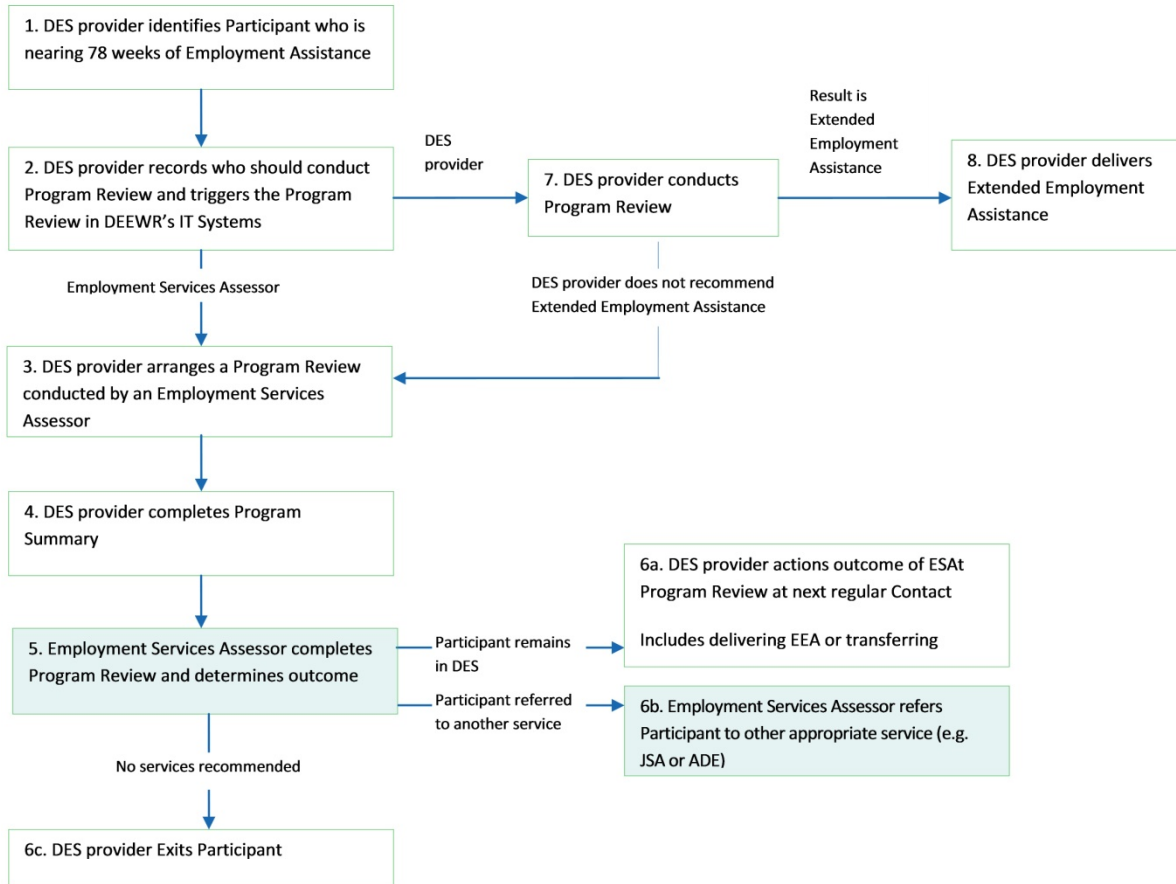
These Guidelines outline Disability Employment Services (DES) Program providers' (hereon referred to as 'DES providers') requirements for triggering a Program Review and explain who will conduct the review in different circumstances.

The Program Review is conducted for each Participant (excluding Job in Jeopardy Participants) once they have received approximately 78 weeks of Employment Assistance.

The Program Review is conducted by a Employment Services Assessor, unless the Participant is participating in Employment or significant Education or Training, in which case it may be conducted by the DES provider.

During the Program Review a decision is made regarding whether the Participant would benefit from a further six months of assistance in DES (known as 'Extended Employment Assistance').

Flow Chart – DES provider identifies and triggers Program Review:



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

Text Version of Flow Chart – DES provider identifies and triggers Program Review:

1. DES provider identifies Participant who is nearing 78 weeks of Employment Assistance.
2. DES provider records who should conduct Program Review and triggers the Program Review in DEEWR's IT Systems.
 - a. If Employment Services Assessor, go to step 3
 - b. If DES Provider, go to step 7
3. DES provider arranges a Program Review conducted by an Employment Services Assessor
4. DES provider completes Program Summary
5. Employment Services Assessor completes Program Review and determines outcome.
 - a. If outcome is *Participant remains in DES*, go to step 6a

Program Review Guidelines

- b. If outcome is *Participant referred to another services*, go to step 6b
- c. If outcome is *no services recommended*, go to step 6C
- 6.
 - a. DES provider actions outcome of ESAt Program Review at next regular Contact. Includes delivering EEA or transferring. **End of Process.**
 - b. Employment Services Assessor refers Participant to other appropriate service (e.g. JSA or ADE). **End of Process.**
 - c. DES provider Exits Participant. **End of Process.**
- 7. DES provider conducts Program Review.
 - a. If Result is Extended Employment Assistance, go to step 8.
 - b. If DES provider does not recommend Extended Employment Assistance, go to step 3.
- 8. DES provider Exits Participant. **End of Process.**

Disability Employment Services Deed Clauses:

Clause 99 – Program Review

Clause 117 – Exits

Reference documents relevant to these Guidelines:

Contacts Guidelines

Referral and Commencement Guidelines

Exits Guidelines

Disability Employment Services Participant Compliance Guidelines

Records Management Instructions Guidelines

Documentary Evidence for Claims for Payment Guidelines

Triggering a Program Review Job Aid

DES provider completes the Program Review Job Aid

Explanatory Note:

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

Triggering and conducting Program Reviews:

Who is Responsible:

1. The DES provider

DES provider identifies Participant who is nearing 78 weeks of Employment Assistance

Disability Employment Services Deed 2010-2012
Clause Reference:

- Clause 99
- Clause 118.1

What is Required:

Once a Participant (excluding Job in Jeopardy Participants) has received approximately 78 weeks of Employment Assistance they must have a Program Review. In most circumstances this will be completed by an Employment Services Assessor.

DES providers cannot initiate a Program Review in DEEWR's IT Systems prior to the Participant receiving 74 weeks of Employment Assistance. At 74 weeks of Employment Assistance, a noticeboard message in DEEWR's IT Systems will identify that a Participant will require a Program Review within the next four weeks.

The DES provider must review the Participant's circumstances and determine the most appropriate time to conduct the Program Review in the next four weeks, noting that it should be completed by 78 weeks of Employment Assistance.

Service Fees beyond 78 weeks of Employment Assistance will only be payable once the Program Review has been completed, and if the result is Extended Employment Assistance. If the Program Review is delayed beyond 78 weeks of Employment Assistance, the DES provider must Suspend the Participant until it is completed.

- If the DES provider wishes to trigger the Program Review at this time, **proceed to Step 2.**
 - If it is not appropriate to trigger or complete a Program Review for the Participant at this time, the DES provider should review the Participant's circumstances again at their next Contact and **exit the Program Review process here.**
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Who is Responsible:	What is Required:
<p>2. The DES provider DES provider records who should do the Program Review, and triggers the review in DEEWR's IT Systems</p> <p><i>Disability Employment Services Deed 2010-2012</i> <i>Clause Reference:</i></p> <ul style="list-style-type: none">• Clause 99.1• Clause 99.2	<p>The DES provider must record in the Participant's record on DEEWR's IT Systems that the Program Review is required. This then 'triggers' the Program Review on DEEWR's IT Systems.</p> <ul style="list-style-type: none">• If at 78 weeks of Employment Assistance the Participant is not participating in Employment or significant Education or Training, the DES provider must refer the Participant to an Employment Services Assessor for their Program Review, proceed to Step 3.• If at 78 weeks of Employment Assistance the Participant is participating in:<ul style="list-style-type: none">- Employment, or- Significant Education or Trainingthe DES provider may conduct the Program Review. The Participant's participation in Employment, Education or Training will be verified by DEEWR's IT Systems, proceed to Step 7. <p>'Significant' Education or Training means that which:</p> <ul style="list-style-type: none">• Has been identified and agreed to in the Participant's Employment Pathway Plan;• Will provide the Participant with a qualification or statement of attainment upon completion;• Will enhance the Participant's employability; and• Represents a reasonable investment of the Participant's time, noting their assessed work capacity, and any other activities in which they may be participating.

Who is Responsible:	What is Required:
<p>3. The DES provider DES provider arranges Program review ESAt <i>Disability Employment Services Deed 2010-2012</i> <i>Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 99 	<p>The Employment Services Assessor will conduct the Program Review for all Participants other than in those limited circumstances where the DES provider undertakes the Program Review.</p> <p>The DES provider will book the Participant into an Employment Services Assessment (ESAt) appointment through the Electronic Diary, and advise the Participant of the Appointment. The DES provider must also advise the Participant of the ESAt appeal process, in the event that the Participant wishes to dispute the result of their Program Review.</p>
	<p>Medical Evidence</p> <p>DES providers should encourage job seekers to take any new medical evidence to their assessment to ensure the best possible assessment can be conducted.</p> <p>Generally for a DES Program Review, DHS Assessment Services will have access to medical information used for previous assessments (via the MIFE and previous assessments) and in most cases will complete their assessment using the evidence already available.</p> <p>Where new medical evidence is available when conducting a DES Program Review, DHS Assessment Services will consider the medical evidence when conducting Program Review to ensure the best possible assessment of the job seeker's circumstances at that time.</p>
<p>4. The DES provider DES provider completes Program Summary <i>Disability Employment Services Deed 2010-2012</i> <i>Clause Reference:</i></p> <ul style="list-style-type: none"> • Subclause 99.1(b) • Clause 118 • Clause 97 <p><i>Other references:</i> Program Summary Guidelines Period of Service Guidelines Job Seeker Compliance Guidelines</p>	<p>If the Program Review is to be conducted by an Employment Services Assessor, the DES provider must complete and finalise a Program Summary for the Participant in DEEWR's IT Systems at least two Business Days prior to the date of the Program Review.</p> <p>If for any reason 78 weeks of Employment Assistance elapse and the Program Review has not yet occurred, the DES provider must manually Suspend the Participant until the Program Review is completed.</p> <p>If a Participant who is on income support does not attend an appointment to complete the Program Review, and does not have a reasonable excuse, their income support payments may be suspended – see the <i>Job Seeker Compliance Guidelines</i> for more information.</p>

Who is Responsible:	What is Required:
<p>5. The JCA/DES provider Employment Services Assessor determines result of Program Review and books future Appointment with DES provider if one is not already arranged</p> <p><i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none">• Clause 99.3	<p>Once the Employment Services Assessor has assessed the Participant's circumstances, they will submit the Employment Services Assessment report in DEEWR's IT Systems with their recommendation. After the report is submitted the Program Review result will be displayed.</p> <p>The possible results of the Program Review following an Employment Services Assessment are:</p> <ul style="list-style-type: none">• Extended Employment Assistance,• Recommended referral to another Program provider or another employment service, or• No service recommended. <p>The Employment Services Assessor may make a recommended referral for another service, which can include Job Services Australia or Australian Disability Enterprises.</p> <p>When the result of the Program Review is displayed in DEEWR's IT Systems, the Employment Services Assessor may also receive a message stating that they are required to book an Appointment for the Participant with their DES provider. This message will only be displayed if the Participant does not have a regular Contact already arranged with their DES provider.</p> <p>In these circumstances, the Employment Services Assessor should book this Appointment through the DES provider's Electronic Diary and advise the Participant of their Appointment time and details.</p> <p>Note: unless the Employment Services Assessor has already booked an Appointment in the DES provider's diary, the DES provider will need to book an Appointment and action the result for the Participant, once they receive the noticeboard message stating the result of the Program Review.</p> <ul style="list-style-type: none">• If the Participant is assessed as remaining in DES, proceed to Step 6a.• If the Participant is to be referred to another employment service, proceed to Step 6b.• If the Participant is not assessed as having the capacity to benefit from any employment services, proceed to Step 6c.

Who is Responsible:	What is Required:
<p>6a. The DES provider DES provider actions Program Review result at next regular Contact <i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 99.3 <p><i>Other references:</i> Transfer Guidelines Contacts Guidelines Exits Guidelines</p>	<p>Once the Program Review has been conducted the DES provider will receive a noticeboard message to notify them of the result.</p> <p>The DES provider must action the result at the Participant's next regular Contact. This may include:</p> <ul style="list-style-type: none"> • providing Extended Employment Assistance, or • facilitating a transfer to another Program provider. <p>Please see the <i>Transfer Guidelines</i> for more information.</p> <p>DES providers should ensure that when they receive notification of a Program Review result, they review the Participant's ESAt report, to ensure they are delivering appropriate services to the Participant following their Program Review.</p> <p>• End of Process.</p>
<p>6b. The Employment Services Assessor/DES provider Employment Services Assessor refers Participant to JSA or ADE. <i>Disability Employment Services Deed 2010-2012 Clause Reference:</i></p> <ul style="list-style-type: none"> • Subclause 99.3(b) <p><i>Other references:</i> Program Summary Guidelines</p>	<p>Employment Services Assessors may determine that a Participant requires assistance from other services including:</p> <ul style="list-style-type: none"> • Job Services Australia (JSA), or • Australian Disability Enterprises (ADE) <p>If the Employment Services Assessor records a recommended referral of the Participant to JSA or ADE, the Employment Services Assessor will usually facilitate the referral for the Participant.</p> <p>DES providers will receive a noticeboard message notifying them when the ESAt report has been submitted and will need to review the report, including recommended referrals. Participants will be automatically Exited from DES when they commence in JSA or ADE. DES providers will receive a noticeboard message when Participants are Exited, and must update the Program Summary in relation to the Participant's Exit.</p> <p>• End of Process.</p>

Who is Responsible:	What is Required:
<p>6c. The DES provider DES provider Exits Participant <i>Disability Employment Services Deed 2010-2012</i> Clause Reference:</p> <ul style="list-style-type: none"> ● Subclause 99.3(c) <p><i>Other references:</i> Exits Guidelines Program Summary Guidelines</p>	<p>The Employment Services Assessor determines that a Participant would not benefit from participation in any program within the next two years. In this instance the DES provider must manually Exit the Participant and complete a Program Summary.</p> <p>Please see the <i>Exits Guidelines</i> for more information.</p>
<p>7. The DES provider DES provider conducts Program Review <i>Disability Employment Services Deed 2010-2012</i> Clause Reference:</p> <ul style="list-style-type: none"> ● Clause 99 <p><i>Other references:</i> Contacts Guidelines</p>	<p>The DES provider may conduct the Program Review for a Participant who is participating in:</p> <ul style="list-style-type: none"> ● Employment, or ● Significant Education or Training. <p>The DES provider may conduct the Program Review for the Participant at a regular Contact.</p> <p>To complete the Program Review, DES providers must record that the Participant was undertaking Employment, or significant Education or Training at 78 weeks of Employment Assistance, and the reasons why the DES provider considers that Extended Employment Assistance is likely to result in the Participant achieving an Employment Outcome. The DES provider must record the result of the Program Review in DEEWR's IT Systems.</p> <ul style="list-style-type: none"> ● Where the Program Review result of Extended Employment Assistance has been recorded, proceed to Step 8. ● Where a DES provider is unable to complete the Program Review because the Participant was not participating in Employment, Education or Training, or the DES provider does not believe that Extended Employment Assistance is appropriate or is likely to result in an Employment Outcome, proceed to Step 3.

Who is Responsible:	What is Required:
<p>8. The DES provider DES provider delivers EEA to Participant</p> <p><i>Disability Employment Services Deed 2010-2012</i> <i>Clause Reference:</i></p> <ul style="list-style-type: none">• Clause 89• Clause 99	<p>The DES provider must deliver Extended Employment Assistance to the Participant, and review and update the Participant's Employment Pathway Plan if necessary.</p> <ul style="list-style-type: none">• End of Process.
