



Australian Government



Transition Reference Document for Providers

V 1.0

Disclaimer

This document will be updated as required. Changes made will be presented in the 'summary of changes' table on the cover page. Updates made prior to the commencement of Job Services Australia will be advised via bulletins published on the Transition website www.deewr.gov.au. Should you wish to print a hard copy of this guide, it is recommended that you regularly crosscheck your printed version with the online version to ensure that you have the latest edition.

These guidelines contain information relating to the transition process. The content contained in this document is subject to change with notice. For the current version of the guidelines please visit the Transition website at www.deewr.gov.au.

Similar to the arrangements under the Guidelines, all capitalised terms are defined in the ESC3, ESFD3, RSD and/or ESD4

Table of Contents

Transition Reference Document for Providers	4
1. Introduction.....	4
1.1 SUMMARY	4
1.2 OTHER INFORMATION.....	4
1.3 WHO IS THIS REFERENCE DOCUMENT FOR?	5
1.4 FOR MORE TRANSITION INFORMATION	5
2 Timetable	6
3. Providing Services to Job Seekers Throughout Transition	9
3.1 SUMMARY OF REFERRALS AND COMMENCEMENTS	9
3.2 SERVICES TO CURRENT CASELOAD TO CONTINUE UNTIL 30 JUNE 2009	9
3.2.1 Activity Agreements and Employment Pathway Plans	10
3.3 REFERRAL OF NEW JOB SEEKERS FROM 1 MAY – 30 JUNE 2009.....	10
3.3.1 Job Network Services (JNS).....	10
3.3.2 Personal Support Program (PSP).....	10
3.3.3 Job Placement, Employment and Training (JPET)	11
3.3.4 Community Work Coordinators (CWC).....	11
3.3.5 Green Corps	13
3.4 ALLOCATION OF JOB SEEKERS TO PROVIDERS	13
3.4.1 Principles underpinning Job Seeker Movement	13
3.4.2 Special Treatment of Vulnerable job seekers.....	13
3.4.3 Use of Job Seeker Account for Job Seekers Transitioning from Job Network.....	14
3.4.4 Automatic Job Seeker Transfer	14
3.4.5 Manual Job Seeker Transfer	14
3.4.6 Job Seekers not transferred.....	15
3.4.7 Allocation Report	16
3.4.8 Caseload Report.....	16
3.4.9 Diary Appointments	16
3.5 JOB SEEKER LETTER.....	17
3.5.1 Job Seeker Enquiries.....	17
3.6 FURTHER JOB SEEKER MOVEMENT	17
3.6.1 Job seeker choice of Provider.....	17
3.6.2 Changing sites.....	18
3.7 JOB SEEKER EXITS	18
3.7.1 Personal Support Program (PSP).....	18
3.7.2 Job Placement, Employment and Training Program (JPET)	18
3.8 REFERRAL OF NEW JOB SEEKERS FROM 1 JULY 2009	18
3.8.1 Job Seeker Commencement in ESD4.....	18
3.8.2 Job seekers transferred from the Personal Support Program (PSP)	19
3.8.3 Job seekers participating in the New Enterprise Incentive Scheme (NEIS)	19
4. Training	20
5. Access to DEEWR IT Systems	20
5.1 PRIORITIES FOR NEW DEEWR IT SYSTEMS.....	20
5.2 IMPORTANCE OF SECURITY AND ACCESS PACKAGE	20
5.3 EA3000 OFFLINE COB 26 JUNE – 30 JUNE 2009	21
5.4 ACCESS TO EA3000 AFTER 30 JUNE 2009.....	21
5.4.1 To make claims for payment	21
5.4.2 For CWC providers.....	21
5.4.3 For NEIS providers.....	21

5.5	ACCESS TO DEEWR IT SYSTEMS FROM 1 JULY 2009.....	21
5.5.1	<i>Continuing Providers</i>	21
5.5.2	<i>New Providers</i>	22
5.6	AUSTRALIAN JOB SEARCH.....	22
6.	Payments for ESC3	22
6.1	JOB NETWORK SERVICES (JNS).....	22
6.1.1	<i>Service Fees and Outcome Payments</i>	22
6.1.2	<i>Job Seeker Account (JSKA)</i>	22
6.2	JOB PLACEMENT LICENSE ONLY (JPLO).....	23
6.2.1	<i>Job Placement Fees</i>	23
6.3	PERSONAL SUPPORT PROGRAM (PSP).....	24
6.4	JOB PLACEMENT, EMPLOYMENT AND TRAINING (JPET).....	24
6.5	NEW ENTERPRISE INCENTIVE SCHEME (NEIS).....	24
6.6	HARVEST LABOUR SERVICE (HLS).....	24
6.7	COMMUNITY WORK COORDINATORS (CWC).....	24
6.7.1	<i>Unexpended Funds</i>	24
6.7.2	<i>Work Experience Funding</i>	24
6.7.3	<i>Drought Force Fees</i>	25
6.7.4	<i>Training Credit Funding</i>	25
6.7.5	<i>Reports Associated with Claims</i>	25
7.	Exiting Providers	25
7.1	EARLY EXIT.....	25
7.2	AGENCY ADJUSTMENT FUND.....	25
7.3	SITE CLOSURES.....	26
7.3.1	<i>Kiosks / Job Search facilities</i>	26
7.4	JPLO's.....	27
7.5	HARVEST LABOUR (HL) PROVIDERS.....	27
8.	Records Management	27
8.1	PERSONAL INFORMATION.....	27
8.2	EXITING PROVIDERS.....	27
8.2.1	<i>Returning Records to DEEWR</i>	28
8.2.2	<i>Records Due for Destruction</i>	29
8.2.3	<i>Contact Details</i>	29
8.3	CONTINUING PROVIDERS.....	29
9.	Glossary	30

Transition Reference Document for Providers

Document Change History

Version	Start Date	End Date	Location of changes	Change Description
1.0	21 April 09			Original version of document

1. Introduction

With the introduction of the Employment Services Deed 2009 – 2012 (ESD4), the completion of existing Contracts and Deeds, and the significant reforms in the delivery of employment services, there are a number of arrangements that will require careful attention to ensure a smooth transition for job seekers, Providers, employers and other industry stakeholders into Job Services Australia.

The Government is working in partnership and collaboration, using past experiences, feedback from stakeholders and open channels of communication to ensure all parties can continue to operate in the current employment service market and be aware of requirements and opportunities available to them when transitioning into the new model.

1.1 Summary

The term 'transition' refers to the transfer of employment service arrangements from the current employment service contract and funding deeds to the new Employment Service Deed (ESD4)¹ commencing 1 July 2009. This transfer affects a number of stakeholders including, but not limited to, all Providers, job seekers, employers, Centrelink, and the Department of Human Services.

DEEWR will manage the transition to Job Services Australia using the following overarching principles:

- transition activities must support the commencement of Job Services Australia on time on 1 July 2009;
- transition activities must be consistent with the design of Job Services Australia while honouring existing contractual obligations; and
- all eligible job seekers must be referred to Job Services Australia Providers contracted under Job Services Australia as efficiently and sensitively as possible.

The objective is a smooth transition to minimise disruption to Providers assisting job seekers into employment (and training) and minimise disruption to service for job seekers.

1.2 Other Information

This reference document should be read in conjunction with your current contracts and other relevant guides and guidelines that have been published by the Department of Education, Employment and Workplace Relations (DEEWR) including;

- Process for Concluding 2006-2009 Employment Services Contracts - Guideline
- Process for Commencing 2009-2012 Employment Service Deed - Guideline
- DEEWR Learning Centre Modules - IT Systems Training reference material

¹ Please note the arrangements are under a deed (a type of contract). Compared to current arrangements, this does not substantively change the legal relationship between DEEWR and Providers of Job Services Australia.

- Information published on The Employment Community Service Network secure site (ECSN)
- Special Cohort Transitioned Job seeker Guidelines

1.3 Who Is This Reference Document For?

This reference document has been developed for employment service Providers including;

1. New Providers – Providers contracted to deliver Job Services Australia commencing 1 July 2009
2. Continuing Providers – Providers who have a 2006-2009 contract and will deliver ESD4 business, and Providers who will be sub-contracted by Job Services Australia Providers delivering ESD4, and
3. Exiting Providers – Providers who have a 2006 – 2009 contract who will not be contracted by DEEWR to deliver Job Services Australia.

1.4 For More Transition Information

In the first instance, all Providers should direct questions regarding transition issues to DEEWR via the Transition mailbox on the DEEWR website. Queries may also be directed to the relevant call centre or help desk as listed below. After contract execution, Job Services Australia Providers may also contact their DEEWR State or Territory Account or Contract Manager, as per agreed communication protocols.

- Transition Mailbox

Queries relating to the transition process can be sent to Transition2009@deewr.gov.au.

- DEEWR Employment Systems IT Help Desk

For Information Technology (IT) support please contact the DEEWR Employment Systems IT Help Desk on 1300 305 520. This helpline can provide assistance with logging into DEEWR's IT systems and the Employment Service Network (ESN) Learning Centre.

- DEEWR Customer Service Line (CSL)

This call centre generally assists job seekers including facilitating job seeker transfers between Job Services Australia Providers. This service line can be contacted on 1800 805 260.

Job seekers are encouraged to raise any concerns they may have with their Job Services Australia Provider initially. However a job seekers can contact the CSL if the job seeker: is dissatisfied with how their concerns are responded to; feels that they cannot discuss the issue directly with their Job Services Australia Provider; or wish to provide feedback on the service they are receiving from their Job Services Australia Provider.

Job Services Australia Providers and employers may also use this service line to provide feedback and gain general service advice.

- Employment Service Information Line (ESIL)

Job seekers can use this helpline to gain general information about employment services and Job Services Australia. The Employment Service Information Line (ESIL) can be contacted on 13 62 68.

- DEEWR State and Territory Account and Contract Managers

Each Job Services Australia Provider site will have a local State or Territory Contract Manager identified as a main contact. This contact will be the Job Services Australia Provider's contact in DEEWR for contractual and operational issues and queries. If a Job Services Australia Provider is unaware of their Contract Manager, the local Account Manager will be able to assist. Please refer to your copy of the contract for the contact details of your Account Manager.

2. Timetable

Proposed Dates	Description
10 – 16 January 2009	Tender process conducted.
February 2009	Feedback received from Transition Reference Group incorporated into Provider Transition Reference Document.
2 April 2009	Announcement of tender results.
	Transition commences on announcement of successful tenders
Early April 2009	Dispatch of Contract offers and Execution of Contracts.
	Training modules available for Job Services Australia Providers on the Learning Centre.
Mid April 2009	Transition Provider and Contract Manager Transition Reference Documents and Guidelines published on Transition website www.deewr.gov.au and Contract Manager Portal respectively.
28 April 2009	Contracts due back to Account Managers.
1 May 2009	Cease new referrals from Centrelink and Job Capacity Assessors to exiting JN Providers (including JSSO and Direct Registration), PSP and JPET.
2-3 May 2009	System allocation of job seekers to Job Services Australia Providers.
4 May – 29 May 2009	Letters and Fact Sheet to be sent to transitioning job seekers informing them of Job Services Australia and their Job Services Australia Provider.
4 May – 30 June 2009	Job seekers may choose to change Job Services Australia Providers.
Early May 2009	Job Services Australia Providers to receive an Allocation Report detailing indicative numbers of job seekers and their stream and postcode by ESA.
June 2009	Job Services Australia Providers will have access to new promotional material. The new signage must be displayed from 1 July 2009.
Mid June 2009	Letters sent to JSSO job seekers.

15 June 2009	<p>Job Services Australia Providers will be provided with a Caseload Report detailing job seeker contact details and eligibility for services</p> <p>Job Services Australia Providers to have access to the diary system to ensure initial Appointment sessions can be made for job seekers from 1 July 2009.</p>
26 June 2009	<p>Final date for creation of Initial Appointment sessions in the diary system.</p> <p>Employment Services Smartclient (EA3000) access shutdown at close of business.</p> <p>Providers will no longer have current access to DEEWR systems (refer to Access to DEEWR IT Systems under Section 5)</p> <p>For JN, PSP and JPET all referrals under ESC 3 cease and job seekers will stop progressing through their program (for example, through the Job Network continuum).</p> <p>For CWC and Green Corps referrals from ESC3 providers cease (referrals under ESC3 can continue from other sources after this date while ESC3 activities/projects are still in train).</p> <p>Participant Agreements for any job seeker commencing NEIS Assistance need to be signed by this date (all NEIS Businesses must be commenced by 30 June at the latest).</p> <p>Commitments for JSKA and TA expenditure to be finalised.</p>
27-28 June	<p>Final allocation of job seekers to Providers.</p> <p>All job seekers transitioned into Job Services Australia.</p>
30 June 2009	<p>JSKA Notional (notional bank) zeroed.</p> <p>End of Job Placement Licence 2006-2009 – Last date to make job placements under the Job Placement Licence.</p> <p>JN, PSP and JPET cease managing ESC3 caseload.</p> <p>End of Harvest Labour Services Contract 2006-2009 – Last date to make harvest placements under the Harvest Labour Contract.</p>
1 July 2009	<p>Commencement of Job Services Australia DEEWR IT System will be available for commencement of the Employment Services Deed (ESD4).</p>

14 July 2009	Final date for Harvest Labour Service Providers to submit final end of financial year reports.
31 December 2009	CWC and GC contracts conclude. Latest date for CWC and GC Providers to cease to manage ESC3 caseload.
26 January 2010	Final date to claim reimbursement through DEEWR's IT system for JSKA commitments and Wage Subsidies/Assist which were not finalised by COB 26 June 2009.
30 June 2010	NEIS Providers cease to manage ESC 3 caseload (based on 12 months of NEIS Assistance having been provided by this date). Provider can continue to claim ESC3 outcome payments up to and including this date.
30 June 2012	End date of Employment Services Deed 2009 – 2012 (ESD4).

3. Providing Services to Job Seekers Throughout Transition

3.1 Summary of Referrals and Commencements

The following table provides a summary of when referrals and commencements will cease for each of the programs.

	JN	PSP	JPET	Community Work Coordinators	Green Corps
Stop Referrals	1 May 09	1 May 09	1 May 09	Up to 31 Dec 09	30 June 09*
Stop Commencements	26 June 09	26 June 09	26 June 09	Up to 31 Dec 09	Up to 30 September 09**

Notes:

- * this is from JN, PSP and JPET Providers. GC Providers can continue to accept participants after this time
- ** Providers are contractually obliged to seek to replace participants who leave in the first 13 weeks of a Green Corps project
 - For CWCs the stopping of referrals and commencements are up to 31 December 2009 while activities commenced prior to 1 July 2009 are still in train.
 - No referrals can be made from COB Friday 26 June 2009 until the commencement of business, Wednesday 1 July 2009, as EA3000 will close allowing for the commencement of the new DEEWR IT system.
 - NEIS: Job seekers can continue to sign their NEIS Participant Agreement until COB Friday 26 June 2009 and can commence their NEIS Business by 30 June 2009 at the latest
 - Harvest Labour Service: Providers do not have a job seeker caseload, referrals to this program (and Providers) is non-applicable
 - JSSO: Providers can continue to register Job Search Support Only job seekers until COB 26 June 2009

3.2 Services to Current Caseload to Continue Until 30 June 2009

Up until the end of June 2009, providers will continue to be paid to provide full services to job seekers.

Job seekers will continue to access existing services and DEEWR will pay all Providers for services to their clients up to the conclusion of the current contract. For Job Network (JN), Personal Support Program (PSP) and Job Placement, Employment and Training (JPET) services, the current contract will conclude on 30 June 2009.

Providers of JN services will also be able to continue to progress existing job seekers through services, including Job Search Training and Intensive Support customised assistance up to 26 June 2009. Job seeker referrals from employment service providers to Community Work Coordinators and Green Corp providers can continue while activities are ongoing until 31 December 2009. NEIS Business commencements will continue up to 26 June 2009. Participant Agreements for all job seekers commencing in NEIS Assistance similarly need to

be signed by 26 June (though NEIS Businesses will be able to be commenced by 30 June at the latest).

3.2.1 Activity Agreements and Employment Pathway Plans

It is important that job seekers have in place Activity Agreements that will remain appropriate until they have negotiated and entered into an Employment Pathway Plan (EPP). Prior to 1 July, Providers need to review the Activity Agreements (AA) of job seekers on their caseload to ensure the activities and requirements in the AAs remain appropriate and valid during the job seeker's transition period: between 1 July and when the job seeker commences with their Job Services Australia Provider.

All job seekers with compulsory participation requirements must continue to have activities included in their AAs that will enable them to meet these requirements. This may include undertaking job search or participation in a continuing Work for the Dole activity.

Where a job seeker is focussed on job search, it is advisable to include an end date that will ensure the activity will remain valid during the transition period, for example, an end date of 31 December 2009 could be used. An activity that will not continue after 1 July should be removed or updated as appropriate and replaced with an activity that does continue.

No AAs can be negotiated after close of business 26 June 2009, so it is essential that AAs be updated prior to this date. From 1 July, EPPs will be negotiated for job seekers. Providers will still be able to view and print AAs in the DEEWR IT system, but no further actions will be possible.

In the first three months of the new employment services, job seekers who have transitioned from Job Network to Stream 1 may have an AA created by Centrelink or their Provider but not an EPP. For these job seekers, Providers will need to complete an EPP within three months of commencing the job seeker.

3.3 Referral of New Job Seekers from 1 May – 30 June 2009

Referrals will continue until 26 June 2009 for:

- continuing Providers;
- a Job Services Australia Provider that has taken over an exiting Provider's caseload before 1 July 2009; and
- exiting Providers where a Job Services Australia Provider is not available.

3.3.1 Job Network Services (JNS)

In order to minimise disruption for job seekers, from close of business **1 May 2009** Centrelink and Job Capacity Assessors will refer new Job Network job seekers, to continuing providers, where possible. If a Job Services Australia Provider is not available and accessible to the job seeker, referrals may continue to exiting providers. Where a Job Services Australia Provider has taken over an exiting provider's caseload before 1 July 2009, they can continue to receive referrals.

3.3.2 Personal Support Program (PSP)

In order to minimise disruption for job seekers, from close of business **1 May 2009** Centrelink and Job Capacity Assessors will refer new job seekers to PSP, to continuing providers, where possible. Referrals from other ESC3 and/or RSD Providers and job seeker transfers between PSP Providers will also cease for exiting Providers on 1 May 2009.

If a Job Services Australia Provider is not available and accessible to the job seeker, referrals may continue to exiting providers. Where a Job Services Australia Provider has taken over an exiting provider's caseload before 1 July 2009, they can continue to receive referrals.

All Providers will cease to receive referrals from the Automated Referral Process (ARP) on 1 May 2009.

Providers that receive referrals after 1 May 2009 may continue to receive manual referrals from the PSP Waiting List after the final ARP (where necessary). These referrals will be processed by DEEWR.

Providers do not need to refer participants for a JCA prior to transition, participants will be placed into Job Services Australia based on their current circumstances and if a JCA is required, the Job Services Australia Provider will arrange it.

Job seekers in the Personal Support Programme will not transition to Job Services Australia if they are:

- on an economic outcome suspension and no longer on income support;
- commenced in DEN, VRS or NEIS (on an Economic Outcome Placement), where they will remain in their placement;
- in an Education, Employment or Training/Apprenticeship Outcome Placement and not registered for income support; or
- on a Refuse to Participate, Centrelink Investigating, Whereabouts Unknown or Relocation suspension, or inactive.

3.3.3 Job Placement, Employment and Training (JPET)

In order to minimise disruption for job seekers, from close of business **1 May 2009** Centrelink and Job Capacity Assessors will refer new job seekers to JPET, to continuing providers, where possible. If a Job Services Australia Provider is not available and accessible to the job seeker, referrals may continue to exiting providers. Where a Job Services Australia Provider has taken over an exiting provider's caseload before 1 July 2009, they can continue to receive referrals.

Commencements can be made up to 26 June 2009.

If a young person directly approaches an exiting JPET Provider after 1 May 2009, the JPET Provider may either commence the young person and deliver immediate assistance or refer the person to:

- Centrelink or an appropriate community service for immediate assistance; or
- a JPET Provider that has been engaged to provide Job Services Australia under the Employment Services Deed 2009-12 (a 'continuing Provider') and who has capacity to accept the referral.

3.3.4 Community Work Coordinators (CWC)

Job Services Australia Providers may refer job seekers to ESC 3 CWC activities commenced in PP6 (between 1 January and 30 June 2009) that have an end date post 1 July 2009. Job seekers can participate in ESC 3 CWC activities:

- to complete their Work for the Dole placement (at the discretion of their Job Services Australia Provider);

- to continue Work for the Dole activity while awaiting commencement with their Job Services Australia Provider;
- as an activity in the Work Experience Phase;
- as part of an EPP;
- as an Intensive Activity; or
- as a Compliance Activity.

The Department will work closely with ESC3 CWCs not continuing under ESD4, in particular to assist them with the management of Activity Agreements (AAs) and Participation Reports (PRs). The non-continuing ESC3 CWCs will be required to manage AAs via a paper based process in relation to job seekers who have not yet commenced a with Job Services Australia Provider in conjunction with the Department. ESC3 CWCs will also have the option to refer the updating and amending of AAs to Centrelink relating to these job seekers to process during transition in certain circumstances.

Job Services Australia Providers and ESC3 CWCs will need to liaise closely to establish relationships during the period 1 July to 31 December 2009 to:

- assess job seekers needs and eligibility for CWC activities;
- refer job seekers to these activities only after the Job Services Australia Provider has established from the ESD3 CWC that sufficient places are available to accept referrals; and
- monitor job seeker participation.

The Department will also provide support to ESC3 CWCs and Job Services Australia Providers to help ensure:

- referrals are sufficient;
- all activities are successfully completed by 31 December 2009; and
- sponsors and community organisations are connected with Job Services Australia Providers.

ESC3 CWCs continuing as Job Services Australia Providers, who have assessed job seekers' suitability to continue in a Work for the Dole activity, should:

- commence job seekers under ESD4;
- complete an EPP; and
- refer the job seeker back to the ESC3 CWC activity.

This process ensures job seekers EPPs accurately reflect their participation in a Work Experience activity.

As ESC3 CWCs can continue to fund WfD activities commenced prior to 1 July 2009 through Work Experience Funding available under the current contract (and in accordance with associated ESC3 requirements), Job Services Australia Providers should not use the Employment Pathway Fund to cover any items already funded under Work Experience Funding.

Job Services Australia Providers are encouraged to facilitate the continuation of ESC3 CWC or Green Corps activities for those Providers exiting early and where the community benefit objectives of the activity have not been completed. Job Services Australia Providers will not be obliged to take over ESC3 CWC or Green Corps activities which commenced prior to 1 July 2009 but the Department will support handover from exiting Providers to new or continuing Job Services Australia Providers where it is mutually agreed.

Note: The Department will be providing guidelines and fact sheets regarding CWC transition-specific processes.

3.3.5 Green Corps

Green Corps service Providers must continue to meet all their contractual obligations, including the delivery of Services.

Centrelink and employment service Providers will continue to refer new job seekers to Green Corps up to 30 June 2009 and Green Corps Projects commencing before 1 July 2009 will continue to operate.

3.4 Allocation of Job Seekers to Providers

3.4.1 Principles underpinning Job Seeker Movement

The proposed system arrangements that facilitate the transition of job seekers from current contracted employment services to Job Services Australia aim to:

- ensure that all eligible job seekers are able to be commenced into ESD4 from 1 July 2009;
- minimise any disruption to employment services and activities for job seekers and employers; and
- provide an equitable allocation of current (transition) job seekers to Job Services Australia Providers, based on contracted market share.

Every effort will be made to ensure:

- job seekers remain with their existing Provider within the job seekers' Employment Service Area (ESA). This will also apply (depending on market share allocation) to ESC3 Providers that are delivering services as part of a group or via a subcontracting arrangement with a Job Services Australia Provider;
- that wherever possible job seekers requiring a specialist service are matched to a specialist Job Services Australia Provider within the job seekers' ESA;
- that job seekers located in a remote ESA are matched to a Job Services Australia Provider which is contracted to service the region the job seeker resides (based on Community Code); and
- the provision of timely advice about transition arrangements to job seekers, Job Services Australia Providers and employers.

System arrangements will also ensure that each Job Services Australia Provider has capacity within their caseload to accommodate additional referrals due to:

- a job seeker choosing to change Job Services Australia Provider;
- changes in job seeker circumstances between May and June 2009 including changes in address or eligibility for services; and
- referral of job seekers from Centrelink or a JCA from the commencement of the new contract.

3.4.2 Special Treatment of Vulnerable job seekers

The department expects exiting providers to take extra care in assisting vulnerable job seekers move to a new provider. Before 1 July 2009, exiting providers are to arrange a meeting between the job seeker, the exiting provider and the Job services Australia

provider. Providers should raise any difficulties in achieving this with their Account Manager as soon as possible. Centrelink will also offer personalised assistance to PSP and JPET job seekers and will have Social Workers available during this period.

3.4.3 Use of Job Seeker Account for Job Seekers Transitioning from Job Network

Job Network Providers may wish to consider arranging an appointment with the job seeker, particularly where they are moving to a new site or Job Services Australia Provider, to discuss the transition arrangements. This is to ensure that the job seeker is fully aware of the process and are prepared for the changes. Where the Job Network Provider has fulfilled their mandatory contacts outlined in the Contract, these could be funded through the Job Seeker Account as an additional contact as long as the contact meets the requirements of ESC3 and the Job seeker Account Principles.

3.4.4 Automatic Job Seeker Transfer

Most job seekers will be transitioned by DEEWR via an automatic system process into Job Services Australia and will be allocated a place with their Job Services Australia Provider.

DEEWR system arrangements will ensure that all job seekers eligible for Job Services Australia with an *active* registration, who are serviced under the following currently contracted programs, are transitioned to a new or continuing Job Services Australia Provider:

- Job Network (JN);
- Personal Support Programme (PSP), including job seekers on the PSP waiting list;
- Job Placement, Employment and Training (JPET) Program;
- Work for the Dole (WfD);
- New Enterprise Incentive Scheme (NEIS).

3.4.4.1 Remote Job Seekers

All job seekers in Remote ESAs (including excised non-remote locations) and Palm Island will be transitioned according to the automatic job seeker transfer process. Please note, job seekers in Remote Employment Service Areas (ESAs) and Palm Island will be mapped to Job Services Australia Providers based on their Community Code.

3.4.5 Manual Job Seeker Transfer

Some job seekers who will not be transitioned by the automatic job seeker transfer process will be transferred manually.

3.4.5.1 Pre-Release Prisoner (PRP) job seekers

Before a PRP job seeker can be transitioned to a Job Services Australia Provider, the Job Services Australia Provider must be deemed suitable by the relevant Department of Corrections for that State or Territory. The suitability of the Job Services Australia Provider will depend on the consideration of factors such as proximity to the prison or pre-release centre, whether the Job Services Australia Provider specialises in issues affecting prisoners (including pre-release prisoners) and the Job Services Australia Provider's performance and experience in finding employment for PRP job seekers.

The DEEWR Contract Manager will liaise with the State Corrections services and the Job Services Australia Provider to facilitate a smooth transition for the PRP job seeker.

3.4.5.2 Job Seekers with a current Job Seeker Incident Report (JSIR)

Job Services Australia Providers are required to accept and service a job seeker with a current JSIR in the same way that they accept and service other job seekers.

Before a job seeker with a current JSIR is transitioned, the Account Manager of the Job Services Australia Provider will be required to inform the Job Services Australia Provider of the following in relation to each job seeker with a JSIR:

- the impending referral;
- the incident report/s;
- the job seeker's behaviour recorded in the report; and
- any other information relevant to providing services to the job seeker (for instance, if the previous service Provider used alternative / restricted means of providing services).

This action will ensure that the Job Services Australia Provider is able to determine an appropriate strategy for providing services to the job seeker before the job seeker is transitioned.

3.4.5.3 Remote Job Seekers who do not have a Community Code assigned to their Record

The manual allocation of these job seekers will take account of the residential location of the job seeker, the Job Services Australia Provider/s that service that location and market share. If a Community Code is unavailable, DEEWR will map job seekers to Job Services Australia Providers manually, taking into consideration the job seekers' residential addresses and the Job Services Australia Provider/s that service those locations.

Note: DEEWR will provide Centrelink with detailed information on which providers service locations in Remote ESAs and Palm Island to ensure job seekers who do not have Community Codes are only referred to a provider that services the job seeker's location

3.4.6 Job Seekers not transferred

Most active job seekers who are currently serviced in the above programs will be transitioned between 26 June and 28 June 2009. However, some job seekers will not be transferred.

3.4.6.1 Job Search Support Only (JSSO) job seekers

JSSO job seekers will not be transitioned into Job Services Australia and they will be informed of the need to connect with a Job Services Australia Provider from 1 July 2009.

From 15 June 2009, JSSO job seekers will be sent a letter informing them of the introduction of Job Services Australia and the need to connect with a Job Services Australia Provider from 1 July 2009, at which time the registration can be re-activated at the new site.

Note: JSSO inactivation's during the transition period will continue in line with current JSSO registration rules.

3.4.6.2 Inactive job seekers

Job seekers with a registration status of 'Inactive' will not be transitioned.

3.4.6.3 Disability Employment Network (DEN) job seekers

The Disability Employment Network (DEN) is not part of this transition process. All job seekers concurrently participating in DEN will not be transitioned and will continue to receive services from their DEN Provider after 1 July 2009. Jobseekers receiving DEN services in remote areas will continue to receive these services as usual. DEN jobseekers should be directed to contact their Provider or Centrelink if they need any assistance or further information.

3.4.6.4 Vocational Rehabilitation Services (VRS) job seekers

Vocational Rehabilitation Services (VRS) are not part of this transition process. All job seekers concurrently participating in VRS will continue to receive services from their VRS Provider post 1 July 2009. Jobseekers receiving VRS services in remote areas will continue to receive these services as usual. VRS jobseekers should be directed to contact their Provider or Centrelink if they need any assistance or further information.

3.4.7 Allocation Report

A report will be available early May, to assist Job Services Australia Providers understand the number of job seekers their organisation has in each ESA, broken down by stream and postcode. This report is called the Allocation report.

3.4.8 Caseload Report

Another report, called the Caseload Report, will be made available by 15 June and will include the number and names of job seekers referred and their stream. This report can be used to commence contacting job seekers to arrange an initial interview (see section on Diary Appointments 3.4.7 for further information).

3.4.9 Diary Appointments

Diary appointment times and sessions in EA3000 for ESC3 will continue to be available for providers so they can make appointment times for their jobseekers up to 26 June 2009. Appointments made after that date for jobseekers who are moving from closing sites will be deleted by the Department in a system clean up to ensure that future appointments for those jobseekers are only made by their provider at their new site. It is expected that the number of appointments will be minimal as Providers should not be making these appointments for after 1 July 2009. A report will be available to identify job seekers where this has occurred and the department will liaise with the job seekers' new provider to arrange to notify job seekers as soon as possible.

From 15 June 2009, Job Services Australia Providers will be able to book job seekers into diary appointments to receive services from 1 July 2009. Providers will receive the Caseload Report to assist with this process. The transition process will not automatically create diary appointments for job seekers transitioning from closing sites.

Diary appointments should be created for all job seekers allocated, as efficiently as possible, to ensure that job seekers can commence receiving Job Services Australia as soon as possible.

Note: diary appointments should not be created for job seekers with a current exemption to Job Network services. Active Caseload reports will flag exemptions to ensure that job seekers with exemptions can be easily identified. For example, it is imperative that job seekers affected by the VIC Bushfires are not communicated with, if the suppression of communication order remains. Further guidance will be given to Job Services Australia

Providers on when these job seekers should be contacted and what exemption codes they have allocated for easy identification.

3.5 Job Seeker letter

From 4 May through to 29 May 2009, transitioning job seekers will be sent a letter to advise them that from 1 July 2009 Job Services Australia will be introduced.

For transitioning job seekers, the letters provide job seekers with information about who their Job Services Australia Provider will be, what they need to do, and a brief overview of their obligations. A fact sheet will also be included with the letter advising job seekers of what services they can expect as part of Job Services Australia.

There will be a range of different letters sent to the job seekers that are tailored to the particular circumstances of the job seeker. For example, a job seeker who is staying with an existing Provider will receive a slightly different letter from a job seeker who is moving to a Job Services Australia Provider.

The letters will be sent to job seekers from Centrelink with the exception of some special groups such as Pre Release Prisoners and job seekers who are not Centrelink customers. These job seekers will be sent a letter from DEEWR.

3.5.1 Job Seeker Enquiries

DEEWR and Centrelink are working closely together to ensure queries and requests from job seekers are managed effectively through the provision of information such as call centre scripts so that staff are aware of transition arrangements and the latest information so they can provide timely responses to job seekers.

Letters to job seekers will not require the job seeker to take any action. The letter will include a phone number for job seekers to call for more information about the changes including:

- Centrelink helpline (13 28 50) for job seekers who would like more information about the letter;
- DEEWR Customer Service Line number (1800 805 260) for job seekers wishing to choose another Job Services Australia Provider or to ascertain which Job Services Australia Providers will be operating in their local area;
- Centrelink Interpreter Services number (131 202) for job seekers wishing to speak to someone in their preferred language; and
- National Relay Services (13 36 77) for those job seekers with a hearing or speech difficulty.

3.6 Further job seeker movement

3.6.1 Job seeker choice of Provider

The transition letters will provide job seekers with the option of calling the DEEWR Customer Service Line to select an alternate Job Services Australia Provider should they prefer a different one to the one they have been allocated. Job seekers will be able to do this up to 30 June 2009. After this date, ESD4 transfer arrangements will be in place. It is recommended that Job Services Australia Providers postpone booking diary appointments for job seekers who express a desire to transfer to a different Job Services Australia Provider.

3.6.2 Changing sites

If a job seeker wishes to remain with their current provider, but move sites, then the provider can arrange this for them from 1 July.

3.7 Job Seeker Exits

3.7.1 Personal Support Program (PSP)

There is no requirement for PSP Providers to exit job seekers from their caseloads as part of transition to ESD4. Until 26 June 2009, PSP Providers must continue to exit job seekers from their caseload (and prepare exit reports) where an exit is related to normal program operations, as outlined in the PSP Guidelines (e.g. job seeker completes two years in the program, volunteer elects to discontinue participating or job seeker relocates).

Providers should ensure that exit reports related to normal program exits are submitted in the system by 26 June in order for associated payments to be claimed.

Providers should also seek to review their caseload prior to 26 June 2009 to ensure job seekers transition to Job Services Australia appropriately. As part of this review, PSP Providers should (where appropriate):

- exit voluntary job seekers who no longer wish to participate;
- exit job seekers where they have relocated outside the ESA;
- cease granting non-economic suspensions with an end date after 30 June 2009 (job seekers in these circumstances should be encouraged to contact Centrelink to request an exemption from participation in Employment Services after the 30 June 2009 if necessary); and
- ensure they reactivate job seekers from PSP suspensions, if the suspension end date is prior to 30 June 2009 (this will ensure the job seekers commence Job Services Australia as soon as possible).

3.7.2 Job Placement, Employment and Training Program (JPET)

There is no requirement for JPET Providers to exit job seekers from their caseloads as part of transition to ESD4.

As per normal program operations, JPET Providers should review their caseloads prior to 26 June 2009 to ensure that all job seekers on their caseload are active and currently receiving services. Job seekers who are actively being serviced but have a registration status of inactive are to be re-activated, and those job seekers not currently receiving services are to be exited.

3.8 Referral of New Job Seekers from 1 July 2009

3.8.1 Job Seeker Commencement in ESD4

To support the timely commencement of transitioned job seekers, their details will:

- appear on the 'Case Summary' and 'Referral Placement' screens with a transition code indicating the transfer occurred as part of the transition process; and
- have a status of 'pending' in their assigned Stream or Work Experience phase.

The department will work with Job Services Australia Providers to ensure that Transition job seekers are Commenced into Job Services Australia. The expectation is that Job Services

Australia Providers Commence job seekers within three months of the 'Indicative Timing' as specified in Annexure A of the ESD4.

Job Services Australia Providers may commence previous Job Network (including previous Green Corps and Work for the Dole) job seekers earlier either due to a job seeker requesting to Commence earlier or the Job Services Australia Provider having the capacity to Commence the job seeker earlier.

3.8.2 Job seekers transferred from the Personal Support Program (PSP)

Job seekers on Timeout suspensions or Irreconcilable Differences suspensions will be assigned to Job Services Australia Provider's caseload but are not expected to commence Stream 4 until the end of their suspension period.

Job seekers on the PSP Waiting List will be transferred to the caseloads of Job Services Australia Providers. These job seekers are expected to commence in Employment Services over the first 12 months of ESD4.

Job seekers on Timeout or Irreconcilable Differences suspensions or on the PSP Waiting List can be identified from the Transition Caseload Report. Information is also available on DEEWR's IT systems on the expected to start date for these groups. For those on the PSP Waiting List the expected to start before date will identify the last day of the quarter in which they should be commenced. For the others an expected to start after date will be displayed that identifies the date the suspension ends.

A Job Services Australia Provider may commence a previous Personal Support Program participant, or a job seeker on the Personal Support Program waiting list, if the participant requests to commence earlier than indicated in the Deed.

3.8.3 Job seekers participating in the New Enterprise Incentive Scheme (NEIS)

NEIS Providers will be able to enter NEIS Business commencements on the DEEWR IT system until COB 26 June 2009. However, NEIS Business commencements can occur up until COB 30 June. DEEWR will assist NEIS Providers to ensure any NEIS Business commencements that occur between 27 and 30 June 2009 are appropriately recorded on the system.

Job seekers who are participating in NEIS training and have not commenced their NEIS Business at 26 June 2009 will automatically be referred to a Job Services Australia Provider. The only exception to this is where the NEIS Business commencement occurs between 27 and 30 June (which is subsequently recorded on the system). Where possible, these job seekers should be able to continue with NEIS under ESC 4, with their ESC 3 provider.

The Department will advise Job Services Australia Providers that the skill shortage criteria should not be applied to job seekers in this group should they transition into Streams 1 or 2 under the new system. The Job Services Australia Provider will refer the job seekers to a NEIS Panel Member (NPM) who will either:

- refer the job seeker to an RTO to complete their training (if needed); or
- provide them with the appropriate assistance to complete their business plan; or
- commence them in NEIS Assistance.

ESC3 participants should be serviced out by their ESC3 NEIS Provider, whether that Provider becomes an ESD 4 NEIS Panel Member or not. For those NEIS Providers who are exiting the market and not 'servicing out' in accordance with their obligations under the current contract, their ESC3 NEIS participants will be transferred to an ESD 4 NEIS panel member to service them out under ESC3 rules. These participants will be sent a letter from the Department advising them of who their NEIS panel member will be.

NEIS Panel Members will be required, if requested by DEEWR, to provide these NEIS Transition Services to any job seekers who were receiving NEIS Assistance on or before 30 June 2009 and whose ESC3 NEIS Provider has exited the market without 'servicing out' the job seeker.

4. Training

Training for Job Services Australia Providers is delivered through the online Learning Centre (<https://ecsn.gov.au/ecsn>). Training will be delivered in three Levels. Level 1 training covers Job Services Australia concepts and was released on 9 April 2009. Level 2 training covers the operational policy and procedures and will be available in the Learning Centre in May 2009. Level 3 training covers use of the new DEEWR IT System. Level 3 training will include a 'live' training database supported by training workbooks. The training database will be released on 1 June 2009 and trainer's briefings will be held daily throughout June.

Managers can track uptake and success of training by subscribing to the GTR001 General Training Report in the EA Reporting application (ES SmartClient). Individuals may view and download their own training records from the My Training page in the Learning Centre.

Training is delivered through a range of linked products and events. Facilitated training is delivered using the LiveMeet web conferencing system, which allows Job Services Australia Providers to meet online with operational policy and IT System subject experts.

Further information relating to training can be found on the Transition website at www.deewr.gov.au.

5. Access to DEEWR IT Systems

5.1 Priorities for new DEEWR IT Systems

High priority has been placed on establishing a robust and accessible employment system application that is operational on 1 July 2009.

It is important that all Providers are aware of the proposed transition arrangements and their role in carrying out relevant operational procedures.

5.2 Importance of Security and Access Package

A Security and Access Package has been dispatched, together with the Deed, to all Job Services Australia Providers. This package includes all the forms and information required to arrange system access and commence system relevant training. The Job Services Australia Provider's Organisational Security Contact(s) (OSC) is/are responsible for the creation and management of the user accounts within each organisation. It is therefore important that OSCs are setup in good time to allow them to create the user accounts and systems access for the Job Services Australia Provider's staff. Security Access forms for OSCs will be processed by the Department within 7 working days. This means that Job Services Australia Providers will receive smart tokens for their OSCs within 7 working days after the completed Security Access forms are received by the Department. See the Security and Access Package for further information and contact details for DEEWR Help Desk support. Job Services

Australia Providers need to factor this turnaround time, and the time they then need for their OSCs to process the access for their staff, into their timelines for access to training, reports and the Employment Services System.

5.3 EA3000 Offline COB 26 June – 30 June 2009

EA3000 will be off-line to all Providers from COB 26 June 2009 until 30 June 2009 to facilitate the implementation of Job Services Australia, including the movement of job seekers. All Providers were sent a letter on 12 February 2009 advising them of these arrangements. Further information has been provided through consultation sessions on operational arrangements during the transition period. No diary sessions should be scheduled for this period.

5.4 Access to EA3000 after 30 June 2009

5.4.1 To make claims for payment

DEEWR will honour claims made under the Contracts for the delivery of services that occur prior to 1 July 2009 and for Job Placements and Outcomes that result from placements anchored prior to 1 July 2009.

Claims for payment cannot occur from COB 26 June 2009 until 1 July 2009. Claims for this period will still be honoured as long as the Provider has the appropriate Documentary Evidence.

From 1 July 2009, continuing and exiting Providers will have limited access to DEEWR's IT system (existing applications will be available) to claim outstanding fees or payments associated with ESC3. Limited system access will continue until 30 June 2010, but this may vary depending on the type of payment claimed.

5.4.2 For CWC providers

CWC Providers will continue to be able to use the DEEWR IT system during the period from 1 July 2009 to 31 December 2009. CWCs will have limited functionality during this time, for example, read only view of Activity Agreements (AAs) and Participation Reports (PRs).

5.4.3 For NEIS providers

Continuing and exiting NEIS Providers will have DEEWR IT system access for the maximum period of:

- 82 weeks (for those who are exiting but will 'service out' their ESC3 job seekers) and;
- 17 weeks (for those who are exiting and not 'servicing out' their ESC3 job seekers).

5.5 Access to DEEWR IT Systems from 1 July 2009

5.5.1 Continuing Providers

Continuing Providers will maintain their current access to DEEWR systems until 26 June 2009. Continuing Providers will also have their access to the Department's IT systems rolled over. Their OSCs will continue to be able to create UserIDs, and existing staff access will continue. However, where a Continuing Provider has a new organisational code because of a new partnership or sub-contracting arrangement access to the new IT system must be applied for under the new organisational code. In addition, staff that have changed

organisations will need to apply to their new OSC for the creation of a user account attached to their new organisation.

5.5.2 New Providers

Job Services Australia Providers will have the system access necessary to commence business on 1 July 2009, including access to their caseload and diary from 15 – 26 June to begin scheduling appointments with job seekers. This is reliant on the timely completion of the Security and Access Package included with the Deed. The department will monitor progress of this to ensure that providers have computer access by 1 July 2009.

5.6 Australian Job Search

JobSearch will play an important role in *Job Services Australia* and will continue to provide free Vacancy advertising to employers and recruitment organisations alike. The 'Conditions of Use' will continue to apply to the management of *JobSearch* Vacancies.

If your organisation is no longer going to be delivering recruitment services, you need to manage existing Vacancies on Australian JobSearch (that will still be active after 30 June 2009). Consult with Employers and either transfer the Vacancy to another Job Services Australia Provider, or close the Vacancy.

If your organisation is changing its site details, including contact telephone details, these need to be updated on *JobSearch*.

Web Services will also continue to be available, free of charge, to lodge automatically Vacancies on JobSearch. Recruitment organisations can continue to use the FindStaff function to search for job seekers.

6. Payments for ESC3

6.1 Job Network Services (JNS)

6.1.1 Service Fees and Outcome Payments

Continuing and Exiting Providers will be able to claim Service Fees and Intensive Support outcome payments, using the auto claim processes within DEEWR's IT system.

Providers receiving job seekers transferred from closed sites from a different organisation are not eligible to claim Intensive Support outcome payments based on employment placements that occurred prior to the date of transfer. These placements are considered an Outcome that does not attract payment (Part B, Clause 10.10, ESC3; Part D, Clause 10.10, RSD)

The only exception to this is where the Job Services Australia Provider Upgrades the job seeker's Pre-Existing employment after the job seeker's commencement date with the new site in accordance with Outcome Fees Guidelines

6.1.2 Job Seeker Account (JSKA)

The Job Seeker Account (JSKA) and Training Account (TA) for Job Network will continue to operate until the 30 June 2009. The JSKA and TA (notional bank) will be zeroed on 30 June 2009. For continuing Providers, the Employment Pathway Fund commences on 1 July 2009.

Providers must continue to provide JSKA and TA financial assistance to job seekers in accordance with the JSKA Expenditure Principles, ESC3 and the RSD during the transition period, where the purchase is for goods or services received up until 30 June 2009. Reimbursement for purchases or provision of service from the JSKA and TA for will continue to operate during the transition period. This includes wage subsidies that have been committed for employment commenced up until 30 June 2009 where the subsidy continues after 30 June 2009.

Providers must enter a commitment into EA3000 by close of business Friday 26 June 2009 for JSKA and TA purchases made up until 30 June 2009 where the invoice has not yet been received. This amount will then be reimbursed once the invoice has been received and paid. If purchases have been made and committed but not finalised by close of business 26 June 2009, Providers will be able to claim reimbursement through DEEWR's IT system until 26 January 2010 (30 weeks). After 30 June 2009, DEEWR's IT system will only allow commitments to be deleted or the amount of the commitment to be decreased.

To assist Providers an outstanding commitment and acquittal report will be made available to Providers at the site level, via Account and Contract Managers on the following schedule:

May 2009	Fortnightly
June 2009	Weekly
July 2009 – January 2010	Fortnightly

6.1.2.1 JSKA Bulk Expenditure

Providers will have until close of business 26 June 2009 to acquit bulk records for JSKA expenditure paid before 30 June 2009. The cut off date for entering bulk record acquittals is close of business Friday 16 June 2009 to allow for acquittal by 26 June 2009. Where a bulk record is not acquitted in EA3000 by 30 June 2009, recovery action for the outstanding acquittal amounts may be undertaken. This is because the department would have no record that the payment has been fully expended for the purpose for which the payment was initially made, therefore the contractual requirements would not have been met.

6.2 Job Placement License Only (JPLO)

6.2.1 Job Placement Fees

Providers can continue to claim Job Placement fees made under the Job Placement Licence (JPL) after 1 July 2009 as long as the placement date is prior to 1 July 2009 and appropriate documentary evidence is maintained. The usual claiming periods will apply.

Claims post 1 July 2009 will be made via a modified Job Placement portal in Australian Job Search, which will continue to be available until 31 March 2010. For organisations that use EA3000, this will remain available for claims processing until 30 March 2010. The usual periods under the JPL will apply.

Special arrangements will apply to the lodging of vacancies and creation of placements while the system is unavailable between 27 and 30 June 2009. Providers will be notified of these arrangements as soon as possible.

6.3 Personal Support Program (PSP)

PSP Providers should refer to the *Claiming PSP payments after 30 June 2009 Reference Document* for additional information on claiming payments after 30 June 2009, including information about maintaining documentary evidence.

6.4 Job Placement, Employment and Training (JPET)

Providers must lodge all outstanding claims for payment via the Payments module in the Specialist Services Application before 28 July 2009. Claims not entered into the system by this date may result in a delay to payment.

Providers must provide a final acquittal report by 23 September 2009, including audited financial statements and an itemised breakdown of all JPET funding.

This report must capture all funds that have been received and not previously acquitted during the contract period. This may include performance and top up payments made outside the 2008–09 financial year.

6.5 New Enterprise Incentive Scheme (NEIS)

NEIS Providers who become a NEIS Panel Member under ESD4 will continue to provide services to NEIS participants who have a NEIS Commencement that occurs on or before 30 June 2009.

NEIS Panel Members will be able to claim a fee for these participants of \$780 for each participant who was receiving NEIS services under ESC3, and \$1490 for each participant receiving NEIS Services under the Remote Services Deed 2006-2009.

6.6 Harvest Labour Service (HLS)

Harvest Labour Providers can continue to place workers into Harvest Vacancies in until 30 June 2009. Special arrangements will apply for the uploading of Harvest Vacancies and creation of Harvest Placements on JobSearch while the system is unavailable between 27 and 30 June 2009. These arrangements will be notified to Providers as soon as possible.

Claims post 1 July 2009 for Harvest placement Fees under the Harvest Labour contract 2006-2009 will continue to be lodged manually through invoice to the relevant DEEWR Account Manager.

6.7 Community Work Coordinators (CWC)

During the Transition Period (1 July to 31 December 2009), DEEWR will not allocate any Additional Places to the Provider and no Service Fees for Additional Places will be payable.

6.7.1 Unexpended Funds

Upon completion of Work for the Dole activities, CWCs must ensure they claim any remaining funding, provide the department with acquittal statements and reporting relating to the completion of activities, as per the current contract and guidelines.

All payments are subject to the CWC submitting a Tax Invoice on EA3000. CWCs must repay to DEEWR any funding which is unexpended or not acquitted to DEEWR's satisfaction.

6.7.2 Work Experience Funding

CWCs must claim all Work Experience Funding (WEF) within three months from the completion of the last ESC3 or RSD CWC activity. CWCs must provide their Contract Manager with acquittal statements verifying all WEF expenditure relating to a claimed Activity within 40 business days after the completion of the Activity.

6.7.3 Drought Force Fees

Drought Force fees claims must be submitted within 40 Business Days of the end of the Drought Force activity.

6.7.4 Training Credit Funding

CWCs must include an Acquittal Statement verifying that Training Credit Funding was spent in accordance with ESC3 or RSD CWC contractual conditions. CWCs must submit the Acquittal Statement at the end of their final Work for the Dole activity, or by 31 December, whichever comes first.

6.7.5 Reports Associated with Claims

CWCs must submit Activity Completion Reports within 40 Business Days of each completed Activity.

CWCs should submit an Activity Monitoring Report for each Work for the Dole Activity in conjunction with the Activity Completion report (i.e. within 40 Business Days).

CWCs must submit a Funding Interest Report listing the total interest that has been earned on the Funding at the end of the Transition Period.

7. Exiting Providers

Under the Department's exiting arrangements, all Provider staff, including sub-contractors, will need to complete an Exit Advice Notice. The Exit Advice Notice can be found on the ECSN Employment Secure Site along with contact details if you require further information.

7.1 Early Exit

Organisations may exit their current contracts before 30 June 2009. DEEWR will consider such requests promptly and sympathetically, on a case-by-case basis, considering how best to minimise disruption for job seekers.

For example:

- a current provider and a Job Services Australia Provider could jointly propose a smooth handover by way of subcontracting the remainder of the contract to the new provider. This could, in some instances, mean that the new provider retains the staff and job seekers at this site or ESA; or
- a current provider, who is not providing Job Services Australia in an ESA from 1 July 2009, may indicate they wish to cease their contract early. DEEWR will work with providers in the area to determine the best way to ensure ongoing services to job seekers.

When looking at requests, the department will consider the need to take into account: service arrangements with the objective of minimising disruption for job seekers; consistency in the decision making process; and need to minimise red tape so requests can be actioned as soon as possible. Providers should raise any proposals for early exit with their DEEWR Account Manager.

7.2 Agency Adjustment Fund

A \$3.5 million Agency Adjustment Fund (AAF) has been established to provide transitional support for employment services providers who were not awarded business, or were awarded a much-reduced level of business, under the Job Services Australia tender.

Assistance will be targeted towards those not for profit, community based organisations that have expertise, a track record and a desire to continue to provide community based services in their local communities. The AAF will support organisations to reposition them and identify new revenue opportunities. These opportunities could be within Job Services Australia (under subcontracting or partnership arrangements), the training system, in other Government programs or through the \$650 million Jobs Fund.

The AAF has two elements:

1) Adjustment Grants (\$3 million): available to not-for-profit organisations that are significantly impacted by the outcomes of the Job Services Australia tender. Grants will be for up to a maximum of \$100,000 per organisation to help them continue to operate beyond 30 June 2009 while they seek to identify and secure alternative funding sources and ensure their longer-term viability.

2) Specialist Business Advisors (\$0.5 million): available to both not-for-profit and for-profit organisations that require business advice. The Specialist Business Advisors will work with organisations to develop a business model that repositions the organisation and identifies revenue opportunities and potential areas for growth. The proposed amount of funding available is \$15,000 per organisation.

The Department of Education, Employment and Workplace Relations (DEEWR) has called for applications for funding to be submitted and applications close on Friday 1 May 2009.

Further information on the Agency Adjustment Fund, including the Guidelines and Application for Funding, which includes eligibility criteria and how to submit applications for funding are available at www.deewr.gov.au/Employment/NewEmployment/Transition.

7.3 Site Closures

If a Provider closes a site, they need to contact their local Contract Manager who will send the Provider a Letter of Intent. This letter will confirm that a Site Monitoring Visit will be undertaken in preparation for the site closure.

Your Contract Manager will complete a Site Closure Checklist in preparation for your site closure. The purpose of this checklist is to ensure collection of the complaints register, active and inactive files, relevant records, removal of job seeker information from personal computers, servers, etc, and removal of all signage. On completion, the form is to be signed by the DEEWR Contract Manager and the Provider representative. A Visit Outcome Letter will be sent by DEEWR to the exiting Provider within 28 days of the visit.

7.3.1 Kiosks / Job Search facilities

For collection of the kiosk/s and Telstra equipment, Providers will be contacted by IBM and Telstra to arrange collection or return.

7.3.1.1 Exiting Providers

Providers, who cease delivering contracted employment services before or on 30 June 2009, should have their Jobsearch Facilities retrieved by IBM prior to their last day of operation.

Transition Reference Document for Providers

Effective Date: 21 April 09

All Telstra owned equipment should be returned to Telstra by the Site as soon as possible following the Site's closure.

7.3.1.2 Continuing Providers

Prior to 30 June (expiration of ESC3), under their IBM Customer Agreement 2006-2009 Providers should nominate a Site Contact Officer (SCO) at each of their Sites for IBM and Telstra to liaise with, for the purposes of retrieving equipment. IBM will contact each SCO to schedule the removal of equipment, including kiosk/s and wireless access point (WAP).

All Telstra owned equipment, which includes the router and network termination unit, is to be returned to Telstra after 30 June 2009.

7.4 JPLO's

The closure process for JPLOs is detailed in the 'Process for Concluding Job Placement Licence 2006-2009 – Information Pack', which will be published on the Job Placement Only Secure Site and the Transition website at www.deewr.gov.au.

7.5 Harvest Labour (HL) providers

The closure process for Harvest Labour Providers is detailed in the 'Process for Concluding Harvest Labour Services Contract 2006-2009 – Information Pack', which will be published on the Secure Site and the Transition Website at www.deewr.gov.au.

8. Records Management

8.1 Personal Information

The relevant Records Management Instructions (RMIs) specify the arrangements for the management of records.

Continuing and exiting ESC3 Providers will need to comply with ESC3 RMIs. The ESC3 RMIs apply to active and inactive Records containing Personal Information created by Providers before 1 July 2009.

All ESD4 Providers, including continuing ESC3 providers will need to comply with the ESD4 RMIs in relation to the management of identified Records containing Personal Information created by Providers after 1 July 2009.

8.2 Exiting Providers

Exiting Providers must return to the Department, if requested, all Records containing Personal Information as specified in the ESC3 RMIs.

After the completion of services, Records must be returned to DEEWR no later than 28 business days after the last claim for payment date, unless alternative arrangements are made for the management of those Records prior to that date.

If an exiting Provider has entered into a subcontract to deliver Services to job seekers under ESD4, and it wishes to retain certain Records, then the exiting Provider must arrange for the ESD4 Provider to advise the DEEWR Account Manager (in writing) by no later than 15 June 2009.

Exiting Providers are responsible for the management of all identified Records, including information in DEEWR IT systems and any Records approved to be retained if the exiting Provider has entered into a sub contract under ESD4.

Records will fall into three categories:

1. Records due for destruction;
2. Records not due for destruction that are for inactive job seekers; and
3. Records not due for destruction that are for active job seekers.

Providers must sort Records into the above three categories and manage the Records in accordance with ESC3 RMIs requirements.

Providers are reminded to consider Survival Clauses and Documentary Evidence requirements when determining how to allocate Records.

8.2.1 Returning Records to DEEWR

Before transferring Records to DEEWR, exiting Providers will need to consult with their DEEWR Account Manager to obtain more information about the process, including the following:

8.2.1.1 Obtaining Boxes for Records Returned to DEEWR

Exiting Providers must estimate the number of boxes needed for Records to be returned to DEEWR. Boxes and barcode labels will need to be ordered through DEEWR, using contact details in these instructions. Boxes will take approximately 15 files of 2cm thickness.

8.2.1.2 Labelling Boxes

Exiting Providers must determine the future destruction dates, in accordance with ESC3 RMIs, by year, for each Record.

Boxes must be clearly marked on the exterior with the Provider's business name, the retention date and the status of Records, for example, active or inactive.

8.2.1.3 Returning Records to DEEWR (DEEWRs nominated storage provider)

Once boxes have been prepared for return to DEEWR's custody, exiting Providers must arrange for them to be securely transported to the nearest DEEWR nominated storage provider. The list of storage providers is available through the DEEWR Account Manager. Costs associated with transporting Records to the DEEWR nominated storage facility are a Provider's responsibility; however, DEEWR will pay the costs of storing and lodging the Records with the external storage facility.

If there are any incident files; Records that document an accident; or Records are identified which involve legal action or the potential for legal action, the DEEWR Account Manager will need to be informed and the relevant Records must be appropriately marked and returned to the DEEWR Records Management Unit.

Where records have been returned to the Department and a Provider requires access, Providers must write to their DEEWR Account Manager with the details and purpose of the request. The Department will then consider these requests, but may require Providers to seek access via the freedom of information process as required under the *Freedom of*

Information Act 1982. More information on this process is at www.deewr.gov.au/deewr/About/Freedomofinformation.htm

8.2.2 Records Due for Destruction

Records may only be destroyed after they have reached the minimum retention period. However, Providers need to ensure that Records relevant to legal proceedings, or where legal action or litigation can reasonably be expected, are not destroyed, even where minimum retention periods are met.

8.2.2.1 Destruction Methods

Where Records are eligible for destruction, Records must be destroyed using one of the following methods:

- pulping: transforming used paper into a moist, slightly cohering mass, from which new paper products will be made;
- burning (in accordance with relevant environmental protection restrictions);
- pulverisation: using hammermills with rotation steel hammers to pulverise the material;
- disintegration: using blades to cut and gradually reduce the waste particle to a given size determined by a removable screen; or
- shredding: using crosscut shredders (using either A or B class shredders).

If the destruction is undertaken by an off site facility, then a certificate of destruction, including details of the person authorising destruction, must be sent to the DEEWR Records Management Unit through the DEEWR Account Manager, with the list of Records destroyed.

The DEEWR Account Manager has a list of companies that destroy documents to Australian Government standards. Costs associated with destroying Records are the Provider's responsibility.

8.2.3 Contact Details

For more information on records management please contact the DEEWR Records Management Unit as follows:

Department of Education, Employment and Workplace Relations
Records Management Unit – 29BBP41

Phone: 02 6218 4246

02 6218 4243

Fax: 02 6276 7978

Physical Address: 4th floor, 29 Brindabella Circuit, Canberra International Airport, ACT, 2609

Postal Address: GPO Box 9880, Canberra, ACT, 2601

8.3 Continuing Providers

Active Records for job seekers moving from ESC3 to ESD4 arrangements must be retained and managed under the ESD4 RMI arrangements. Records for job seekers that have ceased receiving Services on 30 June 2009 (or in the case of CWC and Green Corps 31 December 2009) must continue to be retained by Providers in accordance with remaining retention periods as specified in ESC3 and the relevant ESC3 RMI.

9. Glossary

- COB – Close of Business
- Continuing Providers – Providers who have a 2006-2009 contract and have won a contract to deliver ESD4 business, and Providers who will not be contracted by DEEWR to deliver Job Services Australia, but, who will be sub-contracted by Job Services Australia Providers
- CSL – Customer Service Line (DEEWR)
- CWC – Community Work Coordinators
- DEEWR – Department of Education, Employment and Workplace Relations
- DEN – Disability Employment Network
- EA3000 – Employment Services Smartclient
- ECSN – Employment Community Service Network
- ESA – Employment Service Area
- ESC3 – Employment Services Contract 2006-2009
- ESD4 – Employment Services Deed 2009-2012
- ESFD – Employment Services Funding Deed 2006-2009
- ESIL – Employment Service Information Line (DEEWR)
- Exiting Providers - Providers who have a 2006 – 2009 contract are unsuccessful in the tender process, or do not tender, for Job Services Australia
- FJNE – Fully Job Network Eligible
- HLS – Harvest Labour Services
- JN – Job Network
- JPET – Job Placement, Employment and Training
- JPL – Job Placement Licence
- JSIR – Job seeker Incident Report
- JSKA – Job seeker Account
- JSSO – Job Search Support Only
- NEIS – New Enterprise Incentive Scheme
- New Providers – Providers contracted to deliver ESD4 commencing 1 July 2009
- NHLIS – National Harvest Labour Information Services
- PRP – Pre-Release Prisoner
- PSP – Personal Support Programme
- RFT – Request for Tender
- RSD – Remote Services Deed 2006-2009
- TA – Training Account
- VRS – Vocational Rehabilitation Service
- WfD – Work for the Dole