



Australian Government  
Department of Social Services

# Disability Employment Services Reform 2018 Industry Information Paper

June 2017



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# Disability Employment Services Reform 2018

## Industry Information Paper

June 2017

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## Document Change History

Version	Date	Change
2.0	28 July 2017	<p>This updated version of the Disability Employment Services Reform 2018 Industry Information Paper includes the following changes:</p> <p>Amend Indicative timeline table (page 26)</p> <p>Update links to ESA Maps and remove references to ESA business (page 29)</p> <p>Remove 'active' from Table 6 title (page 34)</p> <p>Amend wording on Moderate Intellectual Disability Loading (page 40)</p> <p>Amend footnotes to Appendix 2 – DES Fee Schedule (page 40)</p> <p>Amend Glossary definition of Eligible Job Seeker to reflect 1 July 2017 change to Age Pension qualifying age (page 42)</p>
1.0	14 June 2017	Original document published

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## Overview and rationale for change

Disability Employment Services (DES) is the Australian Government's specialised employment service for people whose disability is assessed as the main impediment to them gaining employment. It plays an important role in improving the social and economic participation of people with disability. The Government has been working with the sector to find ways to improve the performance of DES so that more people with disability achieve the social, emotional and financial benefits that work brings.

The labour force participation rates for people with disability have remained stagnant for the past 20 years, at around 53 per cent, compared to 83 per cent for people without disability. The support provided through the National Disability Insurance Scheme (NDIS) should increase the number of people with disability who are able to join the workforce. Australia's ageing population means that as more people retire from the workforce, there will be more job opportunities for Australians with disability in key areas of national interest. These factors mean Australia needs an effective specialised employment service to support people with disability gain the skills and experience they need to effectively participate in a 21st Century economy.

DES provides a suite of employment services to people with disability, injury or health condition who are looking for work in the open labour market. The services provided include: assistance with job search; résumé preparation; support for education and training, as well as wage subsidies and employer engagement. These supports should be tailored to each individual and are aimed at helping them into long-term, sustainable work. Participating in DES also satisfies mutual obligation requirements for people on some types of income support who are required to actively look for work in order to receive their payments.

Following extensive community consultation involving people with disability, disability peak organisations, disability service providers and employers, the following key changes will be implemented to improve DES performance, commencing from 1 July 2018:

- improving choice and control for participants
- generating greater competition and contestability between providers
- improving financial incentives for providers through a new risk-adjusted funding model designed to reward providers commensurate to the difficulty in placing the participant into sustainable employment
- indexing DES payments to maintain their real value.

The Department of Social Services (DSS) has released this industry information paper to provide information about future arrangements for the DES program, including establishment of a new Panel of DES Providers to commence on 1 July 2018. Existing supports provided through DES, including the National Panel of Assessors (NPA), the Supported Wage System (SWS), Wage Subsidies and the National Disability Recruitment Coordinator (NDRC) will continue under the new program.

This industry information paper contains a number of technical terms that are specific to the DES program. For this reason, a *Glossary* has been provided at page 42.

## Chapter 1 - The current DES program

Through DES providers, the program helps job seekers with disability, injury or health condition who need assistance to find and retain open employment.

DES has two uncapped demand-driven programs, DES-Disability Management Service (DES-DMS) and DES-Employment Support Service (DES-ESS).

DES-DMS - provides services to eligible job seekers with disability, injury or health condition who need assistance to find a job and occasional support in the workplace to keep a job.

DES-ESS - provides assistance to eligible job seekers with permanent disability to find a job and who need regular, ongoing support in the workplace to keep a job.

DSS currently contracts DES providers in over 2,000 sites, across 110 non-remote Employment Services Areas (ESA) around Australia. ESAs are defined geographical areas and there is an expectation that DES providers will provide full coverage in each of the ESAs in which they are contracted to deliver business.

The 119 current DES providers are a mix of large, medium and small, for-profit and not-for-profit organisations.

DES providers must be able to:

- help all eligible job seekers, regardless of their level of disadvantage, by informing them about their rights and obligations, and providing individually tailored assistance to support them into sustainable employment
- build linkages and relationships with employers to understand and meet their skills and labour needs; and work with them to identify job vacancies and match suitable participants to those vacancies
- assist employers by streamlining access to financial support and incentives that enable workplace adjustments, disability awareness training, development of workplace policies and practices that help break down barriers to employment, and on-the-job or off-site support to ensure new employees with disability settle into their job
- connect participants to appropriate skill development opportunities, including education and training
- build linkages and work cooperatively with other stakeholders, such as local community and health services, Registered Training Organisations, state, territory and local governments, and other service providers
- provide ongoing support, for as long as it is required, for employees with disability and their employers, where needed
- help participants meet their mutual obligation and participation requirements to keep receiving income support payments. Mutual obligation requirements under DES include attending provider appointments; undertaking job searches; acting on referrals to jobs; and participating in any other activity that is relevant to their personal circumstances and will help the participant improve their

employment prospects. For more information, refer to the *Useful Information* section on page 29 of this document.

Currently, there are three phases in the lifecycle of a DES participant:

- **Employment Assistance** - for participants who are not currently working their Employment Benchmark hours or not undertaking education. During this phase, DES providers should focus on assisting a participant to find sustainable employment by addressing vocational barriers and non-vocational barriers and building a participant's capacity to work. If a participant has not found a job or is not in education after 18 months in Employment Assistance, a new assessment will determine appropriate next steps for the participant, which may include an additional six months of assistance, referred to as Extended Employment Assistance.
- **Post-Placement Support** - for participants in employment or education, and likely to achieve an Outcome. During this phase, DES providers should provide support, as appropriate, to assist the participant to maintain their employment or education.
- **Ongoing Support** - for participants who continue to require support to retain their employment after the Post-Placement Support phase. Flexible Ongoing Support is available to DES-DMS participants and Flexible, Moderate or High Ongoing Support is available to DES-ESS participants.

DES providers can also support participants and employers to navigate and apply for complementary services that help people with disability to find and keep a job. This includes accessing Wage Subsidies, the Supported Wage System, and financial assistance for workplace modifications through the Employment Assistance Fund. This provider support streamlines the application process by ensuring that an applicant is supported and informed.

Current arrangements are set out in the Disability Employment Services Deed (DES Deed) and associated guidelines. The arrangements for the new DES program will be set out in the form of a DES Grant Agreement and associated guidelines. The new DES Grant Agreement will be similar to the current DES Deed, but will reflect the new Grant arrangements and the changes required under the DES reforms. DES providers will be required to accept the terms of the DES Grant Agreement in its entirety.

A link to the current DES Deed and guidelines used to administer the current program are provided in the *Useful Information* section on page 29 of this document.

While the current DES Deed and guidelines will not reflect the changes to be made under the new DES program, they will provide a more detailed description of the current program for organisations that are less familiar with DES.

DES providers are also required to comply with the *Disability Services Act 1986* (Cth), which broadly sets out the legal framework for employment services to support job seekers and workers with disability.



## Participants' registration for DES

There are currently around 186,000 participants in DES. See Tables 1 and 2 on page 8.

Job seekers are predominantly referred to DES providers by Centrelink after undertaking an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA) to determine the most appropriate service for a job seeker.

An ESAt provides a comprehensive work capacity assessment for people with disability and/or other potentially serious barriers to work.

ESAts recommend the most appropriate employment service assistance and support interventions based on an assessment of the job seeker's barriers to finding and maintaining employment, and work capacity in hour bandwidths.

JCAs provide a similar level of assessment for employment programs, but are primarily used to inform decisions about access to the Disability Support Pension (DSP).

Participants will have an Employment Benchmark of eight, 15, 23 or 30 hours per week. The Employment Benchmark is generally based on a participant's capacity for work within two years with intervention assistance, as assessed through an ESAt or JCA. This is also known as a participant's future work capacity.

While most job seekers are referred to DES by Centrelink, job seekers may also register directly with a DES provider. Direct registration enables providers to work with other disability and employment services such as health facilities, training providers and schools to directly engage with people with disability (who choose to participate in DES) without needing a referral from Centrelink. In most cases, the provider needs to refer a directly registered job seeker for an ESAt to determine their eligibility for DES. A diagram of the process for assistance is provided on page 8.

**Table 1 – DES caseload by placement type and status as at 30 April 2017**

Placement Type	Suspended	Not Suspended*	Total
Eligibility Not Determined	40	848	888
Employment Assistance	48,492	91,060	139,552
Ongoing Support	248	13,736	13,984
Post-Placement Support	N/A	31,569	31,569
<b>Total</b>	<b>48,780</b>	<b>137,213</b>	<b>185,993</b>

\* Includes pending job seekers; **Note:** Not suspended means participants with a status of commenced (i.e. active in the program) or pending (i.e. referred to a DES provider but not yet commenced).

**Table 2 – DES caseload by Service Type, placement type and status as at 30 April 2017**

DES-DMS				DES-ESS			
Placement Type	Suspended	Not Suspended*	Total	Suspended	Not Suspended*	Total	DES Total
Eligibility Not Determined	7	147	154	33	701	734	888
Employment Assistance	25,297	41,449	66,746	23,195	49,611	72,806	139,552
Ongoing Support	14	1,600	1,614	234	12,136	12,370	13,984
Post-Placement Support	n/a	15,184	15,184	n/a	16,385	16,385	31,569
<b>Total</b>	<b>25,318</b>	<b>58,380</b>	<b>83,698</b>	<b>23,462</b>	<b>78,833</b>	<b>102,295</b>	<b>185,993</b>

\* Includes pending job seekers; **Note:** Not suspended means participants with a status of commenced (i.e. active in the program) or pending (i.e. referred to a DES provider but not yet commenced).

**Diagram 1 – Process for assistance**

Centrelink / Direct Registration		
Assessment (JCA / ESAt)		
Disability Management Service	Employment Support Service	
<i>For job seekers with disability, injury of health condition who may require occasional support in the workplace</i>	<i>For job seekers with permanent disability and long term-support needs in the workplace</i>	
Single Funding Level	Funding Level 1	Funding Level 2
Job Plan	Job Plan	
Employment Assistance	Employment Assistance	
Post Placement Support	Post Placement Support	
Flexible Ongoing Support	Flexible / Moderate / High Ongoing Support	

DES-DMS predominantly comprises Youth/Newstart Allowance income support recipients (90 per cent), with very few Disability Support Pension (DSP) recipients (two per cent).

By comparison, DES-ESS contains fewer Youth/Newstart Allowance recipients (67 per cent) and relatively higher numbers on DSP (20 per cent) or not on any type of Centrelink payment (11 per cent).

Around 90 per cent of the DES-DMS caseload has primary disability types of Physical (58 per cent) or Psychiatric (35 per cent). In DES-ESS, around 70 per cent of the caseload has primary disability types of Psychiatric (38 per cent) or Physical (33 per cent).

Applicants should be aware that the number of DES participants on income support payments can be affected by Government policy changes with respect to their mutual obligation requirements.

Further information on DES participant characteristics can be found at the Labour Market Information Portal – a link to this information can be found under the *Useful Information* section on page 29 of this document.

At times, people with disability who are already employed need assistance in the workplace due to the impact of their disability, health condition or injury. 'Work Assist' (previously called Job-in-Jeopardy) provides support to people who are at risk of losing their job due to their disability, illness or injury, by stabilising their employment so they can stay at work. DES providers will work with employers and participants to provide individual, flexible support to help participants to continue to perform well in their job.

## Funding model

The three primary types of DES provider payments are:

1. Service fees - which are paid to DES providers to deliver assistance to participants to find and secure employment or move into education
2. Outcome fees - which are paid to DES providers when a participant has maintained sustainable employment or education for a particular period of time
3. Ongoing Support fees - which are paid to DES providers to continue to deliver support to help a participant maintain employment after a 26-week employment outcome has been achieved.

There are two main types of Outcome fees:

1. Full Outcome Payments – are paid in recognition of a participant achieving sustainable employment for a specific period (currently 13 and/or 26 consecutive weeks) at their Employment Benchmark or which causes their income support to cease; or for undertaking an education activity (eligible participants only)
2. Pathway Outcome Payments – are paid in recognition of a participant's progress towards the achievement of sustainable employment such as through

education or part-time work at two-thirds or more of their Employment Benchmark.

Definitions of current Service Fees and Outcome Fees can be found in the *Glossary* at page 42 in this document, and in the current DES Deed and guidelines.

There will be changes to what qualifies for Full and Pathway Outcome Payments. Further details on the changes are provided in the next section, 'How is DES changing from 1 July 2018?'

There is a comprehensive set of mechanisms to govern and monitor the performance of DES providers. These include a well-established DES performance framework, and a compliance and Contract monitoring framework.

DES providers are also required to be certified or progressing to achieve certification under the [National Standards for Disability Services](#) in order to deliver DES.

The DES performance rating system provides information on the relative performance of providers in achieving employment outcomes for their participants.

## Chapter 2 - How is DES changing from 1 July 2018?

This chapter outlines how DES will differ from the current arrangements, from 1 July 2018.

### Improving choice and control for participants

Under the new DES program, DES participants will have greater choice about the services they receive and how they receive them.

Changes include:

- more flexible servicing arrangements, so participant and provider appointments are not restricted to face-to-face contacts after an initial face-to-face meeting, if the participant and provider agree
- removing the current market share arrangements, where providers bid for, and are awarded, a portion of participant referrals from Centrelink. These arrangements restrict participant choice of provider and constrain competition between providers to attract and retain participants
- relaxing of ESA restrictions for participants so they can choose a provider outside their local area
- making it easier for participants to change providers if they are unhappy with the services they are receiving
- improving the availability of information for participants, via websites and a mobile application, about DES providers and the services they offer.

DES providers will be required to service all job seekers who select them as their provider. The only exceptions will be where the job seeker does not fit the DES provider's specialisation or the DES provider has exceeded their nominated capacity.

## Improving competition and contestability

Under the new DES program, market share arrangements will be removed. This means DES providers will need to attract job seekers to their organisation, rather than relying on a percentage of eligible job seekers being referred to them by Centrelink.

Providers will need to attract business by developing a desirable and reputable service, and establishing a proven record for effective service delivery within their ESA(s).

A Panel of DES Providers will be established for an initial five-year period.

Following this initial intake, subsequent grant application processes will be undertaken for DES on a regular basis, up to once a year, to allow new providers to enter the market and/or existing providers to increase their business in other regions; and poor-performing providers to be removed from the Panel of DES Providers.

Grant Agreements will include multiple options to extend beyond June 2023, for up to a maximum additional 10 years (i.e. up to, but not beyond June 2033).

The Panel of DES Providers will include organisations that have demonstrated their past performance in the disability sector and/or the employment services sector.

## Changes to the DES funding model

### *Rebalancing the split between Service Fees and Outcome Fees*

The payment model will be adjusted to rebalance Government expenditure from the current split of 60 per cent Service fees and 40 per cent Outcome Fees to a new 50:50 split of Service Fees to Outcome Fees (at current levels of program performance). This will provide stronger incentives for providers to support participants towards employment and to help them stay in employment. As a result, service fees will be lower under the new model and outcome fees will be higher under the new DES model.

### *Pro-rated Service Fees*

Pro-rating of quarterly Service Fees will be introduced, so funding follows the participant when they change providers. To accommodate a potential increase in participant transfers under the new DES program, pro-rated Service Fees with a recovery mechanism will be introduced.

Providers will continue to be paid upfront quarterly Service Fees, and if a participant changes provider, the receiving provider will receive a pro-rated payment. The relinquishing provider will have a proportion of the participant's Service Fees deducted from future payments based on the amount of time left in the Service Fee period after their transfer to another provider.

For example, a provider would be paid the 13-week Service Fee up-front. After seven weeks, the participant changes provider, and the gaining provider receives the remaining six weeks of the 13-week Service Fee. The equivalent of six weeks service fee will be deducted from the losing provider's next payment from DSS.

### *Risk-adjusted funding model*

The new DES program will introduce a new way of calculating Outcome Fees, which will be risk-adjusted. The 'risk adjusted funding model' acknowledges some participants will require more support to place in work than others.

Outcome fees will be calculated based on the probability of a participant achieving an Employment Outcome. A participant's funding level will be determined by a number of factors, including labour market data, demographic characteristics, disability type and other relevant statistical data using an actuarial model developed by Taylor Fry for DSS. Those less likely to secure long-term employment will be assigned to higher funding levels, while those with higher probabilities will be assigned to lower funding levels.

The DES-DMS and DES-ESS services will both have five funding levels under the new funding model, with level one being the lowest funding level and level five the highest. The tables at [Appendix 1](#) are intended to provide an indication of distribution across payment levels for the current caseload for each ESA.

The data represents the new bands to which actual participants would have been allocated based on their individual characteristics, as well as local employment market conditions covering the year to March 2017.

The funding model is designed to ensure that providers have the right incentives to assist every DES participant towards an employment outcome including those for whom greater support is required to achieve an outcome. The model will be recalibrated from time to time using the most recent available data to reflect changes in outcome rates by participant characteristics and local labour markets.

### *Employment Outcomes*

The new funding model places greater emphasis on job matching and supporting participants towards achieving sustainable Employment Outcomes by providing a four and a 52-week Outcome Fee, in addition to the existing 13 and 26-Week Outcome Fees.

The four-week Outcome Fee will replace the current job placement fee which is paid when the participant is first placed in a job. It will be payable when a participant has worked at or more than their Employment Benchmark hours for at least three weeks over a four-week period. In recognition that participants may need multiple attempts to secure sustainable employment, providers will be eligible to claim up to four four-week Outcome Fee payments for a single participant.

The 52 week Outcome Fee is payable when a participant has worked at or more than their Employment Benchmark hours for 52 weeks since they started their employment (taking into account allowable breaks).

Pathway Outcomes will be payable if a participant works, on average, two-thirds of their employment benchmark hours, for each week for 13, 26 or 52 consecutive weeks. Pathway Outcomes will not be available for four-Week Outcomes. For example, if a participant with a 30-hour employment benchmark works at least 20 hours but less than 30 hours a week, on average, for each week for 13, 26 or 52 consecutive weeks, then a Pathway Outcome will be payable.

The DES program has in-built flexibility which will accommodate the increasing casualisation of the workforce. For example, DES allows participants to take breaks during Post-Placement Support, which recognises that extra time may be needed to successfully find alternative employment for participants with disability when they lose or change their employment. This allows participants to move jobs in instances where employment ceases, or if the employment position does not offer enough hours. Additionally, permissible breaks recognise that some situations may arise that are beyond the control of the participant that interfere with their capacity to continue in employment without a break. This will allow the participant to meet their mutual obligation requirements in instances where their employment does not offer paid leave, as is the case for many casual or part-time positions.

### *Education Outcomes*

The criteria for achieving Education Outcomes will be strengthened to ensure that when a DES participant is in education, it is improving their chances of achieving employment.

More robust Education Outcome requirements will help ensure that education for participants is more likely to lead to a job. The changes include:

- a Certificate 3 minimum is now a requirement to attract Full Outcome payments
- Participants eligible to attract Full Outcome payments will be widened to those without a year-12 equivalent qualification and Disability Support Pension recipients with mutual obligation requirements
- Year-12 equivalency will be redefined from a Certificate 2 to a Certificate 3
- 13-week Pathway Employment Outcomes are now available for providers who have already claimed a 13-week Pathway Education Outcome for that Participant
- Providers claiming Education Outcomes will now need to submit evidence that a participant is fulfilling the course requirements.

As part of the Youth Jobs Prepare-Trial-Hire (PaTH) initiative managed by the Department of Employment (Employment), a new outcome payment will be payable to DES providers from 1 July 2018 when DES participants:

- are aged 17 to 24 years inclusive; and
- receive income support; and
- have mutual obligation requirements; and
- have received DES assistance for at least six months; and
- undertake an internship for an average of 15 to 25 hours for at least four weeks.

This is in addition to the existing incentives for internships that commenced from 1 April 2017, such as the payment to employers for hosting an internship and the fortnightly payment to participants.

### *Indexation and recalibration*

The DES funding envelope will be indexed annually on 1 July, with the first indexation point on 1 July 2019.

Additionally, the DES funding envelope will be recalibrated annually to ensure that the funding model always reflects the most up-to-date and available data.

The combination of indexation and recalibration means that Service Fees or Outcome Fees could increase or decrease but will maintain their value from year to year and provide the right incentives to support all participants into employment.

As a result, a new fee schedule will be released each financial year incorporating the indexed and recalibrated DES funding envelope. The fee schedule at [Appendix 2](#) reflects the payment structure for DES for the 2018-19 financial year and a visual representation of when payments become available to providers.

Providers will be given adequate notice before any change to the fee schedule.

## Supporting people with disability in the workplace

The weekly minimum work hours for a DES participant to maintain eligibility for Ongoing Support in the workplace will be eight hours a week. This change ensures that the eligibility criteria for DES are applied consistently across the whole program.

'Work Assist' replaces the current Job-In-Jeopardy program. Work Assist will provide assistance for people with disability already in work who need support to remain in their job.

## School Leaver trial

Over two years from 1 July 2018, the school leaver trial will evaluate the efficacy of employment support and outcomes from expanding eligibility for DES to students with disability who are in their final year of school but are not currently eligible for DES. The trial will prototype key policy settings to inform the establishment of the characteristics that might be used as the basis for broader eligibility, and whether results for those participating in the trial are better than for a similar group not supported by DES.

The DES program currently assists about 3,600 secondary school students known as Eligible School Leavers (ESL). The current cohort of ESL within the DES, are typically in their final year of school and are eligible for DES on the basis of the person having *significant disability*, such that they attract individual education assistance from their school and/or are in receipt of the Disability Support Pension.

Secondary students with disability with less significant support needs, and who do not attract specific education assistance from their school, are currently not eligible for DES. The trial will specifically test delivering DES to 1,000 secondary school students who fit this profile and do not currently meet the DES eligibility criteria, although may benefit from the support that DES provides.

The ultimate aim of the proposal is to determine if a form of support offered through DES increases the number of students with disability successfully transitioning from school to work, without any adverse effects, including on their educational attainment, and to gather valuable data to inform consideration of whether, and how to extend DES to this group across the program in future.



## Provider Performance under the new DES program

### Star Ratings

The DES Star Ratings system, which is used to measure provider performance, will be reviewed in late 2017 to accommodate changes made under the new DES program. DSS will seek input from the disability employment sector during the review.

The new 2018 DES Star Ratings system will take effect from 1 July 2018, the same time the new DES program begins operation. Until then, the current ratings method will continue.

For further information about the current DES Star Ratings system, please refer to the 'DES Star Ratings Methodology Advice' document available via the links under the *Useful Information* section on page 29 of this paper.

### Consistent underperformance

Identified underperformance by DES providers was previously addressed through a periodic business reallocation process, whereby business was removed from under-performing providers and reallocated to higher-performing providers within an ESA.

Under the new DES program, poor-performing providers may have their Contracts revoked if they have a low Contract/ESA Star Rating over at least four consecutive quarterly performance periods. Providers who no longer have any Contracts after this performance review will be exited from the Panel of DES Providers entirely. Providers at risk of having a Contract, or Contracts, revoked, will have the opportunity to present information on extenuating circumstances prior to a decision being made to revoke or not.

## Peripheral Services

### The National Panel of Assessors

A refresh of the National Panel of Assessors (NPA) will occur at the same time as the new DES program takes effect from 1 July 2018. Members of the NPA support DES by providing independent assessments for the Ongoing Support element of DES, the Supported Wage System and workplace modification assessments for the Employment Assistance Fund (EAF). The service will remain largely unchanged. The engagement of providers for the NPA contract is expected to be conducted concurrently with the approach to market for the new DES program.

### Employment Services Assessment (ESAt) Review

The Government has made a commitment to explore opportunities to improve ESAts by undertaking a review of the current assessment process to look at its ongoing validity, reliability and utility. This responds to concerns raised by the sector during consultations for reforms to DES in 2015 and 2016 about the quality and consistency of assessments.

To support the review, DSS has formed a working level project reference group comprising peak bodies representing people with disability and employment service providers. An expert consultant will be procured to undertake the detailed review.

Once the review has been completed, DSS will continue to consult with the sector on the proposed way forward, with a view to introducing changes incrementally from 2019 as the new DES program becomes more established.

## Chapter 3 - How to join the Panel of DES Providers

### Methodology for selecting the Panel of DES Providers

A Panel of DES Providers will be established by DSS.

DSS will conduct a DES Grant application process consistent with its obligations under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and its associated legislative framework, including the *Commonwealth Grants Rules and Guidelines* (CGRGs).

In particular, DSS will ensure that the expenditure of Commonwealth funding for DES is a proper use of resources and delivers the best value for money outcomes to the Commonwealth.

Providers seeking to deliver DES-DMS and/or DES-ESS will be selected through a single grant process, in line with requirements set out for providing these services in the *Disability Services Act 1986* (Cth). More information about this process is provided at Appendix 3.

The Grant application process will be undertaken through two stages:

- Stage 1 - **all** interested organisations will be required to register their interest through an unrestricted *Registration of Interest process*. This process will be open for four weeks, expected to commence in July/August 2017.
- Stage 2 - only organisations that registered their interest in Stage 1 will be invited to apply to join the Panel of DES Providers through a restricted *Grant application process* that will be open for six weeks, expected to commence in August/September 2017.

An Invitation to Treat (ITT) process will run concurrent to the restricted Grant application process for those existing DES providers who registered their interest in Stage 1. Current DES Providers will be invited to continue delivering the service, under the new Grant Agreement from 1 July 2018, **in** ESAs where the DES provider is identified as:

- performing 3-Stars or above for the contract under the June 2017 Star Ratings
- receiving new or additional business through the 2016-17 DES Business Reallocation process, or
- receiving new or additional business as a result of a gap-filling arrangement in 2017.

Based on March 2017 Star Ratings data, one or more current DES providers delivering DES-ESS business, at 3-Stars or above, would continue in 107 (of 110) ESAs, while current DES providers delivering DES-DMS business, at 3-Stars or above, would continue in 104 ESAs. Overall, 109 ESAs will have a DES provider, performing at 3-Stars or above, continuing to deliver DES services. Note: These

figures are point in time and are likely to change after the June 2017 Star Ratings have been released.

A diagram of the purchasing process is at [Appendix 3](#).

## Stage 1 – Registration of Interest

Stage one will include an unrestricted *Registration of Interest* for **ALL** organisations wishing to provide DES services from 1 July 2018. This includes organisations that are likely to be offered an ITT in Stage 2.

This unrestricted stage will collect the organisational details of all interested parties. Organisations will still need to nominate their preferences and submit their registration of interest form by the relevant authorised officer of that organisation.

As part of the *Registration of Interest* process, all registrants will be required to indicate the ESA(s) they intend to apply for, and for each ESA they must:

- indicate the DES services (DES-DMS and/or DES-ESS) they wish to deliver/continue delivering
- identify if it will be a specialist and/or Generalist Service.

The DSS [Community Grants Hub website](#) offers information about grant opportunities for community services from DSS. The Registration of Interest (ROI) will be advertised on the Community Grants Hub website and organisations are encouraged to subscribe to receive Hub updates and other grant alerts. A link to the Community Grants Hub website is available under the *Useful Information* section on page 29 of this document.

Note: Stage 1 is a registration of interest only and will not be assessed.

## Stage 2 – Grant application process

Stage 2 will be a restricted *Grant application process* that will invite organisations that have registered their interest in Stage 1 to either:

1. submit an application – this would apply to organisations:
  - not currently delivering DES
  - currently delivering DES but whom DSS has identified as performing below 3-Stars, and
  - currently delivering DES and offered an ITT but wishes to expand their service type or ESA coverage beyond those for which they have been offered an ITT; and/or
2. accept or decline an ITT – this would apply to providers whom DSS has offered an ITT for services they currently deliver and the ESA(s) in which they deliver them. The ITT will be run as a separate process alongside the *Grant application process*.

Stage 2 instructions will include directions on how to access the DES 2018 Grant Funding Round Application Pack, and the steps for accepting an ITT.

The Application Pack will include:

- an Application Form
- the DES Grant Opportunity Guidelines (GoG)
- a draft Grant Agreement
- Questions and Answers.

The Application Pack will detail what information is to be provided by an organisation.

**Table 3 - High-level summary of Grant Agreement process requirements for existing DES providers and new applicants.**

Organisation	Business*	Stage 1: Registration of Interest (unrestricted)	State 2: Grant application (restricted)
Existing DES provider	DSS ITT offers**	Register interest for all business.  Provide organisation details (existing DES provider details will pre-populate)	Accept or decline DSS ITT (concurrent with Grant application process)
	Below 3-Stars performing business		Apply for business through Grant application process
	New business		Apply for business through Grant application process
New Applicant	New business		Apply for business through Grant application process

\* Business refers to existing business levels within a particular ESA.

\*\*Includes business that was allocated through the 2016 Business Reallocation process or any new business since reallocation as a result of novation that does not have a star rating.

#### **Case Study Example:**

*In June 2017, Alice's Disability Service received a 4-Star rating for their Generalist DES-DMS contract in the ACT/Queanbeyan ESA and a 2-Star Rating for a specialist service in the same ESA. Alice's Disability Service wants to continue providing DES services in the ACT/Queanbeyan ESA. Alice wants to continue to deliver DES-DMS, their specialist services and would like to expand to deliver DES-ESS in the same ESA.*

**At Stage 1** – Alice's Disability Service will submit a Registration of Interest for the ACT/Queanbeyan ESA and will nominate to deliver DES-DMS, DES-ESS and a specialist service.

**At Stage 2** – Alice's Disability Service receive a letter with an Application Pack. This organisation will receive a second letter and be offered an ITT for the DES-DMS business in the ACT/Queanbeyan ESA only, as this was the only business that met the 3-Star or above rating in the June 2017 Star Ratings. If Alice's Disability Service still wishes to either apply for DES-ESS business or continue to provide the specialist services, they will need to apply through the Grant application process. Alice will need to nominate the ESA and the service types, and respond to a reduced number of selection criteria for this application.

Registered organisations that elect to apply through the Grant application process will be subject to an assessment conducted by the DSS Community Grants Hub.

Applicants will be asked to provide organisational level details on their governance and strategies on how they are going to deliver the services, and proposed specialisations. The DSS Community Grants Hub will only consider appointing organisations with demonstrated experience in disability and/or employment or related services to the Panel of DES Providers. Applicants will have to demonstrate their ability to provide full coverage at the ESA level.

To ensure transparency in the DES purchasing process, Star Ratings (at the Contract/ESA level) will be made publicly available on the Employment website [DES Star Ratings page](#) and on the [Labour Market Information Portal](#) in August 2017. Links to these pages are available under the *Useful Information* section on page 29 of this document.

During the assessment process, DSS will undertake an assessment of each Grant application taking into account providers who are being offered an ITT; the characteristics of the ESA; coverage; diversity; meeting the needs of specific client groups and job seekers in general; and any risk exposure for the Australian Government.

Should the Grant application process not identify suitable or sufficient providers in a particular ESA, DSS reserves the right to pursue a range of options to ensure service coverage, including gap-filling arrangements; placing conditions on contract for other ESAs; restricting provider numbers in an ESA; and/or re-instating managed market share arrangements.

### **Gap filling arrangements**

DSS will use gap-filling arrangements to ensure sufficient service coverage across Australia. This will allow DSS to undertake a direct approach to market outside the Panel of DES Providers to achieve sufficient national service coverage.

## **Who is eligible to apply to provide DES?**

Those wishing to submit a Grant application may wish to consider entering into business arrangements that will give them the best opportunity to achieve full coverage across an ESA and be awarded DES business. This may either be through the submission of an application as an individual entity or as part of a group application.

DSS will only accept entities that have legal capacity to contract to provide DES. Individuals operating as sole traders are considered to have legal capacity, while an unincorporated organisation is not a legal person and will not be accepted by DSS to join the Panel of DES Providers.

A group of legal entities (Group Application) can apply as a consortium, joint venture, partnership or some other form of alliance in order to deliver DES services. It will be necessary to specify in its application the business model it proposes (e.g. consortium, or joint venture). Each Group Application must be a group of individual legal entities that lodge a Grant application collectively. DSS will only enter into a Grant Agreement with a single legal entity.

Descriptions of various group entities that are eligible to apply include:

#### *Consortium*

A consortium is a group of individual legal entities that lodge an application collectively. A partnership does not constitute a consortium. If a group of entities incorporates, it would apply as the incorporated entity, not as a consortium.

The consortium must appoint a lead member entity to act as agent for the other member entities. The lead member entity must be authorised to negotiate, act on behalf of, and contractually bind each member of the Consortium. Each member of the Consortium must confirm the authority of the lead member entity in writing as required by DSS at the time of Application.

#### *Joint Venture*

A joint venture is a business enterprise in which two or more legal entities enter into a temporary partnership through the use of a joint venture agreement for the purpose of delivering the services.

#### *Partnership*

A partnership is an agreement entered into by two or more legal entities in which each agrees to provide a part of the capital and or labour for a business enterprise, and by which each shares a defined proportion of profits and losses.

#### *Other Alliances*

There may be other alliance arrangements between corporate entities that have not been contemplated by DSS. Provided the arrangements meet the group application requirements, DSS will be open to the delivery of services through those arrangements.

Some applicants may want to deliver DES services through subcontractors. DES providers can only subcontract services with the written permission of DSS and will remain responsible for the provision and quality of services they subcontract, as set out in the Grant Agreement with DSS, and for the validity of claims for payment made by the subcontractor.

Note: Employees and agents of DSS, Employment and the Department of Human Services (DHS) are precluded from applying or assisting an entity with applying. An



entity that is owned in whole or in part, or controlled by such individuals, is also precluded from applying.

DSS will only accept an application from a foreign company if it is registered under Part 5B.2 of the *Corporations Act 2001* (Cth).

Note: entities wishing to submit a Grant application must make their own independent assessments and investigations, and obtain their own legal, business and other professional advice, when deciding whether to apply for DES business.

## Assistance for Grant Applicants

Once Stage 1 has opened, questions and answers for this Grant application process will be made available on the DSS Community Grants Hub website. A link to this website can be found under the *Useful Information* section on page 29 of this document.

A dedicated email address will be established and provided at that time.

## Financial viability and other checks

As part of Stage 2, DSS will perform a range of financial viability checks throughout the Grant assessment process - including security, probity and financial investigations and procedures - as it determines necessary in relation to any applicant, its employees, officers, partners, associates, subcontractors or related entities. An application may be excluded from further consideration if the applicant does not provide all reasonable assistance to DSS in this regard.

For those applicants who do not currently deliver DES services, a completed financial and credentials information form with the most recent/relevant information will be required to prove financial viability. This information will need to be attached to the Grant application in Stage 2.

## Employment Service Area (ESA) coverage

DES operates throughout non-remote areas nationally. Applicants will apply for business at the ESA level. Applicants will be required to nominate locations from where services will be delivered and details of how the entire ESA will be serviced through a combination of full time, part time and outreach service locations.

## Specialist Services providers

Applicants may nominate to deliver services to one or more specialist client groups within an ESA. The provision of DES for one or more specialist client groups is referred to as Specialist Services. The application should also detail past performance, expertise and strategies to address the specific needs of each specialist group.

The specialisation can target a broad client group, for example job seekers with physical disability; or a more defined client group, for example job seekers with spinal cord injury. Specialist client groups can be defined by job seeker characteristics

and/or disability type, for example: physical, mental health, hearing impairment, Aboriginal and Torres Strait Islander, or youth at risk.

Specialist Services providers must only accept and help job seekers who choose them as a DES Provider who are within their specific speciality group.

## Certification with the National Standards for Disability Services

Both DES-ESS and DES-DMS are provided for under the *Disability Services Act 1986* (Cth). It is a requirement under the *Disability Services Act 1986* (Cth) that any organisation providing DES-ESS and/or DES-DMS Services be certified as compliant with the National Standards for Disability Services.

Applicants who do not currently hold certification against the National Standards for Disability Services will be required to obtain such certification within 12 months of commencement of the Grant Agreement. The successful applicant must comply and operate within the National Standards for Disability Services when delivering services under the Grant Agreement prior to obtaining a certificate of compliance.

## Information Technology Certification

### Pathway to Accreditation Programme

The DES program uses Employment's ESSweb system. ESSweb manages access for DES providers to participants' information and handles the recording of all payments, referrals, commencements, financial and performance reporting, assurance and audit support for the many individual transactions each year.

Commonwealth Government agencies are required to comply with the *Privacy Act 1988*, the Protective Security Policy Framework (PSPF), and the Australian Government Information Security Manual (ISM) to protect personal and sensitive data belonging to job seekers. This is also consistent with the Australian Government's obligations under the PGPA Act.

When applied, the PSPF and ISM policies, protocols and guidelines demonstrate to Government that providers are effectively managing the risks associated with the security, confidentiality, integrity, availability and aggregation of personal and sensitive information pertaining to job seekers. The application of the principles of these policies and associated protocols also supports business and operational continuity.

There are mandatory requirements within the PSPF that directly relate to the handling of Australian Government information. In particular:

- agencies are to adopt a risk management approach to cover all areas of protective security, including procurement and management of ICT.
- agencies are to ensure that where contracted service providers are engaged, they comply with the policies and protocols of the PSPF.

In accordance with these underlying principals, any changes to the PSPF and ISM may correspondingly change the compliance requirements of DES providers and their Third Party IT Providers (TPITPs).



To satisfy these requirements, the Pathway to Accreditation Programme is the means by which Employment, in partnership with and on behalf of, DSS, determines the required compliance and accreditation process for DES providers and their TPITPs.

DES Providers must obtain accreditation within 36 months from commencement of the DES Grant Agreement. The security assessment will be independently conducted by an Information Registered Assessor Program (IRAP) assessor. Accreditation, once granted, is valid for three years from the time of accreditation. However, if there is a variation to the organisations that affects the risk profile of their IT Systems during this time, DES providers must seek re-accreditation for these changes.

There is a prioritised list of controls (termed a 'Statement of Applicability' (SoA)) to govern compliance for all employment services organisations. The SoA will be implemented in a phased approach to minimise operational disruption to employment services organisations while undertaking the Pathway to Accreditation programme.

The SoA is divided into three phases. This phased approach is designed to assist providers achieve accreditation by allowing sufficient time for employment services organisations to consider and address the changes required in their organisation.

- SoA Phase 1 – Self Assessment of Scope
- SoA Phase 2 – Initial audit against a sub-set of controls
- SoA Phase 3 – Final audit based on all relevant controls

The Accreditation process is the same for all providers. Providers delivering the following services are currently required to meet these same Security Accreditation requirements:

- *jobactive*
- Harvest Labour Services
- New Enterprise Incentive Scheme
- Transition to Work
- ParentsNext
- Employability Skills and Training (EST).

If a DES provider is currently delivering the above contracts, the Provider will still need to submit the SoA Phase 1 self-assessment of scope. The Accrediting Authority may then determine that the Provider:

- must continue with Phase 2 and 3 of the accreditation process for DES; or
- would not be required to achieve independent accreditation for DES under the same IT environment.

The accreditation process for TPITPs continues to be separate and independent to the Pathway to Accreditation programme conducted for Employment Services organisations.

For more information on the IRAP, ISM or PSPF, please refer to the *Useful Information* section on page 29 of this document.

## Transition arrangements

The Transition Period, set by DSS, will involve a set of arrangements designed to support the continuous and effective delivery of the DES program while the current arrangements end and the new arrangements come into effect.

The objective of the Transition Period is to facilitate a smooth transfer to the new DES program which has minimal disruption to participants, employers and providers.

DSS will make decisions relating to the Transition Period based on the following principles:

1. minimal disruption and continuity of service delivery for participants and employers
2. honour existing contractual arrangements with DES providers
3. limit market disruption
4. transition activities must support the commencement of the new program on time on 1 July 2018.

A core activity of the Transition Period will be implementing seamless arrangements for the transfer of participants from DES providers, who will cease to deliver DES services from 1 July 2018, to DES providers who are on the new Panel of DES Providers.

DSS will manage the Transition Period in consultation with the disability employment sector. A DES Transition Working Group comprised of representatives of DES providers, people with disability and employers will be established to ensure the Transition Period is managed as sensitively and efficiently as possible. Membership details will be published on the DSS website once it has been established.

There will be a post-transition period that continues post 1 July 2018 to support the commencement of the new DES program.

## Probity

DSS is committed to ensuring the DES Grant application process to establish the Panel of DES Providers is fair, transparent and subject to appropriate scrutiny.

DSS will appoint an external probity adviser who would advise the Delegate (Deputy Secretary of Disability and Carers, DSS) on the probity and integrity of the DES Grant application process. The probity adviser will observe, monitor and advise on, but will play no role in, the evaluation process.

## Indicative timeline for the Grant application process

Listed in Table 4 below are the indicative timelines for the Grant application process. DSS is conscious that the DES 2018 Grant application process is significantly different from previous DES purchasing processes. For this reason, DSS will actively communicate and engage with the sector during each stage. Prospective applicants can choose to attend information sessions, listen to a public webinar or submit questions to DSS.

**Table 4 – Indicative timeline for the Grant application process**

Indicative Date*	Milestone
June 2017	Release of industry information paper
June 2017	Information sessions and a public webinar about the industry information paper and <i>Registration of interest</i> process.
August 2017	Letter to existing DES providers advising their June 2017 Star Rating; and Public release of Star Ratings
2 August 2017	<i>Stage 1 - Registration of interest</i> opens (4 weeks)
11 September 2017	<i>Stage 2 - Grant application</i> opens (6 weeks) Organisations who completed the <i>Registration of interest</i> process will be invited to submit a Grant application. Current DES providers with business performing at 3-Stars or above will be offered business for the same services in the same locations where they currently operate at that level.
August/September 2017	Webinars for registered organisations about the <i>Grant application</i> process
February 2018	Announcement of successful Grant applicants
March 2018	Grant agreements executed
March 2018 to July 2018	Transition management activities
1 July 2018	DES Grant Agreement Commencement Date

# Enquiries and Communication

## Contact with Portfolio Ministers

In the lead up to, and during the Grant application process, Portfolio Ministers will continue to interact with relevant stakeholders for business-as-usual, meetings, conferences and social activities.

However, during these interactions, the only information, if any, that can be provided about the Grant application process will be limited to information that is already available in the public arena. Applicants and potential applicants must not seek to elicit or obtain from Portfolio Ministers, or their staff, any information concerning the Grant application process that is not already available in the public arena.

## Contact with DSS

During the Grant application process, DSS will continue to interact with relevant stakeholders as a part of its ongoing business (on a business-as-usual basis), including continuing any regular discussions with a range of interest groups and industry representative bodies.

However, during these business-as-usual interactions, any discussions relating to the Grant application process will not be permitted.

The following principles will apply to the upcoming Grant application process, which commences at Stage 1:

- all applicants will only use either a DSS Community Grants Hub support inbox or hotline number (that will be provided at the time) to contact DSS for the purpose of querying or clarifying any aspect of the Grant application process
- DSS will not consider unsolicited references or submissions on behalf of providers or applicants outside those provided for in the Grant application process
- applicants or other persons with an interest in the Grant application process must not enter into discussions with, or otherwise engage in, any activity with:
  - DSS
  - persons directly or indirectly involved in the Grant application process, and
  - other persons who have been identified as being in positions of potential influence over the operation of the Grant application process. Further, DSS will not enter into discussions or otherwise engage in any activity with applicants, or such other persons with an interest in the Grant application process where this could be perceived as influencing the operation of the Grant application process
- views on an individual applicant or applicants must not be expressed to DSS in a way that could be perceived as an attempt to influence the departments to advantage, or disadvantage, any applicant
- details of any approaches by or on behalf of an individual applicant or applicants will be fully documented

- communications or conduct suspected of involving a breach of this communication protocol or of the Grant application process, including any suspected illegality, will be investigated and may be taken into account during the Grant application evaluation process.

## Public information and webinar sessions for the industry information paper

Public information sessions on this industry information paper will be held in capital cities and selected regional areas. The purpose of the information sessions will be to ensure stakeholders are clear about what is in this paper and to ask questions.

There will also be a webinar conferencing session that will be recorded and accessible online via the DSS Engage website.

Advertisements noting the arrangements, locations and timing of the information sessions will be placed in major national and regional newspapers as well as the DSS Engage website [engage.dss.gov.au](http://engage.dss.gov.au).

Stakeholders can either ask questions at the sessions or email DSS at [despurchasing@dss.gov.au](mailto:despurchasing@dss.gov.au). Questions will be noted and considered by DSS, and answers will be published on the DSS Engage website.

## Future information sessions and webinars

Webinars for the *Restricted Application Process* will be held in late September/early October 2017. Dates and times for the information sessions will be made available to organisations who have registered through the *Registration of Interest* process.

## Useful information

Links to:

- [Disability Employment Services](#)
- [DES Deed](#)
- [ESA Maps](#)
- [Labour Market Information Portal](#)
- [DES data](#) including the population of current caseloads in each ESA by new funding model categories.
- [DES Program Guidelines](#)
- [Discussion Paper](#)
- [DES Star Ratings](#)
- [Compulsory participation requirements](#) for participants
- [Independent Registered Assessor Program \(IRAP\)](#) for an overview of the IRAP process or to obtain assistance/guidance from an IRAP assessor
- [Information Security Manual \(ISM\)](#)
- [Protective Security Policy Framework \(PSPF\)](#)
- [Certification with the National Standards for Disability Services](#)
- [Community Grants Hub website](#) and [subscription](#)
- Questions & Answers are available on the [Engage](#) website.

## Appendix 1 – Impact of Risk Adjusted Funding Model by ESA

**Table 5 - Number of employment assistance commencements in the year to March 2017 by ESA, by funding bands.**

ESA Name	DMS					ESS				
	1	2	3	4	5	1	2	3	4	5
<b>ACT/Queanbeyan NSW</b>	32	187	217	217	115	135	278	292	264	180
<b>Adelaide Hills SA</b>	7	35	43	60	55	13	58	64	66	83
<b>Alice Springs NT</b>	0	5	4	14	11	0	7	17	19	27
<b>Bayside VIC</b>	208	877	1248	1175	1172	206	686	906	837	914
<b>Bendigo VIC</b>	79	296	314	228	123	69	227	195	153	103
<b>Bundaberg QLD</b>	13	144	262	334	416	74	104	162	230	266
<b>Canterbury/Bankstown</b>	50	321	410	502	493	70	273	342	452	634
<b>Cairns QLD</b>	69	316	429	430	338	136	287	374	362	360
<b>Calder VIC</b>	172	706	796	706	653	109	401	676	603	699
<b>Capricornia QLD</b>	25	99	168	171	137	61	208	307	430	404
<b>Central Coast NSW</b>	197	584	472	369	216	219	554	555	327	190
<b>Chifley NSW</b>	5	44	56	64	38	15	48	70	63	41
<b>Clarence NSW</b>	6	63	49	31	18	41	202	187	163	118
<b>Coffs Harbour NSW</b>	21	116	135	111	74	103	555	569	449	221
<b>Central/West Metro</b>	23	161	212	241	288	140	366	437	391	377
<b>Central West Sydney</b>	119	466	530	571	467	260	570	586	551	575
<b>Dale WA</b>	7	75	84	77	96	15	63	79	68	79
<b>Darwin NT</b>	30	78	108	92	89	38	57	62	85	92
<b>Eastern Adelaide SA</b>	15	59	142	176	179	86	144	182	285	336
<b>East Gippsland VIC</b>	52	136	97	58	17	89	203	153	77	43
<b>East Metro WA</b>	13	100	205	230	289	56	205	239	257	236
<b>Eastern Suburbs NSW</b>	34	152	154	124	106	28	125	161	146	185
<b>Eurobodalla NSW</b>	11	47	44	44	29	23	86	75	71	49
<b>Eureka VIC</b>	79	343	257	174	110	92	270	205	136	82
<b>Fairfield NSW</b>	46	354	567	732	953	48	150	205	304	498
<b>Far West NSW</b>	3	25	33	48	58	2	14	25	14	17
<b>Fleurieu/Kangaroo Is</b>	30	38	32	36	40	12	35	44	31	49
<b>Fraser Coast QLD</b>	18	114	179	271	301	119	163	228	246	284

ESA Name	DMS					ESS				
	1	2	3	4	5	1	2	3	4	5
Gawler SA	13	60	80	90	80	20	65	136	165	166
Geelong VIC	145	496	536	398	251	106	322	370	360	268
Gladstone QLD	28	68	106	114	98	13	69	168	244	279
Gold Coast QLD	159	718	751	618	411	395	650	646	574	402
Goldfields/Esperance	12	46	28	11	8	33	44	25	16	10
Goulburn Valley VIC	16	139	196	185	134	33	151	184	152	151
Grampians VIC	7	55	81	66	57	20	60	89	81	55
Gwydir Namoi NSW	2	14	13	28	37	1	23	43	69	101
Gympie QLD	7	74	149	172	180	51	105	185	228	215
Hampden VIC	6	103	109	99	78	40	144	145	172	137
Hastings NSW	62	113	151	116	56	31	114	170	122	71
Hobart TAS	38	170	278	406	349	40	162	270	321	397
Hunter NSW	15	114	170	180	128	42	165	240	290	238
Inner Sydney NSW	69	267	275	254	153	40	203	277	247	214
Inner Western Sydney	32	97	133	136	90	72	121	157	140	167
Ipswich QLD	96	428	621	551	413	220	437	525	480	394
Kadina/Clare SA	13	45	97	122	140	7	19	47	92	121
Keepit NSW	12	38	60	99	84	12	63	92	116	142
Kiewa VIC	67	165	146	90	54	119	253	172	117	69
Kimberley WA	6	17	8	6	9	20	33	19	17	15
Lachlan NSW	2	17	33	42	36	4	27	35	49	33
Launceston TAS	20	164	242	208	174	43	122	182	170	146
Latrobe Valley VIC	108	312	224	129	53	264	578	454	225	148
Liverpool NSW	55	295	416	447	450	46	220	291	370	436
Logan QLD	88	382	492	528	364	317	637	760	755	507
Lower Hunter NSW	53	263	403	481	406	87	364	539	650	523
Lower South Coast	8	26	58	47	31	24	62	73	50	42
Macarthur NSW	71	348	329	250	217	226	376	433	322	229
Mackay QLD	26	144	206	202	195	25	120	156	182	220
Macleay NSW	8	41	40	28	22	28	108	99	81	52
Manning NSW	17	126	136	110	77	24	175	188	155	95
Maroondah VIC	58	385	555	422	294	95	408	488	555	415
Mid Murray VIC	4	45	63	55	52	23	71	76	59	49
Midlands/Wheatbelt	2	31	75	69	117	12	25	35	65	74



ESA Name	DMS					ESS				
	1	2	3	4	5	1	2	3	4	5
Monash VIC	92	412	583	545	418	166	469	541	550	430
Mt Isa QLD	1	14	17	22	25	2	8	15	21	42
Murray Darling NSW	3	11	11	6	7	1	16	11	13	6
Murraylands SA	5	34	80	67	68	9	47	45	57	50
Mid West/Gascoyne	43	59	31	16	12	35	58	40	17	22
North Country SA	7	30	52	76	94	23	44	64	103	122
New England NSW	9	37	74	80	81	17	70	120	129	124
Nepean NSW	70	298	319	287	190	382	670	597	415	262
Northern Adelaide SA	54	312	515	772	867	124	316	563	910	1151
North Brisbane QLD	90	416	532	506	316	329	745	893	816	527
North Coast NSW	46	160	152	95	48	25	116	138	110	60
North Metro WA	37	167	277	334	378	125	425	501	522	446
Northern Sydney NSW	77	297	349	272	168	146	379	349	274	214
Outer North Brisbane	62	294	450	479	383	263	464	639	690	466
Orana NSW	15	72	112	131	119	20	70	98	104	87
Ovens VIC	63	177	125	79	36	101	225	173	91	64
Outer Western Sydney	61	295	424	366	313	194	397	406	461	381
Patterson NSW	19	76	80	102	98	30	132	158	148	122
Peninsula VIC	74	381	464	450	334	99	304	355	313	201
Port Lincoln/Ceduna	1	16	21	29	29	13	16	24	29	32
Plenty VIC	94	374	487	407	367	249	514	595	526	553
Port Pirie SA	4	18	35	46	43	13	32	49	64	78
Richmond NSW	31	145	185	121	54	28	147	186	166	91
Riverland SA	7	36	66	74	70	25	51	66	88	90
South East SA	12	52	84	67	63	15	64	67	93	82
St George-Sutherland	57	288	349	315	252	264	386	349	254	217
Shoalhaven NSW	39	216	215	137	92	52	169	177	109	78
Southern Adelaide SA	32	210	320	372	367	116	307	408	565	567
South Brisbane QLD	128	578	787	756	625	444	848	987	942	762
South Eastern NSW	47	123	156	158	99	32	160	191	170	113
Southern Ranges NSW	19	126	178	175	117	27	142	173	134	86
Southern WA	108	290	190	129	125	164	254	204	170	103
Sturt NSW	10	45	83	77	62	17	80	99	78	88
Sunshine Coast QLD	151	552	558	390	231	342	615	568	384	202

ESA Name	DMS					ESS				
	1	2	3	4	5	1	2	3	4	5
Sunraysia VIC	24	91	86	86	55	25	136	124	120	68
Toowoomba QLD	105	338	326	262	159	163	321	307	279	156
Townsville QLD	75	247	276	273	216	162	371	394	505	418
Tweed NSW	37	148	151	91	53	54	151	142	94	71
Upper Hunter NSW	1	34	47	62	53	13	40	74	91	90
Warwick QLD	15	78	86	69	50	19	110	163	150	103
Western Downs QLD	12	56	80	56	42	28	103	138	136	66
Western Adelaide SA	15	112	244	276	360	76	151	248	368	504
Western District VIC	14	77	92	81	75	11	42	57	73	57
Westgate VIC	255	1052	1301	1227	1127	194	608	770	878	985
Windamere NSW	10	36	51	65	57	16	68	71	76	64
West and North West	31	209	207	206	125	33	153	173	174	94
Wollongong NSW	84	299	299	233	105	162	357	317	234	147
Yarra VIC	51	237	272	215	153	106	295	402	351	381

**Table 6 - Number of Employment Assistance participants at 31 March 2017 by ESA, by funding band.**

ESA Name	Number of participants by band										Average frequency of 26 week outcomes	
	DMS					ESS					DMS	ESS
	1	2	3	4	5	1	2	3	4	5		
ACT/Queanbeyan NSW	7	80	126	131	72	67	179	181	188	147	24%	28%
Adelaide Hills SA	2	18	25	45	37	6	33	41	56	73	20%	21%
Alice Springs NT	0	3	2	8	8	0	5	11	8	11	16%	19%
Bayside VIC	76	444	757	822	896	85	361	549	623	822	22%	22%
Bendigo VIC	47	145	170	174	77	18	113	121	115	94	28%	27%
Bundaberg QLD	3	44	128	162	213	14	44	90	154	196	20%	20%
Canterbury/Bankstown	27	146	238	326	374	22	102	175	258	473	21%	20%
Cairns QLD	27	157	231	318	346	33	126	177	195	238	21%	23%
Calder VIC	72	390	538	581	687	53	224	385	448	665	22%	21%
Capricornia QLD	13	54	105	135	117	11	79	142	209	221	22%	21%
Central Coast NSW	84	344	365	321	224	103	347	414	286	197	27%	29%
Chifley NSW	1	24	26	27	28	1	18	41	31	46	23%	23%
Clarence NSW	3	29	40	24	19	25	131	154	145	126	26%	24%
Coffs Harbour NSW	15	47	90	86	70	65	341	407	367	227	24%	26%
Central/West Metro	8	117	160	217	290	85	246	297	248	294	21%	26%
Central West Sydney	49	219	326	439	448	112	243	328	356	430	22%	25%
Dale WA	4	44	65	70	121	9	39	54	68	84	20%	23%
Darwin NT	10	23	49	72	75	14	35	27	44	64	22%	24%
Eastern Adelaide SA	3	41	101	134	184	59	100	118	189	279	20%	25%
East Gippsland VIC	23	71	65	42	13	38	96	70	53	30	31%	33%
East Metro WA	5	57	108	172	229	34	141	169	174	195	20%	25%
Eastern Suburbs NSW	17	74	103	101	96	10	58	83	78	132	23%	22%
Eurobodalla NSW	4	22	23	18	20	8	44	49	56	50	25%	23%
Eureka VIC	37	232	220	140	83	42	137	124	106	72	28%	29%
Fairfield NSW	9	143	250	429	685	11	68	111	219	411	18%	17%
Far West NSW	1	4	20	26	32	1	5	16	11	14	20%	22%
Fleurieu/Kangaroo Is	10	21	19	28	32	4	18	40	34	37	26%	24%
Fraser Coast QLD	4	57	99	187	260	22	84	159	182	281	19%	21%

ESA Name	Number of participants by band										Average frequency of 26 week outcomes	
	DMS					ESS					DMS	ESS
	1	2	3	4	5	1	2	3	4	5		
Gawler SA	4	27	54	58	65	6	23	68	80	109	21%	20%
Geelong VIC	56	246	351	295	213	57	192	262	305	281	26%	24%
Gladstone QLD	7	32	63	74	71	4	19	61	92	122	24%	19%
Gold Coast QLD	67	337	454	438	311	127	322	357	358	293	25%	28%
Goldfields/Esperance	6	22	15	9	6	18	26	13	16	5	30%	37%
Goulburn Valley VIC	9	80	141	161	162	15	100	146	130	165	22%	23%
Grampians VIC	4	27	39	40	38	6	34	51	52	37	24%	25%
Gwydir Namoi NSW	0	5	9	17	33	0	13	24	38	78	17%	16%
Gympie QLD	3	34	94	126	153	10	51	103	148	180	19%	21%
Hampden VIC	4	55	79	79	64	18	79	112	146	112	22%	24%
Hastings NSW	31	54	85	75	48	8	44	89	67	63	29%	25%
Hobart TAS	15	87	167	277	290	13	79	146	207	285	20%	20%
Hunter NSW	3	68	123	128	128	29	109	166	240	204	21%	23%
Inner Sydney NSW	24	117	157	155	131	22	80	140	159	201	24%	21%
Inner Western Sydney	13	46	87	109	109	19	51	85	88	129	22%	23%
Ipswich QLD	36	193	341	343	371	80	208	297	278	270	22%	26%
Kadina/Clare SA	5	33	64	101	144	1	7	18	48	75	19%	17%
Keepit NSW	4	17	40	82	97	8	33	60	93	136	20%	19%
Kiewa VIC	30	97	90	86	46	58	156	129	103	77	29%	30%
Kimberley WA	1	8	4	2	4	12	22	8	10	10	27%	36%
Lachlan NSW	0	10	29	22	40	1	8	15	25	26	19%	21%
Launceston TAS	6	100	187	208	200	13	77	139	144	162	22%	23%
Latrobe Valley VIC	46	160	152	104	36	112	305	277	163	110	31%	33%
Liverpool NSW	17	137	262	345	424	14	95	138	243	356	21%	20%
Logan QLD	29	178	292	346	294	113	288	402	463	348	23%	26%
Lower Hunter NSW	8	142	262	345	397	35	203	368	466	450	20%	22%
Lower South Coast	3	16	36	39	35	13	33	38	39	26	22%	26%
Macarthur NSW	17	151	206	195	170	70	169	249	232	193	24%	26%
Mackay QLD	9	81	119	123	175	18	71	106	148	195	22%	22%
Macleay NSW	5	17	28	19	18	13	63	65	79	57	26%	25%
Manning NSW	8	77	118	111	89	7	112	137	144	110	23%	23%

ESA Name	Number of participants by band										Average frequency of 26 week outcomes	
	DMS					ESS					DMS	ESS
	1	2	3	4	5	1	2	3	4	5		
Maroondah VIC	16	173	287	264	211	45	235	304	389	324	24%	24%
Mid Murray VIC	0	24	49	23	28	9	34	60	53	38	24%	23%
Midlands/Wheatbelt	0	3	26	38	62	3	13	13	35	40	19%	21%
Monash VIC	22	161	316	364	342	65	239	355	424	359	22%	24%
Mt Isa QLD	0	5	8	13	19	0	4	7	9	27	20%	17%
Murray Darling NSW	1	6	6	5	7	2	7	9	10	4	23%	24%
Murraylands SA	6	22	40	45	67	6	24	43	45	44	22%	23%
Mid West/Gascoyne	22	40	25	21	12	15	44	30	22	17	37%	31%
North Country SA	4	18	53	97	106	8	28	44	74	96	19%	19%
New England NSW	3	22	48	48	68	10	43	66	83	96	21%	21%
Nepean NSW	29	127	197	187	164	93	268	314	308	237	24%	27%
Northern Adelaide SA	19	154	336	576	828	42	177	326	580	954	19%	19%
North Brisbane QLD	37	196	289	347	292	179	470	551	548	411	24%	27%
North Coast NSW	17	78	80	73	41	11	70	74	66	48	28%	27%
North Metro WA	27	105	211	310	394	91	297	326	331	341	20%	26%
Northern Sydney NSW	31	134	199	171	150	66	207	193	196	158	24%	27%
Outer North Brisbane	23	153	291	368	346	83	247	343	422	371	22%	24%
Orana NSW	5	29	40	52	65	4	23	35	42	44	21%	24%
Ovens VIC	26	87	83	74	43	53	139	120	76	57	30%	33%
Outer Western Sydney	19	120	236	257	222	53	190	256	339	366	22%	23%
Patterson NSW	7	29	48	66	80	16	68	100	95	95	22%	23%
Peninsula VIC	32	216	390	447	379	42	139	205	200	155	23%	25%
Port Lincoln/Ceduna	0	2	14	17	32	5	11	8	12	21	17%	24%
Plenty VIC	44	243	341	389	412	80	298	398	405	546	23%	24%
Port Pirie SA	3	11	30	50	59	3	17	30	37	59	18%	21%
Richmond NSW	12	92	130	91	67	8	88	112	104	91	25%	25%
Riverland SA	2	21	40	55	72	9	20	29	55	69	20%	21%
South East SA	1	26	35	54	48	4	27	26	65	66	22%	20%
St George-Sutherland	22	147	238	247	242	96	200	223	182	197	22%	30%
Shoalhaven NSW	22	152	151	135	91	20	77	92	70	58	25%	27%
Southern Adelaide SA	15	120	240	322	423	68	179	270	393	503	20%	23%

ESA Name	Number of participants by band										Average frequency of 26 week outcomes	
	DMS					ESS					DMS	ESS
	1	2	3	4	5	1	2	3	4	5		
South Brisbane QLD	44	263	450	510	527	184	468	527	601	583	22%	27%
South Eastern NSW	9	68	101	120	94	8	70	83	89	80	23%	25%
Southern Ranges NSW	9	54	98	89	75	6	59	96	66	44	24%	27%
Southern WA	48	181	138	107	100	107	176	146	133	101	29%	32%
Sturt NSW	5	21	46	38	42	5	41	68	52	64	22%	23%
Sunshine Coast QLD	75	330	395	372	218	132	327	343	237	156	27%	32%
Sunraysia VIC	8	47	53	51	38	5	60	62	77	57	24%	23%
Toowoomba QLD	42	196	251	209	147	44	163	154	158	101	27%	28%
Townsville QLD	26	112	156	194	167	55	169	242	295	293	23%	25%
Tweed NSW	22	94	94	65	46	29	92	101	69	57	27%	28%
Upper Hunter NSW	0	11	23	42	61	3	12	29	53	56	18%	21%
Warwick QLD	6	52	56	67	50	6	56	79	82	70	24%	23%
Western Downs QLD	4	30	50	45	27	5	24	35	54	30	25%	26%
Western Adelaide SA	6	53	118	216	329	38	81	167	273	520	18%	19%
Western District VIC	3	26	51	55	58	4	23	30	37	67	22%	21%
Westgate VIC	110	570	846	944	1094	91	338	501	670	929	23%	22%
Windamere NSW	5	21	25	44	46	9	28	31	33	44	22%	24%
West and North West	11	106	164	175	127	12	65	97	105	77	24%	24%
Wollongong NSW	29	146	186	183	114	73	223	224	199	137	26%	30%
Yarra VIC	15	109	163	152	139	47	142	201	190	228	24%	25%

## Appendix 2 - Disability Employment Services - Fee Schedule

	DMS 2018					ESS 2018				
	DMS 1	DMS 2	DMS 3	DMS 4	DMS 5	ESS 1	ESS 2	ESS 3	ESS 4	ESS 5
<b>SERVICE FEES</b>										
1 <sup>st</sup> & 2 <sup>nd</sup> Quarterly Service Fees	\$1,141	\$1,141	\$1,141	\$1,141	\$1,141	\$662	\$662	\$662	\$1,389	\$1,389
3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> , 7 <sup>th</sup> & 8 <sup>th</sup> Quarterly Service Fee	\$571	\$571	\$571	\$571	\$571	\$662	\$662	\$662	\$1,389	\$1,389
<b>OUTCOME FEES (4 WEEKS)</b>										
Full Outcome – 4 Weeks	\$658	\$865	\$1,048	\$1,246	\$1,628	\$704	\$976	\$1,191	\$1,414	\$1,897
Moderate Intellectual Disability Loading– 4 Weeks	N/A	N/A	N/A	N/A	N/A	\$2,110	\$2,110	\$2,110	\$2,110	\$2,110
<b>OUTCOME FEES (13 WEEKS)</b>										
Full Outcome – 13 Weeks	\$ 1,048	\$1,816	\$2,663	\$3,767	\$6,426	\$1,246	\$2,395	\$3,567	\$5,032	\$9,060
Pathway Outcome – 13 Weeks	\$346	\$599	\$879	\$1,243	\$2,121	\$411	\$790	\$1,177	\$1,661	\$2,990
Moderate Intellectual Disability Loading – 13 Weeks	N/A	N/A	N/A	N/A	N/A	\$6,622	\$6,622	\$6,622	\$6,622	\$6,622
<b>OUTCOME FEES (26 WEEKS)</b>										

	DMS 2018					ESS 2018				
	DMS 1	DMS 2	DMS 3	DMS 4	DMS 5	ESS 1	ESS 2	ESS 3	ESS 4	ESS 5
Full Outcome – 26 Weeks	\$ 1,623	\$2,811	\$4,124	\$5,833	\$9,951	\$1,929	\$3,705	\$5,518	\$7,786	\$14,017
Pathway Outcome – 26 Weeks	\$536	\$928	\$1,361	\$1,925	\$3,284	\$636	\$1,223	\$1,821	\$2,569	\$4,626
Moderate Intellectual Disability Loading – 26 Weeks	N/A	N/A	N/A	N/A	N/A	\$13,441	\$13,441	\$13,441	\$13,441	\$13,441
OUTCOME FEES (52 WEEKS)										
Full Outcome – 52 Weeks	\$361	\$625	\$917	\$1,296	\$2,211	\$429	\$823	\$1,226	\$1,730	\$3,115
Pathway Outcome – 52 Weeks	\$119	\$206	\$302	\$428	\$730	\$141	\$272	\$405	\$571	\$1,028
Moderate Intellectual Disability Loading – 52 Weeks	N/A	N/A	N/A	N/A	N/A	\$2,444	\$2,444	\$2,444	\$2,444	\$2,444
ONGOING SUPPORT FEES										
Flexible Ongoing Support (per instance)	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400	\$400
Moderate Ongoing Support (Quarterly)	N/A	N/A	N/A	N/A	N/A	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200
High Ongoing Support (Quarterly)	N/A	N/A	N/A	N/A	N/A	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
WORK ASSIST FEES										
Work Assist	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200

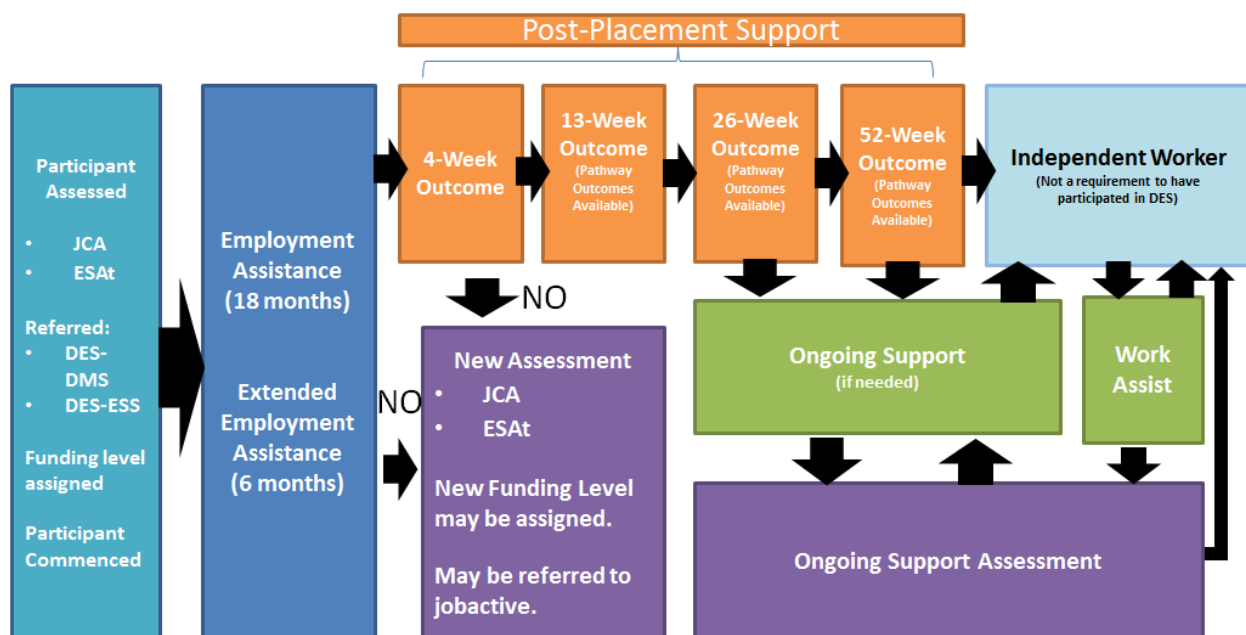


	DMS 2018					ESS 2018				
	DMS 1	DMS 2	DMS 3	DMS 4	DMS 5	ESS 1	ESS 2	ESS 3	ESS 4	ESS 5
Service Fee (Quarterly)										
Work Assist Outcome Fee	\$2,600	\$2,600	\$2,600	\$2,600	\$2,600	\$2,600	\$2,600	\$2,600	\$2,600	\$2,600

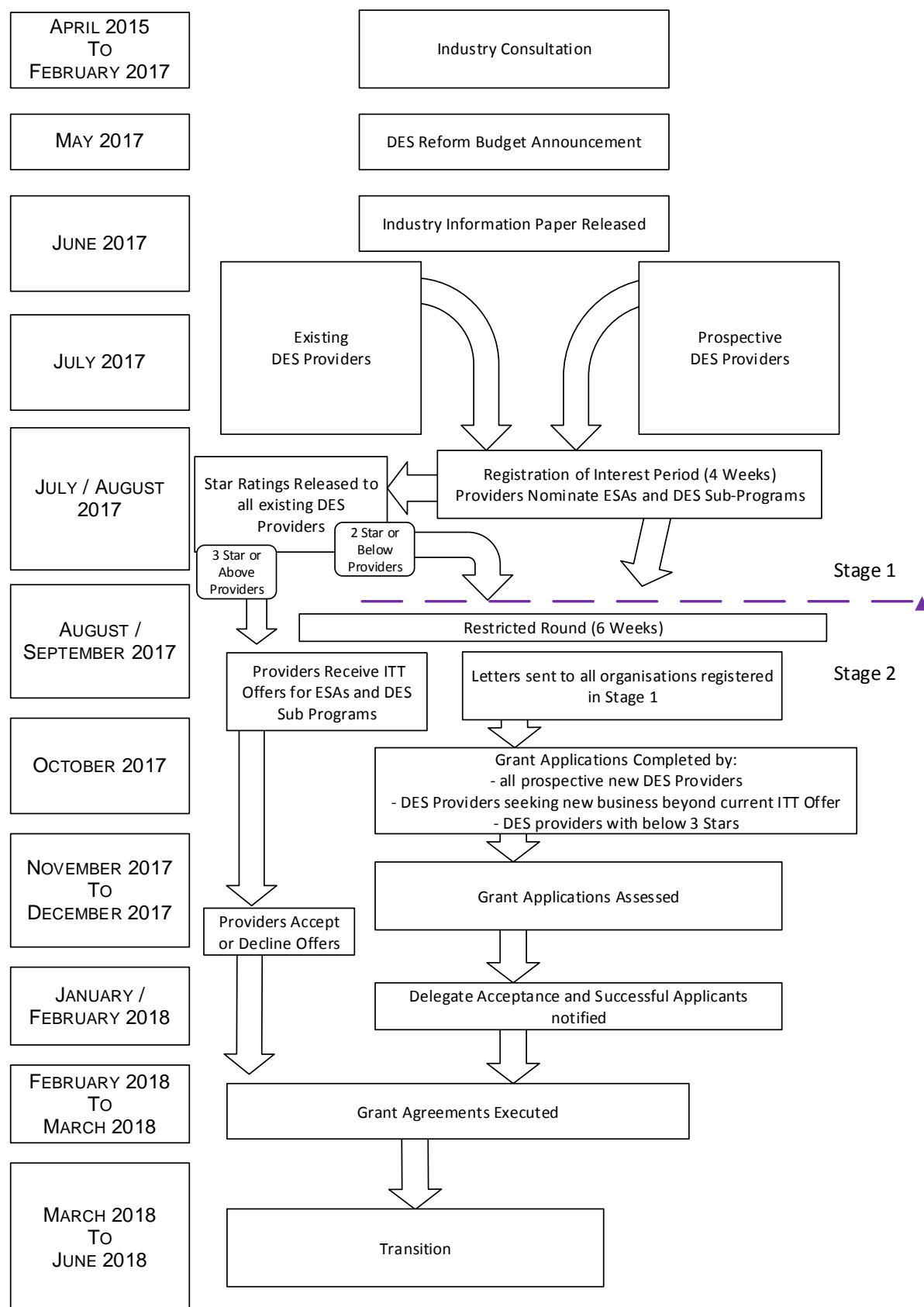
Notes:

- Moderate Intellectual Disability Loading only applies to full outcomes not pathway outcomes and applies in addition to the relevant full outcome payment, where these fees apply to a job of at least 15 hours per week. It is not available for full outcomes relating to Education Outcomes.
- All fees are GST-exclusive.
- A 20 per cent bonus is available for 13 and 26 Week Outcome Fees where a participant is placed into a traineeship or apprenticeship; or achieves an employment outcome related to a Qualifying Training Course.
- DES-DMS Level 5 and DES-ESS Level 5 Participants will be paid at the respective DMS/ESS Level 4 rate for Full and Pathway **Education** Outcomes.

## Visual representation of DES Participant Pathway and Payment Structure



## Appendix 3 - Purchasing Process Diagram



## Glossary

The DES Grant Agreement will include a detailed *Glossary* of DES program terms. The definitions for the terms most frequently used in this Industry Information Paper are set out below. This is an abbreviated list for explanatory purposes only and the DES Grant Agreement will set out the definitive terms.

**4-Week Outcome** means the fee that is payable to a DES provider for a participant who has been placed into employment and has worked at least their Employment Benchmark hours for at least three weeks over a four-week period.

**13-Week Outcome** means that a participant has satisfied the conditions of a Full Outcome or Pathway Outcome for 13 consecutive weeks of **employment** or one semester of a Qualifying Education Course.

**26-Week Outcome** means that a participant has satisfied the conditions of a Full Outcome or Pathway Outcome for 26 consecutive weeks of employment or two semesters of a Qualifying Education Course.

**52-Week Outcome** means the fee payable when a participant has worked their Employment Benchmark hours for 52 weeks since they started their employment.

**Contract** means the unique combination of program (i.e. DES-DMS or DES-ESS), organisation, ESA and specialisation.

**DES Deed** means the deed which sets out the current arrangement for the provision of DES services. A link to the DES Deed is provided in the *Useful Information* section on page 29.

**Disability Management Service or DES-DMS** is a DES service for participants that are assessed as having a disability, injury or health condition but who are not expected to require long term support to maintain their employment.

**Eligible School Leaver** means a Participant who directly registers with the provider and who is seeking to transition from:

- (a) secondary school to post school employment, or
- (b) an Australian state or territory government disability transition to work programme to employment

and has evidence that they:

- (c) attract additional educational funding due to their disability, or
- (d) are receiving Disability Support Pension

in accordance with any Guidelines.

**Education Outcomes** are payable where a participant (other than a Work Assist participant) completes a semester of a Qualifying Education Course.

**Eligible job seeker** is eligible for DES if they:

- have a disability, injury or health condition.
- are aged at least 14 but have not yet attained the Age Pension qualifying age.
- are at or above the minimum legal working age in their state or territory.
- have a future work capacity with intervention of at least eight hours per week.
- are an Australian resident (except where a job seeker is either a Temporary Protection Visa (TPV) holder or a Safe Haven Enterprise Visa (SHEV) holder).
- are not studying full time (unless the job seeker is an Eligible School Leaver).
- are not working at or above their Employment Benchmark hours (not applicable for Work Assist Participants and Australian Disability Enterprise (ADE) participants).

**Employment Assistance** means the program services a participant (other than a Work Assist participant) receives from commencement into the program until Program Review, Ongoing Support or exit from the program. It does not include any Post Placement Support program services that a participant receives.

**Employment Assistance Fund or EAF** means the Australian Government's initiative which provides financial assistance for the costs of work related modifications and the work equipment for people with disability.

**Employment Benchmark** means the number of hours, on average, that a Participant (other than a Work Assist participant) must work each week to achieve a Full Outcome, as identified on the Department's IT system. Participants will have an Employment Benchmark of either 8, 15, 23 or 30 hours per week. The Employment Benchmark is generally based on a Participant's capacity for work within two years with intervention as assessed through an Employment Services Assessment or Job Capacity Assessment, this is also known as a participant's future work capacity.

**Employment Outcomes** are payable where a participant (other than a Work Assist participant) works 13 consecutive weeks or 26 consecutive weeks or 52 consecutive weeks and meets the requirements of a Full Outcome or a Pathway Outcome.

**Employment Service Area or ESA** means a geographical area, identified and displayed in the 'Link to maps of the ESAs under the *Useful Information* section on page 29. Applicant's will be asked to apply for business at the ESA geographical level and DES providers will be expected to provide full coverage of an ESA.

**Employment Services Assessment or ESA<sup>t</sup>** means an independent assessment of a participant's barriers to employment and work capacity.

**Employment Support Service or DES-ESS** is a DES service for participants that are assessed as having a disability, injury or health condition and who are expected to require long term support to maintain their employment.

**Extended Employment Assistance** means the Program Services a participant (other than a Work Assist Participant) may receive for a period of up to 26 weeks after Employment Assistance, which period ends when the Participant starts Ongoing Support, or Exits, whichever occurs first.

**Flexible Ongoing Support** is a level of Ongoing Support that is available to a DES-DMS or DES-ESS participant who needs continuing support to maintain their employment, unsubsidised self-employment, apprenticeship or traineeship, in accordance with any guidelines.

**Full Outcomes** are payable where a participant (other than a Work Assist participant)

- works 13 consecutive weeks or 26 consecutive weeks or 52 consecutive weeks in employment, unsubsidised self-employment, apprenticeship or traineeship and during that time
  - works an average of their Employment Benchmark hours or more each week, or
  - earns sufficient income to cause their basic rate of any income support payment to cease, or
- meets the requirements of an Education Outcome and is
  - 15 to 21 years of age or in an Aboriginal or Torres Strait Islander person, and has not completed Year 12 or equivalent, or
  - a Principal Carer with part-time participation requirements, and is receiving Parenting Payment, Newstart Allowance, Youth Allowance (other) or Special Benefit.

**Generalist Services** means services delivered for all DES participants regardless of the nature of their disability, injury or health condition.

**Grant Agreement** means the contract setting out the mutual obligations relating to the provision of the grant for DES services, based on the existing DES Deed. Applicants appointed to the Panel of DES Providers will be required to sign a Grant Agreement.

**High Ongoing Support** means a level of Ongoing Support that is available to a DES-ESS participant who needs continuing support to maintain their employment, unsubsidised self-employment, apprenticeship or traineeship, in accordance with any guidelines.

**Insufficient Data** means a DES Star Rating result where the contract or outlet does not meet the minimum data requirements for a Star Rating to be calculated. The minimum data requirements are:

- Disability Management Service: A minimum of 20 Participants in the denominator for the 13 Week Full Outcomes measure;
- Employment Support Service A minimum of 20 Participants (combined) in the denominators for the measures:
  - 13 Week Full Outcomes (minimum of 5 Participants).
  - Ongoing support.

**Invitation to Treat or ITT** means the process by which existing DES Providers that are either identified by DSS using the June 2017 Star Ratings as managing 3-Stars or above performing contracts; or where business has been awarded through the 2016/17 DES Business Reallocation process or as a result of a gap-filling arrangement in 2017, will be offered an opportunity to continue delivering the identified services under a new Grant Agreement from 1 July 2018.

**jobactive** is the Australian Government's mainstream employment services system that supports job seekers and employers.

**Job Capacity Assessment** means an independent assessment conducted to determine eligibility for the Disability Support Pension and includes assessment of barriers to employment and work capacity.

**Job Plan** means a plan required under the *Social Security Act 1991* (Cth) that is negotiated by the DES provider and the participant and which sets out an individualised pathway to sustainable employment for the participant.

**Moderate Ongoing Support** means a level of Ongoing Support that is available to a DES-ESS participant who needs continuing support to maintain their employment, unsubsidised self-employment, apprenticeship or traineeship, in accordance with any guidelines.

**National Standards for Disability Services** means a series of standards from the *Disability Services Act 1986* (Cth) for the delivery of disability service and against which all DES providers must be certified within 12 months of the Grant Agreement commencing.

**New Applicant** means an organisation which is currently not delivering DES services under a DES Deed.

**Ongoing Support** means the program services a participant may receive while they are in employment, unsubsidised self-employment, apprenticeship or traineeship, after a 26 Week Employment Outcome or Work Assist Outcome and until they exit DES.

**Ongoing Support Assessment** means an assessment by a contracted Ongoing Support Assessor as to a participant's need for Ongoing Support.

**Outcome Fees** are fees paid to the DES provider for each participant that completes a 4, 13, 26 or 52 Week Outcome.

**Panel of DES Providers** means a panel of organisations that will be established as a result of the Grant application process described in Chapter Three of this Industry Information Paper.

**Pathway Outcomes** - are payable where a participant (other than a Work Assist participant):

- works 13 consecutive weeks or 26 consecutive weeks or 52 consecutive weeks in employment, unsubsidised self-employment, apprenticeship or traineeship and during that time
  - works an average of at least 10 hours but less than 15 hours per week if their Employment Benchmark is 15, or
  - works an average of at least 15 hours but less than 23 hours per week if their Employment Benchmark is 23, or
  - works an average of at least 20 hours but less than 30 hours per week if their Employment Benchmark is 30, or
- meets the requirements of an Education Outcome and is not eligible for a Full Outcome.

**Post-Placement Support** means the Program Services a participant (other than a Work Assist participant) receives, in relation to an Outcome for the period from the Anchor Date and while the participant is working towards an Outcome.

**Qualifying Education Course** means a single qualification course of two or more semesters of full time study that is approved for Austudy, Abstudy or Youth Allowance (Student) purposes.

**Service Fees** are fees paid to the DES provider for each participant while they remain in Employment Assistance.

**Specialist Services** means services delivered for a group of participants with specialist needs under a separate contract catering to that group of participants.

**Star Rating** means the rating system which is used to measure provider performance. Stars range from 1- Star to 5-Stars.

**Supported Wage System** or **SWS** means the Australian Government program that makes provision for eligible people with disability to access a productivity based wage assessment.

**Transition Period** means the period in which the transition of affected participants to new providers will be arranged and effected. It starts following the announcement

of Grant application results and continues until the commencement of the new deed period.

**Wage Subsidy** means a wage subsidy:

(a) paid under the Wage Subsidy Scheme; or

(b) paid under a scheme that offers Commonwealth financial assistance through wage subsidies to employers who employ eligible workers with disability,

and **Wage Subsidies** has an equivalent meaning, where reference is to more than one Wage Subsidy.

**Work Assist** means the program services a Work Assist participant receives from commencement into the program until the participant exits the program or achieves a Work Assist Outcome.

**Work Assist Outcomes** are payable where a Work Assist participant remains in active employment for 26 consecutive weeks.