



Guideline:

Transfers

The Time to Work Employment Service (the Service) is a national, voluntary in-Prison employment service that assists sentenced Aboriginal and Torres Strait Islander peoples to access the support they need to better prepare them to find employment and reintegrate into the community upon their release from Prison.

Participants can be transferred between Prisons at any stage while they are participating in the Service.

Jurisdictions and/or Prisons may have different policies and procedures for transferring people between Prisons, including whether or not to notify Providers.

Providers should ensure continuity of services to Participants who have been transferred, where possible, and the receiving Provider must continue to deliver services as best they can in the circumstances.

This Guideline informs Providers about:

- being notified of transferred Participants
- responsibilities of the initial Provider
- responsibilities of the receiving Provider
- Payments for delivering the Service.

Any reference to 'Employment Services Provider' or 'Employment Services Program' also includes Workforce Australia Services and Self-Employment Assistance for the purposes of the Deed and any Guidelines.

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Changes from the previous version (Version 2.1)

Policy changes:

Updated to reflect the increased payment amounts effective from 1 July 2023.

Wording changes:

General editing to reflect the additional 12 month extension to the Time to Work Employment Service Deed 2018-24 and general editing intended to improve readability.

A full document history is available on the [Provider Portal](#).

Related documents and references

[Time to Work Employment Service Deed 2018–2024](#)

[Time to Work Employment Service Guideline](#)

[Assessments Guideline](#)

[Records Management, Privacy and External Systems Assurance Framework Guideline](#)

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1. Notifying Providers about transfers

Jurisdictions and/or Prisons may have different policies and procedures for transferring prisoners between Prisons. It depends on the jurisdiction and/or Prison whether Prisons notify Providers about Participant transfers. Prisons may not be able to inform Providers of Participant transfers for security, privacy and/or logistical reasons.

Providers must work closely with each Prison to determine the specific policies and procedures for transfers and how best to stay informed of the movements of Participants.

Providers should notify each other about transferred Participants

Providers must work closely and cooperatively with other Providers delivering the Service and notify each other when they become aware of a Participant transfer. This includes Providers delivering services in remote Prisons through the National Indigenous Australians Agency.

Providers should discuss the services already provided to the Participant and any services yet to be completed. Providers must work together to ensure continuity of services to the Participant as best they can in the circumstances.



System step: The receiving Provider can view the initial Provider's contact information via the referral history screen under the job seeker tab section on the Department's IT Systems.

(Deed references: Clause 7)

2. Responsibilities of the initial Provider

Where a Participant has been transferred, it is expected that the initial Provider will have conducted the Initial Appointment with the Participant. As part of this Contact the Participant will have completed a privacy consent form and a registration form. The initial Provider is also likely to have completed the Job Seeker Classification Instrument (JSCI) during the Initial Appointment. Once the privacy consent form is completed, the initial Provider is also responsible for requesting the Participant's medical records.

If they receive these medical records after the Participant has transferred, the initial Provider must fax 1300 786 102 or, where fax is not available, email the medical records to Services Australia via the FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au mailbox, and contact the receiving Provider to inform them that the medical records have been sent to Services Australia.

Providers must not share medical records with each other.

If the Employment Services Assessment (ESAt) has not been completed by the initial Provider, the receiving Provider must inform the initial Provider when the ESAt has been completed. The initial Provider is then responsible for destroying the medical records immediately after receiving this advice. If no confirmation is received, the initial Provider should destroy the medical records within four months of receiving them.

If the Participant has completed a Services Australia Pre-Release Interview with a Services Australia officer and is then transferred, the initial Provider remains responsible for finalising all services, including arranging and attending the Facilitated Transfer Meeting, where possible, and finalising and approving the Transition Plan.

3. Responsibilities of the receiving Provider

When the receiving Provider becomes aware of a transferred Participant, they must contact the initial Provider to make them aware of the transfer and discuss the Services delivered to the Participant so far. The receiving Provider should confirm whether the Participant's medical records were requested.

The receiving Provider is not required to provide the transferred Participant with a minimum of three face-to-face Contacts but should review the work done by the initial Provider and continue delivery of services to the transferred Participant in accordance with the Deed requirements. This involves providing any services not already delivered. The receiving Provider should ensure the Participant receives at least three face-to-face Contacts in total.

In exceptional circumstances, a Participant may receive only two face-to-face Contacts, instead of three, with a Provider. For more information on these circumstances, refer to the [Time to Work Employment Service Guideline](#) on the provider portal.

Commencing transferred Participants in the Service

The receiving Provider must complete a new privacy consent form and a new registration form before they refer the transferred Participant to their caseload and commence servicing. The receiving Provider must notify the Participant about how their Personal Information will be handled and seek their consent to collect, use and share that information.



System step: The receiving Provider must refer a transferred Participant to their caseload in the Department's IT Systems via the registration screen. To refer a Participant, the Provider must select 'refer' under the job seeker search tab on the Department's IT Systems.



Documentary Evidence: Providers must keep a copy of the completed privacy consent form and completed registration form and note on the Participant's file that the Participant has volunteered to continue to receive servicing.

Conducting the Job Seeker Classification Instrument

The initial Provider may have conducted the JSCI with the Participant. As such, the receiving Provider should check on the Department's IT Systems whether the transferred Participant has already had a JSCI assessment under the Service.

If the transferred Participant has not had a JSCI completed as part of the Participant's time in the Service, the receiving Provider must conduct the JSCI.

If the transferred Participant does have a JSCI in the Department's IT Systems that was completed as part of the Participant's time in the Service, the receiving Provider should review the results of the JSCI and use the responses to engage in discussions with the Participant and inform the development, or further development, of the Transition Plan.

For more information on the JSCI, please refer to the [Assessments Guideline](#) on the Provider Portal.



System step: The receiving Provider can view whether a JSCI has been conducted via the dashboard tab on the Department's IT Systems. The case summary screen displays the current JSCI status. The Provider should check the date of the JSCI and who conducted it to check whether the most recent one was completed as part of the Participant's time in the Service.

Arranging an Employment Services Assessment with Services Australia

The receiving Provider must check on the Department's IT Systems whether the transferred Participant has had an ESAt or been referred to Services Australia for an ESAt.

If the transferred Participant does not have an active ESAt in the Department's IT Systems or a referral to Services Australia for an ESAt, the receiving Provider must arrange for Services Australia to conduct the ESAt. The initial Provider is responsible for requesting the medical records, and for contacting the receiving Provider once it has received and faxed or emailed those records to Services Australia. The receiving Provider must book the ESAt appointment.

If the transferred Participant has a referral to Services Australia for an ESAt in the Department's IT Systems, the receiving Provider needs to cancel the booking and then re-book it, to schedule an appointment to accommodate the receiving Prison and update the Prison contact details as existing referrals to Services Australia cannot be amended. The receiving Provider cancels the booking by emailing the [Services Australia Focus Response Team \(FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au\)](mailto:FOCUS.RESPONSE.TEAM@servicesaustralia.gov.au) and re-books the ESAt appointment.

Once the ESAt has been completed, the receiving Provider should contact the initial Provider to confirm the assessment is complete so the initial Provider can destroy the Participant's medical records.

For more information on booking an ESAt appointment, refer to the [Assessments Guideline](#) on the provider portal.



System step: The receiving Provider can view whether an ESAt has been conducted via the dashboard tab on the Department's IT Systems. The case summary screen displays the current ESAt status.

Facilitated Transfer Meetings with Employment Services Providers

A receiving Provider needs to arrange a Facilitated Transfer Meeting for each Participant transferred to their caseload, where the transfer occurs before the Services Australia referral to a post-release Employment Services Provider and a Facilitated Transfer is possible.

If the Participant has been transferred to a new Prison after they have been referred by Services Australia to a post-release Employment Services Provider, but before the Facilitated Transfer Meeting is conducted, the initial Provider is responsible for organising the Facilitated Transfer Meeting. This meeting may need to occur without the Participant being present but wherever possible the initial Provider should endeavour to ensure the Participant can attend.

Services Australia is responsible for all post-release Employment Services Provider referrals. The receiving Provider must not refer the Participant to its post-release employment services caseload in the Department's IT Systems. If the receiving Provider accidentally refers a Participant to their caseload in this situation, they should contact the initial Provider so the Participant can be referred back to the initial Provider. For more information, refer to the [Time to Work Employment Service Guideline](#) on the Provider Portal.

Finalising Participant Transition Plans

The receiving Provider is responsible for finalising the Transition Plan for each transferred Participant. The only exception is where the Participant has been transferred to a new Prison after they have been referred by Services Australia to a post-release Employment Services Provider but before the Facilitated Transfer Meeting. In these instances the initial Provider finalises and approves the Transition Plan.

The Participant must agree to all the information in the Transition Plan. Information gathered during each Contact cannot be uploaded into the Department's IT Systems until it has been agreed to by the Participant. Where the Transition Plan appears in 'draft' form in the Department's IT Systems, it is expected that the Participant has agreed to the information in the plan, before it was uploaded.

Any amendments made to the Transition Plan following a discussion with the post-release Employment Services Provider at the Facilitated Transfer Meeting must be discussed with the Participant and the amended Transition Plan agreed to by the Participant.

Note: A Transition Plan cannot be approved in the Department's IT Systems before the Services Australia Pre-Release Interview.

If the transferred Participant has an approved Transition Plan in the Department's IT Systems, but has not yet attended their Services Australia Pre-Release Interview, the receiving Provider should contact their Account Manager to address the error.



System step: The Provider must enter each Participant's Transition Plan into the Department's IT Systems.



System step: The Provider must finalise the Transition Plan in the Department's IT Systems by changing the Transition Plan status from 'draft' to 'approved'.

4. Participant has been transferred to a facility without the Service

In a small number of cases, a Participant may be transferred to a Prison that does not offer the Service.

Where the Participant has been referred to a post-release Employment Services Provider but not completed the Facilitated Transfer Meeting, the initial Provider should try to organise a Facilitated Transfer Meeting.

In all other situations, the initial Provider must manually Exit the Participant from their caseload in the Department's IT Systems.

5. Payments

Two types of payments are available to Providers: Service Fees (Upfront Payments) and Transition Plan Fees.

Providers are paid an Upfront Payment of \$693.53 per expected Participant every six months. The Upfront Payment is a set amount paid, with no adjustment for Participants transferred during the six-month period.

Providers are paid a Transition Plan Fee of \$255.81 for each Participant, when the Provider has finalised a Transition Plan for the Participant including the completion of the Facilitated Transfer Meeting where possible and all the system requirements have been completed. Payments are only made for approved Transition Plans.

The Transition Plan Fee is paid to the Provider that finalises the services, including arranging and attending the Facilitated Transfer Meeting, where possible, and finalises the Transition Plan. If the Participant has completed a Services Australia Pre-Release Interview with a Services Australia officer and is then transferred, the initial Provider remains responsible for finalising the services, including approving the Transition Plan and will receive the Transition Plan Fee. In all other instances, the receiving Provider finalises the services, and approves the Transition Plan and receives the Transition Plan Fee.

6. Summary of required Documentary Evidence



Documentary Evidence: Privacy and Personal Information

- Providers must keep a copy of the completed privacy consent form and completed registration form and note on the Participant's file that the Participant has volunteered to continue to receive servicing.

All capitalised terms in this Guideline have the same meaning as in the Time to Work Employment Service Deed 2018–2024 (the Deed).

This Guideline is not a stand-alone document and does not contain all Time to Work Employment Service Provider obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment and Workplace Relations under or in connection with the Deed.