

Documentary Evidence Guideline

Document change history

Version	Start date	Effective date	End date	Change and location
1.5	19 06 17	01 07 17		Further clarification on Wage Subsidy documentary evidence.
1.4	22 02 2017	27 03 17	30 06 17	Clarification on Hybrid Outcome documentation. Addition of piece work advice to Pay Slip Verified Outcome Payments documentation. Reference to Internship Outcome.
1.3	02 11 16	05 12 16	26 03 17	Addition of the need to link previously uploaded Documentary Evidence to the transaction at the time of the claim.
1.2	10 08 16	12 09 16	04 12 16	Further clarification on Wage Subsidy documentation
1.1	27 06 16	27 06 16	11 09 16	Clarification on Wage Subsidy documentation
1.0	15 02 16	15 02 16	26 06 16	Original version of document

Explanatory Note

All capitalised terms have the same meaning as in the Transition to Work Deed 2016–2020 (the Deed). In this document, ‘**must**’ means that compliance is mandatory and ‘**should**’ means that this represents preferred practice.

Disclaimer

This Guideline is not a stand-alone document and does not contain the entirety of Transition to Work Providers’ obligations.

It **must** be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Employment under or in connection with the Deed.

Summary

This Guideline specifies the Documentary Evidence that Transition to Work Providers **must** retain under the Deed to support the delivery of services or a claim for payment. These requirements are in addition to any case notes that Transition to Work Providers **should** keep to support their service delivery to each Participant Employer or Activity Host Organisation.

Documentary Evidence includes documents, information and data stored by any means, including in electronic form, uploaded into the Department’s IT System or hard copy. Where the Department’s IT Systems identifies that Documentary Evidence upload is mandatory for a transaction, Providers **must** either:

- upload Documentary Evidence; or
- link previously uploaded Documentary Evidence

to the transaction at the time of the claim.

Note: If the Documentary Evidence is a signed statement or form, whiteout **must** not be used; and any alterations or amendments **must** be signed by the signatory. Where email is used, the Employer or Activity Host organisation or Participant **must** be clearly identifiable as the sender in the email address and/or the signature block. The signature block **must** also state the person's name and, where applicable, the person's position and organisation; it does not need to include an electronic signature.

Policy Intent

Appropriate Documentary Evidence is essential to ensure that Participants and Employers receive quality, tailored and relevant assistance. Appropriate Documentary Evidence supports Transition to Work Providers in delivering their Services to Participants, ensuring that Participants are on the path to securing Employment, managing Employer engagement and/ or achieving Educational outcomes. The community also expects evidence to be retained to ensure that it receives value from the taxpayer funds that are invested in the Services.

The Department has a legislative responsibility to ensure the integrity of the Services and that the Services are delivered and claims for Payment are correct.

Appropriate Documentary Evidence supports both Transition to Work Providers and the Department in managing relevant service, reputational or financial risks. It is a precondition of a Transition to Work Providers' entitlement to Payments that it has sufficient Documentary Evidence to prove its entitlement to outcome Payments—in particular, that the Services in relation to that Payment have been delivered in accordance with the Deed.

The Transition to Work Provider **must**, consistent with the relevant Deed requirements, ensure that all information and Documentary Evidence provided to the Department in any form and by any means is a true, accurate and complete record. Transition to Work Providers **must** also provide Documentary Evidence, if requested, to the Department within five (5) Business Days of the date of request.

Relevant Deed clause/s

The relevant clauses in the Deed are:

- Clause 76—Sourcing and Direct Registration of Group Two Participants
- Clause 78 – Transfer of Participants from the Provider
- Clause 79 – Transfer of Participants to the Provider
- Clause 80 – Appointments with Participants
- Clause 81—Initial Phase
- Clause 83 – General requirements for a Job Plan
- Clause 84 - Wage Subsidies
- Clause 87 – Suspensions
- Clause 88 – Effect of Suspensions
- Clause 89—Exits
- Clause 99 – Activities
- Clause 101 – Work health and safety
- Clause 104 – Particular rules relating to Outcomes
- Clause 107 – Outcome Payments
- Annexure A1—Definitions
- Annexure B1 – Outcomes and Payments

Relevant references

Reference documents relevant to this Guideline include:

- [Privacy Guideline](#)
- [Learning Centre Website](#)
- [Assessments Guideline](#)
- [Direct Registration Guideline](#)
- [Eligibility, Referral, Commencement and Caseload Guideline](#)

- [Job Plans Guideline](#)
- [Service Period, Suspensions and Exits Guideline](#)
- [Transfers Guideline](#)
- [Participant Requirements Guideline](#)
- [Vacancies and Outcomes Guideline](#)
- [Managing PaTH Internships Guideline](#)
- [Wage Subsidies Guideline - for Agreements entered into prior to 1 January 2017](#)
- [Managing Wage Subsidies from 1 January 2017 Guideline](#)

Section 1: Servicing

Requirement	Information that must be entered into the Department's IT Systems <i>(this may include electronic forms or upload of documents into the ESS Web)</i>	Additional Documentary Evidence that must be retained <i>(this may include hard copy)</i>
<p>Job Seeker Classification Instrument</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 81. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Assessments Guideline. 	<p>The Transition to Work Provider must conduct a Job Seeker Classification Instrument (JSCI) in the Department's IT System for any Participant who does not already have an active and up-to-date JSCI conducted by an Employment Service Provider or DHS.</p>	<p>When conducting the initial JSCI for a Participant, the Transition to Work Provider must retain a copy of the full printed JSCI with each page initialled and the last page signed and dated by the Participant.</p> <p>Where the Department's IT System is not available and the JSCI form is used, the Transition to Work Provider must record all the information from the JSCI form in the Department's IT System as soon as possible and retain the signed and dated hard copy form.</p> <p>When conducting a JSCI for a change of circumstances for a Participant the Transition to Work Provider must keep a copy of the printed JSCI Change of Circumstances Summary signed and dated by the Participant.</p>
<p>Direct Registration</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 76. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Direct Registration. 	<p>For Group Two Participants, the Transition to Work Provider must directly register the Participant by recording the registration information in the Department's IT System.</p>	<p>Transition to Work Providers must retain a copy of the completed and signed Transition to Work Provider Services—Direct Registration form. Refer to the Direct Registration Guideline for details about this form.</p> <p>Additionally, where the Participant has exemption from attending school, a copy of the relevant exemption should be kept on the Participant's file.</p> <p>The specific format of this exemption, such as a Certificate of Exemption, and who can grant this exemption will depend on the State or Territory in which the Participant lives. Not all school age Participants will have an exemption.</p>

Requirement	Information that must be entered into the Department's IT Systems <i>(this may include electronic forms or upload of documents into the ESS Web)</i>	Additional Documentary Evidence that must be retained <i>(this may include hard copy)</i>
<p>Initial Interview Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 80 • Clause 81. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Eligibility, Referral, Commencement and Caseload Guideline. 	<p>For Group One and Three Participants, Transition to Work Providers must record attendance at the Initial Interview in the Electronic Diary in the Department's IT System.</p> <p>For Group Two Participants, Transition to Work Providers must record attendance at the Initial Interview and agreement to participate in the Electronic Diary in the Department's IT System.</p> <p>Group Two Participants must agree to Participate within the Initial Phase.</p>	<p>No additional Documentary Evidence is required, unless Group Two – see Section 'Direct Registration' of this Guideline.</p>
<p>Contacts Deed clause references:</p> <ul style="list-style-type: none"> • Clause 80. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Eligibility, Referral, Commencement and Caseload Guideline. 	<p>The Transition to Work Provider must record each Appointment, additional Contact and the result of each Appointment/ Contact in the Electronic Diary, in the Department's IT System.</p>	<p>No additional Documentary Evidence is required.</p>

Requirement	Information that must be entered into the Department's IT Systems <i>(this may include electronic forms or upload of documents into the ESS Web)</i>	Additional Documentary Evidence that must be retained <i>(this may include hard copy)</i>
<p>Job Plan</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Section 83. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Job Plans Guideline. 	<p>The Transition to Work Provider must ensure that, at all times, each Participant has a current Job Plan.</p> <p>The Transition to Work Provider must create/update a Job Plan for all Participants within the Initial Phase in the Department's IT System.</p> <p>The Transition to Work Provider must enter into the Job Plan the activities the Participant will undertake and ensure that all information required under clause 83.5 of the Transition to Work Deed 2016-2020 GDV1 has been included in the Job Plan.</p> <p>Transition to Work Providers must ensure Participants enter into a Job Plan either by signing a hard copy or by agreeing online through www.jobsearch.gov.au.</p> <p>For Job Plans signed in hard copy, the Transition to Work Provider must enter into the Department's IT System the date the Job Plan was signed and that the Job Plan has been approved.</p> <p>For Job Plans that Participants have agreed to online, the Job Plan will be automatically set to 'approved'.</p>	<p>Where the Participant has agreed to a Job Plan by signing a hard copy version, a copy must be retained by the Transition to Work Provider with the detailed included in the Department's IT system.</p>
<p>Transition to Work Provider Exits</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 88. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Period of Service, Suspensions and Exits Guideline. 	<p>Where a Transition to Work Provider exits a Participant from Transition to Work services through a Provider Exit, the Transition to Work Provider must record the Exit and the relevant reasons in the Department's IT Systems. Refer to the Service Period, Suspensions and Exits Guideline for more information on Provider Exits.</p>	<p>No additional Documentary Evidence is required.</p>

Requirement	Information that must be entered into the Department's IT Systems <i>(this may include electronic forms or upload of documents into the ESS Web)</i>	Additional Documentary Evidence that must be retained <i>(this may include hard copy)</i>
<p>Suspensions</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 86 • Clause 87 • Annexure A1-Definitions. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Period of Registration, Suspensions and Exits Guideline. 	<p>Where a Provider issues a Suspension for a Participant, the Transition to Work Provider must record the reason for the Suspension and the start and end dates for the Suspension in the Department's IT Systems.</p>	<p>No additional Documentary Evidence is required.</p>
<p>Transfers</p> <p>Deed clause references:</p> <ul style="list-style-type: none"> • Clause 78 • Clause 79. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Transfers Guideline. 	<ol style="list-style-type: none"> 1. Where a Transfer by Agreement is facilitated using the online process through www.jobsearch.gov.au, this form must be retained in the Department's IT Systems. 2. Where a Transfer by Agreement is facilitated using the Transfer by Agreement Form, the details of the form are to be entered into the Department's IT System to action the transfer. <p>Refer to the Transfer Guideline for more information on Provider Exits.</p>	<ol style="list-style-type: none"> 1. Where a Transfer by Agreement is facilitated using the Transfer by Agreement Form: <ul style="list-style-type: none"> • A signed copy of this form must be retained by the relinquishing Transition to Work Provider. 2. When a Transfer due to Relationship Failure is requested by a Transition to Work Provider, the Provider must submit a copy of the completed Transfer Due to Relationship Failure Form to the Department by email to the nationalcustomerserviceline@employment.gov.au.

Requirement	Information that must be entered into the Department's IT Systems <i>(this may include electronic forms or upload of documents into the ESS Web)</i>	Additional Documentary Evidence that must be retained <i>(this may include hard copy)</i>
<p>Servicing Participants with Challenging Behaviours</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 70 • Clause 73. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Servicing Participants with Challenging Behaviours and Incident Management Guideline. 	<p>Providers must record any Participant behavioural incidences in the Department's IT System.</p> <p>This includes all verbal or written warnings given to a Participant because of the Participant's behaviour. These must be recorded on the comments screen of the Participant's record in the Department's IT system.</p> <p>Providers must record, in the Department's IT system, all restricted service arrangements where the option of restricting access to a site for a Participant is to be applied.</p>	<p>If a serious incident has occurred, the Provider should create and retain a Case Management Plan.</p>
<p>Failure to Attend an Appointment with a Provider</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Annexure A1-Definitions. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Participant Requirements Guideline. 	<p>Providers must record the result of the Appointment in the Electronic Diary in the Department's IT Systems by close of business on the day of the Appointment.</p> <p>Where the Participant does not attend, the Provider's assessment of whether the Participant had a valid or invalid reason (i.e. DNAV (did not attend with a valid reason), DNAD (did not attend Provider discretion)).</p>	<p>No additional Documentary Evidence is required.</p>
<p>Activity Host Organisation Agreements</p> <p>Deed clause references:</p> <ul style="list-style-type: none"> • Clause 99 • Annexure A1 – Definitions. <p>Guideline references:</p> <ul style="list-style-type: none"> • Activity Management Guideline. 	<p>When participating in Voluntary Work or National Work Experience Programme Placement, Participants, Transition to Work Providers and Activity Host Organisations need to complete the Activity Host Organisation Agreement templates. These templates can be found on the Department's Provider Portal.</p>	<p>If an Activity Host Organisation Agreement is completed, the Transition to Work Provider must retain the original hard copy agreement with a copy provided to the Activity Host.</p>

Requirement	Information that must be entered into the Department's IT Systems <i>(this may include electronic forms or upload of documents into the ESS Web)</i>	Additional Documentary Evidence that must be retained <i>(this may include hard copy)</i>
<p>Risk Assessments for Voluntary Work or National Work Experience Programme Placement</p> <p>Deed clause references:</p> <ul style="list-style-type: none"> • Clause 101 • Annexure A1 – Definitions. <p>Guideline references:</p> <ul style="list-style-type: none"> • Activity Management Guideline. 	<p>No information must be entered into the Department's IT Systems.</p>	<p>At the Commencement of any Voluntary Work and National Work Experience Programme Placement Activity, the Provider must conduct and document a risk assessment to:</p> <ul style="list-style-type: none"> • identify potential risks and hazards associated with the tasks that will be undertaken during the Activity, and • identify if the Activity is suitable for the relevant Participant/s. <p>Providers have the discretion to determine how they document their risk assessments for National Work Experience Programme Placements and Voluntary Work Activities.</p>

Section 2: Outcome Payments/ Wage Subsidies

Requirement	Documentary Evidence the Employment Provider must retain at the time of submitting a claim (in electronic form or hard copy)
<p>Pay Slip Verified Outcome Payments (other than self-employment)</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 104 • Clause 107. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Vacancies and Outcomes Guideline. 	<p>For Employment, including apprenticeships and traineeships, Documentary Evidence must be in the form of a pay slip or Employer payroll summary/ies and must be uploaded onto the Department's IT Systems at the time of the claim.</p> <p>The following information should be included in the Payslips or Employer payroll summary/ies:</p> <ul style="list-style-type: none"> • Employer's and Participant's name • Employer's Australian Business Number (ABN) (if applicable) • Payment Period • date of payment • gross and net pay • if the Participant is paid an hourly rate <ul style="list-style-type: none"> o the ordinary hourly rate o the number of hours worked at that rate o the total dollar amount of pay at that rate <p>If any of the above pieces of information are not able to be provided by the employer on the payslip or Employer payroll summary, the Provider must provide that information additional to the payslip or Employer payroll summary in the form of an email from the Employer. An example is where a Participant is undertaking employment in 'piece-work' (i.e. the Participant is paid per item) and does not receive an hourly wage or a pay slip with an hourly wage on it. In this case, the Provider must attach an email from the employer confirming the hours worked per Payment Period.</p> <p>Additional information must be uploaded onto the Department's IT Systems at the time of the claim.</p> <p>The Payslips or Employer payroll summary report/s used to verify the Outcome Claim must only be used by the Transition to Work Provider to cover the period of time/fortnight in the Outcome period that cannot be verified by DHS data.</p> <p>Where the Transition to Work Provider becomes aware of a Participant's under/non-declared Employment earnings or hours, the Transition to Work Provider must notify DHS as described at section: Notification to DHS where hours or earnings may be non-declared or under-declared and the Vacancies and Outcomes Guideline.</p> <p>The Employer payroll summary report must be a print-out of the Participant's official payment history, not a spreadsheet/tracking tool</p>

Requirement	Documentary Evidence the Employment Provider must retain at the time of submitting a claim (in electronic form or hard copy)
	<p>implemented or prepared by the Transition to Work Provider.</p> <p>For further detail please refer to the Vacancies and Outcomes Guideline.</p>
<p>Pay Slip Verified Outcome Payments - Unsubsidised Self-Employment (Participants not in receipt of income support payments)</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 104 • Clause 107. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Vacancies and Outcomes Guideline. 	<p>Documentary evidence must be uploaded into the Department’s IT Systems at the point of claim.</p> <p>The Vacancy recorded on the department’s IT system must identify that the Participant’s employment is Self-Employment and dated documentary evidence must be obtained from the Participant and must be in one or more of the following forms:</p> <ul style="list-style-type: none"> • Sales records, contracts with clients or contracts of employment and a statement from a Certified Practising Accountant or Certified Accountant (for example a Profit and Loss Statement) relating to the Participant’s business for 12 or 26 Week Period. The statement provided should show that the Participant has an income which proves the Participant business has generated sufficient personal income (net of business expenses but include tax) to confirm the National Minimum Wage rate has been achieved when combined with evidence that the Participant has worked the required hours each week/fortnight to achieve sufficient hours (such as a record of the Participant’s appointments or diary entries); or • Signed and dated statement of earnings from an accountant and/or registered bookkeeper for the 12 or 26 Week Period. The statement provided should show that the Participant has an income which proves the Participant’s business has generated sufficient personal income (net of business expenses but include tax) to confirm the National Minimum Wage rate has been achieved when combined with evidence that the Participant has worked the required hours each week/fortnight to achieve sufficient hours (such as a record of the Participant’s appointments or diary entries); or • Copy of records from the Australian Taxation Office (ATO) for the 12 or 26 Week Period verifying that the Participant has an income as self-employed. The records provided should show that the job seeker has an income which proves the Participant’s business has generated sufficient personal income (net of business expenses but include tax) to confirm the National Minimum Wage rate has been achieved when combined with evidence that the Participant has worked the required hours each week/fortnight to achieve sufficient hours (such as a record of the Participant’s appointments or diary entries). <p>More than one form of written evidence may be used provided that, collectively, the written evidence contains all of the above information.</p> <p>Proof of business establishment alone <u>is not</u> sufficient evidence to support an Outcome Payment.</p> <p>For further detail please refer to the Vacancies and Outcomes Guideline.</p>

Requirement	Documentary Evidence the Employment Provider must retain at the time of submitting a claim (in electronic form or hard copy)
<p>Outcomes based on attainment of qualification for an Education or Training Course</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 104 • Annexure B1 – Outcomes and Payments. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Vacancies and Outcomes Guideline. 	<p>For an Education Outcome based on completion of year 12, a Certificate III or above, Documentary Evidence must be in the form of either an electronic or a hard copy of the qualification. The qualification must clearly show the qualification achieved, the Participant’s name, details of the institution that issued the qualification including the Registered Training Organisation national provider number, the date of the qualification and the course code identified on training.gov.au.</p> <p>A statement of attainment must not be used as Documentary Evidence. Statements of attainment are issued by Registered Training Organisations to students who complete units of competency or modules from a training package or accredited course but do not complete the entire course leading to an Australian Qualifications Framework (AQF) qualification.</p>
<p>Outcomes based on participation in Education</p> <p>Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 104 • Annexure B1 – Outcomes and Payments. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Vacancies and Outcomes Guideline. 	<p>Documentary Evidence must include:</p> <ul style="list-style-type: none"> • confirmation the Participant participated in Education for 26 weeks after the commencement date • the course is full-time study as defined by the Education institution and reflects the hours specified in the Participant’s Job Plan • the study periods (i.e. term, trimester or semester) and the start and end dates. <p>All of the above information must be contained in an acceptable form of dated evidence. Acceptable forms of dated evidence are:</p> <ul style="list-style-type: none"> • a certificate of attainment / academic transcript issued by the education institution confirming the Participant participated in education for 26 weeks after the commencement date, or • a signed and dated written statement or an email from the education institution. <p>In the instance of distance learning/ online or self-paced components, Documentary Evidence must include evidence of modules completed, progress of a year level completed, unit of a Certificate III or a statement from a supporting education provider.</p>

Requirement	Documentary Evidence the Employment Provider must retain at the time of submitting a claim (in electronic form or hard copy)
<p>Hybrid Outcomes Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 104 • Annexure B1 – Outcomes and Payments. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Vacancies and Outcomes Guideline. 	<p>For an Outcome based on a combination of participation in an Education or Training Course and Employment, Documentary Evidence is required to prove the required hours' combination has been met. For the 12 week Hybrid Period this will require:</p> <ul style="list-style-type: none"> • pay slips or Employer payroll summary/ies indicating the hours worked, or • for Participants in receipt of income support, copies of the Centrelink Earnings Worksheet forms (SU505) Participants have used to calculate the amount of wages they need to advise Centrelink (noting the use of the SU505 form is voluntary for DHS purposes so Participants are not obliged to complete them); and • a signed and dated written statement or email from the education institution confirming the Participant's contact hours per week and the dates of the course.
<p>Internship Outcomes Guideline reference:</p> <ul style="list-style-type: none"> • Managing PaTH Internships Guideline. 	<p>PaTH Internships are available to eligible Transition to Work Participants from 1 April 2017. See Managing PaTH Internships Guideline.</p>

Requirement	Information that must be entered into the Department's IT Systems	Additional Documentary Evidence that must be retained
<p>Notification to DHS where Employment hours or earnings may be under / non-declared Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 107. <p>Guideline reference:</p> <ul style="list-style-type: none"> • Vacancies and Outcomes Guideline. 	<p>DHS will be notified automatically of Employment hours and Earnings when lodging a Pay Slip Verified Outcome Payment. The pay slips or payroll summary must be uploaded at the time of claiming a Pay Slip Verified Outcome Payment.</p>	<p>The Transition to Work Provider must sight and retain evidence of a Participant's earnings where a Transition to Work Provider notifies DHS of a Participant's under-declaration or non-declaration of Employment. Notification can occur by:</p> <ul style="list-style-type: none"> • lodging a Pay Slip Verified Outcome claim • using the DHS Reporting Fraud form (available on the DHS website), or • calling the Australian Government Services Fraud Tip-off Line on 131 524. <p>Evidence must include one of the following acceptable forms of evidence:</p> <ul style="list-style-type: none"> • where the Participant is being paid a salary, a pay slip that details gross and net pay • where the Participant is paid by the hour, a pay slip that details: <ul style="list-style-type: none"> ○ the standard hourly rate ○ the number of hours worked at that rate, and ○ the total dollar amount of pay at that rate. <p>In the absence of pay slips, Transition to Work Providers may provide a payroll summary report at the time of claiming or notification. The payroll summary report must show:</p> <ul style="list-style-type: none"> • the employer's name (and ABN if applicable) • the date/s of payment and gross/net pay, and • the hourly rate and number of hours worked at that rate if employment is paid on an hourly rate. <p>The payroll summary report must be a print-out of the Participant official payment history, not a spreadsheet/tracking tool</p>

Requirement	Information that must be entered into the Department's IT Systems	Additional Documentary Evidence that must be retained
		implemented by the Transition to Work Provider.
<p>Wage Subsidies (i.e. Youth Bonus, Parents, Long Term Unemployed and Indigenous) Deed clause reference:</p> <ul style="list-style-type: none"> • Clause 84. <p>Guideline references:</p> <ul style="list-style-type: none"> • Wage Subsidies Guideline. • Managing Wage Subsidies from 1 January 2017 Guideline. • Wage Subsidies Guideline - for Agreements entered into prior to 1 January 2017. 	<p>Transition to Work Providers must obtain sufficient Documentary Evidence in order to process a Wage Subsidy Payment to an Employer and seek Reimbursement from the Department.</p> <p>For all Wage Subsidies, an approved Wage Subsidy Agreement, linking Vacancy, Employer and Placement details must be entered into the Department's IT Systems (most of this information will be pre-populated from other parts of the Department's IT System).</p> <p>When submitting an overrides and special claim request, the Transition to Work Provider must include the linked Agreement identifier and/or the Vacancy identifier.</p>	<p>Wage Subsidy Agreements:</p> <ul style="list-style-type: none"> • For Wage Subsidy Agreements approved by the Employer on the jobactive website or the free mobile jobactive Employer App, no additional evidence is required, separate to the declaration made by the Employer through the Department's IT Systems. • For Wage Subsidy Agreements that are signed offline, a copy of the Wage Subsidy Agreement, signed by both the Provider and Employer, must be kept by the Transition to Work Provider. <p>Payments to Employers</p> <p>Documentary Evidence must be retained by the Transition to Work Provider to demonstrate the Participant was Employed as per the Wage Subsidy Agreement and the required hours were worked over the Wage Subsidy Period.</p> <p>This must include either:</p> <ul style="list-style-type: none"> • a declaration by the Employer through the Department's IT Systems, or • payslips to demonstrate the hours worked or a print-out from the Employer's payroll software, or • a statutory declaration, email or other correspondence from the Employer. <p>Providers must also retain evidence from the Employer to verify any periods of approved leave.</p>

Requirement	Information that must be entered into the Department's IT Systems	Additional Documentary Evidence that must be retained
		<p>Claims for Reimbursement</p> <p>Documentary Evidence must be retained by the Transition to Work Provider to demonstrate prior payment from the Provider to the Employer. In addition to the requirements above, this must include either a:</p> <ul style="list-style-type: none"> • record of transaction (bank statement or report from the Provider's financial system), or • tax Invoice and receipt from the Employer, or • remittance advice, or • statutory declaration, email or other correspondence from the Provider. <p>The evidence must clearly include the amount of the Wage Subsidy payment, the Employer's details (including ABN) and the date the payment was made.</p> <p>All evidence not uploaded to the Department's IT Systems with the claim for Reimbursement must be kept offline by the Provider.</p>