



Australian Government



Service Fee Guidelines

V 1.2

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

Service Fee Guidelines	1
<i>Table of Contents</i>	2
Document Change History	3
Background	3
Service Fees	3
Disability Employment Services Grant Agreement Clauses	4
Reference documents relevant to this guideline	5
Explanatory Note	5
Automation of Service Fees	6

Service Fee Guidelines

Document Change History

Version	Effective Date	End Date	Change & Location
1.2	1 July 2019		Narrative: inclusion of a note regarding recovery of service fee pg.4
1.1	3 December 2018	30 June 2019	Policy: Update of Clause Numbers on pg.4-7 to align with Grant Agreement Direction 2
1.0	1 July 2018	2 December 2018	Original version of document

Background

These Guidelines outline a Disability Employment Services Program Provider's (hereon referred to as 'DES Provider') responsibilities and required actions in regard to receiving Service Fees for Participants.

References to 'the Department' refer to the Department of Social Services.

Note: Information on Work Assist Service Fees is available in the separate *Work Assist Guidelines*.

Service Fees

Service Fees are paid to DES providers to cover Services delivered to a Participant in the Employment Assistance or Extended Employment Assistance phase of DES. Service Fees are paid in advance for a Participant for each sequential 13 week period the Participant is in Employment Assistance or Extended Employment Assistance. Each Participant can attract:

- a maximum of six Service Fees while receiving Employment Assistance; and
- a maximum of two Service Fees while receiving Extended Employment Assistance.

The Department's IT Systems will automatically calculate and pay the DES Provider a Service Fee for each eligible Participant on their caseload. Providers are not required to submit a claim for payment. The Service Fee for the first 13 week period will be paid when the Provider Commences the Participant, after completion of an Initial Interview and the Participant's Job Plan is approved.

Subsequent Service Fees will be automatically paid at the start of the applicable 13 week Period. The payment of Service Fees to a Provider will cease when:

- the Provider moves the Participant to the Post Placement Support phase (by setting the Anchor Date);
- the Participant transfers to another Provider;
- the Participant is Suspended and does not voluntarily participate in DES; or
- the Participant Exits;

The calculation of Service Fees available for a Participant takes account a number of factors, including:

- whether the Participant is in Disability Employment Services-Disability Management Support (DES-DMS) or Disability Employment Services-Disability Employment Support (DES-ESS);
- the Participant's Funding Level (DES-ESS only);
- the Participant's time in Employment Assistance or Extended Employment Assistance (DES-DMS only). The first two Service Fees for DES-DMS are set higher than subsequent Service Fees, while DES-ESS has a flat free structure.

Refer to Annexure B of the Disability Employment Services Grant Agreement, for the rates Service Fees are paid for Participants.

Pro Rata and Recovery Arrangements

The Department will recover or offset a pro-rata amount of a Service Fee from the Provider if in Employment Assistance or Extended Employment Assistance:

- the Participant transfers to another DES Provider for any reason; or
- the Participant Exits.

The pro-rata amount of a Service Fee to be recovered or offset, will be calculated based on the time left in the 13 week period applicable to the Participant, from:

- their date of transfer or Exit from the Relinquishing Provider; or
- if the Participant was Suspended at the time of Exit from the Relinquishing Provider, from the date the Suspension commenced.

The Department will not recover or offset a pro-rata amount of Service Fees from the Provider if during the applicable 13 week period:

- the DES Provider enters an Anchor Date into the Department's IT System for the Participant; or
- a Participant becomes Suspended, provided the Participant does not Exit while Suspended.

Where a Participant in Employment Assistance or Extended Employment Assistance transfers to another DES Provider, the Gaining Provider will, upon Commencement of the Participant, automatically receive a pro-rata amount for the Service Fee. The pro-rata amount will be calculated based on the time left in the 13 week period applicable to the Participant from the date the Gaining Provider Commences the Participant.

Please note that a Service Fee are subject to recovery if the participant returns to Employment Assistance following a period of Post Placement Support.

Where the Participant Exits during Employment Assistance or Extended Employment Assistance, the Department will recover the Service Fee from the DES Provider for the time remaining in the 13 week period. If the Participant re-enters the program within 13 weeks, they will resume their Period of Service and the previously-recovered Service Fee will be paid to the Participant's Provider.

Where eligibility for a Service Fee has not been met, the Department will recover or offset the entire Service Fee, rather than a pro-rated amount.

Disability Employment Services Grant Agreement Clauses

Clause 21 – General

Clause 22 – Evidence to support claims for payment

Clause 117 – Program Review

Clause 133 – Relocation of Participant

Clause 134 – Relationship failure, transfer by agreement and transfers by the Department
Clause 92 – Initial Interview
Clause 93 – Contact services
Clause 94 – Skills Assessment
Clause 95 – Assistance for Participants
Clause 106- General requirements for a Job Plan
Clause 141 – General
Clause 145 – Funding Levels for Participants
Clause 146 – Service Fees
Annexure A – Definitions
Annexure B1 – Disability Employment Services – Disability Management Services Fees
Annexure B2 – Disability Employment Services – Employment Support Services Fees

Reference documents relevant to this guideline

- Eligibility, Referral and Commencement Guidelines
- Transfer Guidelines
- Program Review, Program Summary and Exit Guidelines
- Records Management Instructions Guidelines
- Documentary Evidence for Claims for Payment 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.

Automation of Service Fees

Who is Responsible:	What is Required:
<p>1. The DES Provider</p> <ul style="list-style-type: none"> DES Provider Commences a Participant DES Provider ensures Job Plan is current <p>Disability Employment Services Grant Agreement Clause</p> <p>References:</p> <ul style="list-style-type: none"> Clause 92 Clause 117 	<p>The DES Provider Commences a Participant in a Program and records the Commencement in the Department's IT Systems. This should not be completed until all requirements relating to the Initial Interview and Job Plan have been delivered.</p> <p>The DES Provider must ensure the Participant's Job Plan remains current, with a status of 'approved.'</p> <p>If the Participant requires Extended Employment Assistance, the DES Provider must ensure the Program Review and Program Summary are completed.</p>
<p>2. The Department</p> <ul style="list-style-type: none"> The Department's IT Systems generates a Tax Invoice to the DES Provider for the Service Fee for that individual Participant <p>Disability Employment Services Grant Agreement Clause</p> <p>References:</p> <ul style="list-style-type: none"> Clause 146 Clause 92 Clause 117 	<p>Payment of Service Fees</p> <p>The Department's IT Systems will generate a Tax Invoice for the applicable 13 week period for that individual Participant and automatically pay a Service Fee, if system checks have been passed. The Department's IT Systems will make the following checks.</p> <p>Employment Assistance:</p> <ul style="list-style-type: none"> Participant is Commenced; and Job Plan has a status of 'approved.' <p>Extended Employment Assistance:</p> <ul style="list-style-type: none"> The Program Review and Program Summary are complete and recommend Extended Support in DES; Participant is Commenced and Job Plan has a status of 'approved.' <p>Pro-rata Service Fee following transfer to a Gaining provider:</p> <ul style="list-style-type: none"> The Gaining Provider has Commenced the Participant; and the number of days left in the 13 week period from Commencement, in order to calculate the pro-rata Service Fee.
<p>3. The Department</p> <ul style="list-style-type: none"> The Department's IT Systems will recover or offset a pro-rata amount of a Service Fee. 	<p>Pro-rata Service Fee following transfer from a Relinquishing Provider</p> <p>If a Participant transfers to a different DES Provider or Exits, the Department's IT Systems will calculate a pro-rata amount of the Service Fee applicable to the Participant, which is to be either recovered or offset through future payment instalments.</p>

Who is Responsible:	What is Required:
Disability Employment Services Grant Agreement Clause References: <ul style="list-style-type: none"> • Clause 146 	
4. The DES Provider <ul style="list-style-type: none"> • Notify the Department if a Service Fee has been incorrectly paid or not paid. 	Incorrect Payment of Service If the DES Provider has been paid a Service Fee in error, they must notify the Department.