



Australian Government

Guideline:

New Employment Services Trial (NEST)- Using the Employment Fund General Account

This Guideline outlines how to use the Employment Fund General Account (Employment Fund). The Employment Fund is a flexible pool of funds available to NEST Providers (Providers) to offer support tailored to the needs of Participants, employers and the local labour market. Each Provider receives credits they can use and then claim Reimbursement for the purchase of goods and services that genuinely support and assist Participants to gain the tools, and build the skills and experience they need to get and keep a job.

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Changes from the previous version (Version 2.0)

Policy changes:

Nil

Wording changes:

(Pg. 4 and 7) Change in terminology. From 1 January 2021 the Online Employment Services Trial (OEST) will be referred to as Online Employment Services (OES).

Document Change History:

A full [Document Change History](#) is available at the end of this Guideline.

Related documents and references

[New Employment Services Trial Employment Fund General Account IT Supporting Document](#)

[Targeted Pre Employment Preparation Proposal template](#)

[Provider Indigenous Mentoring Capability Proposal template](#)

[New Employment Services Trial Stronger Transitions Guideline](#)

[New Employment Services Trial Structural Adjustment Programme Guideline](#)

[New Employment Services Trial Eligibility, Referral and Commencement Guideline](#)

[New Employment Services Trial Managing Wage Subsidies Guideline](#)

[New Employment Services Trial Activity Management Guideline](#)

[Insurance Readers Guide](#)

[New Employment Services Trial Managing PaTH Internships Guideline](#)

[New Employment Services Trial Relocation Assistance to Take Up a Job Guideline](#)

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1. Crediting the Employment Fund General Account

Providers receive credits into their Employment Fund notional bank balance at the Provider Site level. The amount credited is in line with Table 1 and Table 2, Annexure E1 of the New Employment Services Trial Deed 2019–22.

The Enhanced Services credit is allocated once per Period of Unemployment when a Participant Commences in Enhanced Services Tier 1 or Tier 2

Where an Enhanced Services Participant transfers from Tier 1 to Tier 2, or from Tier 2 to Tier 1, a Provider is not allocated a second credit for the Participant.

Where a Participant transfers from jobactive, Online Employment Services (OES), Volunteer Online Employment Services Trial (VOEST) or Digital Servicing and Commences with a Provider, credits for the Participant, are allocated as per above.

However, where a Participant transfers from jobactive, Digital Services, the OES, or the VOEST to Enhanced Services and the Participant has previously been serviced under NEST by the Provider or another NEST Provider, the Provider's Employment Fund General Account will not be credited when the Participant Commences in Enhanced Services again.

Where Participants are eligible for support under a Structural Adjustment Programme (SAP), Providers may receive a once-only SAP credit in addition to the Enhanced Services credit. The amount credited is listed in the relevant SAP Guideline.

(Deed references: Clauses 120.9, 120.11, Annexure E1)

Managing Employment Fund Credits

The notional bank balance of credits will reduce each time a Provider makes a commitment in the Department's IT System to purchase goods or services.

Providers must not make commitments in anticipation of future credits. The total amount committed for goods or services must not exceed the total amount credited to a Provider's notional bank balance.

The Department may choose to quarantine or reserve Employment Fund credits for a particular purpose. Providers must only use quarantined or reserved credits for the purpose specified by the Department.

Providers can only use SAP credits for Participants assisted through a SAP or the Stronger Transitions Package (noting the Stronger Transitions Package closed to new entrants on 1 July 2020). When a Provider creates a commitment for these Participants, the Department's IT System automatically uses SAP credits first, where available, before using general credits. The Department's IT System displays the SAP credit balance separately to the General Account credit balance.

Refer to the [New Employment Services Trial Employment Fund General Account IT Supporting Document](#) for guidance on how to view the General Account and SAP notional bank balances at Site level in the Department's IT System.

(Deed references: Clauses 120.7, 120.10)

2. Transferring Credits

A Provider can transfer credits between its individual Sites in the Trial Regions, and when a Participant transfers to another Provider.

Refer to the [New Employment Services Trial Employment Fund General Account IT Supporting Document](#) for guidance on how to transfer credits in the Department's IT System.

Transferring Credits between Sites



System step: A Provider can transfer Employment Fund credits between any of its Sites within or across any Employment Region unless:

- the credit transfer is from a Trial Site to a jobactive Site
- the credit transfer is from a jobactive site to a Trial Site
- the Department has quarantined or reserved those credits for a particular purpose

or

- the Department has placed limits on or restricted a Provider's ability to transfer credits between its Sites.

(Deed references: Clauses 120.7, 120.13, 120.14, 120.15)

Transferring Credits to another Provider



System step: When a Participant transfers to another NEST Provider, the current and gaining Providers negotiate and agree to the transfer of any Employment Fund credits.

A Provider cannot transfer credits to another Provider if:

- the credit transfer is from a Trial Site to a jobactive Site; or
- the credit transfer is from a jobactive Site to a Trial Site.
- the credit transfer is from an Enhanced Services Site to a Digital Services Site

or

- the credit transfer is from a Digital Services Site to an Enhanced Services Site.

(Deed references: Clause 120.12)

Transferring Credits due to Site Closure or Reduction of Business Share

The Department may restrict a Provider from transferring credits between its Sites when a Site is being closed or the Business Share of that Site is being reduced and participants are being transferred to another Provider.

The Department will determine the total amount of credits to be transferred from the reduced or closed Site to the gaining Provider's Site.

3. Determining who is eligible

All Enhanced Services Participants are eligible for assistance, regardless of the timing of their credit allocation.

A Provider can claim Reimbursement for Enhanced Services Participants, if the Participant received the good or service when they were either:

- commenced in Enhanced Services
- suspended after Commencement in Enhanced Services
- pending after previous Commencement in Enhanced Services
- pending in Enhanced Services and require Certified Interpreter services
- exited within 183 days from Enhanced Services
- transferred within 183 days from Enhanced Services to another Provider.



System step: Providers can claim Reimbursement at the Site level for any of their Participants, regardless of the Participants Site. This includes attributing Participants to a bulk purchase. A Provider cannot claim Reimbursement if the participant is serviced under jobactive.

Participants concurrently serviced by other programs, are also eligible for assistance, including those participating in:

- New Enterprise Incentive Scheme (NEIS) and have not yet commenced their NEIS Business
- PaTH Internships and/or PaTH Employability Skills Training
- placements supported under the Indigenous Advancement Strategy, including Jobs, Land and Economy Program projects, for example Vocational Training and Employment Centres, administered by the Department of the Prime Minister and Cabinet.

For more information on Participant eligibility, refer to the [New Employment Services Trial Eligibility, Referral and Commencement Guideline](#).

(Deed reference: Clause 120.1)

4. Making eligible Purchases

A Provider must first pay for eligible purchases and then claim Reimbursement through the Employment Fund.

Determining what is an Eligible Purchase

An eligible purchase is any purchase that:

- meets the Employment Fund Principles
- is not prohibited, and
- satisfies any specific Employment Fund category requirements.



System step: A Provider must commit each eligible purchase in the Department's IT System and record against the relevant category and sub category as listed in [Table 1 – Category Details and Documentary Evidence Requirements](#).

Refer to the [New Employment Services Trial Employment Fund General Account IT Supporting Document](#) for guidance on how to:

- create a commitment and Reimburse a commitment in two steps
- or
- create and Reimburse a commitment in one step

in the Department's IT System.

(Deed references: Clauses 120.1, 120.2)

Meeting the Employment Fund Principles

A Provider must ensure the purchase meets the Employment Fund Principles before purchasing goods and services that will be reimbursed from the Employment Fund:

- provides eligible Participants with the work-related tools, skills and experience that correspond with their difficulties in finding and keeping a job in the relevant labour market
- provides value for money
- complies with any work, health and safety laws that may apply
- withstands public scrutiny, and
- will not bring employment services or the Government into disrepute.

Determining what is a Prohibited Purchase

A Provider must not claim Reimbursement through the Employment Fund General Account for prohibited goods and services. Prohibited purchases are:

- any goods and services purchased prior to the Enhanced Services Start Date as defined in the New Employment Services Trial (NEST) Deed
- any goods or services incurred while Participants were participating in Digital Services, OES, VOEST or jobactive. This includes Digital First or Digital Plus Participants allocated to the Provider for activity purposes only.
- any costs and overheads, such as travel time, travel costs and administration costs associated with either:
 - the provision of employment services
 - cost of Service delivery on an outreach basis
 - the administration of the Employment Fund
- any goods and services considered core services under the Deed, including Contacts with Participants, verification of Employment or Education Outcome claim, reverse marketing, job search training (résumé writing, job application and interview skills development), and general mentoring and post placement support.
- legal fees or security costs incurred by a Provider
- any interest charged on credit cards, including account and credit card fees
- gifts, cash and incentives to Participants or Employers, including payout of loans or credit cards
- assets that remain the property of a Provider
- assets for a Participant or Employer that are not used primarily to assist the Participant in accordance with the [Employment Fund Principles](#)
- goods or services if a Provider is entitled to payment from the Department, other Australian Government sources or state, territory or local government bodies for those items, such as:

- National Work Experience Programme Payments
- PaTH Internship Host Business payments
- goods or services that are directly funded through the Indigenous Advancement Strategy, including costs already paid for by a Vocational Training Employment Centre (VTEC), such as mentoring support
- goods or services that are directly funded through other Government programs or grants, such as Regional Employment Trials
- Digital Training Fee payments
- Employment Preparation Activity payments
- Youth Bonus Wage Subsidy
- Career Transition Assistance payments from 4 May 2020.
- any assessment tool costs, including the cost of accessing or using any skills, vocational or non-vocational assessment tools, except:
 - Comprehensive skills assessments for Stronger Transitions Eligible Participants. Assessments claimed prior to 1 July 2020 must be conducted by Transition Services Panel Members, or any other Departmental approved service providers.
- an Employer's workers compensation or insurance policy Payments
- any costs that can be claimed or are subject to a claim under the Department's personal accident insurance and combined public and/or product liability insurance policies for Participants undertaking Activities or the Provider's insurance policies
- any costs associated with Department approved non-government programs if delivered by a Provider's Own Organisation or a Related Entity
- any costs associated with Work for the Dole or funded through Work for the Dole Activities, unless specified in [Table 1 – Category Details and Documentary Evidence Requirements](#)
- the costs of police or criminal records checks for Supervisors on non-Work for the Dole Activities
- non-accredited training, unless specified in [Table 1 – Category Details and Documentary Evidence Requirements](#)
- Provider-supplied transport, such as costs associated with hiring, purchasing, running and/or maintaining vehicles owned by a Provider's Own Organisation to transport multiple Participants to a training activity or Employment location
- penalties, fines or court fees (examples of penalties include costs associated with participation in any Alcohol Interlock Program/Scheme or Traffic Offender Intervention Program)
- relocation assistance to assist Participants relocating overseas
- long term gym memberships and long-term lifestyle/fitness programs

(Deed reference: Clause 120.1)

5. Claiming Reimbursement

Providers must claim Reimbursement for eligible purchases within 56 days from the date that a Provider paid the supplier, unless otherwise provided for in the [New Employment Services Trial Employment Fund General Account IT Supporting Document](#) (refer to Actioning Overrides section).



Documentary evidence: A Provider must meet all Documentary Evidence requirements at the time of claiming Reimbursement. For more information, refer to the [Summary of required Documentary Evidence](#) section.



System step: A Provider must enter the Australian Business Number (ABN) and name of the supplier into the Department's IT System for each eligible purchase. Providers must use the generic ABN (99 999 999 999) when reimbursing a Participant directly or the supplier does not have an ABN (such as an international supplier).

If a supplier charges a layby fee or credit card surcharge for a purchase, a Provider may claim Reimbursement for the full amount (i.e. the cost of the item or service and the fee or surcharge).

Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for guidance on how to claim Reimbursement in the Department's IT System.

(Deed references: Clauses 120.1, 120.2)

Claiming Reimbursements for Wage Subsidies

Providers reimburse certain Wage Subsidies through the Employment Fund General Account:

- Restart Wage Subsidy
- Youth Wage Subsidy
- Long Term Unemployed & Indigenous Wage Subsidy
- Parents Wage Subsidy.

When Providers create a Wage Subsidy Agreement, the total Wage Subsidy amount of either \$10,000 or \$6,500 (GST inclusive) is committed out of the relevant Site's notional bank balance. This commitment is held to fund all Reimbursements against that Wage Subsidy Agreement. At the end of the Wage Subsidy Agreement period, any unclaimed credits of the Wage Subsidy Agreement return to the relevant Site's notional bank balance.

Providers must refer to the [New Employment Services Trial Managing Wage Subsidies Guideline](#) to ensure that the Wage Subsidy meets the Wage Subsidy Placement eligibility and Documentary Evidence requirements prior to claiming Reimbursement through the Employment Fund.



System step: Providers must refer to the [New Employment Services Trial Managing Wage Subsidies Guideline](#) for system steps on claiming Reimbursement for Wage Subsidies.

Entering the correct Dates



System step: A Provider must enter the date the supplier was paid for each Reimbursement in the Department's IT Systems.



System step: A date of service/purchase is also required against each individual Participant attributed to the Reimbursement. The date will be either:

- the date that the goods or items were given to the Participant
- the date that the Participant attended an appointment
- the date that the Participant started in the Activity.

(Deed reference: Clause 120.1)

Determining the correct GST Treatment

The Department considers that all Reimbursements from the Employment Fund constitute 'consideration for a taxable supply made by a Provider to the Department' in line with the Australian Taxation (ATO) Private Ruling 1011478547799.

The relevant taxable supply is the supply of contracted services to Participants as described under the Deed. This means a Provider will need to remit 1/11th of all Reimbursements from the Employment Fund as Goods and Services Tax (GST) to the ATO.

A Provider should refer to the [New Employment Services Trial Employment Fund General Account IT Supporting Document](#) for guidance on selecting the correct GST treatment in the Department's IT System for purchases of goods and services.

The explanations below are provided as examples only and do not constitute tax advice. A Provider must obtain their own independent tax advice relevant to their particular situation.

Reimbursing Goods or Services purchased from a third party supplier

If a Reimbursement is sought from the Employment Fund for a purchase on behalf of a Participant and the purchase includes GST, then a Provider can usually claim an input tax credit for the GST component of the cost of the purchase.

The Department will reimburse a Provider the amount paid, less the input tax credit amount. However, the Department will add GST as the Reimbursement is 'consideration for a taxable supply made by the Provider to the Department' and therefore a Provider has to remit GST to the ATO in respect to the Reimbursement. This means the GST is taken off (the input tax credit), but then the GST is added on (the GST on the service supplied to the Department). So the final Reimbursement is equal to a Provider's original cost for the item.

If the Employment Fund is used to pay for a purchase on behalf of a Participant and the item purchased is GST free, then a Provider cannot claim an input tax credit, as there is no GST component of the purchase.

The Department will reimburse a Provider the amount paid, but will add GST as the Reimbursement is a separate taxable supply and a Provider has to remit GST to the ATO in respect to the Reimbursement. This means that nothing is taken off but

10 per cent GST is added. So the final Reimbursement is equal to a Provider's original cost plus 10 per cent.

Reimbursing Goods or Services purchased by a Participant

If a Reimbursement is sought from the Employment Fund to pay for goods or services paid for directly by a Participant and a Provider has reimbursed the Participant, then a Provider cannot claim an input tax credit because there has been no purchase.

The Department will reimburse a Provider the amount paid, but will add GST as the Reimbursement is a separate taxable supply and a Provider has to remit GST to the ATO in respect to the Reimbursement. This means that nothing is taken off but 10 per cent GST is added. So the final Reimbursement is equal to a Provider's original cost plus 10 per cent.

6. Purchasing Goods or Services in Bulk

A Provider can choose to purchase eligible goods or services in advance. These purchases are known as bulk purchases. Bulk purchases are used when eligible goods or services are purchased but a Provider is yet to determine which Participant the good or service will assist.

(Deed references: Clauses 120.1, 120.2, 120.3)

Making Bulk Purchases

Providers who have the required Documentary Evidence, are able to immediately claim Reimbursement for eligible bulk purchases prior to attributing to individual Participants.

Providers must claim Reimbursement for eligible bulk purchases within 56 days from the date that a Provider paid the supplier unless otherwise provided for in the [New Employment Services Trial Employment Fund General Account IT Supporting Document](#) (refer to Actioning Overrides section).



System step: A Provider must enter the quantity of items purchased into the Department's IT System.

Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for guidance on how to claim Reimbursement of Bulk purchases in the Department's IT System.

(Deed references: Clauses 120.2, 120.3)

Determining Eligible Categories

Bulk purchases are permitted for:

- Accredited Training
- Certified Interpreters
- Communication and Technology
- Non Vocational Support – Food
- Transport and Driver's Licences
- Vocational Tickets, Cards and Licences; and
- Work Related Items.

Attributing Bulk Purchases to Participants



System step: Providers must fully attribute bulk purchases that are \$300 (GST inclusive) or more in total to individual Participants in the Department's IT System.



System step: Providers must also fully attribute bulk purchases, regardless of the value, for:

- Accredited Training
- Communication and Technology
- Non Vocational Support – Food
- Transport and Driver's Licences; and
- Work Related Items.

For any other bulk purchases, a Provider is not required to fully attribute the purchases to individual Participants in the Department's IT System, unless the bulk purchase is randomly selected by the Department.

For bulk purchases that require full attribution, Providers must complete attributing individual Participants in the Department's IT System within 183 days from the Reimbursement date.

Acquitting Bulk Purchases randomly selected by the Department

The Department will notify a Provider of randomly selected bulk purchases, and advise the timeframes to fully attribute the purchases to individual Participants.

The Department will determine the size of the random sample. In determining the size of this random sample – which may be up to 100 per cent - the Department will consider:

- a Provider's level of compliance in attributing bulk purchased goods and services to individual Participants within the set timeframes
- the rate of non-compliant bulk purchases, and
- a Provider's overall use of bulk purchases.

7. Summary of required Documentary Evidence

A Provider must have met all of the Documentary Evidence requirements at the time of claiming Reimbursement.

For Documentary Evidence requirements for Wage Subsidies, Providers must refer to the [New Employment Services Trial Managing Wage Subsidies Guideline](#).



Documentary evidence: Providers must record the following information in the Department's IT System prior to claiming Reimbursement:

- the supplier name and ABN or, if applicable, whether the payment was made to a Provider's Related Entity or Own Organisation
- whether the purchase was a bulk purchase, and if it is, the number of purchased items
- the total invoice amount and whether the payment was GST free
- the date the supplier was paid
- the job seeker's identification number (JSID) except for bulk purchases that do not require attribution to the individual Participant, and
- the date the goods or service was provided to the Participant.



Documentary evidence: Providers must record additional information in the Department's IT System for some categories. These additional requirements are listed in [Table 1 – Category Details and Documentary Evidence Requirements](#).

A Provider must also retain other forms of Documentary Evidence for externally and internally supplied services in addition to the above Departmental IT System requirements.

(Deed references: Clause 15.4, 16.2)

Evidence to be retained for Externally Supplied Services



Documentary evidence: If a Provider has paid an external supplier (this includes Participants) for a purchase, then a Provider must retain sufficient items of evidence that in combination clearly identifies:

- prior payment from a Provider to the supplier which reflects payment in full or a zero outstanding balance
- the date that the supplier was paid
- the details of the supplier (including ABN) (note: if the generic ABN is used, then the ABN is not required)
- the details of the items purchased and/or details of the service delivered, and
- whether the purchase was GST inclusive or GST free.

Suitable items of evidence include a remittance advice, record of transaction or a Tax Invoice, receipt, layby docket, internal billing documentation or purchase order.

If, in addition to the above:

- a supplier has authorised another organisation to collect payments on their behalf (e.g. Australia Post) and the Tax Invoice from that third party does not clearly identify the supplier or detail the items to be reimbursed, then additional Documentary Evidence which includes this information must be retained. For example, a completed fork lift licence application; a completed working with vulnerable people application; or a utility bill
- a layby fee or credit card surcharge is charged by a supplier for a purchase and the fee or surcharge is charged separately (i.e. does not appear on the Tax Invoice), then additional Documentary Evidence must be retained that supports the total purchase cost to a Provider.

A Provider should refer to the [ATO website](#) to determine what is considered a valid Tax Invoice. A Recipient Created Tax invoice (RCTI) will be considered valid if it contains all of the information required of a tax invoice (except for ABN if the recipient is not registered for GST). A written agreement between the Supplier and the Recipient does not need to be supplied to the Department.



Documentary evidence: A Provider must also retain additional information for some categories. These additional requirements are listed in [Table 1 – Category Details and Documentary Evidence Requirements](#).

A Provider must submit the Documentary Evidence retained for Employment Fund Reimbursements within five Business Days of any request by the Department to do so in accordance with the Deed.

(Deed references: Clauses 15.4, 16.2)

Evidence to be retained for Internally Supplied Services



Documentary evidence: If a Provider delivers a service using a Provider's Own Organisation or a Related Entity, then a Provider must retain sufficient items of evidence that in combination clearly identifies:

- the details of the supplier (including ABN)
- the details of the items purchased and/or details of the service delivered, and
- whether the purchase was GST inclusive or GST free.

Suitable items of evidence include a Tax Invoice/receipt, internal billing documentation or purchase order.



Documentary evidence: A Provider must also retain additional information for some categories. These additional requirements are listed in [Table 1 – Category Details and Documentary Evidence Requirements](#).

A Provider must submit the Documentary Evidence retained for Employment Fund Reimbursements within five Business Days of any request by the Department to do so in accordance with the Deed.

(Deed references: Clauses 15.4, 16.2)

8. Table 1 – Category Details and Documentary Evidence Requirements

Category	Sub Category	Category and Sub Category Details	Documentary Evidence Requirements
Accredited Training		<p>Providers may use this category for nationally recognised training. A Registered Training Organisation (RTO) must deliver the training, and the course or unit must be on the RTO's Vocational Education and Training (VET) scope of registration as listed on training.gov.au.</p> <p>Providers may also use this category for secondary education, although the training organisation and/or course may not be listed on training.gov.au.</p>	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p> <ul style="list-style-type: none"> select the training level in the commitment in the Department's IT System select the industry relevant to the commitment in the Department's IT System retain sufficient items of Documentary Evidence that in combination identifies the RTO and the course code or unit code as listed on training.gov.au (or the course name if secondary education and not listed on training.gov.au) Retain additional Document Evidence that demonstrates the relationship between a training organisation who is not a registered RTO but is auspicing through a registered RTO, to substantiate the training is nationally recognised. <p>Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for further guidance on creating Accredited Training commitments in the Department's IT System.</p>
Certified Interpreters		<p>Providers may use this category for the purchase of certified interpreter services for Participants, including for pending Participants. Providers can claim the cost of the certified interpreter when an interpreter is arranged, but the Participant does not attend the scheduled appointment.</p>	<p>Refer to Summary of required Documentary Evidence section for the Documentary Evidence requirements.</p> <p>There are no additional Documentary Evidence requirements for this category.</p>
Communication and Technology	<p>Phone credit and internet data</p> <p>Mobile phones</p> <p>Laptops, computers, tablets</p>	<p>Providers may use this sub category for the purchase of phone or data cards or vouchers, including top-ups, to enable Participants to use phones or the internet.</p> <p>Providers may use this sub category for the purchase of basic mobile phones.</p> <p>Providers may use this sub category for the purchase of hardware or software packages required by a Participant to find and keep a job, or to participate in training, programs, PaTH Internships and/or Educational placements.</p>	<p>Refer to Summary of required Documentary Evidence section for the Documentary Evidence requirements.</p> <p>There are no additional Documentary Evidence requirements for this category.</p>
Indigenous Training and Mentoring		<p>Providers may use this category for:</p> <ul style="list-style-type: none"> culturally appropriate non-accredited pre-placement training that cannot be claimed under the other training categories pre and post placement mentoring. <p>Staff members employed by a Provider's Own Organisation or Related Entity, or by an external organisation can deliver Indigenous Training and Mentoring.</p> <p>Culturally appropriate non-accredited pre-placement training</p> <p>Providers may use this service type for non-accredited training delivered to Indigenous Participants and their employers or host organisations (including Work for the Dole Hosts). Such as:</p> <ul style="list-style-type: none"> foundation or life skills (e.g. time management, how to use public transport, budgeting) vocational pre-employment training to help Participants prepare for engagement in the workforce cultural competency training. 	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p> <ul style="list-style-type: none"> select the service type (pre-placement training or mentoring) in the commitment in the Department's IT System retain sufficient items of Documentary Evidence that in combination identifies the service type as either pre-placement training or mentoring for services delivered by a Provider's Own Organisation or a Related Entity. <p>Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for further guidance on creating Indigenous Training and Mentoring commitments in the Department's IT System.</p>

Category	Sub Category	Category and Sub Category Details	Documentary Evidence Requirements
		<p>When claiming Reimbursement for culturally appropriate non-accredited pre-placement training delivered by a Provider's Own Organisation or Related Entity, assistance is limited to a cap of \$1,650 (GST inclusive) per Participant, per financial year.</p> <p>There is no cap for culturally appropriate non-accredited pre-placement training delivered by an external organisation.</p> <p>Pre and post placement mentoring Providers may use this service type for mentoring services delivered to Indigenous Participants and their employers, host organisations (including Work for the Dole Hosts) and family and community members. Such as:</p> <ul style="list-style-type: none"> • support to address Participant issues (e.g. work-related, health, justice system or housing issues) • goal setting • assisting the Participant's family to understand the support that the Participant will need from home. <p>When claiming Reimbursement for pre and post placement mentoring delivered by a staff member of a Provider's Own Organisation or Related Entity, assistance is limited to a cap of \$1,650 (GST inclusive) per Participant, per financial year.</p> <p>There is no cap for pre and post placement mentoring delivered by an external organisation.</p>	
Non Accredited Training		<p>Providers may use this category for job, industry or employer specific non-accredited training. Examples include:</p> <ul style="list-style-type: none"> • software training such as Excel or MYOB • barista training • asbestos awareness • manual handling training • pre-employment food safety training • pre-employment training with fitness components. 	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p> <ul style="list-style-type: none"> • enter the name of the training in the commitment in the Department's IT System
Non Vocational Support	<p>Food</p> <p>Medical expenses</p>	<p>Providers may use this sub category for the purchase of food vouchers and the Reimbursement of food purchases.</p> <p>Providers may use this sub category for the medical and health related expenses if health issues are inhibiting a Participant's capacity to find and keep a job.</p> <p>If a medical expense is not bulk-billed or offered as a free services (e.g. through an Aboriginal Medical Service), a Provider can claim Reimbursement for the out-of-pocket expenses not covered by Medicare, private health insurance, other subsidies or programs. Out-of-pocket expenses that can be claimed include:</p> <ul style="list-style-type: none"> • medical consultations, including Medicare Health Assessment for Aboriginal and Torres Strait Islander People • prescribed medicines and medical aids as directed by a medical professional • dental and optical care • ear health and hearing services (e.g. hearing checks and fitting hearing aids) • the detection and management of chronic diseases (e.g. blood tests and scans) • addressing health risk factors, such as poor diet and nutrition. For example, support: <ul style="list-style-type: none"> ▪ to improve diet through dieticians or dietary programs, and ▪ to improve fitness through participation in boot camps or targeted health programs as recommended by a medical professional, Employer or a Provider. <p>If a Participant has lodged a claim through the Department's Personal Accident Insurance policy, Providers must meet additional requirements for claiming Reimbursement for medical and out-of-pocket expenses. The Insurance Readers Guide details this information</p>	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p> <ul style="list-style-type: none"> • for the Other support sub category <ul style="list-style-type: none"> ▪ enter a comment in the commitment in the Department's IT System, outlining the purchase. <p>Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for further guidance on creating Non-Vocational Support commitments in the Department's IT System.</p>

Category	Sub Category	Category and Sub Category Details	Documentary Evidence Requirements
	Relocation assistance	<p>Providers must record pre-employment medical checks against the Work-Related Items category.</p> <p>The Determining what is a Prohibited Purchase section lists the exceptions to the use of this category.</p> <p>Providers may use this category to assist a Participant taking up a job in another location, when the Participant or placement is not eligible to receive support under the Relocation Assistance to Take up a Job (RATTUAJ) Programme.</p> <p>If the Participant is eligible to receive support under RATTUAJ, but the placement does not meet the RATTUAJ eligibility criteria, providers may claim Reimbursement via a special claim under this category.</p> <p>For information about RATTUAJ, refer to the New Employment Services Trial Relocation Assistance to Take up a Job Guideline.</p> <p>The Determining what is a Prohibited Purchase section lists the exceptions to the use of this category.</p>	
	Rent and crisis accommodation	Providers may use this sub category for short-term rent and crisis accommodation for a Participant only when a Provider and Participant have exhausted all other avenues of assistance.	
	Other support	<p>Providers may use this sub category for other support where the expense:</p> <ul style="list-style-type: none"> • is not a prohibited item • cannot be recorded against another category • is inhibiting the Participant's capacity to be engaged to find and keep a job. <p>Examples of expenses under this sub category includes utility costs and legal expenses.</p>	
Professional Services		<p>Requirements for any professional service</p> <p>Providers may use this category for professional services such as:</p> <ul style="list-style-type: none"> • prevention, detection and management of mental and substance abuse disorders • drug and alcohol counselling and rehabilitation • mental health and family counselling • anger management • personal development for addressing self-esteem and confidence issues • vocational rehabilitation for Participants to re-enter Employment. <p>All professional services must be delivered by either a:</p> <ul style="list-style-type: none"> • qualified psychologist who is currently registered as a psychologist with the Australian Health Practitioner Regulation Agency (AHPRA) • qualified allied health professional¹ who has a degree or graduate diploma in either: <ul style="list-style-type: none"> • allied health services or behavioural sciences • social work • rehabilitation counselling • other allied health qualifications. <p>If the allied health qualification relates to a field that requires professional registration to practise, the allied health professional must be currently registered with the relevant authority.</p> <p>All professional services can be delivered either in-person, or via video or teleconference.</p> <p>All claims for Reimbursement must only be for either:</p> <ul style="list-style-type: none"> • the delivery of the actual appointment 	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p> <ul style="list-style-type: none"> • enter the following into the commitment in the Department's IT System: <ul style="list-style-type: none"> • the specialist type (psychologist or other allied health professional) • the session type (individual, group or report preparation) • the duration of the session (in minutes) • confirmation whether the Participant attended the appointment • create and maintain in the Department's IT System a list of the staff members in a Provider's Own Organisation or a Related Entity who will deliver professional services (either psychologists or other allied health professionals) • retain sufficient items of Documentary Evidence that in combination includes the following for externally delivered professional services: <ul style="list-style-type: none"> • a description of the service delivered • specify whether the Participant attended the appointment • retain sufficient items of Documentary Evidence that in combination includes the following for professional services delivered by a Provider's Own Organisation or a Related Entity: <ul style="list-style-type: none"> • a description of the service delivered

¹ The [Allied Health Professionals Australia website](#) (at www.ahpa.com.au/) has further information on allied health professionals.

Category	Sub Category	Category and Sub Category Details	Documentary Evidence Requirements
		<ul style="list-style-type: none"> the preparation of a psychological report (as defined by the Australia Psychological Society²). <p>Providers must not claim administrative costs such as time taken writing appointment case notes, letters, follow-up or appointment-related phone calls. In addition, Providers must not claim any costs associated with the set-up and ongoing cost of using video or teleconferencing for delivery of Professional services.</p> <p>Providers may claim missed appointments but are limited to three instances per Participant, per Provider, per financial year.</p> <p>Additional requirements for delivery by staff of Own Organisation and Related Entity</p> <p>In addition to the qualification and registration requirements stated above, standard rates apply for professional services delivered by a staff member employed by a Provider's Own Organisation or Related Entity. The maximum amounts that can be claimed are calculated according to the following rates:</p> <ul style="list-style-type: none"> For individual sessions (including preparation of psychological reports) or group sessions attended by up to five Participants: <ul style="list-style-type: none"> \$125.40 per hour (\$2.09 per minute) (GST inclusive) for services delivered by a qualified allied health professional \$150.00 per hour (\$2.50 per minute) (GST inclusive) for services delivered by a qualified psychologist For group sessions attended by six or more Participants: <ul style="list-style-type: none"> \$22.80 per Participant per hour (\$0.38 per Participant per minute) (GST inclusive) for services delivered by a qualified allied health professional \$25.80 per Participant per hour (\$0.43 per Participant per minute) (GST inclusive) for services delivered by a qualified psychologist. If Participants from a Provider's caseload make up a portion of the Participants in a group session, a Provider must only claim the pro-rata amount of the relevant group session standard rate. For example, if a Provider has two Participants out of five Participants in a one hour group session delivered by a qualified psychologist of a Related Entity, a Provider would claim \$30.00 (GST inclusive) for each Participant (i.e. \$150 divided by 5 Participants = \$30 per Participant per hour). <p>The Department's IT System allows the total invoice amount to reduce where required.</p>	<ul style="list-style-type: none"> identify the specialist type (psychologist or other allied health professional) identify the session type (individual or group) the duration of the service specify whether the Participant attended the appointment <ul style="list-style-type: none"> maintain a listing for professional services delivered by staff employed by a Provider's Own Organisation or a Related Entity that records the following information: <ul style="list-style-type: none"> the staff members name specialist type qualification details the authority with whom the staff member is registered with (if the qualification of the staff member relates to a field that requires professional registration to practise) registration number where applicable. <p>Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for further guidance on creating Professional Services commitments in the Department's IT System.</p>
Provider Indigenous Mentoring Capability		<p>Providers may use this category for expenditure related to a provider building and increasing their Indigenous mentoring capability. For example:</p> <ul style="list-style-type: none"> design or redesign, and implementation of Indigenous Employment Strategy hiring a consultant to develop and implement a Reconciliation Action Plan training (accredited and non-accredited) to staff who will be providing ongoing mentoring to Indigenous Participants development and release of IT Applications (e.g. a Mentoring App) professional development (e.g. attendance at conferences and workshops). <p>A Provider must submit a proposal to the Department for approval. Refer to the Employment Fund - Provider Indigenous Mentoring Capability Proposal template.</p> <p>The Determining what is a Prohibited Purchase section lists the exceptions to the use of this category.</p>	<p>A Provider must:</p> <ul style="list-style-type: none"> enter the good or service being claimed into the commitment in the Department's IT System prior to claiming Reimbursement upload evidence as detailed in the Summary of required Documentary Evidence section of this Guideline in the Department's IT System prior to claiming Reimbursement. <p>Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for further guidance on creating Provider Indigenous Mentoring Capability commitments in the Department's IT System.</p>
Refugee Training and Mentoring		<p>Providers may use this category for:</p> <ul style="list-style-type: none"> post-placement non-accredited workplace English language training that cannot be claimed under other training categories 	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p>

² Australian Psychological Society (APS) defines psychological reports as: "A report is a psychological service that is directly requested by the referring agency or client. Thus, reports prepared for clients are usually done based on explicitly written consent from the client or legal guardian. A report is a structured presentation typically including such components as relevant psychosocial history, history of presenting issues, present condition, test results, option and intervention recommendation. Professional letters to medical or other referral agencies concerning treatment needs of the client are not considered to constitute reports. Note that report preparation time is inclusive of relevant file and document review." (Definition sourced from APS national schedule of recommended fees and item numbers for psychological services).

Category	Sub Category	Category and Sub Category Details	Documentary Evidence Requirements
Targeted Pre Employment Preparation		<ul style="list-style-type: none"> pre and post placement mentoring. <p>Staff members employed by a Provider’s Own Organisation or Related Entity, or by an external organisation can deliver Refugee Training and Mentoring.</p> <p>Workplace English Language and Literacy (LL) Training Providers may use this service type or post-placement non-accredited workplace English language training delivered to refugee Participants.</p> <p>Pre and Post Placement Mentoring Providers may use this service type for mentoring services delivered to refugee Participants and their employers, host organisations (including Work for the Dole Hosts) and family and community members. Such as:</p> <ul style="list-style-type: none"> support to address Participant issues (e.g. health or housing or work/Activity related issues) goal setting assistance to translate written materials like an employer’s/hosts workplace health and safety documents and process documents assisting the Participant’s family to understand the support that the Participant will need from home. <p>When claiming Reimbursement for pre and post placement mentoring delivered by a staff member of a Provider’s Own Organisation or Related Entity, assistance is limited to a cap of \$1,650 (GST inclusive) per Participant, per financial year.</p> <p>There is no cap for pre and post placement mentoring delivered by an external organisation.</p>	<ul style="list-style-type: none"> select the service type (Workplace English Language and Literacy (LL) Training or Pre and Post Placement Mentoring) in the commitment in the Department’s IT System enter the associated Vacancy ID into the commitment in the Department’s IT System when the Workplace English Language and Literacy (LL) Training service type is selected retain sufficient items of Documentary Evidence that in combination identifies the service type as either Workplace English Language and Literacy (LL) Training or Pre and Post Placement Mentoring for services delivered by a Provider’s Own Organisation or a Related Entity. <p>Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for further guidance on creating Refugee Training and Mentoring commitments in the Department’s IT System.</p>
		<p>Providers may use this category for employability and foundation skills training.</p> <p>Providers must seek from the Department pre-approval of the training course content. In the training proposal, Providers must demonstrate that the specific training needs cannot be satisfied by a nationally recognised training course or unit of competency. Providers can only claim Reimbursement under this category once the Department has approved the training course.</p> <p>Assistance under this category is limited to one claim per participant, per Provider, per Period of Unemployment. Assistance is capped at \$550 (GST inclusive).</p> <p>For information on how and what to include in a training course proposal, refer to the Employment Fund - Targeted Pre-employment Preparation (TPEP) proposal template.</p>	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p> <ul style="list-style-type: none"> enter the training course title in the commitment in the Department’s IT System <p>Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for further guidance on creating Targeted Pre-Employment Preparation commitments in the Department’s IT System.</p>
Transport and Driver’s Licences	Driving lessons	<p>Providers may use this sub category for driving lessons for driver’s licence classifications C (Car) and R (Motorcycle).</p> <p>Providers may claim assistance given to a Participant to gain or re-gain their driver’s licence after loss due to driving offences. However, assistance is limited to one claim per Participant, per Period of Unemployment.</p>	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p> <ul style="list-style-type: none"> for the Other transport sub category: <ul style="list-style-type: none"> enter a comment in the commitment in the Department’s IT System, outlining the purchase.
	Driver’s licence	<p>Providers may use this sub category for:</p> <ul style="list-style-type: none"> driver’s licence (test and licence fee only. Driving lessons for Class C licence must be claimed under the ‘Driving lessons’ sub category) motorcycle licence (test and licence fee only. Driving lessons for Class R licence must be claimed under the ‘Driving lessons’ sub category) <p>Providers may claim assistance given to a Participant to gain or re-gain their driver’s licence after loss due to driving offences. However, assistance is limited to one claim per Participant, per Period of Unemployment.</p>	
	Other transport	<p>Providers may use this sub category for public and private transport and travel assistance, including petrol and accommodation, for Participants to attend job search related activities, medical appointments and health interventions, training, Internships, participate in programs or Employment.</p>	

Category	Sub Category	Category and Sub Category Details	Documentary Evidence Requirements
		<p>Providers may use this sub category for costs associated with hiring a bus or other vehicle to transport multiple Participants to a program or activity (including Activities but excluding Work for the Dole Activities), Employment, or employment-related activity such as a job fair or interview. This does not include driving time or overhead costs (as per the Determining what is a Prohibited Purchase section). To claim Reimbursement for bus-hire costs, the Provider must only hire a bus from a Related Entity, community sector organisation or external organisation (i.e. not from a Provider's Own Organisation) and ensure the bus is registered.</p> <p>Examples include:</p> <ul style="list-style-type: none"> public transport cards, including top-ups <ul style="list-style-type: none"> purchase of petrol cards or vouchers and the Reimbursement of petrol purchases vehicles including cars or bicycles vehicle registrations (new and renewal) and inspections compulsory third-party vehicle insurance ticket and over-night accommodation for a Participant to attend a job interview in another city. 	
Vocational Tickets, Cards and Licences		<p>Providers may use this category for the cost of a licence and the associated test fees. Providers may also claim the accredited training costs to obtain the licence under this category, if the accredited training is a pre-requisite to applying for or obtaining the licence (noting these can often be packaged into the one price). Providers can also use this category for non-accredited 'refresher' training for a current valid licence. Examples include:</p> <ul style="list-style-type: none"> security licence forklift licence light/medium/heavy rigid licence, including 'refresher' training for a current licence taxi licence/driver accreditation/limousine licence white card (or State/Territory equivalent) working at heights certificate first aid certificate responsible service of alcohol certificate responsible conduct of gambling certificate. 	<p>Refer to Summary of required Documentary Evidence section for the Documentary Evidence requirements for all purchases.</p> <p>There are no additional Documentary Evidence requirements for this category.</p>
Wage Subsidies		<p>Refer to the Claiming Reimbursements for Wage Subsidies section on how to reimburse wage subsidies from the Employment Fund.</p>	
Work Experience	<p>Department approved non-government program</p> <p>Non-Work for the Dole activity</p>	<p>Providers may use this sub category for costs related to delivery of a non-government program approved by the Department in accordance with the New Employment Services Trial Activity Management Guideline.</p> <p>The Determining what is a Prohibited Purchase section lists the exceptions to the use of this category.</p> <p>For information on how and what to include in a non-government program application, refer to the Application Form. A list of Department approved non-government programs is available on the Provider Portal.</p> <p>Providers may use this sub category for non-Work for the Dole Activity costs such as:</p> <ul style="list-style-type: none"> risk assessments or additional insurance costs overhead costs or additional costs to enable Participants to participate in the Activity that cannot be recorded against another category non-accredited training if it is required to enable a Participant to participate in an approved non-Work for the Dole Activity additional costs to ensure the Activity meets the requirements as outlined in the New Employment Services Trial Activity Management Guideline supervision costs when the supervisor is undertaking the literal supervision of Participants on that Activity and not undertaking other tasks considered services under the Deed. 	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p> <ul style="list-style-type: none"> for the Department approved non-government programs sub category <ul style="list-style-type: none"> enter the associated Activity ID into the commitment in the Department's IT System retain an itemised cost breakdown of the program costs supplied by the organisation delivering the program for the Non Work for the Dole activity sub category <ul style="list-style-type: none"> for supervision costs, retain dated and signed timesheets or written evidence (e.g. an email) showing the hours completed by the Supervisor in their Supervisor role for the Activity. For the Work trial sub category <ul style="list-style-type: none"> retain evidence that no more than 100 per cent of the Participant's wages for the period of the Work Trial has

Category	Sub Category	Category and Sub Category Details	Documentary Evidence Requirements
	PaTH Internship Placement	<p>The Determining what is a Prohibited Purchase section lists the exceptions to the use of this category.</p> <p>Providers may use this sub category for PaTH Internship placement costs that cannot be claimed under another category. These costs may include:</p> <ul style="list-style-type: none"> • costs associated with risk assessments • additional insurance costs (if required) • other costs required to support and enable the Participant to participate in a PaTH Internship placement that is not covered by other categories. <p>To use this sub category, Providers must ensure the PaTH Internship placement meets the requirements as outlined in the New Employment Services Trial Managing PaTH Internships Guideline.</p>	<p>been claimed. This could be either a statutory declaration, email or other correspondence from the Employer containing the name of the Participant, payslips, or a printout from the Employer's payroll software.</p> <p>Refer to the New Employment Services Trial Employment Fund General Account IT Supporting Document for further guidance on creating Work Experience commitments in the Department's IT System.</p>
	Work trial	<p>Providers may use this category for a Work Trial Placement. The Work Trial must:</p> <ul style="list-style-type: none"> • be limited to two weeks • not be more than the wages the Participant earns for the period of the Work Trial; and <ul style="list-style-type: none"> • meet the Wage Subsidy Placement eligibility detailed in the New Employment Services Trial Managing Wage Subsidies Guideline. 	<p>In addition to the Documentary Evidence requirements for all purchases detailed in the Summary of required Documentary Evidence section, a Provider must:</p> <ul style="list-style-type: none"> • enter a comment in the commitment in the Department's IT System, outlining the purchase.
Work Related Items		<ul style="list-style-type: none"> • Providers may use this category for purchases that are directly related to training, participation in programs, PaTH Internships or Employment • are not a prohibited item, and • cannot be recorded against another category. <p>Examples of purchases under this category include:</p> <ul style="list-style-type: none"> • clothing and presentation purchases, for example <ul style="list-style-type: none"> ▪ work-related clothing, for example business shirts ▪ personal protective clothing, such as hi-vis shirts and steel cap boots, where these are not for a Participant to participate in a Work for the Dole Activity ▪ clothing for a Participant to improve their presentation, for example when attending interviews, PaTH Internships or participating in programs or training ▪ hygiene packs ▪ basic haircuts. • the purchase of tools, books and equipment required by a Participant to find and keep a job, or to participate in training, programs, PaTH Internships and/or education. • Comprehensive skills assessments for Stronger Transitions Eligible Participants. Assessments claimed prior to 1 July 2020 must be conducted by Transition Services Panel Members, or any other Departmental approved service providers. • pre-employment medical checks • Working with Children checks • Working with Vulnerable People checks • police checks for Participants (including for Work for the Dole Participants) • out-of-pocket expenses for child care, after-school care or holiday care not covered by Government rebates. 	

9. Document Change History

Version	Effective date	End date	Change and location
2.0	01 07 20	31 12 20	<p>Policy changes:</p> <p>(Pgs. 10, 13 and 16) Career Transition Assistance (CTA) removed due to new funding arrangements from 4 May 2020.</p> <p>(Pgs. 19) Professional Services 'Did Not Attend' limit changed to three missed 'Did Not Attends' per Participant, per Provider, per Financial Year.</p> <p>Wording changes:</p> <p>Minor editorial changes throughout.</p> <p>(Pgs. 4 and 7) Clarifying Employment Fund credits and access for participants transferred from the Volunteer Online Employment Services Trial.</p> <p>(Pg. 6) Updated reference to Employment Fund category to Certified Interpreters.</p> <p>(Pgs. 4, 8 and 22) Clarifying Stronger Transitions Package closed to new entrants on 1 July 2020.</p> <p>(Pg. 8) Added CTA as a prohibited item from 4 May 2020 and removed Seasonal Work Incentive Payments from the prohibited items list as trial ended 30 June 2019.</p>
1.0	04 11 19	30 06 20	Original version of document.

All capitalised terms in this Guideline have the same meaning as in the New Employment Services Trial Deed 2019–22 (the Deed).

References to NEST Provider means a New Employment Services Trial Provider and references to Participant/s mean Enhanced Services Participants as defined in the Deed.

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. Providers must read it in conjunction with the Deed and any relevant Guidelines or reference material issued by the Department under or in connection with the Deed.