



Australian Government



Service Fee Guidelines

V 3.1

Disclaimer

This document is not a stand-alone document and does not contain the entirety of Job Services Australia JSA providers' obligations. It should be read in conjunction with the Employment Services Deed 2012-2015 and any relevant guidelines or reference material issued by DEEWR under or in connection with Employment Services Deed 2012-2015.

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Document Change History:

| Version | Start Date | Effective Date | End Date | Change & Location |
|---------|-------------|----------------|-----------|--|
| 3.0 | 1 July 2012 | 1 July 2012 | | Policy: Changes to reflect 2012-13 Budget decisions and ESD 2012-2015. Removal of JTS references. |
| 2.1 | 5 Aug 11 | 5 Aug 11 | 1 July 12 | Policy: Job Transition Support clarified due to addition of third participant category (Category C) (p4,7) |
| 2.0 | 5 Jul 10 | 5 Jul 10 | 5 Aug 11 | Policy: Updated summary to include JTS participants (p4 - Summary). Added Note about JTS participants (p7 – Step 1). Inserted Deed Variation Clause 87A— Job Transition Support (p5 – Additional Clauses). Inserted hyperlink to Servicing Job Transition Support participants Advice (p5 – Reference Documents Relevant to these Guidelines). |
| 1.2 | 17 May 10 | 17 May 10 | 5 Jul 10 | Process: Removed Notes regarding ESS generating two Tax Invoices (p7 - Step 2, p15 - Note 4). Removed Notes regarding claiming the pro rata Work Experience Commencement Fee (p9 - Step 6, p15 - Note 5). |
| 1.1 | 9 Apr 10 | 9 Apr 10 | 17 May 10 | Narrative: Change DEEWR's IT Systems to DEEWR's ESS (p3-16). Addition of Notes to Step 2 (p7) and Step 6 (p9) regarding the Work Experience Commencement Fee. Update to wording beginning of Step 7 (p10) to make clearer. Additional Note 'Note 4' (p16) regarding the Work Experience Commencement Fee. Additional Note, 'Note 5' (p16) regarding claiming the Work Experience Commencement Fee when a job seeker in their first 13-weeks in the Work Experience Phase is transferred to a different JSA provider. |

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| 1.0 | 1 Jul 09 | 1 Jul 09 | 9 Apr 10 | Original version of document |

Summary

These Guidelines outline a Job Services Australia (JSA) provider's (hereon referred to as 'JSA provider') responsibilities and required actions in regard to claiming Service Fees for Fully Eligible Participants, For the purposes of these Guidelines Fully Eligible Participants and Stream 1 (Limited) Participants from hereon will be referred to as job seekers.

Service Fees

Service Fees (see Table of Service Fees at Attachment A) will be paid in advance for each 13-week time period applicable to a job seeker. The amount of the Service Fees has been calculated to take account of the cost of providing particular Stream Services in each 13-week time period, for example, Intensive Activities and Skills Assessments.

Please Note: DEEWR will only pay the Provider a pro-rata amount of the Service Fees, in accordance with ESD 2012-2015 clauses 76.1 to 76.4, for the 13 week period in Annexure C Table 2 column 1 in which the date of the transfer of the job seeker occurs where the transfer results from a Business Reallocation or Business Review process. The pro-rata amount will be calculated based on the period of time from the commencement of the relevant 13 week period to the date of the transfer.

The JSA provider may submit a claim for payment of a Service Fee for the first 13-week time period in a particular Stream when the job seeker meets one of the following conditions:

First Commences in that Stream after completion of an Initial Interview.

Commences in a new Stream after completion of an Initial Interview for a New Stream.

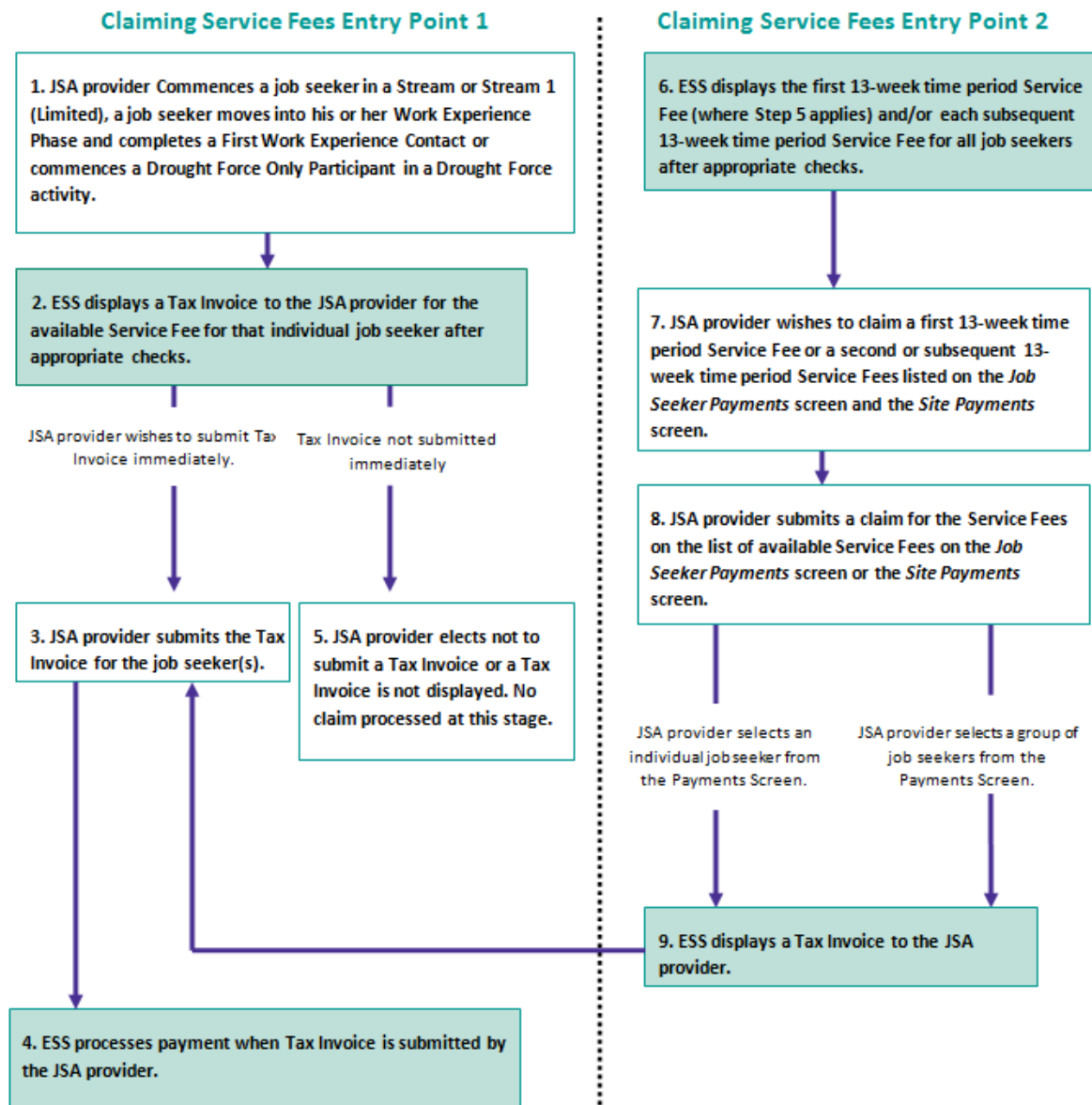
Has moved into the Work Experience Phase and after completion of the First Work Experience Contact.

The JSA provider may submit a claim for payment for the Drought Force Only Service Fee when a Drought Force Only Participant Commences in a Drought Force activity.

JSA providers may submit a claim for payment of Service Fees for 13-week time periods, subject to the Stream and time in the Payment Period, for each job seeker who is identified by DEEWR on the relevant 'Job Seeker Payment' and 'Site Payments' screens posted and updated on DEEWR's Employment Services System (ESS). When posting and updating the Payments Screens, DEEWR takes account of all relevant information about the job seekers recorded in ESS. JSA providers will have the choice to submit claims for individual job seekers or use the 'bulk' claim facility to submit a claim for multiple job seekers at the same time.

The JSA provider must make a claim for payment for Service Fees no later than 28 days after the day on which the JSA provider becomes entitled to claim the Service Fee (as outlined above).

Flow Chart - Claiming Service Fees—either at Commencement or from the ‘Job Seeker Payments’ or the ‘Site Payments’ screens



Employment Services Deed Clauses:

Clause 19 – Basic rules about financial matters—Fees

Clause 20 – Evidence to support claims for payment

Clause 43 – Relocation of a Stream Participant or Drought Force Only Participant

Clause 44 – Relationship Failure and Transfer by Agreement

Clause 52 – Initial Contacts

Clause 75-77 – Fees, including Service Fees and Stream 1 (Limited) Participant Fees

Table 2 Annexure C – Table of Services Fees for Streams 1, 2, 3, and 4 and Work Experience Phase

Clause 85 – Drought Force Only Services

Reference documents relevant to these guidelines:

Referral and Commencement Guidelines

Transfer Guidelines

Exits Guidelines

Outcome Fee Guidelines

Getting a Job Seeker Commenced in the Work Experience Phase Guidelines

Records Management Instructions Guidelines

Documentary Evidence for Claims for Payment Guidelines

Vulnerable Youth and Vulnerable Youth (Student) Direct Registration Guidelines

Process for Commencing 2009-2012 Employment Services Deed Guidelines

Table of Service Fees Attachment A

Claiming an initial Service Fee for a Job Seeker Job Aid

Claiming Stream 1 (Limited) Participant Fees Job Aid

Claiming Service Fees from the Job Seeker Payments or Site Payments Screens Job Aid

Overrides and Special Claims for Service Fees Job Aid

Explanatory Note:

1. All capitalised terms have the same meaning as in the Employment Services Deed 2012-2015 (ESD4E).
2. In this document, “must” means that compliance is mandatory and “should” means that compliance represents best practice.

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3. Shaded areas in the flow charts denote activities that are undertaken by the Stream job seeker, DEEWR or Centrelink

Claiming Service Fees:

| Who is Responsible: | What is Required: |
|--|---|
| <p>1. Provider</p> <p>A JSA provider Commences a job seeker in a Stream or in Stream 1 (Limited), a job seeker moves into his or her Work Experience Phase and the JSA provider Commences the job seeker or following a transfer, as a result of a Business Review process or a Request for Tender outcomes, to a new JSA provider a job seeker Commences in a Stream or a Drought Force Only Participant Commences in a Drought Force activity.</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 44.3 • Clause 52 • Clause 85 • Clause 77 | <p>The JSA provider Commences a job seeker in a Stream, or in Stream 1 (Limited) or in a new Stream and records the Commencement in DEEWR's Employment Services System (ESS).</p> <p>Please note: After 12 months of Stream 4 services, and where the JSA provider records in ESS that the job seeker requires an additional six months in Stream 4 , the 5th and 6th Service Fees will be made available to the Provider.</p> <p>Please note: The JSA provider is eligible to claim a maximum of six Service Fee payments for Stream 2 and 3 combined (pre Work Experience Phase) for job seekers who move from Stream 2 (pre-Stream 2 Work Experience phase) directly into Stream 3. These job seekers are entitled to receive a maximum of 18 months of service in Stream 2 and Stream 3 combined, regardless of how that maximum period of time is distributed between time in Stream 2 and time in Stream 3 or</p> <p>The job seeker has moved into his or her Work Experience Phase and the JSA provider has recorded the completion of the First Work Experience Contact, in ESS.or</p> <p>As a result of a Business Review process or a Request for Tender outcome a job seeker has transferred to a new JSA provider, and the job seeker has been Commenced in a Stream by the new JSA Provider; the new JSA Provider is entitled to a Pro Rata Service Fee</p> <p>or</p> <p>The JSA provider Commences a Drought Force Only Participant in a Drought Force activity.</p> |
| <p>2. DEEWR</p> <p>ESS displays a Tax Invoice to the JSA provider for the available Service Fee for that individual job seeker after appropriate checks</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 43.1 | <p>Claiming Service Fees Entry Point 1</p> <p>ESS will display a Tax Invoice for the first 13-week time period for that individual job seeker after appropriate checks to verify that the JSA provider's staff member has authority to make the claim and for a:</p> <p>First 13-week time period Service Fee if the following applies:</p> <ul style="list-style-type: none"> • That the job seeker has been Commenced. • That the JSA provider has Commenced the job seeker in the Work Experience phase. • Whether or not the job seeker is classified as Remote at |

| Who is Responsible: | What is Required: |
|---|---|
| <ul style="list-style-type: none"> • Clause 44 • Clause 76 • Clause 76.5 Pro Rata Service Fee • Clause 77 Stream 1 Limited Participant Fees | <p>the time the claim becomes available.</p> <p>Fifth and Sixth 13 week time periods Service Fee:</p> <ul style="list-style-type: none"> • that the job seeker has completed 12 months service in Stream 4; and • that 'Stream 4 Extended' has been recorded in ESS; or • that the job seeker who has moved directly from Stream 2 to Stream 3 has been Commenced in Stream 3 by the JSA provider. <p>Pro Rata Service Fees following transfer to a new JSA provider:</p> <p><i>(Note: this does not apply to Drought Force Only Participants):</i></p> <ul style="list-style-type: none"> • that the new JSA provider has Commenced the job seeker in his or her Stream; or • that the job seeker has moved into his or her Work Experience Phase and the new JSA provider has recorded the completion of the First Work Experience Contact in ESS; • the number of days left in the 13-week time period in order to calculate the pro rata Service Fee; and • whether or not the job seeker is classified as Remote at the time the claim becomes available. <ul style="list-style-type: none"> ➤ Proceed to Step 3 if JSA provider wishes to submit a Tax Invoice. ➤ Proceed to Step 5 if JSA provider decides to decline to submit a Tax Invoice at this time or if the JSA provider's staff member does not have authority to make a claim. |
| <p>3. Provider</p> <p>JSA provider submits the Tax Invoice for the job seeker(s)</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 75 • Clauses 76.3 • Clause 76.4 • Clause 77 | <p>The JSA provider, subject to being satisfied that a claim can be submitted for that job seeker, submits the Tax Invoice on ESS.</p> |

| Who is Responsible: | What is Required: |
|---|--|
| <p>4. DEEWR</p> <p>ESS processes the payment when a Tax Invoice is submitted by the JSA provider.</p> | <p>ESS will process the Tax Invoice and make payment.</p> <p>DEEWR will pay the Service Fee to the JSA provider on the next scheduled fortnightly payment date. Each JSA provider will have a fortnightly payment cycle in place with DEEWR, the start and end of which is determined by DEEWR at its absolute discretion.</p> <p>Note: The cut off point each fortnight for submitting the Tax Invoice is the Friday before the JSA provider's payment day. Submitting by this day will ensure payment is made to the JSA provider in that fortnightly payment.</p> <p>➤ End of process</p> |
| <p>5. Provider</p> <p>A JSA provider elects not to submit a Tax Invoice or a Tax Invoice is not displayed. No claim processed at this stage.</p> | <p>If the JSA provider elects not to submit a Tax Invoice at that time, or the JSA provider's staff member does not have the authority to claim, <u>no claim for payment will be processed.</u></p> <p>In these circumstances the claim will be listed on <i>the Job Seeker Payments</i> screen and the <i>Site Payments</i> screen (this list contains all currently available Service Fees for all job seekers for that Site).</p> |
| <p>6. DEEWR</p> <p>ESS displays the first 13-week time period Service Fee (where Step 5 applies) and/ or each subsequent 13-week time period Service Fee for all job seekers after appropriate checks.</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 40.5 and 40.6 • Clause 42.1(d) and 42.2(b) • Clause 43.1 • Clause 44 • Clause 76 • Clause 76.5 • Clause 77 | <p>Claiming Service Fees Entry Point 2</p> <p>DEEWR's IT Systems will display any currently available Service Fees for all job seekers on the list of currently available Service Fees on the <i>Job Seeker Payments</i> screen and the currently available Service Fees for a Site on the <i>Site Payments</i> screen after appropriate checks to verify:</p> <p>First 13-week time period Service Fee:</p> <ul style="list-style-type: none"> • that the job seeker has been Commenced; or • that the job seeker has moved into his or her Work Experience phase and the JSA provider has recorded the completion of the First Work Experience Contact, in ESS; • that a Tax Invoice has not been submitted by the JSA provider (Step 3 above); and • whether or not the job seeker(s) is/are classified as Remote at the time the claim becomes available. <p>Subsequent 13-week Service Fees</p> <ul style="list-style-type: none"> • the job seeker has reached a second or subsequent 13-week time period for which a Service Fee is payable; and • the Service Fee has not been paid previously; |

| Who is Responsible: | What is Required: |
|---|---|
| | <p>and</p> <ul style="list-style-type: none"> whether or not the job seeker(s) is/are classified as Remote at the time the claim becomes available. <p>Pro Rata Service Fee following transfer to another JSA provider: (Note: this does not apply to Drought Force Only Participants)</p> <ul style="list-style-type: none"> that the new JSA provider has Commenced the job seeker in his or her Stream, or that the job seeker has moved into his or her Work Experience Phase and the new JSA Provider has completed the First Work Experience Contact; and the number of days left in the current 13-week time period for each job seeker in order to calculate the pro rata fee; and whether or not the job seeker/s is/are classified as Remote at the time the claim becomes available. <p>Please note the following exception for Vulnerable Youth job seekers: Where a Vulnerable Youth's Assessment has not been completed within 90 days of their Commencement in Stream 4 by the JSA provider, the Vulnerable Youth will be Suspended in accordance with Guidelines made under clause 49.1 and their current Period of Service and Payment Period will be halted in accordance with clause 45.1, pending the outcome of the Assessment. A Vulnerable Youth job seeker Commenced in Stream 4, who is moved into a Stream other than Stream 4 as a result of the Assessment will have the Service Fees for the second or subsequent 13-week time periods paid at the new Stream rate.</p> |
| <p>7. Provider</p> <p>A JSA provider wishes to claim a first 13-week time period Service Fee or a second or subsequent 13-week time period Service Fees listed on the <i>Job Seeker Payments</i> screen and the <i>Site Payments</i> screen</p> <p><i>Employment Services Deed 2012-2015 Clause Reference:</i></p> <ul style="list-style-type: none"> Clause 76 | <p>If:</p> <ul style="list-style-type: none"> the JSA provider did not submit a Tax Invoice for a job seeker at Step 5 ; or the job seeker has reached a second or subsequent 13-week time period for which a Service Fee is payable. <p>When using the <i>Site Payments</i> screen, JSA providers will need to select the Claim Category and Payment Type.</p> <p>The lists will be posted and updated regularly and take into account all relevant current information recorded in DEEWR's IT Systems.</p> |

| Who is Responsible: | What is Required: |
|---|-------------------|
| <ul style="list-style-type: none">• Clause 77 | |

| | |
|---|---|
| <p>8. JSA provider</p> <p>A JSA provider submits a claim for the Service Fees on the list of available Service Fees on the <i>Job Seeker Payments</i> screen or the <i>Site Payments</i> screen</p> <p><i>Employment Services Deed 2012-2015 Clause References:</i></p> <ul style="list-style-type: none"> • Clause 76.3 • Clause 76.4 | <p>The JSA provider may submit the claim from the list of currently available Service Fees for a job seeker on <i>the Job Seeker Payments</i> screen or alternatively may submit a claim from the list of currently available Service Fees on the <i>Site Payments</i> screen for one or more job seekers at a time.</p> <p>The JSA provider's staff member with authority to claim then submits a claim.</p> <p>Claims for Service Fees must be made no later than 28 days after the day on which a claim for the Service Fee becomes available to be submitted by the JSA provider.</p> |
| <p>9. DEEWR</p> <p>ESS displays a Tax Invoice to the JSA provider.</p> | <p>Once the JSA provider submits a claim for one or more job seekers ESS will display a Tax Invoice to the JSA provider.</p> <p>➤ Proceed to Step 3</p> |

Attachment A - Services Fees for Streams 1 (Limited), 1, 2, 3, and 4 , Work Experience Phase and Compulsory Activity Phase—as detailed Table 2 in Annexure C of the Employment Services Deed 2012-2015

| (1) Stream and time in Payment Period | (2) Service Fees | (3) Service Fees—Remote ESAs only |
|--|---------------------|--------------------------------------|
| Stream 1 - First 13-weeks Includes the Initial Interview | \$63 | \$107 |
| Stream 1 - Second 13-weeks | \$94 | \$160 |
| Stream 1 - Third 13-weeks Includes Skills Assessment and managing Intensive Activities. | \$328 | \$558 |
| Stream 1 - Fourth 13-weeks | \$96 | \$163 |
| Stream 1 - Maximum for Stream 1 | \$581 | \$988 |
| Stream 2 - First 13-weeks Includes the Initial Interview | \$271 | \$461 |
| Stream 2 - Second 13-weeks | \$208 | \$354 |
| Stream 2 - Third 13-weeks | \$202 | \$343 |
| Stream 2 - Fourth 13-weeks | \$204 | \$347 |
| Stream 2 - Maximum for Stream 2 | \$885 | \$1505 |
| Stream 3 - First 13-weeks Includes the Initial Interview | \$332 | \$564 |
| Stream 3 - Second 13-weeks | \$264 | \$449 |
| Stream 3 - Third 13-weeks | \$257 | \$437 |
| Stream 3 - Fourth 13-weeks | \$267 | \$454 |
| Stream 3 - Maximum for Stream 3 | \$1120 | \$1904 |
| Stream 4 - First 13-weeks | \$587 | \$998 |

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| (1) Stream and time in Payment Period | (2) Service Fees | (3) Service Fees—Remote ESAs only |
|--|---------------------|--------------------------------------|
| Service Fees for the first two periods include Initial Interview and Skills Assessment | | |
| Stream 4 - Second 13-weeks | \$512 | \$870 |
| Stream 4 - Third 13-weeks | \$409 | \$695 |
| Stream 4 - Fourth 13-weeks | \$411 | \$699 |
| Stream 4 - Fifth 13-weeks | \$402 | \$683 |
| Stream 4 - Sixth 13 weeks | \$415 | \$706 |
| Stream 4 - Maximum for Stream 4 | \$2736 | \$4651 |
| Work Experience Phase (excluding Compulsory Activity Phase)3 - First 13-weeks2 | \$456 | \$775 |
| Work Experience Phase (excluding Compulsory Activity Phase)3 - Second 13-weeks | \$66 | \$112 |
| Work Experience Phase (excluding Compulsory Activity Phase)3 - Third 13-weeks | \$133 | \$226 |
| Work Experience Phase (excluding Compulsory Activity Phase)3 - Fourth 13-weeks | \$67 | \$114 |
| Compulsory Activity Phase 3 - First 13 weeks | \$133 | \$226 |
| Compulsory Activity Phase 3 - Second 13 weeks | \$66 | \$112 |
| Compulsory Activity Phase 3 - Third 13 weeks | \$133 | \$226 |
| Compulsory Activity Phase 3 - Fourth 13 weeks | \$67 | \$114 |

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Note 1: Clause 77.1 states Subject to this Deed, the provider may claim a Stream 1 (Limited) Participant Fee of \$63, or \$107 if the Stream 1 (Limited) Participant is in a Remote ESA.

Note 2: Includes the amount of \$330 (\$561 for Remote ESAs), payable once only during a Work Experience Phase upon Work Experience Commencement by a Fully Eligible job seeker.

Note 3: After the fourth 13 Week Period in the Compulsory Activity Phase, Service Fees continue to be paid on a cyclical basis for each alternate 13 Week Period as follows: (a) first additional 13 Week Period \$133 (\$226 for Remote ESAs); (b) second additional 13 Week Period \$67 (\$114 for Remote ESAs); (c) third additional 13 Week Period \$133 (\$226 for Remote ESAs), and so forth until the Fully Eligible Participant Exits.'

Drought Force Only Services Fee as detailed in Table 2A of Annexure C of the Employment Services Deed 2012-2015

| Services | Payable | Service Fee |
|-----------------------------|---|-------------|
| Drought Force Only Services | Payable only once per Drought Force Only job seeker, on the Commencement of a Drought Force Only job seeker | \$330 |