



**Australian Government**



# **Applying for the Employment Assistance Fund – DES and Workforce Australia Provider Guidelines V 1.2**

## **Disclaimer**

This document is not a stand-alone document and does not contain the entirety of Disability Employment Services (DES) Program Providers', Workforce Australia Providers' or the JobAccess Provider's obligations. It should be read in conjunction with the Disability Employment Services Grant Agreement and any relevant Guidelines or reference material issued by the Department of Social Services (DSS) or the Department of Education, Skills and Employment under or in connection with the Disability Employment Services Grant Agreement or the Workforce Australia Deed.

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# Applying for the Employment Assistance Fund – DES and Workforce Australia Provider Guidelines

## Document Change History

Version	Effective Date	End Date	Change and Location
1.2	1 July 2022		<b>Change:</b> Changed reference from jobactive to Workforce Australia
1.1	9 March 2020	30 June 2022	<b>Change:</b> Changed reference to Department of Employment, Skills, Small and Family Business to Department of Education, Skills and Employment
1.0	1 July 2018	8 March 2020	Original version of document

## Summary

These Guidelines outline a Disability Employment Services (DES) Provider's and Workforce Australia Provider's (hereon referred to as 'Providers') responsibilities and required actions when applying for assistance on behalf of their Participant or their Participant's employer through the Employment Assistance Fund (EAF). These Guidelines should be read in conjunction with the Employment Assistance Fund Guidelines available on the [JobAccess website](#)

## Disability Employment Services Grant Agreement Clauses

Clause 101 Wage Subsidy and Employment Assistance Fund

## Reference documents relevant to these Guidelines

[Employment Assistance Fund Guidelines](#)

Employment Assistance Fund Supporting Document

## Explanatory Note:

Italicised text is a hyperlink to the relevant reference materials.

All capitalised terms have the same meaning as in the Disability Employment Services Grant Agreement and the Employment Assistance Fund Guidelines.

In this document "must" means that compliance is mandatory and "should" means that compliance represents best practice.

In this document "Participant" means both DES Participants and Workforce Australia Participants.

In this document "Provider" means both DES Provider and Workforce Australia Provider.

**Note: This should not be read as a stand-alone document, please refer to the Disability Employment Services Grant Agreement or Workforce Australia Deed, and the Employment Assistance Fund Guidelines.**

## **Objective**

The objective of the Employment Assistance Fund (EAF) is to encourage and support the Employment of people with disability, improve their access to work opportunities, and maximise their capacity and workplace independence.

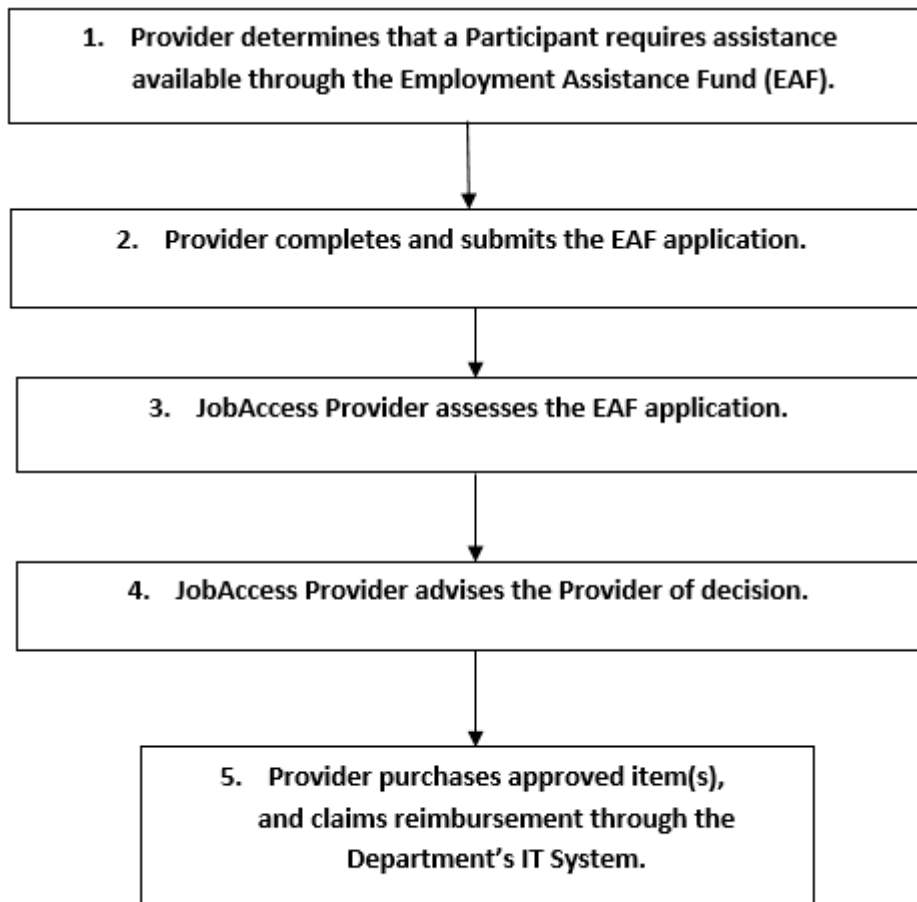
## **Policy intent**

The EAF provides financial assistance to a person with disability or their Employer for workplace modifications, equipment and services that will enable them to undertake their employment duties. It is intended for a person with disability who is currently working or a job seeker who requires work related assistive technology, special work equipment or Auslan interpreting to look for or prepare for a job.

The DES Grant Agreement requires DES Providers to provide Participants with job search assistance. Where appropriate, Service Fees may be used to purchase equipment to support job search activities for the Participant. DES Providers make assessments and use their professional judgement to determine the appropriate type of assistance for an individual job seeker's particular circumstances. This decision also needs to take into consideration available labour market opportunities and the needs of other job seekers they are assisting. In circumstances where the DES Provider is unable to meet the cost of work related assistive technology or special work equipment for a DES Participant looking for or preparing for a job, the DES Provider may submit an EAF Application on behalf of an eligible Participant in accordance with the Employment Assistance Fund Guidelines.

A person does not have to be receiving assistance through a Provider to be able to access the EAF. Employers of people with disability and their employees are able to submit the online EAF application that is available from the [JobAccess website](#)

## Flow Chart – Applying for the Employment Assistance Fund



### Text Version of Flow Chart – Applying for the Employment Assistance Fund (EAF)

1. Provider determines that a Participant requires assistance available through the Employment Assistance Fund
2. Provider completes and submits the online EAF Application Form
3. JobAccess provider assesses the EAF Application
4. JobAccess provider advises Provider of final outcome of EAF Application
5. Provider purchases approved item(s) and claims reimbursement through the Department's IT System.

**Note: This should not be read as a stand-alone document, please refer to the Disability Employment Services Grant Agreement or Workforce Australia Deed, and the Employment Assistance Fund Guidelines.**

# Applying for the Employment Assistance Fund

<b>Who is Responsible:</b>	<b>What is Required:</b>
<p><b>1. The Provider</b></p> <p>Determines that a Participant requires assistance available through the Employment Assistance Fund (EAF).</p>	<p>To be eligible for assistance, a Participant must meet the eligibility criteria specified in the EAF Guidelines. Providers may assist their Participants and their Participants' Employers to identify the need for Modifications and the type of Modification that may be appropriate.</p> <p>Assistance being sought through the EAF must be documented in the Participant's Job Plan.</p> <p>When considering assistance under the EAF and completing the Job Plan, Providers must describe how the requested EAF assistance will overcome the barriers that are being experienced with a new offer of Employment or the Participant's current Employment. This may include consideration of EAF assistance that could improve the Participant's productivity and skills in their current job.</p> <p>A Workforce Australia Provider must not use the EAF and the Employment Fund simultaneously to purchase the same item.</p> <p>EAF assistance is not available for Auslan interpreting services for contacts between the Provider and their Participant. In accordance with Clause 76.1 and Annexure C2 of the DES Grant Agreement and Clause 70 of the Workforce Australia Deed, a Provider must provide access to an interpreter when required.</p>
<p><b>2. The Provider</b></p> <p>Completes and submits the online EAF application form via the <a href="#">JobAccess website</a>.</p>	<p>After it has been identified that EAF may assist a Participant, Providers may submit an EAF Application on behalf of a Participant or the Participant's Employer. In these instances the Provider must make available to the Participant and the Participant's Employer the Employment Assistance Fund Guidelines and make them aware of the terms and conditions of the EAF as set out in the Employment Assistance Fund Guidelines.</p> <p>The Australian Government and the JobAccess Provider are not liable for any misinformation given to any person by a Provider in relation to the provision of EAF assistance.</p> <p>The Provider completes the EAF Application found on the <a href="#">JobAccess website</a>.</p> <p>The Provider must ensure that all relevant documentary evidence is collected prior to submitting the EAF Application. Documentary evidence requirements are outlined in the Employment Assistance Fund Guidelines.</p> <p>As a DES Participant's disability and residency status are confirmed as part of DES registration, a DES Provider is not required to submit documentary evidence with the EAF Application in relation to eligibility criteria 1 and 3 outlined in the Employment Assistance Fund Guidelines.</p>

	<p>When applying for EAF assistance on behalf of a Participant, Providers must comply with all of their respective obligations under the relevant Grant Agreement and guidelines.</p> <p>When a Provider makes an EAF Application for assistance on behalf of an Employer or Participant, they are not acting as an agent of the Australian Government or the JobAccess Provider. They must not make commitments about approval of funding.</p> <p>Assistance through EAF is not available for Modifications that have been purchased prior to the EAF application being submitted or prior to approval from the JobAccess Provider.</p>
<p><b>3. JobAccess Provider</b></p> <p>Assesses the EAF application</p>	<p>The JobAccess Provider will refer the EAF Application to a Workplace Modifications Assessor from the National Panel of Assessors if:</p> <ul style="list-style-type: none"> <li>• the Provider has requested an assessment;</li> <li>• the indicative cost of the workplace modifications item(s) is \$10,000 or greater; or</li> <li>• the information in the EAF Application is ambiguous and cannot be clarified with the Provider.</li> </ul>
<p><b>4. JobAccess Provider</b></p> <p>Advises the Provider of decision</p>	<p>Providers will be advised whether the EAF Application is approved or rejected following consideration of all required documentation and in accordance with the EAF Guidelines.</p> <p>If the EAF Application is rejected, the Provider will be advised of the reasons. The Provider may seek a review of the decision in accordance with the EAF Guidelines.</p>
<p><b>5. The Provider</b></p> <p>Purchases approved item(s) and claims Reimbursement through the Department of Education, Skills and Employment' IT System</p>	<p><b>Payments</b></p> <p>EAF reimbursements will be available to Providers through the Department of Education, Skills and Employment' IT System.</p> <p>After the JobAccess Provider has approved the EAF Application and advised the approval in writing, the Provider may proceed to purchase the approved item(s) and claim reimbursement through the Department of Education, Skills and Employment' IT System.</p> <p><b>Documentary Evidence</b></p> <p>Providers requesting reimbursement must ensure that an individual EAF Application File is created for each EAF Application. The EAF Application File must be used to retain all documents relating to the assistance purchased.</p> <p>The EAF Application File must contain, as a minimum, copies of:</p> <ul style="list-style-type: none"> <li>(a) the relevant sections of the approved Job Plan(s) of the Participant who is the subject of the EAF Application;</li> <li>(b) the completed EAF Application form;</li> <li>(c) quotations obtained and any technical/descriptive information on items requested;</li> <li>(d) evidence of expenditure, supplier receipts and Tax Invoices for each item of assistance purchased;</li> </ul>

	<ul style="list-style-type: none"><li>(e) a declaration from the Applicant or the Participant who is the subject of the EAF Application that the assistance has been implemented;</li><li>(f) the 13 week Post Implementation EAF Outcomes Survey, where completed;</li><li>(g) any other documents required under the Provider’s agreement with DSS; and</li><li>(h) the written agreement of the parties affected by the Modification in relation to ownership of the Modification. This does not include Auslan interpreting services and workplace assistance and support services.</li></ul> <p>Providers must retain sufficient documentary evidence to prove their claims for payment under the EAF for such period under their respective agreements with DSS. Providers must, if requested by DSS or DJSB within 10 Business Days of DSS’s request, provide the documentary evidence referred to in Section 8 of the Employment Assistance Fund Guidelines to DSS’ or DJSB’s satisfaction.</p> <p><b>Conflict of Interest</b></p> <p>If a conflict of interest arises, or is likely to arise, and the Provider fails to notify DSS or the JobAccess Provider, or is unable or unwilling to resolve or deal with the conflict as reasonably required by DSS or the JobAccess Provider, DSS may exclude a Provider from access to EAF in the future.</p> <p><b>Fraud</b></p> <p>The <i>Criminal Code Act 1995</i> (Cth), provides that offences involving fraudulent conduct against the Commonwealth are punishable by penalties including imprisonment.</p> <p>Where a Provider suspects potential fraud in connection with applying for, or receiving EAF assistance, that person must refer the matter immediately to the JobAccess Provider for investigation and action as appropriate.</p> <p><b>Recovery</b></p> <p>Any recovery of payments from Providers will be managed by DSS.</p>
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