



# Provider Transition Advice Webinar 22 April 2022

## Questions and Answers

Question Number	Question	Answer
1	When can we expect to see the training modules in the Learning Centre?	Policy Training Modules will be released across the Transition Period.
2	Will training be available in the current employment services learning centre?	Yes, Provider training will be made available via the Learning Centre as per current processes.
3	When will Self-Employment Assistance Providers be provided with an indicative caseload so they can prepare for transitioning participants?	During May 2022, the Department will provide site summary data. Further data will be available via the expanded transition caseload report around 6 June 2022. Refer to <b>C3.1 Expanded transition caseload report</b> in the Provider Transition Advice.
4	Regarding Self-Employment Assistance participants, will new providers receive an indicative number of participants that will be referred to new Self-Employment Assistance providers, that have greater than 3 months of service?	Yes. Refer to <b>Part C - Dashboards and reports</b> in the Provider Transition Advice
5	When can new providers access ESS web? Will this be at the same time as diary management access?	Refer to <b>H1.1 ESS Web 2.0</b> in the Provider Transition Advice.

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6	Will the Continuing Provider and Disability Employment Services (DES) calendars need to be re-created again in ESS Web 2.0 or will they be carried over from ESS Web?	DES Providers will continue to use ESS Web to see their DES Calendars, and these should continue to function as they do now, with existing records remaining in ESS Web.
7	Will Disability Employment Services (DES) ESS Web change?	DES providers will continue to use ESS Web.
8	We have noticed that Disability Employment Services (DES) Restart Wage Subsidies in ESS Web have an auto end date of 30 June 2022. Is this correct?	Yes. From 1 July 2022, a new Head Agreement will be created for each employer when the first DES Restart Wage Subsidy Agreement is created. All DES Restart Wage Subsidy Agreements approved prior to 30 June 2022 will continue until the scheduled end date. DES providers will be contacted separately on this issue.
9	Can you share the link to the Transition Timeline?	<a href="http://www.dese.gov.au/workforce-australia/resources/transition-timeline">www.dese.gov.au/workforce-australia/resources/transition-timeline</a> under the page <a href="http://www.dese.gov.au/workforce-australia/employment-services-information-providers">www.dese.gov.au/workforce-australia/employment-services-information-providers</a>
10	Are we able to submit artwork proofs for branding and signage for approval/review and if so how long would it take to get feedback on proposed artwork?	Yes, you can submit artwork proofs of signage and branding for review. Send all branding and signage proposals to <a href="mailto:workforceaustralia-brand@dese.gov.au">workforceaustralia-brand@dese.gov.au</a> . Turnaround time for a response is within 48 hours and no longer than 5 business days during busy periods.
11	Regarding the site signage, is it possible to send a mock-up of proposed signage to the Department to review before it is applied to make sure it meets the needs of the Department.	Yes, you can submit artwork proofs of signage and branding for review. Send all branding and signage proposals to <a href="mailto:workforceaustralia-brand@dese.gov.au">workforceaustralia-brand@dese.gov.au</a> . Turnaround time for a response is within 48 hours and no longer than 5 business days during busy periods.
12	Will Transition to Work (TtW) branding change?	Yes. From 1 July 2022, TtW program branding will be replaced with Workforce Australia branding.
13	Is there flexibility to the signage options? The branding document indicates the Workforce Australia signage must be bigger than the Providers signage.  Some property managers won't allow two signs to be erected, as well as other issues around signage outside of our control. What should Providers do when encountering signage issues?	If you encounter any signage issues that do not align with the Workforce Australia brand style guidelines, please contact us via email at <a href="mailto:workforceaustralia-brand@dese.gov.au">workforceaustralia-brand@dese.gov.au</a> , and we will work through your concerns with you.

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14	Do Employability Skills Training (EST) providers need to submit service delivery plans for each Block 1,2 and/or Specialised/Generalist or just one for all?	<p>EST providers are required to have two Service Delivery Plans. One targeted at EST participants, and one targeted at employers. Each Service Delivery Plan must include the services the EST provider intends to deliver to that cohort.</p> <p>A Provider may choose to create additional targeted Service Delivery Plans – for example for different Employment Regions, locations within an Employment Region, cohorts and/or industries.</p>
15	Is participant choice available after 15 July 2022 in an ongoing sense?	Yes.
16	Can you explain how specialist contract participants are allocated - is their proximity considered or not to the allocated site?	<p>Yes, proximity is considered for specialist cohort participants. Refer to <b>A2.1 Allocation of Participants to Workforce Australia Employment Services Providers</b> in the Provider Transition Advice.</p>
17	Indicative caseloads appear to be significantly higher than the Request for Proposal indicative caseloads, can you please explain this?	<p>Providers should not compare the indicative caseload data to what was released in the Request for Proposal (RFP).</p> <p>The RFP data was based on an estimated <b>average</b> caseload. The site summary data is based on the <b>actual</b> caseload as at 9 April 2022.</p>
18	<p>How accurate are the site summary caseload numbers? You mentioned a second release.</p> <p>Why is there such significant difference from the RFP?</p>	<p>Providers should not compare the site summary caseload data to what was released in the Request for Proposal (RFP).</p> <p>The RFP data was based on estimated <b>average</b> caseload. The site summary data is based on the <b>actual</b> caseload as at 9 April 2022.</p> <p>The Department will release the Site Summary Dashboard on 12 May 2022 in ESS Web 2.0. There may be some adjustments to the site summary data received on 21 April 2022.</p>
19	Does the indicative caseload provided include suspended clients?	Yes

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20	If I am continuing in a region but my business share is reduced will some current clients be forced to move to different providers?	<p>Where possible, participants will remain with their continuing provider. If a provider's caseload exceeds their new business share tolerance level, some participants may be moved to a new provider. Allocation to providers will be informed by the following factors:</p> <ul style="list-style-type: none"> <li>• Presence of specialist providers within the employment region</li> <li>• Job seeker eligibility, including eligibility for multiple specialist streams</li> <li>• Provider business share and tolerance levels</li> <li>• Proximity of provider sites to job seeker home address</li> </ul> <p>Eligible participants will be transitioned to specialist providers from continuing and exiting providers</p>
21	Will new providers get a copy of any general messaging sent to participants?	Yes. Providers will have access to transition related notifications sent to Participants

22	<p>In relation to the Quality Assurance Framework (QAF) accreditation being required to achieve in 9 months from the commencement of contract, can the Dept. confirm whether Providers will self-assess, Department assess, or external (CAB) assess? And will providers need to be QAF certified, or will it be ok where corrective actions still need to be completed?</p>	<p>As outlined in the Guideline, to obtain QAF Certification, Providers must:</p> <ul style="list-style-type: none"> <li>• achieve certification against one of the 2 approved Quality Standards, and</li> <li>• demonstrate adherence to the Department's 7 Quality Principles.</li> </ul> <p>A Provider must engage a Conformity Assessment Body (CAB) that has been accredited by the Joint Accreditation Scheme of Australia and New Zealand (JAS-ANZ) to undertake a Quality Standards audit (ISO 9001:20015 or National Standards for Disabilities) audit.</p> <p>Suitably trained Department Officers may conduct Quality Principles Certification, Recertification and Surveillance Audits on certain Providers at the Department's discretion. Providers selected for Department led audits will be advised no later than 8 weeks prior to the proposed audit.</p> <p>Providers that are not audited by the Department must engage a Department approved CAB to undertake Quality Principles Audits. A CAB, and their Quality Auditors, must participate in and pass all the Department's required training before conducting a Quality Principles audit.</p> <p>As part of the Quality Principles audit, Providers must send a completed Quality Principles self-assessment tool and specified supporting documents to the Department Officer or Quality Auditor a minimum of 1 week prior to the approved commencement date for the Quality Principles Audit.</p> <p>QAF Certification will not be granted or renewed until all Major non-conformances are downgraded to a Minor non-conformance or closed out. As outlined in the Request for Proposal, any major non-conformances identified during the initial Quality Principles Certification Audit must be at least downgraded to minor non-</p>
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		conformance prior to 5.00pm (Canberra time) 1 July 2023, otherwise QAF certification will not be awarded.
23	Post Placement Support and Outcome claims – how does this work with exiting Providers contacting new Providers participants for Post Placement Support and to obtain documentary evidence to support any eligible outcome claims?	<p>Providers must continue to provide support to Participants in a job, training, Wage Subsidy, PaTH Internship or educational activity that continues beyond 30 June 2022, where this has been agreed by the Provider. This may be in the form of post placement support or required goods and services. Refer to <b>D1 - Exiting Provider obligations to Participants</b> in the Provider Transition Advice.</p> <p>Requesting documentary evidence from participants who have moved to a new provider already happens under business-as-usual jobactive processes, i.e. provider places a participant into a job and the participant transfers to another provider while the Outcome is still tracking. If the Outcome cannot be verified by Services Australia data, the provider claiming the Outcome will need to contact the participant and ask them to supply documentary evidence.</p>
24	Program Assurance Activities – will Rolling Random Sample (RRS) continue in the next Contract and if so, when does the Department consider this to commence?	The RRS is continuing under the new contract, however it will be known as the Continuing Assessment of Payment Integrity (CAPI). At this stage the expectation is that the first documentary evidence requests will occur in September 2022, but this may change. When it does, providers will be notified.
25	Why is Employment Fund override functionality being removed? Does this mean this option will be removed in the next Contract?	<p>All commitments must be claimed by 31 August 2022, or by 24 February 2023 for Wage Subsidies.</p> <p>Suspensions in ESS Web will be applied to prevent claiming reimbursement post these dates. When the suspensions are applied, it will prevent the Override functionality. Providers will still have an avenue to request a timeframe extension to claim reimbursement if it meets one of the criteria. Refer to <b>I1.5 Employment Fund</b> in the Provider Transition Advice.</p> <p>The Override functionality will not be available under the Workforce Australia Employment Fund.</p>

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26	Will providers have a day 1 employment fund or are the transition credits dependant on commencing job seekers?	Employment Fund credits will be triggered as transitioned and new Participants commence with a Workforce Australia Employment Services Provider.
27	it looks like the end date for the Information Exchange & Privacy module has been updated and ended for all current users. Will continuing provider staff need to recomplete this module prior to 1 July?	As stipulated in Section 11 – Privacy Training of the Privacy Guideline, Providers must ensure that Personnel who handle or will handle personal information in the course of delivering Services complete the Information Exchange and Privacy Module prior to delivering the Services, and at least once every 12 months. Hence, personnel who already completed the Module within the previous 12 months are considered to have already met the annual training requirement.
28	Where a provider exits a region but will continue to provide employment services in another region will the records management requirements apply, will records from the exited region need to be submitted back to the department.	Yes, the records management requirements will apply and providers will need to submit records to the department for the regions they are exiting.
29	We haven't been given the work order yet, do we still need to have the offices ready in the areas appointed to us by 1 July 2022.	Yes.
30	What was the dollar amount over the last 3 or 4 reporting periods in the definition for 'Recent Earnings'	A Participant will be considered to have recent earnings where they have earned \$500 or more per fortnight in 3 of the previous 6 fortnights. Refer to <b>1.6 Transition of Participants</b> in the Provider Transition Advice.
31	Will the updated Provider Transition Advice include a summary of changes?	Yes, all changes will be outlined in the version history table in the Provider Transition Advice
32	From 1 July 2022 will existing wage subsidies require re-approval? What allowable timeframe do providers have to re-approve wage subsidies in this transition period?	No. All wage subsidy schedules approved prior to 1 July 2022 for placements that commence before 1 July 2022 will continue until their scheduled end date - these will not require re-approval.
33	If we have found a job seeker a job between 1 to 3 July 2022 are we able to anchor the placement and claim an outcome? Will this be an override?	jobactive providers will be able to enter a Job Placement that commenced prior to 1 July 2022 without an override as long as it is entered within the 56 day limit. This capability will be available in ESS Web from 4 July 2022. Refer to Section <b>A1.5.4 Participant Placements (Employment and Education)</b> in the Provider Transition Advice.

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34	<p>If a Participant is still undergoing a 26 week in employment placement during the Transition phase. Who supports/mentors this Participant? The old or the new provider?</p> <p>Considering the Participant may not have had the initial apt sign up with the new provider until late July/August 2022.</p> <p>Does the old or the new provider receive the Outcome achieved payment.</p>	<p>The provider who placed the participant into the job will need to continue to provide Post Placement Support as needed. Refer to <b>D1 - Exiting Provider obligations to Participants</b> in the Provider Transition Advice.</p> <p>As per normal jobactive policy, Outcomes are payable to the provider who had the participant on their caseload on the Job Seeker Placement Start Date. Where a jobactive provider places a participant into employment and the Job Seeker Placement Start Date is prior to 1 July, that provider will be eligible for jobactive Outcomes where achieved, regardless of whether the participant moves to a new provider during Transition.</p>