



Australian Government



Ongoing Support Assessment Guidelines

V1.5

Disclaimer

This document is not a stand-alone document and does not contain the entirety of Disability Employment Services Providers' 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 under or in connection with the Disability Employment Services Grant Agreement.

Table of Contents

Ongoing Support Assessment Guidelines V1.5	1
<i>Table of Contents</i>	2
Document Change History	3
Background	3
Disability Employment National Panel of Assessors Program Grant Agreement Clauses:	4
Disability Employment Services Grant Agreement Clauses:	4
Reference documents relevant to this Guideline:	4
Explanatory Note:	4
Ongoing Support Assessment Guidelines	5
Claiming Ongoing Support Assessment Fees	14
Appendix A - Documentary Evidence for Ongoing Support File Assessments	15
Appendix B - Checklist for Ongoing Support Assessors	16
Appendix C – Informing the Participant of the Ongoing Support Assessment Interview	22
Appendix D – Informing the Employer of the Ongoing Support Assessment Interview	24

Ongoing Support Assessment Guidelines

Document Change History

Version	Effective Date	End Date	Change & Location
1.5	2 May 2022		Removal of Appendix C Ongoing Support Assessor advice - Assessing evidence of assistance purchased translating to hours of support. This is available on the provider portal as a standalone version. Amended Appendix D to C and Appendix E to D.
1.4	9 March 2020	1 May 2022	Amended to reflect the OSA due date extension ESSWeb enhancement being implemented 7 March 2020.
1.3	1 July 2019	8 March 2020	Amended to include location of OSA Work Orders in the Department's IT system. Amended payment rate references for Ongoing Support Assessment to refer to relevant NPA Grant Agreement clauses.
1.2	4 March 2019	30 June 2019	Amended to clarify that assessors should cite file evidence in the last six months when assessing Ongoing Support needs for Participants that have achieved a 26-week Employment outcome with an anchor date on or after 1 July 2018. (Refer to Appendix A Documentary Evidence for Ongoing Support File Assessments).
1.1	3 December 2018	3 March 2019	Amended to include contact details for the Department's Assessment Team for requests in relation to OSA extensions and cancellations. Updated the term Account Manager to Relationship Manager.
1	1 July 2018	2 December 2018	Original version of document

Background

This Guideline outline the responsibilities and required actions of a Disability Employment National Panel of Assessors provider or (Ongoing Support Assessor)' to complete an Ongoing Support Assessment (OSA) for a Disability Management Service or Employment Support Service Participant.

This Guideline also outlines an Ongoing Support Assessor's responsibilities and required actions in regards to claiming OSA Fees.

Once a Participant has achieved a 26 week Employment outcome, the DES provider determines if the Participant requires Ongoing Support. Ongoing Support Assessors will be required to complete an OSA and independently assess the Ongoing Support needs of Participants where a Disability Employment Services Program provider '(DES provider)' determines that a Participant is likely to

need Ongoing Support in the workplace to retain their job and where:

- the Provider moves a Participant into Ongoing Support following a 26-week Employment Outcome (for Participants with an Anchor Date on or after 1 July 2018);
- the Participant has achieved a 52 Week Employment Outcome and requires Ongoing Support (for Participants with an Anchor Date on or after 1 July 2018);
- the Participant in Ongoing Support has worked 52 weeks in employment from the Anchor Date (for Participants with an Anchor Date prior to 1 July 2018);
- a Work Assist Participant has achieved a 26-week Outcome and requires Ongoing Support;
- it has been 52 or 78 weeks since the Participant's last OSA, or
- a change in circumstances means that a Participant may need a higher level of Ongoing Support than identified in the Participant's last OSA.

Referral for an OSA is completed in the Department's IT Systems.

Disability Employment National Panel of Assessors Program Grant Agreement Clauses:

Clause 4 – Formation of Grant Agreements

Clause 7 – Conduct of Assessments

Clause 11 – Provider's responsibility

Clause 17 – General

Clause 18 – Evidence to support claims for payment

Clause 57 - Conflict of Interest

Clause 74 - OSA Services

Clause 75 - OSA Assessments

Clause 76 - OSA Assessment Reports

Clause 77 – OSA Payments

Disability Employment Services Grant Agreement Clauses:

Clause 86 – Disputed Assessments

Clause 118 – Work Assist Participants

Clause 121 – Entry to Ongoing Support

Clause 122 - Participant Eligibility to receive Ongoing Support

Clause 123 – Obligation to provide Ongoing Support

Clause 124 – Limitations on Disability Employment Services – Disability Management Service Ongoing Support

Clause 125 – Provider Exit from Ongoing Support

Clause 126 – Reviews of Ongoing Support

Clause 127 – Changing the level of Ongoing Support for Disability Employment Services – Employment Support Service Participants

Clause 129 – Change of Circumstances Reassessment during Ongoing Support

Clause 139 – Exits

Reference documents relevant to this Guideline:

Ongoing Support Guidelines

Ongoing Support Assessment Allocation Guidelines

Explanatory Note:

All capitalised terms have the same meaning as in Disability Employment Services Grant Agreement. In this document, "must" means that compliance is mandatory and "should" means that compliance represents best practice.

Ongoing Support Assessment Guidelines

Who is Responsible:	What is Required:
<p>1. Ongoing Support Assessor</p> <p>The Ongoing Support Assessor is notified of an OSA Work Order and chooses to accept or reject the Work Order</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clause References:</i></p> <ul style="list-style-type: none"> • Clause 4.4 • Clause 57 • Clause 74.1 	<p>Once a Work Order for an OSA has been allocated in the Departments' IT Systems, the Work Order will appear on a list for the Ongoing Support Assessor to determine whether or not to accept. Things to consider include:</p> <ul style="list-style-type: none"> • The assessor's capacity – i.e. whether or not the assessor is available to do the assessment; • Conflict of interest issues. <ul style="list-style-type: none"> • If the Ongoing Support Assessor accepts the Work Order for an OSA Proceed to Step 2. • If the Ongoing Support Assessor rejects the Work Order for an OSA Proceed to Step 3
<p>2. Ongoing Support Assessor</p> <p>The Ongoing Support Assessor accepts the Work Order for an OSA</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clause References:</i></p> <ul style="list-style-type: none"> • Clause 4.1 • Clause 4.4 (a) • Clause 76.1 	<p>The Ongoing Support Assessor accepts the Work Order for an OSA on the Department's IT Systems within one day of receiving it.</p> <p>An OSA is allocated via a Work Order on the Department's IT System. The OSA Work Orders can be found in the Department's IT system in the NPA context under the Job Seeker>Ongoing Support>Assessment Search menu. The Contact Person, who has the authority to accept a Work Order, selects from a list of Work Orders for OSAs allocated in the Department's IT Systems and accepts the Work Order. Once the Contact Person accepts the Work Order, a Contract to perform the Services is formed between the Department and the provider.</p> <p>The due date for undertaking an OSA is specified in the Work Order. The due date is normally set at :</p> <ul style="list-style-type: none"> • Four weeks from when the Participant first enters Ongoing Support (for Participants with an Anchor Date on or after 1 July 2018), • 52 weeks since the Anchor date of a 26-week Employment Outcome (for Participants with an Anchor Date on or before 30 June 2018); or • 52 weeks from last OSA; or • 78 weeks from last OSA in some cases; or • Two weeks from approval of a Work Assist 26 Week Outcome; or • Two weeks from allocation of an OSA due to Change in Circumstances. <p>OSA Due Date Extension</p> <p>Once the NPA Provider has accepted the Work Order and assigned the Work Order to an Assessor (in the Assessor panel in ESSWeb), if required the OSA Due Date can be extended once only from the current system date up to a period of 28 calendar days in the future.</p>

Who is Responsible:	What is Required:
	<p>The OSA Due Date Extension reason must be selected. There are three options to select from including:</p> <ul style="list-style-type: none"> • Employer unavailable, or • DES Provider unavailable, or • Participant unavailable <p>Please refer to the <i>IT System Allocation of Ongoing Support Assessments in the Ongoing Support Assessment Allocation Guidelines</i> for more information about how the system determines the OSA due date.</p> <ul style="list-style-type: none"> • Proceed to Step 4.
<p>3. Ongoing Support Assessor</p> <p>The Ongoing Support Assessor rejects the Work Order for an OSA</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clause References:</i></p> <ul style="list-style-type: none"> • Clause 4.3 • Clause 4.4 (b) 	<p>The Ongoing Support Assessor rejects the Work Order for an OSA on the Department’s IT Systems within one day of receiving it.</p> <p>Note: Where a Work Order is rejected, the Ongoing Support Assessor will be required to give a reason – for example, “conflict of interest”. The Department will monitor the number and reasons for rejections, and may take this information into account in decisions to provide future OSA Allocations.</p> <p>The Ongoing Support Assessors update the Department’s IT Systems to indicate their availability to undertake OSAs. Refer to the Ongoing Support Assessment Allocation Guidelines and the OSA IT Demonstration on the Learning Centre.</p> <ul style="list-style-type: none"> • Ongoing Support Assessor rejects the OSA Allocation. Refer to Ongoing Support Assessment Allocation Guidelines. End of Process.
<p>4. Ongoing Support Assessor</p> <p>Contacts the DES provider to arrange an interview</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clauses References:</i></p> <ul style="list-style-type: none"> • Clause 75.1(a) • Clause 75.1 (d) 	<p>The Ongoing Support Assessor should contact the DES provider currently supporting the Participant to arrange an OSA interview. The Ongoing Support Assessor should:</p> <ul style="list-style-type: none"> • advise the DES provider of the need to see any documentation that relates to the frequency, amount in hours and specific details of the type of support, including assistance purchased internally and externally from third party providers (<i>refer to Ongoing Support Guidelines</i>), by the DES provider that has been provided to the Participant since the Employment Placement (or since the last OSA); and • arrange an interview time and place with the DES provider. This would normally be at the DES provider site to allow easy access to the relevant files and records; and • coordinate with the Provider to arrange an interview time and place with the Participant and to facilitate introductions to the Employer if permission is given by the Participant to contact the Employer; and • determine if the Participant needs assistance with the interview – for example requires an interpreter; and • advise the Department if there is a conflict of interest.

Who is Responsible:	What is Required:
<p>5. Ongoing Support Assessor and/or DES provider</p> <p>Contacts the Participant to arrange an interview</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 75.1 (b) 	<p>Note: DES providers can also notify the Department of a conflict of interest at any time.</p> <p>The outcome of the discussion in Step 4 will determine the most appropriate approach for contacting the Participant to arrange an OSA Interview. It is important that both the Ongoing Support Assessor and DES provider work together to ensure the Participant is comfortable with the OSA process.</p> <p>Ideally, both the Ongoing Support Assessor and the Provider will arrange a conference call to contact the Participant together.</p> <p>Alternatively, the Ongoing Support Assessor or DES provider should contact the Participant to arrange an OSA interview. The discussion with the Participant should include the following:</p> <ul style="list-style-type: none"> • explain the purpose and benefits of participating in the OSA; • find out if the Participant: <ul style="list-style-type: none"> ○ wants anyone else to be present at the interview – for example, an advocate or family member; ○ gives permission for the Ongoing Support Assessor to undertake the workplace component of the assessment, including interviewing the Participant’s employer; • arrange the time, date and location of the interview. <p>Note: It is expected that the vast majority of OSAs will include all elements of the assessment.</p> <p>If it is apparent that to interview the Participant would be detrimental to their well-being, a nominee or advocate can be interviewed. In cases where no advocate or nominee is possible, other documentary evidence to substantiate the Participant’s valid refusal to be interviewed can be documented. The nominee or advocate interview, and/or the assessment of documentary evidence on file, can be used to complete the Participant interview section of the Assessment Report.</p> <p>The Participant interview should normally occur in the Participant’s workplace. However, if this is not possible, the interview may be in conjunction with the provider interview at the DES provider site, or at another mutually agreed location where the Participant’s privacy is maintained.</p> <p>Every effort must be made to contact the Participant to arrange an interview by the Assessment due date. If the Participant is unable to be contacted, the DES provider should advise the Ongoing Support Assessor.</p> <p>If it is clear that the Participant is not contactable for an interview then the Ongoing Support Assessor should record details of failure to contact the Participant, in the Participant Report section of the OSA. The Provider should also contact the Department’s Assessment Team on 1800 065 123 to request that the Assessment be cancelled. After verifying that appropriate steps have been taken to attempt contact with the Participant, the Assessment Team may cancel the Assessment.</p> <ul style="list-style-type: none"> • If Participant is not contactable and assessment is cancelled. End of Process.

Who is Responsible:	What is Required:
	<ul style="list-style-type: none"> • If Participant has given permission to contact their Employer, Proceed to Step 6. • If the Participant has not given permission to contact their Employer, Proceed to Step 7.
<p>6.Ongoing Support Assessor or the Provider</p> <p>Contacts the Employer (only if permission is given) to arrange a workplace visit interview</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 75.1 (c) 	<p>If the Participant has given permission to undertake the workplace component of the OSA, either the DES provider or the Ongoing Support Assessor should contact the Employer to arrange an interview. The employer contact should be the most appropriate person, for example, the Participant’s manager or the DES provider’s main contact. The Ongoing Support Assessor should:</p> <ul style="list-style-type: none"> • explain the purpose of the OSA; • seek the employer’s agreement to the workplace component of the OSA; • arrange the time, date and location of the workplace visit and interview. Where possible, this should be done at the same time as the Participant interview. <p>It is expected that the vast majority of OSAs will include all elements of the assessment. However the Employer interview and/or workplace assessment can be excluded from the assessment if:</p> <ul style="list-style-type: none"> • The Employer or Participant do not agree to an employer interview and/or workplace assessment; • The Participant is self-employed. <p>If an element is to be excluded for any other reason then the Ongoing Support Assessor must seek permission from their Relationship Manager/ or the Relationship Manager’s delegate, and document the details in the OSA report.</p>
<p>7. Ongoing Support Assessor</p> <p>Conducts the DES provider interview.</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 75.1 (a) 	<p>At the interview with the DES provider, the Ongoing Support Assessor should refer to <i>Appendix A</i> and discuss the checklist at <i>Appendix B</i> so that it may be documented in the OSA report. The Participant’s working hours must be completed in the working hours field in the OSA Report in the Department’s IT Systems.</p> <p>Participants that commence in Ongoing Support after 1 July 2018 must work on average, at least eight hours work a week to maintain entitlement to receive Ongoing Support. Participants that were receiving Ongoing Support prior to 1 July 2018 do not need to meet this requirement.</p> <p>The Ongoing Support Assessor should also review any relevant documentary evidence provided by the DES provider that outlines the frequency, amount in hours and specific details of the type of support including support purchased internally and externally from third party providers that has been provided to the Participant.</p> <p>File Assessment Summary</p> <p>Please refer to <i>Appendix A - Documentary Evidence for Ongoing Support File Assessments</i> for examples of documentary evidence that should be considered.</p> <p>Where the assistance has been purchased by the DES provider the Ongoing Support Assessor should refer to Ongoing Support Assessor</p>

Who is Responsible:	What is Required:
	<p>advice – Please refer to the standalone form available on the provider portal - Assessing evidence of assistance purchased translating to hours of support.</p> <p>If the above information is absent from the file, assessors should note this in the OSA report.</p>
<p>8. Ongoing Support Assessor</p> <p>Conducts the Participant interview</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clauses References:</i></p> <ul style="list-style-type: none"> • Clause 75.1 (b) • Clause 75.1 (d) 	<p>At the interview with the Participant and advocate (if present), the Ongoing Support Assessor should discuss the checklist at <i>Appendix B</i> so that it may be documented in the OSA report: The Participant’s working hours must be completed in the working hours field in the OSA Report in the Department’s IT Systems.</p> <p>If the Participant does not attend the interview, every effort must be made to contact the Participant to arrange another interview. If the Participant is unable to be contacted, the Ongoing Support Assessor should contact the DES provider for assistance.</p> <p>If it is clear that the Participant will not or cannot attend an interview then the Ongoing Support Assessor should use the Department’s IT Systems to record this against the Participant interview details, and request the Department cancel the Assessment.</p>
<p>9. Ongoing Support Assessor</p> <p>Conducts the Employer interview</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clauses References:</i></p> <ul style="list-style-type: none"> • Clause 75.1 (c) • Clause 75.2 	<p>At the workplace visit and interview with the Employer, the Ongoing Support Assessor should discuss the checklist at <i>Appendix B</i> so that it may be documented in the OSA report. The Participant’s working hours must be completed in the working hours field in the OSA Report in the Department’s IT Systems, where the Participant has given permission to contact the employer and the employer has agreed to the interview.</p> <p>In conducting the workplace assessment, the Ongoing Support Assessor should observe the following:</p> <ul style="list-style-type: none"> • Tasks the Participant undertakes; • Support, if any, the Participant requires to complete those tasks; • Support, if any, provided by co-workers; • Training received/required, including any training or education of co-workers; • Workplace modifications applied or required to make the tasks easier; and • The Participant’s confidence in the workplace. <p>Note: The Ongoing Support Assessor should observe the Participant in the workplace to ascertain the level of current support required.</p>
<p>10. Ongoing Support Assessor</p> <p>Compiles and completes OSA Report and submits through the Department’s IT Systems</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clauses References:</i></p>	<p>Once the OSA interviews are completed, the Ongoing Support Assessor will compile all relevant information into a detailed report.</p> <p>This information is used to determine a recommendation of the Ongoing Support needs of the Participant.</p>

Who is Responsible:	What is Required:
<ul style="list-style-type: none"> • Clause 75.3 • Clause 76.1 	<p>The recommendation will be for one of the following:</p> <ul style="list-style-type: none"> • Post-Placement Support (no Ongoing Support required, and the Participant is working toward a 52-week Outcome); • Exit (no Ongoing Support required, and the Participant has achieved a 52-week outcome); • Flexible Ongoing Support; • Moderate Ongoing Support – (for Employment Support Service Participants only); or • High Ongoing Support – (for Employment Support Service Participants only). <p>Note: Participants with an Anchor Date before 1 July 2018 cannot return to Post Placement Support after entering Ongoing Support. For these Participants, the OSA will recommend the Participant to stay in Ongoing Support (at the current level or a different level) or Exit.</p> <p>In undertaking an OSA, Assessors are required to consider all relevant evidence and documentation to make an independent and balanced recommendation of each Participant’s future ongoing support requirements. The following can be used as a guide to assist providers to assess the appropriate level of Ongoing Support.</p> <p>The OSA may recommend the Participant to Exit the program if they are found ineligible for Ongoing Support (for example, the Participant is not working on average, at least eight hours a week).</p> <p>No Ongoing Support required</p> <p>The Participant’s requirements for support while in Post Placement Support, or since their last OSA were:</p> <ul style="list-style-type: none"> • Little or no support required. <p>Flexible Ongoing Support (Disability Management Service or Employment Support Service Participants)</p> <ul style="list-style-type: none"> • Sporadic support in short bursts • Episodic instances • Irregular in nature • At least four but less than a total of 25 hours of Support in the last six months. <p>Moderate Ongoing Support (Employment Support Service Participants only)</p> <p>The Participant’s requirements for support while in Post Placement Support, or during the period since their previous OSA was conducted, whichever is later, were:</p> <ul style="list-style-type: none"> • Regular and ongoing, and • At least six contacts in the last three months, or Between 25 and 42 hours of Support in the last six months. <p>High Ongoing Support (Employment Support Service Participants only)</p>

Who is Responsible:	What is Required:
	<p>The Participant’s requirements for support while in Post Placement Support, or during the period since their previous OSA was conducted, whichever is later, were:</p> <ul style="list-style-type: none"> • Regular and ongoing, • Significant support either in hours or intensity, and • At least twelve contacts in the last three months, or More than 42 hours of Support in the last six months. <p>Where the Assessor recommends Moderate or High Ongoing Support for a Disability Management Service (DMS) Participant, the Provider must move the Participant to Employment Support Service (ESS) and deliver the recommended Ongoing Support level at the next regular contact. If the Provider does not deliver ESS, they must transfer the Participant to an ESS Provider.</p> <p>Purchased assistance and hours of Ongoing Support</p> <p>Personalised and appropriate assistance purchased internally and externally by DES Providers can be considered towards the Participant’s hours of Ongoing Support. The purchased assistance must directly relate to maintaining the Participant’s employment. Refer to standalone form on the provider portal– Ongoing Support Assessor advice – Assessing evidence of assistance purchased translating to hours of support.</p> <p>Please refer to the <i>Ongoing Support Guidelines</i> for more information about each of the recommendations.</p> <p>The Ongoing Support Assessor must complete and submit the OSA Report to the Department using the Department’s IT Systems, within seven days of completion of the Assessment, or by the Assessment due date specified in the Work Order, whichever is the earlier.</p> <ul style="list-style-type: none"> • End of Process.
<p>11. The Provider</p> <p>Views the full report available through the Department’s IT Systems</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clause Reference:</i></p> <ul style="list-style-type: none"> • Clause 76 	<p>When the OSA Report is submitted, the DES provider is notified of the recommendation via the Noticeboard in the Department’s IT Systems.</p> <p>The completed OSA Report will be available to the DES provider to view in the Department’s IT Systems.</p> <ul style="list-style-type: none"> • If the OSA Report is considered by the Department not to be of sufficient standard, Proceed to Step 12. • If the OSA Report is disputed by the Participant or DES provider, Proceed to Step 13. • If the OSA Report is to be actioned, Proceed to Step 14.
<p>12. The Department</p> <p>Determines the OSA Report is not of sufficient standard and requests revised report</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clauses References:</i></p>	<p>As part of the evaluation and management of Ongoing Support Assessor performance, the Department will review samples of OSA Reports. Reports may also be reviewed by the Department in response to feedback.</p> <p>If the Department considers an OSA Report is not of sufficient standard, the Ongoing Support Assessor may be required to resubmit a revised report within five Business Days of the request from the Department.</p> <p>Examples of an inadequate OSA Report may include:</p>

Who is Responsible:	What is Required:
<ul style="list-style-type: none"> • Clause 7.2 • Clause 76.2 	<ul style="list-style-type: none"> • Information that is factually incorrect; • Inadequate detail to indicate that appropriate interviews were attempted/undertaken; • Details that do not substantiate the recommendation. <p>If the Department requests an OSA Report to be resubmitted, the report status will be updated to “In Review” and record in the report the reason why the report is not of sufficient standard.</p> <p>The Ongoing Support Assessor must amend and resubmit the OSA Report. The Recommendation Summary section of the report should be updated to indicate that the report was reviewed, and to summarise the changes made as a result of the review.</p> <ul style="list-style-type: none"> • Proceed to Step 7.
<p>13. The Participant or Provider</p> <p>Disputes the OSA Report</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement</i></p> <p>Clause Reference:</p> <ul style="list-style-type: none"> • Clause 7.3 	<p>Disputing an OSA Report</p> <p>Where a Participant or DES provider considers that the content or recommendation of an OSA Report is not appropriate, the matter should be raised with the Ongoing Support Assessor as soon as possible to give the assessor the opportunity to amend their report.</p> <p>Straightforward matters such as correction of inaccuracies in spelling, names and descriptions of type of assistance etc., should be communicated and corrected at report completion stage. For more complex issues, for example, if new or further information becomes available, details of the reason for review of the OSA Report should be provided in writing to the Ongoing Support Assessor within 28 days of report completion.</p> <p>If within 28 days of report completion, additional information becomes available that is likely to change the OSA report recommendation, this information should be provided to the Ongoing Support Assessor who completed the OSA report.</p> <p>A ‘Change of Circumstances’ OSA should only be initiated if new information becomes available beyond this 28 day period, that the DES provider believes will require an increase to the level of Ongoing Support currently recommended for the Participant.</p> <p>The process for disputing an OSA Report is as follows:</p> <ul style="list-style-type: none"> • In the first instance, the Participant or DES provider should contact the Ongoing Support Assessor (the contact details of the Ongoing Support Assessor are included in the OSA report) and explain their view, presenting the reasons and evidence for questioning the report. • The Ongoing Support Assessor should consider the information provided by the Participant or DES provider, and what amendments to the OSA report may be required. • If the Ongoing Support Assessor considers that changes to the OSA Report are required, the Ongoing Support Assessor should contact the Assessment Team to request that the OSA Report status is set to “In Review”.

Who is Responsible:	What is Required:
	<ul style="list-style-type: none"> • The Ongoing Support Assessor should then update the Recommendation Summary section of the OSA Report to include: <ul style="list-style-type: none"> ○ why the review was requested by the Participant or DES provider. ○ the review outcome, including a summary of the changes required to the report as a result of the review. • The Ongoing Support Assessor should make any other necessary amendments to the OSA Report, including a change to the recommendation if appropriate, and resubmit the report within five Business Days of the dispute being raised. <p>Where the dispute outcome is not accepted by the DES provider and there is new evidence available, which the Ongoing Support Assessor did not consider, a written request can be referred to the Relationship Manager to review and determine an outcome. The written request for review must include documentation of the DES provider’s and the Ongoing Support Assessor’s efforts to resolve the disputed issues and the reasons given by each party to support their recommendation.</p> <p>The Department will endeavour to review all disputes received within 28 business days and will notify each party of the outcome of the request for review of a disputed OSA.</p> <ul style="list-style-type: none"> • Proceed to Step 10
<p>14 The Provider Actions OSA Report</p>	<p>The OSA Report recommendation is actioned, in accordance with the <i>Ongoing Support Guidelines</i>.</p> <ul style="list-style-type: none"> • End of Process

Claiming Ongoing Support Assessment Fees

Who is Responsible:	What is Required:
<p>1. The Department's IT Systems</p> <p>The IT Systems generate an Ongoing Support Assessment Fee Claim after the Ongoing Support Assessor submits an Ongoing Support Assessment Report on the Department's Systems.</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clauses References:</i></p> <ul style="list-style-type: none"> • Clause 76 • Clause 77 	<p>Upon lodgement of a completed Ongoing Support Assessment Report, the Department's IT Systems will display the associated Ongoing Support Assessment Fee claim on the <i>Job Seeker Payments</i> screen or the <i>Site Payments</i> Screen.</p>
<p>2. Ongoing Support Assessor</p> <p>Ongoing Support Assessor checks available Ongoing Support Assessment claims on the Department's IT Systems.</p> <p><i>Disability Employment National Panel of Assessors Program Grant Agreement Clauses References:</i></p> <ul style="list-style-type: none"> • Clause 17 • Clause 18 • Clause 77.1 	<p>The Ongoing Support Assessor checks the relevant Ongoing Support Assessment Fee claims, available on the <i>Job Seeker Payments</i> screen or the <i>Site Payments</i> screen to determine which claim can be lodged.</p> <p>On the <i>Site Payments</i> screen, each Ongoing Support Assessment Fee claim will display the Ongoing Support Assessment Fee payable for each relevant Assessment ID.</p> <p>The National Panel of Assessors provider will be entitled to be paid the Ongoing Support Assessment Fee in accordance with the rate in clause 77 of the NPA Grant Agreement.</p> <p>The Ongoing Support Assessor must retain sufficient documentary evidence of entitlement to payment of Ongoing Support Assessment Fees.</p>
<p>3. Ongoing Support Assessor</p> <p>Ongoing Support Assessor submits claim for Ongoing Support Assessment Fee</p>	<p>Once satisfied that a claim can be submitted. The Ongoing Support Assessor submits the claim on the Department's IT Systems. The IT Systems will display a Tax Invoice for the available Ongoing Support Assessment Fee. The Ongoing Support Assessor can then submit the Tax Invoice.</p>
<p>4. The Department's IT Systems</p> <p>The IT Systems process the payment when the Tax Invoice is submitted by the Ongoing Support Assessor.</p>	<p>The Department's IT Systems will process the Tax Invoice and make the payment(s).</p> <p>The Department will pay the Ongoing Support Assessment Fee to the Ongoing Support Assessor on the next scheduled fortnightly payment date. Each Ongoing Support Assessor will have a fortnightly payment cycle in place with the Department, the start and end of which is determined by the Department.</p> <p>Note: The cut-off point each fortnight for submitting the Tax Invoice is the Friday before the Ongoing Support Assessor's payment day. Submitting by this day will ensure payment is made to the Ongoing Support Assessor in that fortnightly payment.</p> <p style="text-align: right;">➤ End of process</p>

Appendix A - Documentary Evidence for Ongoing Support File Assessments

DES providers need to retain documents that support the level of Ongoing Support provided to the Participant and that could be considered relevant to an Ongoing Support Assessment.

All relevant evidence provided should be considered by the Ongoing Support Assessor to determine the Ongoing Support level recommendation. There are no pre-determined weightings.

At a minimum the evidence that assessors should cite from the DES Participant's file includes:

- details of the frequency of support
- number of contacts
- amount in hours of support, and
- specific support strategies organised, delivered or purchased internally or externally from third party providers, by the DES provider (excluding items claimed under the Employment Assistance Fund and Work Based Personal Assistance):
 - in the last 6 months for Participants that have achieved a 26-week Employment outcome with an anchor date on or after 1 July 2018 and
 - in the last 12 months for other Participantsto address identified vocational and non-vocational barriers that directly related to maintaining their employment.

Information from the Department's IT Systems could include (but is not limited to):

- Details of instances of Flexible Ongoing Support
- Details of contacts recorded, including the date, time and method of contact
- Support provided by the DES provider in response to issues raised during these contacts
- Details of the Participant's Employment Pathway Plan/Job Plan.

Other evidence supplied could include (but is not limited to):

- Reports and assessments from doctors or other professionals
- Invoices and receipts
- File assessments completed by the DES provider
- Observation records
- Information from interviews with the Participant, and/or other stakeholders including parents, advocates, employers and supervisors
- File notes that detail the date and time of each interview or phone conversation, including the reason for the contact
- File notes that detail the progress made by the Participant to overcome past barriers to working independently since job placement or the last OSA
- Templates developed by DES providers to collect and record documentary evidence to support Ongoing Support Assessments (the use of such templates contributes to the consistency of evidence collection).

Appendix B - Checklist for Ongoing Support Assessors

This checklist is designed to assist National Panel of Assessors to complete their Ongoing Support Assessment Grant Agreement requirements. This checklist should not be considered exhaustive. Your Relationship Manager may request that you undertake other functions. This checklist should be read in conjunction with the Ongoing Support Assessment Guideline.

Participant name: _____ DES provider: _____

Employer: _____

Please note: A separate checklist should be completed for each Ongoing Support Assessment to enhance quality of assessments.

Section 5a Conducting the DES provider interview:	Yes	No	N/A
<p>The Assessor should discuss and document the following:</p> <p><u>Working hours</u></p> <ul style="list-style-type: none"> The details of the Participant’s current work hours and or average hours worked over the previous consecutive 13 weeks must be completed in the working hours field in the OSA Report in the Department’s IT Systems. <p><u>Past barriers</u></p> <ul style="list-style-type: none"> Specific details of the Participant’s past barriers to working independently since job placement or since the last OSA has been discussed and documented in the OSA report. When made available from the DES provider and where relevant, identify barriers in previous OSA and or JCA/ESAt report(s) and reference in the OSA report as appropriate. <p><u>Impact of barriers</u></p> <ul style="list-style-type: none"> Information from the DES provider about the perceived impact of the Participant's barriers to the Participant’s work duties since the Employment Placement or since the last OSA. <p><u>Current level of Ongoing Support</u></p> <ul style="list-style-type: none"> Current level of Ongoing Support provided to the Participant since job placement or since the last OSA. <p><u>Past and current Ongoing Support</u></p> <ul style="list-style-type: none"> The nature, frequency and amount in hours of support provided since job placement or since the last OSA to address the past barriers. Specific details of the Ongoing Support strategies organised, delivered, or purchased internally and externally from third party providers, which directly relate to maintaining employment, by the DES provider from its own funds to address the Participant’s past barriers and their impact on work duties since job placement or since the last OSA. <p><u>Progress</u></p> <ul style="list-style-type: none"> Information (from the DES provider perspective) in relation to the progress made by the Participant to overcome the past barriers since job placement or since the last OSA. Progress made by the Participant when exercising professional judgement in relation to the level of Ongoing Support required in the future? <p><u>Current and future barriers</u></p>			

Section 5a Conducting the DES provider interview:	Yes	No	N/A
<ul style="list-style-type: none"> • Information about the DES Participant’s current and future barriers to employment that the DES provider perceives as requiring Ongoing Support. <p><u>Future Ongoing Support</u></p> <ul style="list-style-type: none"> • The nature, frequency and amount in hours of support likely to be needed in the future to address the identified ongoing barriers to employment. • Document specific details of the Ongoing Support strategies/assistance required to be organised, delivered or purchased, internally and externally from third party providers that directly relates to maintaining employment, by the DES provider from their own funds, to address the Participant’s identified ongoing barriers to employment such as skills training to up-skill the Participant’s qualifications and or skills in their current employment or new employment. • Any other relevant information provided by the DES provider, in relation to support requirements to maintain the Participant’s employment. <p><u>File Assessment Summary</u></p> <ul style="list-style-type: none"> • To justify the recommended level of Ongoing Support, at a minimum, has the assessor cited evidence from the DES Participant’s file in relation to: <ul style="list-style-type: none"> • the details of the frequency of support • number of contacts • amount in hours of support and • specific support strategies organised, delivered, or purchased internally and externally from third party provider, by the DES provider from their own funds, since job placement or since the last OSA to address identified barriers that directly relate to maintaining employment. • The evidence cited is put into the File Assessment Summary component of the OSA report • If the above information is absent from the DES Participant file the assessor notes this in the OSA report <p><u>Duty of care</u></p> <ul style="list-style-type: none"> • Information disclosed to the assessor that could pose a risk of harm to the Participant or others to ensure appropriate supports are in place to reduce the risk of harm to self or others If information was disclosed the assessor discusses this information with the DES provider to ensure that appropriate supports are in place to reduce the risk of harm to self (the Participant) or others. 			

Section 5b Conducting the Participant interview	Yes	No	N/A
<p>The Assessor should discuss and document the following:</p> <p><u>Working hours</u></p> <ul style="list-style-type: none"> The details of the Participant’s current work hours and or average hours worked over the previous consecutive 13 weeks must be completed in the working hours field in the OSA Report in the Department’s IT Systems. <p><u>Impact of past barriers</u></p> <ul style="list-style-type: none"> The Participant’s perspective on the perceived impact of the Participant's past barriers in relation to their work duties since job placement or since the last OSA. <p><u>Past and current Ongoing Support</u></p> <ul style="list-style-type: none"> The nature, frequency and amount in hours of support received since job placement or since the last OSA to address the past barriers. Specific details of the Ongoing Support strategies organised, delivered or purchased internally or externally from third party providers, by the DES provider from their own funds, to address the Participant’s past barriers and their impact on the work duties since job placement or since the last OSA that directly relates to maintaining employment. <p><u>Progress</u></p> <ul style="list-style-type: none"> Information (from the Participant’s perspective) in relation to the progress made by the Participant to overcome the past barriers to working independently since job placement or since the last OSA. Has the assessor considered the progress made by the Participant when exercising professional judgment in relation to what level of Ongoing Support is required in the future? <p><u>Current barriers</u></p> <ul style="list-style-type: none"> Information about the current barriers to existing employment that the Participant perceives as requiring Ongoing Support. <p><u>Future Ongoing Support</u></p> <ul style="list-style-type: none"> The nature, frequency and amount in hours of support likely to be needed in the future to address the identified ongoing barriers to working independently in their job Specific details (from the Participant’s perspective) of the Ongoing Support strategies required to be organised, delivered or purchased internally and externally from third party providers, by the DES provider from their own funds, to address the identified ongoing barriers to working independently in their current employment or new employment that requires skills training to up-skill the Participant’s qualifications and or skills? Any other relevant information the Participant provided in relation to DES support required to maintain their employment. 			

Section 5c Conducting the Employer interview	Yes	No	N/A
<p>Has the assessor discussed and documented the following:</p> <p><u>Working hours</u></p> <ul style="list-style-type: none"> The details of the Participant’s current work hours and or average hours worked over the previous consecutive 13 weeks. This information must be completed in the working hours field in the OSA Report in the Department’s IT Systems, where the Participant has given permission to contact the employer and the employer has agreed to the interview. <p><u>Work performance</u></p> <ul style="list-style-type: none"> Participant’s work performance since job placement or since the last OSA. <p><u>Impact of barriers</u></p> <ul style="list-style-type: none"> Perceived impact of the Participant's barriers in relation to their past and current work duties. <p><u>Past and current Ongoing Support</u></p> <ul style="list-style-type: none"> Specific details of the nature, frequency and amount in hours of support provided by the employer since job placement or since the last OSA to address the Participant’s past barriers and their impact on work duties since job placement or since the last OSA. <p><u>Progress</u></p> <ul style="list-style-type: none"> The employer’s perspective on the progress made by the Participant to overcome the past barriers to working independently in their existing job, since the Employment Placement or since the last OSA. The progress made by the Participant should be considered by the assessor when exercising professional judgment in relation to what level of Ongoing Support is required in the future. <p><u>Current and future barriers</u></p> <ul style="list-style-type: none"> Current and future barriers to existing employment that the employer perceives as requiring Ongoing Support. <p><u>Future Ongoing Support</u></p> <ul style="list-style-type: none"> The nature, frequency and amount in hours of support likely to be provided in the future to address the identified ongoing barriers to employment including skills training to up-skill the Participant’s qualifications and or skills in their current employment or new employment. Level of Ongoing Support the Employer indicates is required from the DES provider for the Participant to maintain their employment. Where appropriate, the level of support that may be provided by the DES provider to assist the Participant to become an Independent Worker Any other relevant information the Employer provided. <p>The Ongoing Support Assessor could also review any relevant documentation provided by the Employer.</p>			

Section 5c Conducting the Workplace Assessment:	Yes	No	N/A
<p>The Assessor should observe and document the following;</p> <ul style="list-style-type: none"> • Tasks the Participant undertakes • Support, if any, the Participant requires to complete those tasks • Support, if any, provided by co-workers • Training received/required, including any training or education of co-workers • Workplace modifications applied or required to make the tasks easier • The Participant’s confidence in the workplace. <p>Note: The Ongoing Support Assessor should observe the Participant in the workplace to ascertain the level of current support required.</p> <p><u>Work performance</u></p> <ul style="list-style-type: none"> • Information about the Participant’s work performance since job placement or since the last OSA. <p><u>Impact of barriers</u></p> <ul style="list-style-type: none"> • Information about the perceived impact of the Participant's barriers in relation to their past and current work duties <p><u>Past and current Ongoing Support</u></p> <ul style="list-style-type: none"> • The specific details of the nature, frequency and amount in hours of support provided by the employer since job placement or since the last OSA to address the Participant’s past barriers and their impact on work duties since job placement or since the last OSA. <p><u>Progress</u></p> <ul style="list-style-type: none"> • Information (from the employer perspective) in relation to the progress made by the Participant to overcome the past barriers to working independently in their job, since job placement or since the last OSA. The progress made by the Participant should be considered by the assessor when exercising professional judgment in relation to what level of Ongoing Support is required in the future. <p><u>Current and future barriers</u></p> <ul style="list-style-type: none"> • Information about the current and future barriers to existing employment that the employer perceives as requiring Ongoing Support <p><u>Future Ongoing Support</u></p> <ul style="list-style-type: none"> • The nature, frequency and amount in hours of support likely to be provided in the future to address the identified ongoing barriers that directly relates to maintaining employment. • The level of Ongoing Support the Employer indicates is required from the DES provider for the Participant to maintain their employment. 			

Section 5c Conducting the Workplace Assessment:		Yes	No	N/A
<ul style="list-style-type: none"> • Where appropriate, the level of support that may be provided by the DES provider to assist the Participant to become an Independent Worker. • Any other relevant information the Employer wishes to provide. <p>The Ongoing Support Assessor could also review any relevant documentation provided by the Employer.</p> <p>Note: The Ongoing Support Assessor should observe the Participant in the workplace to ascertain the level of current support required.</p>				
Name of Ongoing Support Assessor				
Name of NPA organisation				
Position in organisation				
Signature				
Date				

Appendix C – Informing the Participant of the Ongoing Support Assessment Interview

Background

When any referral for an OSA is made, the Provider should provide the Participant with certain information. This is done to:

- Ensure that the Participant attends the OSA interview
- Maximise the effectiveness of the OSA for the Participant, and
- In the case of activity tested Participants, to comply with the *Social Security Act*.

What information must be provided to the Participant?

The Provider should clearly inform the Participant of:

- the nature of the assessment itself—an interview to discuss previous support provided to help them maintain their employment so an independent, informed decision can be made about future Ongoing Support needs.
- the reason for the assessment—for example: the Participant may have disclosed an issue that is affecting their ability to participate in employment and a higher level of Support is warranted. In this case, the OSA is needed to determine if the Participant’s Ongoing Support level needs to be adjusted to meet their current personal circumstances. In other cases the purpose of the OSA may be a milestone has been reached necessitating the Assessment e.g. a Work Assist Outcome or 52 weeks from the previous assessment.
- the importance of taking any relevant evidence to the OSA interview. This could include medical information, or anything to show the level of support required while in their employment.
- a possible change in level of support provided, or referral to a different Disability Employment Service, as a result of the OSA.
- the interview date, time and venue of the assessment if it has been booked, and the Ongoing Support Assessor’s contact details.
- the need to contact the Ongoing Support Assessor at least 24 hours before the interview time if they cannot attend the OSA interview.

The DES provider should record the Participant’s name and contact details on the *Referral details* tab if the contact details are different than in the Department’s IT Systems, so the Ongoing Support Assessor has current contact information.

The consequences of not attending the interview

If an Activity Tested Participant does not attend an OSA interview they must attend the subsequent scheduled interview. Failure to attend a second scheduled interview without notifying the OSA provider with a valid excuse will result in a follow-up contact from Centrelink. Non-attendance at scheduled interviews may result in suspension or cancellation of the Activity Tested Participant’s income support payment.

Volunteer (Activity Tested) Participants are not required to attend an OSA. Volunteers (Activity Tested) who decide not to attend an OSA interview should notify the OS Assessor as soon as possible, or at least 24 hours before the interview to let them know. Where the Participant decides not to undertake an OSA:

- and they are working toward a 52-week Outcome, the Provider will move the Participant to Post-Placement Support; or
- where the Participant has been in Employment for 52-weeks from the Anchor date, they are not eligible to participate in DES and the Provider must end the volunteering period, therefore re-instating the suspension period. The OSA due date will be reset to after the end of the suspension period.

Volunteer (non Activity Tested) Participants are not required to attend the OSA. Volunteers (non Activity Tested) who decide not to attend the OSA interview should notify the OSA provider as soon as possible or at least 24 hours before the interview to let them know. If they do decide not to undertake the OSA, and working toward a 52-week Outcome, the Provider must move the Participant to Post-Placement Support. If the Participant has been in Employment for 52-weeks from the Anchor Date, they are not eligible to participate in DES and the DES provider must Exit the Participant. Volunteers (non Activity Tested) who miss an OSA interview will not be contacted by Centrelink.

Appendix D – Informing the Employer of the Ongoing Support Assessment Interview

Background

When a Participant having an Ongoing Support Assessment (OSA) has given permission for their employer to be contacted, the Disability Employment Services (DES) provider and the Ongoing Support Assessor should ensure the employer is appropriately informed about the assessment. This is to:

- maximise the effectiveness of the OSA for the Participant
- encourage the employer to attend the OSA interview
- assist the OSA process to be a cooperative arrangement

What information should be provided to the employer?

The Purpose of the Assessment

The aim of the OSA is for the assessor to gain an understanding of the support required by the Participant to maintain their employment. This is so that an independent, informed decision can be made about the level of support the Participant requires from their DES provider.

Assessor Qualifications

The OSA will be completed by an approved assessor, who meets mandatory qualifications and industry experience requirements.

The Assessment Procedure

The Ongoing Support Assessment consists of:

- an interview, and review of relevant documents, with the DES provider who is supporting the Participant
- an interview with the Participant
- a visit to the Participant's workplace, including an interview with the Participant's employer representative, if consented by the Participant and employer

Employer Participation

It is important for the employer to be informed that participation in the assessment process is in the best interests of the Participant and employer, but there is no obligation for the employer to participate. The employer should also be given as much notice as possible, to maximise the opportunity for their participation.

If the employer participates then the assessor will interview an employer representative. This should be the most appropriate person, such as the Participant's supervisor or the DES provider's main employer contact. The employer representative can expect to be asked about:

- support required from the DES provider for the Participant to maintain their employment
- support that the employer has provided, and expects to provide in future
- support provided by the DES provider that could eventually assist the Participant to work independently

The OSA assessor may also want to spend some time observing the Participant in the workplace, to understand support issues this may raise.

What are the benefits for the Employer?

By participating in the OSA, the Employer may improve their understanding of:

- the barriers faced by the Participant in the workplace
- support required by the Participant
- support that the DES provider plans to provide to the Participant

Service Guarantee

Organisations contracted to deliver OSAs are committed to observe a Service Guarantee that sets out the principles and standards that underpin the delivery of assessment services. Refer to the Disability Employment National Panel of Assessors Program Grant Agreement.